**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 Standards  Selected Topics  Click the forward arrow. | 全球業務標準  選定的主題  點選向前箭頭。 |
| [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. | 我們以正確的方式經營業務，並致力於與醫護人員合作，提供其即時且正確的資訊以協助其作出決策並向患者提供建議。唯有誠摯的合作，我們才能實現維護健康的使命。 |
| [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. | 在完成本課程之後，您將能夠：   * 了解亞培的道德合規全球業務標準。 * 應用亞培的道德合規全球業務標準。   了解何處可取得協助與支援。 |
| [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] Welcome  30 seconds  [2] Introduction  1 minute  [3] Professional Services Arrangements  4 minutes  [4] Support of Third-Party Programs and Abbott-Organized Programs  4 minutes  [5] Providing Product at No Charge  5 minutes  [6] The Impact on Our Business and Our Responsibilities  1 minute  [7] Knowledge Check  5 minutes  Learning Progress  This Topic is now available. | [1] 歡迎  30 秒  [2] 簡介  1 分鐘  [3] 專業服務安排  4 分鐘  [4] 第三方計畫和亞培籌辦計畫的支援  4 分鐘  [5] 提供不需付費的產品  5 分鐘  [6] 對我們的業務和責任的影響  1 分鐘  [7] 知識測驗  5 分鐘  學習進度  此主題現可供學習。 |
| [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. | 亞培的標準描述我們對與外部各方例行業務互動期望的一般原則，例如醫護人員（HCP）、醫療保健機構（HCI）、政府官員、零售商、經銷商、客戶、患者及消費者。  這些標準有助於世界各地的亞培員工做出正確的選擇，同時以誠實、公平及誠信的方式營運。 |
| [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. | 亞培員工以正確的方式經營業務，在工作中做出合乎道德的決策。  首先，在亞培，我們不會不當提供任何有價值物品以獲得銷售、獎勵過去的銷售或獲得不當的業務優勢。 |
| [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. | 本課程旨在協助您在三項常見的業務互動中，應用亞培的道德合規全球業務標準：   * 專業服務安排 * 第三方計畫和亞培籌辦計畫的支援 * 免費提供產品   您有責任造訪 iComply 並使用政策和表格資料庫取得您所在國家專用的道德合規政策及程序，或與 OEC 討論，以獲得這些主題的進一步指導。 |
| [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. | 專業服務安排是亞培向 HCP 及他人取得的服務，以滿足資訊、服務或建議方面的特定、正當業務需求。 |
| [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. | 我們定期聘用 HCP 的專業服務類型包括：   * 在推廣演講活動上演講。 * 參與諮詢委員會會議。 * 在亞培籌辦的計畫中，訓練他人適當使用亞培產品。 * 諮詢服務。 * 參與市場研究。 |
| [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. | 必須遵循與專業服務安排相關的幾項一般要求。  必須有正當業務需求。  聘用服務提供商以滿足資訊、服務或建議方面的特定、正當業務需求。  服務提供商必須符合資格。  我們根據與所要求服務相關的經驗和專業知識選擇服務提供商，而不是根據過去（或可能的未來）對亞培產品的使用。  報酬必須基於公平市場價值。  報酬不得超過服務供應商相關技能、專業知識及專業能力的公開市場價值。我們也必須在支付服務費用之前確認服務已履行。報酬必須透過支票、電匯或銀行轉帳支付。  必須在專業服務開始前完成書面文件。  所有專業服務安排都必須以法務部門核准的形式，以書面協議形式記錄，即使服務提供商將不會獲得服務的報酬。有關特定服務的文件要求，請查閱您關係企業的道德合規政策及程序。可以在 iComply 的政策和表格庫應用程式中存取所需的表格。  您必須清楚傳達亞培的標準。  若您監督專業服務聘用，您必須向服務提供商傳達亞培對餐飲、旅行及其他亞培標準的預期。而且，若您預計聘用可能為政府機構工作的政府官員或 HCP，請在聘用前尋求 OEC 指導。 |
| [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. | 聘用服務供應商需要在服務之前、期間和之後完成多項行動。 |
| [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. | 在服務之前，請根據定義的標準選擇服務提供商，例如學術和臨床資格以及專業知識。  完成公平市場價值（FMV）分析。  若需要 FMV 例外處理，您應在 OEC 例外處理資料庫中發起例外處理申請。  向服務供應商傳達亞培對合規的期望，並簽署必要的協議。  專業服務協議或工作說明書（若已簽訂主服務協議）。  務必參閱關係企業的道德合規政策及程序，了解適用於您營運所在國家的特定流程、程序和文件要求。 |
| [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. | 活動期間，請記錄履行證明。  文件的範例可能包括：   * 簽到表 * 會議記錄 * 活動照片 * 簡報資料副本 * 來自市場研究意見回饋的備註 * 其他交付項目，如適用。 |
| [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. | 活動結束後，請務必在支付服務供應商報酬之前，先確認已履行服務。  審查服務供應商提交的所有計價單和收據以進行報銷。  確保單據：   * 列出明細、 * 適當，以及 * 根據書面協議允許。   若聘用受到監測或稽核，請確保所有必要文件易於取得。 |
| [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. | 您知道嗎？  某些國家可能要求在旅行前至少提前 3 個月通知 HCP 合約或簽證的預先核准。  在 iComply 中找到全球參與護照工具，該工具提供規劃、執行和記錄跨境聘用的指引。  某些國家可能需要跨境聘用表，以便製作透明度報告。請記住，報酬必須根據 HCP 的母國且以 HCP 母國的貨幣計算。 |
| [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 Check  Test your knowledge now! | 快速測驗  現在就測驗學到的知識吧！ |
| [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? | 以下哪項不是專業服務安排的要求？ |
| [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 | 必須根據亞培產品的過往使用經驗選擇服務提供商。  與服務提供商的安排必須反映在書面專業服務協議中。  服務報酬不得超過公平市場價值。  延聘的服務提供商數量為履行服務或取得所需資訊而合理需要者。  提交 |
| [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. | 答對了！  答錯了！  遴選服務提供商必須以定義之所要求服務的相關標準為基礎，例如醫療專業知識與聲譽、知識與經驗；以及交流能力（若與服務相關）。其不得僅僅根據亞培產品的過往使用經驗或以承諾未來使用、推薦或購買亞培產品為交換條件。 |
| [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? | 亞培如何決定 HCP 服務的款項？ |
| [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 | 款項根據服務供應商目前的費率決定。  報酬根據其購買的亞培產品數量。  公平市場價值取決於服務供應商的專業知識和經驗。  報酬取決於亞培過去、現在或未來與服務供應商之間的業務價值。  提交 |
| [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. | 答對了！  答錯了！  服務報酬不得超過公平市場價值，且不得以亞培與服務提供商或任何相關機構過往、現時或未來的業務量或業務價值為基礎。在聘用政府官員及計算非 HCP 的 FMV 之前，請諮詢 OEC。 |
| [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.  Review  Take a moment to review some of the key concepts in this section. | 點選箭頭以開始複習。  複習  花時間複習一下本節的一些重要概念。 |
