



CITIZENSHIP REPORT 2015 – 2016



# ABBOTT IN IRELAND

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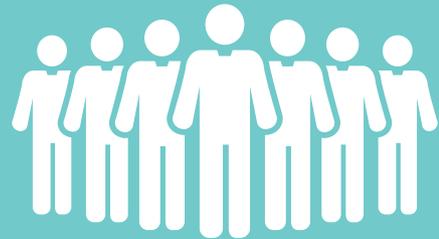
With a long and deep presence in Ireland, Abbott is one of the country's largest healthcare companies with operations in all four provinces.

At Abbott, we realise our full potential by helping others realise theirs. This idea is at the core of our approach to global citizenship – creating a more responsible, sustainable and inclusive business that builds better lives and stronger communities in Ireland and around the world.

This report illustrates our company's long-term commitment to responsible economic, social and environmental practices and to working in close collaboration with all of our stakeholders in Ireland and throughout the world.



*Abbott Ireland Operations founded in 1946*



*3,000 employees*



*Ten sites in Ireland*



*Abbott employees volunteered more than 7,000 hours in their local communities during 2015*

## ...70 YEARS OF INNOVATION

2016

ABBOTT'S LONGFORD SITE IS THE SECOND ABBOTT FACILITY TO RECEIVE THE PRESTIGIOUS SHINGO AWARD



2015

ABBOTT OPENS FINANCE SHARED SERVICES IN CHERRYWOOD, DUBLIN



2014

ABBOTT IS AWARDED THE SHINGO PRIZE FOR OPERATIONAL EXCELLENCE AT FACILITY IN CLONMEL



2013

ABBOTT SUPPORTS THE DEVELOPMENT OF THE ARCHITECT STAT HIGH SENSITIVE TROPONIN-I (HSTNL) ASSAY TEST IN LONGFORD



2011

ABBOTT PUBLISHES ITS FIRST CITIZENSHIP REPORT IN IRELAND



2009

ABBOTT FAMILY SCIENCE PROGRAMME LAUNCHES IN IRELAND



2006

ABBOTT OPENS DIABETES CARE SITE IN DONEGAL TOWN

ABBOTT OPENS NEW STATE OF THE ART MANUFACTURING FACILITY IN CLONMEL



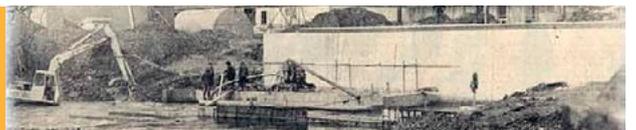
2004

ABBOTT OPENS DIAGNOSTICS FACILITY IN LONGFORD



1994

ABBOTT ESTABLISHES FIRST DIAGNOSTICS MANUFACTURING FACILITY IN SLIGO



1975

ABBOTT COMMENCES MANUFACTURING INFANT FORMULA IN COOTEHILL

1974

ABBOTT ESTABLISHES FIRST MANUFACTURING FACILITY IN BALLYTIVNAN, SLIGO



1946

ABBOTT ESTABLISHES A COMMERCIAL SITE IN DUBLIN



# CITIZENSHIP AT ABBOTT

Abbott is in the business of life, believing that good health is the starting point for all of life's possibilities.

## BELIEF IN THE POWER OF HEALTH

We look at health from all sides, working to create solutions that make life better for people of all ages, in all aspects and stages of life, wherever they are in the world. And this belief in the power of health informs our approach to Global Citizenship.

*"We believe that good health is the starting point for everything..."*

Abbott exists to help people live the best lives they can through the power of health. We believe that good health is the starting point for everything people can accomplish, and our business is built around delivering innovative solutions and opening up possibilities that can push healthcare further, empowering more people to achieve their potential.

For Abbott, this begins with being responsible, sustainable and inclusive. Our approach to Global Citizenship focuses on doing the right thing, for the long term, for the benefit of everyone who relies on our products and services.

We work hard to maximize the impact of our business in creating fuller lives and stronger communities around the world.

## GLOBAL CITIZENSHIP AT ABBOTT

The goal of our Global Citizenship strategy is to achieve sustainable growth, deliver innovative solutions and build stronger

communities around the world to help more people live their best lives.

