



Citizenship Report 2010/2011  
Abbott India  
Redefining Responsibility



**Abbott**  
A Promise for Life

# About the Cover

We are committed to improving access to health care throughout India. Each of Abbott's business divisions in India hosts a variety of health care camps and community educational events—a means of delivering health care services to underserved populations. These camps have helped thousands of people get testing, education, and treatment for their health problems. On the cover, health care workers assist visitors at a health camp focused on identifying and treating anemia.

## ABOUT ABBOTT

Abbott, India's leading pharmaceutical company is a diverse global health care company with scientific expertise and products that address the full range of people's health care needs – from disease prevention and diagnosis to treatment and cure.

We develop, manufacture and market leading pharmaceuticals, medical devices, diagnostics and nutrition products to meet evolving global needs. The success of our businesses benefits patients, health care professionals, employees and shareholders, while also enabling us to invest, innovate and introduce new products that improve the practice of medicine and nutrition.

Abbott serves a worldwide customer base with a staff of nearly 90,000 employees working at more than 100 research and development, manufacturing and distribution locations. The nearly 13,000 employees at Abbott's Indian businesses constitutes our largest employee base outside the United States.

## Table of Contents

1	Letter from the Leaders of Abbott in India	22	Our People
2	Our Business in India	25	Ethics and Compliance
4	Our Commitment	27	Local Communities
6	Enhancing Access		
10	Protecting Patients and Consumers		
14	Innovating for the Future		
18	Safeguarding the Environment		

# Letter from the Leaders of Abbott in India

Abbott has conducted business in India for more than 100 years, in manufacturing, marketing, sales and distribution of pharmaceutical products; and we have been selling diagnostics products in India since the 1980s. In many ways, however, we think of Abbott's business in India as a brand new company. In 2010, Abbott became India's largest pharmaceutical company by acquiring Solvay Pharmaceuticals and the domestic formulations business of Piramal Healthcare Limited. We made those investments in full recognition of Solvay and Piramal's rich heritage and their reputations for excellence. Equally important, we made those acquisitions to invest more deeply in India's future and to build its growing importance in the global economy.

The purpose of this report is to explain our businesses, along with the principles that guide us, here in India and throughout the world. We want you to know how Abbott does business in India today and, even more important, how we seek to do business tomorrow. Abbott and its people are committed to improving health and well-being. We intend to go about our work in a manner that is responsible, respectful and in keeping with the rich traditions of our combined operations in India. At the same time, we look to leverage Abbott's global expertise and resources to steadily improve our product offerings in India, to make critically needed health care products and services more accessible to more people and to maintain the highest standards for quality and safety.

Our commitment to doing business responsibly and sustainably is based on four priorities:

- Enhancing access to health care
- Protecting patients and consumers
- Innovating for the future
- Safeguarding the environment

We view this report as the beginning of a dialogue with key stakeholders. We are committed to fostering this dialogue through citizenship reporting and other forms of stakeholder engagement. We invite your suggestions as to how Abbott can best help India grow and prosper.

**Vivek Mohan**  
Managing Director  
Abbott India Limited

**Sudarshan Jain**  
Director  
Abbott Healthcare  
Pvt. Ltd.

**Neeraj Garg**  
Director  
Abbott Truecare  
Pharma Pvt. Ltd.

**Rehan A. Khan**  
General Manager &  
Country Head,  
Abbott Nutrition  
International

**Shyamakant Giri**  
Business Unit Director,  
Pharmaceutical  
Products Division India  
Abbott India Limited

**Tushar Sharma**  
General Manager,  
Abbott Vascular  
Division  
Abbott Healthcare  
Pvt. Ltd.

**Griridhar Baliga**  
General Manager,  
Abbott Medical Optics  
Pvt. Ltd.

**Rajesh Pandya**  
Country Manager,  
Abbott Diagnostics  
Division  
Director, Abbott  
Healthcare Pvt. Ltd.

**Dilip Rajan**  
General Manager,  
Abbott Diabetes Care  
Abbott Healthcare  
Pvt. Ltd.

**Dinesh Doshi**  
Marketing Manager,  
Abbott Point of Care  
Abbott Healthcare  
Pvt. Ltd.



### **Who Are Abbott's Stakeholders?**

Abbott's critical stakeholders in India include:

**Our 13,000 employees**, who work hard to drive our business forward in a fast-growing, competitive marketplace.

**Our patients**, for whom we strive to deliver safe, appropriate health care solutions.

**Our regulators and policymakers** in key government ministries, who enable us to operate and grow successfully here.

**Our partners and customers** in health care – the people and institutions who help us understand and address India's health care needs.

**The suppliers**, distributors and contractors who work with us to manufacture and deliver health care products and services.

**The communities** where we operate, as well as the charities and NGOs with whom we partner.

---



# Our Business in India



At our offices in Mulund, Mumbai, employees discuss products marketed and distributed by Abbott in India.



Bottles of Digene antacid roll off the line at our manufacturing plant in Goa, ready for distribution.



Abbott established operations in India in 1910 to bring Abbott's pharmaceutical products to the nation. The company's pharmaceutical offerings expanded significantly over the years through organic growth and by acquisition. In 1996, with the opening of our Goa plant, Abbott began manufacturing pharmaceutical products locally. Abbott's recent acquisitions of Knoll, Solvay Pharmaceuticals and Piramal Healthcare (domestic formulations business) have bolstered our established pharmaceuticals product portfolio. Abbott is India's largest pharmaceutical company.

Abbott currently employs nearly 13,000 people in India, making the country Abbott's largest employee base outside the United States. Our head office is in Mumbai, with pharmaceutical manufacturing plants in Goa and in Baddi, Himachal Pradesh.

## OUR OPERATIONS IN INDIA

Abbott produces, markets and distributes a broad range of pharmaceutical products in India. We also import nutritionals, medical devices and certain medicines from Abbott manufacturing plants in other parts of the world. Our products here fall into three broad categories:

### Pharmaceuticals

Abbott is a global leader in researching, developing and distributing innovative drugs for evolving health care needs. Among the innovative, proprietary products available in India is treatment for anesthesia (*Sevorane*®), neonatology (*Survanta*®), virology (*Aluvia*®) and oncology (*Lucrin*®).

In addition, our Established Products Division (EPD) offers an expanding portfolio of branded generic drugs, including the medicines previously

manufactured by Solvay and Piramal. Key products include *Digene*® (antacid); *Cremaffin*® (laxative); *Brufen*® (pain reliever); *Paraxin*® (anti-infective); *Stemetil*® (anti-nausea); *Sorbitrate*® (anti-angina) and *Lobate*® (topical steroid). In addition, Abbott's True Care business provides access to high quality medicines across remote corners of urban India. Pharmaceutical businesses in India include, Abbott India Limited, Abbott Healthcare Pvt. Ltd. and Abbott Truecare Pharma Pvt., Ltd.

### Nutrition

Abbott develops science-based nutritional products to support the growth, health and wellness of people of all ages. Key nutritional products currently distributed within India include *Isomil*®, our soy-based formula for infants and children; *Ensure*® for adults; *Glucerna*® for people with diabetes; and *PediaSure*®, a complete, balanced nutritional for children. Customers for these products include consumers, health care professionals, hospitals and pharmacies.

### Medical Devices

Abbott's medical devices businesses in India include vascular, diagnostics, diabetes care, point of care and vision care. Key products include the *XIENCE V*™ drug-eluting stent, used to prop open clogged arteries to the heart; laboratory diagnostic instruments *ARCHITECT*® and *AxSYM*®, for automated immunochemistry and blood analysis; and diabetes glucose monitoring devices *Optium Xceed*™ and *Optium Omega*™. Abbott's vision care business provides cataract, refractive and corneal care products, including *TECNIS*® monofocal and multifocal intraocular lenses. Medical devices businesses in India include, Abbott Diagnostics Division, Abbott Vascular, Abbott Medical Optics, Abbott Diabetes Care and Abbott Point of Care.



