

Visit to GlaxoSmith Kline (GSK) – Learning from an ESH leader

The first impression of many members visiting GSK exactly matched the statement of Mr Alan Loh, Director of Environment, Health & Safety of GSK. During our visit, he mentioned that one of the main objectives of GSK is good housekeeping. He added that, “ It is GSK’s belief that if a manager cannot manage ‘house-keeping’, we would have doubts about how he manages his business processes.” The plant at Tuas is indeed neat and clean.

A group of about 15 SLP members were greeted by Alan and his colleagues upon our arrival at the entrance lobby on the afternoon of 20 Apr 2005

We were led to a training room in which Alan gave us an introduction to GSK, their products and the company’s 5 strategies for achieving the Corporate Mission of DO MORE, FEEL BETTER AND LIVE LONGER.

On our site tour of the manufacturing plant, Alan highlighted some features of GSK’s EHS infrastructure and practices. For example, GSK had two large underground tanks to store fire-water run-off. This fire-water would only be released to the outflow channel after it had been treated and found to be of acceptable environmental standards. ‘Red and White’ marker tapes were used

to demarcate permit-to-work areas. The SLP visitors also saw the various employee health protection equipment which were used every day eg. full protective suits, containment and de-contamination facilities.

During the second part of our visit, we were briefed by Alan on the EHS Vision of GSK, the structure of their Safety Management System and the various EHS initiatives and programs in place. He ended by sharing with us their effort and implementation process of their behavioral-based safety program – BESAFE. There were many constructive exchanges between Alan and SLP members. E.g. How do you sustain employee interest?, Does top management get involved?, What recognition program do you have? Rewards...?” The list goes on....

In my opinion, GSK has taken a practical and pragmatic approach towards EHS management and the development of a positive safety culture. It is a model that we can reflect on and learn from.

The visit was very fruitful. A sincere Thank You to Mr Loh , his colleagues & GSK.

By Michael Yan

Group picture taken before the plant tour -- everyone with a clean clinical look