In order to focus our efforts in the areas where we can have the greatest possible impact, we must understand people's changing healthcare needs, but also our most important environmental, social and governance topics.

### OUR GLOBAL CITIZENSHIP APPROACH

## TO BE A RESPONSIBLE, SUSTAINABLE AND INCLUSIVE BUSINESS

### OUR STRATEGIC PRIORITIES



DELIVERING  
PRODUCT EXCELLENCE



IMPROVING  
ACCESS



SAFEGUARDING  
THE ENVIRONMENT

WE WILL ACHIEVE POSITIVE RESULTS IN THESE THREE PRIORITY AREAS BY DELIVERING:

1

RESPONSIBLE  
BUSINESS  
PRACTICES

2

SHARED  
VALUE  
INITIATIVES

3

STRATEGIC  
PHILANTHROPY

# DELIVERING PRODUCT EXCELLENCE

Abbott has a long-standing commitment to focused research and development and innovative products that make fuller lives possible. Our continued success depends on our ability to deliver exceptional performance and operational excellence without compromising our manufacturing and distribution standards.

Abbott's commitment to innovation and operational excellence was recognised again this year when the Longford facility won the prestigious Shingo Prize, the second Abbott facility to receive the accolade.

The Shingo Prize is an international award for operational excellence, given by the Shingo Institute at the Jon M. Huntsman School of Business at Utah State University. The prize is awarded to organisations that demonstrate a culture where principles of operational excellence are deeply embedded into the thinking and behaviour of all leaders, managers and associates.

This is the first year that Abbott's diagnostics business has been recognised with this award. Abbott's Vascular site in Clonmel was previously awarded the Shingo prize in 2014.

Adopting the Shingo model has allowed our teams to further develop and strengthen its long-term vision and strategy, discover the most effective ways to foster

collaboration among employees, and identify opportunities to enhance the way the company manufactures medical devices for the people that use them.

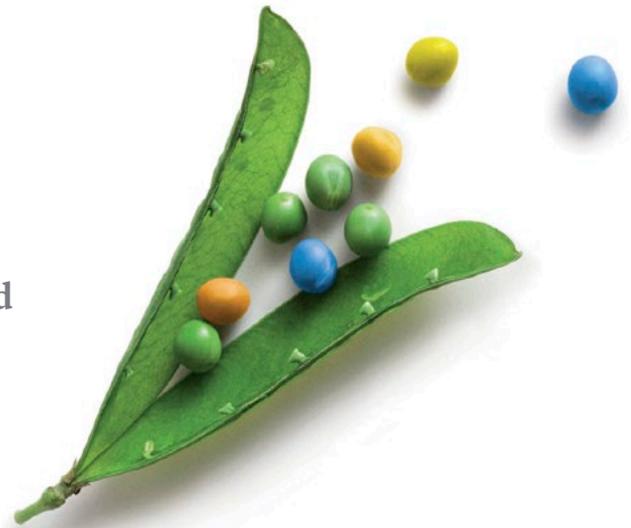
The award involves rigorous criteria and requires clear demonstration of sustainable results, and is an endorsement of the Longford site's initiatives to develop and maintain continuous improvement to achieve operational excellence.

Since 2006, the site has seen a **576% growth in test volume** and has **reduced cost per test by 60%**.



# IMPROVING ACCESS

Abbott exists to help people live better, longer and healthier lives. Improving access to healthcare worldwide is central to this mission. Bringing improved healthcare to global markets is a fundamental driver of growth for our business.



On any given day in Ireland an estimated 145,000 community and hospital patients are malnourished or at risk of becoming malnourished. Research has shown that this can mean more infections, longer hospital stays, and greater need for residential care.