# Our Commitment



As part of our commitment to enhancing access to health care, Abbott and the Abbott Fund support the work of Operation Smile.



Parents of school children learn about healthy eating through a program supported by Abbott Nutrition International.



More than 180 different products are manufactured at our plant in Baddi, all under strict quality guidelines. We follow the same high standards at all of our facilities around the world.



Our manufacturing facility at Goa, like our plant in Baddi, is a zero-discharge plant, with all treated waste water recycled and used for horticultural purposes.

At Abbott, we believe that innovative, responsible and sustainable business plays an important role in building a healthy, thriving society – in India and throughout the world. This idea lies at the heart of our global citizenship strategy.

Abbott applies our science, expertise and technology to address the urgent and unmet needs in our communities – often through collaborative partnerships. We seek to act responsibly in all our markets on behalf of our patients, employees, consumers, customers, communities and all other stakeholders. Abbott strives to implement sustainable practices to reduce the environmental impact of our products and operations.

Our four global citizenship priorities address the principal economic, social and environmental challenges necessary for a healthy society and a favorable business environment.

- **ENHANCING ACCESS** is a fundamental element of our responsibility as a health care company. We work with governments, health care professionals and other partners to help overcome the myriad of challenges to health care access. These challenges are particularly acute in India because of the nation's large and growing population, many of whom live in remote, rural communities with limited access to health care facilities. The country is also grappling with the burden of infectious and chronic diseases.

- **PROTECTING PATIENTS AND CONSUMERS** is essential to creating a healthy society. Our pledge to protect patient and consumer safety extends beyond compliance and beyond the laboratory. It means earning and keeping the trust of all those who depend on Abbott products – through quality assurance, partnering with health care professionals, educating patients and working to reduce the growing risk of counterfeit medicines. In India, as elsewhere, people look to companies like ours for products and brands they can trust to provide consistent safety and quality.

- **INNOVATING FOR THE FUTURE** means continually working to improve the health of our business, our communities and the society around us. It means leveraging our scientific expertise and innovation to help play a role in addressing the health challenges of tomorrow, looking closely at the impact of such global trends as economic stagnation and climate change on health care. It also means conducting local clinical trials in response to India's emerging health care challenges, and working with others and sharing the knowledge and expertise we acquire to advance health and well-being.

- **SAFEGUARDING THE ENVIRONMENT** is about minimizing our global environmental impacts – from the sourcing of raw materials and the manufacture and distribution of our products to the use and disposal of our products by consumers and health care practitioners. We focus on three environmental priorities: climate change, water usage and product stewardship.

Our commitment to global citizenship also requires that we:

- Conduct our business in accordance with the highest ethical standards.
- Promote the health, safety and well-being of our workforce.
- Manage risks in our supply chain.
- Invest in our local communities.

This report provides an overview of our commitment to citizenship in India. It describes the citizenship work we already have undertaken, as well as the citizenship goals we are setting, working in concert with our newly acquired businesses to make a significant and positive impact on India's future.

For our full report on Abbott's global citizenship approach and performance, please visit [www.abbott.com/citizenship](http://www.abbott.com/citizenship).



Redefining Responsibility

# Enhancing Access

Access to health care is unusually challenging in India. A large portion of the country's 1.2 billion population lives in remote rural areas where distribution of health care products and services is difficult. India accounts for 38 percent of the total world population that lacks access to essential medicines.

The country has just six doctors, 13 nurses and nine hospital beds available for every 10,000 people. Health care providers lack access to the latest information on diagnostic and treatment techniques, equipment and medicines.



The Epilepsy Teaching Program trains health care workers to screen for and treat epilepsy. Local health fairs give visitors an opportunity to be tested and get advice on managing their condition.

Cardiovascular diseases are one of the leading causes of death in India, and there is a high incidence of both infectious diseases and chronic conditions like diabetes. In fact, India has the highest number of diabetics in the world, yet it also has one of the highest rates of underweight and undernourished children.

**AFFORDABILITY IS ONLY ONE OF MANY FACTORS THAT PLAY A ROLE IN INCREASING ACCESS.**



### OUR APPROACH

Against this challenging backdrop, Abbott works with India's government, its health care professionals and a wide range of other partners to make health care products and services available to the growing number of Indians who need them.

Abbott's commitment to expanding India's health care access includes:

- Advancing disease awareness and education
- Training health care professionals
- Donating critical medicines plus other medical and nutritional products
- Advancing preventive health care
- Ensuring appropriate pricing

### DISEASE AWARENESS AND EDUCATION AMONG HEALTH CARE PROFESSIONALS

Abbott invests in training and educating health care professionals in order to help address major gaps in the quality and quantity of health care service. We are committed to helping to build the vital human capital and infrastructure that India's health care system needs. For example, our True Care business provides vital educational support for health care providers in areas where information is scarce. Our specially trained local field representatives help urban health care providers stay abreast of major current disease developments, such as waterborne diseases as well as typhoid and malaria. True Care's two-day Train the Trainers program keeps India's top physicians up-to-date on the treatment of infectious diseases commonly seen in local clinics.

As another example, we are partnering with the Indian Epilepsy Society (IES) to develop the Epilepsy Teaching Program. IES helps train health care workers to screen for and treat epilepsy, a condition that often goes untreated in India. Developing countries carry 70 percent of the world's epilepsy population, and in India access to neurologists is limited. There is only one neurologist per 500,000 people in India, and the majority of the patients are located in rural areas with poor infrastructure. Together, Abbott and the IES developed a unique initiative to empower local health care practitioners to understand basic epilepsy diagnosis and treatment options. To date, 1,200 local health care practitioners have been trained and are applying this knowledge in their general practice.

In an effort to help advance the research and management practices of cardiovascular

diseases in India, Abbott Healthcare partnered with the British Medical Journal (BMJ) to provide local cardiologists and physicians with educational information around the latest advancements on diagnosis, research and treatment for acute coronary syndrome, atrial fibrillation, heart failure and stable angina. This information will be shared with local health care workers across India.

**EXPANDING ACCESS IN HARD-TO-REACH AREAS**

Abbott True Care brings high-quality medicines and diagnostic products to people in remote areas of India, delivering anti-infectives, anti-malarials, gastrointestinal medicines, pain relievers and cough and cold medicines to urban areas through our network of specially trained field representatives. Many of these individuals grew up in the neighborhoods they serve, and their local perspective, combined with advanced training, helps them educate communities on a wide range of health care issues.

**WORKING IN PARTNERSHIP WITH GOVERNMENT TO DELIVER HEALTH CARE SERVICES**

Abbott works with state and local governments as well as the Ministry of Health to improve delivery of health care services. For example, with active support from the Health Minister of the Delhi Government, Abbott India Limited recently piloted a program at LNJP Hospital in New Delhi for thyroid testing of women in the first trimester of pregnancy. This screening program offers free diagnostic tests for pregnant woman and is the first of its kind. We are now extending the program to several other regional hospitals.

In addition, over the past 10 years, Abbott and the Abbott Fund, our philanthropic foundation, have invested \$7.6 million to expand access to health care services and products for children and families with HIV/AIDS, providing services to more than 460,000 Indian children and families affected by the HIV/AIDS epidemic. Abbott and the Abbott Fund have partnered with India's government and leading NGOs, including Vasavya Mahila Mandali (VMM), the Palmyrah Workers Development Society (PWDS), MAMTA and Prayas.



