

# Redefining Responsibility



2011-2012 Interim Global Citizenship Report, July 2013

Last updated: July 3, 2013

INTERIM REPORT

Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.

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# Letter from the Chairman and CEO

## To Our Stakeholders:

On January 1, the beginning of Abbott's 125<sup>th</sup> anniversary year, our company separated into two new global healthcare companies. The new Abbott remains a leader in diversified medical products, committed, as always, to advancing human health and well-being. Our former research-based pharmaceutical business is now AbbVie, a global leader in biopharmaceuticals. Both companies share a long, distinguished history and remain deeply committed to a shared set of values that make responsible citizenship a fundamental part of their characters.

We are pleased to share this update on the new Abbott's citizenship efforts. This website contains updated information and data reflecting Abbott's separation from AbbVie and highlights our company's ongoing progress toward important economic, social and environmental objectives. We will publish a more complete review of our citizenship efforts for 2012 later this year.

While we are now a new company, we are one with a rich legacy, firmly rooted in our historic mission of turning science into caring. Our company was founded to improve lives; we've stayed true to that purpose for 125 years, as a business, as a scientific innovator, and as a citizen of the communities of which we are part. Indeed, our separation from AbbVie was designed to help both companies better serve more people in more places than ever before.

We at Abbott are acutely conscious of the world's growing health care needs and the opportunities they present. We are equally attuned to the responsibilities that such opportunities confer. Helping to meet them, as we serve all of the people who depend upon our company, is at the heart of our mission for our next 125 years.

We appreciate your interest in Abbott's citizenship commitment and look forward to reporting to you on our ongoing progress.

Sincerely,

Miles D. White  
Chairman of the Board and Chief Executive Officer  
June 2013

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## Our Business

Abbott is a diverse, global health care company headquartered in north suburban Chicago in the U.S., serving customers in more than 150 countries with a staff of approximately 70,000 employees. Our science-based offerings in diagnostics, medical devices, nutrition and pharmaceuticals are

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addressing important health care needs of people around the world.

We deliver results for patients and consumers, health care professionals, employees, and shareholders, and our company's financial success enables us to continually invest, innovate, and introduce new products that are changing the practice of health care. Our success also benefits stakeholders around the world. In 2012, for example, Abbott spent approximately \$8 billion with suppliers; paid \$1.4 billion in income taxes; paid our employees \$9.8 billion; and reinvested \$1.5 billion in research and development. Additionally, we contributed more than \$60 million in philanthropic grants, product donations and patient assistance from Abbott and the Abbott Fund.

## Improving Global Health

Our work targets diseases that pose some of the greatest burdens on society, including cardiovascular disease, diabetes and vision disorders. We also focus on technologies that advance the early and accurate diagnosis of diseases, and we focus on products that enhance nutrition, another essential building block of human health.

We constantly explore new ways of ensuring that patients have access to our products and benefit from our knowledge. By partnering with others who share our commitment, we are finding better ways to help people in need overcome barriers to health care and live longer, more productive lives.

We believe that the scope and reach of Abbott's operations, combined with our expertise and experience, provide us with the scale of impact and innovation to bring about a positive change to society's health and well-being. We are proud to have pioneered examples of delivering health care solutions for patients, consumers and caregivers in a way that respects and responds to local needs and resources.

## Turning Science into Caring

We regard our strategies for business growth and profitability as inseparable from our strategies for citizenship and sustainability. We strive to simultaneously create both public and private value – advancing science and helping to reduce the global disease burden while rewarding our employees and shareholders. The people of Abbott are committed to leveraging our expertise to improve global health care and advance sustainable development while minimizing our impact on the environment.

We attempt to weave our core values and commitment to good citizenship and sustainability into every facet of our business. Abbott's four core values – pioneering, achieving, caring and enduring – guide and support all Abbott employees in every aspect of our work. We engage employees globally with values workshops, discussions, and our statement of purpose, the Abbott Promise for Life, published in multiple languages.

Each Abbott leader is responsible for ensuring that our company values are rooted deeply in the organization. Our values influence and guide our day-to-day decisions as they are made across the company, throughout the world.

Given the growing complexities of our business, our markets and the world we inhabit, it is essential that we establish concrete goals, priorities and processes to guide our citizenship strategies and measure our performance. Wherever possible, we develop meaningful, transparent metrics so that we and others may accurately assess our progress.

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We have reported on our citizenship activities for almost 15 years and have produced annual Global Citizenship Reports since 2000. While we once relied exclusively upon printed reports, this Web site has become our primary means for communicating Abbott's citizenship initiatives. In the second quarter of 2013, Abbott will publish its full online Global Citizenship Report for 2012. To request a copy of our printed summary report or to contact us with your thoughts and concerns about citizenship matters, please send an email to [globalcitizenship@abbott.com](mailto:globalcitizenship@abbott.com). We welcome your thoughts on this report and other ways of communicating our progress.

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## Our Priorities

Now more than ever, the sustainability of business and the sustainability of society are interconnected. We at Abbott believe that innovative, responsible and sustainable business plays an important role in building a healthy, thriving society.

Our global citizenship strategy continues to focus on four key priorities: Innovating for the Future, Enhancing Access, Supporting Patients and Consumers and Safeguarding the Environment. These four priorities give us a framework for applying our scientific expertise, business acumen, resources and employee talents to make a positive impact on the world around us. We strive to foster economic, environmental and social well-being – with our products, in the way we operate our company and through our involvement with the communities where we live and work.

By integrating our core business practices with our global citizenship efforts, Abbott enhances the health, prosperity and quality of life in the communities we serve while rewarding our employees, partners and investors. In the process, we gain knowledge and experience that help us create new products and services, bring new efficiencies to our business operations and strengthen our relationships with stakeholders around the world.

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Our Priorities

## Innovating for the Future

Abbott was founded 125 years ago to pursue science and innovation in health care, and our passion for researching and developing sustainable solutions to health care challenges continues to drive us. Each of our core businesses – in diagnostics, medical devices, nutrition and pharmaceuticals – continues to invest in new research, new technologies and new approaches.

Our ongoing investment in research and development – \$1.5 billion in 2012 – allows us to foster new insights and solutions to health care challenges and then translate them into life-enhancing products with strong commercial viability. Our commitment to innovation extends beyond the

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laboratory to our close collaboration with our customers and our close attention to local health care needs. We believe innovation is just as important in improving how health care is delivered as it is in researching and developing new health care products.

Each of Abbott's businesses is working to advance people's health and well-being globally, with innovative health care products that we develop to address vital needs. Chronic diseases like diabetes and heart disease, long common in developed nations, now are endemic in developing countries as well. In response, Abbott is leveraging its expertise and resources to fight familiar diseases in new environments. Around the world, we are partnering with numerous academics, nonprofits, governments and private companies to combat many of the world's most pressing health challenges, lending our expertise in disease diagnosis and treatment.

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Our Priorities > Innovating for the Future

## A Collaborative Approach

### Research and Development Collaborations

Abbott believes that science is most effectively practiced through global collaboration. The important health care breakthroughs of the future will more frequently result from collaborative R&D agreements and from partnerships among companies, academics and non-governmental organizations.

Examples of Abbott's R&D collaborations include:

- ▶ Abbott's molecular diagnostics business offers a broad range of technologies and expertise to a host of collaborative partnerships with some of the world's leading pharmaceutical, biological and entrepreneurial companies pursuing the promise of personalized medicine. Abbott Molecular develops comprehensive companion diagnostic strategies through contributions from our team of biologists, chemists and engineers, plus dedicated resources from experts in health economics, outcomes research, legal, medical affairs, clinical, regulatory affairs and marketing. One result of this work is our expansive line of Vysis DNA FISH (fluorescence in situ hybridization) probes, which are used to detect chromosomal abnormalities that can help physicians more accurately determine which medicines will likely perform the best with certain patient populations. For example, in early 2012, we announced collaboration with Merck to evaluate the use of a FISH-based companion test to aid in the development of a Merck investigational cancer therapy.
- ▶ In early 2012, we announced a partnership with the University of North Texas Science Center – one of the world's leading forensics institutions – to evaluate our PLEX-ID instrument for use in analyzing human remains to support missing persons and human trafficking investigations. Currently intended for non-diagnostic use, PLEX-ID is the only high-throughput technology that offers rapid and broad identification of bacteria, viruses, fungi and certain parasites, and

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also provides information on drug resistance, virulence and strain type. The system also can be deployed for human identification testing with assays that target mitochondrial DNA.

- ▶ In 2011, Abbott Nutrition and the University of Illinois at Urbana-Champaign established the first interdisciplinary nutrition and research center to study the connections between nutrition on learning and memory across the lifespan. This collaboration builds on a partnership between Abbott and the university that has grown over the last 20 years. Key to the partnership is an annual research challenge; in its inaugural year more than \$12 million was allocated to support research projects involving nutrition, the brain and cognition and elevating nutrition's role in learning and memory through interdisciplinary research. Studies will be conducted in several project categories, including interventional, correlational, model and tool development and core facilities.
- ▶ Our established pharmaceutical products business has teamed with ChemRar, a Russian research and development group, to develop new and more convenient formulations of existing Abbott pharmaceutical products to improve the health outcomes for patients and enhance patient compliance.
- ▶ Abbott recently entered into a collaboration with Astellas Pharma Inc. using our *RealTime* Cytomegalovirus (CMV) test to help assess the effectiveness of a new vaccine in development. CMV is a herpes virus that affects half of all adults by age 40 and is the most common viral infection in transplant recipients. While most people who are infected with CMV have no signs or symptoms, the virus can cause severe complications for people with weakened immune systems, such as patients undergoing stem cell or organ transplants. Astellas is currently in Phase 3 clinical trials on ASP0113, an investigational vaccine designed to prevent CMV reactivation in transplant recipients. Our *RealTime* CMV test is being used to monitor the amount of virus in infected patients. Approved for use in the European Union, the Abbott *RealTime* CMV test performed on our m2000 instrument system is currently intended for investigational use only in the United States.

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Our Priorities > Innovating for the Future

## Robust Innovation Process

Innovation and discovery are central to all of Abbott's businesses. Throughout the company we try to focus our R&D resources where they will have the greatest impact on patients and consumers. Each Abbott business has its own processes and mechanisms for assessing and acting upon ideas. Many of these ideas are then shared across functions and disciplines.

As an example, in our diagnostics business, ideas for new tests to detect or monitor diseases come not only from our own scientists, but also from outside companies and research institutions. To more efficiently evaluate these ideas and decide which ones to pursue, Abbott Diagnostics in 2011 established a Novel Biomarker Committee.

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The goal of this committee is to identify and prioritize potential biomarkers that can help doctors make decisions at an earlier point in the progression of disease than existing tests. Broadly defined, a biomarker is anything that can be measured relating to a disease state, such as a test of blood or urine, an X-ray or another physical finding. Abbott conducts substantial research to map the progression of various disease states – and to identify decision points where doctors could benefit from additional factual data to support potential changes in treatment.

After only a year of operation, Abbott Diagnostics' Novel Biomarker Committee has already identified several promising areas of exploration, including hepatitis C, arteriosclerotic and chronic heart disease, diabetes, sepsis, traumatic brain injury and oncology. Additionally, the committee has helped to achieve substantial savings in time and resources. By focusing our R&D efforts on areas of greatest need and potential, we increase our chances of making a real difference for patients and health care providers.

Similarly, Abbott Vascular has a steering committee that solicits ideas and input and creates target topics in clearly triaged scope areas. This committee holds quarterly meetings and hosts technical exchanges for scientists, technologists and marketers to highlight ongoing innovation.

Abbott Nutrition generates innovative nutrition ideas by consulting experts around the world – in part through the Abbott Nutrition Health Institute, a global knowledge center focused on advancing nutrition education. To better focus on improving innovation, Abbott Nutrition recently formed an internal Global Innovation Office and launched an interactive online employee ideation tool. Abbott Nutrition also works closely with consumer advisory panels to gather insights from patients and families who use our products, and to design new products that best meet their needs. For example, our *ZonePerfect* brand recently gave consumers the opportunity to create their own nutrition bars during interactive "Build-a-Bar" workshops. The workshops gave teams of participants the opportunity to build their own bars by mixing and matching combinations of dozens of different ingredients. Given just a few basic instructions – including using at most 10 ingredients while packing at least 10 grams of protein into a bar that weighs no more than 45 grams – consumers defied conventional wisdom by picking newer "superfruits" like pomegranate seeds over traditional ingredients such as chocolate chips. The teams ultimately came up with several flavor profiles, including Cranberry Almond and Peanut Crunch, which resulted in our new line of *Perfectly Simple by ZonePerfect* bars.

This same desire to build products that meet consumer needs motivates all our R&D activities. When we decided to launch a SimplySmart baby bottle under our trusted *Similac* brand name, we wanted to be sure that this bottle gave consumers and their infants a superior experience. Accordingly, our Abbott Nutrition team followed a user-centric development process that gave more than 2,500 moms an opportunity to test and comment on the *SimplySmart* bottle. In some cases, moms were even given prototype bottles and invited to take the bottles home for a week of in-home usage testing. These extended tests gave Abbott engineers valuable information on the problems moms may face with any bottle. For example, we learned the importance of ensuring proper air flow through the nipple so that the baby could properly nurse without causing a vacuum in the bottle that would impede the flow of liquid. We also learned that moms were eagerly seeking a bottle that would make it easier for them to tell when the lid was properly locked and secured. As a result of all this user feedback, Abbott was able to design a bottle that matched customer needs with multiple innovative features – including a venting system designed to reduce fussiness by minimizing the baby's air intake, a highly visual locking system, a built-in stirrer to reduce the bubbles and clumps that can give infants gas and even a special add-on cap that holds an extra dose of powder formula for the convenience of busy moms. Feedback has been positive since the *SimplySmart* launch, with

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the bottle ending up on several bloggers' Top 10 bottle lists.

## Addressing Local Needs

Around the world, Abbott is using innovative approaches to solve a range of health care challenges for patients, consumers and caregivers. We are working hard to better understand the unique needs of families in both developed and emerging markets, and to formulate both products and value-added services to address those local challenges.

For example, in India, an estimated 97 million people lack access to sources of contaminant-free drinking water. This lack of improved drinking water constitutes a health risk for patients who need to use water to create syrups from powder-based medicines. To make things easier for our patients, Abbott created a novel dual-chambered bottle that contains dry medicine in one chamber and clean, safe drinking water in the other chamber. Instead of boiling water and waiting for it to cool before mixing up a medicinal solution, patients can simply turn the cap on the bottle to add the pre-measured amount of purified water to the dry powder to mix up precisely the right amount of medicine. Having such a simple way to prepare medicine encourages patient compliance, improves patient safety and makes it easier for doctors to educate patients on the right way to take their medications. In March 2012, the Healthcare Compliance Packaging Council Europe, a not-for-profit trade association, recognized the virtues of the dual-chamber bottle by naming it one of the outstanding packaging solutions that help patients take their medication as prescribed.

Available for nearly 25 years in nearly 100 countries, Abbott's *Klacid* (clarithromycin) is one of the most widely used macrolide antibiotics in the world. Responding to customer preferences for more ecologically friendly products, Abbott is now expanding the availability of *Klacid* in a package that uses recycled materials. The environment-friendly packaging is already available in a dozen countries, with more to come in the near future. *Klacid* was chosen as the first established pharmaceutical product to convert to this new recycled packaging because of how frequently it is prescribed and dispensed for several different bacterial infections. Along with information about the recycled packaging, health care providers will also be provided with information to help educate patients about the responsible use of antibiotics to prevent resistance to these medications.

In 2012, Abbott Diabetes Care marked 25 years since the launch of our first biosensor for measuring blood glucose. Biosensors test blood using electrical currents. Before Abbott introduced biosensors to the market, diabetic patients relied on photometric strips that changed colors when exposed to a drop of blood. The photometric strips were difficult for some patients to operate, sometimes produced errors and took more than two minutes to deliver results. The first biometric sensors that we introduced in 1987 largely eliminated user error, reduced the wait time to just 30 seconds and even reduced the amount of blood needed for the test by more than 50 percent (from 40 microliters to less than 20 microliters). Faster test results reduced the inherent anxiety patients felt waiting to discover their glucose levels. And since the biosensor test required less blood, patients could use a shallower and less painful finger stick. Since that initial biosensor was introduced, Abbott Diabetes Care has made great strides in making the testing process faster and easier for patients. Today, our blood glucose biosensors require less than one microliter of blood and can give patients results in just five seconds.

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## Developing Promising Products

Across our broad-based businesses, Abbott is a leader in researching, developing and bringing to market new products to address emerging patient and consumer needs. Highlights from breakthrough research across our pipeline include:

### Established Pharmaceuticals

- ▶ Abbott offers a broad and growing portfolio of high-quality, affordable, brand-name medicines that have been successfully treating patients with a wide range of health conditions around the world for many years.
- ▶ Abbott's established pharmaceutical business is one of the largest such businesses in emerging markets, where pharmaceutical sales are expected to grow at three times the rate of developed countries in the years ahead.
- ▶ Abbott delivers localized innovation and value for patients in the communities it serves. We understand and embrace that no country or region is the same – our structure, focus and presence is local. This allows us to tailor our science and offerings to local conditions – which improves convenience, quality and results for patients, and provides a competitive advantage for our business. For example, in India, where clean water is not always guaranteed, we invented a dual-chamber bottle to mix syrups, such as antibiotics. One chamber contains the medicine, the other contains the correct dose of clean water. This minimizes product contamination risks and maximizes patient convenience.

### Vascular Devices

- ▶ Bioresorbable Vascular Scaffold (BVS) – Abbott launched *Absorb*, the world's first bioresorbable vascular scaffold, internationally and the product is in clinical trials in the United States. *Absorb* works by opening a clogged vessel, thereby restoring blood flow to the heart, similar to a metallic stent, but then dissolves into the body, leaving behind a treated vessel that may resume more natural function and movement because it is free of a permanent metallic stent. *Absorb* is now available in Europe, the Middle East, parts of Asia Pacific, and parts of Latin America. *Absorb* is not approved or available for sale in the United States.
- ▶ *MitraClip* – *MitraClip* is a minimally invasive device for the treatment of select patients with mitral regurgitation (MR), the most common valve disease in the world. Significant MR affects more than 8 million people in the United States and Europe and is four times more prevalent than aortic stenosis. The *MitraClip* system is on the market in Europe and a number of countries internationally. In the United States it is an investigational device.
- ▶ Drug Eluting Stents (DES) – The next generation *XIENCE Xpedition* DES features a brand-new stent delivery system designed to optimize acute performance, particularly in challenging

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coronary anatomies. *XIENCE Xpedition* is supported by robust clinical evidence from the *XIENCE* family of stents, including data from more than 45,000 patients across more than 100 studies with long-term outcomes out to five years. *XIENCE Xpedition* is now available in Europe and other countries in Asia and the Middle East. *XIENCE Xpedition* is an investigational device in the United States.

- ▶ Core coronary products – With the number one market position in coronary guidewires and bare metal stents worldwide, Abbott is continuing to strengthen its core coronary offering. Abbott recently launched the *HI-TORQUE BMW ELITE* guidewire and *TREK* balloon dilation catheter and continues to innovate with next generation guide wires, balloon dilation catheters and bare metal stents all in development, with launches on the horizon in the coming years.
- ▶ Endovascular products – Abbott's endovascular business is focused on this growth segment, led by recent launches of key products, including the Armada peripheral balloon line, the expanded indication for the *RX ACCULINK* Carotid Stent System and R&D investments in peripheral artery disease and vessel closure. In 2012, Abbott launched the *Absolute Pro* Vascular Self-Expanding Stent System and *Omnalink Elite* balloon-expandable stent system for the treatment of iliac artery disease, a form of peripheral artery disease that affects the lower extremities.

## Molecular Diagnostics

- ▶ Abbott received U.S. FDA approval for an ALK gene rearrangement test for non-small-cell lung cancer, to be used in combination with Pfizer's XALKORI (crizotinib), an oral first-in-class anaplastic lymphoma kinase (ALK) inhibitor. Abbott also recently received FDA clearance for the *Vysis EGR1 FISH Probe Kit* to aid in determining the prognosis of patients with acute myeloid leukemia. Additionally, Abbott received FDA approval for the *Abbott RealTimePCR HCV* assay for measuring viral load, or the amount of hepatitis C virus in a patient's blood, as well as CE Mark for a new test to detect cytomegalovirus (CMV), a virus that can lead to complications in transplant patients and people who are immunocompromised.
- ▶ Abbott expects to launch several new molecular diagnostic products over the next few years, including several novel oncology and infectious disease assays.

## Core Laboratory Diagnostics

- ▶ Abbott has launched a number of key assays on our Architect immunochemistry platform, which will significantly broaden its industry-leading menu. These include novel tests to diagnosis heart attacks, chronic heart failure, diabetes, and Epstein-Barr virus.
- ▶ Abbott has a 40-year history in developing assays and instruments to protect the world's blood supply and continues its commitment to safe blood today and in the future.

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## Diabetes Care

- ▶ In 2012, our latest blood glucose monitoring system, *FreeStyle InsuLinx*, won the prestigious international Plus X Award for Best Product of the Year in the Health category, along with awards for innovation and ease of use. With a judging panel of more than 130 respected industry experts and trade journalists from 32 countries, the Plus X Award recognizes products that are innovative, viable for the future and possess outstanding characteristics in one or more categories including innovation, high quality, design, ease of use, functionality, ergonomics and ecology. *FreeStyle InsuLinx* is the first blood glucose monitor from Abbott Diabetes Care featuring a touch-screen interface, automated logbook, personalization preferences and USB connectivity for plug-and-play reports. All of these features, along with a built-in mealtime insulin calculator on versions of *FreeStyle InsuLinx* sold in some EU countries, are designed to give patients an easier and more convenient diabetes management experience.
- ▶ In 2012, *FreeStyle InsuLinx* was a bronze winner in the Digital Design category of the prestigious International Design Excellence Awards (IDEA®). The awards are presented by the Industrial Designers Society of America to recognize design excellence in products, sustainability, interactive design, packaging, strategy, research and concepts. A panel of international design experts cited *FreeStyle InsuLinx*'s sleek, consumer-friendly design. The judging focused on eight areas of industrial design excellence: innovation; benefit to the user; benefit to society; benefit to the client; visual appeal and appropriate aesthetics; usability, emotional factors and unmet needs.
- ▶ In 2013, *FreeStyle InsuLinx* has been selected as a finalist for the 15th Annual Medical Design Excellence Awards (MDEA) in the Over-the-Counter and Self-Care Products category. The MDEA is one of the MedTech industry's premier competitions for medical device design and innovation. The MDEA program recognizes the achievements of medical device manufacturers, their suppliers, and the many people behind the scenes—engineers, scientists, designers, and clinicians—who are responsible for the groundbreaking innovations that are changing the face of health care. MDEA finalists and winning entries excel in the areas of product innovation, design and engineering achievement, end-user benefit, and cost-effectiveness in manufacturing and healthcare delivery.

## Vision Care

- ▶ Abbott expects numerous new products and technology advancements over the next five years. In our market-leading LASIK business, Abbott is expanding its proprietary laser platform into new vision correction applications, including cataract surgery. Abbott also continues to expand our portfolio of premium and standard intraocular lenses (IOL).
- ▶ Abbott holds the number one market share position in LASIK and the number two position in cataract surgery.

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## Nutritionals

- ▶ Abbott is focused on supporting six areas through nutrition: immunity, cognition, lean body mass, inflammation, metabolism and tolerance. In 2011, Abbott introduced several new products, including *Glucerna Hunger Smart* shakes and bars in the U.S., which are specially designed for people with diabetes to use as a meal replacement or snack as a part of a weight management plan.
- ▶ In Singapore, we launched *Grow and Grow School* – the first-of-its-kind, made-in-Singapore growing-up milk formulations with *ImmuniGrow* nutrients to support the development of strong bones and teeth and to provide nutritional reserves for healthier development of children aged 3-6 and 6-12 years. Both formulations have been customized to support the growth and health needs of children in Singapore – with 25 percent less sugar and 25 percent less saturated fats than regular growing-up milks in the market.
- ▶ We expect to launch a number of new products and formulations to consumers in 2013 and are currently conducting 30 well-controlled clinical trials to demonstrate proven clinical outcomes with our nutrition innovation.

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### Our Priorities

## Enhancing Access

Expanding access to health care for patients around the world is a key component of Abbott's citizenship commitment, and it is integral to our core business strategy. We work to help expand access by:

- ▶ Addressing national health challenges
- ▶ Contributing our expertise in nutrition science
- ▶ Reaching out to patients, families and health care professionals
- ▶ Improving health care infrastructure and technology

To be effective, our efforts to expand health care access must confront numerous critical, worldwide challenges, including lack of information and awareness, lack of infrastructure, limited affordability and social stigmas surrounding certain diseases and conditions. The first of these problems – lack of awareness or current information about key disease states – often exists among patients and health care providers alike.

Health care practitioners in developing nations often lack access to the latest information about

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chronic diseases such as diabetes, cancer, central nervous system disorders and heart disease, which are increasingly prevalent in the developing world. In China, for example, more than 40 million people have diabetes, and an additional 20 million suffer impaired glucose tolerance. Similarly, in India, more than 118 million patients have hypertension. The incidence of such diseases, once prevalent mainly in developed nations, is bound to intensify as more people in developing nations adopt Western-style diets and sedentary habits.

## Factors That Play a Role in Increasing Access

Much of the world also lacks basic health care infrastructure, with critical shortages of professionals trained in modern diagnosis and treatment protocols, as well as insufficient size and scope of facilities for patient care. Poor sanitation constitutes another major health care hurdle, as does inadequate transportation. Additionally, the social stigmas that may accompany certain diseases often interfere with proper diagnosis and treatment.

Health care affordability is especially complex. The proportion of health care costs borne by individuals, governments and employers varies substantially among countries. Moreover, the global economic downturn has made it all the more difficult for many governments to fund a broad range of social programs, including education, poverty alleviation, and health care and elder care initiatives.

Despite such challenges, Abbott is successfully boosting access to a wide range of health care services and health care products, working in partnership with numerous government agencies, health care professional societies, non-governmental organizations and other key stakeholders. Working in close collaboration with these partners, we continue to make progress in expanding global health care infrastructure and capacity; increasing the quality and frequency of health care practitioner training; and educating patients about disease management and treatment options. We work with stakeholders around the world to teach health care providers and patients about the best use of our products, and we strive to design and implement pricing strategies that maximize access to needed health care products in each country while enabling us to operate our businesses in a sustainable manner.

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Our Priorities > Enhancing Access

## Addressing National Health Challenges

In many nations, forging close government partnerships offers the most effective path to enhanced healthcare access. In developing and developed nations alike, Abbott engages in public-private partnerships that help broaden access to critically needed testing and treatment services.

India, for example, accounts for 38 percent of the world population lacking access to essential medicines. There we work closely with the country's Ministry of Health and with many local governments to help improve delivery of services. Improving India's healthcare access poses special challenges because 70 percent of the population lives in remote rural and poor urban areas. However, our more than 12,000 Indian employees constitute a strong, dedicated presence, and they are committed to enhancing healthcare access, even in hard-to-reach communities.

For instance, our True Care business unit brings high-quality and affordable medicines to people in

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more than 10,000 remote towns and villages. The business takes an innovative approach to developing a sales force – hiring graduates from multiple education backgrounds who have local language skills and ties to the communities they will target. After intensive training, members of our sales force support healthcare professionals with educational programs for the Indian medical community. More than 38,000 healthcare practitioners participated in these programs last year, and we believe that the local ties of our sales force play a critical role in helping advance the quality of care delivered to their neighbors.

Along with its educational efforts, our True Care business has introduced new combination medicines that specifically target local needs, including a new treatment to help treat drug-resistant strains of infectious diseases such as typhoid. Abbott also recently piloted a program at LNJP Hospital in New Delhi for thyroid testing of women in the first trimester of pregnancy. We are now planning to extend that program to several other regional hospitals.

Complementing Abbott's extensive work training healthcare professionals and partnering with governments in disease diagnosis, treatment and management, we work with community and school groups, patient organizations and the news media to build public awareness about a broad range of healthcare issues. We also conduct numerous screening programs around the world to help identify patients at risk for specific diseases and refer them to appropriate treatment.

For example, each of our business divisions in India hosts a variety of health camps targeting remote and underserved populations. These camps focus on increasing patient awareness and teaching healthcare providers the latest diagnostic techniques and treatment practices for such conditions as cardiovascular disease, thyroid disorders, diabetes, pediatric health, nutrition and other aspects of preventive care. To date, our camps have helped train more than 350 medical professionals; donated more than \$3.7 million in vitamins, antibiotics, anesthesia and nutritional products; educated 200,000 thyroid disease patients; provided more than 7,400 successful surgeries through medical missions; and screened more than 60,000 people for epilepsy.

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Our Priorities > Enhancing Access

## Contributing Expertise in Nutrition Science

Malnutrition and micronutrient deficiencies afflict millions of people globally, especially children. Vitamin A deficiency, for example, compromises the immune systems of almost 40 percent of children under age five, causing nearly a million deaths in the developing world, according to UNICEF and the Micronutrient Initiative. Similarly, folic acid deficiency causes some 200,000 severe birth defects in 80 developing countries, while mild to moderate zinc deficiency affects more than a third of the world's population, compromising children's growth and immune function.

Abbott and the Abbott Fund are partnering with leading researchers and nonprofit organizations to develop new ways of tackling the malnutrition challenge, while creating jobs and supporting local economies. Abbott contributes scientific knowledge about the role of multiple plant sources and other raw materials in producing specific vitamins and minerals, as well as expertise in formulation, large-scale production, quality assurance and related areas to help make the development and manufacturing of fortified foods more effective and efficient.

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## Ultra Rice in India

Some 200 million of India's people suffer from malnutrition and hunger, more than in any other country. Since rice is the staple food for most Indians, it may also hold the key to solving the nation's malnutrition challenge. Aided by a three-year, \$1.5 million grant from the Abbott Fund, Abbott nutrition scientists are working with the Seattle-based nonprofit organization PATH to further optimize its Ultra Rice fortification technology in ways that reduce costs while improving nutritional value. Ultra Rice is a micronutrient delivery system that packs vitamins and minerals into rice-shaped grains made from rice flour. When these granules are blended with milled rice, typically at a 1:100 ratio, the resulting product is far more nutritious than traditional rice, yet is nearly identical in smell, taste and texture.

## Nourimanba in Haiti

Severe malnutrition is a longstanding problem in Haiti, the poorest country in the Western Hemisphere. Together, Abbott and Boston-based Partners In Health (PIH) are constructing a new nutritional food production facility that will enable PIH and its sister organization, Zanmi Lasante, to produce high-quality nutritional products.

Supported by a \$6.5 million investment by Abbott and the Abbott Fund, the new facility, located in Haiti's central plateau region, is focused on producing *Nourimanba*, a nutritious, peanut-based, ready-to-use therapeutic food that helps treat severe childhood malnutrition. In addition, excess production capacity at the facility will be used to produce a fortified peanut butter that can be sold in Haiti. Revenue from peanut butter sales will be reinvested in the facility to cover the costs of *Nourimanba* production, with the goal of creating a social enterprise that will be self-sustaining over the long term.

More than 50 Abbott experts in science, manufacturing, engineering, marketing and other technical knowledge areas oversaw the design and construction of the facility, developed and refined product formulations and created strategic operating plans. PIH's expertise in health care and agriculture, and a deep understanding of Haitian communities, ensures the partnership meets local needs.

Including our work on *Nourimanba*, Abbott and the Abbott Fund have contributed \$55 million since 2007 to support maternal and child health and other needs in [Haiti](#).

To learn more about our work with PIH, please visit [partnershipinhaiti.org](http://partnershipinhaiti.org).

## Abbott Fund Institute of Nutrition Science

Completing our efforts to improve the quality of these nutritional formulations, the Abbott Fund Institute of Nutrition Science (AFINS) offers a unique model for advancing understanding and practice of clinical nutrition. In both China and Vietnam, AFINS is focused on extensive training of physicians, nurses and dietitians, conducting and sharing of research and the integration of nutrition into local medical school curricula.

We established AFINS China in 2007, in partnership with Project HOPE and Shanghai Children's Medical Center, to address gaps in pediatric clinical nutrition. In 2010, AFINS Vietnam was inaugurated, in partnership with Boston University, Bach Mai Hospital, the National Institute of

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Our Priorities > Enhancing Access

## Outreach to Patients and Families

### Enhancing Maternal and Child Health

Along with our partnerships with health care professionals and governments, Abbott works with a wide range of partners to help educate families about the importance of advancing maternal and child health, including the role of proper nutrition in childhood development. Cambodia, for example, has significantly high rates of childhood malnutrition and maternal mortality, the result of years of war and civil unrest. At Angkor Hospital for Children, Abbott and the Abbott Fund are working with Direct Relief in a [unique nutrition education program](#). The program teaches thousands of families how to grow and prepare nutritious foods, while also training nurses and other health care workers in nutrition and health care issues.

Similarly, in Vietnam – where a quarter of children under age five are underweight – Abbott and the Abbott Fund are partnering with AmeriCares and Giao Diem Humanitarian Foundation to improve childhood nutrition through the foundation's [Pediatric Nutrition Program](#). During the 2011-2012 school year, the program achieved a 40 percent decrease in malnutrition in 2 of 3 provinces. Since the program began, the program has effectively reduced the average malnutrition rate to less than 20 percent among participating schools.

Abbott also plays a key role in addressing maternal and child health in Afghanistan – where one in 70 women die per day, many during childbirth, for the highest rate of maternal mortality in the world, and where one in five children will not live to see their fifth birthday. Abbott and the Abbott Fund, are working to improve the lives of Afghan women and children through a partnership with Direct Relief and the Afghan Institute of Learning (AIL). Founded by Nobel Prize nominee Sakena Yacoobi, a longtime advocate for women's rights in Afghanistan, AIL's five rural clinics – staffed and operated by Afghan women – provide health services and education. Abbott works to empower these women by providing financial support, expertise in maternal and child health, midwife training and more than \$4.5 million in product donations.