| [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 Arrangements  Professional Services Arrangements are services Abbott obtains from HCPs and others to meet specific, legitimate business needs for information, services, or advice. | 專業服務安排  專業服務安排是亞培向 HCP 及他人取得的服務，以滿足資訊、服務或建議方面的特定、正當業務需求。 |
| [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 Requirements  General Requirements include:   * Legitimate need * Qualifications of provider * Fair market value for services * Written documentation | 一般要求  一般要求包括：   * 正當需求 * 醫療服務提供商的資格 * 服務的公平市場價值 * 書面文件 |
| [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 Provider  Engaging a service provider requires the completion of a number of actions before, during, and after the service. | 聘用服務供應商的流程  聘用服務供應商需要在服務之前、期間和之後完成多項行動。 |
| [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. | 亞培可為第三方和亞培籌辦計畫提供支援，例如：   * 參觀工廠/訪視現場。 * 教育補助金。 * 商業贊助。 * 在關係企業道德合規政策允許的情況下，直接贊助參加教育大型會議。 |
| [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. | 在某些關係企業，亞培可能會贊助 HCP 及他人參加第三方教育、科學和公共政策會議，以期推動科學進步及改善醫護成果為目標。  請參閱您當地的道德合規政策及程序，了解您所在國家允許哪些類型的贊助。 |
| [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. | 亞培可向醫療保健機構（HCI）、訓練機構、專業協會或涉及醫學或科學教育的類似組織提供助學金、獎學金及其他教育補助金。 |
| [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. | 教育補助金只能用於教育/研究目的。  亞培不得參加支援收受者的遴選或提供意見。請參閱您當地的道德合規政策及程序，了解您所在國家的完整要求清單。 |
| [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. | 亞培可購買商業贊助方案以支援第三方教育、科學與公共政策大型會議、計畫或會議，以期推動科學進步及改善醫護成果。 |
| [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. | 作為資助的交換，亞培可以接受展覽攤位空間、衛星座談會及/或其他推廣承諾。 |
| [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. | 第三方會議支援不得向個人提供。  同樣地，亞培不得贊助單獨娛樂活動。請參閱您當地的道德合規政策及程序，了解您所在國家的完整要求清單。 |
| [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. | 亞培可籌辦旨在訓練和教育 HCP 和其他利益相關者的演講者計畫和其他活動（例如座談會和監考），由簽約 HCP、第三方供應商或亞培人員提供。  此類計畫的主要目的必須為教育 HCP 安全有效使用亞培產品和醫療技術。 |
| [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. | 廣告或推廣亞培產品不得作為亞培籌辦計畫的主要目的。  請參閱您當地的道德合規政策及程序，了解您所在國家的完整要求清單。 |
| [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. | 亞培可邀請目前及潛在客戶與他人（若需要），以評估無法輕易移動的亞培產品，或者評估我們的生產設施，藉此進一步了解我們的品質流程、生產能力及產品或工廠特點。  在提議主辦 HCP 參觀工廠或訪視現場之前，請諮詢 OEC 以確定是否需要任何預先核准和申請。 |
| [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. | 與政府官員往來務必謹慎。  在政府官員（包括具有 HCP 身份者）參觀工廠或訪視現場之前，請確保政府員工獲准參加，並遵守雇主的政策及程序，包括對亞培提供任何有價值物品的任何限制。 |
| [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 Check  Test your knowledge now! | 快速測驗  現在就測驗學到的知識吧！ |
| [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: | 亞培不得為以下項目提供支援： |
| [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 | 衛星座談會。  助學金和獎學金。  教育補助金。  單獨娛樂活動。  提交 |
| [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. | 答對了！  答錯了！  亞培可為第三方教育、科學及公共政策會議及類似會議提供財務支援或資助，以期推動科學進步及改善醫護成果。支援不得向個人提供。若您不確定第三方會議支援是否適當，請諮詢 OEC。 |
| [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? | 以下哪項不是亞培籌辦計畫的適當主要目的？ |
| [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 | 推動科學進步。  改善醫護成果和患者照護。  教育亞培產品的安全與有效使用。  宣傳或推廣亞培產品。  提交 |
| [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. | 答對了！  答錯了！  此類計畫的主要目的必須為教育 HCP 安全有效使用亞培產品和醫療技術。廣告或推廣亞培產品不得作為亞培籌辦計畫的主要目的。 |
| [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.  Review  Take a moment to review some of the key concepts in this section. | 點選箭頭以開始複習。  複習  花時間複習一下本節的一些重要概念。 |
| [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 Sponsorships  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 procedures for a full list of requirements specific to your country. | 直接贊助  在某些關係企業，亞培可能會贊助 HCP 及他人參加第三方教育、科學和公共政策會議，以期推動科學進步及改善醫護成果為目標。請參閱您當地的道德合規政策及程序，了解您所在國家的完整要求清單。 |
| [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 Grants  Abbott 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. | 教育補助金  亞培可向 HCI、訓練機構、專業協會或涉及醫學或科學教育的類似組織提供助學金、獎學金及其他教育補助金。請參閱您當地的道德合規政策及程序，了解您所在國家的完整要求清單。 |
| [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 Sponsorships  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. | 商業贊助  亞培可購買商業贊助方案以支援第三方教育、科學與公共政策大型會議、計畫或會議，以期推動科學進步及改善醫護成果。請參閱您當地的道德合規政策及程序，了解您所在國家的完整要求清單。 |
| [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 Programs  Abbott 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. | 亞培籌辦計畫  亞培可籌辦旨在訓練和教育 HCP 和其他利益相關者的演講者計畫和其他活動，由簽約 HCP、第三方供應商或亞培人員提供。請參閱您當地的道德合規政策及程序，了解您所在國家的完整要求清單。 |
| [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 Visits  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. Refer to your local ethics and compliance policy and procedures for a full list of requirements specific to your country. | 參觀工廠/訪視現場  亞培可邀請目前及潛在客戶與他人（若需要），以評估無法輕易移動的亞培產品，或者評估我們的生產設施，藉此進一步了解我們的品質流程、生產能力及產品或工廠特點。請參閱您當地的道德合規政策及程序，了解您所在國家的完整要求清單。 |
