

Valuable 500 case study

GSK's Workplace Adjustment Services



Valuable 500: GSK case study on Workplace Adjustment Services

Overview: GSK is a leading global pharmaceutical company that combines science, technology, and talent to get ahead of disease together. With a workforce of over 70,000 employees, GSK is dedicated to creating an inclusive and accessible workplace through their Workplace Adjustment Service (WAS). As committed members of Valuable 500 and the ILO Global Business and Disability Network, GSK strives to support accessibility inclusion and empower their people to thrive.

Problem definition: GSK recognised the need to establish an effective, efficient, and fair process for workplace adjustments/accommodations process (WPA) to support their employees.

While baseline indicators showed that GSK embodies positive culture driven by trust and doing the right thing, certain challenges based on past disability compliance models to support employees needed to be addressed. These challenges included simplification of fragmented process, manager approval requirements, over-reliance on medical referral, lack of expertise in identifying individualised adjustments, and a lack of a specialist supply chain for sourcing accessibility solutions.

The goal was to create a system to support employees by exploring practical support required would make it easier for employees to do their job.

Approach: GSK adopted a proactive approach to remove [artificial] barriers and support disability confidence, with focus on what each employee needs - not why they need it. GSK has built a centrally managed dedicated workplace adjustments service line, focused on enabling individual productivity by identifying and securing the necessary adjustments to provide every employee with the tools, accessibility and flexibility that enables them to be effective in their role.

GSK have established a trust-based model, delivered through central expert team led by Andy Garrett - Workplace Adjustments and Accessibility Director. GSK partners with Microlink and its specialist supply chain to support recommending individual adjustments needs, and [following approval], can source / deliver / set up appropriate solutions at a GSK site of the employees remote (home) work setting. GSK has a suite of pre-approved assistive technology accessibility software, associated training, and IT support to support individual needs. Andy's team raise awareness among enterprise key stakeholders, on the scope and process of adjustment services and created a fully accessible intranet site (one stop shop) for easy access to confidential information and support.

Impact: The WAS programme at GSK, supported by Microlink has created a unique and outstanding service which has set an example of how accommodation and adjustments can be delivered effectively, moving from compliance to enabling people to secure the support they need in work. WAS user surveys consistently maintain well above 90% satisfaction scores. The programme was recognised for its excellence in the WPA category and received the prestigious Business Disability Forum - Disability Smart Award in 2021.

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Through collaboration and providing tailored support to address individual needs, GSK strives to create an inclusive and accessible workplace, and finding the right solutions for their employees, whether in an office, R&D or manufacturing so everyone can feel supported, thrive, and work at their best.

Looking ahead: GSK and Microlink are committed to expanding the service globally and breaking new ground. They have already expanded into nine of GSKs [highest headcount] countries, including North America and India, now laying foundations for further expansion into more European markets and Southeast Asia as we build the necessary in country supply chain and providing the service in multiple languages. GSK continues to invest significantly in supporting home and hybrid working, ensuring that employees receive the adjustments and accommodations required, whether at home or in the office.