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Our Priorities > Enhancing Access

## Improving Infrastructure and Technology

As in developed nations, the introduction of modern information technology and digital recordkeeping can revolutionize the delivery of health care services in developing regions. Abbott is partnering with a wide range of nonprofit organizations, government agencies, health care

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professionals and other stakeholders to help improve health care system capacity and infrastructure through digital innovation.

For example, we are partnering with Direct Relief International to develop a new, open-source, server-based electronic medical records system to help combat Bolivia's growing diabetes problem. Supported by both grants from the Abbott Fund and donated equipment from Abbott, this system has trained hundreds of diabetes educators, identified thousands of diabetes patients and referred these patients for treatment. The system uses tablet computers equipped with GPS technology to enable mapping of patient locations, even in the poorest urban sections of the country. This data, in turn, helps public health officials conduct detailed epidemiological studies that will enable them to target educational programs and outreach services more accurately.

### Tradition of Support in Tanzania

Abbott also has a long tradition of supporting health care infrastructure and technology development in Tanzania – where we have engaged in a public-private partnership with the Government of Tanzania to strengthen the country's health care system for more than 11 years. To date, Abbott and the Abbott Fund have invested more than \$100 million in this comprehensive program. Our activities include working to comprehensively modernize Muhimbili National Hospital with a new emergency department and outpatient treatment center, a modernized laboratory building and a hospital-wide information technology system that tracks inventory, prescriptions and patient health history. In 2011, we completed a project to build new laboratories to improve diagnostic and monitoring capabilities at 23 regional-level hospitals. Additionally, we have supported more than 20,000 health care worker trainings in HIV care and treatment, voluntary counseling and testing, laboratory equipment operation, hospital information technology and hospital management. Abbott has also donated 1 million rapid HIV tests to launch Tanzania's national HIV testing campaign and partnered with the Baylor International Pediatric AIDS Initiative to build a pediatric AIDS Center of Excellence in Tanzania.

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#### Our Priorities

## Supporting Patients and Consumers

Abbott was founded with the purpose of improving health care around the world, and we pursue this commitment by working constantly to improve our products and our product manufacturing processes, as well as the systems by which we distribute Abbott products. We also listen closely to our customers and other key stakeholders and use their feedback to help identify which new products are most needed and how we can best improve our product development, manufacturing and distribution practices in a safe and responsible manner.

When concerns arise about any of Abbott's products or practices, we act quickly and effectively to resolve the issue and communicate effectively with impacted stakeholders. We also work to help educate patients, consumers and health care professionals about using and prescribing our

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products effectively and appropriately.

We believe that well-informed patients feel more in control of their health and, therefore, are more likely to take the right steps to minimize their risks and manage their illnesses. Abbott provides a wide range of educational programs and materials to aid patients and consumers in the prevention, diagnosis and treatment of many diseases and health conditions. Our educational programs train patient groups as well as physicians and other health care providers in the correct use of our products, and provide ongoing advice to help manage symptoms.

At the same time, we work with doctors and other health care professionals to share epidemiological data, advancements in science and insights from patients that can lead to more customized diagnostic technologies, treatment regimens and patient support materials.

We are working to strengthen our collaboration with patient organizations around the world – to gain deeper insights into patients' day-to-day needs and challenges across many disease states. Through this understanding, we aim to improve the depth and quality of disease management information; advance quality of care; educate governments and other policymakers; and raise public awareness about the challenges our patients face and the need for expanded access to treatment.

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Our Priorities > Supporting Patients and Consumers

## Educating Patients and Health Care Professionals

In developing nations, some of the most important work we do supporting patients and consumers involves training and educating local health care providers to address gaps in the quality and quantity of health care services.

In India, for example, our specially trained local field force helps rural health care providers stay abreast of current disease developments, and our two-day Train the Trainers program keeps India's top physicians up-to-date on treatments for the most common infectious diseases. We have also partnered with the Indian Epilepsy Society to develop a program that trains health care workers to screen for and treat epilepsy, a condition that often goes untreated in India.

To advance understanding of the latest tools and techniques in cardiac care, Abbott's Crossroads training centers offer training and education courses for health care providers in coronary, endovascular and structural heart interventions. In addition to facilities in Brussels, Tokyo and Johannesburg, Abbott recently opened a Crossroads Institute in Shanghai, China, where nearly 1,000 health care professionals and instructors participated in training sessions in 2012.

Similarly, in both Vietnam and China, the Abbott Fund Institute of Nutrition Science (AFINS) offers an innovative model for advancing understanding and practice of clinical nutrition, helping to integrate nutrition training into local medical and nursing school curricula. We established AFINS in 2007 in partnership with Project HOPE and Shanghai Children's Medical Center, expanding it to Vietnam in 2010, in partnership with Boston University, Bach Mai Hospital, the National Institute of Nutrition and Hanoi Medical University. AFINS is just one part of Abbott's broader outreach efforts to strengthen nutritional science, testing and practices in developing nations. Altogether, AFINS has already trained 3,500 health care professionals. In Vietnam, the program has helped integrate nutrition education into the curriculum at local medical schools and supported more than 37 research

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studies.

Meanwhile, in Mexico, where dehydration is the leading cause of death in children under five years old, Abbott has established Pedialyte Rehydration Centers in hospitals. These rehydration centers are dedicated spaces for treating diarrhea or vomiting problems and the resulting dangerous dehydration. The rehydration centers feature refrigerators stocked with our Pedialyte 60 formula, which is specifically designed for the replacement of fluids and electrolytes in the management of dehydration. The centers also provide parents with discharge kits that contain a sample bottle of Pedialyte, along with an information booklet advising parents on proper prevention and treatment of diarrhea. With plans to open 65 rehydration centers across Mexico, Abbott hopes to be able to treat approximately 6,500 children per month. Beyond treating patients and educating families, the rehydration centers also serve as locations for physician workshops on rehydration management and the importance of rapidly treating diarrhea symptoms among pediatric patients.

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Our Priorities > Supporting Patients and Consumers

## Ensuring Manufacturing Quality

Abbott has numerous processes in place to ensure that we meet the highest safety and quality standards in the design, development, manufacture, delivery and labeling of our products. We strive to make important enhancements to these processes each year. As industry and available technology continue to advance, we incorporate information management tools into our processes that allow us to identify and react to potential issues before they become quality concerns. We also continue to harmonize our quality and compliance processes on a global basis, and we have simplified our company's quality policies to make them easier for employees to understand and follow. Abbott also continues to expand and implement our global internal certification programs – helping to ensure that employees have the necessary skills to perform key quality and safety activities.

Our product quality assurance programs are led by the Abbott Quality and Regulatory organization, which reports directly to our Chairman and CEO and also is accountable to the Public Policy Committee of our Board of Directors.

We have a rigorous audit program to ensure that policies are implemented correctly and closely followed. Regular audits of our suppliers ensure that Abbott's quality standards and health and safety policies are implemented correctly and followed closely. We also employ a "quality by design" approach, focusing on improving manufacturing efficiencies and consistent delivery of products that fulfill customer needs. Additionally, we use "human factors" engineering to anticipate the mistakes people are most likely to make in using a product, and then design the product in a way that minimizes the risk of such mistakes.

Abbott also employs and adheres to robust manufacturing quality standards at sites around the world. We use a common quality management system throughout the company, and when we acquire new businesses, we use due diligence and rigorous analysis to ensure that their quality standards and requirements quickly conform to our expectations.

Our quality system is supported by policies, processes, procedures, training and resources that

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ensure the safety and efficacy of the products we design, manufacture and distribute. We regularly monitor all of our processes and assess our products against approved specifications before distribution. A risk-based audit program ensures that we conduct regular audits at our global manufacturing sites. The Abbott Quality and Regulatory organization is itself routinely challenged and assessed through internal audits and regulatory inspections. We also carefully monitor and audit our suppliers to ensure that they meet high standards of quality, safety and ethical behavior.

Abbott takes potential quality and safety concerns about our products very seriously, and we work quickly to address questions from customers, patients, consumers and the general public. We investigate each instance in accordance with our corrective and preventive action plans, and we communicate findings and lessons learned to the appropriate regulators, to industry peers, if appropriate, and across our global business. In addition, Abbott continuously monitors global information to identify emerging issues and significant events with the potential to impact product quality or availability. Abbott is prepared to implement the appropriate actions to ensure an uninterrupted supply of high-quality, effective products to our customers.

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Our Priorities > Supporting Patients and Consumers

## Responsible Sales and Marketing Practices

Abbott has policies and procedures in place that guide employees as they conduct their day-to-day activities. These policies and procedures encompass relevant laws and regulations, including food and drug laws and laws relating to government health care programs. They also take into account industry best practices, including provisions of the International Federation of Pharmaceutical Manufacturers & Associations (IFPMA) [Code of Pharmaceutical Marketing Practices](#), the updated Pharmaceutical Research and Manufacturers of America (PhRMA) [Code on Interactions with Healthcare Professionals](#) and the updated Advanced Medical Technology Association (AdvaMed) Code of Ethics on Interactions with Health Care Professionals, as well as other applicable industry codes. We regularly update our policies to incorporate changes to the law and industry codes, including rules regarding gifts, meals and education we provide to health care professionals.

A growing number of state laws in the United States require greater transparency in the relationships between our industry and individuals and entities involved in providing health care. These laws impose various combinations of code of conduct restrictions on activities involving health care professionals and health care organizations and tracking and reporting of payments and transfers of value (such as meals) provided. Abbott complies with [all such laws](#), which currently exist in California, the District of Columbia, Massachusetts, Nevada, Vermont and West Virginia. Abbott is also preparing to comply with the federal Sunshine Act, for which tracking will begin August 1, 2013.

An important part of our commitment to supporting patients and consumers is an obligation to communicate responsibly with them and their health care professionals about our products and the alternatives that exist. As a leading manufacturer of infant formulas, Abbott agrees with medical and health organizations throughout the world that breastfeeding is the best form of infant nutrition and should be the first choice for babies. When an alternative to breastfeeding is necessary or chosen, we offer high-quality infant formulas and nutrition products. We comply with all relevant laws, regulations and promotional standards around the world. This includes adhering to principles of the

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World Health Organization's (WHO) International Code of Marketing of Breast Milk Substitutes where it has been implemented by governments. These principles cover appropriate labeling and promotion of breast milk substitutes. We conduct audits of our marketing and sales practices in each market where our infant formula is sold to ensure compliance with these provisions.

For more information about Abbott's breastfeeding support and education programs in the United States:

[Ensuring Optimal Infant Nutrition – A Shared Responsibility \(PDF\)](#)

[Ensuring Optimal Infant Nutrition – Achieving Balance for Health Outcomes \(PDF\)](#)

[Business Backs Breastfeeding – A Flexible Workplace Program for Breastfeeding Mothers \(PDF\)](#)

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Our Priorities

## Safeguarding the Environment

Abbott works diligently to reduce our global environmental impacts – from the sourcing of raw materials, to the manufacture and distribution of our products, to the use and disposal of our products by patients, consumers and health care providers. Our environmental stewardship initiatives help protect the planet while improving efficiency, reducing costs and preserving our ability to do business in the future.

We have three environmental priorities:

- ▶ Climate change
- ▶ Water usage
- ▶ Product stewardship

We recognize the interrelated nature of these three priorities. Our work in one area inevitably affects the others. We have developed comprehensive management and governance systems to ensure that environmental considerations are fully integrated into our day-to-day planning and business processes.

### 2020 Goals and Performance Data

Our three environmental priorities are climate change adaptation, water conservation and product stewardship. We approach environmental stewardship by setting challenging goals for ourselves and then working to meet them. Our goals for 2020 are:

- ▶ A 40 percent reduction in carbon dioxide equivalent (CO<sub>2</sub>e) emissions from direct emissions or from sources we own or control and from the electricity we purchase, compared with 2010

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levels

- ▶ A 30 percent reduction in total water intake (adjusted for growth)
- ▶ A 40 percent reduction in total waste (adjusted for growth)

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Our Priorities > Safeguarding the Environment

## Addressing Global Climate Change: Direct Impacts

Climate change is a serious issue for our planet, and it has the potential to affect businesses in many ways. For example, extreme weather patterns and water scarcity may pose challenges for sourcing, operations and distribution, while a more carbon-constrained world could add to energy costs. Additionally, climate change could lead to significant changes in the global disease burden.

It is clear that action is required – not only to mitigate these risks, but also to help society adapt to the climate changes already under way. As a global health care company, we are committed to helping address this issue – by reducing our direct impacts from manufacturing and by making a positive difference from indirect impacts across our value chain.

### Abbott's Carbon Footprint

Like most companies, Abbott emits carbon directly from our manufacturing, warehousing and office activities and through our vehicle fleets. We also contribute indirect carbon emissions throughout our value chain – through our sourcing and distribution as well as consumers' and health care professionals' use and disposal of our products. We are committed to further reducing carbon emissions in every aspect of our business.

We have been measuring and managing our direct emissions for many years, especially with respect to our three greatest sources of impact – our manufacturing fuel combustion, our electricity use and our global sales fleet. Abbott has a comprehensive environmental management program aimed at reducing our emissions from each of these sources.

We work across the value chain to reduce our carbon emissions, and we encourage our suppliers, distributors and other stakeholders to reduce their impact as well. Along these lines, in early 2013 Abbott joined the CDP Supply Chain initiative and is in the process of engaging our most critical direct suppliers, across all of Abbott's businesses, in an effort to assure supplier sustainability and gain further operating efficiencies.

### Reducing Our Footprint: Abbott's Climate Responsible Energy Policy

Our [Climate Responsible Energy Policy](#) provides guidance and goals to help our employees around the world appropriately manage energy use and related emissions. Our policy focuses on increasing energy efficiency in our manufacturing operations; investing in low carbon energy; improving efficiency within our transportation fleet; encouraging a lower carbon footprint within our supply

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chain; and publicly reporting our performance.

Our Global Energy Council includes representatives from our most energy-intensive businesses. The council works to monitor, evaluate and reduce total energy consumption globally while negotiating best-in-class price and delivery contracts and promoting the installation of financially beneficial energy conservation and alternative energy projects.

Through our numerous energy management initiatives, we:

- ▶ Negotiate competitive energy contracts
- ▶ Implement financial hedges to reduce volatility
- ▶ Perform energy audits to identify new opportunities
- ▶ Transfer best-in-class energy practices
- ▶ Communicate energy knowledge
- ▶ Identify and implement financially responsible energy capital projects

## Carbon Footprint Reductions in Manufacturing

In 2012, we updated our carbon reduction target, pledging to reduce carbon dioxide emissions (from direct emissions or sources we own or control and from electricity we purchase) by 40 percent by 2020 compared with 2010 levels.

We are achieving these reductions in our carbon footprint by improving energy efficiency and switching to "clean" energy – including low-carbon fuels, cogeneration and renewable energy. We have undertaken these measures at most Abbott facilities, part of our ongoing focus on reducing Abbott's carbon footprint in daily operations. An important component of that footprint comes from the energy we purchase from various sources. In 2012, we achieved a 5.3 percent absolute reduction in total energy consumed since 2010.

Examples of energy efficiency programs that help reduce carbon emissions at our manufacturing plants include:

- ▶ Our pharmaceutical plants have reduced energy use by 18 percent and CO<sub>2</sub> emissions by more than 500 million pounds since 2006. To achieve these results, an on-site energy champion was assigned at each facility. These champions, with support from Abbott's engineering and Environment, Health, Safety, and Energy department leaders, work to create and support projects that save energy and resources.
- ▶ At our plant in Karachi, Pakistan, we project that a recently installed cogeneration unit will reduce carbon emissions by 7.6 million pounds, or 21 percent. The new unit provides the plant's electricity and steam requirements independently during non-peak periods, and in combination with existing cogen units and purchased electricity during peak periods, reducing stress on the local power grid and providing cost savings of an anticipated \$700,000 in 2013.
- ▶ At Abbott Ireland, our overall carbon emissions have been reduced by 2,407 tons, a 14 percent reduction, since 2011. A fuel-conversion project recently implemented at two sites contributed to this total by allowing the plants to use cleaner-burning LPG rather than diesel.

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Across the country, the Abbott Ireland Energy Team works to maximize energy and cost savings for the company's facilities.

## Carbon Footprint Reductions Through Green Building

Abbott is increasing efforts to integrate green engineering technologies and concepts into our regularly scheduled projects, such as re-roofing and other renovations, as well as new building design. Some of these projects involve new and emerging technologies that, if proven successful at one plant, may improve our global environmental performance at other locations.

In 2010, we implemented a front-end planning process and assessment tool for evaluating the energy and environmental impacts of capital projects costing \$2.5 million or more. When those impacts are deemed significant, planners are required to evaluate design alternatives that might prove more environmentally friendly.

Our front-end planning tool gives project designers three-dimensional models for analyzing and comparing various alternatives that might improve energy efficiency, optimize natural light and ventilation and incorporate the use of various other green components. The tool also estimates energy usage and costs over a building's useful life. In addition, our assessment tool provides carbon footprint reporting and optimization alternatives that can improve a building's carbon neutral potential.

We are committed to using green building guidelines when planning or evaluating each construction project, whether it involves a new building or renovations to an existing building. In the United States, we follow the U.S. Green Building Council Leadership in Energy and Environmental Design (LEED) rating systems. Wherever practical, Abbott project teams attempt to execute construction and renovation projects in alignment with the green building guidelines and with the ultimate goal of achieving LEED certification. At present, Abbott has four facilities that have achieved LEED Gold certification, one LEED Silver and two additional facilities with green building certification.

## Our Carbon Footprint: Examining Our Carbon Emissions

We use energy in many aspects of our operation: stationary sources, which include our manufacturing facilities and office buildings, and mobile sources, which include our sales fleet. We monitor the amount of energy each source uses and the resulting carbon emissions to understand the impact of our carbon footprint reduction initiatives. One important way in which we do this is through participation in the Carbon Disclosure Project (CDP). This international initiative provides an important framework for us to measure and manage our key environmental impacts. In [this document](#), we share key data on energy consumption and emissions.

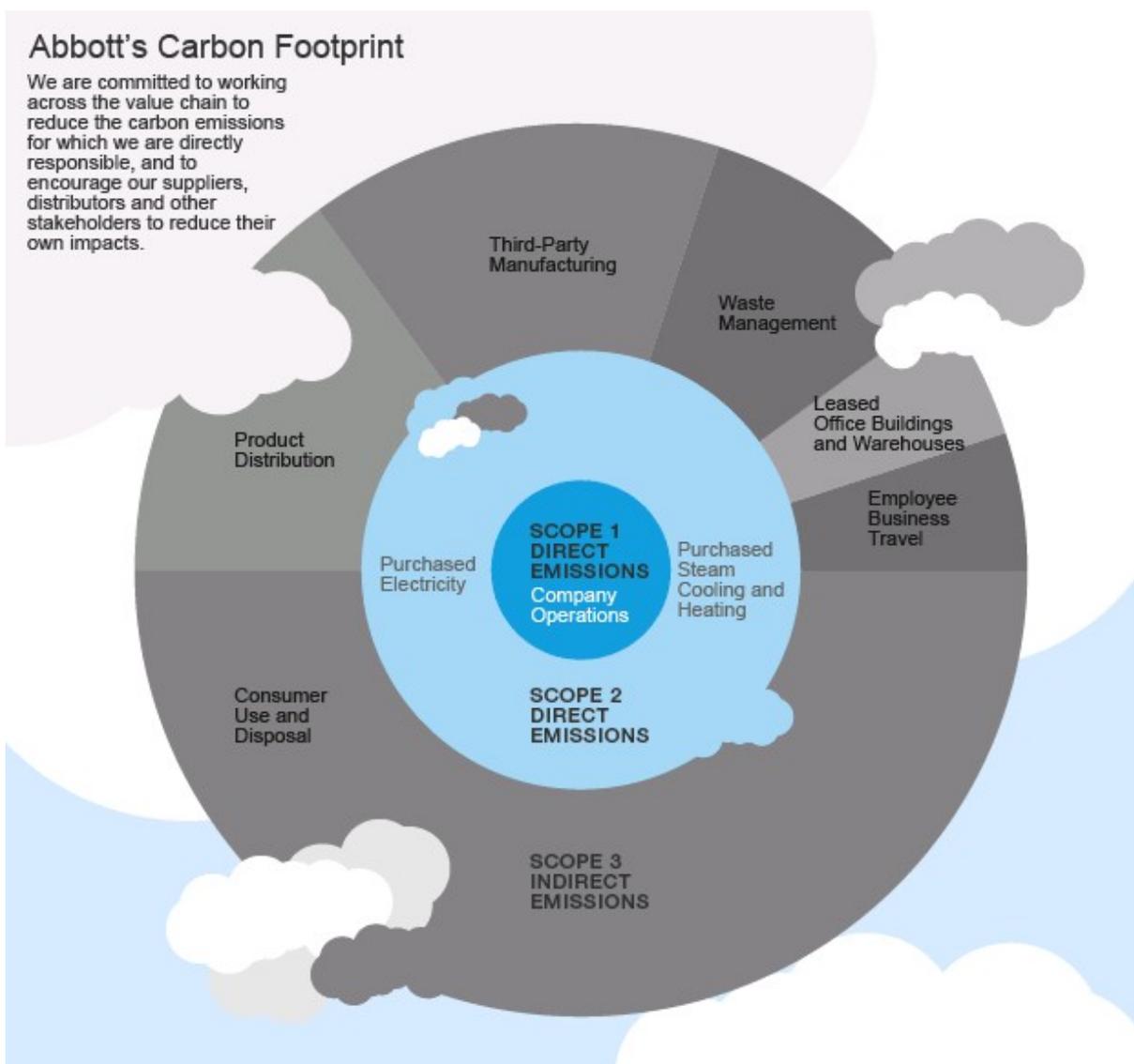
Year-on-year, our total energy usage has decreased as we have made conscious efforts to reduce the amount of energy we use. This includes our initiatives to increase energy efficiency and switch to clean energy in our manufacturing facilities, to integrate green engineering technologies and concepts into our regularly scheduled projects and [to make our fleet greener](#).

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## Addressing Global Climate Change: Indirect Impacts

### Carbon Footprint Reductions Through Green Purchasing and Supplier Selection

Carbon emissions are also associated with the sourcing, distribution and consumer use of our products; these are called Scope 3 emissions. We are committed to encouraging our suppliers and distributors to reduce the carbon emissions for which they are directly responsible, and also to educating end users about the carbon emissions related to the use of our products.



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In evaluating our Scope 3 carbon footprint, we are first focusing on indirect emissions arising in the supply chain and distribution. We believe that by understanding the carbon impact of our supply chain, we can encourage optimization where we have some level of influence, and this will ultimately lead to carbon footprint reductions across the supply chain.

We continue to work on assessing our Scope 3 emissions using the methodology outlined in the World Business Council for Sustainable Development/World Resources Institute Scope 3 Accounting and Reporting Standard. We have identified areas where we may have the ability to quantify and potentially influence emissions, as well as several key emission sources outside our direct control. These sources include emissions from transportation suppliers, commercial business travel, waste management and product distribution. We continue to report our Scope 3 emissions as we are able to collect and improve these estimates.

We also continue to partner with our global transportation suppliers to estimate the greenhouse gas emissions associated with Abbott's activities. Our analysis indicates that transportation accounts for about 370 thousand metric tons of emissions. These transportation emissions equate to about 22 percent of our total Scope 1 (direct) and Scope 2 (indirect) emissions.

We also evaluated the greenhouse gas impact of the waste that we sent to landfill over the course of the year. During the breakdown of landfill waste over time, a potent greenhouse gas, methane, is released. We determined that this waste sent to landfills has considerable impact – 160 thousand metric tons, or 10 percent of our total global direct (Scope 1) and indirect (Scope 2) emissions.

Abbott is taking aggressive steps to reduce the impact of the greenhouse gas emissions related to the waste sent to landfills. We have put in place a phased waste management strategy that covers both our own manufacturing operations and, ultimately, those of our suppliers. Part of this strategy is our commitment to achieving 12 zero-waste-to-landfill manufacturing facilities by 2015. As a result of these zero-waste-to-landfill and other waste reduction initiatives, we diverted more than 5,000 tons of additional waste from landfill in 2012, reducing our landfill greenhouse gas impact by 16 percent, or more than five times greater, compared to last year.

We continue to evaluate other sources of indirect, Scope 3 greenhouse gas emissions, such as the greenhouse gas emissions associated with global employee business travel, which we estimate to be approximately equivalent to 8 percent of our global Scope 1 and Scope 2 greenhouse gas emissions.

Additionally, we are working to assess other sources of indirect emissions that lie outside our boundaries and upon which we have less influence, such as employee commuting, third-party manufacturing and consumer use and disposal of our products. Over time, we plan to better quantify and report on these Scope 3 emissions and the actions we are taking to minimize them. Further, our participation in the CDP Supply Chain initiative presents an opportunity to engage critical suppliers on projects of mutual risk and performance improvement benefits.

### Minimizing the Impact of Our Fleet

Abbott's carbon impact as a function of fleet operations has been reduced as a consequence of the separation of AbbVie at the end of 2012. Our global sales fleet is now 27,000 vehicles, compared with the previous 35,000. Nearly 90 percent of these vehicles are now operated outside of the U.S. and have an average fuel efficiency of 32 miles per gallon due to the types of vehicles commonly used, as well as lower carbon and flex fuels availability. While beneficial from an environmental

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perspective, these vehicles have presented a greater than average **risk** of injury from an occupational safety perspective.

In the U.S., our 2,800-vehicle sales fleet has steadily improved its profile over the last several years as a result of vehicle leasing program improvements and driver incentives. This fleet is now comprised of nearly 11 percent hybrid vehicles. In addition, a small percentage of our company-owned service vehicles at our headquarters campus in Illinois have been converted to plug-in electric models so Abbott can evaluate the use of charging stations and the feasibility of installing these at other domestic company locations.

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Our Priorities > Safeguarding the Environment

## A Comprehensive Water Strategy

Clean water is a critical and finite resource, essential to sustaining human health, economic growth and the environment. Access to water is essential to our manufacturing operations and to all those who use our products. Abbott is committed to managing our water use in an efficient, sustainable manner and to improving people's access to clean water in the communities where we work and live.

### Reducing Our Water Footprint

By 2020, we seek to reduce our company's total water intake by 30 percent (adjusted for growth). Since 2010, we have lowered our total worldwide water intake by 13 percent (adjusted for sales). Abbott is using the World Resources Institute's (WRI) Aqueduct water model to help our major manufacturing plants around the world assess their local water needs and develop water management plans. This model compares Abbott's water use with external data, creates performance metrics and geographic mapping, and facilitates communications with internal and external stakeholders on water challenges.

We use the Aqueduct model internally to help our manufacturing plants assess their water constraints. The model predicts that 18 Abbott sites will be at high risk for water constraints by 2025. Additionally, eight of our manufacturing sites are located in areas that will be considered "high water stress," and three of our sites are included on both lists. Thus, we are focusing our water conservation efforts on a total of 18 Abbott sites at greatest risk for water constraints in the next 15 years.

Our water management program is continuously evolving as we gain additional knowledge and insight into resource usage. In 2012, we implemented policy requirements around water risk planning that apply to these 18 sites, including setting local conservation targets, contingency plans to address local risk and awareness training related to the risk model and plans.

Our manufacturing plants continue to implement water reduction projects based on these and previous analyses. In 2012, at our manufacturing site in Rio de Janeiro, Brazil, additional wastewater treatment capacity enabled the in-plant reuse of 1.8 million U.S. gallons of water for HVAC and other purposes. This represents 15 percent of total plant water consumption. Rainwater harvesting techniques, which have been employed at several operating sites around the globe, saved an

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incremental one million US gallons of water from being extracted during 2012.

## Educating Communities on Water Conservation

Along with reducing our own water footprint, we are committed to helping communities with water conservation. Among other programs, Abbott experts frequently engage with community partners and nonprofit organizations to conduct water audit assessments and help develop timelines for water use reduction goals.

In Arizona, for example, Abbott and the Abbott Fund continue to partner with Project WET, the state's leading water education program, helping to create a culture of water conservation throughout the region. To date, more than 8,000 grade school students and dozens of businesses in neighborhoods surrounding our Casa Grande, Arizona, manufacturing plant participated in Project WET training and conservation programs. Since June 2009, this collaboration has helped the community save an estimated 7,811,125 gallons of water.

Abbott and the Abbott Fund have expanded their partnership with Project WET into Brazil, where we are working with local schools and nonprofit partners to educate children about the importance of clean water, sanitation and hand washing in preventing the spread of infectious diseases. As in the United States, Abbott employees are volunteering their time and expertise, assisting Project WET in the development and delivery of these local educational efforts.

Going forward, we will continue to collaborate with important stakeholders to identify water conservation opportunities, especially in water-stressed regions where Abbott has manufacturing operations.

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Our Priorities > Safeguarding the Environment

## Product Stewardship

At Abbott, we are committed to responsible product stewardship. Our product stewardship strategy includes understanding and continually improving the life cycle environmental profile of the products we make – from the raw materials and services we procure for operations, through product distribution, end use and management of product residuals. As a health care company, the impact of our products on consumers and patients is also part of the product stewardship cycle. The environmental aspects of our product stewardship strategy are focused in the following priority areas:

- ▶ Reducing the environmental impact of our product packaging while keeping our products safe and effective
- ▶ Working with our supply chain to evaluate chemicals of interest
- ▶ Reducing pharmaceutical residuals in water

Abbott collaborates with a wide range of stakeholders to ensure appropriate stewardship of our products across our value chain. We are revising product features and design to enhance the

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safety and effectiveness of our products, while minimizing their environmental impact across the life cycle of manufacturing, storage, distribution, use and disposal.

## Sustainable Packaging

With all of our health care products, Abbott's primary concern is to ensure their quality, safety, integrity and ease of use. Product packaging plays an essential role in fulfilling those responsibilities. At the same time, we are well aware of the ways in which our product packaging affects the environment – from the materials and energy required for its manufacture through its ultimate end of life. Abbott is committed to leadership in developing and implementing sustainable packaging innovations. We continue to work collaboratively to improve the social, environmental and economic benefits of our brands by employing sustainable packaging principles.

In balancing the need to reduce the environmental impacts of our packaging with the necessity of ensuring the protection of our products, we are guided by what we call the four Rs of sustainable packaging:

- ▶ Reduce – optimize packaging design to reduce the amount of materials used
- ▶ Renew – source packaging with renewable materials when feasible
- ▶ Recycle – improve the use of recycled content in our packaging and expand the use of packaging that is recyclable
- ▶ Reuse – design packaging to allow reuse opportunities

Sustainable packaging is a necessary design feature of packaging materials and systems. For example, many of our milk-based nutritional products are contained in packages that can be shipped and stored without refrigeration for up to 36 months. This packaging reduces the energy used by consumers and distributors and is an especially important benefit for people in developing nations.

As an example, Abbott's *Klacid* (clarithromycin) has been available for nearly 25 years in nearly 100 countries, and is one of the most widely used macrolide antibiotics in the world. Responding to customer preferences for more ecologically friendly products, Abbott is now expanding the availability of *Klacid* in a package that uses recycled materials. The environment-friendly packaging is already available in a dozen countries, with more to come in the near future.

We strive for continuous optimization of packaging solutions that minimize our ecological impact and provide economic and social benefits. Looking at packaging through a sustainability lens enables us to consider the complete life cycle of impacts on energy use, emissions and solid waste.

## Packaging Performance Targets and Progress

Abbott set a target in 2008 to achieve a 5 percent reduction in the amount of packaging we use and distribute to our customers by 2013 versus a 2007 baseline. We successfully met this goal one year early, at the end of 2012. Total reduction over the five-year period was 5.7 percent of the baseline – representing elimination of 13.9 million pounds of packaging from our supply chain on an annual basis. A new goal has been established to support continuous improvement in reducing the environmental impact of our packaging. Abbott is committed to reduce packaging weight by 10

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percent by 2020 versus a 2010 baseline.

Our achievements in 2012 included:

- ▶ As a result of a redesign initiative, Abbott Nutrition was able to reduce the amount of material used in eight-ounce metal cans for nutritional products, resulting in a reduction of 1.4 million pounds annually.
- ▶ Our Diagnostics division optimized the packaging of the *Architect* bottle reagent kits, eliminating 58,000 pounds of material.
- ▶ The thickness of labels on our Abbott Nutrition eight-ounce plastic bottles was significantly reduced – resulting in an annual reduction of 2.2 million pounds of material.

### Sustainable Packaging Partnerships

Abbott works with a number of industry and independent groups in the area of sustainable packaging, including the Sustainable Packaging Coalition. We work with suppliers who have achieved or are pursuing certification with respected sustainability organizations, such as the Forest Stewardship Council.

We continue our active sponsorship and participation with the Center for Packaging Innovation and Sustainability at Michigan State University; Abbott is one of five original founding sponsors of this center. The center is a leader in conducting research to reduce the environmental impact of packaging and distribution, assisting companies across the supply chain with the authoritative, science-based information they need to make sound decisions toward achievement of sustainable outcomes.

We also pursue green purchasing goals with suppliers around the world, working with them in many cases to help raise their own sustainability performance. We carefully screen suppliers, holding them to stringent packaging requirements. Additionally, we work with major retail customers to share information on packaging reductions we have achieved in our consumer products.

### Chemicals of Interest

Abbott recognizes that consumers, customers, governments, non-governmental organizations and others increasingly have questions about the use of specific materials such as bisphenol A (BPA), Bis2-ethylhexyl phthalate (DEHP), melamine and polyvinyl chloride (PVC). The presence of even trace amounts of these and other chemicals in products, as well as packaging, can create concerns about product safety, as well as the health of the environment.

We continue to ensure rigorous processes for identifying, evaluating and tracking chemicals of interest. Our Executive Product Stewardship Council reviews strategy and goals for minimizing or eliminating the use of such substances and ensuring that all new products and packaging are evaluated for the safety of their components. When new information becomes available on chemicals of interest, we evaluate this information through the accepted process of scientific peer review and evaluation. We also query our suppliers for chemicals of interest that might be present in the materials they sell us and in what amounts. Additionally, we have introduced new computer systems to more efficiently track the substances present in products and packaging.

