**INSTRUCTIONS:**

**1)** Please edit the translation in the TARGET column directly.

**2)** To comment on a segment, simply create a new MS-Word comment.

**3)** It is best to edit this file in Normal or Draft view rather than page layout.

**4)** DO NOT alter the ID or SOURCE column text.

**5**) Blank rows should be ignored but not deleted.

**6**) **The following formatting must be maintained throughout:**

* **Paragraph (the number of paragraphs per row must be maintained)**
* **bold**
* **italic**
* **underline**
* **links**
* **lists (bullets and number of items in a list must be maintained)**

**7**) Ctrl+click on an ID in the left hand collumn to view the relevent screen in the online course. Toc ID’s will open the table of contents, ID’s containing \_string\_ have no relevent screen and are not linked.

Global Business Standards: Selected Topics

|  |  |  |
| --- | --- | --- |
| ID | Source | Target |
| [Screen 0](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=1_C_1) [1\_C\_1](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=1_C_1)  | Global Business StandardsSelected TopicsClick the forward arrow. | Standar Bisnis GlobalTopik yang DipilihKlik panah maju. |
| [Screen 1](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=2_C_2) [2\_C\_2](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=2_C_2)  | We do business the right way and are committed to working with healthcare professionals to provide them with timely and accurate information to assist them in making decisions and providing advice to their patients. We can achieve our mission of supporting health only through a truly collaborative approach. | Kita menjalankan bisnis dengan cara yang benar dan berkomitmen untuk bekerja dengan tenaga kesehatan profesional dan membekali mereka dengan informasi tepat waktu serta akurat untuk membantu mereka dalam membuat keputusan dan memberikan nasihat kepada pasien mereka. Kita dapat mencapai misi dukungan kesehatan kita hanya melalui pendekatan kolaboratif yang sesungguh-sungguhnya. |
| [Screen 2](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=3_C_3) [3\_C\_3](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=3_C_3)  | Upon completion of this course, you will be able to:* Understand Abbott’s Ethics and Compliance Global Business Standards.
* Apply Abbott’s Ethics and Compliance Global Business Standards.
* Know where to go for help and to get support.
 | Setelah menyelesaikan kursus ini, Anda akan dapat:* Memahami Standar Bisnis Global untuk Etika dan Kepatuhan Abbott.
* Menerapkan Standar Bisnis Global untuk Etika dan Kepatuhan Abbott.
* Mengetahui ke mana mencari bantuan dan dukungan.
 |
| [Screen 3](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=4_C_4) [4\_C\_4](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=4_C_4)  | [1] Welcome30 seconds[2] Introduction1 minute[3] Professional Services Arrangements4 minutes[4] Support of Third-Party Programs and Abbott-Organized Programs4 minutes[5] Providing Product at No Charge5 minutes[6] The Impact on Our Business and Our Responsibilities1 minute[7] Knowledge Check5 minutesLearning ProgressThis Topic is now available. | [1] Selamat Datang30 detik[2] Pendahuluan1 menit[3] Pengaturan Layanan Profesional4 menit[4] Dukungan Program Pihak Ketiga dan Program yang Diselenggarakan Abbott4 menit[5] Pemberian Produk Secara Cuma-cuma5 menit[6] Dampak terhadap Bisnis dan Tanggung Jawab Kita1 menit[7] Uji Pengetahuan5 menitKemajuan PembelajaranTopik ini kini tersedia. |
| [Screen 4](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=5_C_5) [5\_C\_5](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=5_C_5)  | Abbott's standards describe general principles regarding our expectations for routine business interactions with external parties, such as healthcare professionals (HCPs), healthcare institutions (HCIs), government officials, retailers, distributors, customers, patients, and consumers.These standards help Abbott employees around the world make the right choices while operating with honesty, fairness, and integrity. | Standar Abbott menguraikan prinsip umum mengenai harapan kita dalam interaksi bisnis rutin dengan pihak-pihak eksternal, misalnya tenaga kesehatan profesional (HCP), lembaga perawatan kesehatan (HCI), pejabat pemerintah, pengecer, distributor, pelanggan, pasien, dan konsumen.Standar ini membantu karyawan Abbott di seluruh dunia membuat pilihan yang tepat saat beroperasi dengan disertai kejujuran, keadilan, dan integritas. |
| [Screen 5](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=6_C_6) [6\_C\_6](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=6_C_6)  | Abbott employees do business the right way by making ethical decisions in connection with our work.First and foremost, at Abbott, we do not inappropriately provide anything of value to get a sale, reward a past sale, or obtain an improper business advantage. | Karyawan Abbott menjalankan bisnis secara benar, dengan membuat keputusan yang etis sehubungan dengan pekerjaan kita.Pertama dan terpenting, di Abbott, kita tidak memberikan segala sesuatu yang bernilai secara tidak pantas untuk meraih penjualan, memberikan imbalan atas penjualan sebelumnya, atau mendapatkan keuntungan bisnis yang tidak pantas. |
| [Screen 6](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=7_C_7) [7\_C\_7](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=7_C_7)  | This course was designed to help you apply Abbott’s Ethics and Compliance Global Business Standards in three common business interactions:* Professional Services Arrangements
* Support of Third-Party Programs and Abbott-Organized Programs
* Providing Product at No Charge

It is your responsibility to visit iComply and use the Policy and Form Library to access the ethics and compliance policy and procedure specific to your country, or speak with OEC, for further guidance on these topics. | Kursus ini dirancang untuk membantu Anda menerapkan Standar Bisnis Global untuk Etika dan Kepatuhan Abbott dalam tiga interaksi bisnis umum:* Pengaturan Layanan Profesional
* Dukungan Program Pihak Ketiga dan Program yang Diselenggarakan Abbott
* Pemberian Produk Secara Cuma-cuma

Anda bertanggung jawab untuk mengunjungi iComply dan menggunakan Pustaka Kebijakan dan Formulir guna mengakses kebijakan serta prosedur etika dan kepatuhan khusus untuk negara Anda, atau berbicara dengan OEC, untuk mendapatkan panduan lebih lanjut mengenai topik ini. |
| [Screen 8](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=9_C_9) [9\_C\_9](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=9_C_9)  | Professional Services Arrangements are services Abbott obtains from HCPs and others to meet specific, legitimate business needs for information, services, or advice. | Pengaturan Layanan Profesional adalah layanan yang diperoleh Abbott dari HCP dan lainnya untuk memenuhi kebutuhan bisnis spesifik yang sah terkait dengan informasi, layanan, atau nasihat. |
| [Screen 9](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=10_C_10) [10\_C\_10](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=10_C_10)  | Some of the types of professional services for which we regularly engage HCPs include:* Speaking at promotional speaker programs.
* Participating in advisory board meetings.
* Training others on the appropriate use of Abbott products at Abbott-organized programs.
* Consulting services.
* Participating in market research.
 | Beberapa jenis layanan profesional yang secara rutin melibatkan HCP meliputi:* Berbicara di program pembicara promosi.
* Berpartisipasi dalam pertemuan dewan penasihat.
* Melatih orang lain tentang penggunaan produk Abbott yang tepat melalui program yang diselenggarakan Abbott.
* Layanan konsultasi.
* Berpartisipasi dalam riset pasar.
 |
| [Screen 10](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=11_C_11) [11\_C\_11](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=11_C_11)  | There are several general requirements related to Professional Services Arrangements that must be followed.There must be a legitimate business need.Service providers are engaged to meet specific, legitimate business needs for information, services or advice.Service providers must be qualified.We choose service providers based on their experience and expertise related to the services requested, and not based on past (or possible future) use of Abbott products.Compensation must be based on fair market value.Compensation must never exceed the open market value for the service provider’s relevant skillset, expertise and specialty. We must also verify that performance of services has occurred prior to paying for the services. Compensation must be paid by check, wire, or bank transfer.Written documentation must be completed before professional services begin.All Professional Services Arrangements must be documented in a written agreement, in a form approved by Legal, even if the service provider will not be compensated for the services. For document requirements related to specific services, please consult your affiliate’s ethics and compliance policy and procedure. The required forms can be accessed in the Policy and Form Library application in iComply.You must clearly communicate Abbott’s standards.If you are overseeing the professional services engagement, you must communicate to the service provider Abbott’s expectations on meals, travel, and other Abbott standards. And if you anticipate engaging government officials or HCPs who may work for a government agency, seek OEC guidance before engaging them. | Ada beberapa persyaratan umum terkait dengan Pengaturan Layanan Profesional yang harus diikuti.Harus ada kebutuhan bisnis yang sah.Penyedia layanan dilibatkan untuk memenuhi kebutuhan bisnis spesifik dan sah untuk informasi, layanan, atau saran.Penyedia layanan harus memenuhi kualifikasi.Kita memilih penyedia layanan berdasarkan pengalaman dan keahlian mereka terkait layanan yang diminta, dan tidak berdasarkan penggunaan produk Abbott di masa lalu (atau kemungkinan di masa mendatang).Kompensasi harus didasarkan pada nilai pasar yang wajar.Kompensasi tidak boleh melebihi nilai pasar terbuka untuk rangkaian keterampilan, keahlian, dan spesialisasi penyedia layanan yang relevan. Kita juga harus memverifikasi bahwa pelaksanaan layanan telah terjadi sebelum pembayaran layanan dilakukan. Kompensasi harus dibayar melalui cek, transfer elektronik, atau transfer bank.Dokumentasi tertulis harus dilengkapi sebelum layanan profesional dimulai.Semua Pengaturan Layanan Profesional harus didokumentasikan dalam perjanjian tertulis, dalam bentuk yang disetujui oleh bagian Hukum, meskipun penyedia layanan tidak akan menerima kompensasi atas layanan tersebut. Untuk persyaratan dokumen terkait dengan layanan tertentu, silakan lihat kebijakan dan prosedur untuk etika dan kepatuhan afiliasi Anda. Formulir yang diperlukan dapat diakses dalam aplikasi Pustaka Kebijakan dan Formulir dalam iComply.Anda harus menyampaikan standar Abbott dengan jelas.Jika Anda mengawasi keterlibatan layanan profesional, Anda wajib menyampaikan harapan Abbott terkait dengan jamuan, perjalanan, dan standar Abbott lainnya. Dan jika Anda mengantisipasi untuk melibatkan pejabat pemerintah atau HCP yang mungkin bekerja untuk lembaga pemerintah, mintalah panduan OEC sebelum melibatkan mereka. |
| [Screen 11](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=12_C_12) [12\_C\_12](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=12_C_12)  | Engaging a service provider requires the completion of a number of actions before, during, and after the services. | Melibatkan penyedia layanan mengharuskan penyelesaian sejumlah tindakan sebelum, selama, dan setelah layanan. |
| [Screen 12](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=13_C_13) [13\_C\_13](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=13_C_13)  | Before the services, select the service provider based on defined criteria, such as academic and clinical qualifications and expertise.Complete a fair market value (FMV) analysis.If an FMV exception is needed, you should initiate an exception request in the OEC Exceptions Database.Communicate Abbott's compliance expectations to the service provider and sign the necessary agreements.Professional Services Agreement or Statement of Work (if a Master Services Agreement is in place).Always refer to affiliate ethics and compliance policies and procedures for specific processes, procedures, and documentation requirements that apply to the country in which you are operating. | Sebelum layanan diberikan, pilih penyedia layanan berdasarkan kriteria yang ditetapkan, seperti kualifikasi dan keahlian akademik dan klinis.Menyelesaikan analisis nilai pasar yang wajar (FMV).Jika pengecualian FMV diperlukan, Anda harus memulai permintaan pengecualian dalam Basis Data Pengecualian OEC.Menyampaikan harapan Abbott dalam kepatuhan kepada penyedia layanan dan menandatangani perjanjian yang diperlukan.Perjanjian Layanan Profesional atau Pernyataan Kerja (jika Perjanjian Layanan Utama diberlakukan).Selalu lihat kebijakan dan prosedur untuk etika dan kepatuhan afiliasi terkait proses, prosedur, dan persyaratan dokumentasi khusus yang berlaku di negara tempat Anda beroperasi. |
| [Screen 13](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=14_C_14) [14\_C\_14](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=14_C_14)  | During the event, document proof of performance.Examples of documentation may include:* Sign-in sheets
* Meeting minutes
* Photos taken at the event
* A copy of the presentation materials
* Notes from market research feedback
* Other deliverables, if applicable.
 | Selama acara, dokumentasikan bukti kinerja.Contoh dokumentasi dapat mencakup:* Lembar daftar masuk
* Notulen pertemuan
* Foto yang diambil saat acara
* Salinan materi presentasi
* Catatan dari umpan balik riset pasar
* Hasil kerja lainnya, jika ada.
 |
| [Screen 14](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=15_C_15) [15\_C\_15](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=15_C_15)  | After the event, make sure the performance of the services has occurred prior to compensating the service provider.Review all invoices and receipts submitted by the service provider for reimbursement.Ensure they are:* Itemized,
* Appropriate, and
* Allowed per the written agreement.

Keep all required documents easily accessible should the engagement be monitored or audited. | Setelah acara, pastikan layanan sudah dilaksanakan sebelum memberikan kompensasi kepada penyedia layanan.Tinjau semua faktur dan tanda terima yang dikirimkan oleh penyedia layanan untuk penggantian biaya.Pastikan semuanya:* Terperinci,
* Sesuai, dan
* Diizinkan sesuai perjanjian tertulis.

Simpan semua dokumen yang diperlukan agar mudah diakses jika keterlibatannya perlu dipantau atau diaudit. |
| [Screen 15](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=16_C_16) [16\_C\_16](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=16_C_16)  | Did you know?Some countries may require at least 3 months’ notice for pre-approvals of an HCP contract or a visa prior to travel.Find in iComply the Global Engagement PASSPORT tool that provides guidance on planning, executing, and documenting cross-border engagements.Some countries, for transparency reporting, may require a Cross-Border Engagement Form. Remember that compensation must be calculated based on the HCP’s home country and in the currency of the HCP’s home country. | Tahukah Anda?Sebagian negara mungkin memerlukan pemberitahuan setidaknya 3 bulan sebelumnya untuk persetujuan kontrak HCP atau visa sebelum perjalanan.Temukan dalam iComply alat bantu PASPOR Keterlibatan Global yang memberikan panduan tentang perencanaan, pelaksanaan, dan dokumentasi keterlibatan lintas negara.Sebagian negara, untuk pelaporan transparansi, mungkin mengharuskan Formulir Keterlibatan Lintas Negara. Ingatlah bahwa kompensasi harus dihitung berdasarkan negara asal HCP dan dalam mata uang negara asal HCP. |
| [Screen 16](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=17_C_17) [17\_C\_17](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=17_C_17)  | Quick CheckTest your knowledge now! | Uji Pengetahuan SingkatUji pengetahuan Anda sekarang! |
| [Screen 16](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=18_C_17) [18\_C\_17](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=18_C_17)  | Which of the following is not a requirement for Professional Services Arrangements? | Manakah dari berikut ini yang bukan merupakan persyaratan untuk Pengaturan Layanan Profesional? |
| [Screen 16](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=19_C_17) [19\_C\_17](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=19_C_17)  | Service providers must be chosen based on past use of Abbott products.Arrangements with service providers must be reflected in a written professional services agreement.Compensation for services must not exceed fair market value.The number of service providers retained must be reasonably necessary to perform the services or obtain the information required.Submit | Penyedia layanan harus dipilih berdasarkan penggunaan produk Abbott di masa lalu.Pengaturan dengan penyedia layanan harus tercermin dalam perjanjian layanan profesional tertulis.Kompensasi untuk layanan tidak boleh melebihi nilai pasar yang wajar.Jumlah penyedia layanan yang dipertahankan harus sebesar yang diperlukan secara wajar guna melaksanakan layanan atau memperoleh informasi yang diperlukan.Kirim |
| [Screen 16](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=20_C_17) [20\_C\_17](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=20_C_17)  | That's correct!That's not correct!Service providers must be chosen based on defined criteria that are related to the services requested, such as medical expertise and reputation, knowledge and experience, and communication skills (when relevant to the service). They must never be chosen based on past use of Abbott products or in exchange for a commitment to use, recommend, or buy Abbott products in the future. | Itu benar!Itu tidak benar!Penyedia layanan wajib dipilih berdasarkan ketetapan kriteria terkait dengan layanan yang diminta, misalnya keahlian dan reputasi medis, pengetahuan dan pengalaman, serta keterampilan komunikasi (jika terkait dengan layanan tersebut). Mereka tidak boleh dipilih berdasarkan pada penggunaan produk Abbott di masa lalu atau sebagai ganti komitmen menggunakan, merekomendasikan, atau membeli produk Abbott di masa depan. |
| [Screen 17](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=21_C_18) [21\_C\_18](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=21_C_18)  |  |  |
| [Screen 17](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=22_C_18) [22\_C\_18](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=22_C_18)  | How does Abbott determine payment for HCP services performed? | Bagaimana Abbott menentukan pembayaran untuk layanan HCP yang dilakukan? |
| [Screen 17](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=23_C_18) [23\_C\_18](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=23_C_18)  | Payment is determined based on the service provider’s current rate.Compensation is based on how many Abbott products they have purchased.A fair market value is determined based on the service provider’s expertise and experience.Compensation is determined by the value of Abbott’s past, present, or future business with the service provider.Submit | Pembayaran ditentukan berdasarkan tarif penyedia layanan saat ini.Kompensasi didasarkan pada jumlah produk Abbott yang telah mereka beli.Nilai pasar yang wajar ditentukan berdasarkan keahlian dan pengalaman penyedia layanan.Kompensasi ditentukan oleh nilai bisnis Abbott sebelumnya, saat ini, atau di masa mendatang dengan penyedia layanan.Kirim |
| [Screen 17](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=24_C_18) [24\_C\_18](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=24_C_18)  | That's correct!That's not correct!Compensation for services must not exceed fair market value and may not be based on the volume or value of Abbott’s past, present, or future business with the service provider or any related institution. Consult with OEC before engaging government officials and calculating FMV for non-HCPs. | Itu benar!Itu tidak benar!Kompensasi layanan tidak boleh melampaui nilai pasar yang wajar dan tidak boleh berdasarkan volume atau nilai bisnis Abbot dengan penyedia layanan atau lembaga terkait di masa lalu, sekarang, atau yang akan datang. Konsultasikan dengan OEC sebelum melibatkan pejabat pemerintah dan menghitung FMV untuk non-HCP. |
| [Screen 18](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=25_C_19) [25\_C\_19](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=25_C_19)  | Click the arrow to begin your review.ReviewTake a moment to review some of the key concepts in this section. | Klik panah untuk memulai tinjauan Anda.TinjauanLuangkan waktu sejenak untuk meninjau beberapa konsep utama dalam bagian ini. |
| [Screen 18](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=26_C_19) [26\_C\_19](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=26_C_19)  | Professional Services ArrangementsProfessional Services Arrangements are services Abbott obtains from HCPs and others to meet specific, legitimate business needs for information, services, or advice. | Pengaturan Layanan ProfesionalPengaturan Layanan Profesional adalah layanan yang diperoleh Abbott dari HCP dan lainnya untuk memenuhi kebutuhan bisnis spesifik yang sah terkait dengan informasi, layanan, atau nasihat. |
| [Screen 18](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=27_C_19) [27\_C\_19](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=27_C_19)  | General RequirementsGeneral Requirements include:* Legitimate need
* Qualifications of provider
* Fair market value for services
* Written documentation
 | Persyaratan UmumPersyaratan Umum meliputi:* Kebutuhan yang sah
* Kualifikasi penyedia layanan
* Nilai pasar yang wajar untuk layanan
* Dokumentasi tertulis
 |
| [Screen 18](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=28_C_19) [28\_C\_19](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=28_C_19)  | Process for Engaging a Service ProviderEngaging a service provider requires the completion of a number of actions before, during, and after the service. | Proses untuk Melibatkan Penyedia LayananMelibatkan penyedia layanan mengharuskan penyelesaian sejumlah tindakan sebelum, selama, dan setelah layanan. |
| [Screen 20](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=30_C_21) [30\_C\_21](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=30_C_21)  | Abbott may provide support for Third-Party and Abbott-Organized Programs, such as:* Plant tours/site visits.
* Educational grants.
* Commercial sponsorships.
* Direct sponsorships to attend educational conferences, as permitted in affiliate ethics and compliance policies.
 | Abbott dapat memberikan dukungan untuk Program Pihak Ketiga dan Program yang Diselenggarakan oleh Abbott, seperti:* Tur pabrik/kunjungan lokasi.
* Hibah pendidikan.
* Pemberian sponsor komersial.
* Pemberian sponsor langsung untuk menghadiri konferensi pendidikan, sebagaimana diizinkan dalam kebijakan etika dan kepatuhan afiliasi.
 |
| [Screen 21](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=31_C_22) [31\_C\_22](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=31_C_22)  | In some affiliates, Abbott may sponsor HCPs and others to attend third party educational, scientific, and public policy conferences and meetings, with the goal of advancing science and improving health outcomes.Refer to your local ethics and compliance policy and procedure for what types of sponsorships are permitted in your country. | Di sebagian afiliasi, Abbott dapat mensponsori HCP dan pihak lainnya untuk menghadiri konferensi dan pertemuan pendidikan, ilmiah, dan kebijakan publik pihak ketiga, dengan tujuan memajukan ilmu pengetahuan dan meningkatkan hasil kesehatan.Lihat kebijakan dan prosedur etika dan kepatuhan setempat untuk jenis pemberian sponsor yang diizinkan di negara Anda. |
| [Screen 22](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=32_C_23) [32\_C\_23](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=32_C_23)  | Abbott may provide fellowships, scholarships, and other educational grants to healthcare institutions (HCIs), training institutions, professional societies, or similar organizations involved in medical or scientific education. | Abbott dapat memberikan keanggotaan, beasiswa, dan hibah pendidikan lainnya kepada lembaga perawatan kesehatan (HCI), lembaga pelatihan, asosiasi profesional, atau organisasi serupa yang terlibat dalam pendidikan medis atau ilmiah. |
| [Screen 23](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=33_C_24) [33\_C\_24](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=33_C_24)  | Educational grants must be used only for educational/research purposes.Abbott must not select or provide input on individuals selected to receive support. Refer to your local ethics and compliance policy and procedures for a full list of requirements specific to your country. | Hibah pendidikan harus digunakan hanya untuk tujuan pendidikan/penelitian.Abbott tidak boleh memilih atau memberikan masukan terkait dengan individu yang dipilih untuk menerima dukungan. Lihat kebijakan dan prosedur etika dan kepatuhan setempat Anda untuk daftar lengkap persyaratan khusus di negara Anda. |
| [Screen 24](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=34_C_25) [34\_C\_25](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=34_C_25)  | Abbott may purchase commercial sponsorship packages to support third party educational, scientific, and public policy conferences, programs, or meetings that have the purpose of advancing science and improving health outcomes. | Abbot dapat membeli paket pemberian sponsor komersial untuk mendukung konferensi, program, atau pertemuan pendidikan, ilmiah, dan kebijakan publik pihak ketiga yang bertujuan guna memajukan ilmu pengetahuan dan meningkatkan hasil kesehatan. |
| [Screen 25](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=35_C_26) [35\_C\_26](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=35_C_26)  | In exchange for the funding, Abbott may receive exhibit booth space, satellite symposia, and/or other promotional commitments. | Sebagai imbalan atas pendanaan tersebut, Abbott dapat menerima ruang stan pameran, simposium satelit, dan/atau komitmen promosi lainnya. |
| [Screen 26](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=36_C_27) [36\_C\_27](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=36_C_27)  | Support for a third-party meeting must not be provided to an individual.Likewise, Abbott may not sponsor standalone entertainment events. Refer to your local ethics and compliance policy and procedures for a full list of requirements specific to your country. | Dukungan untuk pertemuan pihak ketiga tidak boleh diberikan kepada perorangan.Demikian pula, Abbott tidak boleh mensponsori acara hiburan mandiri. Lihat kebijakan dan prosedur etika dan kepatuhan setempat Anda untuk daftar lengkap persyaratan khusus di negara Anda. |
| [Screen 27](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=37_C_28) [37\_C\_28](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=37_C_28)  | Abbott may organize speaker programs and other events (e.g. symposia and proctorships) aimed at training and educating HCPs and other stakeholders, delivered by contracted HCPs, third party vendors, or Abbott personnel.The primary purpose of such programs must be to educate HCPs on the safe and effective use of Abbott products and medical technologies. | Abbott dapat menyelenggarakan program pembicara dan acara lainnya (misalnya simposium dan pengawasan) yang ditujukan untuk melatih dan mengedukasi HCP dan pemangku kepentingan lainnya, yang disampaikan oleh HCP yang dikontrak, vendor pihak ketiga, atau personel Abbott.Tujuan utama program tersebut harus untuk mengedukasi HCP mengenai penggunaan produk dan teknologi medis Abbott secara aman dan efektif. |
| [Screen 28](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=38_C_29) [38\_C\_29](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=38_C_29)  | The advertisement or promotion of Abbott products may not be the primary purpose of an Abbott-organized program.Refer to your local ethics and compliance policy and procedures for a full list of requirements specific to your country. | Iklan atau promosi produk Abbott tidak boleh menjadi tujuan utama program yang diselenggarakan oleh Abbott.Lihat kebijakan dan prosedur etika dan kepatuhan setempat Anda untuk daftar lengkap persyaratan khusus di negara Anda. |
| [Screen 29](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=39_C_30) [39\_C\_30](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=39_C_30)  | Abbott may invite current and prospective customers and others, as needed, to evaluate Abbott products that cannot be easily moved, or to evaluate our manufacturing facilities to better understand quality processes, manufacturing capacity, and product or plant characteristics.Consult with OEC to determine if any pre-approvals and applications are needed before offering to host an HCP on a plant tour or site visit. | Abbott dapat mengundang pelanggan saat ini dan calon pelanggan serta yang lainnya, sesuai kebutuhan, guna mengevaluasi produk Abbott yang tidak dapat dipindahkan dengan mudah atau untuk mengevaluasi fasilitas manufaktur kita agar lebih memahami proses kualitas, kapasitas produksi, serta karakteristik produk atau pabrik.Konsultasikan dengan OEC untuk menentukan apakah persetujuan dan permohonan sebelumnya diperlukan sebelum menawarkan untuk menjadi tuan rumah bagi HCP dalam tur pabrik atau kunjungan lokasi. |
| [Screen 30](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=40_C_31) [40\_C\_31](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=40_C_31)  | Particular caution must be taken with government officials.Before any plant tour or site visit by a government official, including those who are HCPs, ensure that the government employee is permitted to attend and the employer’s policies and procedures are followed, including any restrictions on Abbott providing anything of value. | Diperlukan perhatian khusus saat berinteraksi dengan pejabat pemerintah.Sebelum tur pabrik atau kunjungan lokasi oleh pejabat pemerintah, termasuk mereka yang merupakan HCP, pastikan bahwa pegawai pemerintah diizinkan untuk hadir dan kebijakan serta prosedur perusahaan dipatuhi, termasuk setiap pembatasan bagi Abbott untuk memberikan sesuatu yang bernilai. |
| [Screen 31](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=41_C_32) [41\_C\_32](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=41_C_32)  | Quick CheckTest your knowledge now! | Uji Pengetahuan SingkatUji pengetahuan Anda sekarang! |
| [Screen 31](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=42_C_32) [42\_C\_32](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=42_C_32)  | Abbott may not provide support for: | Abbott tidak boleh memberikan dukungan untuk: |
| [Screen 31](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=43_C_32) [43\_C\_32](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=43_C_32)  | Satellite symposia.Fellowships and scholarships.Educational grants.Standalone entertainment events.Submit | Simposium satelit.Keanggotaan dan beasiswa.Hibah pendidikan.Acara hiburan mandiri.Kirim |
| [Screen 31](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=44_C_32) [44\_C\_32](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=44_C_32)  | That's correct!That's not correct!Abbott may provide financial support or funding for third party educational, scientific, and public policy conferences, programs, or meetings that have the purpose of advancing science and improving health outcomes. Support must not be provided to an individual. Consult with OEC if you are unsure whether a third-party meeting support is appropriate. | Itu benar!Itu tidak benar!Abbot dapat menyediakan dukungan keuangan atau pendanaan untuk konferensi, program, atau pertemuan pendidikan, ilmiah, dan kebijakan publik pihak ketiga yang bertujuan guna memajukan ilmu pengetahuan dan meningkatkan hasil kesehatan. Dukungan tidak boleh diberikan kepada perorangan. Konsultasikan dengan OEC jika Anda tidak yakin apakah dukungan pertemuan pihak ketiga sudah tepat. |
| [Screen 32](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=45_C_33) [45\_C\_33](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=45_C_33)  |  |  |
| [Screen 32](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=46_C_33) [46\_C\_33](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=46_C_33)  | Which of the following is not an appropriate primary purpose for an Abbott-organized program? | Manakah dari hal berikut yang bukan merupakan tujuan utama yang sesuai untuk program yang diselenggarakan Abbott? |
| [Screen 32](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=47_C_33) [47\_C\_33](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=47_C_33)  | To advance science.To improve health outcomes and patient care.To educate on the safe and effective use of Abbott products.To advertise or promote Abbott products.Submit | Untuk memajukan ilmu pengetahuan.Untuk meningkatkan hasil kesehatan dan perawatan pasien.Untuk mengedukasi penggunaan produk Abbott secara aman dan efektif.Untuk mengiklankan atau mempromosikan produk Abbott.Kirim |
| [Screen 32](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=48_C_33) [48\_C\_33](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=48_C_33)  | That's correct!That's not correct!The primary purpose of such programs must be to educate HCPs on the safe and effective use of Abbott products and medical technologies. The advertisement or promotion of Abbott products may not be the primary purpose of an Abbott-organized program. | Itu benar!Itu tidak benar!Tujuan utama program tersebut harus untuk mengedukasi HCP mengenai penggunaan produk dan teknologi medis Abbott secara aman dan efektif. Iklan atau promosi produk Abbott tidak boleh menjadi tujuan utama program yang diselenggarakan oleh Abbott. |
| [Screen 33](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=49_C_34) [49\_C\_34](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=49_C_34)  | Click the arrow to begin your review.ReviewTake a moment to review some of the key concepts in this section. | Klik panah untuk memulai tinjauan Anda.TinjauanLuangkan waktu sejenak untuk meninjau beberapa konsep utama dalam bagian ini. |
| [Screen 33](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=50_C_34) [50\_C\_34](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=50_C_34)  | Direct SponsorshipsIn some affiliates, Abbott may sponsor HCPs and others to attend third party educational, scientific, and public policy conferences and meetings, with the goal of advancing science and improving health outcomes. Refer to your local ethics and compliance policy and procedures for a full list of requirements specific to your country. | Pemberian Sponsor LangsungDi sebagian afiliasi, Abbott dapat mensponsori HCP dan pihak lainnya untuk menghadiri konferensi dan pertemuan pendidikan, ilmiah, dan kebijakan publik pihak ketiga, dengan tujuan memajukan ilmu pengetahuan dan meningkatkan hasil kesehatan. Lihat kebijakan dan prosedur etika dan kepatuhan setempat Anda untuk daftar lengkap persyaratan khusus di negara Anda. |
| [Screen 33](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=51_C_34) [51\_C\_34](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=51_C_34)  | Educational GrantsAbbott may provide fellowships, scholarships, and other educational grants to HCIs, training institutions, professional societies, or similar organizations involved in medical or scientific education. Refer to your local ethics and compliance policy and procedures for a full list of requirements specific to your country. | Hibah PendidikanAbbott dapat memberikan keanggotaan, beasiswa, dan hibah pendidikan lainnya kepada HCI, lembaga pelatihan, asosiasi profesional, atau organisasi serupa yang terlibat dalam pendidikan medis atau ilmiah. Lihat kebijakan dan prosedur etika dan kepatuhan setempat Anda untuk daftar lengkap persyaratan khusus di negara Anda. |
| [Screen 33](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=52_C_34) [52\_C\_34](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=52_C_34)  | Commercial SponsorshipsAbbott may purchase commercial sponsorship packages to support third party educational, scientific, and public policy conferences, programs, or meetings that have the purpose of advancing science and improving health outcomes. Refer to your local ethics and compliance policy and procedures for a full list of requirements specific to your country. | Pemberian Sponsor KomersialAbbot dapat membeli paket pemberian sponsor komersial untuk mendukung konferensi, program, atau pertemuan pendidikan, ilmiah, dan kebijakan publik pihak ketiga yang bertujuan guna memajukan ilmu pengetahuan dan meningkatkan hasil kesehatan. Lihat kebijakan dan prosedur etika dan kepatuhan setempat Anda untuk daftar lengkap persyaratan khusus di negara Anda. |
| [Screen 33](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=53_C_34) [53\_C\_34](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=53_C_34)  | Abbott-Organized ProgramsAbbott may organize speaker programs and other events aimed at training and educating HCPs and other stakeholders, delivered by contracted HCPs, third party vendors, or Abbott personnel. Refer to your local ethics and compliance policy and procedures for a full list of requirements specific to your country. | Program yang Diselenggarakan AbbottAbbott dapat menyelenggarakan program pembicara dan acara lainnya yang ditujukan untuk melatih dan mengedukasi HCP dan pemangku kepentingan lainnya, yang disampaikan oleh HCP yang dikontrak, vendor pihak ketiga, atau personel Abbott. Lihat kebijakan dan prosedur etika dan kepatuhan setempat Anda untuk daftar lengkap persyaratan khusus di negara Anda. |
| [Screen 33](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=54_C_34) [54\_C\_34](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=54_C_34)  | Plat Tours / Site VisitsAbbott may invite current and prospective customers and others, as needed, to evaluate Abbott products that cannot be easily moved, or to evaluate our manufacturing facilities to better understand quality processes, manufacturing capacity, and product or plant characteristics. Refer to your local ethics and compliance policy and procedures for a full list of requirements specific to your country. | Tur Pabrik/Kunjungan LokasiAbbott dapat mengundang pelanggan saat ini dan calon pelanggan serta yang lainnya, sesuai kebutuhan, guna mengevaluasi produk Abbott yang tidak dapat dipindahkan dengan mudah atau untuk mengevaluasi fasilitas manufaktur kita agar lebih memahami proses kualitas, kapasitas produksi, serta karakteristik produk atau pabrik. Lihat kebijakan dan prosedur etika dan kepatuhan setempat Anda untuk daftar lengkap persyaratan khusus di negara Anda. |
| [Screen 35](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=56_C_36) [56\_C\_36](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=56_C_36)  | Abbott may provide Abbott product to HCPs, customers, consumers, and others free of charge for legitimate business purposes.These purposes include demonstration, evaluation, as a replacement item, and for HCPs in training. | Abbott dapat memberikan produk Abbott kepada HCP, pelanggan, konsumen, dan pihak lainnya secara gratis untuk tujuan bisnis yang sah.Tujuan ini termasuk demonstrasi, evaluasi, sebagai barang pengganti, dan untuk pelatihan HCP. |
| [Screen 36](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=57_C_37) [57\_C\_37](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=57_C_37)  | No charge product should never be provided as an improper incentive.Provision of no charge product is subject to local requirements in affiliates’ ethics and compliance policies and procedures. For detailed requirements, including required documentation, please visit iComply or contact your local OEC representative. | Produk gratis tidak boleh diberikan sebagai insentif yang tidak pantas.Penyediaan produk gratis tunduk pada persyaratan setempat dalam kebijakan dan prosedur etika dan kepatuhan afiliasi. Untuk persyaratan terperinci, termasuk dokumentasi yang diperlukan, silakan kunjungi iComply atau hubungi perwakilan OEC setempat Anda. |
| [Screen 37](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=58_C_38) [58\_C\_38](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=58_C_38)  | Products for sampling and evaluation include:* Product Samples
* Single-use Evaluation Products
* Multiple-use Evaluation Products.