**EDUCATIONAL EVENTS AND HEALTH CAMPS**

Each of Abbott's business divisions in India hosts a variety of therapy camps and community educational events. These health camps focus on increasing awareness among patients and teaching health care providers the latest diagnostic techniques and treatment practices for specific health problems. These include anemia, breast cancer, cardiovascular disease, diabetes, epilepsy, malaria, thyroid and typhoid, as well as child growth, vaccinations and sleep, and child and adult nutrition. These events provide health care professionals with information on equipment, medicines and other therapies to help with diagnosis and treatment. We also provide them with access to a network of key opinion leaders, hospitals and disease-specific experts.

Since late 2009, Abbott India Limited and Rotary International have partnered to host over fifteen wellness events that have provided more than 12,000 people with free health screenings. These day-long health fairs, or Aarogya Mahashivir, focus on testing, treatment and education for cardiovascular disease, thyroid disorders, diabetes, pediatric health, nutrition and other aspects of preventive care. Abbott staffs these events with volunteers and provides product donations and patient education materials, while Rotary International organizes government doctors for the events and provides infrastructure and additional volunteers.



Through Abbott India and Rotary International partnership, more than 12,000 people have received free health screenings for a variety of health problems.

**350+**  
medical professionals trained in diagnosis and screening\*

**200,000**  
patients educated in thyroid disease\*

**40,000+**  
people screened for epilepsy\*

**5,400**  
wellness camps conducted for thyroid patients\*

**1,500+**  
doctors trained in thyroid care\*

\* Abbott India Limited data



True Care's specially trained local field representatives help rural and urban providers keep up with new developments in health care.

Dyslipidemia is one of the common risk factors for cardiovascular diseases but since this condition causes no symptoms, it remains largely undetected.

The team at Abbott Healthcare in partnership with Indian physicians drives the program Fight Against High Cholesterol to increase early awareness, detection and control of dyslipidemia in collaboration with diagnostic labs like Thyrocare and SRL. The ambassador for this awareness drive is Amitabh Bachchan, the well known celebrity. So far, approximately 5,200 clinics have participated in 1,200 lipid detection camps. As a result more than 11,700 patients have been detected with high cholesterol and received follow-up consultations with their physicians.

In 2010, our nutrition business sponsored nearly 2,300 school nutrition events, reaching more than 70,000 parents and children. In addition, our nutrition business sponsored more than 700 diabetic camps reaching nearly 15,000 patients. At each nutrition event a dietitian provides nutrition counseling to each participant.

### AFFORDABLE AND APPROPRIATE PRICING OF MEDICINES

Affordability of health care products is a complex issue – in part because the proportion of health care costs borne by individuals, governments and employers varies substantially from one part of India to another; Abbott strives to design pricing strategies that maximize access to needed health care products while enabling us to operate our business in a sustainable manner.

### LOOKING FORWARD

Abbott's efforts to improve and expand health care access are at an early stage in India. We continuously review the areas where we believe our company can have the greatest impact – addressing chronic diseases, maternal and child health and malnutrition, for example. Such analysis helps refine the focus of our work. In India and throughout the world, Abbott is committed to analyzing health risks as they emerge and to devising innovative products and programs to help mitigate them.



Redefining Responsibility

# Protecting Patients and Consumers

The safety of Abbott products is vitally important to us and to our patients and consumers. We hold ourselves, our suppliers and our distributors in India to the same rigorous quality standards that we enforce throughout the world. We pursue this commitment by:

- Ensuring product quality and safety through maintenance of safety standards in our production and distribution facilities.
- Educating patients on health conditions and available treatments to help them understand and effectively manage their conditions.
- Working responsibly with health professionals so they can better advise their patients.
- Working in partnership with government regulators and policymakers to share expertise and best practices.
- Taking a responsible approach to the sales and marketing of our products.



Abbott Nutrition field representatives in Mumbai are trained in general nutrition and receive ongoing education on the latest developments in the field.



Abbott's product testing and quality procedures are among the most rigorous in the pharmaceuticals industry.

**23,000**

of our suppliers worldwide are carefully monitored and audited to ensure that they meet high standards of quality and safety.



#### ENSURING PRODUCT QUALITY

Many of our products are manufactured locally in our Goa and Baddi plants, while others are manufactured at locations outside India. However, all of Abbott's manufacturing facilities share a common approach to product safety and manufacturing quality standards.

Abbott uses a company-wide quality management system, and when we acquire new businesses, we use due diligence and rigorous analysis to ensure that their quality standards and practices quickly conform to ours. In 2010, our global quality and regulatory teams provided extensive guidance documents and training to help bring our newly acquired manufacturing sites from the legacy Solvay Pharmaceuticals and Piramal Healthcare organizations in line with Abbott standards.

Our product quality efforts are led by our Abbott Quality and Regulatory organization, which reports to our Chairman and CEO. This group also is accountable to our Board of Directors' Public Policy Committee. Our quality management system is supported by policies, processes, procedures and resources. These ensure that our products are designed and manufactured to be safe and effective. All of our processes are regularly monitored, and

our products are assessed against approved specifications before distribution. We conduct a rolling two-year program of audits covering all our global manufacturing sites, assessing each site against our quality standards. The Abbott Quality and Regulatory organization is itself routinely challenged and assessed through internal audits and regulatory inspections.

#### ADDRESSING CONCERNS

Despite Abbott's rigorous standards and quality control procedures, adverse events sometimes occur. When they do, Abbott works quickly to address them. Abbott has policies and processes in place to ensure that we learn from such adverse incidents so as to avert their reoccurrence – in our company and elsewhere. We investigate each instance in accord with our corrective and preventive action plans, and we then communicate our findings and lessons learned to the appropriate regulators, to others in our industry, if appropriate, and across all our business divisions.

In early 2011, the Drug Controller General of India (DCGI), the drug regulator of India, issued a notification banning the use of the medicine nimuselide in pediatric products due to safety concerns. True Care withdrew from the market all stocks of *Nimuflex 50 DT*<sup>®</sup> tabs and *Nimuflex-P*<sup>®</sup> suspension to ensure complete compliance with the government prohibition on their sale.

#### PATIENT EDUCATION

Another way we pursue our commitment to patient and consumer health and well-being is by educating people on health conditions and available treatments so they can understand and effectively manage their conditions. We also work in partnership with government regulators and others to share expertise and best practices.

**helpyourbody™:** Launched in 2008, helpyourbody™ initiative aims at driving change for a healthier India. This program targeted the country's growing burden of chronic diseases like cardiovascular diseases, diabetes, hypertension, hypothyroid, epilepsy and depression. helpyourbody™ has a variety of programs and partnerships including doctor-patient initiatives aimed at enhancing patient compliance and prevention of complications through early detection, diet and nutrition support. This initiative uses a daily interactive management tool so that the doctor and patient can easily track their progress.

helpyourbody™ worked with Indian medical colleges and communities to build awareness and reduce the prevalence of targeted disease states. In addition, this program partnered with the government, NGOs and IGOs to build awareness and meet India's need for treating the growing burden of chronic diseases.

**India Diabetes Week:** In November 2009, Abbott Diabetes Care commemorated India Diabetes Week in coordination with World Diabetes Day. Each year Abbott collaborates with local health care professionals to raise awareness about proper diabetes management. In 2011, more than 13,000 people participated in our diabetes health fairs. Abbott provided complimentary diabetes screening and distributed patient education literature.