| [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. | 亞培可向 HCP、客戶、消費者及他人免費提供亞培產品，以用於正當的業務目的。  這些目的包括示範、評估、作為替換用品，以及供 HCP 參與訓練。 |
| [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. | 不得將免費產品作為不當獎勵提供。  提供免費產品需符合相關企業道德合規政策及程序的當地要求。如需了解詳細要求（包括必要文件），請造訪 iComply 或聯絡您當地的 OEC 代表。 |
| [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 Samples  Product 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 Products  Single-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 Products  Multiple-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. | 樣品和評估產品包括：   * 產品樣品 * 單次使用評估產品 * 多次使用評估產品   產品樣品  產品樣品是通常透過零售或貿易管道出售、提供給患者或消費者試用或評估的產品（例如糖尿病試紙和營養產品）。  單次使用評估產品  單次使用評估產品包括 HCP 為單一患者診斷或治療過程中使用的免費產品，其提供給 HCP 或 HCI 進行評估。例子包括：   * 僅用於一位患者的醫療器材或診斷裝置。 * 搭配醫療器材設備使用的單次使用配件/拋棄式用品/耗材。 * 搭配診斷儀器和設備使用的試劑、測試匣及耗材。   多次使用評估產品  多次使用評估產品包括提供給 HCP 或 HCI 試用或評估的免費產品，且其可用於治療多位患者。在整個試用期間，必須標示或識別屬於亞培的多次使用評估產品。例子包括：   * 造影設備、儀器及軟體。 * 手術設備。 * 診斷及醫療器材儀器和設備。 |
| [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. | 樣品和評估產品有數項相關重要要求。  必須依據產品的預期用途提供合理數量的樣品。  請查看當地政策以了解特定限制。  多次使用評估產品的評估期必須為合理的有限期限。  試用期結束時，此類產品必須由客戶購買、退回給亞培或銷毀（依亞培指示）。  在整個試用期間，必須標示或識別屬於亞培的多次使用評估產品。  亞培必須告知收受者該產品免費提供，且不得轉售。  也就是說，產品不應向任何第三方計價、收費、銷售或交易，包括任何保險公司或管理式照護或政府報銷計畫。 |
| [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 Products  Demonstration 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 Training  Products for HCPs in training are provided to educational institutions or programs for training or education of HCPs in training. | 另一種免費產品類別包括用於示範和 HCP 訓練的產品。  示範產品  提供 HCP 或 HCI 示範產品，以向患者、消費者或 HCP 示範、教育或訓練如何使用我們的產品。  也會提供亞培代表示範產品，以向患者、消費者或 HCP 示範、教育或訓練如何使用我們的產品。  HCP 訓練產品  HCP 訓練產品是提供給教育機構或計畫，用於 HCP 訓練或教育的產品。 |
| [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. | 示範產品和 HCP 訓練產品有數項相關重要要求。  示範產品和 HCP 訓練產品應標識為示範用途或教育用途，並非用於患者照護。  免費提供的產品數量必須合理，而且僅限於滿足收受者用於特定示範、教育或訓練目的之需求。  產品的收受者必須知悉且同意，他們不會就此產品向第三方收費及銷售此產品。 |
| [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. | 替換產品是通常就保固或其他品質或服務問題而提供給客戶以替換亞培產品的產品。 |
| [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. | 亞培可免費提供客戶替換產品，以替換新的或未使用的亞培產品，惟需客戶同意棄置或退回先前提供的產品，或基於保固或瑕疵替換已使用的產品。 |
| [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. | 替換產品有數項相關重要要求。   * 替換通常應按單位計算。 * 應告知收受者，若替換的原產品已開立帳單，則不允許開立產品帳單。 * 替換交易的原因必須以書面記錄。 * 產品必須符合所有相關的品質和包裝要求。 |
| [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 Check  Test your knowledge now! | 快速測驗  現在就測驗學到的知識吧！ |
| [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. | 亞培可基於哪些正當的業務目的，向 HCP、客戶、消費者及他人免費提供亞培產品？  選擇所有適用的。 |
| [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 product  To educate or train patients or consumers on the use of the product  To replace the product due to quality or service concerns  To encourage HCPs, customers, consumers, and others to use the product more frequently or to purchase more of the product  Submit | 評估產品的療效和性能  教育或訓練患者或消費者如何使用產品  由於品質或服務問題而替換產品  鼓勵 HCP、客戶、消費者及他人更頻繁地使用產品或購買更多產品  提交 |
| [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. | 答對了！  答錯了！  在當地法律、法規及產業規範允許的情況下，亞培可免費提供 HCP、HCI、客戶、消費者及他人產品，以評估產品的療效和性能、教育或訓練患者或消費者如何使用產品，或由於品質或服務問題而替換產品。亞培不得免費提供產品以鼓勵 HCP、客戶、消費者及他人更頻繁地使用產品或購買更多產品。 |
| [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? | 評估期結束時，客戶應如何處理其亞培多次使用評估產品？ |
| [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 | 保留評估產品，不購買、租賃或簽訂產品合約。  將產品交給客戶公司的另一名員工。  若客戶不想購買、租賃或簽訂產品合約，請遵循亞培的指示退回或銷毀產品。  將儀器銷售給第三方。  提交 |
| [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. | 答對了！  答錯了！  試用期間，亞培必須保留多次使用評估產品的所有權。若客戶拒絕購買、租賃或簽訂產品合約，則必須在試用期結束時立即退回亞培（或依亞培指示確認銷毀）。 |
| [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? | 若我想以當地關係企業道德合規政策中未列出的理由，免費贈送客戶亞培產品，我該怎麼做？ |
| [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 | 免費將產品分發給客戶。  僅獲得經理核准。  就免費產品分發草擬新程序。  就可能的全新免費產品計畫諮詢當地 OEC。  提交 |
| [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. | 答對了！  答錯了！  提供免費產品必須遵循所述類別的程序。僅在 OEC 的事先審查且核准下，才能實施不符合我們道德合規政策及程序的免費計畫，並且可能需要政策例外處理。 |
| [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.  Review  Take a moment to review some of the key concepts in this section. | 點選箭頭以開始複習。  複習  花時間複習一下本節的一些重要概念。 |
| [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 Charge  Abbott 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. | 免費提供產品  亞培可向 HCP、客戶、消費者及他人免費提供亞培產品，以用於正當的業務目的。提供免費產品需符合相關企業道德合規政策及程序的當地要求。 |