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Abbott is committed to reducing or eliminating the presence of undesirable substances in our products and packaging. We also seek to ensure that our products and product packaging will have minimal impact on the environment when users ultimately dispose of them. As always, our first priority is to ensure the safety and effectiveness of our products for those who use them.

## Pharmaceuticals in the Environment

Trace amounts of pharmaceuticals have been detected in regional waters and are thought to result from the flushing of metabolized and unused medications as well as manufacturing point sources. Abbott is committed to minimizing all discharges of compounds of concern from the manufacturing operations within its control. While it is believed that discharges of active pharmaceutical ingredients (API) are already well managed, in 2012 Abbott approved policy requirements to proactively monitor discharges of APIs processed at its key manufacturing sites (those processing hormonally active compounds or antibiotics), and take steps where necessary to reduce them below conservative threshold levels.

Our Priorities > Safeguarding the Environment

## Environmental Management and Policy

Clear policies, standards and management systems ensure we operate in a manner that protects both human health and the environment. Our environmental management metrics, auditing and reporting mechanisms are evaluated regularly, and we hold our managers responsible for improving their performance against these targets as part of our annual performance appraisal process. For a fourth consecutive year, Abbott achieved the maximum score in the environmental policy and management category of the Dow Jones Sustainability Index.

Our environmental policy aims for and achieves the following objectives:

- ▶ Improving the efficiency and sustainability of our business activities and products, reducing greenhouse gas emissions, water use and waste
- ▶ Requiring contractors working on behalf of Abbott to conform to regulatory requirements and meet applicable internal Environment, Health and Safety (EHS) standards
- ▶ Establishing goals and strategies for the enterprise and reporting publicly on our progress
- ▶ Integrating sound EHS practices consistent with our management system into all aspects of the business

## Environmental Policies and Standards

Abbott has clear, consistent policies and standards requiring that we operate in a manner that is protective of human health and the environment. Our global standards are reevaluated on a regular basis and include technical program requirements, metrics and audit and reporting mechanisms that

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serve as baseline expectations for environmental performance.

## Energy and Water Policies

Abbott's energy and water policies are set forth in the following documents, which outline our aggressive goals to further reduce our environmental footprint, including our commitments to dramatically reducing CO<sub>2</sub>e emissions. They also detail our commitment to improving access to clean water in communities around the world and to reducing and efficiently managing our company's own use of water.

[Climate Responsible Energy Policy \(PDF\)](#)

[Access to Water – Position Statement \(PDF\)](#)

Our management standards set minimum requirements in the following areas:

- ▶ Environmental Policy and Program
- ▶ Strategic Planning
- ▶ Self-Assessment/Risk Assessment
- ▶ Business Integration
- ▶ Training and Awareness
- ▶ Communication and Information
- ▶ Performance Measures
- ▶ Assurance Reviews
- ▶ Environmental Global Standards

These standards allow Abbott to have consistent technical expectations in all our manufacturing operations around the world.

We also have published a [green procurement policy \(PDF\)](#) to formalize our approach and to provide guidance on incorporating sustainable sourcing principles into the purchasing process.

[EHS Technical Standards \(PDF\)](#)

## Environmental Management Oversight

Improving our performance requires clear lines of accountability and senior-level leadership and support. We have multiple levels of environmental management oversight within businesses and across the company. The Senior Vice President for Quality Assurance, Regulatory and Engineering Services, a corporate officer, reviews metrics, key programs and progress with the Chairman and CEO on a regular basis. The following groups implement our Environment, Health and Safety (EHS) programs and initiatives:

- ▶ **Global Operations Council:** This body sets priorities for all Abbott manufacturing plants and makes resources available to meet local needs based on internal assessment of performance, benchmarking of best practices in the industry and risk profiles. The council is

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chaired by the Senior Vice President for Quality Assurance, Regulatory and Engineering Services (who is both a corporate officer and the senior executive charged with Global EHS responsibility) and consists of our heads of operations, research and development, quality, purchasing and information technology. As part of the internal assessment process, the Senior Vice President for Quality Assurance, Regulatory and Engineering Services periodically reviews key performance indicators and status of preventive actions with the Global Operations Council.

- ▶ **Commercial EHS Executive Council:** This council sets priorities and implements EHS goals and objectives for our sales operations around the world. This includes aspects such as driver safety and reducing vehicular accidents among the sales force, as well as reducing greenhouse gas emissions from fleet vehicles. A senior corporate officer chairs this group.
- ▶ **EHS Executive Council:** This group develops and implements programs and actions that are consistent with the priorities set by the Global Operations Council and the Commercial EHS Executive Council. This team meets regularly to share best practices and discuss EHS issues with company-wide implications. This group also builds awareness of EHS performance, promotes our EHS Excellence Awards, supports EHS training and conferences and communicates our performance improvement initiatives.

## Global EHS Audits

Abbott's Global EHS audit function systematically evaluates our EHS-related performance and compliance status. These periodic assessments serve several purposes, including identifying potential risks to employees, the environment and the company; fostering continuous improvement; developing staff expertise; and promoting knowledge transfer. Abbott facilities are typically audited once every 36 months to help ensure compliance with regulatory and internal requirements.

Abbott EHS professionals have also partnered with commercial management to complete formal on-site EHS gap assessments. During these assessments, affiliates are provided with compliance tools and implementation resources designed to ensure sustainable compliance and program improvement.

## Environmental Management Training

Abbott's EHS Management Standards require each operating unit within the company to define training requirements at each level of staffing, from line workers through management, based on the duties of each position. Relevant topics include Abbott's Global EHS Policy and Standards, site-specific environmental risks and regulatory requirements, key performance indicators, mechanisms for performance reporting and corrective action obligations. Each organizational location is responsible for monitoring completion of the required training, which is subject to periodic audit. Compliance with these standards and completion of appropriate training modules are required portions of employees' annual incentive goals.

## Waste Management

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Abbott's next goal is to reduce the total waste we generate by 40 percent from 2010 levels by 2020, adjusted for sales. By the end of 2012, through focused resource management and collaborative partnerships with waste management vendors, we achieved another 6.5 percent annual reduction in generated waste volume. All vendors responsible for the management of Abbott-generated waste are expected to meet minimum requirements in areas such as compliance, financial assurance, inventory control/record keeping, facility design/operating conditions and approvals, among others. Vendors who do not meet these standards are not permitted to do business with our company. Substandard waste management firms are identified through the implementation of Abbott's waste vendor assessment program. This includes periodic on-site evaluations and documentation reviews to help ensure that only appropriately qualified and responsible vendors are permitted to manage Abbott waste. Our approach helps us to quickly identify emerging issues and resolve problems in a timely fashion.

We're committed to reducing our volume of waste and achieving an additional three zero-waste-to-landfill manufacturing facilities by the end of 2013. Our phased waste management strategy covers both our own manufacturing operations and, ultimately, those of our suppliers.

### Property Remediation

Under the Comprehensive Environmental Response, Compensation, and Liability Act, commonly known as Superfund, Abbott has been identified as one of many potentially responsible parties in investigations at 15 locations in the United States, none of which are owned or operated by Abbott, for releases of hazardous materials into the environment. At four of these locations, there has been no involvement on the part of Abbott, and we believe that we have no responsibility at those locations. We also are engaged in remediation at seven other locations, some of which are owned by Abbott, in cooperation with the U.S. Environmental Protection Agency or similar agencies. The number of remediation sites further decreased in 2012 due to Abbott completing remediation at one site in 2012. While it is not feasible to predict with certainty the final costs related to these investigations and remedial activities, we believe that such costs should not have a materially adverse effect on our financial position, cash flows or operations.

### Environmental Reporting and Assurance

Abbott reports on our environmental programs both to demonstrate increased transparency of our processes and performance and to invite feedback from our many stakeholders.

We respond annually to the Carbon Disclosure Project, publishing our greenhouse gas emissions data and information on the business risks and opportunities provided by climate change. Additionally, we respond on an annual basis to the Carbon Disclosure Project Water Survey and in early 2013 joined the CDP Supply Chain initiative for the first time.

The independent consulting firm Environmental Resources Management conducted an assurance review and concluded that [Abbott accurately reported](#) its 2012 global greenhouse gas emissions, water and waste data, as well as its lost workday case rate and accidents per million miles vehicle crash rate.

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# Creating a Culture of Citizenship

Being a responsible corporate citizen involves more than health care innovation and outreach. Good citizenship also extends to the way we run our business and conduct ourselves as individuals. While our strategic priorities focus on the material impacts where our company can make the most unique and targeted contributions to society, we are equally focused on creating a culture of citizenship grounded in the foundational elements of sound business practice.

Because the sustainability of business and the sustainability of society are increasingly interdependent, good citizenship requires ingenuity and care in the way we treat colleagues and employees and deal with partners and suppliers. Our citizenship goals are integral to the quality of our involvement with communities throughout the world, and they are perhaps most evident in the high standards of ethics and compliance that we insist upon for ourselves and our partners.

Recognized around the world for its achievements in citizenship, Abbott builds its citizenship strategy on a strong foundation of stakeholder engagement, a commitment to transparency and a workplace environment that enables our employees around the world to achieve their greatest potential.

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Creating a Culture of Citizenship

## Citizenship at Abbott

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Our citizenship strategy is built upon a strong foundation of stakeholder engagement, a commitment to transparency and a workplace environment that enables our employees around the world to achieve their greatest potential.

At Abbott, we constantly work to embed and integrate our citizenship strategy with our core business strategy. For several years, our cross-functional Global Citizenship Working Group has led integration efforts at the company, while driving transparency in the reporting of our economic, social and environmental performance. The team includes representatives from Corporate Purchasing, Global Environment, Health and Safety, the Office of Ethics and Compliance, Quality and Regulatory Affairs, Human Resources, Investor Relations, Government Affairs and Commercial Operations. The team also includes representation from key functions and country operations

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based outside our headquarters office. Many team members carry performance goals and targets related to citizenship issues.

## Strategic Priorities

In 2008, Abbott established four strategic priorities that, we believe, best align our citizenship activities and resources with our business operations. These are the material areas where our core business can have the most significant impact on society and the environment. During the past four years, we have worked diligently in pursuit of these priorities:

- ▶ Innovating for the Future – Using our core strengths as an innovator to make a difference to the health and well-being of people everywhere
- ▶ Enhancing Access – Breaking down the barriers that prevent many people worldwide from accessing the medicine and health care they need
- ▶ Supporting Patients and Consumers – Working to improve quality of life for our patients and consumers, while helping to educate health care professionals about the latest tools and treatments
- ▶ Safeguarding the Environment – Playing our part in addressing the global challenges of climate change and water scarcity while minimizing the environmental impacts of our products

These four priorities provide a clear road map for pursuing our responsibilities as a global citizen, yet are flexible enough to enable creativity and innovation across our diverse mix of businesses. As a new organization, we will explore how the company can create greater shared value with our stakeholders, using the power of the business to address relevant social issues in the countries where we operate. We believe that the scope and reach of Abbott's operations, combined with our expertise and experience, provide us with the scale of impact and innovation to bring about a positive change to society's health and well-being.

The table below illustrates the key material issues across our four priorities. These priorities define the most critical interests and issues that inform our sustainability strategy and reporting. The below table considers all citizenship interests that drive long-term business value for us and are important to our stakeholders. Each year, we adjust the matrix to reflect changing stakeholder interests, and we report our progress against the resulting framework.

By using a materiality analysis to identify and prioritize interests, we are able to focus on the specific issues and questions that are most likely to impact the decisions or behaviors of our stakeholders. Although various stakeholder groups express different levels of concern regarding a specific issue, we have crafted our priorities based on multiple engagements with our most critical stakeholders, as well as key issues that are widely viewed as material to our industry sector. When we evaluate competing interests, we consider them in the context of overall business objectives and strategy, risks and company policies. To determine materiality, we also have factored in the amount of control we have over a specific topic area.

Moving forward, we will continue to evaluate multiple stakeholder interests impacting our business in order to identify and act upon both challenges and opportunities.

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<p><u>Innovating for the Future</u></p> <ul style="list-style-type: none"> <li>• Collaborative research</li> <li>• Robust innovation process</li> <li>• Integrating customer feedback</li> <li>• Developing promising products</li> </ul>	<p><u>Enhancing Access</u></p> <ul style="list-style-type: none"> <li>• Lack of availability of medicines and health care products in emerging and developing countries</li> <li>• Patient education and disease awareness</li> <li>• Health care infrastructure in emerging markets</li> <li>• Response to humanitarian disasters</li> </ul>
<p><u>Supporting Patients and Consumers</u></p> <ul style="list-style-type: none"> <li>• Educating patients and health care professionals</li> <li>• Product safety</li> <li>• Manufacturing quality</li> <li>• Responsible sales and marketing</li> </ul>	<p><u>Safeguarding the Environment</u></p> <ul style="list-style-type: none"> <li>• Climate change and Abbott's carbon footprint</li> <li>• Water usage and access to clean water</li> <li>• Product stewardship</li> <li>• Chemicals of interest</li> </ul>
<p><u>Foundation Elements</u></p> <ul style="list-style-type: none"> <li>• Business ethics</li> <li>• Great place to work</li> <li>• Employee diversity</li> <li>• Employee health and safety</li> <li>• Supply chain management</li> <li>• Supplier social responsibility</li> </ul>	

## Global Partnerships

Building upon our global initiatives, we are partnering with governments, health care professional organizations and other local leaders to more effectively drive our citizenship priorities at the country level. Several of our country operations, such as [Brazil \(PDF\)](#), [China \(PDF\)](#), [India \(PDF\)](#), [Ireland \(PDF\)](#) and [Italy \(PDF\)](#), have formed their own local, cross-functional Citizenship Working Groups. Among other activities, these local groups have published country-specific citizenship reports targeting local stakeholders and developed public-private partnerships to help drive innovation, expand access and safeguard the environment in their countries.

For example, in 2011 our local Citizenship Working Group in China developed a five-year plan for expanding its citizenship programs and activities. Among other efforts, Abbott is working closely with the Chinese government to help expand access to health care in small towns and rural areas. Our China team also partners with a wide range of local suppliers to help them develop more effective compliance, ethics and quality assurance programs. Abbott also partners with Shanghai Children's Medical Center and the humanitarian relief organization Project HOPE to advance the quality of nutritional care and support for pediatric patients. Additionally, our Chinese employees volunteer to provide hands-on science education to schoolchildren in 20 cities across the country. In 2012, Abbott published our second local citizenship report in China.

Similarly, in India, our local Citizenship Working Group is designed to address critical health care issues such as malnutrition, hunger and diabetes, which are especially acute in the country's remote

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areas. Abbott nutrition scientists are working with the nonprofit organization PATH to further optimize its Ultra Rice fortification technology to help address the need for improved nutrition in India. Ultra Rice is a micronutrient delivery system that packs vitamins and minerals into rice-shaped grains, resulting in a product that is far more nutritious than traditional rice, yet nearly identical in smell, taste and texture. Abbott and PATH are working together to distribute this improved formulation of Ultra Rice to needy families and children through the Indian government's food distribution system.

In 2011, we also conducted a series of training workshops in Brazil, China, India and Russia to expand our engagement with key local stakeholders. We also worked closely with our European affiliates to continue aligning citizenship and business objectives and to communicate more effectively with local audiences on progress toward those objectives.

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Creating a Culture of Citizenship > Citizenship at Abbott

## Citizenship Management and Governance

Our commitment to good citizenship begins at the top. Global citizenship is valued and championed by our Board of Directors and led by our company's senior management. The charter of the board's Public Policy Committee includes the review and evaluation of Abbott policies and practices with respect to social responsibility.

Abbott has practiced strong, independent corporate governance throughout our history. This is an essential step in building trust among stakeholders, particularly investors. Our Board of Directors has long had a majority of independent directors. Our directors are elected annually through majority voting, which means our shareholders exercise considerable influence over Board composition. Abbott has established independence standards and governance guidelines, along with a published procedure enabling shareholders and others to communicate directly with Board members. The independent directors review the performance of our CEO annually. Among the criteria for Board members are a global business perspective and a commitment to global citizenship.

Abbott has a strong corporate governance profile:

- ▶ Eleven of the 12 Abbott directors are independent and elected annually.
- ▶ The Audit, Compensation, Nominations and Governance and Public Policy Committees are composed solely of independent directors.
- ▶ The chairman of the Nominations and Governance Committee acts as lead director to facilitate communication with the Board and to preside over regularly conducted executive sessions of the independent directors or sessions where the Chairman of the Board is not present. The lead director reviews and approves matters such as agenda items, schedule sufficiency and, where appropriate, information provided to other Board members.
- ▶ Directors and officers are subject to stock ownership guidelines.
- ▶ Abbott's directors are elected annually through majority voting. Because of the majority vote requirement, shareholders exercise considerable influence over Board composition.

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- ▶ Abbott has established independence standards, governance guidelines and a published procedure enabling shareholders and others to communicate directly with Board members.
- ▶ The Board and each of its committees have complete access to management and the authority to hire independent advisers as they deem appropriate.
- ▶ The independent directors review the performance of the CEO annually.

The following committees and working groups also play important roles in our governance process:

- ▶ Public Policy Committee – Comprised solely of independent directors, this committee’s charter includes the review and evaluation of Abbott’s policies and practices with respect to social responsibility.
- ▶ Business Conduct Committee – Comprised of business heads, this committee oversees implementation of our ethics and compliance programs.
- ▶ Executive Inclusion Council – Led by our Chairman and CEO, this council oversees our diversity and inclusion initiatives.
- ▶ Global Operations Council – This body sets priorities for all Abbott manufacturing plants and makes resources available to meet local needs based on internal assessment of performance, benchmarking of best practices in the industry and risk profiles. The council is chaired by the Senior Vice President for Quality Assurance, Regulatory and Engineering Services, who is both a corporate officer and the senior executive charged with Global EHS responsibility. The group consists of our heads of Operations, Research and Development, Quality, Purchasing and Information Technology. As part of the internal assessment process, the Senior Vice President for Quality Assurance, Regulatory and Engineering Services periodically reviews key performance indicators and status of preventative actions with the Global Operations Council.
- ▶ Global Citizenship Working Group – This group improves transparency and reporting of our social, economic and environmental performance, and helps to embed citizenship commitments and strategy across our diverse operations and functions. Members include representatives from Corporate Strategy, Corporate Purchasing, Global Environment, Health and Safety, the Office of Ethics and Compliance, Quality and Regulatory Affairs, Human Resources, Investor Relations, Government Affairs and Commercial Operations.
- ▶ Global Citizenship and Policy Department – The primary catalyst in implementing our citizenship vision, this department chairs the Global Citizenship Working Group and reports to our Vice President for Investor Relations and Public Affairs, a corporate officer.

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Creating a Culture of Citizenship > Citizenship at Abbott

## Engaging Our Stakeholders

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Listening to our stakeholders and responding thoughtfully to their concerns and ideas is vital to our progress as a global citizen. Stakeholder insights help us develop new products to address unmet health care needs; educate patients, health care professionals and others about emerging diseases and treatment options; and understand how and where our company can make a difference.

Abbott is an active participant in the global dialogue on health care, listening as well as speaking out. We are fortunate in having a wide range of stakeholders who challenge us to examine what we do and how we do it. Some of the most complex challenges confronting the global health care system can only be addressed in partnership with responsible and concerned stakeholders. Engaging and partnering with them is vital to Abbott’s success as a business enterprise and as a global citizen.

Having further refined our focus by separating from AbbVie at the end of 2012, Abbott will continue to work with our stakeholders to understand their evolving views about the role we can play as a leader in global citizenship.

## How We Engage with Stakeholders

In today’s complex and competitive marketplace, Abbott must respond to the needs and concerns of a wide range of stakeholders – including patients, consumers, health care professionals, shareholders, suppliers, policymakers, regulators, scientists, governments and non-governmental organizations (NGOs). This table shows examples of how we engage with stakeholders; additional stakeholder commentary can be found throughout the report.

Stakeholder Group	Key Stakeholder Issues	Abbott’s Position on Key Issues	Examples of Engagement	Results of Engagement
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*Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.*

Patients,  
Consumers and  
Customers

- Availability of products that are safe and effective.

- Affordable pricing.

- Information about diseases and available treatments.

- Advocacy for patient needs and support for patient organizations.

- Abbott is committed to developing safe and effective medicines that save and enhance lives.

- We aim to make our products available at fair and affordable prices and to offer low cost or free options when possible.

- We engage in discussions with patient groups and associations, customer care lines, surveys and market research and patient assistance programs.

- Our diagnostics division measures customer loyalty with an NPS score, measured across all customers.

- Abbott gains important insights as to how we can improve our products and develop new ones.

- We increase awareness among stakeholder groups of avenues for patient assistance for medicines and of donations of medicines and other products as part of [disaster relief](#).

- Our NPS score has seen a rise from 29.9 in 2009 to 41.6 in 2012.

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Health Care Professionals

- R&D developments.

- Quality, safety and efficacy of products and proper product use.

- Responsible, ethical behavior (ethical marketing practices).

- Information and education about the latest tools and technologies.

- We seek new insights into patient and consumer needs and are committed to leveraging these insights into meaningful products.

- Health care professionals play a key role in proper diagnosis, treatment and rehabilitation, and we work closely to create greater understanding of disease states and their treatment.

- We seek to maintain high standards of integrity in all our dealings with health care professionals.

- Educational programs for health care professionals.

- Technical exchanges to bolster knowledge of health care professionals.

- We foster improved understanding of emerging challenges on the front lines of health care.

- We receive feedback on the quality, safety and efficacy of existing products and partner with [health care professionals](#) conducting vital research.

- A health care professional population with appropriate training in the latest science and technology.

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Government and Trade Groups	<ul style="list-style-type: none"> <li>- Affordable pricing.</li> <li>- Abbott policies that foster access to medicines and vaccines.</li> <li>- Ethical business practices.</li> <li>- Partnerships to help address health care needs.</li> </ul>	<ul style="list-style-type: none"> <li>- We aim to make our products available at fair and affordable prices.</li> <li>- We want to foster well-informed health care professionals, enhanced infrastructure and progressive policies, which are keys to health care access.</li> <li>- Abbott holds all its employees to the highest ethical standards.</li> </ul>	<ul style="list-style-type: none"> <li>- Work with governments to set prices at reasonable levels.</li> <li>- Talk with governments about major health care policy developments.</li> <li>- Participate in numerous U.S. and international trade groups, consistent with the guidelines in Abbott's Code of Business Conduct.</li> </ul>	<ul style="list-style-type: none"> <li>- Shared learning on needs of various communities.</li> <li>- Updates on major health care policy developments.</li> <li>- <a href="#">Disclosure of our political contributions.</a></li> </ul>
Our Employees	<ul style="list-style-type: none"> <li>- Resources to improve and maintain our employees' own health and well-being.</li> <li>- Access to training and development.</li> <li>- Opportunities to get involved in their communities.</li> </ul>	<ul style="list-style-type: none"> <li>- Our employees are critical to Abbott's success, and we aim to support them in improving their own health and further developing their skills.</li> <li>- Employees have skills and expertise that are of value to the communities where Abbott operates.</li> </ul>	<ul style="list-style-type: none"> <li>- Abbott has several formal mechanisms that encourage and collect employee feedback.</li> <li>- We conduct employee engagement surveys.</li> </ul>	<ul style="list-style-type: none"> <li>- <a href="#">Employee views</a> are incorporated into the full range of company policies and practices.</li> <li>- <a href="#">Employees feel engaged</a> in their community and at their jobs.</li> </ul>

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Non-Governmental Organizations (NGOs)	<ul style="list-style-type: none"> <li>- Development and pricing of products to satisfy unmet medical needs globally.</li> </ul>	<ul style="list-style-type: none"> <li>- We offer a variety of products around the world at fair and affordable prices with an increased presence in emerging markets.</li> </ul>	<ul style="list-style-type: none"> <li>- Ongoing dialogue with NGOs.</li> <li>- Abbott's Global Citizenship Advisory Council.</li> <li>- Development of public-private partnerships.</li> </ul>	<ul style="list-style-type: none"> <li>- Broader understanding of emerging health care issues.</li> <li>- Identifying new ways of combating diseases.</li> <li>- <a href="#">Partnerships</a> with other organizations whose skills and contributions complement our strengths and expertise.</li> </ul>
Local Communities	<ul style="list-style-type: none"> <li>- Responsible and safe operations wherever Abbott operates.</li> <li>- Philanthropic commitment to unmet community needs.</li> </ul>	<ul style="list-style-type: none"> <li>- Abbott is fully engaged in the communities where we operate, and we treat our local communities with respect.</li> <li>- Abbott engages in thoughtful and effective philanthropy.</li> </ul>	<ul style="list-style-type: none"> <li>- We employ local people and pay taxes to local governments.</li> <li>- We support educational efforts, civic and cultural programs and community health care organizations.</li> </ul>	<ul style="list-style-type: none"> <li>- In 2012, we paid \$1.4 billion in income taxes.</li> <li>- We maintain <a href="#">strong relationships</a> with the communities where we operate.</li> </ul>
Our Suppliers	<ul style="list-style-type: none"> <li>- Ethics, labor laws and health and safety.</li> <li>- Support for small and diverse suppliers.</li> </ul>	<ul style="list-style-type: none"> <li>- Our suppliers are a critical link in providing high-quality, safe ingredients.</li> </ul>	<ul style="list-style-type: none"> <li>- Abbott maintains a strong Supplier Social Responsibility program, a formal Supplier Performance Program and a Supplier Diversity Program.</li> </ul>	<ul style="list-style-type: none"> <li>- Feedback that improves both <a href="#">supplier processes</a> and our own.</li> <li>- In 2012, we spent \$2.2 billion with small and diverse suppliers.</li> </ul>

## Global Citizenship Advisory Council

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In 2012, Abbott established a Global Citizenship Advisory Council (GCAC) to formalize our approach to stakeholder engagement on key business and sustainability issues. GCAC grew out of a multi-stakeholder forum we hosted in late 2010 to obtain insights and perspectives from a diverse group of stakeholders, including a wide range of international NGOs, academics and think tanks.

That forum, moderated by the SustainAbility consultancy, helped us and our stakeholders gain clearer understanding of mutual priorities and concerns. Participants also provided Abbott with valuable recommendations for improving our business and citizenship strategies, programs and impacts. To review commentary on our last citizenship report by one of the GCAC members, [click here](#).

GCAC's objectives are to:

- ▶ Explore issues and opportunities for effective collaboration on critical global sustainability challenges and the ways in which Abbott can have the most positive impact
- ▶ Inform Abbott's strategic planning – both short- and long-term – for core business and citizenship activities
- ▶ Provide specific recommendations for improving Abbott's business and citizenship strategies, programs and impacts

Current GCAC members include:

- ▶ Stephanie Aument, Senior Sustainability Analyst and Manager, Research and Analytics, Calvert Investments
- ▶ Gary Edson, CEO, Clinton Bush Haiti Fund
- ▶ Jordan Kassalow, Founder and CEO, VisionSpring; Ashoka Global Health Fellow
- ▶ Jessica McGlyn, Director, World Business Council on Sustainable Development Jessica States
- ▶ Jane Nelson, Director, Corporate Social Responsibility Initiative, Harvard Kennedy School
- ▶ Chris Perceval, Director of Corporate Relations, World Resources Institute
- ▶ Thomas Tighe, President and CEO, Direct Relief International
- ▶ David Vidal, Research Director, Global Corporate Citizenship, The Conference Board; Chairman, The Conference Board Center for Sustainability

Abbott's Divisional Vice President of Global Citizenship and Policy serves as chair of the GCAC. Other Abbott executives and managers, representing Abbott's key commercial business units and functions, as well as citizenship and reporting, participate regularly in the meetings.

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Creating a Culture of Citizenship > Citizenship at Abbott

## Public Policy Engagement

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Abbott is committed to participating in public policy discussions that have the potential to impact our patients, our employees and our ability to continue to produce new medical advances. We engage with governments, think tanks, trade associations, patient groups and other organizations around the world to find policy solutions to the complex issues that challenge health care systems. It is our responsibility to help governments and regulatory bodies understand Abbott's viewpoints on major health care issues and to learn from them about the needs of their communities, so that we can work together to better the lives of patients. We believe our role in accomplishing this includes meeting with and briefing policymakers, convening forums and discussions and contributing information and expertise.

We support trade associations and other membership organizations that understand how government actions can affect patients' access to medical advances and that will work to promote an environment that fosters continued medical progress. Collaboration and cooperation with a wide array of people and organizations are critical to meeting the needs of patients today. When we work with other constituencies, we are better able to advance policies that are consistent with Abbott's values.

We strive to align with organizations whose overall advocacy platform demonstrates values that mirror our own. An organization's membership and robust governance process collectively drive the development of individual positions. We pride ourselves on taking an active role in our trade associations, expressing our opinions and making the case for the positions we believe will produce the most appropriate policy outcomes. We work to have a strong voice at the table, even if ultimately we may not be able to control the outcomes.

Abbott's public policy engagement is guided by the following principles:

- ▶ Abbott is committed to transparency and is guided by our [Code of Business Conduct](#) in all public policy engagement.
- ▶ All activities shape policies to benefit patients, with a focus on improving patient access to new medical advances.

Abbott also participates in the political process by contributing to state and local candidates and political organizations. Our Government Affairs team reviews and approves all corporate political contributions to ensure they are consistent with the company's guidelines and are in compliance with applicable laws. More information can be found in our most recent [disclosure report](#).

The Public Policy Committee of Abbott's Board of Directors is responsible for the review and evaluation of Abbott's policies and practices with respect to social responsibility.

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Creating a Culture of Citizenship

## Our Workplace

Abbott is committed to helping employees fulfill their potential and build rewarding careers. We choose our people carefully and guide them toward meaningful career paths, ensuring our human resources strategy reflects the dynamic opportunities inherent in the breadth and diversity of our

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global businesses. Abbott exposes our people to a wide array of exciting challenges and experiences, affording them remarkable opportunities to address emerging health care needs around the world.

We recognize that current and prospective employees' skills, interests, values and priorities may differ from one country or region to another. In each market where we operate, Abbott uses internal and external research to develop a competitive, locally relevant employee value proposition and total rewards package – and to more effectively address local challenges and priorities in areas such as diversity, inclusion and work-life harmony.

We are honored to have been recognized as a leading employer in more than a dozen countries around the world in 2012. Australia is our most recent affiliate to receive the prestigious Great Place to Work designation, joining Brazil, Denmark, Ireland, Japan, Korea, the Netherlands, Norway and Sweden. These awards are based on surveys measuring employee confidence, pride and sense of unity conducted by the Great Places to Work Institute. Additionally, the Corporate Research Foundation recognized our affiliates in China, Germany, Italy and Spain as top employers, and Business Data Israel ranked Abbott that country's third-best pharmaceutical employer.

Elements of Abbott's award-winning workplace environment include:

- ▶ A commitment to promoting [diversity and inclusion](#)
- ▶ Extensive professional [development, mentoring and training programs](#)
- ▶ Efforts to encourage [work-life harmony](#)
- ▶ Opportunities for employees to [provide feedback](#)
- ▶ Competitive [compensation and benefits](#), tailored appropriately for each market
- ▶ Protection and promotion of [human rights](#)
- ▶ Encouragement of [wellness campaigns](#)
- ▶ Commitment to [employee health and safety](#)

Our employees themselves play a key role in advancing the working environment in our operations around the world. In Korea, for example, our Pride campaign seeks to establish Abbott as the country's premier employer. A cross-functional team of more than 50 employees work together to advance Abbott Korea's performance in four key areas: enhancing mentoring, training, career mapping and leadership development; improving the work experience for women; becoming a local employer of choice; and being a fun place to work. Since the Pride program's launch in 2008, our internal Abbott Culture Survey has shown improvements in employee innovation, motivation, leadership and coordination.

To further inspire all employees to contribute to better citizenship practices and innovation, Abbott China launched an annual CSR idea campaign in 2012. Some 4,000 employees participated, and the campaign collected more than 500 ideas and proposals covering key topics such as consumer/patient support, environmental stewardship, sustainable business models, and employee empowerment. The Abbott Citizenship Working Group selected the top 10 ideas for further development, and the first, a green office proposal, has already been implemented.

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## A Diverse, Inclusive Workplace

Abbott is committed to achieving a diverse and inclusive work environment. Diversity of perspectives, experiences and skills is critical to our global competitiveness. We work to leverage and learn from our differences to deliver greater business impact across all levels of our company.

Abbott's Executive Inclusion Council, led by our Chairman and CEO, monitors the hiring and advancement of women and minorities into U.S. management positions and supports programs that promote an inclusive work environment. In the United States, the representation of women and minorities in management has been an area of particular focus for Abbott for more than a decade.

Building on our longstanding emphasis on diversity and inclusion in North America is a focus for Abbott. In 2012, we continued to expand our efforts to promote diversity and inclusion in locally and culturally appropriate ways in our operations around the world. Among other initiatives, we extended our mentoring program in Europe – encouraging employees to form mentoring partnerships with employees from diverse backgrounds other than their own. Additionally, many of our business units have developed their own function-specific and country-specific diversity and inclusion initiatives. For example, our global pharmaceutical business held several training programs last year to encourage inclusion – with a special focus on women's advancement. We also provided extensive training to help manufacturing employees better understand how to leverage Abbott's mentoring program to gain experiences outside the technical realm.

Further capitalizing on our commitment to inclusion, Abbott in Italy developed an online training program to address diversity and work-life harmony issues for women, with particular focus on supporting employees preparing for the birth of a child. The program – which was honored by the Italian government as best in class and adopted for widespread use throughout Italy – helps to ensure that new mothers and fathers can enjoy the full benefits of maternity or paternity leave without compromising the efficiency of remaining staff members.

Similarly, we work hard to encourage inclusion of individuals with disabilities across all our businesses and locations. Abbott is one of the founding members of the Kanchi network, a leadership group of companies in Ireland whose goal is to revolutionize the relationship between business and disability so that people with disabilities will be recognized and valued as consumers, talent, suppliers and members of the community. Abbott Ireland is providing significant input into the development of an ability benchmark that will recognize excellence in disability equality in all businesses.