Product SamplesProduct samples are products, often available through retail or trade channels, provided for trial or evaluation by patients or consumers (e.g. diabetes test strips and nutritional products).Single-use Evaluation ProductsSingle-use evaluation products include no charge product used during an HCP’s diagnosis or treatment of an individual patient, which are provided to an HCP or HCI for evaluation. Examples include:* Medical devices or diagnostics used for only one patient.
* Single-use accessories, disposables, and consumables used with medical device equipment.
* Reagents, test cartridges, and consumables used with diagnostic instruments and equipment.

Multiple-use Evaluation ProductsMultiple-use evaluation products include no charge product provided to an HCP or HCI for trial or evaluation, and which may be used to treat multiple patients. Multiple-use evaluation products must be labeled or identified as belonging to Abbott throughout the trial period. Examples include:* Imaging equipment, instruments, and software.
* Surgical equipment.
* Diagnostic and medical device instruments and equipment.
 | Produk untuk pengambilan sampel dan evaluasi meliputi:* Sampel Produk
* Produk Evaluasi Sekali Pakai
* Produk Evaluasi Multifungsi.

Sampel ProdukSampel produk adalah produk, sering kali tersedia melalui jalur ritel atau perdagangan, disediakan untuk uji coba atau evaluasi oleh pasien atau konsumen (misalnya strip uji diabetes dan produk nutrisi).Produk Evaluasi Sekali PakaiProduk evaluasi sekali pakai mencakup produk gratis yang digunakan selama diagnosis atau pengobatan oleh HCP kepada pasien perorangan, yang disediakan kepada HCP atau HCI untuk dievaluasi. Contohnya termasuk:* Perangkat medis atau diagnostik yang digunakan hanya untuk satu pasien.
* Aksesori sekali pakai, barang langsung buang, dan barang habis pakai yang digunakan dengan peralatan perangkat medis.
* Reagen, katrij uji, dan bahan habis pakai yang digunakan bersama instrumen dan peralatan diagnostik.

Produk Evaluasi MultifungsiProduk evaluasi multifungsi termasuk produk gratis yang diberikan kepada HCP atau HCI untuk uji coba atau evaluasi, dan yang dapat digunakan untuk mengobati beberapa pasien. Produk evaluasi multifungsi harus dilabeli atau diidentifikasi sebagai milik Abbott selama periode uji coba. Contohnya termasuk:* Peralatan, instrumen, dan perangkat lunak pencitraan.
* Peralatan bedah.
* Instrumen dan peralatan diagnostik serta perangkat medis.
 |
| [Screen 38](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=59_C_39) [59\_C\_39](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=59_C_39)  | There are several important requirements related to products for sampling and evaluation.The quantity of samples provided must be reasonable and based on the intended use of the product.Check local policies for specific limits.The time period for the evaluation of multiple-use evaluation products must be reasonable and limited in duration.At the end of the trial period, such products must be either purchased by the customer, returned to Abbott, or destroyed (at Abbott’s preference).Multiple-use evaluation products must be labeled or identified as belonging to Abbott throughout the trial period.Abbott must inform the recipient that the product is being provided free of charge and must not be resold.That is, the product should not be billed, charged, sold, or traded to any third-party, including any insurer or managed care or government reimbursement program. | Ada beberapa persyaratan penting terkait dengan produk untuk pengambilan sampel dan evaluasi.Jumlah sampel yang diberikan harus wajar dan berdasarkan tujuan penggunaan produk.Periksa kebijakan setempat untuk mengetahui batasan tertentu.Periode waktu evaluasi terhadap produk evaluasi multifungsi harus bersifat wajar dan terbatas durasinya.Pada akhir periode uji coba, produk tersebut harus dibeli oleh pelanggan, dikembalikan ke Abbott, atau dimusnahkan (sesuai preferensi Abbott).Produk evaluasi multifungsi harus dilabeli atau diidentifikasi sebagai milik Abbott selama periode uji coba.Abbott harus memberi tahu penerima bahwa produk tersebut disediakan secara gratis dan tidak boleh dijual kembali.Artinya, produk tidak boleh ditagihkan, dibebankan, dijual, atau diperdagangkan kepada pihak ketiga mana pun, termasuk perusahaan asuransi atau pelayanan kesehatan terkelola atau program penggantian biaya oleh pemerintah. |
| [Screen 39](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=60_C_40) [60\_C\_40](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=60_C_40)  | Another category of no charge product includes products used for demonstrations and for HCPs in training.Demonstration ProductsDemonstration products are provided to an HCP or an HCI to demonstrate, educate, or train patients, consumers or HCPs on the use of our products.Demonstration products are also provided to Abbott representatives to demonstrate, educate or train an HCP or an HCI on the use of the products.Products for HCPs in TrainingProducts for HCPs in training are provided to educational institutions or programs for training or education of HCPs in training. | Kategori produk gratis lainnya mencakup produk yang digunakan untuk demonstrasi dan pelatihan HCP.Produk DemonstrasiProduk demonstrasi diberikan kepada HCP atau HCI untuk mendemonstrasikan, mengedukasi, atau melatih pasien, konsumen, atau HCP tentang penggunaan produk kita.Produk demonstrasi juga diberikan kepada perwakilan Abbott untuk mendemonstrasikan, mengedukasi, atau melatih HCP atau HCI tentang penggunaan produk.Produk untuk Pelatihan HCPProduk untuk Pelatihan HCP diberikan untuk lembaga pendidikan atau program pelatihan atau pendidikan HCP. |
| [Screen 40](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=61_C_41) [61\_C\_41](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=61_C_41)  | There are several important requirements related to demonstration products and products for HCPs in training.Demonstration products and products for HCPs in training should be identified as being for demonstration or educational use and not for use in patient care.The quantity of the products provided at no charge must be reasonable and limited to what the recipient needs for the particular demonstration, educational, or training purpose.The recipients of the products must be informed and agree that they will not charge any third party for the products and will not sell the products. | Ada beberapa persyaratan penting terkait dengan produk demonstrasi dan produk untuk pelatihan HCP.Produk demonstrasi dan produk untuk pelatihan HCP harus diidentifikasi masing-masing sebagai penggunaan untuk demonstrasi atau pendidikan dan tidak untuk digunakan dalam perawatan pasien.Jumlah produk yang diberikan secara gratis harus bersifat wajar dan terbatas pada kebutuhan penerima untuk tujuan demonstrasi, pendidikan, atau pelatihan tertentu.Penerima produk harus diberi tahu dan setuju bahwa mereka tidak akan memungut biaya kepada pihak ketiga mana pun atas produk tersebut dan tidak akan menjual produk tersebut. |
| [Screen 41](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=62_C_42) [62\_C\_42](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=62_C_42)  | A replacement product is a product provided to customers to replace an Abbott product, usually in connection with a warranty or other quality or service concern. | Produk pengganti adalah produk yang diberikan kepada pelanggan untuk menggantikan produk Abbott, lazimnya berkenaan dengan masalah garansi atau kualitas lain ataupun layanan. |
| [Screen 42](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=63_C_43) [63\_C\_43](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=63_C_43)  | Abbott may provide a replacement product to customers at no charge to replace a new or unused Abbott product when the customer has agreed to discard or return the previous product provided, or to replace a used product based on a warranty or defect. | Abbott dapat memberikan produk pengganti kepada pelanggan secara gratis untuk mengganti produk Abbott yang baru atau tidak digunakan apabila pelanggan setuju untuk membuang atau mengembalikan produk yang diberikan sebelumnya, atau untuk mengganti produk yang telah digunakan atas dasar garansi atau cacat. |
| [Screen 43](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=64_C_44) [64\_C\_44](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=64_C_44)  | There are several important requirements related to replacement products.* The replacement should typically be on a unit-for-unit basis.
* The recipient should be informed that billing for the product is not permitted if the original product being replaced has already been billed.
* The reason for the replacement transaction must be documented in writing.
* The product must comply with all relevant quality and packaging requirements.
 | Ada beberapa persyaratan penting terkait dengan produk pengganti.* Penggantian biasanya harus berdasarkan satuan untuk satuan.
* Pihak penerima harus diberi tahu bahwa penagihan untuk produk tidak diperbolehkan jika produk asli yang diganti telah ditagihkan.
* Alasan untuk transaksi pengganti harus didokumentasikan secara tertulis.
* Produk harus mematuhi semua persyaratan kualitas dan kemasan yang relevan.
 |
| [Screen 44](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=65_C_45) [65\_C\_45](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=65_C_45)  | Quick CheckTest your knowledge now! | Uji Pengetahuan SingkatUji pengetahuan Anda sekarang! |
| [Screen 44](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=66_C_45) [66\_C\_45](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=66_C_45)  | For which business purposes may Abbott provide product at no charge to HCPs, HCIs, customers, consumers, and others?Select all that apply. | Untuk tujuan bisnis yang mana Abbott dapat memberikan produk secara gratis kepada HCP, HCI, pelanggan, konsumen, dan yang lainnya?Pilih semua jawaban yang sesuai. |
| [Screen 44](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=67_C_45) [67\_C\_45](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=67_C_45)  | To evaluate the efficacy and performance of the productTo educate or train patients or consumers on the use of the productTo replace the product due to quality or service concernsTo encourage HCPs, customers, consumers, and others to use the product more frequently or to purchase more of the productSubmit | Untuk mengevaluasi kemanjuran dan kinerja produkUntuk mengedukasi atau melatih pasien atau konsumen mengenai penggunaan produkUntuk mengganti produk karena masalah kualitas atau layananUntuk mendorong HCP, pelanggan, konsumen, dan orang lain agar lebih sering menggunakan produk atau membeli lebih banyak produkKirim |
| [Screen 44](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=68_C_45) [68\_C\_45](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=68_C_45)  | That's correct!That's not correct!Where allowed under local laws, regulations, and industry codes, Abbott may provide product at no charge to HCPs, HCIs, customers, consumers, and others to evaluate the efficacy and performance of the product, to educate or train patients or consumers on the use of the product, or to replace the product due to quality or service concerns. Abbott never provides a product at no charge to encourage HCPs, customers, consumers, and others to use the product more frequently or to purchase more of the product. | Itu benar!Itu tidak benar!Bilamana diizinkan oleh undang-undang, peraturan, dan pedoman industri setempat, Abbott dapat memberikan produk secara gratis kepada HCP, HCI, pelanggan, konsumen, dan pihak lain untuk mengevaluasi kemanjuran dan kinerja produk, untuk mengedukasi atau melatih pasien atau konsumen mengenai penggunaan produk, atau untuk mengganti produk karena masalah kualitas atau layanan. Abbott tidak pernah menyediakan produk secara gratis untuk mendorong HCP, pelanggan, konsumen, dan pihak lain agar lebih sering menggunakan produk atau membeli lebih banyak produk. |
| [Screen 45](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=69_C_46) [69\_C\_46](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=69_C_46)  |  |  |
| [Screen 45](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=70_C_46) [70\_C\_46](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=70_C_46)  | What should a customer do with their Abbott multiple-use evaluation product at the end of the evaluation period? | Apa yang harus dilakukan pelanggan dengan produk evaluasi multifungsi Abbott mereka pada akhir periode evaluasi? |
| [Screen 45](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=71_C_46) [71\_C\_46](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=71_C_46)  | Keep the evaluation product without purchasing, leasing, or contracting for the product.Give the product to another employee at the customer’s company.If the customer doesn’t want to purchase, lease or otherwise contract for the product, follow Abbott’s direction on whether to return the product or destroy it.Sell the instrument to a third party.Submit | Menyimpan produk evaluasi tanpa membeli, menyewa, atau mengontrak produk tersebut.Memberikan produk kepada karyawan lain di perusahaan pelanggan.Jika pelanggan tidak ingin membeli, menyewakan, atau mengontrak produk, ikuti arahan Abbott tentang apakah akan mengembalikan produk atau memusnahkannya.Menjual instrumen kepada pihak ketiga.Kirim |
| [Screen 45](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=72_C_46) [72\_C\_46](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=72_C_46)  | That's correct!That's not correct!Abbott must retain ownership of the multiple-use evaluation product during the trial period, and if the customer declines to purchase, lease, or otherwise contract for the product, it must be promptly returned to Abbott (or confirmed as destroyed, at Abbott’s preference) at the end of the trial period. | Itu benar!Itu tidak benar!Abbott harus mempertahankan kepemilikan produk evaluasi multifungsi selama periode uji coba, dan jika pelanggan menolak untuk membeli, menyewa, atau mengontrak produk, produk harus dikembalikan segera kepada Abbott (atau dipastikan hancur atas keinginan Abbott) di akhir masa uji coba. |
| [Screen 46](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=73_C_47) [73\_C\_47](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=73_C_47)  |  |  |
| [Screen 46](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=74_C_47) [74\_C\_47](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=74_C_47)  | If I want to give an Abbott product at no charge to a customer for a reason not listed in my local affiliate ethics and compliance policy, what should I do? | Jika saya ingin memberikan produk Abbott secara gratis kepada pelanggan karena alasan yang tidak tercantum dalam kebijakan etika dan kepatuhan afiliasi lokal saya, apa yang harus saya lakukan? |
| [Screen 46](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=75_C_47) [75\_C\_47](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=75_C_47)  | Distribute the product free of charge to the customer.Obtain approval from my manager only.Draft a new procedure around the no charge product distribution.Consult with local OEC on the possible new no charge product program.Submit | Membagikan produk secara gratis kepada pelanggan.Mendapatkan persetujuan hanya dari manajer saya.Menyusun prosedur baru seputar distribusi produk gratis.Konsultasikan dengan OEC setempat mengenai kemungkinan program produk gratis yang baru.Kirim |
| [Screen 46](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=76_C_47) [76\_C\_47](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=76_C_47)  | That's correct!That's not correct!The provision of no charge product must follow the procedures for the stated categories. No charge programs that fall outside our ethics and compliance policies and procedures may only be implemented with the prior review and approval of OEC and may require a policy exception. | Itu benar!Itu tidak benar!Penyediaan produk gratis harus mengikuti prosedur untuk kategori yang dinyatakan. Program gratis yang berada di luar kebijakan dan prosedur etika dan kepatuhan kita hanya dapat diimplementasikan dengan tinjauan dan persetujuan sebelumnya dari OEC dan mungkin memerlukan pengecualian kebijakan. |
| [Screen 47](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=77_C_48) [77\_C\_48](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=77_C_48)  | Click the arrow to begin your review.ReviewTake a moment to review some of the key concepts in this section. | Klik panah untuk memulai tinjauan Anda.TinjauanLuangkan waktu sejenak untuk meninjau beberapa konsep utama dalam bagian ini. |
| [Screen 47](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=78_C_48) [78\_C\_48](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=78_C_48)  | Providing Product at No ChargeAbbott may provide Abbott product to HCPs, customers, consumers, and others free of charge for legitimate business purposes. Provision of no charge product is subject to local requirements in affiliates’ ethics and compliance policies and procedures. | Pemberian Produk Secara Cuma-cumaAbbott dapat memberikan produk Abbott kepada HCP, pelanggan, konsumen, dan pihak lainnya secara gratis untuk tujuan bisnis yang sah. Penyediaan produk gratis tunduk pada persyaratan setempat dalam kebijakan dan prosedur etika dan kepatuhan afiliasi. |
| [Screen 47](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=79_C_48) [79\_C\_48](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=79_C_48)  | Products for Sampling and EvaluationProducts for sampling and evaluation include:* Product Samples
* Single-use Evaluation Products
* Multiple-use Evaluation Products.