| [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 Evaluation  Products 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. | 樣品與評估產品  樣品和評估產品包括：   * 產品樣品 * 單次使用評估產品 * 多次使用評估產品   請造訪 iComply 或聯絡您當地的 OEC 代表，了解詳細要求。 |
| [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 Training  Visit iComply or contact your local OEC representative for detailed requirements related to demonstration products and products for HCPs in training. | 示範產品和 HCP 訓練產品  請造訪 iComply 或聯絡您當地的 OEC 代表，了解關於 HCP 示範產品和訓練產品的詳細要求。 |
| [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 Products  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. Visit iComply or contact your local OEC representative for detailed requirements. | 替換產品  亞培可免費提供客戶替換產品，以替換新的或未使用的亞培產品，惟需客戶同意棄置或退回先前提供的產品，或基於保固或瑕疵替換已使用的產品。請造訪 iComply 或聯絡您當地的 OEC 代表，了解詳細要求。 |
| [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. | 亞培的道德合規全球業務標準規定我們在全球以正確方式經營業務的期望。您有責任確保活動符合我們的全球業務標準以及當地法律及法規。 |
| [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). | 造訪 [iComply](https://icomply.abbott.com/) 開始行動，並找出與您國家相關的專用政策及程序。   * 使用政策和表格庫取得與國家及/或部門相關的文件。 * 使用 Global Passport 取得資源，[包括 HCP 跨境聘用表](https://abbott.sharepoint.com/sites/abbottworld/EthicsCompliance/Passport/Documents/Cross-Border_Engagement_Form.pdf" \t "_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. | 若您當地的政策及程序並未解答您對提議之業務互動的特定問題，請勿假設該互動或活動已獲允許。  若您對特定流程或交易感到不確定，請聯絡 OEC。 |
| [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 | 請花一點時間確認您同意以下陳述。  我將應用亞培的道德合規全球業務標準進行業務互動。  我知道我可以在 [iComply](https://icomply.abbott.com/) 上找到道德合規政策。  我了解如何取得協助與支援。  確認 |
| [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. | 以下的知識測驗由 10 個問題組成。為了成功完成本課程，您的得分必須為 80% 或更高。  準備好後，點選「知識測驗」按鈕。 |
| [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] 專業服務安排用於滿足資訊、服務或建議方面的特定、正當業務需求，且必須在任何專業服務開始前完成所有必要文件。 |
| [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] 正確 |
| [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] False  Next | [2] 錯誤  下一頁 |
| Screen 54  Question 1: Feedback  91\_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. | 專業服務安排是亞培向 HCP 及他人取得的服務，以滿足資訊、服務或建議方面的特定、正當業務需求。所有專業服務安排都必須以法務部門核准的形式，以書面協議形式記錄。 |
| [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] 僅當為服務提供報酬時，才須記錄專業服務安排。 |
| [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] 正確 |
| [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] False  Next | [2] 錯誤  下一頁 |
| Screen 54  Question 2: Feedback  95\_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. | 所有專業服務安排都必須以法務部門核准的形式，以書面協議形式記錄，即使服務提供商將不會獲得服務的報酬。有關特定服務的文件要求，請查閱您關係企業的道德合規政策及程序。可以在 iComply 的政策和表格庫應用程式中存取所需的表格。 |
| [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] 亞培不得收受贊助方案，以換取為第三方大型會議、計畫或會議提供財務支援。 |
| [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] 正確 |
| [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] False  Next | [2] 錯誤  下一頁 |
| Screen 54  Question 3: Feedback  99\_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. | 亞培可購買商業贊助方案以支援第三方教育、科學與公共政策大型會議、計畫或會議，以期推動科學進步及改善醫護成果。請參閱您當地的道德合規政策及程序，了解您所在國家的完整要求清單。 |
| [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] 亞培可籌辦產品訓練和教育計畫，教育 HCP 安全有效使用亞培產品和醫療技術。 |
| [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] 正確 |
| [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] False  Next | [2] 錯誤  下一頁 |
| Screen 54  Question 4: Feedback  103\_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. | 亞培可籌辦旨在訓練和教育 HCP 和其他利益相關者的演講者計畫和其他活動（例如座談會和監考），由簽約 HCP、第三方供應商或亞培人員提供。此類計畫的主要目的必須為教育 HCP 安全有效使用亞培產品和醫療技術。 |
| [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] 亞培可向 HCP、客戶、消費者及他人免費提供產品，以用於正當的業務目的。 |
| [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] 正確 |
| [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] False  Next | [2] 錯誤  下一頁 |
| Screen 54  Question 5: Feedback  107\_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. | 在當地法律、法規及產業規範允許的情況下，亞培可免費提供 HCP、HCI、客戶、消費者及他人產品，以評估產品的療效和性能、教育或訓練患者或消費者如何使用產品，或由於品質或服務問題而替換產品。 |
| [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] 亞培提供給 HCP 的免費產品不得在預定的評估或示範結束後銷售。 |
| [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] 正確 |
| [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] False  Next | [2] 錯誤  下一頁 |
| Screen 54  Question 6: Feedback  111\_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. | 亞培必須告知收受者該產品免費提供，且不得銷售。產品不應向任何第三方計價、收費、銷售或交易，包括任何保險公司或管理式照護或政府報銷計畫。 |