### Employee Networks

Complementing our inclusion programs and initiatives, Abbott's employee networks play a vital role in building an inclusive culture and supporting business operations. These networks are sponsored by corporate officers, who help align group objectives with business strategies. By focusing on career development, mentoring, community involvement, informal networking and leadership skills development, our networks continue to expand visibility and create opportunities for participants. Nearly 8,000 employees participate in our six networks:

- ▶ Asian Leadership and Cultural Network (ALCN)

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- ▶ Black Business Network
- ▶ La Voice Network (Hispanic/Latino)
- ▶ Flex Network (part-time and flexible schedules)
- ▶ PRIDE (gay/lesbian/bisexual/transgender)
- ▶ Women Leaders in Action (WLA)

Our networks not only provide networking and coaching opportunities, but also enable employees to leverage their unique skills to help support business operations. For example, our ALCN provides translation services to high-level delegations of government officials and key opinion leaders visiting our headquarters. Similarly, the La Voice Network, representing Hispanic and Latino employees, provides translation support when needed for Spanish-speaking customers calling our telephone hotlines.

During the past year, membership and engagement in our employee networks have expanded substantially. For example, the primarily U.S.-based WLA recently launched its first chapter based outside the United States – in Ireland. The Irish WLA chapter already boasts 87 members and combines leadership development and skill-building activities with community outreach. With both a new toolkit to guide the chapter development process and a dedicated committee to support it, several other countries are in the early stages of forming their own local WLA chapters.

## Mentoring

An integral part of the Abbott culture of continuous learning and knowledge sharing, mentoring – both formal and informal – is prevalent across the organization. Use of our formal U.S. mentoring program, administered through a Web-based partnership-matching tool, continued to increase in 2012 and has resulted in the creation of thousands of mentoring partnerships. With WLA's Global Mentoring Program, WLA members were able to use their personal networks to match several mentees with an international network of mentors.

In the United States, employee network members participate in a variety of mentoring circles that combine education with networking opportunities. Instead of traditional one-to-one mentoring relationships, mentoring circles enable one or more subject matter experts to mentor a group of protégés sharing similar interests. For example, a finance circle might invite Abbott guest speakers to give presentations on topics such as long-range planning, health economics research, cost accounting, commercial sales forecasting and so forth. In some cases, senior executives such as the corporate controller might join the circle to participate in an informal question-and-answer session on leadership topics and career paths. In 2011, ALCN launched a new series of mentoring circles, and WLA continued its popular circles program.

Our Abbott Performance Culture Survey, administered every other year, demonstrates that these efforts to support diversity and inclusion are working.

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## Hiring and Advancement

Global competition for talent is intense. Robust hiring, advancement and leadership development programs at all levels help our employees realize their potential and ensure that we attract and retain the best talent to fuel our growth.

### Entry Level

Abbott offers numerous hiring and development programs to help employees begin or enhance their careers, starting with the Abbott internship program. In 2012, we hosted 303 interns at 20 facilities in the United States. Half of our interns were women, and 39 percent were minorities. Additionally, from the 2011 internship class, 70 percent of interns that were offered full-time positions accepted positions beginning in 2012.

In addition to the U.S. interns, 646 interns were hosted in affiliates around the world in 2012.

### University Relations

To further build our talent pipeline, we work with a wide range of universities to recruit entry-level talent through both campus career planning initiatives and student organizations. We partner with universities to identify potential talent in fields ranging from engineering, manufacturing and quality to finance, human resources, information technology, business administration and marketing, as well as physician and pharmacy training programs.

We also partner with multiple organizations focused on advancing women and minorities in specific areas of study. Our U.S. recruiting partners include the National Society of Black Engineers, the Society of Hispanic Engineers, the Society of Women Engineers, the Association of Latino Professionals in Finance and Accounting and the National Association of Black Accountants, among others. Outside the United States, we continue to implement new recruiting partnerships with local schools and student organizations while expanding internship and entry-level rotational opportunities.

Along with our efforts to recruit female and minority students, we also partner with a wide range of organizations to help recruit diverse candidates at more advanced stages of their careers. These partners include the National Black MBA Association, the National Society of Hispanic MBAs, the National Sales Network and the Consortium.

### Professional Development Programs

Our two- and three-year Professional Development Programs provide employees with opportunities to gain diverse experiences by rotating through three to five assignments within the company, including assignments with our international affiliates. These programs have proven to be a leadership pipeline, with nearly one-third of alumni going on to senior leadership positions at Abbott. These programs also demonstrate our commitment to diversity. Of the 110 people hired through these programs in 2012, 43 percent were minorities and 47 percent were women.

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## Talent Management

We utilize a company-wide talent management process that creates a strong pipeline of leaders to sustain and grow the business. Our process includes talent review meetings in all lines of business and geographies, covering multiple levels and functions of our organization and culminating in reviews of executive positions by senior management. Leadership teams in each business unit and functional area identify talent for current and future leadership opportunities, and these teams prioritize the types of development needed for targeted employees to prepare for more senior positions.

All employees participate in our annual performance management process, known as Performance Excellence. This process helps employees integrate their work priorities with the broader objectives of our organization, understand management expectations and demonstrate behaviors that are consistent with our values.

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Creating a Culture of Citizenship > Our Workplace

## Employee Learning and Development

Approximately 70,000 employees worldwide have access to job-specific training and development to ensure successful performance in their current roles across the full range of Abbott jobs – from commercial and operations to research and development, as well as human resources, finance and information technology. We also conduct ongoing learning, training and career development programs to help employees at all levels realize their potential. Abbott connects people and potential by developing current and future leaders through a robust combination of training, on-the-job experiences and formal and informal mentoring. More than 59,000 employees in professional, leadership and functional roles participated in our learning and development programs in 2012.

## Cross-Cultural Training

Because the scope of our business is global, many of our employees work or travel outside their home countries – and cross-cultural competency is a key business need. Accordingly, Abbott provides all employees with free access to Cultural Navigator™, an Internet-based toolkit containing more than 100 country-specific modules with extensive information on local business practices, management tools, social etiquette and customs.

The Cultural Navigator tool also encourages employees to fill out a self-assessment that yields a personal cultural profile. This profile enables users to gauge their own business practices, management approach and behavioral styles so that they can compare their personal preferences and habits with standard practices in other cultures. Additionally, Cultural Navigator users can run business simulation exercises to identify potential cross-cultural stumbling blocks and prepare themselves for potential challenges in their future business activities. Nearly 2,000 employees actively used this tool in 2012.

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## Leadership Training

To complement these skills training initiatives, we also offer focused training programs for employees transitioning into management roles – to help our new leaders around the world succeed more quickly in their expanded positions.

For example, the Abbott Management Fundamentals program offers an extensive curriculum to help managers lead their teams more effectively, create a strong work environment and empower their teams to deliver results. Additionally, the Director Foundation Program provides management training for newly hired or promoted director-level employees. Launched approximately five years ago, the Director Foundation Program helps build capabilities in strategic thinking, influencing, coaching and feedback, along with a high-level discussion on Abbott strategy. The program also stresses the key role that directors should play in sustaining our success by cultivating a talent pipeline.

Similarly, the Global Leadership Program (GLP) is designed to help new and potential General Managers (GMs) in our international affiliates become more effective by better understanding and leveraging the Abbott resources available to them. The program consists of two one-week sessions that take place approximately six months apart. The first week includes presentations on corporate strategy from Abbott senior executives, along with case studies on GM-level decision making. The second week focuses on people leadership – helping new GMs better understand what it takes to grow a business within Abbott, while also developing the talent of the people on their teams.

The GLP not only has helped us to bring new GMs on board faster and more effectively, but also has resulted in the creation of strong global networks of GLP alumni. GLP graduates routinely reach out and connect with their former classmates to share ideas, gain insights and explore new ideas. By including promising GM candidates in the GLP training, Abbott can make sure those candidates are well prepared to assume the responsibilities of the GM role when a suitable position becomes available. Additionally, the strong alumni connections enable deep trust and shared organizational understanding at some of the highest levels of management in our company.

Building on the success of GLP and other programs targeting key talent, we continue to expand our learning and development programs deeper into our talent pipeline to accelerate the readiness of more junior managers. For instance, the recently launched Emerging Leader Program enrolls groups of 30-35 high-potential managers at the regional level in Latin America, Europe and Asia Pacific. Integrated into their personal assessments and growth plans, the Emerging Leader Program includes discussions of strategy, leadership and people management. In 2012, 216 leaders in eight cohorts completed the Emerging Leader Program. Europe hosted three cohorts, Asia supported three cohorts, and the Americas ran two cohorts.

At the most senior level, our Executive Compass program consists of a week-long intensive training delivered by some of the top 20 leaders in our company. Executive Compass provides new senior managers with a deep dive into Abbott strategy and challenges them to think through a broad range of scenarios affecting stakeholders and customers. Participants engage in a series of intense case studies that help hone their decision-making skills and prepare them for the day-to-day challenges of working in senior management. Executive Compass also focuses on building the talent pipeline. In the past eight years, more than 500 divisional vice presidents and general managers of our Large Business Units (LBUs) have graduated from the Executive Compass program (and its precursor, Leadership Forum), which we view as the capstone of our leadership development series.

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## Work-Life Harmony

Work-life harmony is an integral part of the Abbott culture. Many of our global businesses and locations have incorporated work-life initiatives such as flexible work schedules and telecommuting. We view these initiatives not only as important tools for talent attraction and retention, but also as key components of our approach to diversity and inclusion as we work to support employees in harmonizing work and family commitments.

Abbott understands that the overall employment experience is critical to attracting talent and retaining organizational knowledge. To that end, we continue to develop programs to support employees across their employment life cycles. We recognize that work-life priorities and challenges vary around the world, and we design our programs to be culturally sensitive and locally appropriate.

Some highlights of Abbott's award-winning work-life initiatives include:

- ▶ Recognizing the challenge of caring for children during summer vacations from school, last year Abbott Italy hired a contractor to create a summer camp program for the children of Abbott employees. Abbott pays approximately half the child care costs at the camps, which run from June through July. Feedback from employees indicates very high levels of satisfaction with the quality of the camps. Indeed, some employees say the camps are one of the most valued benefits of their work at Abbott.
- ▶ The Abbott pharmaceutical manufacturing facility in Barceloneta, Puerto Rico, has run its own summer camp since 2001 for children ages 4 to 12.

### Child Care

Abbott's comprehensive approach to child care helps our employees better manage their personal and professional lives. Our U.S. child care programs provide a variety of alternatives, including an on-site child care center at some locations, emergency child care assistance, on-site parenting and counseling services, full-day kindergarten programs and school holiday child care programs. Highlights of our programs include:

- ▶ Our Early Discoveries on-site child care center – based in our headquarters location in Lake County, Illinois – ranked in the top 8 percent of U.S. child care centers for quality in 2012. Early Discoveries is one of the five largest centers in the Bright Horizons network, serving more than 700 children from 537 families each month.
- ▶ Our Family Child Care Provider Training Program has trained more than 3,300 providers in our communities since 2001.
- ▶ Our child care discounts are offered at more than 2,500 centers across the United States.

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- ▶ Teen Reach Program, an annual community service program for preteens and teens, attracted 720 volunteers, who contributed 7,200 hours of service in 2012.

Abbott has received national recognition for our child care programs from *Working Mother* magazine and the National Association for the Education of Young Children.

## Productive Transition to Retirement

We are especially mindful of the complex and changing definition of retirement today and of the first wave of baby boomers, who are retiring in record numbers. Abbott's Freedom to Work program, available to eligible U.S. employees, offers employees who are considering retirement the option to scale back their hours and/or change their responsibilities without affecting their benefits, thus allowing for knowledge transfer. Since Freedom to Work was launched in 2008, nearly 500 U.S. employees have enrolled in the program. Feedback has been strongly positive, with 97 percent of participants and 89 percent of managers reporting they are satisfied or very satisfied with the program, and 84 percent of managers saying it helped them retain knowledge.

Freedom to Work offers employees two different options as they approach retirement:

- ▶ The Custom Schedule Program allows employees to reduce hours and pay/bonus without impacting benefits. This option allows employees to work four days a week all year or take up to an additional five weeks of vacation.
- ▶ The Emeritus Program allows employees to change their responsibility (for example, from managing staff to individual contributor) without reducing their pay or grade.

Abbott has been recognized over the years for this innovative program, including mentions in the *Wall Street Journal*, *the Economist*, *BusinessWeek*, *Fast Company*, *Fortune*, *CNN Money* and *Money* magazine.

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Creating a Culture of Citizenship > Our Workplace

## Listening to Our Employees

Employee feedback provides us with valuable insight as we continue to shape our culture to achieve our business strategy. Performance culture surveys are typically administered to all employees every two years, but because of the company separation in January 2013, when Abbott split into Abbott and AbbVie, it was decided to forgo a survey in 2012.

Ninety percent of employees worldwide participated in the 2010 survey. Their responses revealed that we have a high-performing culture, one that fosters strong and sustainable success.

Employee perceptions of leadership and business strategies emerged as strengths in 2010 and demonstrated steady improvement since 2006 (the first time we conducted the survey). Eighty percent of respondents agreed that we have strong, trustworthy leaders who articulate a clear vision

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for employees and are leading our business in the right direction. Seventy-four percent of respondents agreed that we are doing a good job when it comes to sharing information, cooperating and building relationships across functional areas. We have improved – and are outperforming our peers – in career development and employee recognition, and we continue to focus on these areas.

Once again, responses show that employees believe we are living the Abbott Values.

Most employees feel that their decisions, as well as the actions of managers and senior leaders, reflect those values. Nearly every employee (94 percent) knows how their work impacts the success of their division and the lives of the patients we serve. Overall, the survey provided strong indicators that we know who we are and that we believe we are headed in the right direction.

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Creating a Culture of Citizenship > Our Workplace

## Human Rights

Abbott believes in the dignity of every human being and respects individual rights as set forth in the Universal Declaration of Human Rights. These principles are reflected in our company's mission and core values. While governments have the primary responsibility to respect, protect, promote and fulfill the human rights of their citizens, Abbott recognizes that companies play a supporting role in promoting human rights within their spheres of influence.

We contribute to the fulfillment of human rights through compliance with laws and regulations wherever we have operations, as well as through our policies and programs. Our guidelines include:

- ▶ Encouraging open communication between management and employees
- ▶ Complying with child labor laws and laws prohibiting any form of forced, bonded or indentured labor or involuntary prison labor
- ▶ Providing compensation and benefits that are competitive and comply with applicable laws for minimum wages, overtime hours and mandated benefits
- ▶ Providing a healthy and safe working environment
- ▶ Promoting workforce diversity and not discriminating against any employee for reasons such as race, religion, color, age, gender, ethnicity, disability, religion, marital status, sexual orientation or any other status protected by law
- ▶ Not tolerating harassment or harsh or inhumane treatment in the workplace
- ▶ Protecting individual privacy

Abbott's position on human rights is reinforced through employment, ethics and procurement policies, which are designed to ensure neither we, nor our suppliers, engage in human rights abuses.

### Abbott Recognized for Child-Friendly Practices

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In January 2012, Abring – Save the Children ([www.fundabring.org.br](http://www.fundabring.org.br)) recognized Abbott as an *Empresa Amiga da Criança* (Child-Friendly Company) for its commitment to the welfare of children and adolescents in Brazil. Abbott was recognized for its public commitment to refrain from the direct or indirect use of child labor and to work only with suppliers who also commit not to use child labor. Going further, the award recognized Abbott's commitments to creating health and education programs for its employees' children and to promoting public health and education programs for Brazilian children and adolescents. The recognition enables Abbott to join a select group of Brazilian and multinational companies that are permitted to use Abring's seal on their products. The Abring seal is widely recognized and appreciated by Brazilian consumers.

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Creating a Culture of Citizenship > Our Workplace

## Compensation and Benefits

Abbott's compensation philosophy is to pay for performance. Our compensation is intended to compare favorably with the pay programs of other leading health care companies – as well as with other companies of similar size and financial performance outside our industry – across global markets where we compete for employees. Our total rewards program combines elements of base and variable pay with a broad array of benefits and opportunities for growth and development.

While our total compensation targets reference the median of other leading companies, average individual pay varies based on employee competence, experience and performance. This pay-for-performance philosophy, combined with internal and external analysis and reviews, helps drive our total compensation strategy.

Our executive compensation program is designed to help align our business strategy, values and management interests with those of our shareholders. To achieve these objectives, Abbott has set the following guiding principles for our compensation programs:

- ▶ Base salaries are competitive in the markets in which we compete for employees.
- ▶ Incentive plans are designed to balance short- and long-term financial and strategic objectives that build shareholder value and reward overall company and individual performance.
- ▶ Total compensation for Abbott executives compares well to that of companies performing at levels equivalent to Abbott.
- ▶ Incentive compensation (both annual and long-term) is a key component of Abbott's pay-for-performance philosophy. Our structure ties individual awards to both business and individual results, to motivate our employees to achieve superior performance.

Compensation elements are designed to encourage behavior that is consistent with the ethical values established in [Abbott's Code of Business Conduct](#).

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## Healthy Living Initiatives

As a global health care company, we are committed to helping our employees and their families lead healthy, productive lives – and we strive to set an example to encourage other employers to embrace a culture of health. Our wellness programs provide resources, information, motivation and support to help our people make healthy lifestyle choices, minimize health risks, manage chronic health conditions and get access to comprehensive, high-quality health care, medicines and related supplies.

The healthy living and wellness programs we offer vary around the world, reflecting the needs of employees and the characteristics of national health care delivery systems. Most of our locations offer on-site influenza immunizations, health screenings and facilitate employee exercise by offering onsite fitness centers, health club membership subsidies and/or discounts and sports and recreation clubs.

In 2012, nearly 13,780 Abbott employees in 60 countries participated in our global four-week team-based fitness program, Exercise Across Abbott. This program rewards participants for increasing their physical activity each week. At the end of the four weeks, 364 teams (53 percent) consistently increased their minutes weekly.

Many of our locations around the world offer a broad range of on-site health services in addition to educational programs and wellness events. For example, our affiliate in India offers health and wellness resources, including health checkups, health risk assessments and access to a health coach or medical professional. The program also offers monthly newsletters, workshops and health challenges. Similarly, our Brazil operation enhanced its wellness activities in response to employee feedback, by providing more information and tips on stress management, healthy diet, exercise and weight loss. Abbott in Brazil created a local Wellness Committee, with representatives from various business units to support wellness initiatives, including a team run.

Abbott in Ireland and in the United Kingdom offer a wellness program with health awareness campaigns and challenges.

Our manufacturing facility in Karachi, Pakistan, has delivered a wide array of such benefits through its Get Active! exercise and fitness campaign. For six weeks beginning in April 2011, nearly 100 employees attended 45-minute aerobics sessions after work in the plant cafeteria. Throughout the project, possible barriers to participation were removed. For example, a female aerobics teacher was hired to ensure that female employees would feel comfortable participating, and taxis were arranged to take employees home who would have missed their regular rides.

To keep employees engaged, periodic contests were organized for attendance, weight management and physical activity as measured by a pedometer. The plant director, who was himself a regular attendee of the exercise sessions, awarded prizes at the end of the program.

A survey administered to program participants at the conclusion of Get Active! found that 97 percent of participants reported increased energy levels and a greater capacity for physical activity. Three-quarters of the participants also felt that the exercise program had improved their ability to concentrate, an outcome that could generate productivity-related benefits.

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## LiveLifeWell

In the United States, we offer an integrated wellness program, LiveLifeWell, which encompasses:

- ▶ Online health assessment and tools
- ▶ Personal health coaching and nutrition counseling
- ▶ Awareness-raising campaigns and events
- ▶ Walking program with a free pedometer to track daily progress
- ▶ On-site immunizations and health screenings

Approximately 60 percent of U.S. employees and 55 percent of their spouses participate in LiveLifeWell. Employees working with a health coach have lowered their health risks significantly more than those who are not working with a health coach.

Through awareness-raising events, we help employees learn about their health risks and encourage them to make healthy choices. Examples of these activities include diabetes awareness events and cooking demonstrations; healthy heart events that offer free blood pressure screenings; and posting of nutritional information in Abbott cafeterias to promote healthy meal choices.

## Integrated Care Management – Putting the Patient First

In the U.S., Abbott's unique approach to integrated care management identifies gaps in standard programs and provides a customized, patient-centered model that delivers targeted support for our population. The company has partnered with multiple organizations to provide integrated, comprehensive services and health plan benefits that help employees and families maintain and improve emotional, physical and financial well-being.

It is an integral part of Abbott's Health Care Strategy to:

- ▶ Eliminate cost barriers for preventive care services
- ▶ Support people across the health care continuum
- ▶ Proactively identify early opportunities
- ▶ Ensure each individual is appropriately/seamlessly transitioned to the best service that meets their needs at any point in time
- ▶ Co-manage and integrate with vendor partners to enhance member experience
- ▶ Create impact with each member interaction to drive to optimal outcomes
- ▶ Incent individuals for active engagement in completing health goals

Abbott's integrated care management programs have produced multiyear cost avoidance for both Abbott and its employees, and helped deliver care that is more effective for individuals with serious health conditions. Abbott continues to evaluate the effectiveness of both the wellness and care management programs and has found the greatest ROI when individuals participate in all of the programs to leverage the entire learning and behavior modification tools and resources.

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## Comprehensive Approach – Health Is More Than Physical

Abbott's commitment to our employees' well-being is further demonstrated in our programs to address emotional health needs. Abbott employees and their families in 23 countries around the world have access to company-funded Employee Assistance Programs (EAPs).

EAPs are intended to promote a productive and healthy workplace by applying specialized knowledge and expertise about human behavior and mental health. Abbott uses EAPs both to enhance employee productivity and to help individuals identify and resolve personal concerns regarding health, family, stress, finances, alcohol, legal concerns, grief and other issues that could impact job performance.

Beyond individualized assistance, our EAP provides ongoing support to employees by offering topical seminars and online education. Abbott's EAP includes crisis intervention services, and it responds to emergencies in the workplace. EAP resources also are available to employee family members, thus extending the beneficial impact of EAPs further into the community. In total, our EAP offerings help employees address personal problems and concerns so that they can face fewer distractions, make fewer mistakes and be more productive at work.

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Creating a Culture of Citizenship > Our Workplace

## Employee Health and Safety

Abbott has clear, consistent global policies and standards requiring that we operate in a manner that promotes employee health, safety and productivity while also protecting the [environment](#). Among other tenets, our [Global Environment, Health and Safety \(EHS\) Policy](#) aims to:

- ▶ Foster a work environment that is ultimately free of injuries
- ▶ Improve the efficiency and sustainability of all our business activities
- ▶ Require contractors working on behalf of Abbott to conform to regulatory requirements and meet applicable internal EHS standards
- ▶ Integrate sound health and safety practices consistent with our management system into all aspects of the business
- ▶ Establish goals and strategies for the enterprise and report publicly on our progress

Our global standards and technical program requirements include metrics, audit and reporting mechanisms that serve as a baseline expectation for health and safety performance worldwide. Each Abbott manufacturing plant, R&D center and commercial operation implements a plan based on these standards and is evaluated regularly.

Our management standards set minimum requirements in the following areas:

- ▶ Health and Safety Policy and Program

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- ▶ Strategic Planning
- ▶ Self-Assessment/Risk Assessment
- ▶ Business Integration
- ▶ Training and Awareness
- ▶ Communication and Information
- ▶ Performance Measures
- ▶ Assurance Reviews
- ▶ Health and Safety Global Standards

These [technical standards](#) allow Abbott to have consistent technical expectations at all our sites around the world.

## Health and Safety Management and Training

Improving our performance requires clear lines of accountability and senior-level leadership and support. We have multiple levels of Environment, Health and Safety (EHS) management oversight within our business units and across the company. The Senior Vice President Quality Assurance, Regulatory and Global Engineering Services, a corporate officer, reviews metrics, key programs and progress with the Chairman and CEO on a regular basis.

We recognize that continuously improving our health and safety performance demands clear lines of accountability and senior-level leadership and support. The following groups implement our health and safety programs and initiatives:

- ▶ Environment, Health and Safety Executive Council: This body sets priorities for all Abbott work sites and assures that resources are made available to meet local needs. Sponsored by a corporate officer, the council consists of EHS heads in each operating business.
- ▶ Commercial Environment, Health and Safety Executive Council: This council sets and implements EHS goals and objectives for our sales operations around the world. A corporate officer chairs this group.

## Reducing Accidents

We believe that all employee health and safety incidents are preventable, and that safety is the responsibility of every manager. As in other areas of citizenship reporting, we use an annual review process and routine performance reporting to help us set and monitor appropriate health and safety targets and to drive continuous improvement in our performance. Two of our key health and safety goals are reducing the number of incidents that result in time off work and reducing the incidence of vehicle accidents among our employees.

At the end of 2012, we set a new lost workday case rate target for 2020 of 0.18 cases per 100 employees. In 2012, our rate of 0.29 cases per 100 employees was 20 percent improved over our performance in 2011. To achieve our 2020 goal, Abbott will continue to focus on two key areas.

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First, a risk-based system focuses on the specific facilities with the greatest opportunity for health and safety performance improvement each year. Each business unit is responsible for addressing the concerns in its identified facilities by reviewing specific risks and implementing measures to improve performance.

The second area of focus is behavior-based safety. Senior leaders in each Abbott organization have embraced our safety culture strategy, Moving to Zero. In 2012, policy requirements were implemented to establish accountabilities for management observations, in which unsafe occupational behaviors are recognized and corrected.

To complement these work site-based initiatives, we regularly publish and distribute to all employees information and advice on improving safety at home and in the workplace. Examples of our materials include a CARE at Home booklet and our Moving to Zero video. Sites around the world also share best-in-class programs aimed to reduce employee injuries. This global initiative encourages all employees to think and act safely, and helps lead Abbott toward an injury-free culture.

## Vehicle Safety

Vehicle safety is another key priority for Abbott. At the end of 2012, we set a vehicle accidents target for 2020 of 4.0 accidents per million miles driven – a 60 percent reduction from our 2010 baseline year. In 2012, our global vehicle accident rate decreased by 21 percent from the 2011 rate, to 5.7 accidents per million miles driven.

In early 2012, we launched a new, comprehensive global education campaign to our large international Affiliates, designed to help our employees better understand the risks associated with distracted driving. Formally known as Helping Employees Reduce Risk Across the Organization (HERO), the campaign focuses on our commercial field sales force. HERO is designed to encourage field-based employees to use safe driving habits and to raise awareness about the risks posed by in-vehicle distractions such as mobile telephone use. Since the campaign's launch, several of our business divisions have already taken steps to prohibit calling and texting while driving, even in locations where mobile phone use is still permitted by law. We are expanding this program to additional sites in 2013.

To further advance vehicle safety, we focus on specific countries with the highest risk profile and a history of higher accident rates. For example, in 2012, we significantly increased training for employees in our recently acquired businesses in India who travel on motorcycles. By year end, over 90 percent of the new Indian field force employees had been fully trained in behind-the-wheel training and on the importance of motorcycle safety and the specific steps they can take to prevent accidents. Additionally, widespread helmet distribution and enforcement – combined with our educational initiatives – contributed to a 59 percent reduction in lost-time cases and a 70 percent reduction in significant incidents during the second half of the year.

## Commercial Employee Health and Safety

Our health and safety culture extends throughout our company. We seek to provide a safe working environment and encourage sound safety practices – not just in manufacturing plants and vehicles, but in every type of work site and facility. As a means of creatively engaging commercial employees in programs designed to enhance personal safety and well-being, we deploy a series of interactive multimedia training programs covering a variety of topics, such as ergonomics, personal security

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and incident reporting. These Web-based programs are designed to provide timely and efficient messaging to field and office employees and help maintain a steady level of EHS awareness across the commercial organizations.

To ensure ongoing compliance with internal Abbott Global EHS Management and Technical Standards, Abbott EHS professionals also provide formal on-site EHS gap assessments across international affiliates. During these assessments, commercial leaders are provided with a wide range of compliance tools and implementation resources designed to ensure sustainable compliance and program improvement.

Further demonstrating the importance of health and safety in our commercial teams, we promote an annual Commercial EHS Program of the Year campaign to showcase best practices and provide internal recognition for organizations that demonstrate strong leadership. To qualify, each commercial organization must participate in a rigorous review process, consisting of a formal self-assessment, review by Global EHS Commercial staff and detailed review of documentation on the organization's fleet safety programs and standards, ergonomics, environmental activities and health and wellness programs.

## Occupational Health

Complementing our focus on accident prevention and safety education, our occupational health team plays an important role in promoting the health and productivity of all Abbott employees. Occupational health staff serve as integral members of the Executive Crisis Management team on all issues related to employee health. Among other responsibilities, the team monitors the spread of infectious diseases such as avian influenza and develops proactive preventive health strategies for Abbott work sites. The team also plays a critical role in assessing potential health impacts of natural disasters such as Superstorm Sandy in 2012 – and developing appropriate preparedness plans for employees and customers at both the global and local levels.

Historically, the field of occupational health focused largely on preventing workplace injuries, along with conducting preventive medical surveillance to ensure the safety of workers whose jobs entailed exposure to health risks such as loud noise or potentially hazardous chemicals. These basic occupational health activities are still performed at Abbott, but increasingly the definition of occupational health has expanded to include a wide range of innovative programs that emphasize preventative care and take a holistic perspective on workforce health.

In all, more than 54,000 employees around the world benefited from a wide variety of health promotion activities in 2012. Some of the more popular types of health promotions included:

- ▶ Influenza vaccinations – 5,671 employee participants
- ▶ Blood drive – 1,781 participants
- ▶ First aid training – 1,240 participants
- ▶ Automated external defibrillator (AED) training – 1,243 participants
- ▶ CPR training – 1,157 participants

Data demonstrates that these training initiatives not only ensure appropriate training, but also save lives. Since 2002, our AED and CPR programs are believed to have saved at least nine lives at Abbott facilities worldwide.

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To ensure that our employees receive the best possible occupational health care, our Global Occupational Health Services organization also offers a scholarship program to fund advanced training for occupational health physicians and nurses at our facilities. In 2012, we awarded scholarships to two nurses in the U.S. and a physician in Spain.

## Global Health Scorecard

In early 2011, we launched a new Global Health Scorecard to monitor each work site's performance on key occupational health measures and to identify areas for improvement. The scorecard is an important internal tool to help measure progress against our goal of optimizing employee health offerings at all our manufacturing sites worldwide by 2015.

The scorecard ranks sites according to how many targets they have reached from a menu of 15 global health offerings. In 2012, 93 percent of our manufacturing sites met the target for the year with 47 percent of these sites already at the 2015 target. In order to maintain or reach the top level in 2013 and subsequent years, sites will need to improve their performance in additional health indicators such as achieving a nonsmoking campus, making healthy food options available in the cafeteria on a daily basis, offering seasonal influenza vaccinations on-site, holding a health fair, and providing employees access to physical activity at a fitness center and/or walking trail.

Core Requirements	Health Offerings
<ol style="list-style-type: none"> <li>1. T22 EHS Technical Standard               <ol style="list-style-type: none"> <li>a. DHCP</li> <li>b. Medical Surveillance</li> <li>c. Tx of WR Injuries</li> <li>d. Onsite Clinical Testing</li> </ol> </li> <li>2. T22-01-012 International Business Travel</li> <li>3. T22-01-029 AED</li> <li>4. T22-01-030 Medical Records</li> </ol>	<ol style="list-style-type: none"> <li>5. Non-Smoking Campus</li> <li>6. Health Food Options Cafeteria</li> <li>7. Health Food Options Vending</li> <li>8. EAP</li> <li>9. Access to Physical Activity</li> <li>10. Flu Vaccinations</li> <li>11. Flu Prevention Education</li> <li>12. Health Screening</li> <li>13. Health Education</li> <li>14. Stress Management</li> <li>15. Health Fair</li> </ol>

Creating a Culture of Citizenship

## Supply Chain Management

Supplier relationships are integral to Abbott's success – as a business and as a corporate citizen. We work closely with our suppliers to ensure high levels of performance in all aspects of quality,

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compliance and social responsibility. We communicate with our suppliers regularly, monitoring and helping them enhance performance according to well-defined metrics.

## Managing Supplier Quality and Dependability

Abbott seeks to engage suppliers in a process of continual learning and improvement, using formal management reviews and performance audits aimed at improving their systems as well as our own. We work closely with our suppliers to ensure that the materials we purchase from them comply with our expectations for quality and safety, as well as our technical specifications. We also partner with suppliers to help them improve their social responsibility programs and results.

With a supply chain composed of more than 20,000 suppliers and an estimated spend of \$8 billion, Abbott uses a risk-based approach to ensure that we apply the appropriate level of focus and rigor in our supply chain management process. We establish carefully designed metrics to evaluate the performance of both global and local suppliers against mutually agreed-upon expectations. Additionally, we apply special focus to a subset of about 40 percent of our total supply base, which is responsible for the raw materials that most directly impact product quality. Over the past two years, Abbott has completed more than 1,000 on-site supplier quality audits.

All Abbott suppliers are provided access to our [Supplier Guidelines](#), which are published in multiple languages. These guidelines set forth our expectations for suppliers in the following areas: ethical behavior, business integrity and fair competition, human rights, privacy, labor rights and worker protection, animal welfare, environmental stewardship, and health and safety practices. Our new [Resources for Suppliers](#) Web site includes answers to Frequently Asked Questions (FAQs) related to social responsibility and provides insights into Abbott's™ expectations for suppliers.

A subset of suppliers are selected for inclusion in our Supplier Performance Program, which is designed to both drive innovation among strong performers and to encourage higher performance levels among suppliers experiencing challenges. Suppliers are selected for inclusion based on key business needs – worldwide scope of service, previous performance against expected service levels and other criteria. Selected suppliers are closely measured throughout the year in the areas of financial risk, adherence to social responsibility, business metrics of delivery and quality performance, and product and process innovation. Our investment in automated scorecarding allows us to quickly identify and resolve performance shortfalls and to reward outstanding performance. In 2012, we recognized 21 supplier companies with our Supplier Excellence Award, showcasing their exceptionally strong performance and continuous improvement.

## Managing Supplier Social Responsibility

Abbott also has intensified our focus on monitoring and managing suppliers' social responsibility performance in recent years, establishing a special program at the corporate level to assist suppliers in meeting our expectations in such critical areas as employee health and safety, fair labor practices, diversity, ethics and environmental stewardship.

