

# GlaxoSmithKline

## Pharmaceuticals Industry



At GSK, the Entropy System is used with other commercially available and in-house tools to provide a complete 'my EHS' company-wide intranet system. myEHS offers a comprehensive EHS information management system that provides sites with tools for managing all of their EHS responsibilities and measuring their performance.

GlaxoSmithKline (GSK) formed in December 2000 through the merger of Glaxo Wellcome and SmithKline Beecham. At this point they required a single communication tool for corporate-wide EHS matters and a system that would act as a focal point for EHS data. The Entropy System was chosen and the System was purchased in February of 2001.

An intranet system was a necessity for GSK as web-based systems were felt to provide enormous advantages. Historically, many small software and paper systems were used to manage EHS programmes and collect data with Microsoft® Excel widely used for analysis. GSK were looking for efficient use of their EHS resources so the ability to integrate the Entropy System with Excel has given them the greatest flexibility to collect and analyse data effectively.

With enormous variations amongst the systems in use, a major driver was the need to have a consistent approach across the company that would be of potential benefit to both those sites that already had certified management systems in place and those that were developing management systems. Currently, 12 GSK manufacturing sites are ISO 14001 certified, with 3 of these also being OHSAS 180001 certified.

GSK publicly report on their commitment to EHS within their Sustainability in Environment, Health and Safety Report (available at [www.gsk.com](http://www.gsk.com)), the most recent edition of which sets out: "From the development of products to their delivery, GSK has embarked on a journey to identify and understand its relationship to society and the environment. That is why in our EHS vision we strive for excellence in EHS."

Health & Safety data are reported on a quarterly basis at GSK whereas environmental data is collated annually, but the Entropy System is available to be updated on a continuous basis. When GSK began using the Entropy System in 2001 it was made available to all sites that had access to the company intranet, whilst additional sites were given paper-based documents. Following feedback in this first year, Entropy International was quick to work with GSK to identify a combination of solutions to address issues that related to the metrics data collection process as part of monitoring. Subsequently, after these initial issues were addressed, considerable improvement in the data collection process was experienced.

### About the Customer

GlaxoSmithKline (GSK) is a world-leading pharmaceutical company. Headquartered in the UK and with operations based in the USA, GSK has over 100,000 employees worldwide. Of these, over 40,000 are in sales and marketing and over 42,000 work at 99 manufacturing sites in 39 countries.

### Business Challenge

- A web-based system that could be accessed worldwide
- Improve EHS resource efficiency
- Gain consistency across sites
- Provide a system that benefited sites with established management systems

### Entropy Solution

- An integrated Health & Safety and Environmental management system
- A working relationship based on transparency
- Ability to convert multiple units into comparable data

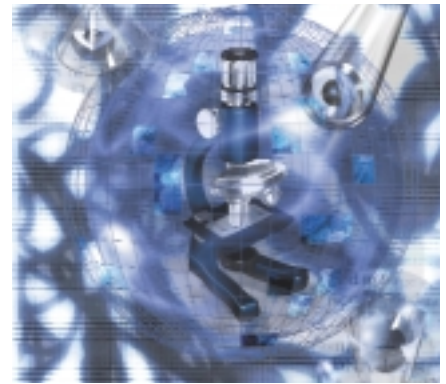
"A big advantage of the Entropy System is the integrated nature of having Health & Safety and Environment data working within one system. I am enthusiastic in saying to Site EHS Managers that the Entropy System is going to be of great benefit to them."

Steve Lewis, Director of EHS Impact Assessment, GlaxoSmithKline

GSK use the Resources area of the Entropy System as a holding place for information on policies, standards, relevant websites, tools and glossary of terms, whilst the Monitoring area is used for data collection. GSK collect a variety of EHS information based on over 500 'data points' within the System. Nearly 150 of these involve Health & Safety data on injury, illness and accidents, with other sections covering EHS roles and responsibilities across the organisation and product-related data. The largest quantity of data is

with support from the Corporate Team.

One specific benefit of the Entropy System has been the ability to collate data into consistent units for comparison. For example, gasoline can be measured at GSK in cubic metres, litres, UK gallons, US gallons or cubic feet depending on which part of the world the data are coming from. Whichever unit is used, the Entropy System automatically makes the conversion calculations.



"With the Entropy System, GSK have a truly comprehensive integrated EHS information management system that has primary benefit to the operations in the management of EHS with secondary benefit to the corporation for its external reporting of EHS performance."

James Hagan, PhD, VP Corporate Environment, Health and Safety, GlaxoSmithKline

collected on environmental issues under headings such as energy, solvent use, water use and hazardous and non-hazardous waste, which comprise approximately 300 data points.

In 2001, manufacturing sites voluntarily took part in using myEHS to submit monitoring data. Over 50 of the 104 sites did so. In 2002, the same procedure was mandatory for all sites and all but a few small sites were able to input data directly into the Entropy System. In response to connection issues in locations such as Africa and India, the requirements were exported from the Entropy System to an Excel file and the data was re-imported when returned.

The Entropy System management modules are available to any GSK site that wishes to work towards or maintain certification to ISO 14001 or OHSAS 18001. This has been taken up by a number of sites,

GSK and Entropy have aimed for a transparent partnership in developing the use of the Entropy System within the company. Annual 'summit meetings' between GSK and Entropy have developed as a way to exchange developments of the System in line with GSK company plans and targets. A number of EHS and IT representatives from GSK including the Vice President of Environment, Health & Safety have attended the meetings, showing the level of commitment that GSK has given the Entropy System.

The aim for Steve Lewis, Director of EHS Impact Assessment, is to see the Entropy System be the 'system of choice for EHS' for GSK Site Managers around the world. He is confident that the Entropy System will replace many existing paper-based systems and tools because Site Managers will see the benefits for themselves.

## Entropy Services

Entropy provide you with the professional services to implement and roll out the Entropy System, from installation to training, consulting services and technical support.

Alongside our own expertise, we have built partnerships to maximise the services we offer, these range from innovative tools to specialist EQS, CSR and risk management knowledge.

## About Entropy International

Entropy International provide software solutions that enable organisations worldwide to improve environmental, social and economic performance, thereby contributing to global sustainability.

We enable companies to improve risk management, internal control, external communications and overall corporate performance.

Our solution includes an enterprise risk and performance management system and services to address corporate governance and corporate social responsibility issues.

Entropy International's customer base includes companies such as BT, Cable & Wireless, Carillion, Diageo, GlaxoSmithKline, Philips, Toyota (GB), Vivendi Universal, Vodafone and the UK Government.