| [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] 免費產品的收受者可向第三方交易產品，例如保險公司、管理式照護籌辦或政府報銷計畫。 |
| [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] 正確 |
| [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] False  Next | [2] 錯誤  下一頁 |
| Screen 54  Question 7: Feedback  115\_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. | 免費提供的產品不應向任何第三方計價、收費、銷售或交易，包括任何保險公司或管理式照護或政府報銷計畫。 |
| [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] 示範產品和 HCP 用於訓練的產品也可用於患者照護。 |
| [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] 正確 |
| [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] False  Next | [2] 錯誤  下一頁 |
| Screen 54  Question 8: Feedback  119\_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. | 示範產品和 HCP 訓練產品應標識為示範用途或教育用途，並非用於患者照護。 |
| [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] 替換產品通常應大量提供給客戶。 |
| [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] 正確 |
| [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] False  Next | [2] 錯誤  下一頁 |
| Screen 54  Question 9: Feedback  123\_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. | 替換產品有數項相關重要要求：替換通常應按單位計算；應告知收受者，若替換的原產品已開立帳單，則不允許開立產品帳單；替換交易的原因必須以書面記錄，且產品必須符合所有相關的品質和包裝要求。 |
| [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] 亞培銷售代表可無限制免費提供 HCP 亞培產品。 |
| [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] 正確 |
| [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] False  Submit | [2] 錯誤  提交 |
| Screen 54  Question 10: Feedback  127\_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. | 免費提供的產品數量必須合理，而且僅限於滿足收受者用於特定示範、教育或訓練目的之需求。 |
| [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. | 由於您尚未完成知識測驗，無成績可提供。  恭喜！您已經成功通過知識測驗。  請在下方點選各個問題以查閱您的結果。  完成後，請點選向前箭頭接受簡短調查。  抱歉，您的知識測驗不及格。請花幾分鐘時間，點選各個問題以在下方查閱您的結果。  在您完成後，請點選「重新參加測驗」按鈕。 |
| [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 | 到哪裡尋求協助 |
| [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 SUPERVISOR  If you have a question or need guidance about potential concerns involving the Global Standards, speak with your manager. | 經理或主管  若您對涉及環球標準的潛在疑慮有問題或需要指導，請與您的經理討論。 |
| [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 STANDARDS  Visit [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). | 書面標準  請造訪 [iComply](https://icomply.abbott.com/Default.aspx) 並使用政策和表格資料庫取得您所在國家專用的道德合規政策及程序，以獲得進一步指導。  如需了解本公司對您與他人互動的基本期望，請查閱我們的[《業務行為規範》](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](mailto:investigations@abbott.com). | 道德合規辦公室 (OEC)  OEC 為公司資源，可用於解決您的合規問題或疑慮。   * 請造訪亞培全球 [OEC 網站](https://abbott.sharepoint.com/sites/AW-Ethics_Compliance)上的[聯絡 OEC](https://icomply.abbott.com/Apps/ComplianceContacts/) 頁面。 * 造訪[暢所欲言](http://speakup.abbott.com/) 表達您對可能違反我們《業務行為規範》或政策的疑慮。[暢所欲言](http://speakup.abbott.com/" \t "_blank)以多種語言在全球提供，24 小時全年無休。 * 您亦可傳送電子郵件至 [investigations@abbott.com](mailto:investigations@abbott.com" \t "_blank)。 |
| [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 Division  If 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. | 法務部門  倘若您對管轄客戶和業務合作夥伴關係的法律及法規有問題，法務部門可以協助您。請點選[此處](https://abbott.sharepoint.com/sites/AW-Abbott-Legal/SitePages/lho.aspx) 存取亞培全球上的法務首頁。 |
| [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 Resources  Transcript  Click [here](file:///C:/dev/AbbottProServices/courses/EN-US/translation/reference/Transcript.pdf) for a full transcript of the course | 課程資源  成績單  請點選[此處](file:///C:/dev/AbbottProServices/courses/EN-US/translation/reference/Transcript.pdf" \t "_blank)取得課程的完整成績單 |
| 141\_toc\_1 | Welcome | 歡迎 |
| 142\_toc\_2 | Global Business Standards: Selected Topics | 全球業務標準：選定的主題 |
| 143\_toc\_3 | Our Philosophy | 我們的理念 |
| 144\_toc\_4 | Objectives | 目標 |
| 145\_toc\_5 | Table of Contents | 目錄 |
| 146\_toc\_6 | Introduction | 簡介 |
| 147\_toc\_7 | Overview | 概述 |
| 148\_toc\_8 | Topics Covered in this Course | 本課程涵蓋的主題 |
| 149\_toc\_9 | Table of Contents | 目錄 |
| 150\_toc\_10 | Professional Services Arrangements | 專業服務安排 |
| 151\_toc\_11 | What are Professional Services Arrangements | 何謂專業服務安排 |
| 152\_toc\_12 | General Requirements | 一般要求 |
| 153\_toc\_13 | Process for Engaging Service Providers | 聘用服務供應商流程 |
| 154\_toc\_14 | Quick Check | 快速測驗 |
| 155\_toc\_15 | Review | 複習 |
| 156\_toc\_16 | Table of Contents | 目錄 |
| 157\_toc\_17 | Support of Third-Party Programs and Abbott-Organized Programs | 第三方計畫和亞培籌辦計畫的支援 |
| 158\_toc\_18 | Introduction | 簡介 |
| 159\_toc\_19 | Direct Sponsorships | 直接贊助 |