Visit iComply or contact your local OEC representative for detailed requirements. | Produk untuk Pengambilan Sampel dan EvaluasiProduk untuk pengambilan sampel dan evaluasi meliputi:* Sampel Produk
* Produk Evaluasi Sekali Pakai
* Produk Evaluasi Multifungsi.

Kunjungi iComply atau hubungi perwakilan OEC setempat Anda untuk persyaratan terperinci. |
| [Screen 47](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=80_C_48) [80\_C\_48](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=80_C_48)  | Demonstration Products and Products for HCPs in TrainingVisit iComply or contact your local OEC representative for detailed requirements related to demonstration products and products for HCPs in training. | Produk Demonstrasi dan Produk untuk Pelatihan HCPKunjungi iComply atau hubungi perwakilan OEC setempat Anda untuk persyaratan terperinci terkait produk demonstrasi dan produk untuk pelatihan HCP. |
| [Screen 47](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=81_C_48) [81\_C\_48](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=81_C_48)  | Replacement ProductsAbbott may provide a replacement product to customers at no charge to replace a new or unused Abbott product when the customer has agreed to discard or return the previous product provided, or to replace a used product based on a warranty or defect. Visit iComply or contact your local OEC representative for detailed requirements. | Produk PenggantiAbbott dapat memberikan produk pengganti kepada pelanggan secara gratis untuk mengganti produk Abbott yang baru atau tidak digunakan apabila pelanggan setuju untuk membuang atau mengembalikan produk yang diberikan sebelumnya, atau untuk mengganti produk yang telah digunakan atas dasar garansi atau cacat. Kunjungi iComply atau hubungi perwakilan OEC setempat Anda untuk persyaratan terperinci. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=83_C_50) [83\_C\_50](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=83_C_50)  | Abbott’s Ethics and Compliance Global Business Standards define our expectations for conducting business the right way around the world. You are responsible for ensuring activities comply with our Global Business Standards as well as with local laws and regulations. | Standar Bisnis Global untuk Etika dan Kepatuhan Abbott menetapkan harapan kita untuk menjalankan bisnis dengan cara yang benar di seluruh dunia. Anda bertanggung jawab untuk memastikan semua kegiatan mematuhi Standar Bisnis Global kita serta undang-undang dan peraturan setempat. |
| [Screen 50](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=84_C_51) [84\_C\_51](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=84_C_51)  | Visit [iComply](https://icomply.abbott.com/) to get started and locate the specific policies and procedures relevant to your country.* Use the Policy and Form Library to access the documents associated with a country and/or division.
* Use Global Passport to access resources including the [HCP Cross-Border Engagement Form](https://abbott.sharepoint.com/sites/abbottworld/EthicsCompliance/Passport/Documents/Cross-Border_Engagement_Form.pdf).
 | Kunjungi [iComply](https://icomply.abbott.com/) untuk memulai dan menemukan kebijakan serta prosedur spesifik yang relevan dengan negara Anda.* Gunakan Pustaka Kebijakan dan Formulir untuk mengakses dokumen terkait negara dan/atau divisi.
* Gunakan Paspor Global untuk mengakses sumber daya, termasuk [Formulir Keterlibatan Lintas Negara HCP](https://abbott.sharepoint.com/sites/abbottworld/EthicsCompliance/Passport/Documents/Cross-Border_Engagement_Form.pdf%22%20%5Ct%20%22_blank).
 |
| [Screen 51](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=85_C_52) [85\_C\_52](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=85_C_52)  | If your local policies or procedures do not address a particular question that you have about a proposed business interaction, do not assume that the interaction is permitted.Contact OEC if you feel unsure about a particular process or transaction. | Jika Pedoman, kebijakan, dan prosedur lokal Anda tidak menjawab pertanyaan tertentu dengan tegas mengenai interaksi bisnis yang Anda ajukan, jangan menganggap bahwa interaksi tersebut diizinkan.Hubungi OEC jika Anda merasa tidak yakin tentang proses atau transaksi tertentu. |
| [Screen 52](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=86_C_53) [86\_C\_53](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=86_C_53)  | Take a moment to confirm your agreement with the statements below.I will apply Abbott’s Ethics and Compliance Global Business Standards in my business interactions.I know that I can locate ethics and compliance policies on [iComply](https://icomply.abbott.com/).I know what to do to get help and support.Confirm | Luangkan waktu untuk mengonfirmasi persetujuan Anda dengan pernyataan di bawah ini.Saya akan menerapkan Standar Bisnis Global untuk Etika dan Kepatuhan Abbott dalam interaksi bisnis saya.Saya tahu bahwa saya dapat menemukan kebijakan etika dan kepatuhan di [iComply](https://icomply.abbott.com/).Saya mengetahui apa yang harus dilakukan untuk mendapatkan bantuan dan dukungan.Konfirmasi |
| [Screen 53](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=87_C_54) [87\_C\_54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=87_C_54)  | The Knowledge Check that follows consists of 10 questions. You must score 80% or higher to successfully complete this course.WHEN YOU ARE READY, CLICK THE KNOWLEDGE CHECK BUTTON. | Uji Pengetahuan berikut terdiri atas 10 pertanyaan. Anda harus mendapatkan skor 80% atau lebih untuk berhasil menyelesaikan kursus ini.SETELAH ANDA SIAP, KLIK TOMBOL UJI PENGETAHUAN. |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=88_C_55) [88\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=88_C_55)  | [1] Professional Services Arrangements are used to meet specific, legitimate business needs for information, services, or advice and all required documentation must be completed before any professional services can begin. | [1] Pengaturan Layanan Profesional digunakan untuk memenuhi kebutuhan bisnis yang sah dan spesifik untuk informasi, layanan, atau saran dan semua dokumentasi yang diperlukan harus dilengkapi sebelum layanan profesional dapat dimulai. |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=89_C_55) [89\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=89_C_55)  | [1] True | [1] Benar |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=90_C_55) [90\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=90_C_55)  | [2] FalseNext | [2] SalahBerikutnya |
| Screen 54Question 1: Feedback91\_C\_55 | Professional Services Arrangements are services Abbott obtains from HCPs and others to meet specific, legitimate business needs for information, services, or advice. All Professional Services Arrangements must be documented in a written agreement, in a form approved by Legal. | Pengaturan Layanan Profesional adalah layanan yang diperoleh Abbott dari HCP dan lainnya untuk memenuhi kebutuhan bisnis spesifik yang sah terkait dengan informasi, layanan, atau nasihat. Semua Pengaturan Layanan Profesional harus didokumentasikan dalam perjanjian tertulis, dalam bentuk yang disetujui oleh bagian Hukum. |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=92_C_55) [92\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=92_C_55)  | [2] Professional Services Arrangements must only be documented if compensation is provided for the services. | [2] Pengaturan Layanan Profesional hanya boleh didokumentasikan jika kompensasi diberikan untuk layanan tersebut. |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=93_C_55) [93\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=93_C_55)  | [1] True | [1] Benar |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=94_C_55) [94\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=94_C_55)  | [2] FalseNext | [2] SalahBerikutnya |
| Screen 54Question 2: Feedback95\_C\_55 | All Professional Services Arrangements must be documented in a written agreement, in a form approved by Legal, even if the service provider will not be compensated for the services. For document requirements related to specific services, please consult your affiliate’s ethics and compliance policy and procedure. The required forms can be accessed in the Policy and Form Library application in iComply. | Semua Pengaturan Layanan Profesional harus didokumentasikan dalam perjanjian tertulis, dalam bentuk yang disetujui oleh bagian Hukum, meskipun penyedia layanan tidak akan menerima kompensasi atas layanan tersebut. Untuk persyaratan dokumen terkait dengan layanan tertentu, silakan lihat kebijakan dan prosedur untuk etika dan kepatuhan afiliasi Anda. Formulir yang diperlukan dapat diakses dalam aplikasi Pustaka Kebijakan dan Formulir dalam iComply. |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=96_C_55) [96\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=96_C_55)  | [3] Abbott cannot receive sponsorship packages in exchange for providing financial support for third-party conferences, programs, or meetings. | [3] Abbott tidak dapat menerima paket pemberian sponsor sebagai imbalan atas penyediaan dukungan keuangan untuk konferensi, program, atau pertemuan pihak ketiga. |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=97_C_55) [97\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=97_C_55)  | [1] True | [1] Benar |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=98_C_55) [98\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=98_C_55)  | [2] FalseNext | [2] SalahBerikutnya |
| Screen 54Question 3: Feedback99\_C\_55 | Abbott may purchase commercial sponsorship packages to support third party educational, scientific, and public policy conferences, programs, or meetings that have the purpose of advancing science and improving health outcomes. Refer to your local ethics and compliance policy and procedures for a full list of requirements specific to your country. | Abbot dapat membeli paket pemberian sponsor komersial untuk mendukung konferensi, program, atau pertemuan pendidikan, ilmiah, dan kebijakan publik pihak ketiga yang bertujuan guna memajukan ilmu pengetahuan dan meningkatkan hasil kesehatan. Lihat kebijakan dan prosedur etika dan kepatuhan setempat Anda untuk daftar lengkap persyaratan khusus di negara Anda. |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=100_C_55) [100\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=100_C_55)  | [4] Abbott may organize product training and education programs to educate HCPs on the safe and effective use of Abbott products and medical technologies. | [4] Abbott dapat menyelenggarakan program pelatihan dan pendidikan produk untuk mengedukasi HCP mengenai penggunaan produk dan teknologi medis Abbott secara aman dan efektif. |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=101_C_55) [101\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=101_C_55)  | [1] True | [1] Benar |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=102_C_55) [102\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=102_C_55)  | [2] FalseNext | [2] SalahBerikutnya |
| Screen 54Question 4: Feedback103\_C\_55 | Abbott may organize speaker programs and other events (e.g. symposia and proctorships) aimed at training and educating HCPs and other stakeholders, delivered by contracted HCPs, third party vendors, or Abbott personnel. The primary purpose of such programs must be to educate HCPs on the safe and effective use of Abbott products and medical technologies. | Abbott dapat menyelenggarakan program pembicara dan acara lainnya (misalnya simposium dan pengawasan) yang ditujukan untuk melatih dan mengedukasi HCP dan pemangku kepentingan lainnya, yang disampaikan oleh HCP yang dikontrak, vendor pihak ketiga, atau personel Abbott. Tujuan utama program tersebut harus untuk mengedukasi HCP mengenai penggunaan produk dan teknologi medis Abbott secara aman dan efektif. |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=104_C_55) [104\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=104_C_55)  | [5] Abbott may provide product to HCPs, customers, consumers, and others free of charge for legitimate business purposes. | [5] Abbott dapat memberikan produk kepada HCP, pelanggan, konsumen, dan pihak lainnya secara gratis untuk tujuan bisnis yang sah. |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=105_C_55) [105\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=105_C_55)  | [1] True | [1] Benar |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=106_C_55) [106\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=106_C_55)  | [2] FalseNext | [2] SalahBerikutnya |
| Screen 54Question 5: Feedback107\_C\_55 | Where allowed under local laws, regulations, and industry codes, Abbott may provide product at no charge to HCPs, HCIs, customers, consumers, and others to evaluate the efficacy and performance of the product, to educate or train patients or consumers on the use of the product, or to replace the product due to quality or service concerns. | Bilamana diizinkan oleh undang-undang, peraturan, dan pedoman industri setempat, Abbott dapat memberikan produk secara gratis kepada HCP, HCI, pelanggan, konsumen, dan pihak lain untuk mengevaluasi kemanjuran dan kinerja produk, untuk mengedukasi atau melatih pasien atau konsumen mengenai penggunaan produk, atau untuk mengganti produk karena masalah kualitas atau layanan. |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=108_C_55) [108\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=108_C_55)  | [6] No charge product provided by Abbott to an HCP can be sold after the intended evaluation or demonstration is finished. | [6] Produk gratis yang diberikan Abbott kepada HCP dapat dijual setelah evaluasi atau demonstrasi yang dimaksudkan selesai. |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=109_C_55) [109\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=109_C_55)  | [1] True | [1] Benar |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=110_C_55) [110\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=110_C_55)  | [2] FalseNext | [2] SalahBerikutnya |
| Screen 54Question 6: Feedback111\_C\_55 | Abbott must inform the recipient that the product is being provided free of charge and must not be sold. The product should not be billed, charged, sold, or traded to any third-party, including any insurer or managed care or government reimbursement program. | Abbott harus memberi tahu penerima bahwa produk tersebut disediakan secara gratis dan tidak boleh dijual. Produk tidak boleh ditagihkan, dibebankan, dijual, atau diperdagangkan kepada pihak ketiga mana pun, termasuk perusahaan asuransi atau pelayanan kesehatan terkelola atau program penggantian biaya oleh pemerintah. |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=112_C_55) [112\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=112_C_55)  | [7] Recipients of no charge product may trade the products to third parties, such as insurers, managed care organizations, or government reimbursement programs. | [7] Penerima produk gratis dapat memperdagangkan produk kepada pihak ketiga, seperti perusahaan asuransi, organisasi perawatan terkelola, atau program penggantian biaya oleh pemerintah. |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=113_C_55) [113\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=113_C_55)  | [1] True | [1] Benar |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=114_C_55) [114\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=114_C_55)  | [2] FalseNext | [2] SalahBerikutnya |
| Screen 54Question 7: Feedback115\_C\_55 | Product provided free of charge should not be billed, charged, sold, or traded to any third-party, including any insurer or managed care or government reimbursement program. | Produk yang diberikan secara gratis tidak boleh ditagihkan, dibebankan, dijual, atau diperdagangkan kepada pihak ketiga mana pun, termasuk perusahaan asuransi atau pelayanan kesehatan terkelola atau program penggantian biaya oleh pemerintah. |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=116_C_55) [116\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=116_C_55)  | [8] Demonstration products and products for HCPs to use in training can also be used for patient care. | [8] Produk demonstrasi dan produk untuk digunakan dalam pelatihan HCP juga dapat digunakan untuk perawatan pasien. |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=117_C_55) [117\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=117_C_55)  | [1] True | [1] Benar |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=118_C_55) [118\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=118_C_55)  | [2] FalseNext | [2] SalahBerikutnya |
| Screen 54Question 8: Feedback119\_C\_55 | Demonstration products and products for HCPs in training should be identified as being for demonstration or educational use and not for use in patient care. | Produk demonstrasi dan produk untuk pelatihan HCP harus diidentifikasi masing-masing sebagai penggunaan untuk demonstrasi atau pendidikan dan tidak untuk digunakan dalam perawatan pasien. |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=120_C_55) [120\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=120_C_55)  | [9] Replacement products should typically be provided to customers in bulk. | [9] Produk pengganti biasanya harus diberikan kepada pelanggan dalam jumlah besar. |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=121_C_55) [121\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=121_C_55)  | [1] True | [1] Benar |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=122_C_55) [122\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=122_C_55)  | [2] FalseNext | [2] SalahBerikutnya |
| Screen 54Question 9: Feedback123\_C\_55 | There are several important requirements related to replacement products: the replacement should typically be on a unit-for-unit basis, the recipient should be informed that billing for the product is not permitted if the original product being replaced has already been billed, the reason for the replacement transaction must be documented in writing and the product must comply with all relevant quality and packaging requirements. | Ada beberapa persyaratan penting terkait dengan produk pengganti: penggantian biasanya harus berdasarkan unit per unit, penerima harus diberi tahu bahwa penagihan untuk produk tidak diizinkan jika produk asli yang diganti telah ditagih, alasan untuk transaksi penggantian harus didokumentasikan secara tertulis dan produk harus mematuhi semua persyaratan kualitas dan kemasan yang relevan. |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=124_C_55) [124\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=124_C_55)  | [10] An Abbott sales representative can provide unlimited Abbott products at no charge to HCPs. | [10] Perwakilan penjualan Abbott dapat menyediakan produk Abbott tanpa batas secara gratis kepada HCP. |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=125_C_55) [125\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=125_C_55)  | [1] True | [1] Benar |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=126_C_55) [126\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=126_C_55)  | [2] FalseSubmit | [2] SalahKirim |
| Screen 54Question 10: Feedback127\_C\_55 | The quantity of the products provided at no charge must be reasonable and limited to what the recipient needs for the particular demonstration, educational, or training purpose. | Jumlah produk yang diberikan secara gratis harus bersifat wajar dan terbatas pada kebutuhan penerima untuk tujuan demonstrasi, pendidikan, atau pelatihan tertentu. |
| [Screen 55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=128_C_56) [128\_C\_56](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=128_C_56)  | No results are available, as you have not completed the Knowledge Check.Congratulations! You have successfully passed the Knowledge Check.Please review your results below by clicking on each question.Once you’re done, click the forward arrow to take a short survey.Sorry, you did not pass the Knowledge Check. Take a few minutes to review your results below by clicking on each question.When you are done, click the Retake button. | Hasil tidak tersedia karena Anda belum menyelesaikan Uji Pengetahuan.Selamat! Anda telah berhasil lulus Uji Pengetahuan.Periksa hasil Anda di bawah ini dengan mengeklik masing-masing pertanyaan.Setelah Anda selesai, klik tanda panah maju untuk mengikuti survei singkat.Maaf, Anda tidak lulus Uji Pengetahuan. Luangkan beberapa menit untuk melihat hasil yang Anda peroleh di bawah ini dengan mengeklik masing‑masing pertanyaan.Setelah Anda selesai, klik tombol Ulangi. |
| [Screen 57](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=135_C_200) [135\_C\_200](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=135_C_200)  | Where to Get Help | Tempat untuk Mendapatkan Bantuan |
| [Screen 57](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=136_C_200) [136\_C\_200](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=136_C_200)  | MANAGER OR SUPERVISORIf you have a question or need guidance about potential concerns involving the Global Standards, speak with your manager. | MANAJER ATAU SUPERVISORJika Anda memiliki pertanyaan atau memerlukan panduan tentang potensi kekhawatiran yang melibatkan Standar Global, bicarakan dengan manajer Anda. |
| [Screen 57](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=137_C_200) [137\_C\_200](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=137_C_200)  | WRITTEN STANDARDSVisit [iComply](https://icomply.abbott.com/Default.aspx) and use the Policy and Form Library to access the ethics and compliance policy and procedure specific to your country for further guidance.For our company’s fundamental set of expectations about interactions with others, consult our [Code of Business Conduct](http://www.abbott.com/investors/governance/code-of-business-conduct.html). | STANDAR TERTULISAnda bertanggung jawab untuk mengunjungi [iComply](https://icomply.abbott.com/Default.aspx) dan menggunakan Pustaka Kebijakan dan Formulir guna mengakses kebijakan serta prosedur etika dan kepatuhan khusus untuk negara Anda, atau berbicara dengan OEC, untuk mendapatkan panduan lebih lanjut mengenai topik ini.Untuk mengetahui rangkaian harapan dasar perusahaan kita mengenai interaksi dengan pihak lain, periksalah [Pedoman Perilaku Bisnis kita](http://www.abbott.com/investors/governance/code-of-business-conduct.html). |
| [Screen 57](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=138_C_200) [138\_C\_200](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=138_C_200)  | Office of Ethics and Compliance (OEC)The OEC is a corporate resource available to address your compliance questions or concerns.* Visit the [Contact OEC](https://icomply.abbott.com/Apps/ComplianceContacts/) page on the [OEC website](https://abbott.sharepoint.com/sites/AW-Ethics_Compliance) on Abbott World.
* Visit [Speak Up](http://speakup.abbott.com/) to voice your concerns about potential violations of our Code of Business Conduct or policies. [Speak Up](http://speakup.abbott.com/) is available globally, 24/7 in multiple languages.
* You can also email investigations@abbott.com.
 | Kantor Etika dan Kepatuhan (OEC)OEC adalah sumber daya korporat yang tersedia untuk menanggapi pertanyaan tentang kepatuhan masalah.* Kunjungi halaman [Hubungi OEC](https://icomply.abbott.com/Apps/ComplianceContacts/) di [situs web OEC](https://abbott.sharepoint.com/sites/AW-Ethics_Compliance) pada Abbott World.
* Kunjungi [Angkat Bicara](http://speakup.abbott.com/) untuk menyuarakan kekhawatiran Anda tentang kemungkinan pelanggaran Pedoman Perilaku Bisnis atau kebijakan kita. [Angkat Bicara](http://speakup.abbott.com/) tersedia secara global, 24/7 dalam berbagai bahasa.
* Anda juga dapat mengirimkan email ke investigations@abbott.com.
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| [Screen 57](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=139_C_200) [139\_C\_200](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=139_C_200)  | Legal DivisionIf you have questions about laws and regulations that govern our relationships with customers and business partners, the Legal Division can assist you. Click [here](https://abbott.sharepoint.com/sites/AW-Abbott-Legal/SitePages/lho.aspx) to access the Legal home page on Abbott World. | Divisi HukumJika Anda memiliki pertanyaan tentang undang-undang dan peraturan yang mengatur hubungan kita dengan pelanggan dan mitra bisnis, Divisi Hukum dapat membantu Anda. Klik [di sini](https://abbott.sharepoint.com/sites/AW-Abbott-Legal/SitePages/lho.aspx) untuk mengakses laman beranda Hukum pada Abbott World. |
| [Screen 57](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=140_C_200) [140\_C\_200](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=140_C_200)  | Course ResourcesTranscriptClick [here](file:///C%3A/dev/AbbottProServices/courses/EN-US/translation/reference/Transcript.pdf) for a full transcript of the course | Sumber Daya KursusSalinanKlik [di sini](file:///C%3A/dev/AbbottProServices/courses/EN-US/translation/reference/Transcript.pdf) untuk memperoleh transkrip lengkap kursus |
| 141\_toc\_1 | Welcome | Selamat Datang |
| 142\_toc\_2 | Global Business Standards: Selected Topics | Standar Bisnis Global: Topik yang Dipilih |
| 143\_toc\_3 | Our Philosophy | Falsafah Kita |
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| 152\_toc\_12 | General Requirements | Persyaratan Umum |
| 153\_toc\_13 | Process for Engaging Service Providers | Proses untuk Melibatkan Penyedia Layanan |
| 154\_toc\_14 | Quick Check | Uji Pengetahuan Singkat |
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| 157\_toc\_17 | Support of Third-Party Programs and Abbott-Organized Programs | Dukungan Program Pihak Ketiga dan Program yang Diselenggarakan Abbott |
| 158\_toc\_18 | Introduction | Pendahuluan |
| 159\_toc\_19 | Direct Sponsorships | Pemberian Sponsor Langsung |
| 160\_toc\_20 | Educational Grants | Hibah Pendidikan |
| 161\_toc\_21 | Commercial Sponsorships | Pemberian Sponsor Komersial |
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| 163\_toc\_23 | Plant Tours / Site Visits | Tur Pabrik/Kunjungan Lokasi |
| 164\_toc\_24 | Quick Check | Uji Pengetahuan Singkat |
| 165\_toc\_25 | Review | Tinjauan |
| 166\_toc\_26 | Table of Contents | Daftar Isi |
| 167\_toc\_27 | Providing Product at No Charge | Pemberian Produk Secara Cuma-cuma |
| 168\_toc\_28 | Introduction | Pendahuluan |
| 169\_toc\_29 | Products for Sampling and Evaluation | Produk untuk Pengambilan Sampel dan Evaluasi |
| 170\_toc\_30 | Demonstration Products and Products for HCPs in Training | Produk Demonstrasi dan Produk untuk Pelatihan HCP |
| 171\_toc\_31 | Replacement Products | Produk Pengganti |
| 172\_toc\_32 | Quick Check | Uji Pengetahuan Singkat |
| 173\_toc\_33 | Review | Tinjauan |
| 174\_toc\_34 | Table of Contents | Daftar Isi |
| 175\_toc\_35 | The Impact on Our Business and Our Responsibilities | Dampak terhadap Bisnis dan Tanggung Jawab Kita |
| 176\_toc\_36 | Your Responsibilities | Tanggung Jawab Anda |
| 177\_toc\_37 | Your Commitment | Komitmen Anda |
| 178\_toc\_38 | Knowledge Check | Uji Pengetahuan |
| 179\_toc\_39 | Introduction | Pendahuluan |
| 180\_toc\_40 | Assessment | Penilaian |
| 181\_toc\_41 | Feedback | Umpan balik |
| 182\_toc\_42 | Survey | Survei |
| 183\_string\_1 | The Course cannot contact the LMS. Click 'OK' to continue and review the course. Note, Course Certification may not be available. Click 'Cancel' to exit  | Kursus tidak dapat menghubungi LMS. Klik “OK” untuk melanjutkan dan meninjau kursus. Perhatikan, Sertifikasi Kursus mungkin tidak tersedia. Klik “Batal” untuk keluar  |
| 184\_string\_2 | All questions remain unanswered | Semua pertanyaan masih belum dijawab |
| 185\_string\_3 | Questions | Pertanyaan |
| 186\_string\_4 | Question | Pertanyaan |
| 187\_string\_5 | not answered | tidak dijawab |
| 188\_string\_6 | That's correct! | Itu benar! |
| 189\_string\_7 | That's not correct! | Itu tidak benar! |
| 190\_string\_8 | Feedback:  | Umpan balik:  |
| 191\_string\_9 | Global Business Standards: Selected Topics | Standar Bisnis Global: Topik yang Dipilih |
| 192\_string\_10 | Knowledge Check | Uji Pengetahuan |
| 193\_string\_11 | Submit | Kirim |
| 194\_string\_12 | Retake | Ulangi |
| 195\_string\_13 | Course Description: This course was designed to help you apply our Office of Ethics and Compliance (OEC) Global Business Standards in common business interactions that occur while engaging in professional services arrangements, providing product at no charge, and training and education support. | Deskripsi Kursus: Kursus ini dirancang untuk membantu Anda menerapkan Standar Bisnis Global Kantor Etika dan Kepatuhan (OEC) kita dalam interaksi bisnis umum yang terjadi saat terlibat dalam pengaturan layanan profesional yang menyediakan produk secara gratis, serta dukungan pelatihan dan pendidikan. |
| 196\_string\_14 | Menu | Menu |
| 197\_string\_15 | Resources | Sumber Daya |
| 198\_string\_16 | Reference Material | Materi Referensi |
| 199\_string\_17 | Audio | Audio |
| 200\_string\_18 | Exit | Keluar |
| 201\_string\_19 | Close | Tutup |
| 202\_string\_20 | Comment... | Komentar... |

Compliant Business Communications

|  |  |  |
| --- | --- | --- |
| ID | Source | Target |
| [Screen 0](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=1_C_1) [1\_C\_1](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=1_C_1)  | Compliant Business CommunicationsClick the forward arrow. | Komunikasi Bisnis yang Taat AturanKlik panah maju. |
| [Screen 1](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=2_C_2) [2\_C\_2](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=2_C_2)  | In today's business environment, where people are connected globally 24/7, compliant business communication is more important than ever.This course will explain how we can communicate ethically, responsibly, and professionally. | Dalam lingkungan bisnis saat ini, tempat orang terhubung secara global selama 24 jam sehari, 7 hari seminggu, komunikasi bisnis yang taat aturan lebih penting dari sebelumnya.Kursus ini akan menjelaskan cara kita untuk berkomunikasi secara etis, bertanggung jawab, dan profesional. |
| [Screen 2](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=3_C_3) [3\_C\_3](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=3_C_3)  | Upon completion of this course, you will be able to:* Select the most appropriate method for communicating your message.
* Recognize that communications may last longer than we expect and may be viewed by people outside our intended audience.
* Use clear, precise, unambiguous language in business communications.
* Regulate your tone and emotions to avoid misunderstandings.
* Know where to go for help and support.
 | Setelah menyelesaikan kursus ini, Anda akan dapat:* Memilih metode yang paling tepat untuk menyampaikan pesan Anda.
* Mengakui bahwa komunikasi dapat berlangsung lebih lama dari yang kita harapkan dan dapat dilihat oleh orang-orang di luar khalayak yang kita tuju.
* Menggunakan bahasa yang jelas, tepat, tidak ambigu dalam komunikasi bisnis.
* Mengatur nada bicara dan emosi Anda untuk menghindari kesalahpahaman.