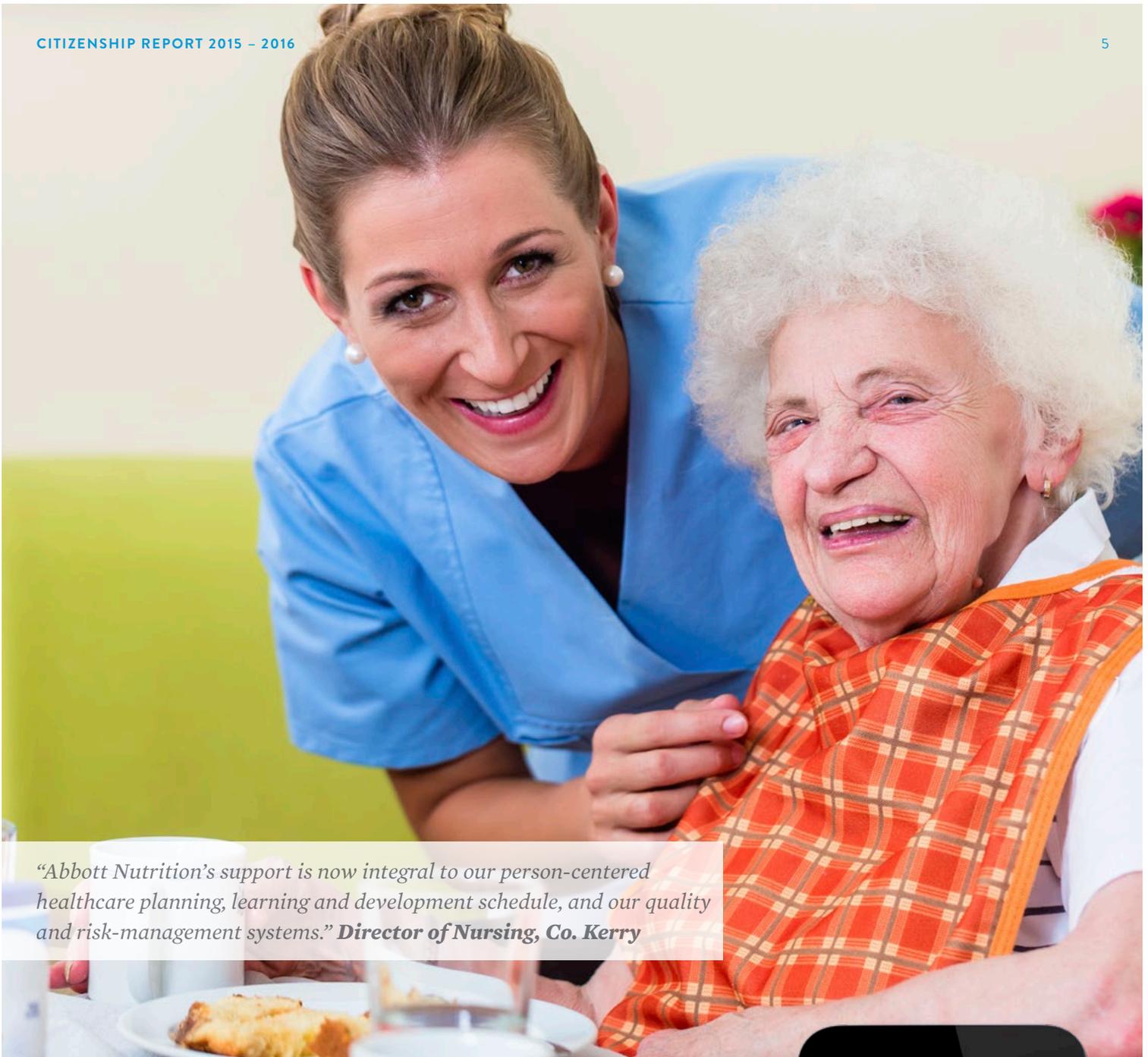
This year, the *Essential Elements of Nutrition Care Programme* (EEoNC) celebrates 10 years in existence. A fully comprehensive bespoke programme, it was specifically designed by Abbott to combat the serious issue of disease-related malnutrition in the care home setting.

The pioneering programme aims to educate and enable healthcare professionals, care staff and catering staff to identify, treat and monitor disease-related malnutrition. The ultimate goal is to improve residents' nutritional status and promote their quality of life.

The world-class programme was initially developed in 2006, in line with the Health Information and Quality Authority (HIQA) guidelines on nutrition care. Since then, the programme's resources for nursing staff and catering staff have become indispensable for the care home staff who use them. The programme provides a number of innovative catering resources to the care home including a range of menu audits developed by Abbott dietitians to analyse nutritional value and assess the standards of meals.