| 160\_toc\_20 | Educational Grants | 教育補助金 |
| 161\_toc\_21 | Commercial Sponsorships | 商業贊助 |
| 162\_toc\_22 | Abbott-Organized Programs | 亞培籌辦計畫 |
| 163\_toc\_23 | Plant Tours / Site Visits | 參觀工廠/訪視現場 |
| 164\_toc\_24 | Quick Check | 快速測驗 |
| 165\_toc\_25 | Review | 複習 |
| 166\_toc\_26 | Table of Contents | 目錄 |
| 167\_toc\_27 | Providing Product at No Charge | 免費提供產品 |
| 168\_toc\_28 | Introduction | 簡介 |
| 169\_toc\_29 | Products for Sampling and Evaluation | 樣品與評估產品 |
| 170\_toc\_30 | Demonstration Products and Products for HCPs in Training | 示範產品和 HCP 訓練產品 |
| 171\_toc\_31 | Replacement Products | 替換產品 |
| 172\_toc\_32 | Quick Check | 快速測驗 |
| 173\_toc\_33 | Review | 複習 |
| 174\_toc\_34 | Table of Contents | 目錄 |
| 175\_toc\_35 | The Impact on Our Business and Our Responsibilities | 對我們的業務和責任的影響 |
| 176\_toc\_36 | Your Responsibilities | 您的責任 |
| 177\_toc\_37 | Your Commitment | 您的承諾 |
| 178\_toc\_38 | Knowledge Check | 知識測驗 |
| 179\_toc\_39 | Introduction | 簡介 |
| 180\_toc\_40 | Assessment | 評估 |
| 181\_toc\_41 | Feedback | 意見回饋 |
| 182\_toc\_42 | Survey | 調查 |
| 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 | 本課程無法連接 LMS。點選「確定」以繼續及複習課程。請注意，可能不會提供課程結業證書。點選「取消」以離開 |
| 184\_string\_2 | All questions remain unanswered | 仍未答完所有問題 |
| 185\_string\_3 | Questions | 問題 |
| 186\_string\_4 | Question | 問題 |
| 187\_string\_5 | not answered | 未答 |
| 188\_string\_6 | That's correct! | 答對了！ |
| 189\_string\_7 | That's not correct! | 答錯了！ |
| 190\_string\_8 | Feedback: | 意見回饋： |
| 191\_string\_9 | Global Business Standards: Selected Topics | 全球業務標準：選定的主題 |
| 192\_string\_10 | Knowledge Check | 知識測驗 |
| 193\_string\_11 | Submit | 提交 |
| 194\_string\_12 | Retake | 重新參加測驗 |
| 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. | 課程說明：本課程旨在協助您於參與專業服務安排、免費提供產品以及訓練和教育支援時，在常見的業務互動中應用我們的道德合規辦公室（OEC）全球業務標準。 |
| 196\_string\_14 | Menu | 選單 |
| 197\_string\_15 | Resources | 資源 |
| 198\_string\_16 | Reference Material | 參考資料 |
| 199\_string\_17 | Audio | 音訊 |
| 200\_string\_18 | Exit | 離開 |
| 201\_string\_19 | Close | 關閉 |
| 202\_string\_20 | Comment... | 意見…… |

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 Communications  Click the forward arrow. | 合規業務通訊  點選向前箭頭。 |
| [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. | 在現今的業務環境中，人們 24 小時全天候與全球連結，合規業務通訊前所未有的重要。  本課程將解釋我們可如何以符合道德、負責任且專業的方式通訊。 |
| [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. | 在完成本課程之後，您將能夠：   * 選擇最恰當的方式傳達訊息。 * 理解通訊的持續時間可能比預期更長，而且可能遭非預期對象閱覽。 * 使用清晰、精準、不含糊的語言進行業務通訊。 * 調整您的語調以及情緒以免造成誤解。 * 了解何處可取得協助與支援。 |
| [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] Welcome  1 minute  [2] Communicating Responsibly  2 minutes  [3] Communication Channels & Tools  14 minutes  [4] Crafting Your Message Properly  4 minutes  [5] Your Commitment  30 seconds  [6] Knowledge Check  5 minutes  Learning Progress  This Topic is now available. | [1] 歡迎  1 分鐘  [2] 負責任通訊  2 分鐘  [3] 通訊管道及工具  14 分鐘  [4] 正確編撰您的訊息  4 分鐘  [5] 您的承諾  30 秒  [6] 知識測驗  5 分鐘  學習進度  此主題現可供學習。 |
| [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. | 在您的日常職務中，您可能會以各種不同方式與同事和外部聯絡人通訊。 |
| [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. | 為有效通訊，務必對正確的對象使用正確的通訊管道。  您也需要思考您要分享的訊息內容，以及您用於傳送訊息的裝置。 |
| [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. | 請記住，數位訊息可能留存多年，即使您嘗試刪除或修改它們，也可能保持公開。  因此，務必保持恰當的通訊。 |
| [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. | 以下是您在通訊前需要考慮的一些重要事項。 |
| [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? | 總是自問：   * 是內部還是外部對象？ * 這是與媒體的互動還是外部演講的互動？ * 對象是否說同一種語言？ * 是針對一個人還是一群人？ * 是針對客戶還是其他人？ |
| [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. | 考慮您通訊內容的敏感度。  盡可能親自或透過電話進行敏感討論，以確保有效通訊並避免誤解。 |
| [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. | 務必考慮您是否使用正確的通訊工具。  訊息保留對電子郵件、Teams 聊天、簡訊及其他平台尤其重要，因為它們更有可能在日後保留且再次閱讀。 |
| [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.  Review  Take a moment to review some of the key concepts in this section. | 點選箭頭以開始複習。  複習  花時間複習一下本節的一些重要概念。 |
| [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 Important  Digital messages can last for many years and may remain public even if you attempt to delete or modify them. | 為何負責任通訊很重要  數位訊息可能留存多年，即使您嘗試刪除或修改它們，也可能保持公開。 |
| [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 Consider  Before 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. | 您需要考慮什麼  在您通訊之前，請務必考慮：   * 您的通訊對象、 * 您正在通訊的內容，以及 * 您是否使用正確的通訊工具。 |