Our Global Purchasing compliance team proactively identifies suppliers in high-risk industries, geographies and spend categories, conducting intensive screening in emerging markets. We survey suppliers using principles set forth by the Pharmaceutical Supply Chain Initiative (PSCI), an industry consortium dedicated to advancing consistent expectations within the supply chain related to social issues. Based on survey results, Abbott may perform a higher level of scrutiny – including additional

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on-site audits. Audits of high-risk suppliers are conducted to confirm that these suppliers provide:

- ▶ Safe working conditions
- ▶ Dignified and respectful treatment of employees
- ▶ Responsible manufacturing processes
- ▶ Adequate management systems
- ▶ Ethical practices

In 2011, we implemented multiple process improvements to fortify our supplier social responsibility program. These enhancements include a more sophisticated supplier classification model, a quarterly results tracking scorecard and a semi-automated audit report – along with a new process for increasing awareness of the program across our multiple businesses and geographies.

Each year Abbott aims to audit at least 300 suppliers as part of this initiative. These audits occur in addition to more traditional audits for quality and adherence to specifications. In 2012, we augmented our supplier social responsibility audit program with third-party audits designed to assess a larger number of suppliers based outside the United States, targeting the high-risk countries identified in our supplier classification model.

## Supplier Diversity

As with our own workforce, Abbott believes diversity in our suppliers is essential to our ability to compete globally. We are committed to purchasing from a diverse base of suppliers, including small businesses and those owned by minorities, women, veterans, service-disabled veterans and Indian tribes, as well as nonprofits and businesses located in Historically Underutilized Business Zones. We encourage all suppliers who produce the products and services we need to contact us, regardless of size or ownership.

In 2012, Abbott purchased nearly \$2.2 billion in goods and services from more than 1,500 small and diverse suppliers in the United States. We work with numerous U.S. advocacy organizations promoting diverse businesses, and we actively source potential suppliers from local, regional and national outreach events designed to bring together diverse suppliers and corporations. In 2012, we continued our focus on the selection of suppliers who are veterans or service-disabled veterans, participating in the national convention of veteran businesses and mentoring a service-disabled veteran supplier.

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## Supplier Diversity Performance

Dollars in millions

Category	2010	2011	2012
Minority	\$192	\$223	\$245
Women	\$213	\$253	\$248
Small Business	\$1,179	\$1,103	\$1,379
Veteran	\$78	\$101	\$110

## Green Procurement

In 2011, Abbott published a new [Green Procurement Policy](#). Among other standards, the policy advocates procurement considerations of environmentally preferable goods and services in order to help minimize potential harmful effects on human health and the environment.

Multiple Abbott business units and operational teams have partnered with their suppliers over the past year to improve the environmental stewardship of specific goods and services we purchase. For example, we work closely with a nutrition ingredient supplier that operates one of the world's most advanced water recycling facilities at its California site. This supplier facility takes in about 5 billion pounds of cow's milk each year. Through the use of water reclamation, the supplier is able to liberate a large volume of water from the milk – providing a new source of water for the farms and crops of central California. More than half the total water usage in this supplier's facility comes from two recycled sources: water that is skimmed from cow's milk after the nutrients are extracted for processing, and recycled water from the supplier's reclamation facility. This recycled water is used for a variety of nonfood purposes, including cleaning and sanitation of manufacturing equipment, crop irrigation, cooling towers and boilers. We are proud to work with suppliers like this one, who share our focus on environmental stewardship, and we routinely partner with these suppliers to exchange ideas about additional environmental programs and activities.

Along with our efforts to protect the environment through green sourcing, we are committed to responsible disposal of goods and materials at the end of their life cycle. In 2012, our electronic waste recycling program surpassed over 95 percent of all the computers in the United States, as well as over 50 percent of all the computers in Europe. Last year, the Abbott eWaste program generated more than 595,000 pounds of electronic equipment such as computers, printers, servers, monitors, telephones, copiers and fax machines. Proper recycling of this equipment is important because the equipment often contains toxic materials like lead and mercury that can leach into the environment when not disposed of properly. To ensure that this eWaste is handled appropriately, our certified eWaste suppliers dispose of electronic assets; recover and reuse relevant parts; and recycle parts that cannot be reused. Our suppliers first conduct a rigorous sanitization process to ensure that Abbott data is permanently erased from the electronic equipment we send them. Then they repair, test and refurbish this electronic equipment for resale. All items not fit for reuse are de-manufactured and the materials are sorted into the appropriate commodity streams, where they are ultimately reprocessed for use in future manufacturing. No eWaste is exported, incinerated or sent

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to landfills.

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Creating a Culture of Citizenship

## Risk and Crisis Management

Every year, the world endures both man-made and natural disasters that disrupt supply chains and make it challenging for people to obtain critical medicines or fulfill other vital health care needs. To protect access to important health care products and mitigate supply risks, Abbott has created an Executive Crisis Management Team (ECMT) to anticipate and prevent supply chain problems through advance planning, preparations and practice.

While local Abbott emergency response teams around the world are able to handle many crises on their own, the global ECMT provides assistance and leads Abbott's response to major cross-border events such as earthquakes, floods, hurricanes, wildfires or civil unrest.

The ECMT is structured with two subgroups, each of which includes senior leaders from functional areas such as manufacturing, supply chain, human resources, public affairs, security and commercial. If a team member from a certain functional area is unavailable when a crisis hits, this redundant structure allows his or her counterpart from the alternate team to step into position and begin seamlessly performing the necessary functional responsibilities. The "two teams within a team" structure also provides Abbott the ability to operate around the clock if necessary.

When a major crisis erupts, the ECMT assembles as quickly as possible in a dedicated facility at Abbott's headquarters north of Chicago. This state-of-the-art facility includes all the technological tools required to help the ECMT stay functional throughout the crisis. For example, the ECMT control room is fully equipped with redundant systems, satellite feeds and telephone connections, as well as backup heating, air conditioning, ventilation and power sources. All this technology is essential, but the commitment and teamwork of the senior leaders who participate in the ECMT are the key ingredients that make the team so effective.

### Coordinated Emergency Response

During major crises, ECMT activities can continue for weeks, even after the initial impact subsides. For instance, nearly three weeks after Hurricane Sandy began moving up the eastern seaboard of the United States, the ECMT continued to actively monitor the impact of the disaster. Although Abbott leaders quickly confirmed the safety of approximately 6,100 Abbott employees and the security of Abbott facilities, the ECMT continued to monitor and support work with Abbott's suppliers, third-party manufacturers, distributors and other partners to assess impact and provide assistance as needed.

Among other initiatives, the ECMT provided assistance to employees in the impacted region by quickly identifying those impacted by Hurricane Sandy and ensuring their immediate needs were provided for. In addition, the Abbott Fund provided more than \$1 million in financial support and product donations to support humanitarian relief efforts on the ground. "Sandy has been described as 'a storm of unprecedented proportions' and efforts to recover from it could be among the most

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extensive in U.S. history,” said Kathy Pickus, Divisional Vice President, Global Citizenship and Policy. “To that end, we are making a long-term commitment to helping repair and rebuild the communities where our families, friends and Abbott operations have been impacted by this disaster.”

## Planning Ahead

Meanwhile, Abbott Crisis Management and Business Continuity Planning specialists spend a great deal of time practicing various crisis scenarios with both the ECMT and country-specific crisis response teams. These specialists travel the world helping Abbott manufacturing plants, distribution centers and commercial offices build, revise or test their crisis management and business continuity plans. The goal is to help our affiliates identify the most likely risks and develop proactive contingency plans.

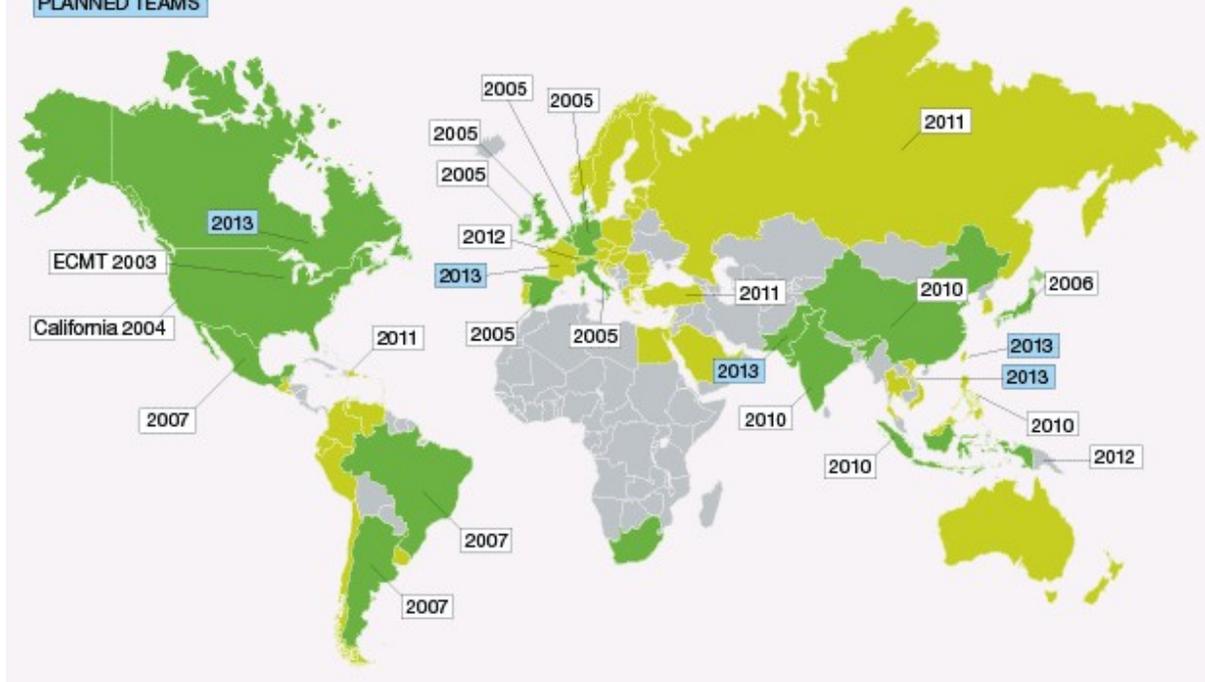
According to the Dow Jones Sustainability Index (DJSI), one of the world’s most prestigious citizenship benchmarks, Abbott scored a perfect 100 on our risk and crisis management processes and systems. While we take satisfaction in external recognition of our strong risk management capabilities, the most important measure of our success is our ability to keep supply lines intact and to give our patients, customers and employees the support they need to overcome unexpected challenges.

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## Crisis Management Exercises

- Sales and Marketing Locations
- Major Plants and Sales and Marketing Locations

### PLANNED TEAMS



More than 500 executive-level leaders play a part on Abbott's Global Crisis Management Team. A "two teams within a team" structure means that members can step in to support one another for round-the-clock crisis management.

Creating a Culture of Citizenship

## Ethics and Compliance

Abbott is committed to doing business in a responsible manner and to building trust with all our stakeholders. We work every day to earn that trust, making sure that our approximately 70,000 employees understand the importance of the actions and decisions they make and the manner in which they conduct themselves. We are guided by the Abbott Promise for Life, by company policies and procedures and by a clear understanding of applicable legal and regulatory requirements. Our ethics and compliance program and strategies work to the benefit of Abbott and our shareholders by safeguarding our company's reputation and enhancing trust.

For more on Citizenship at Abbott, click [here](#).

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For more on our Citizenship Management and Governance, click [here](#).

## Business Ethics at Abbott

At Abbott, we are committed to meeting high ethical standards and to complying with all applicable local, national and international laws wherever we do business. Our ethical standards and commitments are embodied in our [Abbott Promise for Life](#), a statement that describes – for our customers, our communities, our shareholders and all other stakeholders – what we believe, what we value, and what we strive to deliver in our day-to-day work. For the people of Abbott, the Abbott Promise is a compass that guides our actions and decisions, ensuring that we live up to the high expectations we set for ourselves so we can better serve our stakeholders. It challenges us to continually improve and inspires us to always aim higher.

## Effective Compliance Program

Abbott's ethics and compliance program requires not just adherence to applicable laws and regulations, but in many cases goes beyond them, in a manner consistent with our commitment to honesty, fairness and integrity. Ours is an integrated, company-wide program that is organized around the seven elements of effective compliance. These seven elements are:

- ▶ Leadership
- ▶ Written Standards
- ▶ Effective Lines of Communication
- ▶ Training
- ▶ Accountability
- ▶ Assessment
- ▶ Remediation

Our program also requires compliance with many voluntary industry guidelines, as noted below. Our approach to the seven key elements of effective compliance is as follows:

## Leadership

The Chief Ethics and Compliance Officer (CECO) is responsible for the management and operation of the Office of Ethics and Compliance (OEC) and the development and enhancement of the compliance program. The CECO makes regular reports regarding compliance matters to the Chairman of the Board and the Chief Executive Officer, senior level leadership and Abbott's Board of Directors and committees. The Business Conduct Committee (BCC) consists of senior-level leadership and is chaired by the CECO. The BCC is accountable directly to the Chairman of the Board and the Chief Executive Officer and was established to assist in the implementation of the compliance program. The BCC holds periodic meetings to discuss matters including the legal and regulatory environment, risk areas and best practices, as well as modifications to the compliance program on the basis of such evaluation. OEC staff provides dedicated support to each of Abbott's

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businesses.

Outside the United States, our Affiliate Compliance Program is managed by local Affiliate Compliance Committees, which are composed of the Affiliate Management Representative and other top executives representing all of Abbott's businesses within a country. The Affiliate Compliance Committees are responsible for the day-to-day function of the compliance program, including monitoring of compliance, providing awareness of and training for the program, revising policies and procedures, and providing guidance to local employees. The committees also meet on a regular basis to discuss emerging issues and work with the International Ethics and Compliance organization as new programs initiated by the OEC are rolled out. Compliance professionals are located throughout the world and provide oversight and guidance to the Affiliate Compliance Committees.

## Written Standards

The Abbott [Code of Business Conduct](#), published in print and online in 36 languages, sets forth our basic guidelines and requirements for ethical behavior. Abbott employees read and certify adherence to our Code annually. Our Code states clearly that Abbott does not tolerate illegal or unethical behavior in any aspect of our business. It emphasizes the importance of ethical and honest conduct, adhering to Abbott's policies and procedures, treating confidential information appropriately, avoiding conflicts of interest and maintaining Abbott's books and records with accuracy and integrity. Further, it requires our employees to ask questions or report any concerns.

## Policies and Procedures

In addition to our Code, we adopt policies and procedures that guide employees as they conduct their day-to-day activities. They encompass relevant laws and regulations, including food and drug laws and laws relating to government health care programs. They also take into account industry best practices, including provisions of the International Federation of Pharmaceutical Manufacturers & Associations (IFPMA) [Code of Pharmaceutical Marketing Practices](#) and the updated Advanced Medical Technology Association (AdvaMed) Code of Ethics on Interactions with Health Care Professionals, as well as other applicable industry codes. We regularly update our policies to incorporate changes to the law and industry codes, including rules regarding gifts, meals and education we provide to health care professionals.

A growing number of state laws in the United States require greater transparency in the relationships between our industry and individuals and entities involved in providing health care. These laws impose various combinations of code of conduct restrictions on activities involving health care professionals and health care organizations and tracking and reporting of payments and transfers of value (such as meals) provided. Abbott complies with [all such laws](#), which currently exist in California, the District of Columbia, Massachusetts, Nevada, Vermont and West Virginia. Abbott also is preparing to comply with the federal Sunshine Act, for which tracking will begin on August 1, 2013.

## Effective Lines of Communication

Creating an environment where employees can raise questions and concerns helps us advance our

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commitment to ethical behavior. We have established systems and processes for employees to ask questions and report suspected or actual violations of our Code, policies and procedures. We offer a number of resources to employees, such as our Ethics and Compliance Helpline, a telephone and Web-based hotline available 24 hours a day, seven days a week. Employees also may contact the OEC or the CECO directly.

In 2012, we received approximately 660 inquiries and allegations. All allegations are analyzed and corrective actions are taken where necessary, including terminating employees or supplier relationships. When appropriate, we report information about breaches of our Code to senior management. The OEC also creates opportunities to engage in face-to-face interactions with employees by participating in national and regional sales meetings and local site meetings. Issues also are highlighted on our OEC intranet site and through other targeted communications vehicles.

## Training

Training and education programs for employees increase their awareness of our Code's precepts and the legal and ethical implications of their actions and behaviors. Abbott ethics and compliance officers work with our local commercial teams throughout the world to help them conduct trainings and education programs that help ensure compliance and strengthen Abbott's reputation as a responsible corporate citizen while enhancing relationships with customers and other stakeholders.

For example, employees in the United States, Puerto Rico, Latin America and various countries in Europe and Asia participate in our Legal and Ethics Resource Network program, a Web-based training system designed to increase awareness of the legal and ethical implications of business decisions. More than 42,500 employees completed these training programs in 2012. Another successful approach has been the use of interactive ethics challenge games, in which local employees meet face-to-face with OEC representatives to ask questions and discuss company policies.

Ethics and compliance training is a part of Abbott's culture wherever we operate.

In Romania, for example, employees attending sales meetings are constantly engaged in enjoyable yet challenging compliance refreshers using innovative methods such as puzzles and games. One game, based on Edward de Bono's Six Thinking Hats technique, has groups of five to ten literally wearing different hats. Each hat is a different color and represents a different type of thinking. At the end of the exercise, participants understand a problem from a 360-degree perspective and see possible solutions, demonstrating how compliance decisions can make themselves. In other Eastern European nations, Abbott employees are invited to play Road Signs, an ethics and compliance board game that tests their knowledge of Abbott policies and products.

Additionally, more than 90 percent of our Latin American employees have participated in an innovative workshop we call The Positive "No." Begun in 2009, Positive "No" helps employees learn and practice assertive communication skills that clarify expectations of customers and other business partners. The program reminds employees that saying "no" in a positive manner not only helps avoid ethical conflicts, but actually strengthens customer and partner relationships by enhancing the reputation of the company and its people. The Positive "No" program has been awarded an Abbott Chairman's Award, and we plan to replicate it outside Latin America.

## Accountability

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Abbott employees are expected to adhere to our Code as a condition of their continued employment. Any Abbott employee who violates our Code, or any policy or procedure, is subject to appropriate disciplinary action. Any Abbott employee who fails to report a violation of Abbott policy or procedure of which he or she is or should have been aware may also be subject to disciplinary action. Abbott does not tolerate retaliation against anyone who makes a good-faith report regarding a violation or potential violation of our Code, policies or procedures. These guidelines are well publicized and enforced.

## Assessment

The OEC utilizes results from internal investigations, internal audits and internal monitoring programs to assess the effectiveness of, and identify areas for improvement in, the compliance program and relevant business practices. In addition, we consider the external environment, including government investigations, settlements, industry codes and government guidance to identify new opportunities to enhance the compliance program.

## Remediation

Results of investigations, audits and monitoring are communicated to the appropriate OEC staff and business leaders. When an area for improvement is identified, the OEC partners with the business to implement corrective actions.

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Creating a Culture of Citizenship

## Community Involvement

In communities large and small, in developed and developing nations, and wherever we live, work and do business, Abbott strives to make a positive and lasting difference in people's lives. We do so by creating and distributing life-enhancing products; by providing our expertise to advance health care quality and access around the world; and by providing financial support to the Abbott Fund, a nonprofit 501(c)(3) foundation. In 2012, Abbott and the [Abbott Fund](#) contributed more than \$755 million in grants, product donations, community partnerships and efforts to strengthen health care systems around the world.

In addition, Abbott employees around the world generously contribute their time, expertise, money and enthusiasm to numerous community-based initiatives. Employees in Canada, Ireland, Puerto Rico, the United Kingdom and the United States currently have access to an online system enabling them to select volunteer activities that match their needs and interests, and to track their hours for local reporting purposes.

Abbott employees also continued to expand their financial giving to nonprofit and community groups in 2012, with more than 88 percent of U.S. employees contributing through the company's annual employee giving campaign and the matching grant program. Contributions from the Abbott Fund and employees reached a new company record of \$14.7 million. Abbott's employee participation is

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more than twice the rate typically seen in employee giving campaigns, according to JK Group, which administers corporate philanthropy programs at Abbott and elsewhere.

To ensure that our philanthropic activities are strategic and impactful, Abbott begins by exploring the needs of those we seek to assist, listening and asking questions until we understand their challenges and can propose workable solutions. We identify partner organizations whose skills and contributions complement Abbott strengths and expertise, and then we carefully measure the impact of our programs and share what we learn with others.

Abbott's approach to community involvement includes:

- ▶ **Science Education:** Abbott works to inspire and engage students, their families and teachers in scientific exploration to help prepare the next generation of innovators. We sponsor and participate in programs that encourage young people to become proficient in science and pursue careers in science and engineering. For example, our Family Science program engages elementary school students and their families in stimulating evenings of experimentation and discussion, led by some of Abbott's top scientists. During the past seven years, we have held more than 150 Family Science programs in China, Germany, Ireland, Puerto Rico, Singapore, South Korea, the United Kingdom and the United States.
- ▶ **Community Vitality:** Healthy communities possess vibrant and diverse institutions that serve the public good. These institutions range from health and human welfare agencies such as food banks, homeless shelters and health clinics to museums and universities. The Abbott Fund supports creative programs that address unmet needs of local communities. When natural disasters and emergencies strike communities, the Abbott Fund responds with grants to trusted humanitarian relief partners. Grants are directed to both immediate needs and longer-term reconstruction and rehabilitation efforts.

## Anticipating and Responding to Natural Disasters

When natural disasters and other emergencies strike, Abbott and the Abbott Fund respond quickly with grants and product donations to trusted humanitarian relief partners – not only to meet people's immediate needs, but also to assist with longer-term reconstruction and rehabilitation efforts. We also work to anticipate disasters. For the past seven years, for instance, Abbott has worked with Direct Relief and Feeding America to pre-position medical and nutritional products in targeted high-risk locations in advance of hurricane season. By pre-positioning products that will be urgently needed in food banks and clinics along the East and Gulf Coasts, the Caribbean and Central America, we ensure that the right products are in the right places before a disaster occurs.

Prior to the 2013 hurricane season, Abbott, the Abbott Fund and our partners had pre-positioned nearly \$875 million worth of donated products, which could then be delivered within two or three days of a disaster, compared with the seven to ten days that are typical of most relief programs. Each clinic and food bank participating in our program receives disaster relief modules or packs containing the most essential supplies. These packs can treat more than 100,000 people, helping to mitigate mass referrals to local hospitals.

In the aftermath of Hurricane Sandy, which caused massive floods, fires and unprecedented destruction across the eastern seaboard of the United States, Abbott and Abbott Fund committed

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\$1 million, including monetary grants, to four relief organizations: Direct Relief, American Red Cross, AmeriCares and World Vets, as well as product contributions to food banks and free clinics in the affected areas.

## Employee Giving and Involvement

Giving back is an integral part of Abbott's culture, and our employees' generosity mirrors that of our company. The Abbott Fund and Abbott employees contributed a record \$14.7 million in 2012 through the Abbott Employee Giving Campaign and Matching Grant program, compared with \$13.9 million the previous year. More than 88 percent of U.S. employees participated in the campaign – compared with 87 percent in 2011 – and their contributions were distributed to more than 5,700 community organizations. Abbott employee giving includes pledges raised through the company's annual employee giving campaign, donations by employees throughout the year, and matching gifts from the Abbott Fund.

The people of Abbott have a long history of supporting our communities through volunteerism and by generously sharing their skills, scientific knowledge and enthusiasm with community-based initiatives. For example, many of our scientists volunteer their time and expertise to reach young people through our science education programs, while others assist our nonprofit partners in investigating new treatments and developing new products to help relieve malnutrition.

## Measuring Results

We assess our community investments based on the impact they have on our business and on society. Abbott works with each community partner to measure and track outputs and the impact of major philanthropic initiatives, including science education, access to health care, HIV/AIDS, patient assistance and product donation programs.

Since 2009, Abbott has been a member of the London Benchmarking Group (LBG), the internationally recognized standard for measuring corporate community investment. Abbott is among the more than 300 companies worldwide using the LBG framework to measure, manage and report the value and achievements of the philanthropic contributions they make.

For example, we used the LBG framework to help measure the impact of the [Abbott Fund Institute of Nutrition Science \(AFINS\)](#) – a unique program aimed at advancing clinical nutrition practices in developing nations through extensive training; the integration of nutrition education into local medical school curricula; and the development of standardized nutritional guidelines.

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## Key Metrics

The Key Metrics section offers an easy-to-use, interactive charting tool to view Abbott's performance for a number of priorities over a number of years.

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Key Metrics

## Financial

### Sales

DOLLARS IN MILLIONS	2010	2011	2012
Worldwide	35,167	38,851	21,494

Adjusted to remove data specific to AbbVie, which became a separate company Jan. 1, 2013.

### Dividends Paid

DOLLARS IN BILLIONS	2010	2011	2012
Total	2.7	3.0	3.2

Data in this chart reflects Abbott activities in 2012.

### Income Taxes Paid

DOLLARS IN MILLIONS	2010	2011	2012
Total	810	1,800	1,400

Data in this chart reflects Abbott activities in 2012.

*Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.*

## R&D Investment

DOLLARS BILLIONS	2010	2011	2012
Total	3.7	4.1	1.5

Adjusted to remove data specific to AbbVie, which became a separate company Jan. 1, 2013.

## Spend on Direct Suppliers

DOLLARS BILLIONS	2010	2011	2012
Total	15.3	16.0	8.0

Adjusted to remove data specific to AbbVie, which became a separate company Jan. 1, 2013.

### Key Metrics

## Social

## Employees

	2010	2011	2012
% of women in management (U.S.)	44%	45%	45.30%
% of minorities in management (U.S.)	22%	24%	25.40%
Total	91,440	91,000	91,000

Data in this chart reflects Abbott activities in 2012.

*Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.*

## Social Investing

DOLLARS IN MILLIONS	2010	2011	2012
Total	625	630	60

Adjusted to remove data specific to AbbVie, which became a separate company Jan. 1, 2013.

## U.S. Employee Giving Campaign Results

DOLLARS IN MILLIONS	2010	2011	2012
Total	6.6	7.1	7.0

Data in this chart reflects Abbott activities in 2012.

## Lost Time Case Rate

CASES PER 100 EMPLOYEES	2010	2011	2012	% change from 2011 to 2012	GOAL
					% change from 2010 (goal)
Total	0.33	0.36	0.29	-12.1	-55

Data in this chart reflects Abbott-only activities.

## Global Vehicle Accident Rate

ACCIDENTS PER MILLION MILES DRIVEN	2010	2011	2012	% change from 2011 to 2012	GOAL
					% change from 2010 (goal)
Total	10.0	7.2	5.7	1.2	-60

Data in this chart reflects Abbott-only activities.

Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.

## Recordable Injury or Illness Incident Rate

INCIDENTS PER 100 EMPLOYEES	2010	2011	2012
Total	0.83	0.68	0.57

Data in this chart reflects Abbott-only activities.

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Key Metrics

# Environmental

## CO2e Emissions

### Total

1,000 METRIC TONS	2010	2011	2012	% change from 2011 to 2012
Purchased fuels (Scope 1) CO2 emissions (1)	525	478	465	-2.7
Refrigerant (Scope 1) CO2e emissions (3)	4	7	6	-12.6
Total direct (Scope 1) CO2e emissions	529	485	471	-2.9
Purchased energy (Scope 2) CO2e emissions (2)	585	558	538	-3.7
Total (Scope 1 and Scope 2) CO2e emissions	1,114	1,043	1,009	-3.3

### Normalized by Sales

METRIC TONS PER \$ MILLION SALES	2010	2011	2012	% change from 2011 to 2012	GOAL % change from 2010 (goal)
Direct (Scope 1) CO2e emissions	27	22	22	-3.0	
Purchased energy (Scope 2) CO2e emissions	30	26	25	-3.8	
Total (Scope 1 and Scope 2) CO2e emissions	56	48	46	-3.5	-40

### By Region/Country

1,000 METRIC TONS	2010	2011	2012
<b>TOTAL SCOPE 1 AND 2 CO2E EMISSIONS BY REGION</b>			
<b>North America</b>			

Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.

Canada	28	23	26
USA	597	546	497
Region Total	625	570	523
<b>Caribbean &amp; Latin America</b>			
Argentina	4	4	5
Brazil	3	3	4
Costa Rica	0	0	1
Mexico	14	14	13
Puerto Rico	38	37	37
Regional – not available by country	14	12	14
Region Total	72	70	73
<b>Europe</b>			
England	16	14	14
France	4	4	4
Germany	29	26	25
Ireland	67	61	59
Netherlands	68	61	60
Spain	14	15	13
Sweden	2	2	2
Switzerland	0	0	0
Regional – not available by country	50	46	47
Region Total	250	229	223
<b>Asia Pacific</b>			
China	14	14	15
India	18	18	16
Indonesia	2	2	2
Japan	7	6	6
Pakistan	16	17	16
Singapore	44	46	46
Regional – not available by country	66	70	88
Region Total	167	174	189

## Scope 1

Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.

1,000 METRIC TONS	2010	2011	2012
<b>CO<sub>2</sub>E EMISSIONS – DIRECT EMISSIONS (SCOPE 1) BY REGION</b>			
<b>North America</b>			
Canada	16	14	15
USA	273	239	215
Region Total	288	253	230
<b>Caribbean &amp; Latin America</b>			
Argentina	2	2	2
Brazil	2	2	2
Costa Rica	0	0	0
Mexico	13	13	13
Puerto Rico	2	2	2
Regional – not available by country	13	12	13
Region Total	31	30	32
<b>Europe</b>			
England	5	4	4
France	3	3	3
Germany	11	10	9
Ireland	38	32	32
Netherlands	40	36	33
Spain	5	5	5
Sweden	0	0	0
Switzerland	0	0	0
Regional – not available by country	38	38	39
Region Total	140	129	126
<b>Asia Pacific</b>			
China	1	1	1
India	1	2	1
Indonesia	0	0	0
Japan	2	1	1
Pakistan	14	15	14
Singapore	16	18	19

Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.

Regional – not available by country	35	35	47
<b>Region Total</b>	<b>69</b>	<b>73</b>	<b>84</b>

## Scope 2

1,000 METRIC TONS	2010	2011	2012
<b>CO<sub>2</sub>E EMISSIONS – PURCHASED ENERGY (SCOPE 2) BY REGION</b>			
<b>North America</b>			
Canada	12	10	11
USA	324	307	283
<b>Region Total</b>	<b>336</b>	<b>317</b>	<b>293</b>
<b>Caribbean &amp; Latin America</b>			
Argentina	2	2	3
Brazil	1	1	2
Costa Rica	0	0	1
Mexico	0	0	0
Puerto Rico	36	35	35
Regional – not available by country	1	1	1
<b>Region Total</b>	<b>41</b>	<b>40</b>	<b>42</b>
<b>Europe</b>			
England	11	10	10
France	1	1	1
Germany	18	16	16
Ireland	29	29	27
Netherlands	27	25	26
Spain	9	10	8
Sweden	2	2	2
Switzerland	0	0	0
Regional – not available by country	12	8	8
<b>Region Total</b>	<b>110</b>	<b>100</b>	<b>97</b>
<b>Asia Pacific</b>			
China	14	13	14

Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.

India	17	16	15
Indonesia	2	2	2
Japan	5	5	5
Pakistan	2	2	3
Singapore	28	28	27
Regional – not available by country	31	35	40
<b>Region Total</b>	<b>98</b>	<b>101</b>	<b>105</b>

## Water Intake

### Total

BILLION GALLONS	2010	2011	2012	% change from 2011 to 2012
Moderate to high stress locations	0.97	1.04	1.02	-2.1
Total water intake	3.30	3.28	3.13	-4.6

### Normalized by Sales

GALLONS PER \$1,000 SALES	2010	2011	2012	% change from 2011 to 2012	GOAL
					% change from 2010 (goal)
Moderate to high stress locations	49	48	47	-2.2	
Total water intake	166	150	143	-4.8	<b>30</b>

Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.

## By Region/Country

BILLION GALLONS	2010	2011	2012
<b>WATER INTAKE BY REGION</b>			
<b>North America</b>			
Canada	0.22	0.18	0.20
USA	1.78	1.77	1.62
<b>Region Total</b>	<b>2.00</b>	<b>1.96</b>	<b>1.82</b>
<b>Caribbean &amp; Latin America</b>			
Argentina	0.02	0.02	0.03
Brazil	0.01	0.02	0.02
Costa Rica	0.00	0.00	0.01
Mexico	0.04	0.04	0.03
Puerto Rico	0.09	0.09	0.09
<b>Region Total</b>	<b>0.17</b>	<b>0.17</b>	<b>0.18</b>
<b>Europe</b>			
France	0.02	0.02	0.01
Germany	0.04	0.04	0.04
Ireland	0.18	0.17	0.19
Netherlands	0.41	0.40	0.36
Spain	0.08	0.09	0.09
Sweden	0.02	0.03	0.03
Switzerland	0.00	0.00	0.00
United Kingdom	0.01	0.01	0.01
<b>Region Total</b>	<b>0.76</b>	<b>0.76</b>	<b>0.72</b>
<b>Asia Pacific</b>			
China	0.04	0.04	0.04
India	0.02	0.06	0.05
Indonesia	0.01	0.01	0.01
Japan	0.03	0.03	0.03
Pakistan	0.09	0.09	0.08
Singapore	0.19	0.17	0.20
<b>Region Total</b>	<b>0.36</b>	<b>0.40</b>	<b>0.41</b>

Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.