Mengetahui tempat mendapatkan bantuan dan dukungan. |
| [Screen 3](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=4_C_4) [4\_C\_4](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=4_C_4)  | [1] Welcome1 minute[2] Communicating Responsibly2 minutes[3] Communication Channels & Tools14 minutes[4] Crafting Your Message Properly4 minutes[5] Your Commitment30 seconds[6] Knowledge Check5 minutesLearning ProgressThis Topic is now available. | [1] Selamat Datang1 menit[2] Berkomunikasi Secara Bertanggung Jawab2 menit[3] Saluran dan Alat Komunikasi14 menit[4] Menyusun Pesan Anda dengan Benar4 menit[5] Komitmen Anda30 detik[6] Uji Pengetahuan5 menitKemajuan PembelajaranTopik ini kini tersedia. |
| [Screen 4](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=5_C_5) [5\_C\_5](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=5_C_5)  | In your daily role, you are likely to communicate with colleagues and external contacts in a variety of different ways. | Dalam peran sehari-hari, Anda cenderung berkomunikasi dengan rekan kerja dan kontak eksternal melalui beragam cara. |
| [Screen 5](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=6_C_6) [6\_C\_6](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=6_C_6)  | To communicate effectively, it is important to use the right communication channel for the right audience.You also need to think about the content of the message you are sharing, and the device you are using to send it. | Untuk berkomunikasi secara efektif, penting untuk menggunakan saluran komunikasi yang tepat kepada audiens yang tepat.Anda juga perlu memikirkan isi pesan yang Anda bagikan, dan perangkat yang Anda gunakan untuk mengirimkannya. |
| [Screen 6](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=7_C_7) [7\_C\_7](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=7_C_7)  | Remember, digital messages can last for many years and may remain public even if you attempt to delete or modify them.Therefore, it is crucial to always communicate appropriately. | Ingatlah bahwa pesan digital dapat bertahan selama bertahun-tahun dan dapat tetap bersifat publik meskipun Anda mencoba menghapus atau mengubahnya.Oleh karena itu, penting untuk selalu berkomunikasi dengan tepat. |
| [Screen 7](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=8_C_8) [8\_C\_8](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=8_C_8)  | Here are some important things to consider before you communicate. | Berikut adalah beberapa hal penting yang harus dipertimbangkan sebelum Anda berkomunikasi. |
| [Screen 7](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=9_C_8) [9\_C\_8](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=9_C_8)  | Always ask yourself:* Is this an internal or an external audience?
* Is this an engagement with media or external speaking engagement?
* Does the audience speak the same language?
* Is this going to an individual or a group of people?
* Is this going to a customer or someone else?
 | Selalu tanyakan kepada diri sendiri:* Apakah Anda berhadapan dengan khalayak internal atau eksternal?
* Apakah ini keterlibatan dengan media atau keterlibatan pembicara eksternal?
* Apakah khalayak berbicara dengan bahasa yang sama?
* Apakah Anda akan berhadapan dengan satu orang atau sekelompok orang?

Apakah ini ditujukan kepada pelanggan atau orang lain? |
| [Screen 7](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=10_C_8) [10\_C\_8](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=10_C_8)  | Consider the sensitivity of what you are communicating.Whenever possible, conduct sensitive discussions in person or over the phone to ensure effective communication and avoid misunderstandings. | Pertimbangkan sensitivitas dari apa yang Anda komunikasikan.Bilamana memungkinkan, lakukan diskusi sensitif secara langsung atau melalui telepon untuk memastikan komunikasi yang efektif dan menghindari kesalahpahaman. |
| [Screen 7](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=11_C_8) [11\_C\_8](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=11_C_8)  | Always consider whether you are using the right communication tool.Message retention is particularly important on email, Teams chats, text messages, and other platforms as they are more likely to be retained and read again at a later date. | Selalu pertimbangkan apakah Anda menggunakan alat komunikasi yang tepat.Penyimpanan pesan sangat penting pada email, obrolan Tim, pesan teks, dan platform lainnya karena kemungkinan besar akan disimpan dan dibaca kembali di kemudian hari. |
| [Screen 8](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=12_C_9) [12\_C\_9](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=12_C_9)  | Click the arrow to begin your review.ReviewTake a moment to review some of the key concepts in this section. | Klik panah untuk memulai tinjauan Anda.TinjauanLuangkan waktu sejenak untuk meninjau beberapa konsep utama dalam bagian ini. |
| [Screen 8](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=13_C_9) [13\_C\_9](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=13_C_9)  | Why Communicating Responsibly is ImportantDigital messages can last for many years and may remain public even if you attempt to delete or modify them. | Mengapa Berkomunikasi Secara Bertanggung Jawab Itu PentingPesan digital dapat bertahan selama bertahun-tahun dan dapat tetap bersifat publik meskipun Anda mencoba menghapus atau mengubahnya. |
| [Screen 8](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=14_C_9) [14\_C\_9](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=14_C_9)  | What You Need to ConsiderBefore you communicate always consider:* The audience of your communication,
* The content of what you are communicating, and
* Whether you are using the right communication tool.
 | Apa yang Perlu Anda PertimbangkanSebelum Anda berkomunikasi, selalu pertimbangkan:* Audiens komunikasi Anda,
* Isi dari apa yang Anda komunikasikan, dan

Apakah Anda menggunakan alat komunikasi yang tepat. |
| [Screen 10](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=16_C_11) [16\_C\_11](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=16_C_11)  | Abbott has an email system that is useful for everyday business communication like answering customer questions and updating colleagues. | Abbott memiliki sistem email yang berguna untuk komunikasi bisnis sehari-hari, seperti menjawab pertanyaan pelanggan dan memberikan informasi terbaru kepada rekan kerja. |
| [Screen 11](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=17_C_12) [17\_C\_12](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=17_C_12)  | Be careful and consider your audience when sending sensitive or highly confidential information like strategic plans or financial data.If you need to send this kind of information, consider using secure email or the Do Not Forward function. | Berhati-hatilah dan pertimbangkan audiens Anda saat mengirimkan informasi sensitif atau sangat rahasia, seperti rencana strategis atau data keuangan.Jika Anda perlu mengirimkan informasi semacam ini, pertimbangkan untuk menggunakan email aman atau fungsi Jangan Diteruskan. |
| [Screen 12](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=18_C_13) [18\_C\_13](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=18_C_13)  | Virtual meetings such as conference calls and video conferences offer multiple benefits, but they also present risks.In particular, they are not as secure as face-to-face communications, especially if being recorded either by Abbott or a third party. | Pertemuan virtual seperti panggilan konferensi dan konferensi video menawarkan banyak manfaat, tetapi juga menghadirkan risiko.Secara khusus, itu semua tidaklah seaman komunikasi tatap muka, khususnya jika direkam oleh Abbott atau pihak ketiga. |
| [Screen 13](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=19_C_14) [19\_C\_14](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=19_C_14)  | When are virtual meetings/video calls most appropriate?Virtual meetings and video calls are appropriate for complex issues or discussions that require a significant amount of history and context. These conversations are best when they occur in real time. | Kapan pertemuan virtual/panggilan video dianggap paling tepat?Pertemuan virtual dan panggilan video sesuai untuk masalah atau diskusi rumit yang memerlukan riwayat dan konteks dalam jumlah besar. Percakapan ini adalah yang terbaik jika terjadi dalam waktu nyata. |
| [Screen 14](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=20_C_15) [20\_C\_15](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=20_C_15)  | What are some important things to consider?It is not appropriate to discuss or share sensitive or highly confidential information on a recorded call. Recording conference calls, video or voice calls, or meetings is prohibited, except for when expressly authorized in accordance with the Abbott Acceptable Technology Use Policy. | Apa saja hal penting yang perlu dipertimbangkan?Tidaklah tepat untuk mendiskusikan atau berbagi informasi sensitif atau sangat rahasia pada panggilan yang direkam. Dilarang merekam panggilan konferensi, panggilan video atau suara, atau pertemuan, kecuali jika diizinkan secara tegas sesuai dengan Kebijakan Penggunaan Teknologi yang Dapat Diterima Abbott. |
| [Screen 15](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=21_C_16) [21\_C\_16](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=21_C_16)  | Instant messaging, text messaging, and voice messages are popular forms of communication, but are not appropriate for all business communications. | Pesan instan, pesan teks, dan pesan suara adalah bentuk komunikasi yang populer, tetapi tidak sesuai untuk semua komunikasi bisnis. |
| [Screen 16](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=22_C_17) [22\_C\_17](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=22_C_17)  | When is it appropriate to use instant messaging?Instant messaging tools are appropriate for providing colleagues with scheduling or availability updates and other brief administrative communications. | Kapan menggunakan pesan instan dianggap tepat?Alat bantu pesan instan sesuai untuk memberikan pembaruan penjadwalan atau ketersediaan serta komunikasi administratif singkat lainnya kepada rekan kerja. |
| [Screen 17](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=23_C_18) [23\_C\_18](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=23_C_18)  | What are some important things to consider?Do not use instant messaging apps (such as WhatsApp or Teams Chat), text messages (such as SMS/iMessage), voicemail, and other short-lived messaging platforms for substantive business communication.This includes discussions about decisions, strategy, products, sales, pricing, manufacturing, research and development, confidential information, or anything that needs to be retained for legal or regulatory reasons. | Apa saja hal penting yang perlu dipertimbangkan?Jangan menggunakan aplikasi pesan instan (seperti WhatsApp atau Obrolan Tim), pesan teks (seperti SMS/iMessage), pesan suara, dan platform pesan singkat lainnya untuk komunikasi bisnis yang sangat penting.Ini termasuk diskusi tentang keputusan, strategi, produk, penjualan, penetapan harga, produksi, penelitian dan pengembangan, informasi rahasia, atau apa pun yang perlu disimpan untuk alasan hukum atau peraturan. |
| [Screen 18](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=24_C_19) [24\_C\_19](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=24_C_19)  | Effective reputation management requires anticipation, discipline, and preparedness in the context of the current and ever-changing external environment.We are mindful in selecting how, where and when Abbott and Abbott personnel participate in external speaking engagements and conferences, engage with media, and participate in podcasts and other external activities. | Manajemen reputasi yang efektif memerlukan antisipasi, disiplin, dan kesiapan dalam konteks lingkungan eksternal saat ini dan yang selalu berubah.Kita berhati-hati dalam memilih cara, tempat, dan waktu bagi personel Abbott dan Abbott untuk berpartisipasi dalam keterlibatan dan konferensi pembicara eksternal, terlibat dengan media, serta berpartisipasi dalam podcast dan kegiatan eksternal lainnya. |
| [Screen 19](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=25_C_20) [25\_C\_20](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=25_C_20)  | External and media engagements include interviews with journalists, speaking engagements, social media and influencer campaigns, podcasts, vendor/supplier endorsements, employee-authored articles, and photography at Abbott sites.CLICK FORWARD TO SEE THE GENERAL RULES OF EXTERNAL ENGAGEMENT IN ACCORDANCE WITH ABBOTT’S EXTERNAL COMMUNICATION POLICY. | Keterlibatan eksternal dan media meliputi wawancara dengan jurnalis, keterlibatan sebagai pembicara, kampanye media sosial dan pemberi pengaruh, podcast, dukungan vendor/pemasok, artikel yang ditulis karyawan, dan fotografi di situs Abbott.KLIK MAJU UNTUK MELIHAT ATURAN UMUM KETERLIBATAN EKSTERNAL SESUAI DENGAN KEBIJAKAN KOMUNIKASI EKSTERNAL ABBOTT. |
| [Screen 19](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=26_C_20) [26\_C\_20](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=26_C_20)  | Spokespeople/Interviews/Podcasts* Only approved Abbott media-trained personnel can be spokespeople for Abbott
* Public Affairs determines and approves who will be the Abbott personnel spokesperson in all scenarios.
* All media interview requests must be directed to Public Affairs for evaluation.
* Public Affairs personnel must be present during all media interviews, including podcasts.
 | Juru Bicara/Wawancara/Podcast* Hanya personel media Abbott yang terlatih dan disetujui yang dapat menjadi juru bicara Abbott
* Urusan Umum menentukan dan menyetujui siapa yang akan menjadi juru bicara personel Abbott dalam semua skenario.
* Semua permintaan wawancara media harus diarahkan ke Urusan Umum untuk dievaluasi.

Personel Urusan Umum harus hadir selama semua wawancara media, termasuk podcast. |
| [Screen 19](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=27_C_20) [27\_C\_20](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=27_C_20)  | Speaking Engagements/External Awards Nominations/Presentations/Conferences* External speaking engagements by Abbott personnel must be approved by Public Affairs before accepting an invitation to speak.
* Participation of Abbott personnel must be strategic and offer benefit to Abbott - not just to the individual.
* Public Affairs reserves the right to cancel participation of anyone speaking on behalf of Abbott from public events if proper process was not followed and/or if the participation is perceived to cause potential reputational risk.
 | Keterlibatan Pembicara/Nominasi Penghargaan Eksternal/Presentasi/Konferensi* Keterlibatan pembicara eksternal oleh personel Abbott harus disetujui oleh Urusan Umum **sebelum** menerima undangan sebagai pembicara.
* Partisipasi personel Abbott harus bersifat strategis dan menawarkan manfaat bagi Abbott - tidak hanya kepada individu.

Urusan Umum berhak untuk membatalkan partisipasi siapa pun yang berbicara atas nama Abbott dari acara publik jika proses yang tepat tidak diikuti dan/atau jika partisipasi tersebut dianggap berpotensi menimbulkan risiko reputasi. |
| [Screen 19](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=28_C_20) [28\_C\_20](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=28_C_20)  | Endorsements/Advocacy Initiatives* Abbott personnel participation in vendor/supplier promotional and/or endorsement opportunities (Abbott’s name/logo may not be used by vendors on promotional materials, press releases or presentations) is not allowed.
* Local market policy/advocacy initiatives must have been previously reviewed by Public Affairs.
 | Inisiatif Dukungan/Advokasi* Partisipasi personel Abbott dalam peluang promosi dan/atau dukungan vendor/pemasok (nama/logo Abbott tidak boleh digunakan oleh vendor dalam materi promosi, siaran pers, atau presentasi) tidak diperbolehkan.

Prakarsa kebijakan/advokasi pasar lokal harus telah ditinjau sebelumnya oleh Urusan Umum. |
| [Screen 20](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=29_C_20b) [29\_C\_20b](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=29_C_20b)  | Take a moment to confirm your agreement with the statement below.I confirm that I read and understood the Public Affairs Policies PA-001, PA-002, PA-006, and MKT05 and that I will comply with these policies.To review Public Affairs Policy PA-001, PA-002, PA-006, and MKT05 please click the following links.[PA-001](https://abbottmfiles.oneabbott.com/openfile.aspx?v=3E4088E6-D40A-4DA2-90B9-76B55D51A390/object/0/2748842/9/file/2674147/6&showopendialog=0) [PA-003](https://abbottmfiles.oneabbott.com/openfile.aspx?v=3E4088E6-D40A-4DA2-90B9-76B55D51A390/object/0/3530882/6/file/3423377/4&showopendialog=0) [PA-006](http://abbottmfiles.oneabbott.com/Default.aspx#3E4088E6-D40A-4DA2-90B9-76B55D51A390/views/_tempsearch?00_p1170=PA-006&01_p100=107&02_p39=131&showopendialog=0) [MKT05](https://abbottmfiles.oneabbott.com/Default.aspx#3E4088E6-D40A-4DA2-90B9-76B55D51A390/views/_tempsearch?00_p1170=MKT05&01_p100=107&02_p39=131&showopendialog=0) CONFIRM | Luangkan waktu untuk mengonfirmasi persetujuan Anda dengan pernyataan di bawah ini.Saya menyatakan bahwa saya telah membaca dan memahami Kebijakan Urusan Umum PA-001, PA-002, PA-006, dan MKT05 dan bahwa saya akan mematuhi kebijakan ini.Untuk meninjau Kebijakan Urusan Umum PA-001, PA-002, PA-006, dan MKT05, klik tautan berikut.[PA-001](https://abbottmfiles.oneabbott.com/openfile.aspx?v=3E4088E6-D40A-4DA2-90B9-76B55D51A390/object/0/2748842/9/file/2674147/6&showopendialog=0) [PA-003](https://abbottmfiles.oneabbott.com/openfile.aspx?v=3E4088E6-D40A-4DA2-90B9-76B55D51A390/object/0/3530882/6/file/3423377/4&showopendialog=0) [PA-006](http://abbottmfiles.oneabbott.com/Default.aspx#3E4088E6-D40A-4DA2-90B9-76B55D51A390/views/_tempsearch?00_p1170=PA-006&01_p100=107&02_p39=131&showopendialog=0) [MKT05](https://abbottmfiles.oneabbott.com/Default.aspx#3E4088E6-D40A-4DA2-90B9-76B55D51A390/views/_tempsearch?00_p1170=MKT05&01_p100=107&02_p39=131&showopendialog=0) KONFIRMASI |
| [Screen 21](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=30_C_21) [30\_C\_21](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=30_C_21)  | Social media gives us a unique opportunity for direct online interactions, collaboration, and information-sharing with customers, consumers, patients, other Abbott employees, and the public.But there are also some important risks to consider. | Media sosial memberikan peluang unik kepada kita untuk melakukan interaksi, kolaborasi, serta membagikan informasi online secara langsung dengan pelanggan, konsumen, pasien, karyawan Abbott lainnya, dan masyarakat umum.Namun, ada juga beberapa risiko penting yang harus dipertimbangkan. |
| [Screen 22](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=31_C_22) [31\_C\_22](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=31_C_22)  | What are those risks?Because interactions on social media are quick, dynamic, forever stored and have the potential to go viral, communications shared through this channel can be misconstrued on a broader scale. As a result, improper use of social media can represent a significant legal and reputational risk to Abbott. | Apa saja risikonya?Karena interaksi di media sosial bersifat cepat, dinamis, disimpan selamanya, dan berpotensi menyebar luas, berbagi komunikasi melalui saluran ini dapat disalahartikan dalam skala yang lebih luas. Akibatnya, penggunaan media sosial yang tidak tepat dapat menimbulkan risiko hukum dan reputasi yang signifikan terhadap Abbott. |
| [Screen 23](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=32_C_23) [32\_C\_23](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=32_C_23)  | Can I talk about Abbott online?When talking about Abbott, its brands, or its products online, be sure to clearly disclose your connection to Abbott, even in your personal communications.This helps ensure that everyone understands you have a vested interest in Abbott. We recommend you use a hashtag at the end of your post to disclose your connection to Abbott, and use statements such as: "Check out my company’s new …!" or "I work for Abbott and am excited about our new campaign."Avoid giving the impression that you are an official Abbott spokesperson when sharing official Abbott content. | Dapatkah saya berbicara tentang Abbott secara online?Sewaktu berbicara mengenai Abbott, mereknya, atau produknya secara online, pastikan untuk mengungkapkan hubungan Anda dengan Abbott secara jelas, bahkan dalam komunikasi pribadi Anda.Ini membantu memastikan setiap orang memahami bahwa Anda memiliki kepentingan pribadi di Abbott. Kami menyarankan agar Anda menggunakan tagar di akhir postingan Anda untuk mengungkapkan hubungan Anda dengan Abbott, dan menggunakan pernyataan seperti: “Lihat …. baru perusahaan saya!” atau “Saya bekerja di Abbott dan saya suka kampanye baru kami.”Hindari memberikan kesan bahwa Anda adalah juru bicara resmi Abbott sewaktu membagikan konten resmi Abbott. |
| [Screen 24](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=33_C_24) [33\_C\_24](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=33_C_24)  | What are my Responsibilities?You are personally responsible for views and content you publish on personal social media channels. If you mention Abbott or its products in personal social media, follow the Social Media Guidelines for Employees.Personal social media behavior can impact Abbott's reputation, regardless of the subject matter, and posts may remain public, even if you attempt to delete or modify them later. Abbott reserves the right to observe employees' use of internal and external social media. | Apa saja Tanggung Jawab saya?Anda bertanggung jawab secara pribadi atas pandangan dan konten yang Anda publikasikan di saluran media sosial pribadi. Jika Anda menyebutkan Abbott atau produknya di media sosial pribadi, patuhi Panduan Media Sosial untuk Karyawan.Perilaku media sosial pribadi dapat memengaruhi reputasi Abbott, tanpa memandang pokok persoalannya, dan postingan dapat tetap dipublikasikan, sekalipun Anda mencoba menghapus atau mengubahnya nanti. Abbott berhak mengamati penggunaan media sosial internal dan eksternal oleh karyawan. |
| [Screen 25](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=34_C_25) [34\_C\_25](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=34_C_25)  | Here are some important things to consider when choosing the most appropriate communication channel. | Berikut adalah beberapa hal penting yang harus dipertimbangkan saat memilih saluran komunikasi yang paling tepat. |
| [Screen 25](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=35_C_25) [35\_C\_25](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=35_C_25)  | Controlling the messageConsider how much control you are likely to have over your message once it is sent. We often don't realize how many people might be able to see or share our messages, either now or in the future. | Mengontrol pesanPertimbangkan sejauh mana Anda dapat mengendalikan pesan Anda setelah dikirim. Kita sering kali tidak menyadari berapa banyak orang yang mungkin dapat melihat atau berbagi pesan kita, baik sekarang maupun di masa mendatang. |
| [Screen 25](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=36_C_25) [36\_C\_25](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=36_C_25)  | Unintended recipientsMessages like emails, chats, and text messages can be sent to the wrong person and seen by unintended people, even with privacy settings enabled. This means your posts, views, or opinions can quickly become elevated, co-opted, or misconstrued. Short-lived chats can be kept and scrutinized in investigations or litigation. | Penerima yang tidak diinginkanPesan seperti email, obrolan, dan pesan teks dapat dikirim ke orang yang salah dan dilihat oleh orang yang tidak diinginkan, sekalipun pengaturan privasi diaktifkan. Ini berarti postingan, pandangan, atau pendapat Anda dapat dengan cepat menjadi lebih terangkat, terkooptasi, atau disalahartikan. Obrolan jangka pendek dapat disimpan dan diperiksa dalam penyelidikan atau litigasi. |
| [Screen 25](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=37_C_25) [37\_C\_25](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=37_C_25)  | Use of Abbott devicesAll Abbott communication channels, and Abbott electronic devices must be used in a responsible manner and in accordance with applicable laws, Abbott's Code of Business Conduct, and Abbott policies. Incidental personal use of Abbott communication channels and electronic devices is not private. Also, Abbott information is not private to you regardless of where it resides.For more information on how to safeguard your communications, visit the Information Security and Risk Management (ISRM) site on Abbott World. | Penggunaan perangkat AbbottSemua saluran komunikasi Abbott, dan perangkat elektronik Abbott harus digunakan secara bertanggung jawab dan sesuai dengan undang-undang yang berlaku, Pedoman Perilaku Bisnis Abbott, dan kebijakan Abbott. Penggunaan pribadi saluran komunikasi dan perangkat elektronik Abbott secara insidental tidak bersifat pribadi. Selain itu, informasi Abbott tidak bersifat pribadi bagi Anda tanpa memandang tempat keberadaannya.Untuk informasi lebih lengkap mengenai cara melindungi komunikasi Anda, kunjungi situs Manajemen Risiko dan Keamanan Informasi (Information Security and Risk Management, ISRM) pada Abbott World. |
| [Screen 25](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=38_C_25) [38\_C\_25](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=38_C_25)  | Use of personal devicesCommunications related to Abbott business should only be done via the devices, software, and tools approved by Abbott. In response to requests from prosecutors or civil enforcement or regulatory agencies, Abbott may be required to manage and preserve information contained within electronic communication channels, including email, chats, text messages, and other message platforms on employees' personal devices and accounts. | Penggunaan perangkat pribadiKomunikasi terkait bisnis Abbott hendaknya hanya dilakukan melalui perangkat, perangkat lunak, dan alat yang disetujui oleh Abbott. Dalam menanggapi permintaan dari jaksa atau penegak hukum sipil atau badan regulasi, Abbott mungkin diwajibkan untuk mengelola dan menyimpan informasi yang terkandung dalam saluran komunikasi elektronik, termasuk email, obrolan, pesan teks, dan platform pesan lainnya pada perangkat dan akun pribadi karyawan. |
| [Screen 26](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=39_C_26) [39\_C\_26](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=39_C_26)  | Here's how to remain compliant in your Abbott business communications. | Berikut adalah cara agar tetap taat aturan dalam komunikasi bisnis Abbott Anda. |
| [Screen 26](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=40_C_26) [40\_C\_26](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=40_C_26)  | Let the experts respondIf you are not an official Abbott spokesperson, do not respond to comments or media inquiries related to Abbott's company position. When in doubt, seek further guidance and send the comments to Public Affairs. | Biarkan pakar yang menanggapiJika Anda bukan juru bicara resmi Abbott, jangan menanggapi komentar atau pertanyaan media terkait dengan posisi perusahaan Abbott. Apabila Anda ragu, mintalah bimbingan lebih lanjut dan sampaikan komentar tersebut kepada divisi Urusan Umum. |
| [Screen 26](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=41_C_26) [41\_C\_26](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=41_C_26)  | Protect privacy and confidential informationRemember that, even if a site has privacy settings, information can often be viewed and shared by others. If you create or control an Abbott-sponsored social media forum, consult Legal to make sure you are following laws regarding cookies and online tracking.You must never share:* Personal information, such as another person's name, photo, or address without permission.
* Sensitive or confidential information, like trade secrets, personally identifiable information, and intellectual property.
 | Lindungi privasi dan informasi rahasiaIngatlah bahwa informasi dapat dilihat dan dibagikan oleh orang lain, sekalipun situs memiliki pengaturan privasi. Jika Anda membuat atau mengendalikan forum media sosial yang disponsori oleh Abbott, konsultasikan dengan divisi Hukum untuk memastikan Anda mengikuti undang-undang mengenai pelacakan online dan cookie.Anda dilarang berbagi:* Informasi pribadi, seperti nama, foto, atau alamat orang lain tanpa izin.