| [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. | 亞培備有一個電子郵件系統，可用於日常業務通訊，例如回答客戶問題和更新同事。 |
| [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. | 在傳送策略計畫或財務資料等敏感或高度機密資訊時，請小心並考慮您的對象。  若您需要傳送此類資訊，請考慮使用安全電子郵件或請勿轉寄功能。 |
| [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. | 電話會議和視訊會議等虛擬會議具備多種好處，但也會帶來風險。  尤其是，它們不如面對面通訊那麼安全，尤其是在亞培或第三方記錄的情況下。 |
| [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. | 何時最適合進行虛擬會議/視訊通話？  虛擬會議和視訊通話適用於需要提及大量歷史紀錄和脈絡的複雜問題或討論。這些對話最好是即時進行。 |
| [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. | 需要考慮哪些重要事項？  在錄音電話中討論或分享敏感或高度機密資訊是不恰當的。除非根據亞培可接受的技術使用政策獲得明確授權，禁止記錄電話會議、視訊或語音通話或一般會議。 |
| [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. | 即時通訊、簡訊及語音訊息是常用的通訊形式，但並非適用於所有業務通訊。 |
| [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. | 何時適合使用即時通訊？  即時通訊工具適合為同事提供行程或可用性最新消息，以及其他簡短的行政通訊。 |
| [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. | 需要考慮哪些重要事項？  請勿使用即時通訊應用程式（例如 WhatsApp 或 Teams Chat）、簡訊（例如 SMS/iMessage）、語音信箱及其他閱後即刪通訊平台進行實質性業務通訊。  這包括討論決策、策略、產品、銷售、定價、製造、研發、機密資訊，或任何因法律或法規原因而需要保留的資訊。 |
| [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. | 有效的聲譽管理需要針對目前和瞬息萬變之外部環境進行預期、演練及準備。  我們謹慎選擇亞培和亞培人員參與外部演講活動和會議、與媒體互動，以及參與播客和其他外部活動的方式、地點及時間。 |
| [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. | 外部和媒體互動包括與記者的訪談、演講活動、社群媒體和網紅活動、播客、廠商/供應商背書、員工創作文章及亞培營業地點的攝影。  點選向前以查看符合亞培外部通訊政策的外部互動一般規則。 |
| [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. | 發言人/訪談/播客   * 僅受過媒體訓練的核准亞培人員才能擔任亞培發言人 * 公共關係部決定並核准在各種情況下由誰擔任亞培人員的發言人。 * 所有媒體訪談申請必須提交公共關係部進行評估。 * 公共關係部人員必須於所有媒體訪談期間在場，包括播客。 |
| [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. | 演講活動/外部獎項提名/簡報/大型會議   * 亞培人員的外部演講活動必須在接受演講邀請**之前**獲得公共關係部核准。 * 亞培人員的參與必須是策略性的，並為亞培提供利益，而不僅僅是個人的利益。 * 若未遵循適當流程及/或認為參與會造成潛在的聲譽風險，公共關係部會保留取消代表亞培發言者參加公共活動的權利。 |
| [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. | 背書/倡議行動   * 不允許亞培人員參與廠商/供應商的推廣及/或背書機會（廠商不得在推廣資料、新聞稿或簡報上使用亞培的名稱/標誌）。 * 當地市場政策/倡議行動必須事先經過公共關係部審查。 |
| [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 | 請花一點時間確認您同意以下陳述  我確認，我已閱讀並了解公共事務政策 PA-001、PA-002、PA-006 及 MKT05，且我將遵守這些政策。  如需檢視公共事務政策 PA-001、PA-002、PA-006 及 MKT05，請點選以下連結。  [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)  確認 |
| [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. | 社群媒體為我們提供一個與客戶、消費者、患者、其他亞培員工，以及公眾直接在線上互動、合作以及分享資訊的獨特機會。  但也有一些重要的風險需要考慮。 |
| [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. | 有哪些風險？  由於社群媒體上的互動是快速、動態、永久儲存的，並且有可能廣為流傳，因此透過此管道分享的通訊可能會受到更廣泛的誤解。因此，社群媒體的不當使用可能對亞培帶來重大法律和聲譽風險。 |
| [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. | 我可以在線上談論亞培嗎？  當您在線上談論亞培、其品牌或是其產品時，務必清楚揭露您與亞培的關係，即使在個人通訊中亦然。  這可以確保每個人了解您在亞培有既得利益。我們建議您在貼文底端使用主題標籤揭露您與亞培的關係，並使用以下陳述：「看看我公司的新⋯⋯！」 或「我在亞培工作，對我們的新廣告活動感到超興奮。」  當您分享亞培官方資料內容時，請避免給人一種您是亞培官方發言人的印象。 |
| [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. | 我有哪些責任？  對於您在個人社群媒體管道上發表的觀點和內容，您個人必須負責。若您在個人社群媒體上提及亞培或其產品，請遵循員工的《社群媒體指引》。  無論主題為何，個人社群媒體行為都可能影響亞培的聲譽，而且即使您稍後嘗試刪除或修改貼文，貼文仍可能保持公開。亞培保留觀察員工使用內部和外部社群媒體的權利。 |
| [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. | 以下是選擇最適當通訊管道時需要考慮的一些重要事項。 |
| [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 message  Consider 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. | 控制訊息  考慮傳送訊息後，您對訊息的控制程度。我們通常不知道現在或未來有多少人可能看到或分享我們的訊息。 |
| [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 recipients  Messages 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. | 非預期接收者  電子郵件、聊天和文字訊息等訊息可能傳送給錯誤的人而被非預期的人讀取，即使已啟用隱私設定亦然。這代表您的貼文、觀點或意見可能會迅速提升能見度、被採用或被誤解。在調查或訴訟中，可能保留和審查閱後即刪的聊天內容。 |
| [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 devices  All 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. | 亞培裝置的使用  必須以負責任的方式使用所有亞培通訊管道和亞培電子裝置，並遵守適用法律、亞培的《業務行為規範》及亞培政策。亞培通訊管道和電子裝置的附帶個人使用並非私人使用。此外，無論亞培資訊位於何處，皆非您的私人資訊。  關於如何保護您的通訊內容的更多資訊，請前往亞培全球網站上的訊息安全以及風險管理部門（Information Security and Risk Management，ISRM）的網站。 |
| [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 devices  Communications 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. | 個人裝置的使用  亞培業務相關通訊僅應利用亞培核准的設備、軟體及工具進行。為了回應檢察官或民事執行或主管機關的要求，亞培可能必須管理和保存電子通訊管道中包含的資訊，包括員工個人裝置和帳戶上的電子郵件、聊天、簡訊及其他通訊平台。 |
| [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. | 在您的亞培業務通訊中保持合規的方式如下。 |
| [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 respond  If 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. | 由專家回應  若您不是亞培官方發言人，請勿回應與亞培公司立場相關的評論或媒體詢問。如有疑慮，請尋求進一步指導並將評論傳送給公共關係部。 |