## Water Consumed

### Total

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BILLION GALLONS	2010	2011	2012	% change from 2011 to 2012
Total water consumed	0.59	0.66	0.63	-4.7

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### Normalized by Sales

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GALLONS PER \$1,000 SALES	2010	2011	2012	% change from 2011 to 2012
Total water consumed	30	30	29	-4.9

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## Water Discharged (Impaired)

### Total

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BILLION GALLONS	2010	2011	2012	% change from 2011 to 2012
Total water discharged (impaired)	2.18	2.03	1.86	-8.4

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### Normalized by Sales

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GALLONS PER \$1,000 SALES	2010	2011	2012	% change from 2011 to 2012
Total water discharged (impaired)	110	93	85	-5.8

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*Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.*

## Water Discharged (Non-Impaired)

### Total

BILLION GALLONS	2010	2011	2012	% change from 2011 to 2012
Total water discharged (non-impaired)	0.54	0.60	0.65	8.6

### Normalized by Sales

GALLONS PER \$1,000 SALES	2010	2011	2012	% change from 2011 to 2012
Total water discharged (non-impaired)	27	27	30	8.4

## BOD Concentration in Wastewater from Major Manufacturing Plants

U.S. DOLLARS	2010	2011	2012	% change from 2011 to 2012
Total	460	500	460	-8.0

## Waste

### Total

TONS	2010	2011	2012	% change from 2011 to 2012
Total waste not landfilled	52,764	44,121	44,422	0.7
Total waste landfilled	22,679	21,933	16,939	-22.8
Total waste recycled	33,466	26,032	26,413	1.5
Total waste	75,442	66,054	61,362	-7.1

Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.

## Normalized by Sales

TONS PER \$ MILLION SALES	2010	2011	2012	GOAL	
				% change from 2011 to 2012	% change from 2010 (goal)
Total	3.80	3.03	2.81	-7.2	-40

*Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.*

## By Region/Country

TONS	2010	2011	2012
<b>North America</b>			
Canada	1,236	1,052	1,123
USA	35,717	27,481	22,827
<b>Region Total</b>	<b>36,953</b>	<b>28,533</b>	<b>23,950</b>
<b>Caribbean &amp; Latin America</b>			
Argentina	402	310	318
Brazil	680	1,156	1,029
Costa Rica	0	261	605
Mexico	222	441	765
Puerto Rico	4,238	4,662	5,093
<b>Region Total</b>	<b>5,541</b>	<b>6,830</b>	<b>7,810</b>
<b>Europe</b>			
France	1,346	1,224	1,325
Germany	7,868	7,810	8,524
Ireland	5,216	4,427	4,722
Netherlands	8,724	7,147	5,936
Spain	1,038	969	938
Sweden	407	456	429
Switzerland	50	100	115
United Kingdom	1,260	1,223	1,204
<b>Region Total</b>	<b>25,909</b>	<b>23,355</b>	<b>23,194</b>
<b>Asia Pacific</b>			
China	413	407	388
India	439	1,772	1,348
Indonesia	205	172	61
Japan	733	583	704
Pakistan	1,257	1,017	1,188
Singapore	3,993	3,385	2,718
<b>Region Total</b>	<b>7,039</b>	<b>7,335</b>	<b>6,408</b>

Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.

## Hazardous Waste

### Total

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TONS	2010	2011	2012	% change from 2011 to 2012
Hazardous Waste not landfilled	8,604	7,213	7,560	4.8
Hazardous Waste landfilled	166	1,396	249	-82.2
Hazardous waste	8,771	8,609	7,809	-9.3

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### Normalized by Sales

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TONS PER \$ MILLION SALES	2010	2011	2012	% change from 2011 to 2012
Hazardous waste	0.44	0.39	0.36	-9.4

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*Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.*

## By Region/Country

TONS	2010	2011	2012
<b>North America</b>			
Canada	150	116	140
USA	1,140	963	967
<b>Region Total</b>	<b>1,290</b>	<b>1,080</b>	<b>1,107</b>
<b>Caribbean &amp; Latin America</b>			
Argentina	96	51	68
Brazil	117	188	216
Costa Rica	0	2	12
Mexico	33	101	120
Puerto Rico	1,605	2,277	2,323
<b>Region Total</b>	<b>1,850</b>	<b>2,618</b>	<b>2,738</b>
<b>Europe</b>			
France	101	50	479
Germany	486	258	267
Ireland	536	462	406
Netherlands	3,284	3,111	1,898
Spain	15	24	23
Sweden	308	352	340
Switzerland	2	2	3
United Kingdom	481	276	343
<b>Region Total</b>	<b>5,214</b>	<b>4,534</b>	<b>3,760</b>
<b>Asia Pacific</b>			
China	9	16	12
India	254	105	101
Indonesia	7	6	7
Japan	58	37	43
Pakistan	65	179	9
Singapore	24	34	33
<b>Region Total</b>	<b>417</b>	<b>377</b>	<b>204</b>

Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.

## Non-Hazardous Waste

### Total

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TONS	2010	2011	2012	% change from 2011 to 2012
Non-hazardous waste not landfilled	44,159	36,908	36,862	-0.1
Non-hazardous waste landfilled	22,512	20,537	16,690	-18.7
Non-hazardous waste	66,672	57,445	53,553	-6.8

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### Normalized by Sales

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TONS PER \$ MILLION SALES	2010	2011	2012	% change from 2011 to 2012
Non-hazardous waste	3.36	2.63	2.45	-6.9

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*Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.*

## By Region/Country

TONS	2010	2011	2012
<b>North America</b>			
Canada	1,086	936	983
USA	34,577	26,518	21,860
<b>Region Total</b>	<b>35,663</b>	<b>27,453</b>	<b>22,843</b>
<b>Caribbean &amp; Latin America</b>			
Argentina	306	259	250
Brazil	563	968	814
Costa Rica	0	259	593
Mexico	190	341	645
Puerto Rico	2,633	2,386	2,771
<b>Region Total</b>	<b>3,692</b>	<b>4,212</b>	<b>5,072</b>
<b>Europe</b>			
France	1,244	1,174	846
Germany	7,382	7,552	8,257
Ireland	4,679	3,965	4,316
Netherlands	5,439	4,036	4,038
Spain	1,023	945	916
Sweden	99	104	89
Switzerland	48	98	112
United Kingdom	779	947	861
<b>Region Total</b>	<b>20,695</b>	<b>18,821</b>	<b>19,435</b>
<b>Asia Pacific</b>			
China	403	392	377
India	185	1,667	1,246
Indonesia	198	166	54
Japan	675	546	662
Pakistan	1,192	837	1,180
Singapore	3,968	3,351	2,686
<b>Region Total</b>	<b>6,622</b>	<b>6,959</b>	<b>6,204</b>

Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.

## Energy Consumption

1,000 GIGAJOULES	2010	2011	2012	% change from 2011 to 2012
Purchased fuels (Scope 1) (1)	8,593	8,248	8,123	-1.5
Purchased energy (Scope 2) (2)	4,205	4,027	3,998	-0.7
Electricity generated onsite from cogeneration	127	131	121	-7.6
Total Scope 1 and Scope 2 energy consumption	12,798	12,276	12,121	-1.3

### Normalized by Sales

GIGAJOULES PER \$ MILLION SALES	2010	2011	2012	% change from 2011 to 2012
Purchased fuels (Scope 1)	433	378	372	-1.7
Purchased energy (Scope 2)	212	184	183	-0.9
Total (Scope 1 and Scope 2) energy consumption	645	562	554	-1.4

### By Region/Country

1,000 GIGAJOULES	2010	2011	2012
<b>TOTAL SCOPE 1 AND 2 ENERGY CONSUMPTION BY REGION</b>			
<b>North America</b>			
Canada	492	425	458
USA	6,426	6,181	5,795
<b>Region Total</b>	<b>6,917</b>	<b>6,605</b>	<b>6,253</b>
<b>Caribbean &amp; Latin America</b>			
Argentina	53	52	61
Brazil	81	91	91
Costa Rica	0	4	57
Mexico	238	240	235

Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.

Puerto Rico	325	311	314
Regional – not available by country	211	191	212
<b>Region Total</b>	<b>908</b>	<b>889</b>	<b>970</b>
<b>Europe</b>			
England	166	156	154
France	111	97	103
Germany	356	303	274
Ireland	721	669	656
Netherlands	963	882	813
Spain	170	189	189
Sweden	39	35	38
Switzerland	5	5	6
Regional – not available by country	696	643	664
<b>Region Total</b>	<b>3,228</b>	<b>2,980</b>	<b>2,896</b>
<b>Asia Pacific</b>			
China	91	85	89
India	127	121	108
Indonesia	15	16	15
Japan	64	57	57
Pakistan	267	272	259
Singapore	470	520	529
Regional – not available by country	712	731	945
<b>Region Total</b>	<b>1,745</b>	<b>1,801</b>	<b>2,002</b>

## Scope 1

1,000 GIGAJOULES	2010	2011	2012
<b>ENERGY CONSUMPTION – DIRECT EMISSIONS (SCOPE 1) BY REGION</b>			
<b>North America</b>			
Canada	276	240	267
USA	4,469	4,311	4,021
<b>Region Total</b>	<b>4,745</b>	<b>4,551</b>	<b>4,287</b>

Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.

### Caribbean & Latin America

Argentina	29	29	36
Brazil	25	27	23
Costa Rica	0	0	0
Mexico	235	238	232
Puerto Rico	20	19	20
Regional – not available by country	191	173	191
<b>Region Total</b>	<b>499</b>	<b>485</b>	<b>501</b>

### Europe

England	82	76	76
France	54	44	50
Germany	176	145	134
Ireland	504	449	447
Netherlands	712	646	584
Spain	68	74	83
Sweden	0	0	0
Switzerland	0	0	0
Regional – not available by country	573	558	581
<b>Region Total</b>	<b>2,169</b>	<b>1,993</b>	<b>1,955</b>

### Asia Pacific

China	9	7	7
India	65	59	49
Indonesia	7	6	7
Japan	20	17	18
Pakistan	249	254	236
Singapore	283	329	333
Regional – not available by country	546	548	729
<b>Region Total</b>	<b>1,179</b>	<b>1,220</b>	<b>1,379</b>

## Scope 2

1,000 METRIC TONS

2010 2011 2012

*Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.*

ENERGY CONSUMPTION – PURCHASED ENERGY (SCOPE 2) BY REGION

**North America**

Canada	216	184	191
USA	1,956	1,870	1,774
<b>Region Total</b>	<b>2,172</b>	<b>2,054</b>	<b>1,965</b>

**Caribbean & Latin America**

Argentina	24	23	25
Brazil	56	64	68
Costa Rica	0	4	56
Mexico	3	2	3
Puerto Rico	305	293	294
Regional – not available by country	21	18	21
<b>Region Total</b>	<b>409</b>	<b>404</b>	<b>469</b>

**Europe**

England	84	80	78
France	58	53	54
Germany	180	158	140
Ireland	217	221	209
Netherlands	251	237	228
Spain	102	114	106
Sweden	39	35	38
Switzerland	5	5	6
Regional – not available by country	123	85	82
<b>Region Total</b>	<b>1,058</b>	<b>987</b>	<b>941</b>

**Asia Pacific**

China	81	78	81
India	61	62	59
Indonesia	9	10	9
Japan	44	40	39
Pakistan	18	18	23
Singapore	187	191	196
Regional – not available by country	166	183	216
<b>Region Total</b>	<b>566</b>	<b>581</b>	<b>623</b>

Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.

## Environmental Fines

U.S. DOLLARS	2010	2011	2012	% change from 2011 to 2012
Total	94,050	22,400	2,055	-90.8

## Notice of Violation (NOVs)

	2010	2011	2012	% change from 2011 to 2012
Total	5	7	5	-28.6

## Inspections by Government Agencies

	2010	2011	2012	% change from 2011 to 2012
Total	49	48	40	-16.7

## VOC Emissions

### Total

1,000 METRIC TONS	2010	2011	2012	% change from 2011 to 2012
Total	0.88	1.02	1.03	0.5

### Normalized by Sales

METRIC TONS PER \$ MILLION SALES	2010	2011	2012	% change from 2011 to 2012
Total	0.044	0.047	0.047	-0.4

Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.

## SOx from Combustion<sup>(4)</sup>

1,000 METRIC TONS	2010	2011	2012	% change from 2011 to 2012
Total	0.58	0.22	0.07	-65.4

### Normalized by Sales

METRIC TONS PER \$ MILLION SALES	2010	2011	2012	% change from 2011 to 2012
Total	0.029	0.010	0.003	-65.4

## NOx from Combustion<sup>(4)</sup>

1,000 METRIC TONS	2010	2011	2012	% change from 2011 to 2012
Total	0.39	0.32	0.28	-12.3

### Normalized by Sales

METRIC TONS PER \$ MILLION SALES	2010	2011	2012	% change from 2011 to 2012
Total	0.020	0.014	0.013	-12.5

(1) Reported Scope 1 sources consist of fuel consumed by manufacturing facilities, sales fleet, Abbott-owned aviation and non-manufacturing locations.

(2) Reported Scope 2 sources consist of energy directly purchased by Abbott, such as electricity and steam.

(3) Per WRI GHG protocol, Scope 1 refrigerant CO2e emissions include only those covered in the

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Kyoto Protocol.

(4) Reflects emissions from fuel combusted at manufacturing facilities only.

All energy and greenhouse gas data has been adjusted to account for acquisitions and divestitures, in accordance with the methodology prescribed in the WRI/WBCSD Greenhouse Gas Protocol.

Totals may not add up to 100 percent due to rounding.

Data on this page reflects Abbott-only activities.

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## Citizenship Reporting

At Abbott, we have reported on our citizenship activities for almost 15 years and have produced annual Global Citizenship Reports since 2000. While we once relied exclusively upon printed reports, this Web site has become our primary means for communicating Abbott's citizenship initiatives.

Since 2006, we have published our complete Global Citizenship Report online, supplemented by a printed summary that provides an overview of our activities during the year. Our reporting focuses on material impacts and speaks to a range of stakeholders, including customers, patients, employees, government and regulatory bodies, investors, special interest groups, non-governmental organizations and opinion leaders in the areas of citizenship and sustainability. [Abbott has been honored](#) by many groups for its citizenship activities.

### Scope of Reporting

Neither this Web site nor our printed reports contain performance information about our joint ventures, unless otherwise noted. Ultra Rice is not a trademark of Abbott. The Abbott Fund is an Illinois not-for-profit philanthropic corporation established by Abbott in 1951. All financial information is stated in U.S. dollars. All data in this report reflects activities before the separation of Abbott and AbbVie. Our Global Citizenship Report for 2012 will be published in the second quarter of 2013.

### Feedback on Our Reporting

We draw upon many external resources in refining our citizenship strategy, facilitating our engagements with key stakeholders, developing this Web site and producing our printed reports. These resources include [Corporate Citizenship](#), [SustainAbility](#), [Business for Social Responsibility](#), the [Corporate Social Responsibility Initiative at the Harvard Kennedy School](#) and [Agenda](#). We gratefully acknowledge their input. Our engagement with these groups better informs our approach to reporting while also keeping us abreast of stakeholder expectations and helping us identify areas of opportunity for strengthened citizenship activities.

We also refer to such external standards on reporting as the Global Reporting Initiative's (GRI) G3 Sustainability Reporting Guidelines and SustainAbility's Reporting Methodology. We produce [an index against the GRI reporting requirements](#).

*Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.*

## Report Assurance

Abbott engaged an external consultant, Environmental Resources Management (ERM), to conduct [an assurance](#) of selected environmental data and related management systems. In addition, we invite external commentary on our reporting from leading experts in the field of corporate citizenship and sustainability. Below, we reproduce the most recent such statement from David Vidal, Director of the Conference Board Center for Sustainability.

Citizenship Reporting

## Our Reports

At Abbott, we have reported on our citizenship activities for more than a decade and have produced annual Global Citizenship Reports since 2000. Our website is our primary means for communicating Abbott's citizenship initiatives, supplemented by a printed summary that provides an overview of our activities during the year.

Abbott's current Global Citizenship Report is available by clicking on the link below. Our 2012 Global Citizenship Report will be published in the second half of 2013.

## Current Report

**Interim Report**  
(including Key Metrics)



**Key Metrics Only**



You can search for content on specific topics using the search function at the top left corner of each page. If you have any questions about the PDF function or any problems downloading content, please send an email to [globalcitizenship@abbott.com](mailto:globalcitizenship@abbott.com).

Note: Documents that exist on this website, such as PDF attachments, will not be included as part of the PDF you download here. If you would like to print any of the PDF attachments on our website, please return to the applicable pages.

## Previous Reports

### GLOBAL REPORTS

[2011-2012 Interim Global Citizenship Report, January 2013 \(PDF\)](#)

[2011-2012 Full Global Citizenship Report \(PDF\)](#)

[2010 Global Citizenship Report \(PDF\)](#)

### COUNTRY REPORTS

[2012-2013 Russia Citizenship Report \(PDF\)](#)

[2012-2013 Vietnam Citizenship Report \(PDF\)](#)

[2011-2012 Ireland Citizenship Report \(PDF\)](#)

[2011 China Citizenship Report \(English\) \(PDF\)](#)

*Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.*

[2009 Global Citizenship Report \(PDF\)](#)  
[2008 Global Citizenship Report \(PDF\)](#)  
[2007 Global Citizenship Report \(PDF\)](#)  
[2006 Global Citizenship Report \(PDF\)](#)  
[2005 Global Citizenship Report \(PDF\)](#)  
[2004 Global Citizenship Report \(PDF\)](#)  
[2003 Global Citizenship Report \(PDF\)](#)  
[2002 Global Citizenship Report \(PDF\)](#)  
[2000-2001 Global Citizenship Report \(PDF\)](#)

[2010-11 Ireland Citizenship Report \(PDF\)](#)  
[2010-11 India Citizenship Report \(PDF\)](#)  
[2009 Brazil Citizenship Report \(Portuguese\) \(PDF\)](#)  
[2009 China Citizenship Report \(Chinese\) \(PDF\)](#)  
[2009 Italy Citizenship Report \(Italian\) \(PDF\)](#)

## **OTHER DOCUMENTS**

[2000 Environment, Health & Safety Update \(PDF\)](#)  
[1999 Environment, Health & Safety Report \(PDF\)](#)  
[2006 Webcast Transcript \(PDF\)](#)

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Citizenship Reporting

## **External Commentary**

**BY DAVID VIDAL, DIRECTOR, THE CONFERENCE BOARD CENTER FOR SUSTAINABILITY**  
**APRIL 2012**

In the decade since Abbott's first global citizenship report, much has changed in the world and in business. Some change has been momentous, and some slow and steady. The 2011 report captures some of the magnitude of this two-speed change by illustrating the depth and the breadth of the company's global engagements in four areas: innovating for the future, enhancing access, supporting patients and consumers and safeguarding the environment. The report projects authentic commitment to global citizenship shows its successful application in many venues and gives evidence of increasing integration of business and citizenship strategies. All of this is to be commended.

But, as this first decade of reporting ends and a new one begins, Abbott has an opportunity to reflect on what a decade's worth of citizenship activity means to the company and how it matters for its future. Beyond operational citizenship effectiveness or outcomes measurement alone, the newer questions are directional and systemic. They suggest that more impact and benefit can be gained by including attention to these issues:

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## Abbott's Systemic Leverage

- ▶ How the four areas of Abbott emphasis relate to and reinforce one another is an area of opportunity and need as markets and issues globalize. For example, as a previously neglected disease gets increased attention, this new knowledge helps support consumers, and access to the remedies that ensue is improved. Abbott's 2011 success in getting FDA approval for a diagnostic test for Chagas disease is a case in point.
- ▶ A more deliberate linkage between the environment and health, such as understanding the health effects of climate change, particularly in growth markets, is another open area at the intersection of innovation, safeguarding the environment and supporting consumers and patients.

## Abbott's Growth Markets

Other trajectories are hinted at in the report, and these deserve more focused attention going forward:

- ▶ The gradual migration of Western disease burdens such as diabetes to the growth markets in the East and the global south is a mega-theme. The report notes that more than 118 million people in India have hypertension and 60 million Chinese people either have diabetes or impaired glucose tolerance.
- ▶ As these markets bend the trajectory of global Abbott revenues in their direction – international markets account for 59 percent of 2011's record revenues – the focus of citizenship activity needs to adapt to follow suit.
- ▶ Capturing and reporting on this co-evolution of business growth and citizenship responses in new markets is important to designing the dual Abbott citizenship future.

## Abbott's Evolution

- ▶ How will Abbott innovate the future of its own citizenship program as the plan to become two companies is realized? The choices made will be of interest to all stakeholders.
- ▶ Will the principles guiding the formation of the two companies apply in equal measure to the area of global citizenship? Are different principles more appropriate, and if so, what principles are these?
- ▶ How does the prospective division of Abbott multiply, subtract from or add to the trajectory of citizenship achievements to date?

Only by posing such questions can answers be provided.

In Abbott's 2002 citizenship report, Chairman and CEO Miles D. White stated, "Success in issues

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cannot be addressed adequately by the bottom line or within the confines of an annual report.” This statement is true now more than ever.

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Citizenship Reporting

## GRI Index

### The Global Reporting Initiative's Sustainability Reporting Guidelines

The Global Reporting Initiative (GRI) is a large, multi-stakeholder network of experts in dozens of countries. GRI publishes the G3 Sustainability Reporting Guidelines, which are now the global standard for non-financial reporting. Abbott uses the G3 Guidelines to inform its reporting and align itself with best practices. Since GRI does not currently provide guidance on sector-specific reporting in the health care field, we have tried to identify and report upon those issues that have the greatest relevance to our business and to our stakeholders.

### Abbott's GRI G3 Index

The GRI G3 Index provides an overview of our reporting, compared to the GRI G3 Sustainability Reporting Guidelines. It helps users locate relevant information and view our company's performance within the context of the topics and requirements covered by the Global Reporting Initiative's Sustainability Reporting Guidelines.

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## Citizenship Reporting Disclosures about the company profile

### Strategy and analysis

- 1.1 Statement from the most senior decision maker of the organization about the relevance of sustainability to the organization and its strategy  
[Letter from the Chairman and CEO](#)
- 1.2 Description of key risks and opportunities  
[Our Priorities, Innovating for the Future, Our Business](#)

### Organizational profile

- 2.1 Name of the organization  
[Our Business, About Abbott](#)
- 2.2 Primary brands products and/or services  
[Our Business, Innovating for the Future, Products](#)
- 2.3 Operational structure of the organization  
[Citizenship Management and Governance, Senior Leadership](#)
- 2.4 Location of organization's headquarters  
[Our Business, Fast Facts](#)
- 2.5 Number and name of countries where the organization operates  
[Abbott Worldwide](#)
- 2.6 Nature of ownership and legal form

*Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.*

- SEC filing
- 2.7 Markets served  
[Our Business, Abbott Worldwide, Note 6 – Segment and Geographic Area Information](#)
- 2.8 Scale of reporting organization  
[Our Business](#)
- 2.9 Significant changes during the reporting period regarding size, structure or ownership  
[Note 2 – Supplemental Financial Information, Note 3 – Financial Instruments, Derivatives and Fair Value Measures](#)
- 2.10 Awards received in the reporting period  
[Rankings and Honors](#)

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### Report parameters

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- 3.1 Reporting period for information provided  
2011
- 3.2 Date of most recent report  
[Global Citizenship Report 2011](#)
- 3.3 Reporting cycle  
Annual
- 3.4 Contact point for questions regarding the report or its contents  
[Your feedback](#)
- 3.5 Process for defining report content  
[Citizenship Reporting](#)
- 3.6 Boundary of the report  
[Citizenship Reporting](#)
- 3.7 State any specific limitations on the scope of the report.  
[Citizenship Reporting](#)
- 3.8 Basis for reporting  
[Citizenship Reporting](#)
- 3.9 Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the indicators and other information in the report. Explain any decisions not to apply or substantially diverges from the GRI Indicator Protocols  
[Citizenship Reporting, Key Metrics](#)
- 3.10 Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such restatement  
[Key Metrics](#)
- 3.11 Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report  
[Citizenship Reporting, Our Business, Key Metrics](#)
- 3.12 Table identifying the location of the Standard Disclosures in the report  
This index provides the location of the standard disclosures of the report
- 3.13 Policy and current practice with regard to seeking external assurance  
[Environmental Management and Policy, Assurance Statements](#)

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### Governance, Commitments and Engagement

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- 4.1 Governance structure of the organization including committees under the highest governance body responsible for specific tasks such as setting strategy or oversight for the organization.  
[Citizenship Management & Governance, Citizenship at Abbott](#)

*Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.*

- 4.2 Indicate if the Chair of the highest governance body is also an executive officer and if so their function within the organization's management and the reasons for this arrangement  
Chair of highest governance body is an executive officer.
- 4.3 For organizations that have a unitary board structure state the number of members of the highest governance body that are independent and/or non-executive directors.  
[Citizenship Management & Governance](#)
- 4.4 Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.  
[2012 Proxy Statement \(PDF\)](#)
- 4.5 Linkage between compensation for members of the highest governance body, senior managers and executives (including departure arrangements) and the organization's performance (including social and environmental performance)  
[2012 Proxy Statement \(PDF\)](#), [Compensation and Benefits](#)
- 4.6 Processes of the highest governance body to ensure conflicts of interest are avoided  
[2012 Proxy Statement \(PDF\)](#), [Compensation and Benefits](#), [Citizenship Management & Governance](#)
- 4.7 Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental and social topics  
[2012 Proxy Statement \(PDF\)](#)
- 4.8 Internally developed mission and values statements, codes of conduct, and principles relevant to economic, environmental and social performance and the status of their implementation.  
[Our Priorities](#), [Citizenship at Abbott](#)
- 4.9 Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental and social performance, including the identification and management of relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct and principles.  
[Our Business](#), [Ethics & Compliance](#), [Citizenship Management & Governance](#)
- 4.10 Processes for evaluating the performance of the highest governance body, particularly with respect to economic, environmental and social performance  
Processes for evaluating the performance of the highest governance body, particularly with respect to economic, environmental and social performance  
[Citizenship Management & Governance](#), [Governance Principles](#)
- 4.12 Externally developed, economic, environmental and social charters, sets of principles, or other initiatives to which the organization subscribes or which it endorses.  
[Our Priorities](#), [Environmental Management and Policy](#)
- 4.13 Membership in associations (such as industry associations) and/or national/international advocacy organizations in which the organization \* Has positions in governance bodies; \* Participates in projects or committees; \* Provides substantive funding beyond routine membership dues; or Views membership as strategic.  
[Engaging Our Stakeholders](#), [Public Policy Engagement](#)
- 4.14 List of stakeholder groups engaged by organizations.  
[Engaging Our Stakeholders](#), [Public Policy Engagement](#)
- 4.15 Basis for identification and selection of stakeholders to engage.  
[Engaging Our Stakeholders](#)
- 4.16 Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.

*Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.*

## Engaging Our Stakeholders

- 4.17 Key topics and concerns that have been raised through stakeholder engagement and how the organization has responded to those key issues and concerns, including through its reporting [Our Business](#), [Engaging Our Stakeholders](#)

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### Disclosures on Economic performance

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Management approach disclosures

[Innovating for the Future](#)

[Our Business](#)

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### Economic performance

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- EC1 Direct economic value generated (core)  
[Our Business](#)
- EC2 Financial implications and other risks and opportunities for the organization's activities due to climate change (core)  
[Climate Responsible Energy Policy \(PDF\)](#)
- EC3 Coverage of organization's defined benefit plan obligations (core)  
[Notes to Consolidated Financial Statements 4](#)

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### Market presence

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- EC6 Policy, practices and proportion of spending on locally based suppliers at significant locations of operation (core)  
[Supply Chain Management](#)

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### Indirect economic impacts

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- EC8 Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro-bono engagement (core)  
[Enhancing Access, Educating Patients and Health Care Professionals, Improving Health Care Infrastructure and Technology, Outreach to Patients and Family, Risk and Crisis Management, Community Involvement, Abbott Fund](#)

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### Disclosures on Environmental performance

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Management approach disclosures

[Our Business](#)

[Environmental Management and Policy](#)

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### Materials

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- EN1 Materials used by weight or volume  
[Product Stewardship](#)
- EN2 Percentage of materials used that are not recycled input materials  
[Product Stewardship](#)

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### Energy

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- EN3 Direct energy consumption by primary energy source (core)  
[Key Metrics - Environment](#)
- EN4 Indirect energy consumption by primary source (core)  
[Key Metrics - Environment](#)
- EN5 Energy saved due to conservation and efficiency improvements (additional)  
[Key Metrics - Environment, Addressing Global Climate Change: Indirect Impacts, Addressing Global Climate Change: Direct Impacts](#)
- EN6 Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives

*Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.*

[Key Metrics - Environment, Addressing Global Climate Change: Indirect Impacts, Addressing Global Climate Change: Direct Impacts, Green Procurement](#)

- EN7 Initiatives to reduce indirect energy consumption and reductions achieved (additional)  
[Addressing Global Climate Change: Indirect Impacts, Addressing Global Climate Change: Direct Impacts, Key Metrics - Environment, Supply Chain Management, Green Procurement](#)

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### Water

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- EN8 EN8 Total water withdrawn by source (core)  
[A Comprehensive Water Strategy, Key Metrics - Environment](#)
- EN9 EN9 Water sources significantly affected by withdrawal of water  
[A Comprehensive Water Strategy, Key Metrics - Environment](#)

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### Emissions, effluents and waste

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- EN16 Total direct and indirect greenhouse gas emissions by weight (core)  
[Key Metrics - Environment](#)
- EN17 Other relevant indirect greenhouse gas emissions by weight (core)  
[Key Metrics - Environment](#)
- EN18 Initiatives to reduce greenhouse gas emissions and reductions achieved (additional)  
[Addressing Global Climate Change: Indirect Impacts, Addressing Global Climate Change: Direct Impacts, Key Metrics - Environment](#)
- EN19 Emissions of ozone-depleting substances by weight  
[Key Metrics - Environment](#)
- EN20 NO SO and other significant air emissions by type and weight (core)  
[Key Metrics - Environment](#)
- EN21 Total water discharge by quality and destination (core)  
[Key Metrics - Environment](#)
- EN22 Total amount of waste by type and disposal method (core)  
[Key Metrics - Environment](#)
- EN23 Total number and volume of significant spills (core)  
[Notes to Consolidated Financial Statements 7 – Litigation and Environmental Matters](#)
- EN24 Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally  
[Key Metrics - Environment](#)

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### Products & services

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- EN26 Initiatives to mitigate environmental impacts of products and services and extent of impact mitigation (core)  
[Product Stewardship](#)
- EN27 Percentage of products sold and their packaging materials that are reclaimed by category  
[Product Stewardship](#)
- EN28 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations (additional)  
[Notes to Consolidated Financial Statements 7 – Litigation and Environmental Matters](#)

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### Transport

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- EN29 Significant environmental impacts of transporting goods and materials used for organization's operations, and transporting members of the workforce (additional)

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### Disclosures on Labor Practices and Decent Work

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#### Management approach disclosures

[Our Workplace](#)

[A Diverse, Inclusive Workplace](#)

[Hiring & Advancement](#)

[Employee Learning & Development](#)

[Work-Life Harmony](#)

[Listening to Our Employees](#)

[Compensation & Benefits](#)

[Human Rights](#)

[Healthy Living Initiatives](#)

[Employee Health & Safety](#)

#### Employment

LA1 Total workforce by employment type, employment contract and region (core)

[Our Business](#), [About Abbott](#)

LA3 Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations

[Compensation & Benefits](#)

#### Occupational health and safety

LA7 Rates of injury, occupational diseases, lost days and absenteeism and number of work related fatalities by region (core)

[Key Metrics - Social](#)

LA8 Education, training, counseling, prevention and risk-control programs in place to assist workforce members, their families or community members regarding serious diseases (core)

[Healthy Living Initiatives](#)

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### Training and education

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LA11 Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings (additional)

[Our Workplace](#), [Employee Learning & Development](#), [Work-Life Harmony](#)

LA12 Percentage of employees receiving regular performance and career development review (additional)

[Our Workplace](#), [Employee Learning & Development](#), [Work-Life Harmony](#)

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### Diversity and equal opportunity

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LA13 Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership and other indicators of diversity (core)

[Our Workplace](#), [A Diverse, Inclusive Workplace](#)

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### Disclosures on Human Rights

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#### Management approach disclosures

[Human Rights](#)

[Ethics & Compliance](#)

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### Diversity and Equal Opportunity

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- HR1 Percentage and total number of significant investment agreements that include Human Rights clauses or that have undergone Human Rights screening  
[Human Rights, Ethics & Compliance](#)
- HR2 Percentage of significant suppliers and contractors that have undergone screening on Human Rights and action taken (core)  
[Supply Chain Management](#)
- HR3 Total hours of employee training policies and procedures concerning aspects of Human Rights that are relevant to operations, including the percentage of employees trained (additional)  
[Ethics & Compliance](#)

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### Disclosures on Society impacts

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#### Management approach disclosures

- [Community Involvement](#)
  - [Abbott Fund](#)
  - [Ethics & Compliance](#)
  - [Public Policy Engagement](#)
- 

#### Corruption

- S02 Percentage and total number of business units analyzed for risks related to corruption (core)  
[Ethics & Compliance](#)
- S03 Percentage of employees trained in organization's anti-corruption policies and procedures (core)  
[Ethics & Compliance](#)
- S04 Actions taken in response to incidents of corruption (core)  
[Ethics & Compliance](#)
- 

#### Public policy

- S05 Public policy positions and participation in public policy development and lobbying (core)  
[Public Policy Engagement](#)
- S06 Total value of financial and in-kind contributions to political parties, politicians and related institutions by country (additional)  
[Abbott 2011 Corporate Political Contributions \(PDF\)](#)
- S07 Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes (additional)  
[Notes to Consolidated Financial Statements 7 – Litigation and Environmental Matters](#)
- 

#### Compliance

- S08 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations (core)  
[Notes to Consolidated Financial Statements 7 – Litigation and Environmental Matters](#)
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### Disclosures on Product responsibility

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#### Management approach disclosures

- [Supporting Patients & Consumers](#)
- [Enhancing Access](#)

*Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.*

Clinical Trials Registration & Results Disclosures  
Responsible Sales and Marketing Practices

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**Customer health and safety**

PR1 Life cycle stages in which the health and safety impacts of products and services are assessed for improvement (core)  
[Supporting Patients & Consumers](#), [Ensuring Manufacturing Quality](#)

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**Product and service labeling**

PR3 Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements (core)  
[Supporting Patients & Consumers](#), [Clinical Trials Registration & Results Disclosures](#), [Responsible Sales and Marketing Practices](#), [Product Stewardship](#), [Supply Chain Management](#)

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**Marketing and communications**

PR6 Programs for adherence to laws, standards and voluntary codes related to marketing communications including advertising, promotion and sponsorship (core)  
[Responsible Sales and Marketing Practices](#)

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**Compliance**

PR9 Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services  
\$10,000

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## Transparency

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The following information represents Abbott's policies and standards, which guide our business decisions, ethical conduct and commitment to the environment. We strive for transparency by providing information on policies and standards applicable to each priority area. Additional information can be found throughout the 2011 Global Citizenship Report.

