



GSK Complementary Workforce
Supplier Handbook

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About GSK

GSK is a global biopharma leader with new ambitions and new purpose: to unite science, technology and talent to get ahead of disease together. Over the next ten years, it's our ambition to positively impact the health of more than 2.5 billion people, to achieve a step change in growth for our shareholders and to make GSK a place where people can thrive – where they can succeed, grow and be happy at work.

GSK has changed. In July 2022, we demerged our world-leading consumer healthcare business, Haleon. We are now a fully focused biopharma company. We prioritise innovation in vaccines and specialty medicines, maximising the increasing opportunities to prevent and treat disease. At the heart of this is our R&D focus on the science of the immune system, human genetics and advanced technologies, and our world-leading capabilities in vaccines and medicines development. We will focus on four therapeutic areas: infectious diseases, HIV, oncology, and immunology. We operate responsibly for all our stakeholders by prioritising Innovation, Performance and Trust.

Culture at GSK is something we all own. It powers our purpose, drives delivery of our strategy and helps make GSK a place where people can thrive. Our culture of being ambitious for patients, accountable for impact and doing the right thing are the foundations for how, together, we'll deliver for our patients, shareholders, and GSK people.

Responsible business is how we do business. Read more about:

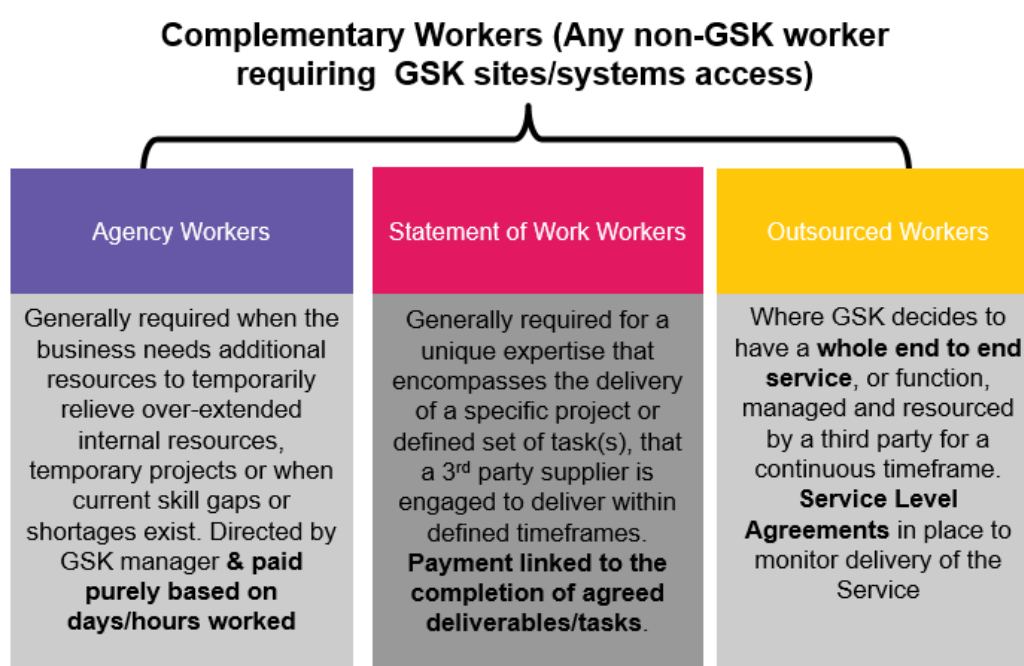
- [Codes, standards, and reports](#)
- [Working with third parties' Ethical standards](#)
- [Trust commitments](#)
- [Inclusion](#)
- [Sustainability](#)

For more information and background on GSK, including our past performance and future strategy, please visit our external website www.gsk.com.

How to use this handbook

The supplier handbook outlines the minimum requirements that a Supplier must meet to do business with GSK. This handbook applies to all Suppliers that provide Complementary Workers to GSK. Complementary Workers are all non-GSK employees requiring GSK sites and/or systems access. They are employees of Supplier organisations, who we grant access to GSK infrastructure.