**WORKING WITH GOVERNMENTS AND INDUSTRY ASSOCIATIONS**

Abbott works closely with various government bodies and industry associations like, Federation of Indian Chambers of Commerce and Industry, Confederation of Indian Industry, the Advertising Standards Council of India and the Protein Foods and Nutrition Development Association of India. For example, our nutrition business is working closely with the Ministry of Health and Family Welfare, Ministry of Consumer Affairs and the Ministry of Women and Child Development to advance the safety & quality standards pertaining to Food Laws.



Employees from our nutrition business are participating in several governmental committees and industry body meetings. We also participate as an active member of the technical committee of the Bureau of Indian Standards to share our expertise on testing methods and contribute expertise to the committee on specialized foods. We also engage with expert bodies such as the National Institute of Nutrition and the Central Food Technological Research Institute to exchange the latest thinking on nutrition science and to learn about national priorities on nutrition.

**WORKING WITH HEALTH CARE PROFESSIONALS**

Health care professionals are the primary point of care for most patients. We work with doctors, lab technicians and nurses to provide appropriate patient treatments by sharing product information and demonstrating how products should be used. Our field representatives are trained to provide physicians and other health care professionals with expert advice on a range of medical conditions. For example, Abbott's Pharmaco-Vigilance program uses trained Abbott representatives to support health care professionals by sharing information and providing assistance during any adverse events, including side effects from Abbott products. Such activities are reported to the Abbott medical department to help address the event.



In 2011, Abbott provided free diabetes screenings and educational literature to all participants, during our Abbott Diabetes week health fairs.



Working toward a healthier India, helpyourbody™ offers a daily interactive management tool and other programs designed to improve the doctor-patient relationship and encourage patient compliance.

**16,000**

people received screening at Abbott's diabetes fairs during diabetes week. Awareness-raising activities reached more than 30,000.



Our employees meet the highest ethical and professional standards, at our plant in Goa and at our other facilities.



Twenty-four hours a day, seven days a week, local physicians and nurses in India provide support for patients and health care professionals.

### RESPONSIBLE SALES AND MARKETING

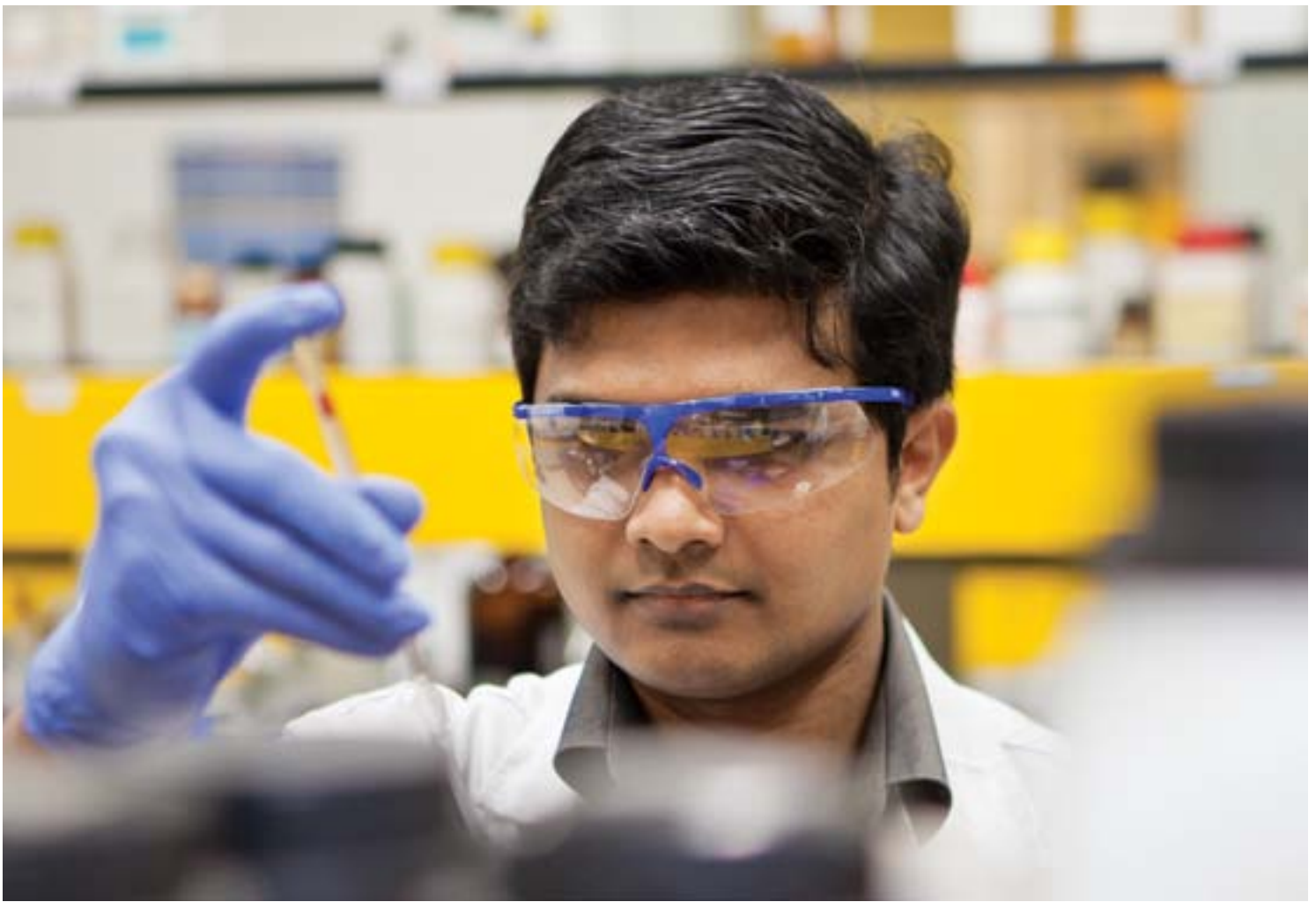
Abbott recognizes public concerns about the interaction between health care sales and marketing personnel and health care providers. We work to ensure that our employees and partners stay focused at all times on our commitment to protect the interests of patients and consumers. An important part of that commitment is an obligation to communicate responsibly with patients, consumers and health care professionals about diseases, our health care products and the alternatives that exist.

Our employees play an important role in providing doctors with information about disease-specific data, new treatment approaches, patient initiatives and clinical trial results – all of which can significantly affect a patient's health. We continually work to ensure that our employees meet the highest ethical and professional standards and that they recognize and avoid situations that might present conflicts of interest. It is our goal to build trust with our customers through our daily engagement activities.



Our employees are trained to comply with local policies that are aligned with applicable laws or industry codes. We also require all marketing and sales personnel to complete additional training related to the marketing, promoting and selling of our products. Additionally, we require our employees to abide by the high standards outlined in the Abbott Code of Business Conduct. Our Office of Ethics and Compliance conducts a prompt and thorough investigation into all allegations of inappropriate activity or behavior.

Abbott is in compliance with all local codes and policies in our everyday practice in India, including the OPPI-India Code of Pharmaceutical Marketing Practices, the Ethics Regulations Medical Council of India, Indian Drugs Manufacturers' Associations (IDMA), the International Federation of Pharmaceutical Manufacturers & Associations (IFPMA) Code of Pharmaceutical Marketing Practices, the World Health Organization (WHO) Code and the Infant Milk Substitutes, Feeding Bottles and Infant Food (Regulation of production, Supply and Distribution) Act 1992.



Redefining Responsibility

# Innovating for the Future

India's economic growth is transforming the lives of its people, yet there are costs in terms of the nation's overall health. Rising living standards and changing lifestyles have triggered an increase in chronic diseases such as diabetes and heart disease. Our research and development activities in India leverage Abbott's global investment in R&D, to specifically target and address the needs of Indian communities. We will continue to refine our understanding of India's evolving disease profile and invest in new R&D to find solutions for pressing health care needs.