The Essential Elements of Nutrition Care recognises the importance of continuous professional development, and provides An Bord Altranais approved courses for catering staff, carers, nursing staff and management in a number of therapy areas.





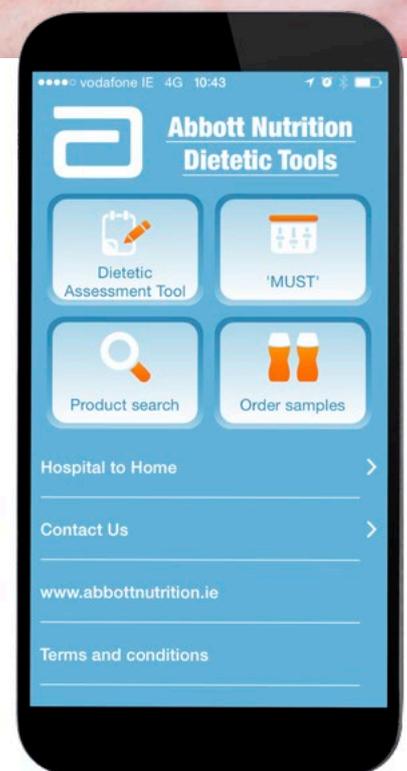
*“Abbott Nutrition’s support is now integral to our person-centered healthcare planning, learning and development schedule, and our quality and risk-management systems.”* **Director of Nursing, Co. Kerry**

At Abbott we believe in leveraging technology to enhance patient care. A smartphone app for healthcare professionals that combines traditional practice and technology has been developed in partnership with Irish dietitians. It is available for download on both Android and iPhone devices, and allows for intuitive and efficient calculation of nutritional requirements.

The app uses the fully validated Malnutrition Universal Screening Tool (MUST) from the British Association of Parenteral and

Enteral Nutrition (BAPEN). MUST provides a rapid and reliable measure of malnutrition risk, which allows healthcare professionals to quickly identify the required care plan.

Assessment results can be emailed to the healthcare professional’s user account for efficient record-keeping and an integrated product search option reduces time lost referring to other product directories or reference guides. Samples can also be ordered for direct-to-patient delivery, to optimise patient compliance.



# SAFEGUARDING THE ENVIRONMENT

A healthy environment is essential for better health, stronger communities and more fulfilling lives. Abbott works diligently to reduce our environmental impacts – in Ireland and throughout the world.

Abbott's environment, health and safety strategy includes commitments to protecting our people and our planet. As part of our efforts to reduce our impact on the planet we have identified three environmental priorities. In each one, we have set ambitious goals for reducing our impact by 2020, compared to 2010 levels and adjusted for sales:

- **Climate change:** A 40% reduction in carbon dioxide equivalent (CO<sub>2</sub>e) emissions (i.e. greenhouse gas [GHG] emissions) associated with our business operations and the electricity we purchase.

- **Water usage:** A 30% reduction in total water intake.
- **Waste management:** A 50% reduction in total waste.

Abbott's team in Ireland is committed to playing an important role in achieving the company's 2020 goals. In 2012, we developed the *Abbott Ireland Collaboration Programme* and adopted a systematic approach to energy management, engaging with the Energy Efficiency Obligation Scheme (EEOS) administered by the Sustainable Energy Authority of Ireland. This has resulted in a long-term partnership with Bord na Móna, as well as our energy



## OUR 2020 ENVIRONMENTAL GOALS

**40%**  
REDUCTION IN  
CARBON EMISSIONS

**30%**  
REDUCTION IN  
TOTAL WATER INTAKE

**50%**  
REDUCTION IN  
TOTAL WASTE GENERATED





management provider EM3, and has garnered impressive results.

In addition, this collaborative initiative has enabled the sharing of knowledge across our Abbott sites, resulting in improved energy efficiencies, inter-site projects and identifying potential opportunities. By comparing efficiencies and energy performance indicators, Abbott's manufacturing sites in Ireland are exploring additional opportunities to reduce energy usage further.

The generation of weekly energy performance reports has also resulted in a targeted

approach to energy management, highlighting multiple cost avoidances.