At GSK, we identify 3 categories of Complementary Workers.



Agency Worker

An Agency Worker at GSK is supervised and directed by their GSK Manager who is typically involved in the hire and selection of the person. The individual may be required to support for a short period of time for a certain piece of work, may be covering a long-term absence such as maternity/paternity leave or relieving over-extended team members.

- The GSK Manager identified the need for additional support from an Agency Worker (not a service), and is engaged in the selection process.
- The GSK Manager is responsible for supervision of the Agency Worker, assigning their tasks and setting their working hours.

Statement of Work Worker

A Statement of Work at GSK is a project specific service engagement. It is defined by deliverables/milestones required to deliver the project against a defined timeline which may be broken

down into phases. An SOW must also have clearly articulated acceptance criteria and how any stages will be reviewed, reported and approved.

- An SOW is executed against defined outputs (future state/end product).
- The GSK Manager defines and articulates the delivery date required on the project, service or product.

Outsourced Worker

Outsourcing is an ongoing service which will be defined by service outcomes and performance managed against Service Quality Metrics.

- The GSK Manager cannot supervise the work that the Outsourced Workers complete.
- KPI's & SLA's agreed, supplier performance evaluated and monitored.

GSK is committed to ensuring that we help our Supplier's do business in a compliant manner, ensuring GSK expectations are met, and that all parties are protected from risk. To help us achieve this, we need your alignment in ensuring that our complementary workers are correctly classified under one of the three categories. Work with the business owner of the engagement to ensure workers are classified correctly and also ensure that any co-employment/deemed employment risk is mitigated through appropriate structure of engagements and ways of working. See also the Statement of Work section in this document to review the standard we expect from our contracting.

Additionally, as per your Supplier contract with GSK, you must comply with all applicable GSK Policies. We have outlined below the important information from policies that you will need to comply with as a Supplier of Complementary Workers to GSK. This Handbook is your reference to the items we expect you to support.

Late Leavers

What you need to know

A 'late leaver' is any employee or Complementary Worker (CW) whose access to the GSK network is **not closed within 48 hours of them leaving the GSK assignment**.

The termination in the CW Management system needs to be triggered within 24 hours of the worker leaving. The remaining 24 hours will ensure integrations between systems remove all relevant access within the set timeframe. Ideally the termination is processed before the worker's last day, with a future dated entry in the systems.

Failing to close leaver records on time means they still have access to GSK systems when they shouldn't, creating a potential for rogue misuse of the open access to GSK network. This could result in a loss of Intellectual Property or Sensitive Personal Information being exploited. Complementary Workers that were not properly exited from our systems pose a significant threat to our security and reputation and could have legal and financial consequences to GSK and the people who work here.

What you need to do

It is important that Suppliers are monitoring their workers end dates (across all 3 Worker categories) and taking appropriate action when a worker completes their assignment. This also includes closing of records for any workers who are expected to be out of office for 30 days or longer, regardless of reason for absence. As an example this will include long term sick or maternity/paternity leaves.

At GSK we use two systems to manage Complementary Workers: Fieldglass or Workday. Their scope is based on worker type and country in which the worker is located. The GSK Manager will confirm which system should be used to manage the workers.

For workers managed in Fieldglass:

Agency Workers:

Suppliers need to ensure that the GSK Manager is notified about worker end dates, as it is the manager's action to close the workers on time in the system. The Manager can also request support from GSK Link team to action the close.

Statement of Work & Outsourced Workers

Suppliers needs to close the workers directly in Fieldglass using their Supplier access to the tool. The Supplier is accountable for actioning the close and corrective actions can be put in place for suppliers who fail to close workers on time.

To action this in Fieldglass:

- Log into SAP Fieldglass
- Select the worker you need to close
- Select *Close Complementary Worker* in the Actions menu. DO NOT use the Edit option to close workers with a close end date as this will route for approvals and will extend the process in time.
- Complete the additional fields *Reason & Actual End Date*. DO NOT use Transfer as reason code.
- If the end date is in the future, the worker will not lose GSK site or systems access until the end of that date.