In Mumbai, scientists at the Abbott Healthcare Solutions R&D center work to improve product formulations.

**\$3.7 billion**

was invested globally in research and development.

## INVESTMENT IN RESEARCH AND DEVELOPMENT

In 2010, Abbott invested \$3.7 billion globally in research and development. In India, Abbott has two R&D centers. Our Goa center is approved by the Department of Scientific and Industrial Research and is the technical monitor and coordinator for all of Abbott's outsourced manufacturing and product development projects in India. Our second R&D center is located in Mumbai. The 47 scientists in this center focus their work on developing innovative formulations and packaging solutions to better serve needs of Indian patients. The most recent outcome of such efforts is the launch of *Valence Solution*, a flavored syrup-based preparation of *Divalproex*<sup>®</sup> for epilepsy patients who cannot take tablets (especially children). In addition, Abbott's True Care division, previously a division of Piramal Healthcare, follows a collaborative R&D model. It identifies unmet patient and physician needs and then seeks external development organizations that can best develop the desired formulations so that Abbott can bring them to market.

The best way for our industry to maximize returns on our R&D investment is to recognize that science is best practiced as a globally collaborative enterprise. Our industry's most significant advances of the past few decades would not have happened without collaboration and networks within the scientific community. With few exceptions, the important medical breakthroughs of the future will also come from collaborative efforts and new models of drug development.

Accordingly, Abbott is combining internal innovation with external expertise through a network of partnerships, here in India and throughout the world. Such efforts enable our company to spend our R&D investment more wisely.

## INNOVATION TO MEET LOCAL HEALTH CARE NEEDS

### Infectious Diseases

Infectious diseases are still widely prevalent in India and account for a large part of the disease burden and mortality rates. For example, India accounts for 55 percent of all reported malaria cases worldwide, 54 percent of leprosy cases and 23 percent of tuberculosis cases.

Typhoid is the fifth most common infectious disease in India and is a threat to many of India's semi-urban and rural households, particularly where there is poor hygiene and sanitation. An increasing problem is the development of drug-resistant strains that do not respond to normal antibiotic treatments. In 2010, our True Care business introduced *Zimonic O*<sup>®</sup>, a medicine that helps treat drug-resistant typhoid. This product combined two medicines into one tablet to increase compliance among patients.

Malaria is among the top 10 causes of mortality in India. It causes 2.8 percent of deaths in India annually. Patients in India are commonly misdiagnosed and prescribed the wrong treatment. *Maltrit Pan/PF*<sup>®</sup> is a rapid diagnostic test that helps health care professionals accurately diagnose malaria.

Unlike other diagnostic tests in India, *Maltrit Pan/PF*<sup>®</sup> tests for two types of bacteria, *Plasmodium falciparum* and *Plasmodium vivax*, instead of just one. Test results can be obtained in 15 minutes so that patients can begin the correct anti-malarial treatment immediately. The World Health Organization recommends the use of rapid diagnostic tests to reduce improper use of malaria drugs.



**Diabetes**

Diabetes is a growing challenge in India, affecting all segments of the population whether urban or rural, rich or poor. The incidence of diabetes is growing by an estimated 3.6 percent annually. It now affects 7.8 percent of Indians aged 20 to 79, giving India the highest number of diabetics in the world. A million deaths per year are attributable to the disease. Key challenges in addressing India’s diabetes burden include training health care providers in diagnostic and treatment techniques and educating India’s urban and rural poor to recognize and manage the disease and adopt healthier lifestyles.

Abbott offers a range of products to meet the needs of diabetes patients throughout the disease’s life cycle – from diagnosis and treatment to ongoing monitoring. Our diagnostic business provides cutting-edge technology for screening blood sugar and HBA1c testing with our *Architect® Analyser* placed in major laboratories and hospitals throughout India. Our diabetes business has products that allow patients to closely monitor their blood glucose levels, including *Optium Xceed* and *Optium Omega*.

In 2006, we introduced *Tribet®*, a fixed dose combination medicine (glimperide, pioglitazone, metformin) for managing Type 2 diabetes. The fixed dose combination simplifies therapy and enhances patient compliance. In 2010 Abbott Healthcare introduced, *Zomelis®* (vildagliptin) and *Zomelis Met®*, (fixed dose combination of vildagliptin and metformin) for patients with Type 2 diabetes.

**CLINICAL TRIALS**

In India, medicines and medical devices must undergo clinical trials before they are released to market. Such trials are essential to the development of safe and effective treatments. Local clinical trials and post-marketing surveillance studies underpin our commitment to researching and developing safe and effective treatments that address India’s evolving health care needs. We work on trial solutions with leading Indian doctors in anti-infectives, cardiology, dermatology, endocrinology (diabetes), gastroenterology, gynecology, intensive care, neurology, oncology, orthopedics, pain management, respiratory medicine, rheumatology, thyroid and urology. Patient recruitment and trial conduct are strictly aligned with international clinical practice quality standards.

The company’s *XIENCE (V® and Prime)* drug eluting stent, which continues to be the market leader in India, was studied in the *XIENCE V® India Clinical Evaluation*, a clinical trial designed and conducted by Abbott. The trial studied the *XIENCE V®* stent in approximately 1,000 patients in India, and the results demonstrated strong safety and effectiveness.

Abbott is developing several innovative new technologies that are currently being tested in global clinical trials, including the *ABSORB®* bioresorbable vascular scaffold (BVS). The *ABSORB BVS®* is a revolutionary device that opens a clogged coronary vessel and dissolves within two years, leaving behind a restored vessel without the need for a permanent implant. This innovative technology is currently being studied in a global clinical trial called *ABSORB EXTEND®*. India is one of the countries participating in this 1,000-patient trial, and is enrolling patients in up to six hospitals across the country.

Abbott continues to invest in the advancement of physician education in India through Crossroads, the Abbott Vascular Education Network. In the last three years, nearly 250 Indian interventional cardiologists have been trained through unbiased and multidisciplinary medical education and training programs.



Scientists at Abbott India compare notes on a clinical trial. We take numerous steps to uphold high standards of quality, safety and transparency in all countries where we conduct clinical trials.



The Abbott Nutrition Health Institute helps India's health care professionals improve patient health and well-being through science-based nutritional approaches.



Abbott and the Abbott Fund partner with the nonprofit group PATH to increase production and distribution of fortified rice. Some 200 million Indians suffer from hunger and malnutrition.

## SHARING AND LEARNING

Abbott works to leverage our global expertise for the benefit of Indian patients. We are also committed to disseminating scientific knowledge throughout the Indian medical profession. As part of that commitment, we've launched a pioneering educational initiative, Knowledge Genie, which is a virtual library offering a comprehensive collection of journals, e-books, self-assessment programs, medical and scientific news and a collaboration platform for health care professionals.

Abbott participates actively in the annual conference of the Association of Physicians of India, India's largest medical conference. We participate in order to broaden our knowledge of India's evolving health care needs and to share knowledge with others. We engage with medical professionals from across the country, working to reinforce our commitment to India.

In 2010, we launched the Abbott Nutrition Health Institute (ANHI), a knowledge center for innovative nutritional solutions and educational approaches. This institute is dedicated to helping India's health care professionals improve patient outcomes and enhance people's health and well-being. ANHI is focused on:

- **Educating** health care professionals on the importance of nutrition as therapy to improve patient care and outcomes.
- **Advocating** the role of science-based nutritional approaches in enhancing overall health.
- **Collaborating** with a community of partners dedicated to advancing nutritional care and bettering lives through therapeutic nutrition.

