

Company:	Abbott Laboratories
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OUR GLOBAL CITIZENSHIP

In pursuit of the Upside, our Global Citizenship strategy addresses three priority areas that are most important for our stakeholders and our growth – Delivering Product Excellence, Improving Access and Safeguarding the Environment. These are the material areas where our core business can have a significant impact on society and the environment.

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 priority issues 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.

OUR PRIORITY AREAS

- **Delivering Product Excellence** – Everywhere we operate, and in everything we do, we are committed to constant innovation under the highest standards of quality and safety, to ensure we deliver sustainable solutions that help improve people's health.
- **Improving Access** – Our products and services play a vital role in improving healthcare around the world. We work with a range of partners, including healthcare professionals, patients, consumers and governments, to leverage our expertise and increase access to healthcare through a combination of educational programs and infrastructure development. Our continuing success depends on our consumers and patients being empowered to make well-informed choices about their health.
- **Safeguarding the Environment** – We work to reduce our global environmental impacts through environmental stewardship initiatives that help protect the planet while improving efficiency, reducing costs and preserving our ability to do business in the future.

STAKEHOLDER GROUP	KEY STAKEHOLDER INTERESTS	ABBOTT'S POSITION	EXAMPLES OF ENGAGEMENT	RESULTS OF ENGAGEMENT
PATIENTS, CONSUMERS AND CUSTOMERS	<ul style="list-style-type: none"> • Availability of products that are safe and effective. • Reliable information to allow well-informed health decisions. • Advocacy for patient/health needs. 	<ul style="list-style-type: none"> • Abbott is committed to developing safe and effective products that enhance lives. 	<ul style="list-style-type: none"> • We engage in discussions with patient groups and associations, and we administer customer care lines, surveys and market research. Our diagnostics division measures customer loyalty with a Net Promoter Score (NPS), measured across all customers. 	<ul style="list-style-type: none"> • Abbott gains important insights as to how we can improve our products and develop new ones. • Our NPS has seen a rise from 29.9 in 2009 to 45.2 in 2013.
HEALTHCARE PROFESSIONALS	<ul style="list-style-type: none"> • R&D developments. • Quality, safety and efficacy of products and proper product use. • Responsible, ethical behavior and ethical marketing practices. • Information and education about the latest tools and technologies. 	<ul style="list-style-type: none"> • We seek new insights into patient and consumer needs and are committed to leveraging these insights into meaningful products. • Healthcare professionals play a key role in proper diagnosis, treatment and rehabilitation, and we work closely to create greater understanding of diseases and treatment options. • We seek to maintain high standards of integrity in all of our dealings with healthcare professionals. 	<ul style="list-style-type: none"> • Abbott offers educational programs for healthcare professionals. • We facilitate technical exchanges to bolster knowledge of healthcare professionals. • We partner with healthcare professionals to conduct vital research. 	<ul style="list-style-type: none"> • We foster improved understanding of emerging health challenges. • We receive feedback on the quality, safety and efficacy of existing products. • We help build a healthcare professional population with appropriate training in the latest science and technology.
GOVERNMENT AND REGULATORS	<ul style="list-style-type: none"> • Abbott policies that foster access to medicines, technologies and services. • Ethical business practices. • Partnerships to help address healthcare needs. 	<ul style="list-style-type: none"> • We aim to make our products available at fair and affordable prices. • We want to foster well-informed healthcare professionals, enhanced infrastructure and progressive policies, which are keys to healthcare access. • Abbott holds all its employees to the highest ethical standards. 	<ul style="list-style-type: none"> • Abbott works with governments to improve the provision of healthcare infrastructure. • We participate in healthcare policy meetings. • We participate in numerous U.S. and international trade groups, consistent with the guidelines in Abbott's Code of Business Conduct. 	<ul style="list-style-type: none"> • The medical community gains shared learning on the health needs of various communities. • Governments and regulators share updates on major healthcare policy developments. • We disclose our political contributions.

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OUR EMPLOYEES	<ul style="list-style-type: none"> Resources to improve our employees' own health and well-being. Access to training and development. Offer opportunities to get involved in their communities. 	<ul style="list-style-type: none"> Our employees are critical to Abbott's success, and we aim to support them in improving their own health and further developing their skills. Employees have skills and expertise that are of value to the communities where Abbott operates. 	<ul style="list-style-type: none"> Abbott has several formal mechanisms that encourage and collect employee feedback. We conduct employee engagement surveys. 	<ul style="list-style-type: none"> Employee views are incorporated into the full range of company policies and practices. Employees feel engaged in their community and at their jobs.
NON-GOVERNMENTAL ORGANIZATIONS (NGOS)	<ul style="list-style-type: none"> Develop products and programs to enhance access globally. 	<ul style="list-style-type: none"> We offer a variety of products around the world at fair and affordable prices, with an increased presence in emerging markets. 	<ul style="list-style-type: none"> We maintain an ongoing dialogue with NGOs. Abbott's Global Citizenship Advisory Council informs our strategic planning. We work to develop public-private partnerships. 	<ul style="list-style-type: none"> The medical community gains a broader understanding of emerging healthcare issues. New ways of combating diseases are identified. We build partnerships with other organizations whose skills and contributions complement our strengths and expertise.
LOCAL COMMUNITIES	<ul style="list-style-type: none"> Responsible and safe operations wherever Abbott operates. Community engagement. 	<ul style="list-style-type: none"> Abbott engages in the communities where we operate, and we treat our local communities with respect. 	<ul style="list-style-type: none"> We employ local people and pay taxes to local governments. We support educational efforts, civic and cultural programs and community healthcare organizations. All affiliates are encouraged to develop local engagement programs. 	<ul style="list-style-type: none"> We maintain strong relationships with the communities where we operate.
OUR SUPPLIERS	<ul style="list-style-type: none"> Ethics, labor laws and health and safety. Support for small and diverse suppliers. 	<ul style="list-style-type: none"> Our suppliers are critical to providing high-quality, safe ingredients. 	<ul style="list-style-type: none"> Abbott maintains a strong Supplier Social Responsibility program, a formal Supplier Performance Program and a Supplier Diversity Program. 	<ul style="list-style-type: none"> Feedback improves both supplier processes and our own. In 2013, we spent \$1.1 billion with small and diverse suppliers.