

1) What is social responsibility?

The American Society for Quality defines “social responsibility” as people and organizations behaving and conducting business ethically and with sensitivity toward social, cultural, economic and environmental issues. Striving for social responsibility helps individuals, organizations and governments have a positive impact on development, business and society.

2) Why is social responsibility important to Abbott suppliers?

Smart business decisions are not just a matter of counting short-term dollars and cents. Wise decision-makers look at the future impact of today’s choices – on people, on the community and on the opinions of customers. While business results, investment, free enterprise and other traditional economic forces continue to drive U.S. industry, organizations’ reputations and their ability to compete effectively around the world depend on them integrating social responsibility efforts into business leader decision-making and enterprise performance.

3) Why are service providers asked to complete a Supplier Social Responsibility survey?

Abbott realizes that there are differences between suppliers who manufacture product versus those who provide a service. However, there are aspects in the service industry, such as ethics, labor practices, management systems and continuous improvement, health and safety that still apply. Our Compliance team takes into account the type of business and the individual responses as we review each survey.

4) How does Abbott assess risk in the supply chain for social responsibility?

Abbott reviews our known supplier base by industry and region. Suppliers may receive a letter, a survey/self-assessment request, or an on-site audit based on their responses.

5) Does Abbott conduct its own Supplier Social Responsibility audits?

Presently, Abbott conducts its own audits.

6) Who manages the Supplier Social Responsibility audit program?

The Supplier Social Responsibility audit program is managed by our Global Purchasing Services Compliance team.

7) How does a Supplier Social Responsibility audit differ from a Supplier Quality audit?

A Supplier Social Responsibility audit differs in that suppliers are evaluated to ensure they provide safe working conditions, dignified and respectful treatment of employees, environmentally responsible manufacturing processes, ethical practices and sufficient management systems. There may be slight overlap. However, a Supplier Quality audit is focused on Good Manufacturing Practices and is more technical in nature.

8) What is the potential outcome of an unsatisfactory audit result?

Abbott will work internally to determine if business should continue with a given supplier. Suppliers' actions must support Abbott social responsibility standards and be consistent with the laws, values and cultural expectations of the different societies of the world.

9) Does Abbott offer assistance (mentoring) to suppliers as it relates to social responsibility compliance?

Abbott audits its suppliers for social responsibility in a cooperative manner. Depending on the nature of the assistance needed, and the material or service provided, we will work with our suppliers to ensure a mutually beneficial business relationship. Abbott is committed to having business relationships with suppliers who share our dedication to conducting business in a legal and ethical manner.

10) Where can I find out more about Abbott's Supplier Social Responsibility program?

For more information, please contact:

[AbbottSupplierSocialResponsibilityProgram@abbott.com](mailto:AbbottSupplierSocialResponsibilityProgram@abbott.com)