To date, ANHI has participated in a variety of national conferences, including the ISOPARB Conference, organized by the Indian Society of Perinatology and Reproductive Biology at Hyderabad. ANHI launched the Pediatric TNT (Train the Trainer) program under the banner of the Asian Society of Continuing Medical Education. ANHI is collaborating with four

regional institutes for the rollout of the Pediatric TNT program:

- Apollo Indraprastha, Delhi.
- KEM Pediatric Hospital, Pune.
- Institute of Child Health, Kolkata.
- Kempegowda Institute of Medical Sciences (KIMS), Bangalore.

## CONTRIBUTING NUTRITION EXPERTISE

Currently 200 million people in India suffer from hunger and malnutrition, more than any other country in the world. To help address this issue, the Abbott Fund provided a three-year \$1.5 million grant to PATH to help scale its rice fortification project in India.

Under the grant, Abbott and PATH will contribute their technical and business expertise to strengthen and expand the market for fortified rice. This initiative will focus on refining and increasing the production and distribution of fortified rice using PATH's Ultra Rice technology, a micronutrient delivery system that packs vitamins and minerals into manufactured rice-shaped "grains" that are then mixed with traditional rice. Rice is a staple food for 65 percent of people in India, providing a significant opportunity to address malnutrition.

Key elements of this multi-year initiative include:

- Increasing production capacity of grains made with the *Ultra Rice*<sup>®e</sup> technology in India.
- Developing blending equipment and quality control mechanisms to enable local rice mills to blend the fortified grains with traditional milled rice.
- Piloting the fortified grains within India's Public Distribution System to demonstrate feasibility and sustainability.
- Enhancing the Ultra Rice formulation to reduce manufacturing costs.

In cooperation with the local government, the project will also seek to reach 500,000 beneficiaries through public-sector food programs—helping to put rice fortification on the critical path toward sustainability and create the critical mass needed to engage more of India's rice millers and distribution partners.



Redefining Responsibility

# Safeguarding the Environment

Abbott is responding to the challenges of water scarcity and climate change throughout the world. Here in India, supporting a fast-growing economy and a population of 1.2 billion exacts a heavy toll on natural resources and the environment. Water, waste, climate change, ground and air pollution are major concerns.



Water conservation and recycling are high priorities at our manufacturing plant in Goa, seen here, and Baddi.



Employees at our manufacturing plant in Goa perform rigorous tests to ensure the quality of water used in production. We have implemented multiple programs to reduce water use.

**46.6%**

reduction in total global water intake since 2005 (sales adjusted decrease)

Abbott works to reduce our global environmental impacts – from the sourcing of raw materials, to the manufacture and distribution of our products, and the use and disposal of our products by 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 developed comprehensive management and governance systems to ensure that environmental considerations are fully integrated into our day-to-day planning and business processes.

**2015 GOALS AND PERFORMANCE DATA**

In 2009, having achieved our previous goals well ahead of schedule, we established a new series of targets to further minimize our environmental impacts by 2015.

Clear policies, standards and management systems ensure that 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.

**WATER**

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.



By 2015, we seek to reduce our company’s total water intake by 50 percent (adjusted for growth). Since 2005, we have achieved a sales-adjusted decrease of 46.6 percent in total water intake. Abbott is using the World Business Council for Sustainable Development’s Global Water Tool to help our major manufacturing plants around the world assess their local water needs and develop contingency plans. This tool compares Abbott’s water use with external data, creates performance metrics and geographic mapping, facilitates communications with internal and external stakeholders on water challenges and fosters water conservation and efficiency.

Water conservation and recycling are high priorities at our two manufacturing plants at Goa and Baddi. Both have modern effluent treatment systems that treat and discharge wastewater, with parameters of treated effluent well below the limits set by the local Pollution Control Board. Both are zero-discharge plants, with all treated wastewater being recycled and used for horticultural purposes within plant premises.

**CLIMATE CHANGE**

Climate change is one of the most serious issues facing 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 underway. As a global health care company, we are committed to helping address this issue – by reducing our direct impacts through manufacturing and by making a positive difference through indirect impacts across our value chain.

Abbott has been working for a number of years to reduce our global carbon dioxide equivalent (CO<sub>2</sub>e) emissions from our main operations. Our goal for 2015 is to reduce emissions (direct emissions or emissions from sources we own or control and from electricity we purchase) by 15 percent adjusted for sales, using a 2005 baseline. By the end of 2010 we had achieved a 13 percent reduction across our worldwide manufacturing operations.

We continually seek out ways to reduce our environmental footprint in India as well as in other locations. For example, emissions from the boiler and generator stacks at our Baddi and Goa plants are monitored regularly and are well below the limits set by the state Pollution Control Board. Both plants have initiated a number of energy-saving measures, resulting in a decreased carbon footprint.

Our Goa plant has reduced CO<sub>2</sub>e emissions through diffused aeration; installation of variable frequency drives (VFD) at various units; and more efficient air conditioning, lighting and scrubber systems. Together, these measures have reduced CO<sub>2</sub>e emissions by 1.1 million pounds annually.



Our Baddi plant has also installed VFDs, more efficient cooling towers and chillers, and made efficiency improvements in nitrogen plant and electrical substation operations, achieving a reduction in annual CO<sub>2</sub>e emissions of 1 million pounds. Both plants continue to pursue further reductions in CO<sub>2</sub>e emissions.

To further conserve resources and help offset the rising price of conventional fuels, our Baddi manufacturing plant has begun using discarded rice husk for heating purposes. It is a cost-effective alternative fuel and reduces the emissions of sulfur and other pollutants compared with fossil fuels. In addition, the collection and transport of rice husks generates local employment around Baddi.

Similarly, our new Abbott Nutrition commercial office is designed for efficient energy consumption; through the elimination of paper

**13%**  
reduction of CO<sub>2</sub>e emissions achieved by the end of 2010.

**1.1 million**  
pounds of CO<sub>2</sub>e emissions reduced annually.



In Goa, steam from manufacturing processes is chilled and condensed, then recycled. Goa and Baddi are both zero-discharge plants; all wastewater is recycled for use within the facility.



Waste management, including paper recycling is a priority at our manufacturing plant in Goa and at all of our facilities in India and around the world.

**39.2%**

sales-adjusted reduction in total waste at Abbott generated by 2010.



towels, disposable cups, glasses and cutlery in eating areas the Abbott Nutrition commercial office has reduced its wastage. In addition, only desks are lit to reduce energy consumption.

#### WASTE MANAGEMENT

Our worldwide operations' goal is to reduce the total waste we generate by 50 percent from 2005 levels by 2015, adjusted for sales. By the end of 2010 globally, we had achieved a 39.2 percent sales-adjusted reduction. 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.

The Goa and Baddi plants are continuously working on waste reduction programs to reduce the quantity of hazardous and non-hazardous waste generated by our sites. Wherever feasible, non-hazardous waste is sent for recycling.

#### 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 disposal.

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

1. **R**educe the amount of packaging materials through better design.
2. **R**enewable packaging materials are sourced when feasible.
3. **R**ecycle.
4. **R**euse whenever possible.

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 in countries where refrigeration facilities are less widespread.

#### ENVIRONMENTAL COMPLIANCE

Abbott continuously endeavors to improve on environmental management and to minimize the risk of adverse environmental impact. Our Goa and Baddi plants have not received any notice of violations or fines, from the inception of their operations.