### Promise for Life

Abbott's [Promise for Life](#) is a statement that describes – for our customers, our communities, our shareholders and all of our stakeholders – what we believe in, what we value, and what we strive to deliver in our day-to-day work.

### Code of Business Conduct

Abbott's basic guidelines and requirements for ethical behavior are set forth in the Abbott [Code of Business Conduct](#).

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## Supplier Guidelines

Abbott suppliers are required to read and agree to our [Supplier Guidelines](#), which set forth our expectations in a wide variety of areas.

## Animal Welfare Policy

Abbott animal research efforts are guided by our Global Animal Welfare Policy . Animals shall be treated humanely, minimizing pain and distress. Before beginning work with Abbott, contract and collaborating laboratories must be accredited by AAALAC, and/or their laboratory animal care and use programs must be assessed by Abbott veterinary staff or animal welfare officers and approved by the Corporate Animal Welfare Committee. After the work begins, Abbott monitors suppliers for compliance with our Global Animal Welfare Policy on a periodic basis. For more information about Abbott's™ animal welfare activities, [click here](#).

## Environmental Policy

Abbott's [environmental policy](#) aims and achieves targeted objectives, including requiring contractors working on behalf of Abbott to conform to regulatory requirements and meet applicable internal Environment, Health and Safety (EHS) standards.

## Energy Policy

Abbott's [energy policy](#) sets aggressive goals to further reduce our environmental footprint, including our commitments to dramatically reducing CO<sub>2</sub>e emissions.

## Water Policy

Abbott's [water policy](#) details our commitments to improving access to clean water in communities around the world and to reducing and efficiently managing our company's own use of water.

## Green Procurement Policy

Abbott's [green procurement policy](#) formalizes our approach and provides guidance on incorporating sustainable sourcing principles into the purchasing process.

## EHS Technical Standards

Abbott's [EHS technical standards](#) allow Abbott to have consistent technical expectations in all of our sites around the world.

## Global Environment Health and Safety Policy

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Abbott's [EHS policy](#) requires that we operate in a manner that promotes employee health while also protecting the environment.

## Environmental Assurance Statement

Abbott engaged an environmental consultant, Environmental Resources Management (ERM), to conduct [an assurance](#) of its greenhouse gas emissions data, water and waste data, as well as the related management systems.

## Anti-Corruption Training Guide for Companies Doing Business with Abbott

Abbott is committed to conducting business in an ethical and legally compliant manner and adheres to the U.S. Foreign Corrupt Practices Act (FCPA), the U.K. Bribery Act, and other applicable anti-corruption and anti-bribery laws. Abbott requires that all companies with whom it does business or which may act on Abbott's behalf (third parties) which may act on Abbott's behalf (View a brief overview of the Anti-Corruption Training Guide for Companies Doing Business with Abbott.

[Click here](#) to view a brief overview of the Anti-Corruption Training Guide for Companies Doing Business with Abbott.

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Transparency

## Clinical Trials Registration and Results Disclosures

### Clinical Trial Registration and Results Disclosures

Abbott understands that a critical component of medical product development is the conduct of clinical trials (also referred to as clinical studies) in humans to evaluate the safety and effectiveness of medical products for the diagnosis, treatment and prevention of disease.

Abbott is committed to being transparent about the clinical trials we sponsor. We recognize that there are important public health benefits to making clinical trial information available to health care providers, patients and the public. Therefore, Abbott has adopted these principles regarding the disclosure of information relating to the clinical studies that we sponsor.

Our registrations and results disclosures will adhere to the following laws:

- ▶ Public Law 110-85, Section 801, Clinical Trial Databases, of the Food and Drug Administration Amendments Act of 2007 (FDAAA).
- ▶ Any other applicable national law.

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In addition, Abbott respects the influence of the following organizations regarding registrations and results disclosures. However, where policies of the following organizations conflict with the above laws, Abbott will defer to the laws.

- ▶ WHO Technical Consultation
- ▶ [Joint Position on the Disclosure of Clinical Trial Information via Clinical Trial Registries and Databases](#) (Updated June 10, 2010) (PDF)
- ▶ International Council of Medical Journal Editors (ICMJE), Uniform Requirements for Manuscripts.
- ▶ Pharmaceutical Research and Manufacturers of America (PhRMA) Principles on Conduct of Clinical Trials.

## Clinical Trial Registrations

Abbott will register all applicable/covered clinical studies, regardless of outcome, in a publicly accessible clinical trials registry ([www.ClinicalTrials.gov](http://www.ClinicalTrials.gov)). For pharmaceuticals, this means that we will register Phase 1 studies conducted in patients and all Phase 2-4 interventional trials subject to FDA regulation at a minimum. For medical devices, this means we will register prospective interventional clinical studies of health outcomes, subject to FDA regulation at a minimum, except feasibility studies, and FDA-designated pediatric post-marketing surveillance studies. Registration information will be provided according to the laws and policies mentioned above.

## Clinical Trial Results Disclosures

Abbott will disclose the results of all applicable/covered clinical trials, regardless of outcome, in a publicly accessible clinical trials results database ([www.ClinicalTrials.gov](http://www.ClinicalTrials.gov)). For pharmaceuticals, this means that we will report results for all Phase 2-4 interventional trials subject to FDA regulation at a minimum. Consistent with the Joint Position Statement on the Disclosure of Pharmaceutical Clinical Trial Information, we will also report the results of any exploratory pharmaceutical clinical trials if we deem the findings to have significant medical importance (e.g., an important safety finding). For medical devices, this means we will report results for prospective interventional clinical studies of health outcomes, subject to FDA regulation at a minimum, except for feasibility studies. In addition, we will post results for FDA-designated pediatric post-marketing surveillance studies of medical devices.

Prior to the availability of disclosing clinical trial results for pharmaceuticals on ([www.clinicaltrials.gov](http://www.clinicaltrials.gov)), Abbott disclosed certain clinical trial results on the Clinical Study Results Database created by the Pharmaceutical Research and Manufacturers of America (PhRMA), ([www.ClinicalStudyResults.org](http://www.ClinicalStudyResults.org)); however, this database was phased out on 20 December 2011. The clinical trial information previously posted to ([www.ClinicalStudyResults.org](http://www.ClinicalStudyResults.org)) through August 2011 is available via [this link](#) and is organized via the generic name of the product.

## Global Initiatives

In an evolving international regulatory environment around clinical trial disclosure, Abbott engages with the aforementioned stakeholders to stay abreast of new requirements for registrations and results disclosures and engages in continuing efforts to ensure compliance with global initiatives for clinical trial transparency. We continue to work with industry partners, trade associations, regulators,

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international health organizations, academics and patient groups to develop a global framework for registrations and results disclosures. Abbott also actively participates in trade association activities aimed at increasing clinical trial transparency.

As a member of the International Federation of Pharmaceutical Manufacturers & Associations (IFPMA), Abbott supports the [IFPMA Clinical Trials Portal](#). This portal helps users access information about ongoing pharmaceutical clinical trials and the outcomes of completed trials through custom searches. The portal is provided by IFPMA on behalf of its member companies and associations. The portal offers a single entry point for the public to access comprehensive information regarding pharmaceutical clinical trials and results of completed trials.

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Transparency

## Global Product Protection (Counterfeit and Diversion)

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### Global Product Protection

Counterfeiting, illegal diversion and theft of Abbott products globally pose threats to Abbott's patients, consumers and the general public. We have four key strategies to address these threats:

- ▶ **Secure the Supply Chain.** By analyzing the global supply chain for weak points, evaluating track and trace technologies and expanding the use of Exclusive Sourcing Agreements with contracted wholesalers, Abbott reduces the possibility of product diversion and/or theft.
- ▶ **Ensure Ability to Authenticate.** By developing overt and covert security features on packaging, Abbott presents significant barriers to counterfeiters and facilitates authentication of its products, encouraging customer confidence.
- ▶ **Disrupt Criminal Organizations.** By building relationships with local law enforcement and regulatory organizations, Abbott works to identify and dismantle criminal enterprises involved in counterfeiting, diversion and theft.
- ▶ **Build Global Momentum.** By working with government, industry and not-for-profit organizations, Abbott pursues stricter sanctions for individuals and organizations involved in counterfeiting, diversion or theft.

### Exclusive Sourcing Agreement (EAS)

The safety and integrity of Abbott products for the patients we serve is our highest priority. Abbott understands that the threat posed to public health and safety by counterfeit products is a very serious one. We regularly take action to keep counterfeit products out of the marketplace. Secondary market products are generally products purchased from any source other than from the original manufacturer and are commonly referred to as "secondary market," "gray market" or "diverted" products. It is often through the secondary market that counterfeit, adulterated or

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improperly stored and handled products make their way into the distribution channel. When product comes from the secondary market, it is difficult to assure patients and health care professionals of the product's quality or safety or to provide product updates.

Through the exclusive sourcing initiative, Abbott is working to prevent the introduction of unsafe product into the United States. As of July 1, 2004, U.S. wholesale distribution of Abbott diabetes care products is permitted only through wholesalers/distributors that have agreed to source their entire product needs directly from Abbott. In select countries outside the U.S., Abbott has also implemented EASs and in many situations the EASs are silent to the specific Abbott division and simply say "Abbott".

For additional information, please see the following resources:

Questions and answers regarding these agreements

[ESA for Abbott products](#)

Letters required for signature for any wholesaler/distributor to purchase:

[ESA for Abbott products \(PDF\)](#)

[List of U.S. wholesalers/distributors agreeing to these policies \(PDF\)](#)

Standard Terms and Conditions

[Abbott Diabetes Care \(Non-Retail\) \(PDF\)](#)

[Abbott Diabetes Care \(Retail\) \(PDF\)](#)

[Abbott Diabetes Care \(Wholesalers\) \(PDF\)](#)

## Product Authentications

Abbott is committed to reducing the serious threat of counterfeit products. Included in this effort is the development of overt and covert product security features. One way Abbott provides information on these features to the marketplace is through product security fliers.

### U.S. Product Security Fliers (overt security features on the packaging)

The following products have security fliers at [www.abbvie.com/gpp](http://www.abbvie.com/gpp).

Advicor®

Niaspan® Bottles

Trilipix®

Kaletra®

Norvir®

Ultane®

Lupron® (Also for Canada)

Simcor®

Zemplar®

### Outside United States Product Security Fliers (overt security features on the packaging)

[Dayamineral® \(CACM only\)](#)

[Niaspan® Blister Packs](#)

Note: These Product Security Fliers highlight overt security features on the packaging. Although individual packaging configurations for the products may differ, the security features will remain the same.

The following products have security fliers at [www.abbvie.com/gpp](http://www.abbvie.com/gpp).

Aluvia™

Kaletra®

Sevorane®

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Humira®

Norvir®

Zemplar®

## Related Links

[International Federation of Pharmaceutical Manufacturers and Associations](#)

[Interpol](#)

[Pharmaceutical Research and Manufacturers of America](#)

For additional information on VIPPS (Verified Internet Pharmacy Practice Sites),

[Pharmaceutical Security Institute](#)

[Safemedicines: A listing of weekly news updates](#)

[World Health Organization](#)

All suspicions or leads on potential counterfeit, diverted or stolen Abbott product should be reported to Abbott Global Product Protection, D-GS27 Building J48, 200 Abbott Park Road, Abbott Park, Illinois 60064.  
Or call (847) 936-5959.

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Transparency > Global Product Protection

## Exclusive Sourcing Agreement: Questions and Answers Regarding the Exclusive Sourcing Agreement

### Q: Why has Abbott initiated this Agreement?

**A:** Discoveries of counterfeit product in worldwide distribution channels have highlighted risks to patients, healthcare providers, and customers who have always recognized Abbott as providing high-quality products. The safety and integrity of Abbott products are of the highest priority and the threat posed to public health and safety by counterfeit products is taken very seriously. Accordingly, Abbott has undertaken this initiative in the U.S., Caribbean and CACM (Central American Common Market) countries to help prevent any unsafe products from being introduced into the supply chain.

Distributors/wholesalers in other countries have exclusive sourcing and territory restriction language in broader Distributor Agreements.

### Q: What is the geographic scope of the Agreement?

**A:** The scope of the Agreement currently applies to entities within the 50 United States (excluding U.S. territories and Puerto Rico) for ADC and for all Abbott divisions in specific countries outside the U.S. where ESAs have been implemented. We are monitoring international markets and will work closely with wholesalers/distributors and customers in taking further action, as appropriate, to ensure the integrity of Abbott products and patient safety throughout the world.

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**Q: Have Abbott's Terms and Conditions been changed to incorporate this Exclusive Sourcing Agreement?**

**A:** Yes. The Terms and Conditions of Sale of each of the Divisions/Business Units included have been changed appropriately to incorporate Wholesaler/Distributor adherence to this Agreement.

**Q: Can wholesalers/distributors buy from and sell to each other, products that are manufactured by Abbott?**

**A:** No. If wholesalers/distributors buy Abbott products from any source other than Abbott, they are not in compliance with this Agreement. Because of the need to ensure product integrity and patient safety, as well as a secure distribution channel, the Agreement does not allow trade between wholesalers/distributors. Where specifically stated, products shall be purchased from Abbott solely for resale to end customers who are properly licensed entities by the states/countries in which they operate, for their own use or distribution to their own consumers/patients. Any change or alteration of this agreement potentially creates a risk of unauthorized product entering secure distribution channels.

**Q: What is Abbott doing to reduce the supply of products currently moving into the secondary market?**

**A:** Abbott is committed to ensuring patient safety and the integrity of our products throughout the world. Business practices and policies are being evaluated and refined with priority placed on product integrity, to assure appropriate control of products in the marketplace. Immediate emphasis includes education in the marketplace about the risk and existence of counterfeit product and the importance of a secure channel to minimize risks in the secondary market.

In addition, Abbott is working with government agencies around the world and exploring product protection programs, including the application of special features for our product packaging and product tracing. We believe it is vital for our customers and patients to receive genuine products so they can use our products with confidence. We are also monitoring markets to ensure the safety of patients and the integrity of our products. We will continue to develop and implement actions to address the issue.

**Q: What is Abbott's Policy on auditing wholesalers/distributors?**

**A:** As previously outlined, we reserve the right to enforce the commitments made in our notification letter of April 30, 2004 to U.S. wholesalers and distributors, by requiring within thirty (30) days after written request by Abbott, that the wholesaler/distributor shall provide or cause to be provided, as elected by Abbott, (i) a certification of compliance from a senior officer or executive with financial oversight responsibility for the wholesaler/distributor, or (ii) the opportunity for an audit of the relevant books and records of the wholesaler/distributor. In addition, Abbott reserves the right to cease shipments to the wholesaler/distributor if Abbott in its sole discretion in good faith believes the wholesaler/distributor may not have complied with the Agreement. There are also audit clauses in the ESA for customers outside the U.S.

**Q: How does Abbott communicate the status of U.S. wholesalers/distributors?**

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**A:** Abbott maintains a listing of [wholesalers/distributors](#) approved to purchase Abbott products. Regular updates are made to this listing.

**Q: Where should potential violations to the Exclusive Sourcing Agreement or suspicions/leads on counterfeits, diverted or stolen Abbott products be reported?**

**A:** Abbott Global Product Protection  
D-07SD, AP6A-LL  
200 Abbott Park Road  
Abbott Park, IL 60064  
[global.productprotection@abbott.com](mailto:global.productprotection@abbott.com)

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Transparency

## Financial Reports for Health Care-Related Organizations

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### Grants & Donations - U.S.

Abbott has a long-standing commitment to supporting programs aimed at increasing the understanding of scientific, clinical and health care issues that improve patient care. We partner with a broad range of organizations to help address today's health care challenges. We want to do our part to ensure that patients, and the health care providers who treat them, receive the information and support they need.

In the interest of transparency, we began voluntarily disclosing grants and donations to U.S. medical organizations beginning with the third quarter of 2008. Abbott will continue to report these payments on a quarterly basis.

This report discloses charitable donations, patient support, educational grants, and fellowships and scholarships. Recipients include medical and other health care professional organizations, patient organizations, academic institutions, hospitals, medical education companies and other scientific associations.

In addition, support from the non-profit, philanthropic Abbott Fund is aggregated and reported in an annual Internal Revenue Service 990-PF filing. This information is available on the Web site [www.foundationcenter.org](http://www.foundationcenter.org). Abbott continues to evaluate other ways to enhance transparency.

The following attached reports include direct payments more than \$200 from Abbott's U.S. and Puerto Rico businesses. The reports may be updated from time to time.

#### Abbott's reports are provided here:

- ▶ [Grants and Donations Reports \(PDFs\)](#)

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2012	2011	2010	2009	2008
Third Quarter	Fourth Quarter	Fourth Quarter	Fourth Quarter	Fourth Quarter
Second Quarter	Third Quarter	Third Quarter	Third Quarter	Third Quarter
First Quarter	Second Quarter	Second Quarter	Second Quarter	
	First Quarter	First Quarter	First Quarter	

▶ [Grants and Donations Reports Definitions \(PDF\)](#)

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## Support for European Patient Organizations

### Relationships with European Patient Organizations

Abbott has a proud history of working with patient organizations in Europe and throughout the world.

Patient organizations provide valuable information and support to patients and to the people that care for them, such as family and friends. We believe that we can support these organizations in their efforts to help patients understand and manage their disease.

Abbott's relationships with patient organizations are based on trust, respect and mutual benefit. We aim for transparency and high ethical standards in all of our relationships.

We learn about issues of concern to patients and together, look for ways to address them in the best possible way. By building sustainable relationships, we also work toward advancing dialogue around healthcare issues and together, can seek ways to ensure optimal delivery of healthcare.

Our support to patient organizations takes the forms of event support, organizational support, patient education and caregiver education.

- ▶ [Patient organizations that Abbott has supported in Europe \(January 1 to December 31, 2012\) \(PDF\)](#)
  - ▶ [Patient organizations that Abbott has supported in Europe \(January 1 to December 31, 2011\) \(PDF\)](#)
  - ▶ [Patient organizations that Abbott has supported in Europe \(January 1 to December 31, 2010\) \(PDF\)](#)
  - ▶ [Patient organizations that Abbott has supported in Europe \(January 1 to December 31, 2009\) \(PDF\)](#)
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## Serbia

Abbott has a long-standing commitment to supporting programs aimed at increasing the understanding of scientific, clinical and health care issues that improve patient care. In the interest

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of transparency, we are disclosing the following list of professional conferences sponsored by Abbott.

- ▶ [Sponsored Professional Conferences \(PDF\)](#)

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Transparency

## Other Disclosures

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### California Compliance Program

A growing number of laws in the United States require greater transparency in the relationships between our industry and individuals and entities involved in providing health care. These laws impose various combinations of code of conduct restrictions on activities involving health care professionals and health care organizations and tracking and reporting of payments and transfers of value provided. Abbott complies with all such laws, which currently exist in California, the District of Columbia, Massachusetts, Minnesota, Nevada, Vermont, and West Virginia.

- ▶ [Abbott Comprehensive Ethics and Compliance Program \(PDF\)](#)

### California HUMIRA Sharps Program

- ▶ [Abbott's HUMIRA \(adalimumab\) Sharps Mail-Back Program \(PDF\)](#)
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### Abbott and the U.S.-EU & U.S.-Swiss Safe Harbor Privacy Statement

Abbott Laboratories complies with the U.S.-EU Safe Harbor Framework and the U.S.-Swiss Safe Harbor Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information of employees of Abbott Laboratories and its affiliates and subsidiaries in European Economic Area/ European Union member countries and Switzerland. Abbott has certified that it adheres to the Safe Harbor Privacy Principles of notice, choice, onward transfer, security, data integrity, access, and enforcement with respect to this information.

To learn more, please visit:

- ▶ [Abbott Data Privacy for Non-U.S. Employee Personal Information](#)
- ▶ [Safe Harbor Program Certification](#)

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## California Transparency in Supply Chains Act

Abbott believes in being a socially responsible company and doing what is right, not just by our customers, but by the world in which we live. Abbott is committed to safe and fair working conditions, beyond our employees and the stores in which our products are sold, but also extending to the partners in our supply chain. Abbott always has had and will continue to have a zero tolerance policy regarding human trafficking and slavery. Abbott has a global policy against trafficking and slavery in supply chains. Abbott engages in verification of product supply chains to evaluate and address risks of human trafficking and slavery. Specifically, Abbott utilizes a supplier classification model to determine appropriate activity level to assess risk. A supplier may receive a letter, a survey or an on-site audit (usually announced ahead of time) based on this model. Information received from the supplier is then assessed to determine whether to take further steps. Currently, this verification is conducted by Abbott employees in its Global Purchasing Services Compliance department.

Abbott's Supplier Guidelines state our expectations to suppliers conducting business with Abbott that they are prohibited from engaging in illegal behavior, including human trafficking and slavery. Abbott's internal Code of Business Conduct also incorporates standards prohibiting slavery/trafficking or engaging in illegal behavior. Abbott requires direct suppliers to certify that materials incorporated into Abbott's products comply with local and national laws of the country or countries in which they are doing business. Certifications are also obtained from suppliers that they comply with standards as outlined in our Supplier Guidelines. Abbott maintains internal accountability standards and procedures for both employees and contractors failing to meet company standards regarding slavery and trafficking. In particular, Abbott employees worldwide train annually on Abbott's Code of Business Conduct. Likewise, all contractors assigned to Abbott are required to review and abide by Abbott's Code of Business Conduct.

Employees and contractors assigned to Abbott who fail to abide by Abbott's Code of Business Conduct may be subject to reprimand or other adverse consequences, up to and including termination of employment or assignment. Abbott provides training to its employees and management who have direct responsibility for supply chain management, regarding human trafficking and slavery, particularly with respect to mitigating risks within the supply chains of products.

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## U.S. Postmarketing Commitments

Following approval of a drug or biologic product, the U.S. Food and Drug Administration (FDA) may request and/or require the sponsoring company to conduct further studies that are designed to gather additional information about a product's safety, effectiveness, and/or optimal use. These postmarketing commitment (PMC) studies build upon the data that was submitted for approval.

*Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.*

This website contains Abbott's U.S. postmarketing commitments. [Click here](#) to view Abbott's PMC Summary Table.

Our PMC Summary Table includes all active postmarketing commitments and provides the following information, organized alphabetically by product name:

- ▶ Name of Product
- ▶ NDA/BLA Number
- ▶ Description of Commitment
- ▶ Date Commitment Given
- ▶ FDA Projected Completion Date
- ▶ Commitment Status

Please note that the status and/or number of Abbott's postmarketing commitments shown on the [FDA website](#) may differ from the information displayed on this site based on the timing of content review and website updates. The status categories used in the PMC Summary Table are consistent with categories used by the FDA.

Information about Abbott's PMCs will be updated twice a year, to reflect new commitments as well as the progress we have made in fulfilling our existing postmarketing commitments. Once the FDA determines a PMC is fulfilled, or they release Abbott from a commitment, or if Abbott terminates a study before completion date, those PMCs will be removed from our PMC Summary Table.

The PMCs listed in the PMC Summary Table include preclinical (nonhuman), clinical (medical), and epidemiological studies that Abbott has agreed to conduct to gather additional information about the safe and effective use of our approved products. This website does not contain technical chemistry, manufacturing and controls (CMC) PMCs, or PMCs issued by FDA for products where Abbott does not hold the US regulatory approval.

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Transparency > Other Disclosures

## Data Privacy for Non-U.S. Employee Personal Information

*Effective by date: February 2, 2012*

*Approved date: February 2, 2012*

### 1.0 Overview Section

#### 1.1 Purpose

*Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.*

Abbott (the “Company”) has issued this Privacy Policy (the “Policy”) to ensure that a consistently high level of protection is applied to Abbott’s collection, use and disclosure of Employee Personal Information. Abbott complies with the U.S. – EU Safe Harbor Framework and the U.S. – Swiss Safe Harbor Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information from European Union member countries and Switzerland. Abbott has certified that it adheres to the Safe Harbor Privacy Principles of notice, choice, onward transfer, security, data integrity, access, and enforcement. To learn more about the Safe Harbor program, and to view Abbott’s certification, please visit ([export.gov/safeharbor](http://export.gov/safeharbor)).

This Policy shall facilitate Abbott’s participation in the EU-U.S. Safe Harbor Agreement, regulating transfers of Personal Information from the European Union to the United States and the transfer of Personal Information from other jurisdictions that have data privacy legislation such as Argentina and Japan. Abbott will comply with the rules and principles arising under the Safe Harbor Program. This Policy supplements the Abbott Privacy Principles, which establishes general standards for Processing Employee Personal Information within the Company.

### 1.2 Scope

This Policy specifically governs the Processing of Employee Personal Information relating to Abbott employees ordinarily resident outside the United States, but who’s Personal Information is processed by Abbott entities within the United States (the “Employees”). The U.S. Employee Personal Data Policy applies to the Company’s Processing of Employee Personal Information relating to employees resident in the United States.

### 1.3 Implementation

Implementation is in accordance with **Effective by Date**.

## 2.0 Definitions

Term	Definition
Employee Personal Information	Personal Information pertaining to a current, past and prospective Abbott employee processed in the context of an employment relationship with the Company.
Personal Information	Information about an identified or identifiable natural person regardless of the format in which it is displayed (paper, electronic, etc). This includes but is not limited to information available to the individual’s manager and contained in an employee’s personal profile (e.g., home address and phone number, work and compensation history, planned salary, earnings, career development, paid time off, salary grade, language preferences, education, emergency contacts) required by Abbott to meet regulatory requirements (e.g., gender), or that is required to manage the employee’s performance and development.
Process (or Processing)	Any operation or set of operations that are performed upon Personal Information, whether done by automatic means or otherwise. It includes collecting, recording, storing organizing, adapting, altering, retrieving, consulting, using, disclosing or making available, destroying and/or deleting Personal Information.
Sensitive	Personal Information pertaining to an individual’s race, ethnic origin, or

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Personal Information	health or other information that has been classified as such under local laws applicable to an Abbott employee.
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### 3.0 General Policy

#### 3.1 Notice to Non-U.S. Employees

The Company will inform Employees through appropriate channels about the purposes for which it collects and uses their Employee Personal Information, how to contact Abbott where they have issues or concerns about their Employee Personal Information, the types of third parties with which it shares their Personal Information, and the choice and means Abbott offers employees for limiting the use and disclosure of their Employee Personal Information. This information will be provided as soon as practicable, and, in any event, before Abbott uses the information for a purpose other than that for which it was originally obtained.

Among the reasons that the Company holds and may in the future collect Personal Information about Employees include the following: normal business practices related to your role and function in the company, employee management and administration generally (including both during and after employment), employment verification, administering benefits, administering personal short or long term compensation programs, conducting disciplinary proceedings, addressing labor relations issues, processing health insurance claims, and maintaining and monitoring usage of internal networks and IT systems. The Company may be required under local labor and other laws (e.g., tax, health and safety, anti-discrimination) to maintain records that can include personal information, such as government identifiers, information relating to sickness, maternity or parental leave, pension and retirement.

#### 3.2 Choice for Employees

The Company will not Process Employee Personal Information for purposes incompatible with those given in any formal notice furnished to Employees without first informing Employees and giving them the opportunity to object to such Processing. The Company will not Process Employee Personal Information that qualifies as Sensitive Personal Information for purposes incompatible with those given in any formal notice provided to employees unless the employee in question has explicitly consented to the Processing or the Processing is:

- ▶ in the vital interests of the Employee or another person;
- ▶ necessary for the establishment of legal claims or defenses;
- ▶ required to provide medical care or diagnosis;
- ▶ necessary to carry out the Company's obligations in the field of employment law; or
- ▶ related to information that has been made public by the Employee.

#### 3.3 Ensuring Information Integrity

The Company will Process only Employee Personal Information that is relevant taking into account the business purposes for which it is to be processed. The Company will employ reasonable means to keep Employee Personal Information accurate, complete, up-to-date and reliable for their intended use. All employees have a responsibility to assist the Company in keeping the Personal Information the Company maintains about them accurate, complete and current.

#### 3.4 Ensuring Information Access

*Note: All data reflects Abbott activities in 2012. Some content has been adjusted to remove data specific to AbbVie, which became a separate company on Jan. 1, 2013.*

With limited exceptions, Employees will be permitted to review and, where inaccurate, correct Employee Personal Information that the Company holds about them by contacting a designated contact point. However, the Company may not give Employees the ability to review their Employee Personal Information when the burden or expense of doing so (including locating the Employee Personal Information) is disproportionate to the risks to their privacy in a particular case. Such cases include, but are not limited to, those where disclosure of Employee Personal Information would:

- ▶ require the disclosure of confidential commercial information and such confidential information cannot be readily separated from the Employee Personal Information;
- ▶ interfere with execution or enforcement of the law, including the prevention, investigation or detection of criminal offenses or the right to a fair trial;
- ▶ interfere with private causes of action, including the prevention, investigation or detection of legal claims or the right to a fair trial;
- ▶ breach a legal or other professional privilege or obligation;
- ▶ breach the confidentiality necessary for future or ongoing negotiations, such as those involving the acquisition of companies;
- ▶ prejudice employee security investigations or grievance proceedings;
- ▶ prejudice the confidentiality necessary, for limited periods, in connection with employee succession planning and corporate re-organizations; or
- ▶ prejudice the confidentiality necessary in connection with monitoring, inspection or regulatory functions connected with the Company's sound economic or financial management.

The Company also may not give Employees the ability to review their Employee Personal Information when doing so would affect the privacy interests of other individuals and the Personal Information of those other individuals cannot be redacted. If the Company does not provide Employees the ability to review their Employee Personal Information, it will indicate the specific reasons why and provide a contact point for further inquiries. Irrespective of the limitations set forth above, the Company will comply with all applicable local regulations and ensure that Employees can review any Personal Information they have a right to access under the law applicable in their country of residence.

### **3.5 Transfers to Company Affiliates and Third Parties**

Employee Personal Information only may be disclosed to other Company affiliates or independent third parties where required by law or legal process (including disclosures to law enforcement authorities in connection with their duties), to protect the interests of the Company and/or its employees, if there is an emergency situation involving the health and safety of an employee, where necessary for the Company to perform a contractual obligation owed to an Employee or for other lawful purposes.

Except where the disclosure is required by local law, regulation or court order or where the transfer is necessary to perform contractual obligations owed to the Employee, an Employee will be entitled to object to having their Employee Personal Information disclosed to other Company affiliates or to independent third parties. If the employee Personal Information qualifies as Sensitive Personal Information, the Company will seek affirmative consent from

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Employees before making such disclosures, except in cases falling within Section 3.2 of this Policy.

### **3.6 Transfers to Agents and Contractors**

The Company may disclose Employee Personal Information to third party agents or contractors that supply services to the Company that require the Processing of that Personal Information. The Company will only transfer Personal Information where the agent or contractor has provided assurances to the Company that it will protect the Personal Information consistent with this Policy. If the Company has knowledge that an agent or contractor is Processing Personal Information in a manner contrary to this Policy, it will take all reasonable steps to prevent or stop the Processing.

### **3.7 Security**

Appropriate administrative, technical, personal and physical measures will be used to safeguard Employee Personal Information against loss, theft, misuse, unauthorized access, modification, disclosure and destruction. The Company will restrict access to Employee Personal Information under its control to those employees, agents and contractors of the Company who have a legitimate business need for such access.

### **3.8 Compliance**

The Company will maintain an active program to ensure compliance with this Policy. Employee and Labor Relations are responsible for implementing and overseeing the administration of this Policy. All Company employees whose responsibilities include the Processing of Employee Personal Information are required to adhere to this Policy and any implementing policies. Failure to do so may be grounds for discipline up to and including termination.

### **3.9 Complaint Resolution**

The Company is committed to assisting employees in protecting their privacy and in providing opportunities to raise concerns about the Processing of their Employee Personal Information. Retaliation against any employee who raises a concern under this Policy is against Company policy and is strictly prohibited. Employees who have concerns about the Processing of their Employee Personal Information are encouraged to notify their local Human Resources. Any submitted complaints will be resolved in accordance with Abbott's existing formal complaints procedures.

For Abbott employees located in the European Union, if efforts to resolve a concern within Abbott are unsatisfactory, employees may contact the panel of EU data protection authorities established as an independent recourse mechanism under the Safe Harbor Agreement. Abbott will cooperate in the resolution of such inquiries and will comply with the advice given by the panel of EU data protection authorities.

For Abbott employees located in Switzerland, if efforts to resolve a concern within Abbott are unsatisfactory, employees may contact the Swiss Federal Data Protection and Information Commissioner established as an independent recourse mechanism under the Safe Harbor Agreement. Abbott will cooperate in the resolution of such inquiries and will comply with the advice given by the Swiss Federal Data Protection and Information Commissioner.

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# Profiles

At Abbott, we believe society and business are inseparable, and we view citizenship as an opportunity to deliver on the Abbott Promise by tackling longstanding health challenges affecting people around the world. We believe we can achieve the greatest positive impact by leveraging Abbott's resources and expertise to develop lasting solutions through catalytic philanthropy; through the intersection of good business practices and social responsibility; and by fostering socially driven entrepreneurship. We are thinking beyond traditional philanthropic approaches by working with others and supporting their efforts to address specific social issues and to build health care capacity in distressed and underserved areas.

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Profiles

## Access Highlights

Around the world, Abbott and its employees strive to create innovative solutions for sustainable business. This section spotlights just a few of our dynamic programs, each one the result of cooperation between Abbott, the Abbott Fund and our global partners. We are pleased to share our successes and our ongoing efforts with our stakeholders.