For workers managed in Workday:

Agency Workers:

Suppliers need to ensure that the GSK Manager is notified about worker end dates, as it is the manager's action to close the workers on time in the system.

Phishing

What you need to know

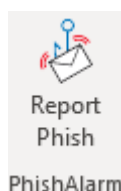
Data security remains our number one risk at GSK. Since the start of the COVID-19 pandemic, we've seen a 300% rise in reports of suspected malicious communications being received by workers at GSK. With growing disruption globally, threat groups are increasing attacks on our GSK and personal networks.

Phishing attacks are a significant part of this risk, so it is important that everyone working for and on behalf of GSK take personal responsibility for protecting GSK information from these attacks and learn to recognise and report phishing emails.

Phishing is a fraudulent practice of sending emails claiming to be from reputable companies to encourage individuals to reveal personal information, such as passwords and credit card numbers. That is why phishing simulations help us prepare and prevent real phishing attacks by identifying where employees and complementary workers at GSK have a gap in their awareness of these types of attack.

Each of us has a responsibility to keep GSK's information and data secure. This is reflected in our Company Trust priority and objective to protect GSK's reputation and comply with policies – which includes being vigilant and keeping our data safe.

All employees and Complementary Workers with a 'gsk.com', 'viivhealthcare.com', 'galvani.bio' or 'stiefel.com' email address are included in phishing simulation emails campaigns run by our Cyber Security Tech team. There are no exceptions to who can be included in a phishing simulation. There are not any special groups selected. The expectation is that all workers at GSK are able to identify these phishing simulation emails and duly report them by using the 'Report Phish' button in Outlook.



CWs engaged from suppliers must pass GSK phishing tests (similarly to GSK employees). The expectation is that Suppliers reinforce this message with their workers/employees and manage any corrective actions where required. GSK Managers will be notified of any failed phishing simulations and will be accountable to share this information with the Supplier.

What you need to do

Ensure that as a Supplier of Complementary Workers you have made the workers working for GSK aware of the phishing risks and the expectations of GSK. Reinforce this message regularly throughout the engagement with GSK and if needed, work with the GSK Manager to identify any re-training needs for your workforce. Ensure that as the employer of the workers engaged at GSK, you are addressing any failed phishing simulations with corrective actions implemented for your workers in line with the local

contractual terms and regulations. This should be managed by the GSK Line Manager and Supplier in line with the local legislation.

Mandatory trainings

What you need to know

Complementary Workers engaged from our Suppliers will need to complete our mandatory GSK learnings. The lists of mandatory trainings may differ by business unit and function and are determined by Governance, Ethics and Compliance (GEC) and learning owners. The Code is an example of a global training mandatory for CWs. Training in specific GSK processes and procedures necessary for CWs to complete the job for which they were hired may also be required, e.g., health and safety training, IT training specific to application of system. Developmental training is not to be provided by GSK and is at the sole discretion of the Supplier, e.g., core skills training such as leadership, teamwork, presentation skills.

What you need to do

It is the responsibility of the Supplier to ensure you are informing your workers that mandatory training will be necessary. Suppliers should both enforce this message and manage any corrective actions where their worker(s) do not complete required trainings on time. GSK Managers of Complementary Workers can provide the necessary insights into training completion data.

If you have questions on any of the information contained in this handbook, please contact the Business Owner of your contract with GSK.

Statement of Work Contracting Standard

What you need to know

We have introduced within GSK some basic requirements needed to create a compliant Statement of Work (SOW) document used to contract project-based services delivered by Complementary Workers. We call these Statement of Work documents, but others might have different terminology.

See below the guidance that we provide to our business owners within GSK and which we expect all our suppliers to go by as well.



SOW guidance

Pre-engagement screening

What you need to know

GSK requires that all workers who receive a GSK ID, account or have a GSK badge have background checks completed prior onboarding to GSK. Pre-engagement screening requirements are listed on our Supplier Portal.