# Our People



Nearly 90,000 employees work for Abbott around the world and India represents more than 14 percent of the total employee base, with over 13,000 employees. Abbott seeks to attract, retain and develop the best talent and to ensure a healthy, safe, fulfilling work environment for all employees in India. We offer our employees opportunities for personal growth and development, and we work to ensure that each one can come to work and return home healthy and safe each day.

## OUR WORKFORCE

Abbott has had a strong presence in India for more than 100 years. The company has seen many changes during this time, especially with its recent acquisitions of Solvay Pharmaceuticals and Piramal's domestic formulation businesses. Abbott recognizes that its future in India depends upon our growth as a local company. We place great value on our workforce, knowing that each employee plays an important role in helping Abbott achieve its goals of serving patients and customers in keeping with our values. Accordingly, we look for opportunities to strengthen the structure of each business to better meet the challenges of each particular operating environment.



## TRAINING AND DEVELOPMENT

Abbott seeks to enhance employee skills, experience and personal growth. Our human resources group works closely with each line manager, to implement the right training and development programs for employees at all levels. Wherever possible, we devise customized programs for high-potential employees, offering them additional training in such areas as strategy, customer focus, talent management and finance. These programs prepare them to assume positions of greater leadership and responsibility. More than 9,000 of Abbott's 13,000 employees in India participated in our training programs during 2010.



As Abbott transforms its businesses in India, new management jobs empower employees to make decisions and deliver the services needed by local doctors, pharmacies, patients and communities.



Our safety culture program, Moving to Zero CARE, uses behavior-based education to increase health and safety awareness among our employees.



One-on-one meetings between employees and managers focus on issues that affect the welfare of our patients and customers.

**9,000+**

of our 13,000 employees participated in our training programs during 2010 in India.

**100%**

of Abbott India Limited employees participated in an Abbott Performance Culture survey in 2010.



#### EMPLOYEE ENGAGEMENT

Abbott seeks to engage all employees in constructive dialogue, knowing that our company has much to learn from their experiences and that they can learn from one another as well. Management communicates and consults with employees regularly through email, town halls and one-on-one meetings, with special emphasis on issues that affect the welfare of our patients and customers. Every other year, we ask employees to participate in an Abbott Performance Culture survey, where they can comment on company strengths and areas in need of improvement. In our most recent survey, conducted in June 2010, 100 percent of Abbott India Limited employees participated, offering important feedback that is helping to shape the future of our company.

#### EMPLOYEE HEALTH AND SAFETY (EHS)

Abbott regards employee health and safety as a fundamental responsibility. Employee health and safety policies and procedures are an integral part of Abbott business activities, with systems in place to closely monitor our progress. As in other areas of citizenship reporting, we use an annual review process and routine performance reporting to help us set appropriate employee health and safety targets and to drive continuous improvement in our performance.

We believe that all employee health and safety incidents are preventable and that safety is the responsibility of every manager. 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.

Throughout 2010, in Abbott's manufacturing sites around the world, we continued to implement and refresh our Moving to Zero CARE program – a behavior-based education program designed to increase health and safety awareness. The letters CARE stand for Concentration, Attitude and Recognition for Everyone.

The Moving to Zero health and safety program is a driving force at every Abbott manufacturing site in India and globally. The recordable incident rates and lost workday rates for Abbott's Indian manufacturing plants are among the lowest within Abbott. We consider employees as our key assets, and continuous efforts are made to improve working conditions, make the workplace safer and avoid accidents.

We set high standards, consistent with our global standards for health and safety, and we extend those standards to all of our suppliers. Each Abbott manufacturing plant has a safety committee in place, chaired by the plant manager. The committee includes employee representation and meets regularly to review issues impacting plant safety and employee health. Our commercial office in Mumbai also has a coordinator. Abbott is a member of local health and safety industry associations, participates in deliberations and works with peer companies. Routine audits for compliance are conducted with the assistance of personnel from Abbott's global team.

We have taken numerous additional steps to improve health and safety performance, including training programs that deal with a broad spectrum of health and safety issues, such as work and road safety, first aid and response to epidemics. All employees receive job-specific safety training, which includes working safely with machinery, working at high elevations and high temperatures, working in confined spaces and operating large vehicles. Contractor safety is another key focus area. Each contractor employee must receive health and safety training before he or she can start work on Abbott premises.

Our commitment to promote better health and well-being should begin with our own employees, so we offer each employee medical benefits and regular health checks. Abbott's flextime policies in India help some employees manage their work hours while attending to personal work/life challenges and emergencies. We also ensure that each plant employee receives an annual medical examination.

Safe driving is also a particular focus, given our large sales force that uses motorcycles in conducting Abbott business. All new field employees who use motorcycles undergo a day-long motorcycle safety training program. As an example of this, Abbott True Care's Fleet Safety program consists of a one-day, behind-the-handlebars driver training course for new hires and issuance of a government-approved helmet. Motorcycle safety awareness communications are routinely distributed to the field. They consist of articles in newsletters, presentations and a safety video.



Field employees who use motorcycles are required to take a one-day, behind-the-handlebars driver training course.

# Ethics and Compliance



As part of their company orientation, new employees receive training in all aspects of ethics and compliance.

Abbott aims to meet the highest standards of ethical conduct in everything we do – in India and throughout the world. Recognizing that our industry is highly regulated, we make it a priority to ensure that all Abbott employees understand our company values, policies and procedures, as well as our wider legal obligations.

## CODE OF BUSINESS CONDUCT AND OTHER STANDARDS

The global Abbott Code of Business Conduct sets forth our commitment to ethics and compliance. It covers a wide range of issues that touch on all aspects of business activity and behavior. Our code is complemented by a comprehensive range of policies defined by industry and corporate codes like those established by the World Health Organization (WHO) and the Indian government's locally relevant requirements.

In 2006, Abbott introduced its Affiliate Compliance Program focused on Abbott's international affiliate operations. This incorporates the seven essential elements of an effective compliance program. The program is run by the Affiliate Compliance Committee, which consists of representatives from each business division, plus human resources, finance, legal and Abbott's Office of Ethics and Compliance. This committee meets on a regular basis to review the Compliance Program to ensure that policies are up-to-date and in line with India's rapidly developing environment.

## KEY POLICIES

We have adopted policies to deal with our full range of stakeholder interactions in India, covering such issues as responsible advertising, clinical trials, interaction with health care professionals, infant formula marketing, consumer privacy, interaction with competitors and product sampling, among others.

## TRAINING

Our policies are supported by strong training programs. New Abbott employees must undergo training in our Code of Business Conduct as part of their company orientation, while other employees must take regular refresher courses. E-learning modules are also available on the company intranet.

## MONITORING PERFORMANCE

Abbott encourages employees to report any concerns or suspected violations. Employees are asked to report concerns to a manager, Human Resources, Legal, the Affiliate Compliance Committee or directly to the Office of Ethics and Compliance. There is also a 24-hour ethics and compliance hotline. Abbott policies ensure that there is no retaliation against individuals making a report. Cases reported are thoroughly investigated.



## WORKING WITH OUR SUPPLIERS

### Supplier Management and Auditing

We carefully monitor and audit our 23,000 suppliers worldwide to ensure that they meet high standards of quality, safety and ethical behavior. We approach supply chain management from both a global and a local perspective. Our audits evaluate supplier performance for quality of products and services, as well as the supplier's commitment to social responsibility.

During the past two years, we have completed more than 1,000 on-site quality audits of our most critical suppliers worldwide using rigorous checklists. We also have completed formal quality agreements – documents outlining the suppliers' quality and regulatory responsibilities – and performance scorecards for more than 80 percent of our critical suppliers. Abbott also has established a metrics program to drive supplier performance through periodic feedback on how a supplier is performing against our expectations.

