



USDA-APHIS-Animal Care

24-00260-F-000079



ANIMAL WELFARE COMPLAINT			
Complaint No. AC23-1017	Date Entered: September 14, 2023	Processed By: Michelle White	
Referred To: Jeffrey Shepherd		Reply Due: October 29, 2023	
Facility or Person Complaint Filed Against			
Name: GLAXO SMITH KLINE		Customer No.: 286	License No.:
Address: 1250 South Collegeville Rd. UP3400		Email Address:	
City: COLLEGEVILLE	State: PA	Phone No.: (610) 453-7806	
Complainant Information			
Name: Anonymous		Organization:	
Address:		Email Address:	
City:	State:	Phone No.:	
How was the Complaint received? Email			
Details of Complaint: See attached.			
Results: A complaint was received on 9/13/2023 regarding concerns for animal health and welfare. On Wednesday, 10/4/2023, a routine inspection was completed at Glaxo Smith Kline in Collegeville, PA and no non-compliances were observed during that inspection. During the inspection, the incident mentioned in the complaint was looked into and the facility had implemented corrective measures prior to the inspection. Animal Care will continue to monitor and inspect this facility for compliance through unannounced inspections to ensure the AWA-regulated animals are wholly protected by Federal Law.			
Application Kit Provided: Yes: No:			
Inspector: Kira Wagner		Date: October 26, 2023	
Reviewed By: Jeffrey Shepherd		Date: October 31, 2023	

From: noreply@aphis.usda.gov
To: MRP.APHIS.AC.Complaints
Subject: USDA APHIS ANIMAL CARE - Animal Welfare Complaint Submission
Date: Wednesday, September 13, 2023 5:14:10 PM

Details of complaint:

- Name of USDA licensee/registrant: GlaxoSmithKline (GSK)
- USDA license/registration number: 23-R-0012
- City/State: Collegeville, PA
- Complaint details: The GlaxoSmithKline (aka GSK) animal facility staff in Collegeville, PA are misusing their power and has resulted in the death of monkeys that are considered a protected species by the US Fish and Wildlife Service. Staff members who handle, test and training monkeys in that facility are incompetent and complacent in covering up the fact that 2 monkey deaths in the spring of 2022 were the result of human error and other staff who failed to act to stop animals from being mistreated and hurt. These monkey deaths occurred at the Upper Providence Site in Building 3, 4th floor on March 21, 2022, and April 26, 2022, immediately following testing events in which the animals drowned on toxic chemicals that were introduced into their lungs by testing procedures from staff who were not properly trained to perform the procedures on the size, weight and age of monkeys. The NHPs were not properly acclimated, and the animals should never have been dosed. I heard that both animals were struggling throughout the oral gavage and multiple attempts were made. The GSK training program for monkeys was also broken and is being led by a manager who is equally incompetent and lacks care and compassion for animals. This behavioral manager was unable to train animals and therefore the process took 8 months to train a monkey compared to other programs that take 2 weeks. This prolonged training program and stress resulted in pain and distress in young monkeys from rectal prolapses and extend cases of diarrhea. Multiple levels of management were responsible for conducting investigations and reports that did not highlight staff incompetency in testing and failure to intervene when animals were suffering. The management layers involved were from research and animal husbandry parts of GSK including the SVP of Research, SVP of IVIVT, the Chief Animal Welfare Officer and Institutional Official, the Attending Veterinarian, the IACUC Chair and the IACUC Vice Chair. GSK management categorized these as accidental deaths and conducted after-action reviews which were conducted by individuals with a conflict of interest in the program because of familial relationships. The complicit cover-up of the animal welfare violations was enhanced by management and leadership when they realized that these 2 monkeys originated from Cambodia through the Vanny Holding Resources group via Envigo. Finally, there are other animal welfare concerns related to the current NHP caging size presenting an entrapment hazard to smaller NHPs the holes in the

cages are too large for smaller NHPs. The use of internal reviews with lack of research experience is resulting in unnecessary single housing of highly social animals.

Submitted To:

Complaint Contact Information:

Can Contact Complainant: No, I would like to remain anonymous.

Name:

Organization:

Street Address:

Apt/Suite:

City / State / Zip: , ,

Phone Number:

Email:

Submitted on: Sep 13, 2023 9:14:03 PM UTC



United States Department of Agriculture

Animal and Plant
Health Inspection
Service

Animal Care

Fort Collins Office
2150 Centre Avenue
Building B, 3W11
Fort Collins, CO 80526
Phone: 970-494-7478

September 14, 2023

Anonymous

Dear Complainant,

Thank you for your correspondence dated September 13, 2023. We are reviewing your concerns and assigned tracking number AC23-1017. Please allow us enough time (30 to 60 days) to thoroughly look into your concerns. You may submit a request to the Animal and Plant Health Inspection Service (APHIS) Freedom of Information Act (FOIA) office to obtain any publicly available information regarding our review.

FOIA Requests can be submitted three ways:

1. Web Request Form: <https://efoia-pal.usda.gov/App/Home.aspx>
2. Fax: 301-734-5941
3. US Mail:
USDA- APHIS- FOIA
4700 River Road, Unit 50
Riverdale, MD 20737

Should you have any questions regarding the APHIS FOIA process or need assistance using the Web Request Form **please contact the APHIS FOIA office at 301-851-4102.**

Animal Care is a program within the U.S. Department of Agriculture (USDA) that directs activities to ensure compliance with and enforcement of the Animal Welfare Act and the Horse Protection Act. Animal Care establishes standards of humane treatment for regulated animals and monitors and achieves compliance through inspections, enforcement, education, and cooperative efforts under the Acts.

Please be assured that we will look into your concern(s) and take appropriate action(s).

Thank you for your interest into the humane treatment of these animals.

Sincerely,

A handwritten signature in black ink that reads "Roxanne / Mullaney". The signature is written in a cursive, flowing style.

Dr. Roxanne Mullaney D.V.M.
Deputy Administrator
USDA, APHIS, Animal Care