Informasi rahasia atau sensitif, seperti rahasia dagang, informasi pengidentifikasi jati diri, dan kekayaan intelektual. |
| [Screen 26](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=42_C_26) [42\_C\_26](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=42_C_26)  | Use care with what you share.Follow these tips:* Protect your passwords.
* Do not use your Abbott email address and password on social media sites.
* Configure your social media platform's privacy settings and understand how the company will share your information.
 | Berhati-hati saat berbagi.Ikuti kiat berikut:* Lindungi kata sandi Anda.
* Jangan menggunakan alamat dan kata sandi email Abbott Anda pada situs media sosial.

Konfigurasikan pengaturan privasi pada platform media sosial Anda dan pahami cara perusahaan berbagi informasi Anda. |
| [Screen 26](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=43_C_26) [43\_C\_26](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=43_C_26)  | Always follow company policies and local lawsWhen talking about Abbott on social media, in both your job and personally, follow Abbott's Code of Business Conduct, Abbott policies, and all applicable local laws. | Selalu ikuti kebijakan perusahaan dan undang-undang setempatSewaktu berbicara mengenai Abbott pada media sosial, baik dalam pekerjaan Anda atau secara pribadi, ikuti Pedoman Perilaku Bisnis Abbott, kebijakan Abbott, dan semua undang-undang setempat yang berlaku. |
| [Screen 26](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=44_C_26) [44\_C\_26](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=44_C_26)  | Know about Legal HoldsAbbott communications relevant to litigation or government investigations may be placed on Legal Hold to be preserved for the duration of the litigation or investigation. If your communications and/or documents are subject to a Legal Hold, this will apply to them wherever they are stored (including data sources such as email, text messages, SharePoint, laptops, phones, and any other storage location). Abbott communications are also subject to the company's document retention schedules. | Pengetahuan tentang Pengamanan Dokumen HukumKomunikasi Abbott terkait litigasi atau penyelidikan pemerintah dapat dimasukkan ke dalam Pengamanan Dokumen Hukum untuk disimpan selama durasi litigasi atau penyelidikan. Jika komunikasi dan/atau dokumen Anda tunduk pada Pengamanan Dokumen Hukum, ini akan berlaku untuk komunikasi dan/atau dokumen tersebut di mana pun disimpan (termasuk sumber data seperti email, pesan teks, SharePoint, laptop, ponsel, dan lokasi penyimpanan lainnya). Komunikasi Abbott juga tunduk pada jadwal penyimpanan dokumen perusahaan. |
| [Screen 27](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=45_C_27) [45\_C\_27](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=45_C_27)  | Quick CheckTest your knowledge now! | Uji Pengetahuan SingkatUji pengetahuan Anda sekarang! |
| [Screen 27](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=46_C_27) [46\_C\_27](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=46_C_27)  | Which is the best communication channel to use for business messages? | Manakah saluran komunikasi terbaik untuk digunakan dalam pesan bisnis? |
| [Screen 27](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=47_C_27) [47\_C\_27](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=47_C_27)  | EmailPhone callVideo callText or instant messageIt depends on who you are communicating with and the content of the message.Submit | EmailPanggilan teleponPanggilan videoTeks atau pesan instanBergantung dengan siapa Anda berkomunikasi dan isi pesannya.Kirim |
| [Screen 27](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=48_C_27) [48\_C\_27](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=48_C_27)  | That's correct!That's not correct!There is no single "best" communication channel. Choosing the most appropriate channel will depend on the audience and the content of the message. | Itu benar!Itu tidak benar!Tidak ada satu saluran komunikasi "terbaik". Memilih saluran yang paling tepat akan bergantung pada audiens dan isi pesannya. |
| [Screen 28](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=49_C_28) [49\_C\_28](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=49_C_28)  |  |  |
| [Screen 28](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=50_C_28) [50\_C\_28](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=50_C_28)  | Which of the following statements is true? | Manakah dari pernyataan berikut ini yang benar? |
| [Screen 28](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=51_C_28) [51\_C\_28](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=51_C_28)  | Recorded virtual meetings are good for discussing sensitive or confidential information.If you use your personal device for business communications, the device can be used as evidence in litigation.Since you are an employee of Abbott, you can speak on behalf of Abbott on social media.Submit | Pertemuan virtual yang direkam baik untuk membahas informasi sensitif atau rahasia.Jika Anda menggunakan perangkat pribadi Anda untuk komunikasi bisnis, perangkat tersebut dapat digunakan sebagai bukti dalam litigasi.Karena Anda adalah karyawan Abbott, Anda dapat berbicara atas nama Abbott di media sosial.Kirim |
| [Screen 28](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=52_C_28) [52\_C\_28](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=52_C_28)  | That's correct!That's not correct!Remember:* Sensitive or confidential information should never be discussed in a recorded meeting.
* Personal devices can be used as evidence in litigation.
* Some posts will still exist online, even if you attempt to delete or modify them.
* Business communications should only be done via Abbott-approved devices, software, and tools.
* Only designated spokespersons may respond on Abbott's behalf.
 | Itu benar!Itu tidak benar!Ingat:* Informasi sensitif atau rahasia tidak boleh dibahas dalam pertemuan yang direkam.
* Perangkat pribadi dapat digunakan sebagai bukti dalam litigasi.
* Beberapa postingan akan tetap ada secara online, meskipun Anda mencoba menghapus atau mengubahnya.
* Komunikasi bisnis hanya dilakukan melalui perangkat, perangkat lunak, dan alat yang disetujui oleh Abbott.

Hanya juru bicara yang ditunjuk yang dapat menanggapi atas nama Abbott. |
| [Screen 29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=53_C_29) [53\_C\_29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=53_C_29)  | Click the arrow to begin your review.ReviewTake a moment to review some of the key concepts in this section. | Klik panah untuk memulai tinjauan Anda.TinjauanLuangkan waktu sejenak untuk meninjau beberapa konsep utama dalam bagian ini. |
| [Screen 29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=54_C_29) [54\_C\_29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=54_C_29)  | EmailsBe careful and consider your audience when sending sensitive or highly confidential information like strategic plans or financial data via email. If you need to send this kind of information, consider using secure email or the Do Not Forward function. | EmailBerhati-hatilah dan pertimbangkan audiens Anda saat mengirimkan informasi sensitif atau sangat rahasia, seperti rencana strategis atau data keuangan melalui email. Jika Anda perlu mengirimkan informasi semacam ini, pertimbangkan untuk menggunakan email aman atau fungsi Jangan Diteruskan. |
| [Screen 29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=55_C_29) [55\_C\_29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=55_C_29)  | Virtual MeetingsVirtual meetings and video calls are appropriate for complex issues or discussions that require a significant amount of history and context. | Pertemuan VirtualPertemuan virtual dan panggilan video sesuai untuk masalah atau diskusi rumit yang memerlukan riwayat dan konteks dalam jumlah besar. |
| [Screen 29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=56_C_29) [56\_C\_29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=56_C_29)  | Instant MessagingInstant messaging tools are appropriate for providing colleagues with scheduling or availability updates and other brief administrative communications. Do not use instant messaging apps, text messages, voicemail, and other short-lived messaging platforms for substantive business communication. | Pesan InstanAlat bantu pesan instan sesuai untuk memberikan pembaruan penjadwalan atau ketersediaan serta komunikasi administratif singkat lainnya kepada rekan kerja. Jangan menggunakan aplikasi pesan instan, pesan teks, pesan suara, dan platform pesan singkat lainnya untuk komunikasi bisnis yang sangat penting. |
| [Screen 29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=57_C_29) [57\_C\_29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=57_C_29)  | External Speaking Engagements / InterviewsOnly media-trained personnel can be spokespeople for Abbott. External speaking engagements must be approved by Public Affairs BEFORE accepting an invitation to speak. | Keterlibatan Pembicara Eksternal/WawancaraHanya personel media yang terlatih yang dapat menjadi juru bicara Abbott. Keterlibatan pembicara eksternal harus disetujui oleh Urusan Umum SEBELUM menerima undangan sebagai pembicara. |
| [Screen 29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=58_C_29) [58\_C\_29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=58_C_29)  | Social MediaBecause interactions on social media are quick, dynamic, forever stored and have the potential to go viral, communications shared through this channel can be misconstrued on a broader scale. | Media SosialKarena interaksi di media sosial bersifat cepat, dinamis, disimpan selamanya, dan berpotensi menyebar luas, berbagi komunikasi melalui saluran ini dapat disalahartikan dalam skala yang lebih luas. |
| [Screen 29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=59_C_29) [59\_C\_29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=59_C_29)  | Compliant Business CommunicationsLet the experts respond. Protect privacy and confidential information. Use care with what you share. Always follow company policies and local laws. Know about Legal Holds. | Komunikasi Bisnis yang Taat AturanBiarkan pakar yang menanggapi. Lindungi informasi rahasia dan pribadi. Berhati-hati saat berbagi. Selalu ikuti kebijakan perusahaan dan undang-undang setempat. Pengetahuan tentang Pengamanan Dokumen Hukum. |
| [Screen 31](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=61_C_31) [61\_C\_31](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=61_C_31)  | Compliant communication in a business environment requires consideration of language, tone, and emotions.It is important to understand that others may interpret messages differently based on their beliefs, experiences, backgrounds, and identities. | Komunikasi yang taat aturan dalam lingkungan bisnis memerlukan pertimbangan bahasa, nada bicara, dan emosi.Penting untuk dipahami bahwa orang lain dapat menafsirkan pesan secara berbeda berdasarkan keyakinan, pengalaman, latar belakang, dan identitas mereka. |
| [Screen 31](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=62_C_31) [62\_C\_31](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=62_C_31)  | Tip 1: Consider your word choiceMake sure that the words you are using are clear, precise, and unambiguous. Simply put, choose words that are simple to understand. | Kiat 1: Pertimbangkan pilihan kata AndaPastikan kata yang Anda gunakan jelas, tepat, dan tidak ambigu. Singkatnya, pilih kata-kata yang mudah dipahami. |
| [Screen 31](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=63_C_31) [63\_C\_31](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=63_C_31)  | Tip 2: Provide contextBy providing appropriate context and details, you can avoid confusion and ensure that your message is clear. | Kiat 2: Berikan konteksnyaDengan memberikan konteks dan perincian yang sesuai, Anda dapat menghindari kebingungan dan memastikan bahwa pesan Anda jelas. |
| [Screen 31](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=64_C_31) [64\_C\_31](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=64_C_31)  | Tip 3: Avoid legal termsUnless you are a lawyer and are authorized to provide a legal opinion, always avoid using legal terms, such as "negligent," "illegal," "reckless," "infringe," or "liable." These terms can be unintentionally damaging to Abbott in court, to government regulators, or in the media, whether or not they are accurate. | Kiat 3: Hindari istilah hukumKecuali jika Anda adalah kuasa hukum dan memiliki wewenang untuk memberikan pendapat hukum, selalu hindari penggunaan istilah hukum, seperti “lalai”, “ilegal”, “gegabah”, “bertanggung jawab,” atau “berkewajiban.” Berbagai istilah ini dapat secara tidak sengaja merugikan Abbott di pengadilan, badan pengatur dari pemerintah, atau di media, baik akurat maupun tidak. |
| [Screen 31](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=65_C_31) [65\_C\_31](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=65_C_31)  | Tip 4: Avoid emoticons and emojisThe meaning of emojis and emoticons can vary from person to person. This can lead to serious misunderstandings in business communications, especially if read by an unintended audience such as an opposing party in litigation or a regulator. | Kiat 4: Hindari emotikon dan emojiMakna emoji dan emotikon dapat berbeda-beda antara setiap orang. Hal ini dapat menyebabkan kesalahpahaman serius dalam komunikasi bisnis, terutama jika dibaca oleh audiens yang tidak dituju seperti pihak lawan dalam litigasi atau regulator. |
| [Screen 31](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=66_C_31) [66\_C\_31](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=66_C_31)  | Tip 5: Don't present opinions as factsProper communication also avoids assumptions and the presentation of opinions as facts. When you need to express an opinion, be sure to identify it as such.For example, in a personal context, there may be little harm in suggesting to a friend that "Company X will be out of business in a couple of years." But in business, this kind of speculation could be misinterpreted as a fact or a well-informed conclusion. It could then be used as the basis for a business decision—possibly with unfortunate consequences. | Kiat 5: Jangan menyajikan pendapat sebagai faktaKomunikasi yang tepat juga menghindari asumsi dan munculnya pendapat sebagai fakta. Saat Anda perlu menyampaikan pendapat, pastikan untuk mengidentifikasinya.Misalnya, dalam konteks pribadi, mungkin menyarankan kepada teman bahwa "Perusahaan X akan bangkrut dalam beberapa tahun mendatang" tidak terlalu memberikan bahaya besar. Namun dalam bisnis, jenis spekulasi ini dapat disalahartikan sebagai fakta atau kesimpulan yang tepat. Ini kemudian dapat digunakan sebagai dasar keputusan bisnis—mungkin dengan konsekuensi yang merugikan. |
| [Screen 32](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=67_C_32) [67\_C\_32](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=67_C_32)  | How we say something is just as important as what we say.Using the wrong tone when communicating may result in misunderstandings. | Bagaimana kita mengatakan sesuatu sama pentingnya dengan apa yang kita katakan.Menggunakan nada bicara yang salah saat berkomunikasi dapat mengakibatkan kesalahpahaman. |
| [Screen 32](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=68_C_32) [68\_C\_32](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=68_C_32)  | Steer clear of humor.When we use sarcastic, ironic, or humorous tones in written business communications, it's easy for others to misinterpret them. This is because there are no visual or oral cues to help convey the intended meaning. Also, if someone reads these messages later on without any context, the meaning can become even more distorted. | Hindari humor.Saat kita menggunakan nada sarkastis, ironis, atau humor dalam komunikasi bisnis tertulis, orang lain bisa saja menafsirkannya secara keliru. Ini karena tidak ada petunjuk visual atau lisan untuk membantu menyampaikan makna yang dimaksudkan. Selain itu, jika seseorang membaca pesan ini di kemudian hari tanpa konteks apa pun, artinya dapat semakin terdistorsi. |
| [Screen 32](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=69_C_32) [69\_C\_32](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=69_C_32)  | Avoid secretive languageUsing language that sounds secretive or conspiratorial can cause misunderstandings. Phrases like "keep this between us" or "for your eyes only" can make something that's okay seem like it's not okay or even unlawful. Instead, it's appropriate to mark materials as "confidential" or "sensitive" using standard terms like "Proprietary and Confidential." | Hindari bahasa rahasiaMenggunakan bahasa yang terdengar rahasia atau konspirasi dapat menyebabkan kesalahpahaman. Ungkapan seperti "cukup kita saja yang tahu" atau "hanya Anda yang mengetahuinya" dapat membuat sesuatu yang sebenarnya wajar menjadi terlihat tidak baik atau bahkan melanggar hukum. Sebaliknya, menandai materi sebagai "rahasia" atau "sensitif" menggunakan istilah standar seperti "Berhak Milik dan Rahasia" merupakan tindakan yang tepat. |
| [Screen 32](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=70_C_32) [70\_C\_32](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=70_C_32)  | Control your emotions.How we control our emotions when we communicate can impact how others perceive us. It is important to maintain a positive work environment, even if we're frustrated. Take a moment to calm down, read and adjust the communication, or consider not sending it at all. Never send a message when you are upset. | Kendalikan emosi Anda.Cara kita mengendalikan emosi saat berkomunikasi dapat memengaruhi cara orang lain menilai kita. Penting untuk menjaga lingkungan kerja yang positif, meskipun kita frustrasi. Luangkan waktu sejenak untuk menenangkan diri, membaca dan menyesuaikan komunikasi, atau pertimbangkan untuk tidak mengirimkannya sama sekali. Jangan mengirimkan pesan saat Anda kesal. |
| [Screen 32](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=71_C_32) [71\_C\_32](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=71_C_32)  | Use neutral language.Using neutral language helps keep communication objective and less emotional. Instead of using emotionally loaded words like "problem" or "disaster," use more neutral terms like "issue" or "challenge." If you're ever unsure of your wording, ask a manager for advice. | Gunakan bahasa yang netral.Menggunakan bahasa yang netral membantu menjaga komunikasi tetap objektif dan tidak terlalu emosional. Alih-alih menggunakan kata-kata yang sarat emosi seperti "masalah" atau "bencana", gunakan istilah yang lebih netral seperti "masalah" atau "tantangan". Jika Anda tidak yakin dengan susunan kata Anda, mintalah saran dari manajer. |
| [Screen 33](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=72_C_33) [72\_C\_33](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=72_C_33)  | Quick CheckTest your knowledge now! | Uji Pengetahuan SingkatUji pengetahuan Anda sekarang! |
| [Screen 33](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=73_C_33) [73\_C\_33](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=73_C_33)  | A country manager sends a group email to employees. The email reads: "We need to get this product moving. We are way behind where we are supposed to be. So, I need you to do whatever it takes to ensure we meet our numbers this month." Does this message sound like it could pose a risk to the company? | Seorang manajer negara mengirimkan email massal kepada karyawan. Email tersebut berbunyi: “Kita harus sukses menjual produk ini. Kita sudah tertinggal sangat jauh. Jadi, saya perlu melakukan apa pun yang diperlukan untuk memastikan kita memenuhi target kita bulan ini.” Apakah pesan ini terdengar dapat menimbulkan risiko bagi perusahaan? |
| [Screen 33](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=74_C_33) [74\_C\_33](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=74_C_33)  | Yes.No.Submit | Ya.Tidak.Kirim |
| [Screen 33](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=75_C_33) [75\_C\_33](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=75_C_33)  | That's correct!That's not correct!The phrase, "I need you to do whatever it takes to ensure we meet our numbers," is vague and open to interpretation. If one of the manager's team members secured a contract while acting against company policy, they could point to the email and claim that the manager had given the green light to do "whatever it takes" to win the business. | Itu benar!Itu tidak benar!Ungkapan, “Saya perlu Anda untuk melakukan apa pun yang diperlukan untuk memastikan kita mencapai angkanya,” adalah kabur dan terbuka untuk penafsiran. Jika salah satu anggota tim manajer mendapatkan kontrak dengan melanggar kebijakan perusahaan, mereka dapat saja menyebutkan email dan mengklaim bahwa manajer telah memberikan lampu hijau untuk melakukan “apa pun yang diperlukan” untuk mendapatkan bisnis tersebut. |
| [Screen 34](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=76_C_34) [76\_C\_34](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=76_C_34)  |  |  |
| [Screen 34](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=77_C_34) [77\_C\_34](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=77_C_34)  | A regional sales manager hears a rumor that a new product in development has run into quality issues. The manager then attends a meeting where it is announced that the launch of the new product has been delayed. After the meeting, the manager messages a colleague: "Just heard . . . They've canceled the launch for the second time. Major quality issues with the new product!" Based on this message, which of the following statements would you assume to be true? | Manajer penjualan wilayah mendengar rumor bahwa produk baru yang tengah berada dalam tahap pengembangan menghadapi masalah kualitas. Manajer selanjutnya menghadiri pertemuan yang mengumumkan bahwa peluncuran produk baru telah ditunda. Seusai pertemuan, manajer itu mengirimkan pesan ke seorang rekan kerja: “Baru mendengar . . . Mereka telah membatalkan peluncuran untuk kedua kalinya. Ada masalah besar soal kualitas dengan produk baru!” Berdasarkan pesan ini, manakah pernyataan yang akan Anda anggap benar? |
| [Screen 34](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=78_C_34) [78\_C\_34](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=78_C_34)  | The launch has been canceled.There are quality issues with the new product.Both 1 and 2.Submit | Peluncuran telah dibatalkan.Terdapat masalah kualitas terkait produk baru.1 dan 2.Kirim |
| [Screen 34](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=79_C_34) [79\_C\_34](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=79_C_34)  | That's correct!That's not correct!Most people would assume both statements were true. The truth, however, is that the manager has no idea what has caused the delay. The manager has assumed the cancellation of the launch has been caused by quality issues, consequently presenting that rumor as a fact. | Itu benar!Itu tidak benar!Sebagian besar orang akan menganggap kedua pernyataan tersebut benar. Namun demikian, nyatanya, manajer tidak mengetahui penyebab penundaan. Manajer berasumsi pembatalan peluncuran disebabkan oleh masalah kualitas, sehingga membenarkan rumor tersebut sebagai fakta. |
| [Screen 35](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=80_C_35) [80\_C\_35](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=80_C_35)  | Click the arrow to begin your review.ReviewTake a moment to review some of the key concepts in this section. | Klik panah untuk memulai tinjauan Anda.TinjauanLuangkan waktu sejenak untuk meninjau beberapa konsep utama dalam bagian ini. |
| [Screen 35](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=81_C_35) [81\_C\_35](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=81_C_35)  | Crafting Compliant Business CommunicationsCompliant communication in a business environment requires consideration of language, tone, and emotions. | Menyusun Komunikasi Bisnis yang Taat AturanKomunikasi yang taat aturan dalam lingkungan bisnis memerlukan pertimbangan bahasa, nada bicara, dan emosi. |
| [Screen 35](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=82_C_35) [82\_C\_35](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=82_C_35)  | Importance of ToneHow we say something is just as important as what we say. Using the wrong tone when communicating may result in misunderstandings. | Pentingnya NadaBagaimana kita mengatakan sesuatu sama pentingnya dengan apa yang kita katakan. Menggunakan nada bicara yang salah saat berkomunikasi dapat mengakibatkan kesalahpahaman. |
| [Screen 37](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=84_C_37) [84\_C\_37](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=84_C_37)  | Take a moment to confirm your agreement with the statement below.I confirm that I understand my responsibilities regarding business communications and know where to go if I have any questions.Confirm | Luangkan waktu untuk mengonfirmasi persetujuan Anda dengan pernyataan di bawah ini.Saya menyatakan bahwa saya memahami tanggung jawab saya terkait komunikasi bisnis dan mengetahui siapa yang harus dihubungi jika saya memiliki pertanyaan.Konfirmasi |
| [Screen 38](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=85_C_38) [85\_C\_38](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=85_C_38)  | The Knowledge Check that follows consists of 10 questions. You must score 80% or higher to successfully complete this course.WHEN YOU ARE READY, CLICK THE KNOWLEDGE CHECK BUTTON. | Uji Pengetahuan berikut terdiri atas 10 pertanyaan. Anda harus mendapatkan skor 80% atau lebih untuk berhasil menyelesaikan kursus ini.SETELAH ANDA SIAP, KLIK TOMBOL UJI PENGETAHUAN. |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=86_C_39) [86\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=86_C_39)  | [1] When talking about Abbott, its brands, or its products on social media, you should clearly disclose your connection to Abbott. | [1] Sewaktu berbicara mengenai Abbott, mereknya, atau produknya di media sosial, Anda harus dengan jelas mengungkapkan hubungan Anda dengan Abbott. |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=87_C_39) [87\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=87_C_39)  | [1] True | [1] Benar |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=88_C_39) [88\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=88_C_39)  | [2] FalseNext | [2] SalahBerikutnya |
| Screen 39Question 1: Feedback89\_C\_39 | You should always disclose your connection to Abbott. This makes it clear you have a vested interest in Abbott. | Anda harus selalu mengungkapkan hubungan Anda dengan Abbott. Hal ini menjelaskan bahwa Anda memiliki kepentingan di Abbott. |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=90_C_39) [90\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=90_C_39)  | [2] You receive a phone call inviting you to a give an interview about Abbott’s new product. You should: | [2] Anda menerima panggilan telepon yang mengundang Anda untuk memberikan wawancara tentang produk baru Abbott. Anda harus: |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=91_C_39) [91\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=91_C_39)  | [1] Agree immediately, since this is a wonderful opportunity for Abbott to share information about the new product. | [1] Segera menyetujuinya, karena ini adalah kesempatan luar biasa bagi Abbott untuk berbagi informasi tentang produk baru tersebut. |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=92_C_39) [92\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=92_C_39)  | [2] Agree to participate after you discuss it with your manager. | [2] Setuju untuk berpartisipasi setelah Anda membahasnya dengan manajer Anda. |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=93_C_39) [93\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=93_C_39)  | [3] Consult with both your manager and Public Affairs, since Public Affairs determines and approves who will be the Abbott spokesperson in all scenarios. | [3] Berkonsultasi dengan manajer Anda dan Urusan Umum, karena Urusan Umum menentukan dan menyetujui siapa yang akan menjadi juru bicara Abbott dalam semua skenario. |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=94_C_39) [94\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=94_C_39)  | [4] Say you cannot participate because you will be out of town.Next | [4] Mengatakan bahwa Anda tidak dapat berpartisipasi karena Anda akan berada di luar kota.Berikutnya |
| Screen 39Question 2: Feedback95\_C\_39 | All media interview requests and external speaking engagements must be directed to Public Affairs for evaluation - no exceptions. | Semua permintaan wawancara media dan keterlibatan pembicara eksternal harus diarahkan ke Urusan Umum untuk dievaluasi - tanpa pengecualian. |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=96_C_39) [96\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=96_C_39)  | [3] Which electronic communication channels may Abbott employees use to conduct substantive business communications? | [3] Saluran komunikasi elektronik manakah yang dapat digunakan karyawan Abbott untuk melakukan komunikasi bisnis substantif? |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=97_C_39) [97\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=97_C_39)  | [1] Abbott-managed communication systems such as Abbott email, Microsoft Channels (not Chat function), SharePoint/OneDrive file sharing capabilities, and live audio/video conferencing (e.g., phone calls and Microsoft Teams calls) | [1] Sistem komunikasi yang dikelola Abbott, seperti email Abbott, Saluran Microsoft (bukan fungsi Obrolan), kemampuan berbagi file SharePoint/OneDrive, dan konferensi audio/video langsung (misalnya panggilan telepon dan panggilan Microsoft Teams) |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=98_C_39) [98\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=98_C_39)  | [2] Non-Abbott communication systems such as personal email | [2] Sistem komunikasi non-Abbott, seperti email pribadi |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=99_C_39) [99\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=99_C_39)  | [3] Instant message or social media applications (e.g., WhatsApp, WeChat, Microsoft Teams Chat, or Facebook Messenger) | [3] Aplikasi pesan instan atau media sosial (misalnya WhatsApp, WeChat, Microsoft Teams Chat, atau Facebook Messenger) |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=100_C_39) [100\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=100_C_39)  | [4] Ephemeral or "short-lived" messaging platforms, whether or not provided by AbbottNext | [4] Platform pesan Efemeral atau “berlangsung singkat”, baik yang disediakan oleh Abbott ataupun tidakBerikutnya |
| Screen 39Question 3: Feedback101\_C\_39 | Do not use instant message applications, text messages, voicemail services, and other "short-lived" messaging platforms to conduct substantive business communications. | Jangan menggunakan aplikasi pesan instan, pesan teks, layanan pesan suara, dan platform pesan "singkat" lainnya untuk melakukan komunikasi bisnis yang sangat penting. |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=102_C_39) [102\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=102_C_39)  | [4] Messages requiring a lot of history and context are best communicated in writing. | [4] Pesan yang memerlukan banyak riwayat dan konteks sebaiknya disampaikan secara tertulis. |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=103_C_39) [103\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=103_C_39)  | [1] True | [1] Benar |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=104_C_39) [104\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=104_C_39)  | [2] FalseNext | [2] SalahBerikutnya |
| Screen 39Question 4: Feedback105\_C\_39 | Messages that discuss complex issues, or require a significant amount of history and context, are best communicated in real time, either in person or over the phone. | Pesan yang membahas permasalahan kompleks memerlukan riwayat dan konteks dalam jumlah yang signifikan akan paling baik disampaikan secara langsung, baik secara tatap muka mau pun melalui telepon. |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=106_C_39) [106\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=106_C_39)  | [5] Which of the following should you avoid in business communications?Check all that apply. | [5] Manakah dari berikut yang harus Anda hindari dalam komunikasi bisnis?Tandai semua jawaban yang sesuai. |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=107_C_39) [107\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=107_C_39)  | [1] Imagining how others are likely to interpret what you are saying | [1] Membayangkan kecenderungan orang lain menafsirkan perkataan Anda |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=108_C_39) [108\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=108_C_39)  | [2] Using secretive and conspiratorial tones | [2] Menggunakan nada bicara yang terkesan rahasia dan konspiratif |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=109_C_39) [109\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=109_C_39)  | [3] Adjusting your choice of words, tone, and body language to your audience | [3] Menyesuaikan pemilihan kata, nada bicara, dan bahasa tubuh Anda dengan khalayak Anda |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=110_C_39) [110\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=110_C_39)  | [4] Using jokes and sarcasm to insert some fun in your communicationsNext | [4] Menggunakan gurauan dan sarkasme untuk menyisipkan humor dalam komunikasi AndaBerikutnya |
| Screen 39Question 5: Feedback111\_C\_39 | Sarcastic, ironic, and humorous tones are often misinterpreted in business communications, as is secretive or conspiratorial language. | Nada sarkastis, ironis, dan humor sering disalahtafsirkan dalam komunikasi bisnis, demikian pula bahasa rahasia atau konspirasi. |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=112_C_39) [112\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=112_C_39)  | [6] If you enable the privacy settings on a social media site, your comments and content can never be viewed by others. | [6] Jika Anda mengaktifkan pengaturan privasi di situs media sosial, komentar dan konten Anda tidak akan pernah dapat dilihat oleh orang lain. |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=113_C_39) [113\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=113_C_39)  | [1] True | [1] Benar |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=114_C_39) [114\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=114_C_39)  | [2] FalseNext | [2] SalahBerikutnya |
| Screen 39Question 6: Feedback115\_C\_39 | Content and comments you originally intended only for family and friends may be viewed by others, even if privacy settings are enabled. | Konten dan komentar yang semula Anda dimaksudkan hanya untuk keluarga dan teman mungkin dilihat oleh orang lain, meski pengaturan privasi diaktifkan. |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=116_C_39) [116\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=116_C_39)  | [7] Which of the following would be appropriate to send via instant messaging? | [7] Manakah yang sesuai untuk dikirimkan melalui pesan instan? |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=117_C_39) [117\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=117_C_39)  | [1] Sales contracting information | [1] Informasi kontrak penjualan |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=118_C_39) [118\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=118_C_39)  | [2] An alert to a scheduling conflict | [2] Pemberitahuan seputar jadwal yang bertabrakan |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=119_C_39) [119\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=119_C_39)  | [3] A performance evaluation | [3] Evaluasi kinerja |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=120_C_39) [120\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=120_C_39)  | [4] A discussion about whether to hire a doctor for an educational eventNext | [4] Diskusi tentang perekrutan dokter untuk acara edukasiBerikutnya |
| Screen 39Question 7: Feedback121\_C\_39 | Instant messaging is appropriate for providing colleagues with scheduling or availability updates and other brief administrative communications. | Pesan instan sesuai untuk memberikan pembaruan penjadwalan atau ketersediaan serta komunikasi administratif singkat lainnya kepada rekan kerja. |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=122_C_39) [122\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=122_C_39)  | [8] Communications related to Abbott business may be conducted using home computers and personal email addresses, provided you are careful not to disclose confidential or proprietary information. | [8] Komunikasi terkait bisnis Abbott boleh dilakukan menggunakan komputer rumah dan alamat email pribadi, selama Anda berhati-hati untuk tidak mengungkapkan informasi rahasia atau hak milik. |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=123_C_39) [123\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=123_C_39)  | [1] True | [1] Benar |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=124_C_39) [124\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=124_C_39)  | [2] FalseNext | [2] SalahBerikutnya |
| Screen 39Question 8: Feedback125\_C\_39 | Communications related to Abbott business should only be done via the devices, software, and tools approved by Abbott. | Komunikasi terkait bisnis Abbott hendaknya hanya dilakukan melalui perangkat, perangkat lunak, dan alat yang disetujui oleh Abbott. |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=126_C_39) [126\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=126_C_39)  | [9] In response to requests from prosecutors, or civil enforcement or regulatory agencies, Abbott may be required to manage and preserve information contained within electronic communication channels, including email, chats, text messages, and other message platforms on employees' personal devices and accounts. | [9] Dalam menanggapi permintaan dari jaksa atau penegak hukum sipil atau badan regulasi, Abbott mungkin diwajibkan untuk mengelola dan menyimpan informasi yang terkandung dalam saluran komunikasi elektronik, termasuk email, obrolan, pesan teks, dan platform pesan lainnya pada perangkat dan akun pribadi karyawan. |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=127_C_39) [127\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=127_C_39)  | [1] True | [1] Benar |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=128_C_39) [128\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=128_C_39)  | [2] FalseNext | [2] SalahBerikutnya |
| Screen 39Question 9: Feedback129\_C\_39 | In some cases, Abbott may be required to manage and preserve information contained within communication channels on employees' personal devices and accounts. | Dalam beberapa kasus, Abbott mungkin diwajibkan untuk mengelola dan menyimpan informasi yang termuat dalam saluran komunikasi pada perangkat dan akun pribadi karyawan. |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=130_C_39) [130\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=130_C_39)  | [10] If you are subject to a Legal Hold, data must be preserved in which of the following data sources?Check all that apply. | [10] Jika Anda tunduk pada Pengamanan Dokumen Hukum, data harus disimpan dalam sumber data manakah berikut ini?Tandai semua jawaban yang sesuai. |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=131_C_39) [131\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=131_C_39)  | [1] Email | [1] Email |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=132_C_39) [132\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=132_C_39)  | [2] OneDrive/SharePoint | [2] OneDrive/SharePoint |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=133_C_39) [133\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=133_C_39)  | [3] Teams chats/channels | [3] Obrolan/saluran tim |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=134_C_39) [134\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=134_C_39)  | [4] Text messages (such as WhatsApp, WeChat, Viber, Telegram, etc.) | [4] Pesan teks (seperti WhatsApp, WeChat, Viber, Telegram, dll.) |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=135_C_39) [135\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=135_C_39)  | [5] Laptop/desktop | [5] Laptop/desktop |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=136_C_39) [136\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=136_C_39)  | [6] Data systems (such as SAP, EthicsPoint, Symphony)Submit | [6] Sistem data (seperti SAP, EthicsPoint, Symphony)Kirim |
| Screen 39Question 10: Feedback137\_C\_39 | Data from all data sources must be preserved, if you are subject to a Legal Hold. | Data dari semua sumber data harus disimpan, jika Anda tunduk pada Pengamanan Dokumen Hukum. |
| [Screen 41](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=139_C_199) [139\_C\_199](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=139_C_199)  | This survey is optional.Important: Whether you choose to complete the survey or not, you must click the EXIT (X) icon in the course title bar to complete the course and upload your results. | Survei ini bersifat opsional.Penting: Baik Anda memilih untuk menyelesaikan survei atau tidak, Anda harus mengklik ikon KELUAR (X) pada bilah judul kursus untuk menyelesaikan kursus dan mengunggah hasil Anda. |
| [Screen 42](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=145_C_200) [145\_C\_200](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=145_C_200)  | Where to Get Help | Tempat untuk Mendapatkan Bantuan |
| [Screen 42](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=146_C_200) [146\_C\_200](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=146_C_200)  | ManagerIf you have a question or concern about your own communication, or a communication you receive from another Abbott employee, a business partner, a customer, or anyone else connected with Abbott, the best place to start is with your manager. | ManajerApabila Anda memiliki pertanyaan atau kekhawatiran tentang komunikasi Anda sendiri, atau yang Anda terima dari karyawan Abbott lain, mitra bisnis, pelanggan, atau orang lain yang terkait dengan Abbott, tempat terbaik untuk memulai adalah dengan manajer Anda. |
| [Screen 42](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=147_C_200) [147\_C\_200](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=147_C_200)  | Public AffairsContact a Public Affairs representative if you have questions about Abbott’s expectations for communicating both internally and externally while working at Abbott.Public Affairs Website* Click  [here](https://abbott.sharepoint.com/sites/AW-PublicAffairs) to access the Public Affairs website on Abbott World.