One of the most successful outcomes of the Abbott Ireland Collaboration programme has been the generation of further energy efficiency opportunities, resulting in 2,694 tonnes of CO<sub>2</sub> emission savings implemented between 2011 and 2016.

The Abbott Ireland Collaboration programme allows knowledge, best practice and new opportunities to be shared and used as case studies for other industries.



# STRATEGIC PHILANTHROPY

Abbott and our philanthropic foundation, the Abbott Fund, aim to make a difference by strengthening communities and enabling people to live fuller lives. We focus our philanthropic investments on areas that align with our business and our core capabilities, on opportunities to leverage our employees' time and skills in their local communities and on partnerships with stakeholders that enable us to achieve sustainable change.

## ABBOTT INSPIRING FUTURE SCIENTISTS AND ENGINEERS

Through a range of interactive, dynamic and fun initiatives, Abbott strives to help young people become proficient in science, pursue careers in science and engineering, and ultimately inspire the next generation of scientists.

The 'Family Science' and 'Operation Discovery' programmes deliver vital educational science opportunities for primary and secondary school children, in an informal setting to encourage interest in STEM subjects (Science, Technology, Engineering and Mathematics), providing a path to a promising future.

The programmes, which are supported by the Abbott Fund, have brought science and engineering to almost 120,000 children in seven countries across the world since they were

first established in 2009. To date, Abbott has engaged more than 5,000 students and families in Ireland through its science education outreach efforts.

The programmes have consistently been shown to have had a positive impact on participants and their perception and appreciation of science.

Both programmes are delivered by Abbott scientist and engineer volunteers, who are eager to share their passion for science with children, parents and teachers.

By leveraging Abbott's expertise in innovative research and development, we believe that inspiring the young people of today can produce the scientific leaders of tomorrow.





## HAPPY HEART

More than 1,000 lives are lost prematurely each year due to heart disease and stroke. The 2016 Irish Heart Foundation Happy Heart Appeal was once again proudly supported by Abbott, as part of our focus on improving lives and strengthening communities.

As part of the appeal, teams of Abbott employee volunteers

at each of our 12 sites spent time working to raise funds for community prevention efforts and vital services for children and adults affected by heart disease.

Abbott employees also engaged with more than 1,000 students in local schools across Ireland, explaining how they can support their heart health through lifestyle choices, such as increased aerobic activity and healthy food options.

## EMPLOYEE HEALTH

The appeal also aligned with efforts to ensure our employees live better, fuller lives. CPR training was provided to approximately 125 employees at 11 sites around the country. Employees were also offered health checks to examine key health indicators such as blood pressure, cholesterol, weight and glucose levels.



# RESPONSIBLE BUSINESS PRACTICES

## EMPLOYEE HEALTH AND SAFETY

Abbott's ability to adapt to changing healthcare needs – quickly and continually – is vital to our ongoing success. The key to Abbott's agility is, of course, our people. We have approximately 3,000 employees in Ireland, and their skill and their dedication to advancing human health and well-being are the heart and soul of our company.

Our company's human resources strategies, across the businesses, reflect the depth of our commitment to employees. Part of that approach is to make every effort to safeguard employees' health and safety. We have clear, consistent global policies and standards on health and safety, and implement a variety of workplace initiatives to help us continually improve.

Our LiveLifeWell programme in Ireland inspires, engages

and empowers employees to embrace a holistic approach to their physical and mental well-being. Across our sites through the year we provide employees a range of health and wellness offerings. These include:

- On-site gyms
- Health and safety weeks
- Health screening
- Money skills workshops
- Parenting workshops
- Mental health awareness training and workshops

Another example of Abbott's progressive workplace initiatives is how we are embedding ergonomics into every aspect of how the business is run, and our people are seeing the benefits.

Abbott's Vascular facility in Clonmel introduced its practical ergonomics programme in 2015, and through a range of measures has seen tangible improvements in employee health and safety. Through changes such as improved workstation design,





station rotation and an ergonomic stretching programme, the site has reduced musculo-skeletal injury accidents to zero in 2016.

Every day, people in all areas of the facility, from operations to office personnel, have the opportunity to stop working and take part in a specific stretching programme by ergonomic champions, with the goal of preventing muscle strain.