### Addressing Severe Malnutrition in Haiti

In Haiti, where severe malnutrition is a longstanding problem, Abbott and Partners In Health (PIH) are constructing a new nutritional food production facility that will enable PIH and its sister organization, Zanmi Lasante (ZL), to produce high-quality nutritional products. The facility will produce *Nourimanba*, a therapeutic food used to treat severe malnutrition in children. *Nourimanba* is distributed through PIH's network of health facilities throughout rural Haiti, providing free, life-saving treatment to thousands of Haitian children. Supported by \$6.5 million from Abbott and the Abbott Fund, the new plant also empowers Haitians to develop and sell nonmedical nutritional foods like peanut butter that can help cover the costs of *Nourimanba* production, with the goal of creating a social enterprise that will be self-sustaining over the long term.

### Help for India's Malnourished

India is another country with widespread malnutrition. Abbott's nutrition scientists are working with the nonprofit organization PATH to perfect a food fortification technology called Ultra Rice, which packs vitamins and minerals into rice-shaped grains, resulting in a product far more nutritious than traditional rice yet nearly identical in smell, taste and texture.

### Modernizing Muhimbili National Hospital in Tanzania

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For more than a decade, Abbott has worked closely with the Government of Tanzania to strengthen health care there. Our efforts include work to comprehensively modernize Muhimbili National Hospital as well as 23 regional-level hospitals. We are also partnering with the Baylor International Pediatric AIDS initiative to build a pediatric AIDS Center of Excellence in Tanzania and have supported more than 20,000 health care worker trainings in HIV care and treatment.

### Advancing Clinical Nutrition Practices in China and Vietnam

The Abbott Fund Institute of Nutrition Science (AFINS) is a unique model for advancing understanding and practice of clinical nutrition. Operating in both China and Vietnam, AFINS, launched in China in 2007 and expanded to Vietnam in 2010, is focused on extensive training of health care professionals, expanding clinical nutrition education opportunities and conducting and sharing research results on clinical nutrition best practices.

### Improving Women's Health in Afghanistan

Abbott plays a key role in addressing maternal and child health in Afghanistan, where the maternal mortality rate is one of the highest in the world, and where one in five children do not live to see their fifth birthday. We work to improve the lives of Afghan women and children through our partnership with Direct Relief and the Afghan Institute of Learning (AIL). AIL's five clinics, staffed and operated by Afghan women, provide high-quality health services and offer health education. We work to empower women through the training of female midwives to provide skilled assistance during labor and delivery, care for infants and children and through donations of nearly \$4.5 million in product donations, as well as more than \$1 million in grant support.

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Profiles

## Haiti

### Fighting Malnutrition and Spurring Development in Haiti

Abbott and the Abbott Fund are working together with Partners In Health (PIH), one of the world's most respected public health organizations, to find new answers to the longstanding challenges of malnutrition and lack of economic opportunity in Haiti.

The \$6.5 million initiative draws on the combined expertise of PIH and Abbott to open a new nutrition production facility in Haiti's Central Plateau region. The facility will produce *Nourimanba*, a therapeutic food used to treat severe malnutrition, providing free, life-saving treatment to thousands of children through PIH's clinics in Haiti.

In addition, the facility will produce and sell peanut butter in Haiti. The long-term goal is to create a social enterprise that will be self-sustaining, with revenue from peanut butter sales reinvested in the facility to cover the costs of *Nourimanba* production.

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Every aspect of the partnership aims to expand economic opportunity in the region, with local production, extensive training of Haitian staff, and an agricultural program that will create market opportunities and boost incomes for local farmers.

We recently launched a new microsite to share updates on this important work – please visit [partnershipinhaiti.org](http://partnershipinhaiti.org).

This partnership is an important part of Abbott's broader work to expand access to health care in Haiti and other developing regions of the world. Since 2007, Abbott and the Abbott Fund have provided more than \$55 million in grants and product donations to help address critical health needs in Haiti, including maternal and child health, diabetes, HIV/AIDS and malnutrition.

## Recent Related News Stories

- ▶ "Corporate Social Responsibility Now a Staple at Davos," *CNBC*, Jan. 22, 2012
- ▶ "Peanut Crop Growing Hope in Haiti," *CBS Evening News*, Jan. 14, 2012
- ▶ "Making Nutrition a Sustainable Business in Haiti," *New York Times*, Nov. 2, 2011

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Profiles

## Community Diabetes Care

### Improving Blood Sugar Levels, Together

In Kenya, Abbott and the Abbott Fund are partnering with a consortium of nonprofit organizations and medical schools to improve the quality of care for chronic diseases while empowering patients to manage their own conditions more effectively. This consortium, known as the Academic Model Providing Access to Healthcare (AMPATH), includes Kenya's Moi University School of Medicine, the Moi Teaching and Referral Hospital and a coalition of North American academic institutions led by Indiana University.

AMPATH and its governmental and community partners currently provide comprehensive care services for more than 160,000 patients at more than 60 clinical sites in rural and urban Kenya by working to address food and income security needs, monitoring patient compliance with treatment protocols and using community-based education programs to promote healthier behaviors. AMPATH initially focused its efforts on developing a comprehensive approach to HIV/AIDS control and treatment. More recently, AMPATH has expanded the scope of its activities to tackle chronic illnesses such as diabetes through innovative strategies that leverage technology, community support and incentive programs to forge a network of care.

### BIGPIC Looks at the Big Picture

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Determined to leverage the strong community spirit prevalent throughout Kenya, AMPATH developed a pilot program called Bridging Income Generation with Provision of Incentives for Care (BIGPIC). Simply put, BIGPIC uses a combination of group motivation, education and incentives to encourage diabetes patients to improve not only their own health, but also the health of other members of their community.

BIGPIC participants are divided into groups of 10 neighboring patients. The groups are structured to include some patients who have gotten their diabetes under control, some with high blood sugar levels and some with moderate blood sugar levels. All the patients' blood sugar levels are measured at the start of the program and then at three- and six-month intervals. At the end of that time period, AMPATH hosts a celebration with diabetes-friendly foods, and also rewards the groups that achieve the greatest levels of diabetes control with community-appropriate prizes such as farming supplies, payment of school fees, cell phones or supermarket vouchers.

To have the best chance at winning a prize, groups must work together to find a way to lower the blood glucose levels of the group members with the highest readings. This gives patients who already have their diabetes under control an incentive to help their less healthy counterparts achieve the same success in managing the disease.

AMPATH believes the BIGPIC approach has the potential to deliver both short-term and long-term benefits. In the short term, the peer approach helps patients stay compliant and healthy. In the long term, the system helps to establish a local, sustainable approach to health care management that is not dependent on donor dollars.

### Using Mobile Technology to Monitor Patient Progress

Helping Kenyan patients control their diabetes requires ensuring that they have opportunities to conduct regular and reliable blood sugar readings. In the past, clinicians would take a single random blood sugar reading on the day of a patient's clinic visit, and then try to prescribe a treatment protocol based on that single data point. Since blood sugar readings among diabetes patients can vary dramatically from one day to the next or even within a single day, it was not clear that patients derived any ongoing benefits from treatment based on a single blood sugar reading.

To address this problem, AMPATH has helped two Kenyan Ministry of Health diabetes clinics to implement tests for HbA1c, a form of hemoglobin that shows whether patients' average blood glucose levels have been high or low over the previous three months.

The HbA1c test reveals which patients have ongoing challenges controlling their blood sugar. Since trips to diabetes clinics can take up to six hours for patients in rural Kenya, AMPATH has piloted a program using mobile phone technology to monitor high-risk patients at home and encourage them to maintain compliance with their diabetes medications.

Patients with high HbA1c readings are sent home with a glucose measuring device and insulin supplies. Most patients already have access to mobile phones of their own or through their community, but AMPATH provides mobile phones to those who do not already have such access. Community workers then call the patients weekly to record all blood sugar test results from the patients and to make sure that patients are performing the necessary insulin injections. These community workers enter data from their patient calls into electronic medical records, which are then reviewed by clinicians who close the loop by sending patients a text message or by calling them with a new recommended insulin dose for the upcoming week.

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So far, this innovative mobile diabetes management program has yielded impressive results. A pilot study showed that 235 participating patients achieved a 25 percent reduction in their average blood sugar ratings after receiving just three to six months of care through the AMPATH program. Patients who maintain these lower blood sugar levels over time typically benefit from significantly fewer diabetes-related complications.

AMPATH has been a pioneer in using mobile phone technologies in both its HIV and diabetes programs to help identify, treat and monitor patients. These technologies can transform health care in resource-poor settings, giving health care workers a sustainable way to reach people who otherwise may not be able to access care due to lack of transportation, while empowering patients to have more control over their own care.

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Profiles

## Women's Heart Health

### Getting to the Heart of Women's Health Issues

Women typically experience heart problems approximately a decade later than men. When women do experience heart disease, they often suffer from accompanying diseases such as hypertension and diabetes. In addition, women tend to have smaller and more contorted blood vessels than men, which makes heart surgery and stent placement more complicated. As a result of all these factors, women often have more complications and difficulty recovering from heart surgery than men.

To better understand the unique challenges surrounding women and cardiovascular disease, Abbott in 2009 launched the Women's Heart Health Initiative (WHHI), a comprehensive educational program to increase cardiovascular disease awareness in women and their health care providers, while simultaneously researching ways to close the gap in interventional cardiology outcomes in men and women.

The SPIRIT WOMEN clinical trial – designed by Abbott to study the performance of our *XIENCE V* stent in female patients – was among the first clinical studies to focus solely on women. Data from SPIRIT WOMEN built on findings from earlier trials showing that even though women with heart disease continue to have higher incidences of other chronic illnesses such as diabetes and hypertension, they can still experience equally good outcomes as men when using the *XIENCE V* stent.

### Building a New Tool to Raise Awareness

Having the right medical device to treat female stent patients is only part of the solution to improving women's heart health. A bigger challenge may be convincing women that they need to be concerned about heart health issues. Many women still believe that breast cancer is the number-one killer of women, but evidence shows that heart disease kills ten times as many women per year as all cancers combined. The WHHI is designed to help health care professionals close this

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awareness gap through increased education in a variety of settings.

Recognizing that many women around the world use their obstetrician/gynecologist (OB/GYN) as their primary care physician, the WHHI worked with the Society for Cardiac Angiography and Interventions (SCAI) to develop a heart disease screening tool that OB/GYNs can use to uncover the presence of heart disease risk factors among their female patients. The goal was to raise awareness of the scope of the women's heart disease problem within the OB/GYN community so that OB/GYN doctors could, in turn, teach their patients – and refer them if necessary to cardiologists for further care and testing.

Preliminary results of the screening from one OB/GYN clinic in Peoria, Illinois, indicated that only 18 percent of patients knew all their risk factors for heart disease. Due to the efforts of WHHI and SCAI, interest in the heart disease screening tool is growing among OB/GYNs. Meanwhile, the campaign to raise awareness of heart disease risks among women was given a boost when the North American Menopause Society recently recognized heart disease as an important factor in women's health.

### A Global Effort to Raise Awareness of Women's Heart Health

Awareness of women's heart health issues may be gaining traction in the United States, but the challenge is even greater in developing nations such as India. Recent data suggest that as much as 60 percent of the world's heart disease occurs in India. Yet many women in India who follow a vegetarian diet are under the impression that they do not need to worry about heart disease.

Eager to start making inroads in countering this trend, Abbott and WHHI arranged for Sudhir Mungee, M.D., an interventional cardiologist based in Illinois, to give a talk about the issue before 75 OB/GYN doctors at a recent meeting of the Indian Menopausal Society in Indore, India. Dr. Mungee found that his audience enthusiastically supported the idea of screening women for heart disease risk factors during OB/GYN visits. In fact, the Indian OB/GYNs in attendance expressed interest in launching a local research project to assess the prevalence of risk factors among the female population in their states.

Meanwhile, in Malaysia, Robaayah Zambahari, M.D., has worked with Abbott and WHHI to assist in her national GO RED educational and screening campaign to raise awareness about women's heart health issues in Southeast Asia.

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Profiles

## Smart Shipping

### Abbott Partners with TNT to Improve Efficiency

A visitor to the Abbott Vascular warehouse in the southeastern Dutch city of Heerlen might notice several workers wearing the iconic orange-and-black colors of delivery services company TNT Express.

Since 2008, several TNT personnel have been embedded at the Heerlen facility, partnering with

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Abbott staff to ensure that cartons of vascular stents, balloons and accessories are packed and labeled properly for worldwide shipment. The TNT employees help make sure that the cartons are not damaged and that all the shipment data is accurate. They thoroughly check the product before it leaves the warehouse, and they help to load the boxes into outgoing vans or trailers. At any given time, there may be two or three TNT employees on duty in the Heerlen warehouse, but TNT ensures that several additional workers have the necessary training in Abbott processes to step up as circumstances require.

"Having our employees on-site at Abbott helps us build a stronger partnership," says Wilfried van Herpen, Contract Manager at TNT Express. "The TNT employees come to feel like part of the Abbott team, which maximizes cooperation."

Petra Haesen, Operations Manager at the Heerlen facility, does all she can to make the TNT people feel at home at Abbott. "The TNT personnel have their own uniforms and they are obviously not on our payrolls, but we still treat them the same as our regular employees," she says. "They follow the same procedures, receive the same code-of-conduct training and eat in the same canteen as everyone else. I would characterize our relationship with TNT as being a peer relationship – and a very good one."

## Maximizing Communication, Minimizing Emissions

According to van Herpen, the Abbott-TNT partnership is built on a strong foundation of mutual respect and good communication. The two companies also share a commitment to continuous improvement, whether in reducing costs, improving quality or finding more efficient ways to get products to customers with minimal environmental impact.

TNT's commitment to being a responsible corporate citizen has been recognized by the Dow Jones Sustainability Index, which named TNT as the number-one company in its sector (Industrial Goods and Services) from 2007 to 2010. Abbott is proud to have a partner that takes corporate citizenship so seriously. For instance, over the past 10 years, TNT has used its supply chain management expertise to help the United Nations' World Food Programme (WFP) optimize the efficiency of its distribution system. In humanitarian crisis situations, TNT helps WFP with the logistical/transportation capabilities it needs to quickly and effectively distribute food where it is desperately needed.

On a day-to-day basis, TNT is working toward its goal of becoming the world's first zero-emission transport company. Like Abbott, TNT has a concrete goal of reducing its carbon footprint. By 2020, TNT Express is aiming to improve its CO<sub>2</sub> efficiency index by 40 percent (versus the 2007 baseline year output). To help reach this goal, TNT has begun deploying a fleet of electric vehicles, and today the company has dozens of these electric vehicles on the road.

Meanwhile, TNT makes sure that the trucks that transport Abbott Vascular's products are modern and efficient. Most TNT vehicles are less than three years old, with the largest trucks five years old at the most. Since older trucks tend to emit more carbon dioxide, having a young fleet ensures less pollution. In urban environments, TNT also tries to use zero-emissions modes of transport, such as bicycles or electric motorcycles, to get products to their final destination.

When it comes to deliveries of Abbott Vascular's products, TNT always tries to find the most efficient and timely way of getting supplies from the warehouse to the hospital or medical center where they will be utilized. For destinations within 1,500 kilometers – including countries such as France,

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Germany and the U.K. – TNT relies on road transport to keep a lid on CO<sub>2</sub> emissions. Of course, for more distant destinations where next-day delivery is imperative, TNT must use air transport methods.

No matter what method is used to get Abbott Vascular items from the warehouse to the customer, TNT makes sure that waste is minimized along the way. When products come into the Heerlen warehouse from the Temecula, California, manufacturing facility, for instance, TNT repackages, consolidates and ultimately tries to reuse as much packaging material as possible, helping Abbott virtually eliminate its packaging waste.

In other cases, reducing waste is simply a matter of combining flexibility and logic. Although perishable products must be shipped with ice packs and Styrofoam insulation in hot weather or when the delivery time frame exceeds 24 hours, the in-house TNT shippers at Heerlen can minimize packaging in cases where it is not warranted. When temperatures are below 25 degrees Celsius along the entire shipping route, TNT can reduce the amount of packing material it uses by more than 50 percent.

"There are three pillars to the TNT-Abbott partnership," says van Herpen. "We respect each other very much. We are very good at listening to each other, and we accept each other. These three pillars not only lead to good performance, they also help us to understand each other's goals, so we can work together to mutually agree on the best path to get Abbott's products to their destination safely, efficiently, dependably and sustainably."

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Profiles

## Green Partners

### Employees Team Up to Help Abbott Go Greener

More than 1,200 employees in Abbott's headquarters north of Chicago have teamed up to increase environmental responsibility awareness and practices through Green Partners. This informal employee network offers a wide range of educational programs and volunteer activities to help employees make sustainable choices both at home and at work.

Among other activities, Green Partners recently sponsored:

- ▶ A community outreach project in which the team built a community vegetable garden to support the local food pantry, while teaching local middle school students about nutrition, cooking and time management
- ▶ A vendor presentation on recycling and the products that can be purchased made from recycled materials
- ▶ Two seminars on gardening; one about growing your own vegetables following organic principles, and the other on how to identify and eliminate invasive species on a home property
- ▶ A native plant rescue where members were able to dig up plants from a location that was

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being demolished and replant them in their gardens

Green Partners also helped to organize and execute a household electronic waste collection day for Abbott employees in 2012. Partnering with the local solid waste collection agency and multiple Abbott experts, the event enabled Abbott employees to bring unwanted electronics such as computers, mobile telephones and television sets to the Abbott campus for environmentally friendly recycling and disposal. More than 150 donors contributed 14,000 pounds of waste – enough to fill a semi-trailer with electronics equipment.

Complementing its programs, Green Partners distributes monthly informational email newsletters to help share environmental best practices and encourage multiple work sites to adopt them. For example, a recent edition of the newsletter showcased Abbott corporate initiatives keep office buildings and production facilities cool during the summer and the irrigation techniques used on site, along with how employees can apply similar efforts at home. Two editions highlighted ways to reduce paper coming to homes and offices by going paperless in pay statements and W2s, along with how to eliminate unwanted magazines and catalogs.

At year end of 2012, Green Partners went through the process of dividing in to two employee networks. After the split Abbott Green Partners membership was at over 600 members.

Going forward in 2013, Green Partners members will work together to help multiple Abbott business units improve their recycling rates and reduce waste generation. They are starting with an effort to support Lake County Housekeeping with centralized recycling and waste collection and day cleaning, along with support of ADD's efforts to move toward zero waste to landfill.

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## Modernizing Healthcare in Tanzania

Similar to other developing countries, resource-limited infrastructure and a lack of trained health professionals are key barriers to care in Tanzania. Patients face a myriad of challenges – from a lack of emergency and outpatient care facilities, to extended travel and long waits to access testing and treatment, to the fewest number of physicians in the world, at 1 per 100,000 people.

For more than a decade, Abbott and its foundation, the Abbott Fund, have worked together with the Government of Tanzania to help find long-term solutions to these and other critical challenges. This unique public-private partnership is strengthening the country's underlying healthcare system to elevate the level of care for people across the country.

To date, Abbott and the Abbott Fund have invested more than \$100 million to modernize infrastructure, train health workers, strengthen hospital management and systems and expand access to high-quality testing, treatment and care across Tanzania. Abbott employee volunteers also have provided extensive mentoring, technical support and expertise through the partnership.

Since 2001, the partnership has delivered significant results to improve healthcare for the people of Tanzania.

**Pioneering emergency medical care:** Opened the first Emergency Medicine Department in

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Tanzania, providing life-saving care for more than 120,000 patients in the first three years (2011–13), and established the first residency program in Emergency Medicine in East Africa, with first class graduating in 2013.

**Improving patient care:** Built a three-story outpatient treatment center that serves hundreds of patients a day (more than 1 million patient visits since 2005), and upgraded testing and treatment at more than 90 sites across the country, bringing services to some rural areas for the first time.

**Strengthening hospital labs and diagnostic services:** Modernized the national hospital laboratory building, upgraded hospital labs at 23 regional hospitals and established the first nationwide lab IT network to share test results, monitoring and management practices across the country.

**Training healthcare workers:** Conducted more than 20,000 health worker trainings in patient care and treatment, voluntary counseling and testing, laboratory equipment operation, hospital information technology and hospital management.

**Advancing testing and care for people affected by HIV/AIDS:** A 2007 government assessment found that nearly 1 in 3 people on HIV treatment in Tanzania were receiving care at sites that benefited from Abbott Fund support. The partnership also provided support services for more than 200,000 children and families affected by HIV/AIDS.

### Abbott Employees Volunteer 10,000+ Hours

A key component of the program is the involvement of highly specialized Abbott employee volunteers. This includes lab technicians, who have provided extensive training and mentoring for lab staff in Tanzania, as well as contributions from other experts working in construction, engineering, facility and equipment maintenance, healthcare management, information technology, security and waste management. To date, Abbott employees have contributed more than 10,000 hours of on-the-ground support for the initiative.

### Sustainable Change

Every element of the partnership aims to deliver sustainable improvements to the underlying healthcare system, rather than simply addressing short-term needs. A strong focus on training and upgrading local capabilities, and strengthening management, IT and infrastructure systems, help establish a strong foundation for long-term operations.

Building on these systemic improvements, Abbott and the Abbott Fund are working closely with the government to develop innovative new models for healthcare financing in Tanzania. New business units are being created that provide best-in-class medical care for all people, regardless of ability to pay – while charging fair prices to insured patients to subsidize care for the majority of patients who cannot afford to pay for care. Pilot programs will be launched and evaluated, with the long-term goal of strengthening the economic sustainability of public healthcare in Tanzania.

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## Eye Banking

### Precision Lasers for a Better Look at the Future

Corneal transplants represent some of the most commonly performed transplant procedures in the United States. More than 700,000 corneal transplants have been performed during the past 50 years – and, as a result, “eye banks” housing tissues available for transplant have existed in many communities for decades.

As corneal transplant procedures have grown more advanced, however, the technology and expertise required to prepare donor tissue for transplant also have increased. Contemporary procedures typically involve different layers of the cornea that are sometimes only tens of microns thick – and cutting tissue at that level of delicacy is extremely difficult to achieve without the use of specific laser technology. That’s why Abbott Medical Optics (AMO) is partnering with the National Eye Bank Center in Memphis, Tennessee, to help prepare tissues for transplant efficiently and rapidly, while serving as a hub for research and development on new ways of preparing corneal tissue.

AMO’s *IntraLase* femtosecond laser gives surgeons the ability to create uniquely shaped corneal incisions with great precision. With these customized, ultra-precise incisions, transplanted corneas can exert less pressure on sutures, which may result in less astigmatism. Research shows that corneal transplants performed with tissue that has been prepared using *IntraLase* technology tend to heal more strongly and more quickly, which allows for earlier suture removal and faster visual rehabilitation.

Abbott Medical Optics and its predecessor organizations have been leading supporters of NEBC since the early 2000s. Because the National Eye Bank Center relies so heavily on the *IntraLase* femtosecond laser to prepare donor cornea tissue for surgery, AMO gave the organization the single largest in-kind gift in its history: a pledge to cover \$500,000 worth of laser-related upkeep and fees.

But Abbott’s support for the National Eye Bank Center goes beyond dollars and cents.

“AMO provides more than just monetary support,” says Kathleen Terlizese, President of Tissue Banks International, the nonprofit foundation supporting the National Eye Bank Center’s parent organization. “The relationship is much more than just benefactor and recipient. Both Tissue Banks International and Abbott Medical Optics are leaders in innovation, and we both want to do what is best for the surgeon in order to help patients see better and live better in the end. Everything AMO does to help the National Eye Bank Center is rooted in the knowledge that surgeons will do better work because of the high-quality tissue we provide to them.”

The gift has proven so valuable to improving eye care that AMO has committed to gifting a second *IntraLase* femtosecond laser to the Gavin Herbert Eye Institute at the University of California, Irvine. The laser will be used to establish operations in Southern California for eye tissue banking purposes.

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## The NEBC Advantage

Although eye banks have been around for decades, the National Eye Bank Center offers certain unique efficiencies and economies of scale that set it apart from other tissue processing centers. Its location in Memphis, near the main transport hub for shipping giant FedEx, gives the center the ability to receive donor tissue, prepare it for surgery and ship it out nationwide on an overnight basis, with assurance that the necessary materials will arrive in time for early morning surgeries. Time is of the essence in transplant operations – because most donor tissue is highly perishable, and because many corneal transplant recipients need to undergo surgery immediately in order to prevent loss of eyesight.

Beyond the quick turnaround time, the National Eye Bank Center offers additional advantages due to its sheer size and the volume of corneas that it processes. Corneal tissue preparation is a skill, and perfecting any skill takes practice. Most large eye banks process hundreds of corneas in a year, but the National Eye Bank Center processes approximately 8,000 corneas annually.

About 75 percent of these corneas meet screening criteria and are deemed suitable for surgery, while the rest are reserved for research and training purposes. The tissue is made available to Tissue Banks International's own research scientists, as well as to researchers from academic centers and ophthalmic companies such as Abbott Medical Optics.

The National Eye Bank Center also uses *IntraLase* to prepare more than 75 percent of its VisionGraft Sterile Corneas. These special corneas are sterilized using gamma radiation to extend their shelf life from 14 days when frozen all the way to 18 months – even when stored at room temperature.

“We have had a successful relationship with Tissue Banks International and the National Eye Bank Center for several years, including participation on the TBI board,” reports Leonard Borrmann, Divisional Vice President, Research and Development at Abbott Medical Optics. “This partnership has resulted in our ability to refine the tissue-cutting process, helping to treat eye disease in thousands of patients around the world.”

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## Advancing Clinical Nutrition

### Abbott Fund Institute for Nutrition Science

The Juans, residents of Shanghai, had experienced difficulties in starting a family, so they were overjoyed when Ms. Juan became pregnant in June 2010. Unfortunately, despite taking great care during her pregnancy, she experienced medical complications that caused her to experience early labor. Her daughter, Xin Yu, arrived four weeks premature, weighing only 2 pounds, 13.5 ounces (1.29 kg) at birth.

Xin Yu (whose name means “happiness”) was immediately admitted to the neonatal intensive care

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unit at Shanghai Children's Medical Center (SCMC). One of the immediate concerns was making sure that all of Xin Yu's nutritional needs were met. "Premature babies will have a significant developmental disadvantage if they don't meet the nutrient needs for development," says Hong Li, M.D., Executive Director of the Clinical Nutrition Department at SCMC. "Malnutrition as an infant can have a lasting effect on cognitive ability or IQ later in life."

Fortunately, Xin Yu was in good hands. The neonatal intensive care unit at SCMC is staffed by a team of doctors and nurses who have received advanced training in clinical nutrition, thanks to the Abbott Fund Institute for Nutrition Science (AFINS). Established in 2007 with an initial \$2.5 million grant from the Abbott Fund, AFINS represents a unique collaboration among Abbott, Shanghai Children's Medical Center and Project HOPE, a respected nonprofit organization that uses education and humanitarian assistance programs to achieve sustainable advances in health care. Two Abbott experts – one from the United States and one from China – work as AFINS senior technical advisory consultants to strengthen program implementation and provide professional consultation.

AFINS is designed to enhance clinical nutrition skills in hospital settings by providing health care professionals with training, education and the opportunity to perform clinical research. So far AFINS has trained more than 2,200 pediatric clinical health professionals in China in the essential components of clinical support and dietitian practice. "Since its establishment, AFINS has further enhanced SCMC's capacities in nutrition research while providing evidence-based data that will hopefully aid in the development of clinical nutrition support guidelines for China," says Katherine Pickus, Divisional Vice President for Citizenship at Abbott. "Most importantly, AFINS has demonstrated the impact of nutrition support clinical practice for children with special dietary needs."

## Getting Results, Raising Awareness

There is ample evidence that the training provided by AFINS has had a beneficial impact at Shanghai Children's Medical Center. For example, the complication rate associated with nutrition support therapy at the hospital has decreased from 1.4 percent to 0.45 percent since the AFINS training began. At the end of 2010, SCMC became the first and only children's hospital in mainland China to successfully receive accreditation from Joint Commission International, which singled out the hospital's nutrition screening practices for particular praise. Additionally, 100 percent of SCMC inpatients are now screened, upon admission, against the World Health Organization's nutritional standards, so health care professionals can flag any potential nutritional needs, risks or problems.

"The establishment of AFINS has significantly improved the awareness of nutrition assessment among SCMC's health professionals," says Dr. Hong. "Over the last few years, pediatric malnutrition rates have fallen, due in part to AFINS' training, as well as growing nutrition awareness in society at large."

## Xin Yu's Success Story

All of the AFINS research and training proved their value in the care given to baby Xin Yu. A nutrition assessment showed that the child was at high risk for malnutrition. Her prematurity prevented her from tolerating oral glucose supplements. Ordinarily, doctors would have instructed Ms. Juan to pump breast milk, but Ms. Juan was taking a steroid medication that could have been transmitted to her baby via breast milk. So her doctors needed to find another way to get Xin Yu the

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nutrition she desperately needed. Under the circumstances, SCMC nutritionists determined that it would be best to administer nutrition intravenously.

Following ten days of this intravenous therapy, Xin Yu's condition had improved. Her weight increased to 4 pounds, 4 ounces (1.92 kg). As Xin Yu's gastrointestinal system developed, the neonatal intensive care team decided to supplement her intravenous treatment with a little oral nutrition using a special infant formula designed for premature children.

By her three-week birthday, Xin Yu had improved to the point where intravenous treatment could be discontinued and she could drink enough formula to meet all her nutritional needs. Four weeks after she was born, Xin Yu's weight had reached 4 pounds, 7 ounces (2.02 kg). Now her parents could cradle their child in their arms, and Xin Yu was well enough to be successfully discharged from the medical center. Thanks to the efforts of the AFINS-trained neonatal intensive care team, the therapy had been a great success, without any complications from the prolonged intravenous nutrition support. As part of the AFINS-designed protocol, the nutritionists and dietitians at SCMC gave the Juan family both verbal and written information on proper infant feeding.

"When we visited Xin Yu later at home, we were so happy to see that she has grown into a healthy baby girl," says Jenny Xu, Senior Program Manager at Project HOPE's Shanghai office. "She is very active and curious, and you can tell that she is totally healthy and has no lasting effects from her prematurity. Of course, Xin Yu is just one of the many children who have received essential medical treatment at SCMC. The establishment of the AFINS has benefited many critically ill children through the work of the nutrition support team at SCMC."

Xin Yu still returns to SCMC for regular examinations, all of which indicate that she is in fine health, with her height, weight and overall development in line with normal criteria. For Dr. Hong, Xin Yu's recovery just underscores the extent to which clinical nutrition plays a key role in the supportive medical care of critically ill patients. "Without proper nutrition support, a patient's wound will not heal properly, a child's immune system will be compromised and a patient's body weight will significantly decrease," says Dr. Hong. "Patients need energy to fight their diseases and to boost their immune system. Nutrition status is a critical driving force in a patient's recovery. As medical science continues to strive to save lives, nutrition and other forms of supportive care become even more essential components to a patient's full recovery from acute or chronic diseases."

## Extending SCMC's Successes Throughout China and Beyond

The initial Abbott Fund \$2.5 million three-year grant that created AFINS China in 2007 was intended primarily to train physicians and nurses at Shanghai Children's Medical Center (SCMC) and to prove the value of nutritional training in a Chinese hospital setting. In 2010, the Abbott Fund awarded SCMC-based AFINS another \$2.5 million three-year grant through Project HOPE to ensure the program's ongoing sustainability.

During this second phase of the project, AFINS has worked to disseminate nutritional training to seven major regional Chinese children's hospitals and sponsor a dozen research projects on nutritional assessments and clinical care in China. The publication of these research results, which are currently under review by respected peer-reviewed research journals, is intended to encourage the Chinese hospital community to develop and enhance hospital-based nutritional assessments and standard of care in clinical nutrition throughout the country.

Meanwhile, AFINS research and training activities continue at SCMC and at the seven Chinese

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regional hospitals, through nutrition education workshops. Numerous training sessions are held throughout the year in order to maintain high quality and testing standards.

One long-term goal is to promote the standardization of China's nutrition support guidelines by showing the government the importance of clinical nutrition in disease recovery. With greater awareness, AFINS hopes to expand the role of dietitians in clinical service, health education and disease prevention.

Building on its success in Shanghai, AFINS expanded its program activities to Vietnam in 2010. In Vietnam, the Abbott Fund is partnering with Boston University to support the National Institute of Nutrition, Bach Mai Hospital and Hanoi Medical University. Funded through 2013 with \$3.8 million in Abbott Fund grants, AFINS Vietnam seeks to improve the nutritional status of patients in Vietnamese hospitals across the country by establishing a center of excellence at Bach Mai Hospital, which will serve as a model for hospital-based clinical nutrition best practices.

The program focuses on development and implementation of clinical nutrition guidelines, providing training and health education as well clinical nutrition research and expansion of undergraduate and postgraduate training in clinical nutrition. To date, AFINS Vietnam has conducted in-service training in clinical nutrition for more than 300 staff members at Bach Mai, the National Institute of Nutrition, Hanoi Medical University and other regional hospitals. In 2010, AFINS organized Vietnam's first-ever national conference on clinical nutrition. The conference has become an annual event.

Closely aligned and coordinated with the strategy of the Vietnamese Ministry of Health, AFINS developed a training curriculum for a one-year specialty program in clinical nutrition at Hanoi Medical University, enrolling the program's first class in 2011. Planning is already under way to design a more comprehensive bachelor's program in clinical nutrition for nursing students at the university, as well as a postgraduate specialty training program in clinical nutrition there for nurses and, at Bach Mai, for medical doctors.

AFINS has developed clinical nutrition guidelines within Bach Mai Hospital that are being shared with provincial hospitals nationwide, along with supporting guidance and training for implementation. Under AFINS' guidance, the National Institute of Nutrition conducted the country's first-ever large-scale hospital-based malnutrition study at Bach Mai Hospital in 2011, presenting the results of the study at a medical conference in Bangkok. AFINS' program partners in Vietnam have taken enthusiastic ownership of the effort to build a hospital-based clinical nutrition infrastructure, generating confidence that the program will achieve sustainable success far beyond the four-year grant time frame.

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