Public Affairs Policies and Procedures* Click [here](https://abbottmfiles.oneabbott.com/Default.aspx) to access communication related policies and procedures on the Global Policy Portal on Abbott World.

Digital Knowledge Center* Click [here](https://abbott.sharepoint.com/sites/dkc/ENGLISH/Pages/default.aspx) to access the Digital Knowledge Center on Abbott World for tools to help guide you while using social media at Abbott.
 | Divisi Urusan UmumHubungi perwakilan divisi Urusan Umum jika Anda memiliki pertanyaan tentang harapan komunikasi Abbott secara internal dan eksternal selama bekerja di Abbott.Situs Web Urusan Umum* Klik [di sini](https://abbott.sharepoint.com/sites/AW-PublicAffairs) untuk mengakses situs web Urusan Umum pada Abbott World.

Prosedur dan Kebijakan Urusan Umum* Klik [di sini](https://abbottmfiles.oneabbott.com/Default.aspx) untuk mengakses kebijakan dan prosedur terkait komunikasi di Portal Kebijakan Global pada Abbott World.

Pusat Pengetahuan DigitalKlik [di sini](https://abbott.sharepoint.com/sites/dkc/ENGLISH/Pages/default.aspx) untuk mengakses Pusat Pengetahuan Digital di Abbott World untuk memperoleh alat yang membantu memandu Anda selagi menggunakan media sosial di Abbott. |
| [Screen 42](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=148_C_200) [148\_C\_200](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=148_C_200)  | Human Resources (HR)Contact a Human Resources representative for employee-related issues, including your concerns about interactions with other Abbott employees or anyone else connected with Abbott.Human Resources Website* Click  [here](http://myhr.abbott.com/) to access the myHR Portal on Abbott World.

Human Resources Policies and Procedures – The following global HR policies describe conduct prohibited in the workplace: Workplace Harassment (C-111) and Violence (C-113).* Click  [here](https://abbott.sharepoint.com/sites/myhr/US-EN/pages/global-hr-policies.aspx)  to access the above policies on Abbott World.
 | Sumber Daya Manusia (SDM)Hubungi perwakilan Sumber Daya Manusia untuk masalah terkait karyawan, termasuk kekhawatiran Anda tentang interaksi dengan karyawan Abbott atau individu lain yang terkait dengan Abbott.Situs Web Sumber Daya Manusia* Klik [di sini](http://myhr.abbott.com/) untuk mengakses Portal myHR pada Abbott World.

Prosedur dan Kebijakan Sumber Daya Manusia – Kebijakan SDM global berikut menjelaskan perilaku yang dilarang di tempat kerja: *Pelecehan di Tempat Kerja (C-111) dan Kekerasan (C-113).*Klik [di sini](https://abbott.sharepoint.com/sites/myhr/US-EN/pages/global-hr-policies.aspx) untuk mengakses kebijakan di atas pada Abbott World. |
| [Screen 42](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=149_C_200) [149\_C\_200](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=149_C_200)  | LegalContact the Legal Division with questions or concerns about legal implications of careless communication.Legal Website* Click [here](https://abbott.sharepoint.com/sites/AW-Abbott-Legal) to access the Legal website on Abbott World. The [Legal Hold Information](https://abbott.sharepoint.com/sites/AW-Abbott-Legal/SitePages/lho.aspx) page on the Legal website provides important information about employee compliance with Legal Hold Orders (LHOs).

Legal Policies and Procedures – Refer to Legal policies and procedures for requirements related to confidential information, antitrust, and other legal matters.* Click [here](https://abbott.sharepoint.com/sites/AW-GlobalPolicy) to access Legal policies and procedures on the Global Policy Portal on Abbott World.

Information Governance Resources* For important policies, procedures, and resources on information and records management, Abbott employees should visit the [Information Governance](https://abbott.sharepoint.com/sites/AW-infogov) website on Abbott World.
 | HukumHubungi Divisi Hukum dengan pertanyaan atau keluhan Anda tentang implikasi hukum komunikasi yang ceroboh.Situs Web Hukum* Klik [di sini](https://abbott.sharepoint.com/sites/AW-Abbott-Legal) untuk mengakses situs web Hukum pada Abbott World. Laman [Informasi Pengamanan Dokumen Hukum](https://abbott.sharepoint.com/sites/AW-Abbott-Legal/SitePages/lho.aspx) pada situs web Hukum menyediakan informasi penting tentang kepatuhan karyawan pada Perintah Pengamanan Dokumen Hukum (Legal Hold Orders, LHO).

Prosedur dan Kebijakan Hukum – Baca prosedur dan kebijakan Hukum untuk mengetahui persyaratan terkait informasi rahasia, antimonopoli, dan masalah hukum lain.* Klik [di sini](https://abbott.sharepoint.com/sites/AW-GlobalPolicy) untuk mengakses kebijakan dan prosedur Hukum di Portal Kebijakan Global pada Abbott World.

Sumber Daya Tata Kelola InformasiUntuk kebijakan, prosedur, dan sumber daya penting mengenai informasi dan catatan manajemen, karyawan Abbott harus mengunjungi situs web [Tata Kelola Informasi](https://abbott.sharepoint.com/sites/AW-infogov) pada Abbott World. |
| [Screen 42](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=150_C_200) [150\_C\_200](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=150_C_200)  | Office of Ethics and Compliance (OEC)The OEC is a corporate resource available to address your questions or concerns.* Visit the [Contact OEC](https://icomply.abbott.com/Apps/ComplianceContacts) page on the [OEC website](https://abbott.sharepoint.com/sites/AW-Ethics_Compliance) on Abbott World.
* Visit [Speak Up](http://speakup.abbott.com/) to voice your concerns about potential violations of our Code of Business Conduct or policies. [Speak Up](http://speakup.abbott.com/) is available globally, 24/7 in multiple languages.
* You can also email investigations@abbott.com .
 | Kantor Etika dan Kepatuhan (OEC)OEC adalah sumber daya korporat yang tersedia untuk menanggapi pertanyaan atau kekhawatiran Anda.* Kunjungi halaman [Hubungi OEC](https://icomply.abbott.com/Apps/ComplianceContacts) di [Situs web OEC](https://abbott.sharepoint.com/sites/AW-Ethics_Compliance) pada Abbott World.
* Kunjungi [Angkat Bicara](http://speakup.abbott.com/) untuk menyuarakan kekhawatiran Anda tentang kemungkinan pelanggaran Pedoman Perilaku Bisnis atau kebijakan kita. [Angkat Bicara](http://speakup.abbott.com/) tersedia secara global, 24/7 dalam berbagai bahasa.