Because government compliance standards vary widely around the world, our audits ensure that we and all our suppliers are meeting the appropriate local rules and regulations. When we encounter a problem with one supplier, we work to correct it while also looking to see if the same problem exists in other regions. Abbott routinely audits suppliers to ensure that they meet our expectations both for product quality and for social responsibility standards such as ethics, management systems, employee health and safety and environmental performance. In 2010, we doubled our worldwide auditor training staff.

We require all our third-party contractors to sign our Code of Conduct and to undergo training in ethics and compliance. Going forward, we aim to roll out a compliance program to help ensure that the third parties with whom Abbott does business in India are in compliance with applicable anti-bribery and anti-corruption laws.



This rural pharmacist is one of many being served by a network of specially trained field representatives who have been trained on and signed the global Abbott Code of Business Conduct.

## 23,000

of Abbott's suppliers worldwide are carefully monitored and audited to ensure that they meet high standards of quality, safety and ethical behavior.

## 1,000+

on-site quality audits of Abbott's most critical suppliers were completed in the past two years around the world.

# Local Communities



Many of Abbott's employees in India participate in on-site blood donation drives.



Operation Smile works to repair childhood facial deformities. Abbott donates the anesthesia used in surgeries and also helps to train health care staff.

---

**Nearly  
\$13 million**

from Abbott and the Abbott Fund supports India with grants, donations and social investments.

---

Abbott is committed to supporting the communities where we live, work and do business and to helping with relief efforts whenever natural disasters occur.

India is among the largest recipients of support from Abbott and the Abbott Fund, our philanthropic arm. To date, grants, donations and social investments in India total nearly \$13 million. Much of our work in India focuses on expanding access to health care by meeting critical community needs:

- Advancing disease awareness and education.
- Training health care professionals.
- Donating critical medicines plus other medical and nutritional products.
- Advancing preventive health care for children.
- Providing corrective facial surgery for children.
- Helping children and families affected by HIV/AIDS.

In an effort to help improve the health of India's women and children, Abbott and the Abbott Fund have formed partnerships with such trusted organizations as Operation Smile, Lifeline Express, CARE International and Corstone.

We partner with:

- Lifeline Express, or Jeevan Rekha Express, a mobile diagnosis and treatment train that visits key locations in India's rural areas every 45 days. This program, an initiative supported by the Government of India, is managed by the Impact India Foundation. The objective of the program is to use India's rail network to provide access to medical services and treatment in rural areas that otherwise have limited access to hospitals and qualified health care workers. To date, 400,000 Indians have benefited from 93 projects.
- CorStone's Children's Resiliency Program (CRP), a school-based prevention program that integrates low cost, high impact approaches equipping students with the skills and knowledge that will enhance their emotional resilience as assessed through improved self-esteem, academic performance



Abbott has supported Lifeline Express since 2009, providing awareness about epilepsy and medical education for local health practitioners and having a neurologist from the All India Institute of Medical Sciences (AIIMS), New Delhi, participate in the screenings.

- Operation Smile, who works to repair such childhood facial deformities as cleft lip and palate. Abbott donates the anesthesia for Operation Smile's surgeries. In addition, the Abbott Fund supports an initiative to train health care professionals to strengthen their emergency health care capabilities. These training programs include advanced pediatric life support, advanced cardiac life support and basic life support. Since 2002, more than 7,000 patients have successfully received surgeries through Operation Smile's medical missions in India. In addition, since 2006, 433 health care workers have received training through the program's life support training programs.

and a decrease in anxiety scores. This is of particular significance in low-income settings, where children’s perspectives and perceptions are colored by negative experiences, such as poor health, poverty and disenfranchisement of girls and women.

- CARE International, to launch a new program to identify ways of developing improved social enterprise models around health. Social enterprise models have the potential to complement the efforts of traditional health care systems and philanthropic aid by generating innovative, cost-efficient and scalable solutions to increase coverage.



**COMMUNITY OUTREACH**

Each Abbott manufacturing plant in India, and our Mumbai head office, engage in a variety of community outreach activities. They hold regular blood donation drives in which large numbers of employees participate. Our Mumbai and Goa employees hold free thyroid detection camps for the benefit of employees and neighbors.

Our Baddi employees have adopted three local villages that are underserved – Bhatauli Khurd, Bhatauli Kalan and Gularwala – where we support primary health care needs in a sustained manner. Our employees organize annual medical events for these villages, working in partnership with corporate hospitals that bring in physicians and medical equipment.

These events offer village residents free health check-ups, basic pathology tests, prescriptions and other treatments.

Our Baddi and Goa plants actively celebrate Safety Week and World Environment Day, using the occasions to promote safety and environmental awareness. Both plants have initiated no-plastic campaigns to raise awareness of large-scale use and misuse of plastics.

Last year, our Baddi employees conducted multiple community outreach activities to further promote health, safety and environmental practices. Among these activities:

- Forming an accident assistance committee with support from the Baddi Barotiwala Nalagarh Development Authority, to help train small businesses in the community in firefighting, emergency procedures and environmental practices.
- Planting and maintaining a community garden in conjunction with the Baddi Housing Board, in addition to planting roadside trees.
- Organizing a free medical fair, in collaboration with Fortis Healthcare Hospital, in a nearby village.
- Hosting visits by some 200 business students from schools in the area.



In Baddi, our employees have “adopted” three underserved villages. Annual medical events offer the residents prescriptions, other treatments, and free health care check-ups.



At these health events, Abbott employees work in partnership with corporate hospitals so that physicians and medical equipment will be available as needed.

# Redefining Responsibility

## **ABBOTT'S COMMITMENT TO GLOBAL CITIZENSHIP**

Now more than ever, the sustainability of business and society are interconnected. At Abbott, innovative, responsible and sustainable business plays an important role in building a healthy, thriving society – in India and throughout the world. This idea lies at the heart of our Global Citizenship programs and commitments.

We dedicate our scientific expertise, business acumen, resources and talents to make a positive impact on the world around us. We constantly strive to foster economic, environmental and social well-being – with our products, in the way we operate our company, and through our involvement in the communities where we live and work.

What's good for India is good for Abbott. By integrating our core businesses with our Global Citizenship efforts, we improve the health and prosperity of the communities we serve – along with our employees, partners and investors. In return, the knowledge we gain helps us create new products and services, bring efficiencies to our business and strengthen our long-term growth prospects.

Being a responsible corporate citizen extends beyond philanthropy. We apply our science, expertise and technology to address the urgent and unmet needs in our communities – often through innovative and collaborative partnerships. We strive to implement sustainable practices throughout our company to reduce our environmental impact. Every day, we put our unique talents to work toward building a strong business and a healthy, robust society.

## **Aligning Citizenship and Business Goals**

Abbott's business is focused on improving the quality of people's lives – both in India and around the world. Our four Global Citizenship priorities – protecting patients and consumers, innovating for the future, enhancing access and safeguarding the environment – address the principal economic, social and environmental challenges for creating a healthy society and a favorable business environment.

## **Building a Better Future Together**

Our report on Abbott's corporate global citizenship approach and performance is available online at [www.abbott.com/citizenship](http://www.abbott.com/citizenship). We invite you to visit this Web site to learn more about how Abbott is working with a wide range of partners around the world – including governments, health care professionals, advocacy groups and others – to drive positive action and demonstrate how business can help to achieve real change.

Our work toward a healthier, safer, more prosperous India isn't about Abbott alone. It's about all of us.



For more information about Abbott India, visit [www.abbott.co.in](http://www.abbott.co.in)

Please contact us with your questions and comments:

Abbott India Limited  
3-4 Corporate Park,  
Sion Trombay Road,  
Mumbai - 400 071