Abbott's team in Clonmel has also worked on re-engineering existing production lines to reduce or eliminate ergonomic risk. These improvements have led to the site being awarded an Abbott *Environment, Health, Safety and Energy Excellence* award for outstanding performance and lasting contribution to ergonomics.

In 2015, the Clonmel facility won the Shingo Gold award for operational excellence – testament to our focus on continuous improvement as an integral component of our operations. This culture extends to our safety, environmental and ergonomics programmes.



## TOP EMPLOYER

People are an important asset at Abbott: their skill, dedication, zeal and agility in helping our business understand and respond to changing healthcare needs is what helps Abbott live up to its promise to help people live fuller, healthier lives.

Abbott strives to provide a positive environment for its employees, with progressive work practices and innovative employee programmes that help our people reach their full potential.

*“Abbott was just one of five companies in Ireland recognised”*

These efforts were recognised in 2015 when Abbott was announced as one of five **Top Employers in Ireland**, as well as a **Top Employer in Europe**. Abbott was selected by the Top Employers Institute, which certifies excellence across a range of conditions that employers create for their people. Abbott was just one of five companies in Ireland recognised.

*“Our comprehensive independent research revealed that Abbott Ireland provides exceptional employee conditions, nurtures and develops talent throughout all levels of the organisation and has demonstrated its leadership status in the HR environment, always striving to optimise its employment practices and to develop its employees.”*

**Top Employers Institute**

The process of certification includes in-depth research into a company’s workplace. We completed a comprehensive survey containing nearly 100 questions covering 600 practice areas, including talent strategy, learning & development, performance management, and culture.

All submissions were validated to ensure that answers accurately reflected employee conditions before undergoing an audit by an independent third party.

This recognition as a **Top Employer** acknowledges our successful employee environment, and our commitment to optimise and develop our practices to continually improve.



# STAKEHOLDER RECOGNITION

## IRELAND – 2016

Abbott was awarded an ‘Excellence in Environment Award’ from Chambers Ireland for our journey to achieving our 2020 Environmental Goals.

Abbott was a finalist in the ‘European Business Awards for the Environment’ organised by the European Commission.

Abbott was awarded the gold award for ‘Best Internship Programme’, the silver award for ‘Best Graduate Training and Development Programme’ and the ‘Diversity Recruitment Award’ by gradIreland at the 2016 Graduate Recruitment Awards

## IRELAND – 2015

Abbott was awarded ‘Excellence in Marketplace Award’ from Chambers Ireland for the Essential Elements of Nutritional Care Programme.

Abbott was announced as one of five ‘Top Employers in Ireland’ as well as a ‘Top Employer in Europe’. Abbott was selected by the Top Employers Institute, which certifies excellence across a range of conditions that employers create for their people.

Abbott’s Longford facility also won ‘Medtech Company of the Year in Ireland’ by the Irish Medical Devices Association (IMDA), Enterprise Ireland and IDA Ireland for its innovative approach to product and service development.

The site also received a ‘National Business Excellence Award’ for outstanding contributions in growing and transforming an organisation while openly sharing that knowledge and best practices with member organisations of the Irish Centre Network.

Abbott’s diagnostics plants in Longford and Sligo were awarded a distinction for their contribution to health and safety in the All Ireland Safety Awards.

The Irish Nutrition and Dietetic Institute & Abbott Certificate in Management and Leadership was recognised by Healthy Ireland, Ireland’s national framework for improved health and wellbeing

## GLOBAL

For the 12<sup>th</sup> consecutive year (2016), Abbott has been recognised for sustainability through its inclusion on the Dow Jones Sustainability Index

(DJSI), one of the most prestigious global benchmarks for corporate sustainability and responsibility.

Abbott has been included in the global ‘100 Best Corporate Citizens’ list compiled by Corporate Responsibility magazine for eight consecutive years, 2009 to 2016.



**CHAMBERS IRELAND  
CSR AWARDS  
2016 WINNER**



**CHAMBERS IRELAND  
CSR AWARDS  
2015 WINNER**





**[WWW.ABBOTT.COM/CITIZENSHIP](http://WWW.ABBOTT.COM/CITIZENSHIP)**

Please contact us with your questions and comments:  
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