Anda juga dapat mengirimkan email ke investigations@abbott.com . |
| [Screen 42](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=151_C_200) [151\_C\_200](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=151_C_200)  | Course ResourcesTranscriptClick [here](file:///C%3A/dev/AbbottBizCom/courses/EN-US/translation/reference/Transcript.pdf) for a full transcript of the course | Sumber Daya KursusSalinanKlik [di sini](file:///C%3A/dev/AbbottBizCom/courses/EN-US/translation/reference/Transcript.pdf) untuk memperoleh transkrip lengkap kursus |
| 152\_toc\_1 | Welcome | Selamat Datang |
| 153\_toc\_2 | Compliant Business Communications | Komunikasi Bisnis yang Taat Aturan |
| 154\_toc\_3 | Our Philosophy | Falsafah Kita |
| 155\_toc\_4 | Objectives | Tujuan |
| 156\_toc\_5 | Table of Contents | Daftar Isi |
| 157\_toc\_6 | Communicating Responsibly | Berkomunikasi Secara Bertanggung Jawab |
| 158\_toc\_7 | Why It Matters | Mengapa Ini Penting |
| 159\_toc\_8 | Things to Consider | Hal-hal yang Harus Dipertimbangkan |
| 160\_toc\_9 | Review | Tinjauan |
| 161\_toc\_10 | Table of Contents | Daftar Isi |
| 162\_toc\_11 | Communication Channels & Tools | Saluran dan Alat Bantu Komunikasi |
| 163\_toc\_12 | Emails | Email |
| 164\_toc\_13 | Virtual Meetings | Pertemuan Virtual |
| 165\_toc\_14 | Instant Messaging | Pesan Instan |
| 166\_toc\_15 | External Speaking Engagements/Interviews | Keterlibatan Pembicara Eksternal/Wawancara |
| 167\_toc\_16 | Social Media | Media Sosial |
| 168\_toc\_17 | Further Considerations | Pertimbangan Lebih Lanjut |
| 169\_toc\_18 | Compliant Business Communications | Komunikasi Bisnis yang Taat Aturan |
| 170\_toc\_19 | Quick Check | Uji Pengetahuan Singkat |
| 171\_toc\_20 | Review | Tinjauan |
| 172\_toc\_21 | Table of Contents | Daftar Isi |
| 173\_toc\_22 | Crafting Your Message Properly | Menyusun Pesan Anda dengan Benar |
| 174\_toc\_23 | Crafting Compliant Business Communications | Menyusun Komunikasi Bisnis yang Taat Aturan |
| 175\_toc\_24 | The Importance of Tone | Pentingnya Nada |
| 176\_toc\_25 | Quick Check | Uji Pengetahuan Singkat |
| 177\_toc\_26 | Review | Tinjauan |
| 178\_toc\_27 | Table of Contents | Daftar Isi |
| 179\_toc\_28 | Your Commitment | Komitmen Anda |
| 180\_toc\_29 | Your Commitment | Komitmen Anda |
| 181\_toc\_30 | Knowledge Check | Uji Pengetahuan |
| 182\_toc\_31 | Introduction | Pendahuluan |
| 183\_toc\_32 | Assessment | Penilaian |
| 184\_toc\_33 | Feedback | Umpan balik |
| 185\_toc\_34 | Survey | Survei |
| 186\_string\_1 | The Course cannot contact the LMS. Click 'OK' to continue and review the course. Note, Course Certification may not be available. Click 'Cancel' to exit  | Kursus tidak dapat menghubungi LMS. Klik “OK” untuk melanjutkan dan meninjau kursus. Perhatikan, Sertifikasi Kursus mungkin tidak tersedia. Klik “Batal” untuk keluar  |
| 187\_string\_2 | All questions remain unanswered | Semua pertanyaan masih belum dijawab |
| 188\_string\_3 | Questions | Pertanyaan |
| 189\_string\_4 | Question | Pertanyaan |
| 190\_string\_5 | not answered | tidak dijawab |
| 191\_string\_6 | That's correct! | Itu benar! |
| 192\_string\_7 | That's not correct! | Itu tidak benar! |
| 193\_string\_8 | Feedback:  | Umpan balik:  |
| 194\_string\_9 | Compliant Business Communications | Komunikasi Bisnis yang Taat Aturan |
| 195\_string\_10 | Knowledge Check | Uji Pengetahuan |
| 196\_string\_11 | Submit | Kirim |
| 197\_string\_12 | Retake | Ulangi |
| 198\_string\_13 | Course Description: Compliant Business Communications is key to building, maintaining, and protecting Abbott’s reputation. The aim of this course is to demonstrate how language, tone, and emotion play a significant role in how business communications are received and interpreted, and to provide guidance on how to select the most appropriate channel and tools to communicate your message. This course will take approximately 30 minutes to complete. | Deskripsi Kursus: Komunikasi Bisnis yang Taat Aturan adalah kunci untuk membangun, menjaga, dan melindungi reputasi Abbott. Kursus ini bertujuan untuk menunjukkan cara bahasa, nada bicara, dan emosi berperan penting dalam cara komunikasi bisnis diterima dan ditafsirkan, serta menyediakan panduan dalam memilih saluran dan alat yang benar untuk menyampaikan pesan Anda. Perlu waktu sekitar 30 menit untuk menyelesaikan kursus ini. |
| 199\_string\_14 | Menu | Menu |
| 200\_string\_15 | Resources | Sumber Daya |
| 201\_string\_16 | Reference Material | Materi Referensi |
| 202\_string\_17 | Audio | Audio |
| 203\_string\_18 | Exit | Keluar |
| 204\_string\_19 | Close | Tutup |
| 205\_string\_20 | Comment... | Komentar... |

Meals, Travel, and Entertainment

|  |  |  |
| --- | --- | --- |
| ID | Source | Target |
| [Screen 0](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=1_C_1) [1\_C\_1](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=1_C_1)  | Global Business StandardsMeals, Travel, and EntertainmentClick the forward arrow. | Standar Bisnis GlobalJamuan, Perjalanan, dan HiburanKlik panah maju. |
| [Screen 1](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=2_C_2) [2\_C\_2](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=2_C_2)  | We do business the right way by making ethical decisions in connection with our work.This course was designed to help you apply Abbott’s Ethics and Compliance Global Business Standards in common business interactions related to meals, travel, and entertainment. | Kita menjalankan bisnis dengan benar, dengan membuat keputusan yang etis sehubungan dengan pekerjaan kita.Kursus ini dirancang untuk membantu Anda menerapkan Standar Bisnis Global untuk Etika dan Kepatuhan Abbott dalam interaksi bisnis umum yang terkait dengan jamuan, perjalanan, dan hiburan. |
| [Screen 2](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=3_C_3) [3\_C\_3](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=3_C_3)  | Upon completion of this course, you will be able to:* Describe relevant OEC Global Business Standards related to meals, travel, and entertainment.
* Apply those Ethics and Compliance Global Business Standards in common business interactions.
* Locate specific ethics and compliance policies on iComply.
* Know where to go for help and to get support.
 | Setelah menyelesaikan kursus ini, Anda akan dapat:* Menjelaskan Standar Bisnis Global OEC terkait jamuan, perjalanan, dan hiburan.
* Menerapkan Standar Bisnis Global untuk Etika dan Kepatuhan Abbott dalam interaksi bisnis umum.
* Menemukan kebijakan etika dan kepatuhan tertentu di iComply.

Mengetahui ke mana mencari bantuan dan dukungan. |
| [Screen 3](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=4_C_4) [4\_C\_4](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=4_C_4)  | [1] Welcome1 minute[2] Introduction2 minutes[3] Meals, Travel, and Entertainment10 minutes[4] The Impact on Our Business and Our Responsibilities2 minutes[5] Knowledge Check3 minutesLearning ProgressThis Topic is now available. | [1] Selamat Datang1 menit[2] Pendahuluan2 menit[3] Jamuan, Perjalanan, dan Hiburan10 menit[4] Dampak terhadap Bisnis dan Tanggung Jawab Kita2 menit[5] Uji Pengetahuan3 menitKemajuan PembelajaranTopik ini kini tersedia. |
| [Screen 4](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=5_C_5) [5\_C\_5](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=5_C_5)  | Abbott's standards set forth general principles regarding our expectations for routine business interactions with external parties, such as healthcare professionals (HCPs), healthcare institutions (HCIs), government officials, retailers, distributors, customers, patients, and consumers.These standards help Abbott employees around the world make the right choices while operating with honesty, fairness, and integrity. | Standar Abbott menetapkan prinsip umum mengenai harapan kita dalam interaksi bisnis rutin dengan pihak eksternal, misalnya tenaga kesehatan profesional (HCP), lembaga perawatan kesehatan (HCI), pejabat pemerintah, pengecer, distributor, pelanggan, pasien, dan konsumen.Standar ini membantu karyawan Abbott di seluruh dunia membuat pilihan yang tepat saat beroperasi dengan disertai kejujuran, keadilan, dan integritas. |
| [Screen 5](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=6_C_6) [6\_C\_6](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=6_C_6)  | Abbott employees do business the right way by making ethical decisions in connection with our work.First and foremost, at Abbott, we do not inappropriately provide anything of value to get a sale, reward a past sale, or obtain an improper business advantage. | Karyawan Abbott menjalankan bisnis secara benar, dengan membuat keputusan yang etis sehubungan dengan pekerjaan kita.Pertama dan terpenting, di Abbott, kita tidak memberikan segala sesuatu yang bernilai secara tidak pantas untuk meraih penjualan, memberikan imbalan atas penjualan sebelumnya, atau mendapatkan keuntungan bisnis yang tidak pantas. |
| [Screen 6](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=7_C_7) [7\_C\_7](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=7_C_7)  | We do not buy business.We adhere to anti-bribery principles that forbid offering or providing anything that directly or indirectly benefits any person to secure a business advantage. To help employees comply with these requirements, we set specific limits surrounding meals, travel, and entertainment. | Kita tidak membeli bisnis.Kita mematuhi prinsip anti-penyuapan yang melarang menawarkan atau memberikan apa pun yang secara langsung atau tidak langsung menguntungkan siapa pun untuk mendapatkan keuntungan bisnis. Untuk membantu karyawan mematuhi persyaratan ini, kami menetapkan batasan khusus seputar jamuan, perjalanan, dan hiburan. |
| [Screen 7](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=8_C_8) [8\_C\_8](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=8_C_8)  | This course will provide a high-level overview of Meals, Travel, and Entertainment.It is your responsibility to visit iComply and use the Policy and Form Library to access the ethics and compliance policy and procedure specific to your country, or speak with OEC for further guidance on these topics. | Kursus ini akan memberikan ikhtisar tingkat tinggi tentang Jamuan, Perjalanan, dan Hiburan.Anda bertanggung jawab untuk mengunjungi iComply dan menggunakan Pustaka Kebijakan dan Formulir guna mengakses kebijakan serta prosedur etika dan kepatuhan khusus untuk negara Anda, atau berbicara dengan OEC, untuk mendapatkan panduan lebih lanjut mengenai topik ini. |
| [Screen 9](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=10_C_10) [10\_C\_10](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=10_C_10)  | Abbott may pay for occasional modest meals and refreshments in connection with legitimate educational or business purposes permitted under Abbott policies and procedures. | Abbott dapat sesekali membiayai jamuan makan dan minuman yang bersifat sederhana sehubungan dengan tujuan pendidikan atau bisnis yang sah dan diizinkan menurut kebijakan dan prosedur Abbott. |
| [Screen 10](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=11_C_11) [11\_C\_11](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=11_C_11)  | There are several important requirements related to meals and refreshments that must be followed:* Legitimate Business Purpose
* No Improper Guests
* Alcoholic Beverages
* Appropriate Venues
* Spending Limits
* Itemized Receipts and Expense Reports
* Approval of Expense Reports

Legitimate Business PurposeAttendees must have a legitimate business purpose for attendance at the educational or business discussion associated with the meal or refreshment.Examples of legitimate business purpose include discussing disease states, medical technology features, Abbott service offerings and their impact on health care delivery, product line offerings, or health economics information.No Improper GuestsAbbott may not provide meals and refreshments to spouses, family members or other guests of invited attendees.Alcoholic BeveragesA reasonable quantity of alcoholic beverages may be ordered or served during meals and refreshments provided by Abbott when appropriate to the business environment. Alcoholic beverages must be incidental to the business discussion and not provided simply as a form of entertainment. If excessive alcohol is provided, it creates the perception that business is not the main event. Alcoholic beverages, like any other refreshments, must be modest in cost and in alignment with local meal limits.Refer to your local ethics and compliance policy and procedure to review additional restrictions or requirements.Appropriate VenuesAll meals and refreshments must be held in business-appropriate venues that are conducive to conducting a business interaction. Venues known primarily for gambling or entertainment, as well as spas or sporting venues, are generally not appropriate.Spending LimitsThe costs of meals and refreshments must adhere to local spending limits. Refer to local ethics and compliance policy and procedures for country-specific limits.Itemized Receipts and Expense ReportsAll costs for meals and refreshments must be supported by genuine, fully itemized receipts and invoices. These should be accurately and timely described in your expense report and other documents. The expense report must include the name of the venue, names and positions of people attending the event, and the business purpose of the event.Employees that have been issued an Abbott corporate card should use that card for all business transactions.Approval of Expense ReportsReviewing managers play a key role in the expense reporting process. In approving an expense report, a manager attests that they have reviewed the expenses and confirms they are legitimate.Managers should ensure that expenses are appropriate (i.e., no gift cards, or app reload transactions), venues are appropriate (i.e., no golf courses, TopGolf, race tracks, rodeos, spas, cigar or wine bars or sporting events), there is an appropriate business purpose (i.e., no celebrations, parties, or happy hours), that receipts are included, are legible, and are consistent with the expense, and that employees are not claiming missing receipts for expenses where receipts can be obtained at any time from online accounts (i.e., UberEATS, Amazon).Reporting & TrackingReporting and tracking all expenses regarding meals, travel, and accommodations helps hold us all accountable to Abbott’s standards.People managers, DVPs, and Division Controllers have visibility to dashboards and other means for tracking their employees’ expenses to ensure policies are followed. Managers should use these tools to identify outliers or trends with particular employees or HCPs that might be excessive in terms of amount or frequency. | Ada beberapa persyaratan penting terkait jamuan makan dan minuman yang harus diikuti:* Tujuan Bisnis yang Sah
* Tidak Ada Tamu yang Tidak Patut
* Minuman Beralkohol
* Lokasi yang Sesuai
* Batas Pengeluaran
* Tanda Terima dan Laporan Pengeluaran Terperinci
* Persetujuan Laporan Pengeluaran

Tujuan Bisnis yang SahPeserta harus memiliki tujuan bisnis yang sah untuk menghadiri diskusi pendidikan atau bisnis yang terkait dengan jamuan makan atau minuman.Contoh tujuan bisnis yang sah meliputi pembahasan keadaan penyakit, fitur teknologi medis, penawaran layanan Abbott, dan dampaknya terhadap pemberian perawatan kesehatan, penawaran lini produk, atau informasi ekonomi kesehatan.Tidak Ada Tamu yang Tidak PatutAbbott tidak boleh menyediakan jamuan makan dan minuman kepada pasangan, anggota keluarga, atau tamu lain dari peserta yang diundang.Minuman BeralkoholMinuman beralkohol dalam jumlah yang wajar dapat dipesan atau disajikan selama jamuan yang disediakan oleh Abbott jika hal tersebut sesuai dengan lingkungan bisnis. Minuman beralkohol harus bersifat insidental untuk diskusi bisnis dan tidak disediakan hanya sebagai bentuk hiburan. Jika alkohol berlebihan diberikan, hal ini menciptakan persepsi bahwa bisnis bukanlah peristiwa utama. Minuman beralkohol, seperti minuman lainnya, harus sederhana dalam hal biaya dan sejalan dengan batas jamuan makan setempat.Lihat kebijakan dan prosedur etika dan kepatuhan setempat Anda untuk meninjau pembatasan atau persyaratan tambahan.Lokasi yang SesuaiSemua jamuan makan dan minuman harus diadakan di tempat yang sesuai dengan bisnis yang kondusif untuk melakukan interaksi bisnis. Tempat yang utamanya dikenal sebagai tempat perjudian atau hiburan, serta spa atau tempat kegiatan olahraga umumnya dianggap tidak sesuai.Batas PengeluaranBiaya jamuan makan dan minuman wajib menaati batasan pengeluaran setempat. Lihat kebijakan dan prosedur etika dan kepatuhan setempat Anda untuk daftar lengkap persyaratan khusus di negara Anda.Tanda Terima dan Laporan Pengeluaran TerperinciSemua biaya jamuan makan dan minuman harus didukung dengan tanda terima dan faktur asli yang terperinci. Ini harus dijelaskan secara akurat dan tepat waktu dalam laporan pengeluaran Anda dan dokumen lainnya. Laporan pengeluaran harus mencakup nama tempat, nama dan jabatan orang yang menghadiri acara, serta tujuan bisnis acara tersebut.Karyawan yang telah mendapatkan kartu perusahaan Abbott harus menggunakan kartu tersebut untuk semua transaksi bisnis.Persetujuan Laporan PengeluaranManajer peninjau berperan penting dalam proses pelaporan pengeluaran. Dalam menyetujui laporan pengeluaran, manajer menegaskan bahwa mereka telah meninjau pengeluaran tersebut dan mengonfirmasi bahwa pengeluaran tersebut sah.Manajer harus memastikan bahwa pengeluaran sudah sesuai (yaitu, tidak ada kartu hadiah, atau transaksi isi ulang aplikasi), tempat pertemuan sudah sesuai (yaitu, tidak ada lapangan golf, TopGolf, lintasan balap, rodeo, spa, bar cerutu atau anggur, atau acara olahraga), terdapat tujuan bisnis yang sesuai (yaitu, tidak ada perayaan, pesta, atau waktu bersenang-senang), bahwa tanda terima disertakan, dapat dibaca, dan konsisten dengan pengeluaran, dan bahwa karyawan tidak mengklaim tanda terima yang hilang untuk pengeluaran di mana tanda terima dapat diperoleh kapan saja dari akun online (yaitu, UberEATS, Amazon).Pelaporan dan PelacakanMelaporkan dan melacak semua pengeluaran terkait jamuan makan, perjalanan, dan akomodasi membantu kita semua bertanggung jawab atas standar Abbott.Manajer personalia, DVP, dan Pengontrol Divisi memiliki visibilitas ke dasbor dan cara lain untuk melacak pengeluaran karyawan mereka untuk memastikan kepatuhan terhadap kebijakan. Manajer harus menggunakan alat bantu ini untuk mengidentifikasi orang asing atau tren dengan karyawan tertentu atau HCP yang mungkin berlebihan dalam hal jumlah atau frekuensi. |
| [Screen 11](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=12_C_12) [12\_C\_12](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=12_C_12)  | Quick CheckTest your knowledge now! | Uji Pengetahuan SingkatUji pengetahuan Anda sekarang! |
| [Screen 11](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=13_C_12) [13\_C\_12](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=13_C_12)  | You are a sales representative in the United States and occasionally bring Starbucks coffee to meetings with customers. Rather than pay for each transaction independently with your Abbott corporate credit card, you find it more convenient to load $300 on your Starbucks gift card, expense that full amount at once, and then use the gift card to pay for the individual orders. Is this okay? | Anda adalah perwakilan penjualan di Amerika Serikat dan terkadang membawa kopi Starbucks ke pertemuan dengan pelanggan. Alih-alih membayar setiap transaksi secara independen dengan kartu kredit perusahaan Abbott Anda, Anda merasa lebih nyaman untuk mengisi uang sebesar $300 pada kartu hadiah Starbucks Anda, dengan biaya penuh sekaligus, lalu menggunakan kartu hadiah untuk membayar pesanan individu. Bolehkah ini dilakukan? |
| [Screen 11](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=14_C_12) [14\_C\_12](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=14_C_12)  | Yes, since you are complying with Abbott’s policies on meal limits, the payment method doesn’t matter.No, gift card purchases and app reload transactions are not permitted. Employees should always use their corporate card for business expenses.Yes, since you paid the gift card with your corporate credit card this transaction is ok.Submit | Ya, karena Anda mematuhi kebijakan Abbott mengenai batas jamuan makan, metode pembayaran tidak menjadi masalah.Tidak, pembelian kartu hadiah dan transaksi isi ulang aplikasi tidak diizinkan. Karyawan harus selalu menggunakan kartu perusahaan mereka untuk pengeluaran bisnis.Ya, karena Anda membayar kartu hadiah dengan kartu kredit perusahaan Anda, transaksi ini tidak masalah.Kirim |
| [Screen 11](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=15_C_12) [15\_C\_12](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=15_C_12)  | That's correct!That's not correct!Purchases of gift cards or app reloads are not permitted. Employees should use Abbott’s corporate card for business transactions. All expenses for meals and refreshments must be supported by genuine, fully itemized receipts or invoices, timely and accurately described in employee business expense reports and other documents. | Itu benar!Itu tidak benar!Pembelian kartu hadiah atau isi ulang aplikasi tidak diizinkan. Karyawan harus menggunakan kartu perusahaan Abbott untuk transaksi bisnis. Semua pengeluaran untuk jamuan makan dan minuman wajib didukung dengan tanda terima atau faktur asli dan terperinci yang diuraikan dalam laporan pengeluaran bisnis karyawan dan dokumen lainnya secara tepat waktu dan akurat. |
| [Screen 12](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=16_C_13) [16\_C\_13](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=16_C_13)  |  |  |
| [Screen 12](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=17_C_13) [17\_C\_13](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=17_C_13)  | As a sales manager you are reviewing your team’s expense reports and notice that there are several missing receipts for refreshments purchased online for a meeting with HCPs. In this case, you should . . . | Sebagai manajer penjualan, Anda meninjau laporan pengeluaran tim Anda dan memperhatikan bahwa terdapat beberapa tanda terima yang hilang untuk minuman yang dibeli secara online untuk pertemuan dengan HCP. Dalam hal ini, Anda harus . . . |
| [Screen 12](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=18_C_13) [18\_C\_13](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=18_C_13)  | Approve the expense report, since the employee included a missing receipt exception.Send this expense report back to the employee, so he can attach the fully itemized receipt. A missing receipt form should not be used for an online vendor, since you can return to the site at any time to obtain a receipt.Approve the expense report, since this was clearly an appropriate business expense.Submit | Menyetujui laporan pengeluaran, karena karyawan tersebut menyertakan pengecualian tanda terima yang hilang.Mengirimkan kembali laporan pengeluaran ini kepada karyawan, sehingga ia dapat melampirkan tanda terima terperinci. Formulir tanda terima yang hilang tidak boleh digunakan untuk vendor online, karena Anda dapat kembali ke situs kapan saja untuk mendapatkan tanda terima.Menyetujui laporan pengeluaran, karena ini jelas merupakan pengeluaran bisnis yang tepat.Kirim |
| [Screen 12](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=19_C_13) [19\_C\_13](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=19_C_13)  | That's correct!That's not correct!All expenses for meals and refreshments must be supported by genuine, fully itemized receipts or invoices, timely and accurately described in employee business expense reports and other documents. When an online service was used, the employee should be able to obtain the missing receipt from the online account/service used. | Itu benar!Itu tidak benar!Semua pengeluaran untuk jamuan makan dan minuman wajib didukung dengan tanda terima atau faktur asli dan terperinci yang diuraikan dalam laporan pengeluaran bisnis karyawan dan dokumen lainnya secara tepat waktu dan akurat. Ketika layanan online digunakan, karyawan harus dapat memperoleh tanda terima yang hilang dari akun online/layanan yang digunakan. |
| [Screen 13](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=20_C_14) [20\_C\_14](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=20_C_14)  |  |  |
| [Screen 13](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=21_C_14) [21\_C\_14](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=21_C_14)  | As a sales representative it is okay to provide a clinic your Abbott corporate credit card information, so they can order food for an educational event to be held later that day. | Sebagai perwakilan penjualan, Anda dapat memberikan informasi kartu kredit perusahaan Abbott Anda kepada klinik agar mereka dapat memesan makanan untuk acara pendidikan yang akan diselenggarakan pada hari tersebut. |
| [Screen 13](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=22_C_14) [22\_C\_14](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=22_C_14)  | TrueFalseSubmit | BenarSalahKirim |
| [Screen 13](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=23_C_14) [23\_C\_14](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=23_C_14)  | That's correct!That's not correct!Abbott may pay for occasional meals and refreshments, modest in nature and cost as judged by local standards, in connection with legitimate educational or business purposes. However, it is never okay to share Abbott corporate card information and authorize a clinic to order meals and refreshments on their own. Further, an Abbott employee must always be present at the meal. | Itu benar!Itu tidak benar!Sesekali, Abbott dapat membiayai jamuan makan dan minuman yang bersifat sederhana dan terjangkau sebagaimana dinilai oleh standar wilayah setempat, sehubungan dengan tujuan pendidikan atau bisnis yang sah. Namun demikian, berbagi informasi kartu perusahaan Abbott serta mengizinkan klinik untuk memesan jamuan makan dan minuman sendiri tidak pernah dibenarkan. Lebih lanjut, karyawan Abbott harus selalu hadir saat jamuan. |
| [Screen 14](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=24_C_15) [24\_C\_15](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=24_C_15)  | Abbott may provide reasonable travel and accommodations in connection with legitimate educational or business purposes permitted under Abbott policies and procedures.All travel and accommodations provided by Abbott must be reasonable and modest. | Abbott dapat menyediakan perjalanan serta akomodasi yang wajar sehubungan dengan tujuan pendidikan atau bisnis yang sah serta diizinkan menurut kebijakan dan prosedur Abbott.Semua perjalanan dan akomodasi yang disediakan oleh Abbott haruslah wajar dan sederhana. |
| [Screen 15](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=25_C_16) [25\_C\_16](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=25_C_16)  | There are several important requirements related to travel that must be followed:* Travel Arrangements
* Air Travel
* Hotels
* Duration of Travel and Allowable Expenses
* No Personal Expenses, Entertainment and No Improper Guests

Travel ArrangementsWhen making travel arrangements for airfare and hotels on behalf of external parties, such as HCPs, customers, and distributors, you should use Abbott-approved travel agencies or other Abbott vendors.Additionally, itemized invoices must be obtained for reimbursement to HCPs and others for any travel-related expenses, including travel arranged by third parties and originally paid by third parties.Air TravelAbbott has established the following air travel requirements:* Flights of four hours or less should be booked in economy class.
* Business class is only permitted for a (one-way) flight time of more than four hours.
* First class airfare is not allowed.
* Refer to your local ethics and compliance policy and procedure to review additional restrictions or requirements.

HotelsLuxurious hotels and hotels associated with gambling, entertainment, spa, or resort activities should be avoided.Duration of Travel and Allowable ExpensesTravel arrangements should be made so that the recipient arrives no more than one calendar day prior to the start of the event and departs no later than one calendar day after the event is completed.Out-of-pocket expenses incurred by the recipient for meals, taxi fares, and other incidentals may be reimbursed beginning with the recipient’s date of departure and ending upon return.No Personal Expenses, Entertainment and No Improper GuestsAbbott may not pay for:* Personal entertainment expenses, side trips, or other personal expenses (for example, phone, Spa, massage, sporting events, airport lounge fees).
* Travel for family members, spouses or other improper guests of the individual traveling for educational or business purposes.
 | Ada beberapa persyaratan penting terkait jamuan makan dan minuman yang harus diikuti:* Pengaturan Perjalanan
* Perjalanan Udara
* Hotel
* Durasi Perjalanan dan Pengeluaran yang Diizinkan
* Tidak Ada Pengeluaran Pribadi, Hiburan, dan Tidak Ada Tamu yang Tidak Patut

Pengaturan PerjalananSaat membuat pengaturan perjalanan untuk tiket pesawat dan hotel atas nama pihak eksternal, seperti HCP, pelanggan, dan distributor, Anda harus menggunakan agen perjalanan yang disetujui Abbott atau vendor Abbott lainnya.Selain itu, faktur terperinci harus diperoleh untuk memberikan penggantian biaya kepada HCP dan pihak lain atas pengeluaran terkait perjalanan, termasuk perjalanan yang diatur oleh pihak ketiga dan awalnya dibayar oleh pihak ketiga.Perjalanan UdaraAbbott telah menetapkan persyaratan perjalanan udara berikut:* Penerbangan selama empat jam atau kurang harus dipesan di kelas ekonomi.
* Kelas bisnis hanya diizinkan untuk waktu penerbangan (sekali jalan) lebih dari empat jam.
* Tiket pesawat kelas utama tidak diperbolehkan.
* Lihat kebijakan dan prosedur etika dan kepatuhan setempat Anda untuk meninjau pembatasan atau persyaratan tambahan.

HotelHotel yang mewah dan hotel yang identik dengan perjudian, hiburan, spa, atau kegiatan resor harus dihindari.Durasi Perjalanan dan Pengeluaran yang DiizinkanPengaturan perjalanan harus dibuat agar penerima datang tidak lebih dari satu hari kalender sebelum dimulainya acara dan berangkat paling lambat satu hari kalender setelah acara selesai.Pengeluaran tunai yang dikeluarkan oleh penerima untuk jamuan makan, tarif taksi, dan biaya insidental lain dapat diganti yang dimulai sejak tanggal keberangkatan penerima dan berakhir saat ia kembali.Tidak Ada Pengeluaran Pribadi, Hiburan, dan Tidak Ada Tamu yang Tidak PatutAbbott tidak boleh membiayai:* Biaya hiburan pribadi, perjalanan sampingan, atau pengeluaran pribadi lainnya (misalnya, telepon, spa, pijat, acara olahraga, biaya lounge bandara).

Perjalanan untuk anggota keluarga, pasangan, atau tamu lain yang tidak sesuai dari individu yang melakukan perjalanan untuk tujuan pendidikan atau bisnis. |
| [Screen 16](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=26_C_17) [26\_C\_17](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=26_C_17)  | Quick CheckTest your knowledge now! | Uji Pengetahuan SingkatUji pengetahuan Anda sekarang! |
| [Screen 16](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=27_C_17) [27\_C\_17](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=27_C_17)  | Which is an appropriate business expense Abbott employees may reimburse in relation to a business or educational meeting? | Manakah pengeluaran bisnis yang sesuai yang karyawan Abbott berhak menerima penggantian biaya sehubungan dengan pertemuan bisnis atau pendidikan? |
| [Screen 16](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=28_C_17) [28\_C\_17](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=28_C_17)  | Hotel spa servicesAirport lounge feesTaxi faresSporting event ticketsSubmit | Layanan spa hotelBiaya lounge bandaraTarif taksiTiket acara olahragaKirim |
| [Screen 16](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=29_C_17) [29\_C\_17](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=29_C_17)  | That's correct!That's not correct!Abbott may not pay for:* Personal entertainment expenses, side trips, or other personal expenses (for example, phone, Spa, massage, sporting events, airport lounge fees).
* Travel for family members or other guests of the individual traveling for educational or business purposes.
 | Itu benar!Itu tidak benar!Abbott tidak boleh membiayai:* Biaya hiburan pribadi, perjalanan sampingan, atau pengeluaran pribadi lainnya (misalnya, telepon, spa, pijat, acara olahraga, biaya lounge bandara).

Perjalanan untuk anggota keluarga atau tamu lain dari individu yang melakukan perjalanan untuk tujuan pendidikan atau bisnis. |
| [Screen 17](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=30_C_18) [30\_C\_18](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=30_C_18)  |  |  |
| [Screen 17](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=31_C_18) [31\_C\_18](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=31_C_18)  | Abbott employees are expected to apply Abbott’s Ethics and Compliance Global Business Standards when interacting with: | Karyawan Abbott diharapkan untuk menerapkan Standar Bisnis Global untuk Etika dan Kepatuhan Abbott saat berinteraksi dengan: |
| [Screen 17](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=32_C_18) [32\_C\_18](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=32_C_18)  | Healthcare Professionals (HCPs) and Healthcare Institutions (HCIs)Patients, consumers, and customersRetailers and distributorsGovernment OfficialsAll of the aboveSubmit | Tenaga Kesehatan Profesional (HCP) dan Lembaga Perawatan Kesehatan (HCI)Pasien, konsumen, dan pelangganPengecer dan distributorPejabat PemerintahSemua pilihan di atasKirim |
| [Screen 17](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=33_C_18) [33\_C\_18](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=33_C_18)  | That's correct!That's not correct!Abbott's Global Business Standards set forth principles regarding our expectations for routine business interactions with external parties, such as healthcare professionals (HCPs), healthcare institutions (HCIs), government officials, retailers, distributors, customers, patients, and consumers. | Itu benar!Itu tidak benar!Standar Bisnis Global Abbott menetapkan prinsip mengenai harapan kita dalam interaksi bisnis rutin dengan pihak-pihak eksternal, misalnya tenaga kesehatan profesional (HCP), lembaga perawatan kesehatan (HCI), pejabat pemerintah, pengecer, distributor, pelanggan, pasien, dan konsumen. |
| [Screen 18](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=34_C_19) [34\_C\_19](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=34_C_19)  | Click the arrow to begin your review.ReviewTake a moment to review some of the key concepts in this section. | Klik panah untuk memulai tinjauan Anda.TinjauanLuangkan waktu sejenak untuk meninjau beberapa konsep utama dalam bagian ini. |
| [Screen 18](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=35_C_19) [35\_C\_19](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=35_C_19)  | MealsAbbott may pay for occasional modest meals and refreshments in connection with legitimate educational or business purposes permitted under Abbott policies and procedures. | JamuanAbbott dapat sesekali membiayai jamuan makan dan minuman yang bersifat sederhana sehubungan dengan tujuan pendidikan atau bisnis yang sah dan diizinkan menurut kebijakan dan prosedur Abbott. |
| [Screen 18](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=36_C_19) [36\_C\_19](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=36_C_19)  | TravelAbbott may provide reasonable travel and accommodations in connection with legitimate educational or business purposes permitted under Abbott policies and procedures. | PerjalananAbbott dapat menyediakan perjalanan serta akomodasi yang wajar sehubungan dengan tujuan pendidikan atau bisnis yang sah serta diizinkan menurut kebijakan dan prosedur Abbott. |
| [Screen 18](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=37_C_19) [37\_C\_19](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=37_C_19)  | EntertainmentStandalone entertainment events are not permitted. Abbott may not provide reimbursement or pay for an individual’s personal entertainment or recreation (such as spa treatments, sporting events, or side trips) or other personal expenses, including expenses of family members or other guests. | HiburanAcara hiburan mandiri saja tidak diizinkan. Abbott tidak boleh memberikan penggantian biaya atau membayar hiburan atau rekreasi pribadi seseorang (seperti perawatan spa, pertandingan olahraga, atau perjalanan sampingan) atau pengeluaran pribadi lainnya, termasuk pengeluaran anggota keluarga atau tamu lainnya. |
| [Screen 18](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=38_C_19) [38\_C\_19](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=38_C_19)  | iComplyFor a full list of requirements relating to meals, travel, and entertainment, visit iComply and use the Policy and Form Library to access the ethics and compliance policies and procedures specific to your country. | iComplyUntuk daftar lengkap persyaratan terkait jamuan, perjalanan, dan hiburan, kunjungi iComply dan gunakan Pustaka Kebijakan dan Formulir untuk mengakses kebijakan dan prosedur etika dan kepatuhan yang spesifik untuk negara Anda. |
| [Screen 20](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=40_C_21) [40\_C\_21](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=40_C_21)  | Our Global Business Standards define our expectations for conducting business the right way around the world.You are responsible for ensuring activities comply with our Global Business Standards as well as with local laws and regulations. | Standar Bisnis Global kita menetapkan harapan kita untuk menjalankan bisnis dengan cara yang benar di seluruh dunia.Anda bertanggung jawab untuk memastikan semua kegiatan mematuhi Standar Bisnis Global kita serta undang-undang dan peraturan setempat. |
| [Screen 21](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=41_C_22) [41\_C\_22](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=41_C_22)  | Visit [iComply](https://icomply.abbott.com/) to get started and locate the specific policies and procedures relevant to your country.* Use the Policy and Form Library to access the documents associated with a country and/or division.
* Use Global Passport to access resources including the [HCP Cross-Border Engagement Form](https://abbott.sharepoint.com/sites/abbottworld/EthicsCompliance/Passport/Documents/Cross-Border_Engagement_Form.pdf).
 | Kunjungi [iComply](https://icomply.abbott.com/) untuk memulai dan menemukan kebijakan serta prosedur spesifik yang relevan dengan negara Anda.* Gunakan Pustaka Kebijakan dan Formulir untuk mengakses dokumen terkait negara dan/atau divisi.

Gunakan Paspor Global untuk mengakses sumber daya, termasuk [Formulir Keterlibatan Lintas Negara HCP](https://abbott.sharepoint.com/sites/abbottworld/EthicsCompliance/Passport/Documents/Cross-Border_Engagement_Form.pdf). |
| [Screen 22](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=42_C_23) [42\_C\_23](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=42_C_23)  | If your local policies or procedures do not address a particular question that you have about a proposed business interaction, do not assume that the interaction is permitted.Contact OEC if you feel unsure about a particular process or transaction. | Jika Pedoman, kebijakan, dan prosedur lokal Anda tidak menjawab pertanyaan tertentu dengan tegas mengenai interaksi bisnis yang Anda ajukan, jangan menganggap bahwa interaksi tersebut diizinkan.Hubungi OEC jika Anda merasa tidak yakin tentang proses atau transaksi tertentu. |
| [Screen 23](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=43_C_24) [43\_C\_24](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=43_C_24)  | Take a moment to confirm your agreement with the statements below.I will apply the OEC Global Business Standards in my business interactions with respect to meals, travel, and entertainment.I know that I can locate ethics and compliance policies on [iComply](https://icomply.abbott.com/).I know what to do to get help and support.Confirm | Luangkan waktu untuk mengonfirmasi persetujuan Anda dengan pernyataan di bawah ini.Saya akan menerapkan Standar Bisnis Global OEC dalam interaksi bisnis saya sehubungan dengan jamuan, perjalanan, dan hiburan.Saya tahu bahwa saya dapat menemukan kebijakan etika dan kepatuhan di [iComply](https://icomply.abbott.com/).Saya mengetahui apa yang harus dilakukan untuk mendapatkan bantuan dan dukungan.Konfirmasi |
| [Screen 24](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=44_C_25) [44\_C\_25](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=44_C_25)  | The Knowledge Check that follows consists of 5 questions. You must score 80% or higher to successfully complete this course.WHEN YOU ARE READY, CLICK THE KNOWLEDGE CHECK BUTTON. | Uji Pengetahuan berikut terdiri atas 5 pertanyaan. Anda harus mendapatkan skor 80% atau lebih untuk berhasil menyelesaikan kursus ini.SETELAH ANDA SIAP, KLIK TOMBOL UJI PENGETAHUAN. |
| [Screen 25](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=45_C_26) [45\_C\_26](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=45_C_26)  | [1] At Abbott, we do not inappropriately provide anything of value – including meals, travel, or entertainment – to anyone to get a sale or obtain a business advantage. | [1] Di Abbott, kita tidak memberikan segala sesuatu yang bernilai dengan tidak tepat – termasuk jamuan, perjalanan, atau hiburan – kepada siapa pun untuk mendapatkan penjualan atau mendapatkan keuntungan bisnis. |
| [Screen 25](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=46_C_26) [46\_C\_26](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=46_C_26)  | [1] True | [1] Benar |
| [Screen 25](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=47_C_26) [47\_C\_26](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=47_C_26)  | [2] FalseNext | [2] SalahBerikutnya |
| Screen 25Question 1: Feedback48\_C\_26 | At Abbott, we do not buy business. We adhere to anti-bribery principles that prohibit offering or providing anything that directly or indirectly benefits any person to secure a business advantage. We set limits surrounding meals, travel, and entertainment. | Di Abbott, kita tidak membeli bisnis. Kita mematuhi prinsip anti-penyuapan yang melarang menawarkan atau memberikan apa pun yang secara langsung atau tidak langsung menguntungkan siapa pun untuk mendapatkan keuntungan bisnis. Kita menetapkan batasan seputar jamuan, perjalanan, dan hiburan. |
| [Screen 25](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=49_C_26) [49\_C\_26](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=49_C_26)  | [2] First class airfare is allowed for flights over 4 hours. | [2] Tiket pesawat kelas utama diperbolehkan untuk penerbangan selama lebih dari 4 jam. |
| [Screen 25](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=50_C_26) [50\_C\_26](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=50_C_26)  | [1] True | [1] Benar |
| [Screen 25](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=51_C_26) [51\_C\_26](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=51_C_26)  | [2] FalseNext | [2] SalahBerikutnya |
| Screen 25Question 2: Feedback52\_C\_26 | Abbott has established the following air travel requirements:* Flights of four hours or less should be booked in economy class.
* Business class is only permitted for a (one-way) flight time of more than four hours.
* First class airfare is not allowed.

Refer to your local ethics and compliance policy and procedure to review additional restrictions or requirements. | Abbott telah menetapkan persyaratan perjalanan udara berikut:* Penerbangan selama empat jam atau kurang harus dipesan di kelas ekonomi.
* Kelas bisnis hanya diizinkan untuk waktu penerbangan (sekali jalan) lebih dari empat jam.
* Tiket pesawat kelas utama tidak diperbolehkan.

Lihat kebijakan dan prosedur etika dan kepatuhan setempat Anda untuk meninjau pembatasan atau persyaratan tambahan. |
| [Screen 25](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=53_C_26) [53\_C\_26](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=53_C_26)  | [3] Abbott may pay expenses of a family member of an individual traveling for educational or business purposes. | [3] Abbott dapat membayar pengeluaran anggota keluarga individu yang bepergian untuk tujuan pendidikan atau bisnis. |
| [Screen 25](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=54_C_26) [54\_C\_26](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=54_C_26)  | [1] True | [1] Benar |
| [Screen 25](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=55_C_26) [55\_C\_26](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=55_C_26)  | [2] FalseNext | [2] SalahBerikutnya |
| Screen 25Question 3: Feedback56\_C\_26 | Abbott may not pay for travel for family members or other guests of the individual traveling for educational or business purposes. | Abbott tidak membiayai anggota keluarga atau tamu lain dari individu yang melakukan perjalanan untuk tujuan pendidikan atau bisnis. |
| [Screen 25](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=57_C_26) [57\_C\_26](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=57_C_26)  | [4] When approving expense reports it is the manager’s responsibility to make sure that expenses are appropriate and follow Abbott’s policies. | [4] Saat menyetujui laporan pengeluaran, manajer bertanggung jawab untuk memastikan pengeluaran sesuai dan mengikuti kebijakan Abbott. |
| [Screen 25](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=58_C_26) [58\_C\_26](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=58_C_26)  | [1] True | [1] Benar |
| [Screen 25](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=59_C_26) [59\_C\_26](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=59_C_26)  | [2] FalseNext | [2] SalahBerikutnya |
| Screen 25Question 4: Feedback60\_C\_26 | People managers, DVPs, and Division Controllers have visibility to their employees’ expenses to ensure policies are followed. | Manajer personalia, DVP, dan Pengontrol Divisi memiliki visibilitas ke pengeluaran karyawan mereka untuk memastikan kepatuhan terhadap kebijakan. |
| [Screen 25](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=61_C_26) [61\_C\_26](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=61_C_26)  | [5] Abbott agrees to fund travel for an HCP to attend an Abbott meeting, in compliance with all Abbott policies. The HCP asks that we arrange for his return travel several days after the end of the Abbott meeting, so he can tour the city. The return flight on the HCP's preferred date is cheaper than the return flight immediately after the Abbott meeting, and the HCP will personally pay all incremental hotel and meal charges. Because Abbott will save money by complying with the HCP's request, it should arrange travel for the later return date. | [5] Abbott setuju untuk mendanai perjalanan HCP guna menghadiri pertemuan Abbott, sesuai dengan semua kebijakan Abbott. HCP meminta kita mengatur perjalanan pulang beberapa hari setelah pertemuan Abbott berakhir, sehingga dia dapat berkeliling kota. Penerbangan pulang pada tanggal yang dipilih HCP lebih murah daripada penerbangan pulang segera setelah pertemuan Abbott, dan HCP secara pribadi akan membayar semua biaya hotel dan jamuan tambahan. Karena Abbott akan menghemat uang dengan mengabulkan permintaan HCP, Abbott harus mengatur perjalanan untuk tanggal kembali berikutnya. |
| [Screen 25](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=62_C_26) [62\_C\_26](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=62_C_26)  | [1] True | [1] Benar |
| [Screen 25](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=63_C_26) [63\_C\_26](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=63_C_26)  | [2] FalseSubmit | [2] SalahKirim |
| Screen 25Question 5: Feedback64\_C\_26 | Standalone entertainment events are not permitted. Abbott may not provide reimbursement or pay for an individual’s personal entertainment or recreation (such as spa treatments, sporting events, side trips) or other personal expenses, including expenses of family members or other guests. | Acara hiburan mandiri saja tidak diizinkan. Abbott tidak boleh memberikan penggantian biaya atau membayar hiburan atau rekreasi pribadi seseorang (seperti perawatan spa, pertandingan olahraga, perjalanan sampingan) atau pengeluaran pribadi lainnya, termasuk pengeluaran anggota keluarga atau tamu lainnya. |
| [Screen 28](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=72_C_200) [72\_C\_200](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=72_C_200)  | Where to Get Help | Tempat untuk Mendapatkan Bantuan |
| [Screen 28](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=73_C_200) [73\_C\_200](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=73_C_200)  | Manager OR SUPERVISORIf you have a question or need guidance about potential concerns involving meals, travel, and entertainment, speak with your manager. | Manajer ATAU SUPERVISORJika Anda memiliki pertanyaan atau memerlukan panduan tentang potensi kekhawatiran yang melibatkan Standar Global, bicarakan dengan manajer Anda. |
| [Screen 28](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=74_C_200) [74\_C\_200](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=74_C_200)  | WRITTEN STANDARDSVisit [iComply](https://icomply.abbott.com/Default.aspx) and use the Policy and Form Library to access the ethics and compliance policy and procedure specific to your country for further guidance on these topics.For our company’s fundamental set of expectations about interactions with others, consult our [Code of Business Conduct](http://www.abbott.com/investors/governance/code-of-business-conduct.html) . | STANDAR TERTULISKunjungi [iComply](https://icomply.abbott.com/Default.aspx) dan menggunakan Pustaka Kebijakan dan Formulir untuk mengakses kebijakan serta prosedur etika dan kepatuhan khusus untuk negara Anda, untuk mendapatkan panduan lebih lanjut mengenai berbagai topik ini.Untuk mengetahui rangkaian harapan dasar perusahaan kita mengenai interaksi dengan pihak lain, periksalah [Pedoman Perilaku Bisnis kita](http://www.abbott.com/investors/governance/code-of-business-conduct.html). |
| [Screen 28](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=75_C_200) [75\_C\_200](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=75_C_200)  | Office of Ethics and Compliance (OEC)The OEC is a corporate resource available to address your compliance questions or concerns, including interactions that may occur in connection with meals, travel, and entertainment.* Visit the [Contact OEC](https://icomply.abbott.com/Apps/ComplianceContacts/) page on the [OEC website](https://abbott.sharepoint.com/sites/AW-Ethics_Compliance) on Abbott World.
* Visit [Speak Up](http://speakup.abbott.com/) to voice your concerns about potential violations of our Code of Business Conduct or policies. [Speak Up](http://speakup.abbott.com/) is available globally, 24/7 in multiple languages.
* You can also email investigations@abbott.com.
 | Kantor Etika dan Kepatuhan (OEC)OEC adalah sumber daya perusahaan yang siap untuk menanggapi pertanyaan atau kekhawatiran kepatuhan Anda, termasuk interaksi yang mungkin terjadi sehubungan dengan jamuan, perjalanan, dan hiburan.* Kunjungi halaman [Hubungi OEC](https://icomply.abbott.com/Apps/ComplianceContacts/) di [situs web OEC](https://abbott.sharepoint.com/sites/AW-Ethics_Compliance) pada Abbott World.
* Kunjungi [Angkat Bicara](http://speakup.abbott.com/) untuk menyuarakan kekhawatiran Anda tentang kemungkinan pelanggaran Pedoman Perilaku Bisnis atau kebijakan kita. [Angkat Bicara](http://speakup.abbott.com/) tersedia secara global, 24/7 dalam berbagai bahasa.
* Anda juga dapat mengirimkan email ke investigations@abbott.com.
 |
| [Screen 28](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=76_C_200) [76\_C\_200](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=76_C_200)  | Legal DivisionIf you have questions about laws and regulations that govern our relationships with customers and business partners, the Legal Division can assist you. Click [here](https://abbott.sharepoint.com/sites/AW-Abbott-Legal/SitePages/lho.aspx) to access the Legal home page on Abbott World. | Divisi HukumJika Anda memiliki pertanyaan tentang undang-undang dan peraturan yang mengatur hubungan kita dengan pelanggan dan mitra bisnis, Divisi Hukum dapat membantu Anda. Klik [di sini](https://abbott.sharepoint.com/sites/AW-Abbott-Legal/SitePages/lho.aspx) untuk mengakses laman beranda Hukum pada Abbott World. |
| [Screen 28](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=77_C_200) [77\_C\_200](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=77_C_200)  | Course ResourcesTranscriptClick [here](file:///C%3A/dev/AbbottMeals/courses/EN-US/translation/reference/Transcript.pdf) for a full transcript of the course | Sumber Daya KursusSalinanKlik [di sini](file:///C%3A/dev/AbbottMeals/courses/EN-US/translation/reference/Transcript.pdf) untuk memperoleh transkrip lengkap kursus |
| 78\_toc\_1 | Welcome | Selamat Datang |
| 79\_toc\_2 | Global Business Standards: Meals, Travel, and Entertainment | Standar Bisnis Global: Jamuan, Perjalanan, dan Hiburan |
| 80\_toc\_3 | Our Philosophy | Falsafah Kita |
| 81\_toc\_4 | Objectives | Tujuan |
| 82\_toc\_5 | Table of Contents | Daftar Isi |
| 83\_toc\_6 | Introduction | Pendahuluan |
| 84\_toc\_7 | Overview | Ikhtisar |
| 85\_toc\_8 | Topics Covered in this Course | Topik yang Dicakup dalam Kursus ini |
| 86\_toc\_9 | Table of Contents | Daftar Isi |
| 87\_toc\_10 | Meals, Travel, and Entertainment | Jamuan, Perjalanan, dan Hiburan |
| 88\_toc\_11 | Meals | Jamuan |
| 89\_toc\_12 | Quick Check | Uji Pengetahuan Singkat |
| 90\_toc\_13 | Travel | Perjalanan |
| 91\_toc\_14 | Quick Check | Uji Pengetahuan Singkat |
| 92\_toc\_15 | Review | Tinjauan |
| 93\_toc\_16 | Table of Contents | Daftar Isi |
| 94\_toc\_17 | The Impact on Our Business and Our Responsibilities | Dampak terhadap Bisnis dan Tanggung Jawab Kita |
| 95\_toc\_18 | Your Responsibilities | Tanggung Jawab Anda |
| 96\_toc\_19 | Your Commitment | Komitmen Anda |
| 97\_toc\_20 | Knowledge Check | Uji Pengetahuan |
| 98\_toc\_21 | Introduction | Pendahuluan |
| 99\_toc\_22 | Assessment | Penilaian |
| 100\_toc\_23 | Feedback | Umpan balik |
| 101\_toc\_24 | Survey | Survei |
| 102\_string\_1 | The Course cannot contact the LMS. Click 'OK' to continue and review the course. Note, Course Certification may not be available. Click 'Cancel' to exit  | Kursus tidak dapat menghubungi LMS. Klik “OK” untuk melanjutkan dan meninjau kursus. Perhatikan, Sertifikasi Kursus mungkin tidak tersedia. Klik “Batal” untuk keluar  |
| 103\_string\_2 | All questions remain unanswered | Semua pertanyaan masih belum dijawab |
| 104\_string\_3 | Questions | Pertanyaan |
| 105\_string\_4 | Question | Pertanyaan |
| 106\_string\_5 | not answered | tidak dijawab |
| 107\_string\_6 | That's correct! | Itu benar! |
| 108\_string\_7 | That's not correct! | Itu tidak benar! |
| 109\_string\_8 | Feedback:  | Umpan balik:  |
| 110\_string\_9 | Global Business Standards: Meals, Travel, and Entertainment | Standar Bisnis Global: Jamuan, Perjalanan, dan Hiburan |
| 111\_string\_10 | Knowledge Check | Uji Pengetahuan |
| 112\_string\_11 | Submit | Kirim |
| 113\_string\_12 | Retake | Ulangi |
| 114\_string\_13 | Course Description: This course was designed to help you apply our Office of Ethics and Compliance (OEC) Global Business Standards in common business interactions related to Meals, Travel, and Entertainment. This course will take approximately 15-20 minutes to complete. | Deskripsi Kursus: Kursus ini dirancang untuk membantu Anda menerapkan Standar Bisnis Global Kantor Etika dan Kepatuhan (OEC) kita dalam interaksi bisnis umum yang terkait dengan Jamuan, Perjalanan, dan Hiburan. Anda memerlukan waktu sekitar 15-20 menit untuk menyelesaikan kursus ini. |
| 115\_string\_14 | Menu | Menu |
| 116\_string\_15 | Resources | Sumber Daya |
| 117\_string\_16 | Reference Material | Materi Referensi |
| 118\_string\_17 | Audio | Audio |
| 119\_string\_18 | Exit | Keluar |
| 120\_string\_19 | Close | Tutup |
| 121\_string\_20 | Comment... | Komentar... |