| [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 information  Remember 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. | 保護隱私以及機密資訊  請記住，即使網站上有隱私權設定，訊息還是可能被人看到並分享。若您建立或是控制亞培贊助的社群媒體論壇、請諮詢法務部門以確定您遵守所有關於 Cookie 以及線上追蹤的法律。  您不得分享：   * 未經許可的個人資訊，例如他人的姓名、照片或地址。 * 敏感和機密資訊，例如商業機密、個人身分資訊及智慧財產。 |
| [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. | 謹慎處理您分享的內容  遵循以下提示：   * 保護您的密碼。 * 請勿於社群媒體網站上使用您的亞培電子郵件地址和密碼。 * 配置社群媒體平台的隱私權設定，並且了解公司將如何分享您的資訊。 |
| [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 laws  When 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. | 務必遵守公司政策及當地法律  當您在社群媒體上談論亞培時（不論是以工作名義或是以個人名義）請遵守亞培的《業務行為規範》、亞培政策，以及所有適用的當地法律。 |
| [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 Holds  Abbott 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. | 了解依法保留  與訴訟或政府調查相關的亞培通訊可能被置於依法保留狀態，以便在訴訟或調查期間予以保留。若您的通訊及/或文件受到依法保留約束，則無論儲存在何處（包括電子郵件、簡訊、SharePoint、筆記型電腦、電話及任何其他儲存位置等資料來源）都適用。亞培通訊也受公司文件保留時間表約束。 |
| [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 Check  Test your knowledge now! | 快速測驗  現在就測驗學到的知識吧！ |
| [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? | 哪個通訊管道最適合用於業務訊息？ |
| [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) | Email  Phone call  Video call  Text or instant message  It depends on who you are communicating with and the content of the message.  Submit | 電子郵件  電話通話  視訊通話  簡訊或即時通訊  其取決於您的通訊對象以及訊息的內容。  提交 |
| [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. | 答對了！  答錯了！  沒有一種「最佳」通訊通道。須視對象和訊息內容選擇最恰當的管道。 |
| [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? | 以下哪些陳述正確？ |
| [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 | 錄影的虛擬會議非常適合討論敏感或機密資訊。  若您使用個人裝置進行業務通訊，該裝置可作為訴訟證據。  由於您是亞培的員工，因此您可代表亞培在社群媒體上發言。  提交 |
| [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. | 答對了！  答錯了！  請記住：   * 嚴禁在錄製的會議中討論敏感或機密資訊。 * 個人裝置可在訴訟中作為證據。 * 即使您嘗試刪除或修改這些貼文，部分貼文仍然留存於線上。 * 業務通訊僅應利用亞培核准的裝置、軟體及工具進行。   僅指定的發言人可代表亞培回應。 |
| [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.  Review  Take a moment to review some of the key concepts in this section. | 點選箭頭以開始複習。  複習  花時間複習一下本節的一些重要概念。 |
| [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) | Emails  Be 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. | 電子郵件  在透過電子郵件傳送策略計畫或財務資料等敏感或高度機密資訊時，請小心並考慮您的對象。若您需要傳送此類資訊，請考慮使用安全電子郵件或請勿轉寄功能。 |
| [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 Meetings  Virtual meetings and video calls are appropriate for complex issues or discussions that require a significant amount of history and context. | 虛擬會議  虛擬會議和視訊通話適用於需要提及大量歷史紀錄和脈絡的複雜問題或討論。 |
| [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 Messaging  Instant 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. | 即時通訊  即時通訊工具適合為同事提供行程或可用性最新消息，以及其他簡短的行政通訊。請勿使用即時通訊應用程式、簡訊、語音信箱及其他閱後即刪通訊平台進行實質性業務通訊。 |
| [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 / Interviews  Only media-trained personnel can be spokespeople for Abbott. External speaking engagements must be approved by Public Affairs BEFORE accepting an invitation to speak. | 外部演講活動/訪談  僅受過媒體訓練的人員才能擔任亞培發言人 外部演講活動必須在接受演講邀請之前獲得公共關係部核准。 |
| [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 Media  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. | 社群媒體  由於社群媒體上的互動是快速、動態、永久儲存的，並且有可能廣為流傳，因此透過此管道分享的通訊可能會受到更廣泛的誤解。 |
| [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 Communications  Let 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. | 合規業務通訊  由專家回應。保護隱私及機密資訊。謹慎處理您分享的內容 務必遵守公司政策及當地法律。了解依法保留。 |
| [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. | 在商業環境中的合規通訊需要考慮措辭、語調及情緒。  務必了解他人可能會根據他們的信仰、經驗、背景及身分，以不同的方式解讀訊息。 |
| [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 choice  Make sure that the words you are using are clear, precise, and unambiguous. Simply put, choose words that are simple to understand. | 提示 1：首先，考慮您的用詞  確定您所用的字詞清楚、精準並且不含糊。簡單來說，就是要選用簡單易懂的字詞。 |
| [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 context  By providing appropriate context and details, you can avoid confusion and ensure that your message is clear. | 提示 2：提供背景資訊  透過提供適當的背景和細節，您可避免混淆，並確保您的訊息清晰。 |
| [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 terms  Unless 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. | 提示 3：避免法律條款  除非您是律師，並且獲得授權提供法律意見，否則一律避免使用像是「過失」、「非法」、「違背」或「有責任」等法律術語。這些條款在法院、政府主管機關或媒體上可能會無意中損害亞培，無論其準確性如何。 |
| [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 emojis  The 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. | 提示 4：避免使用情緒圖示和表情符號  表情符號和情緒圖示的含義因人而異。這可能導致業務通訊中的嚴重誤解，尤其是在訴訟中或主管機關中被對手方等非預期的的對象閱讀時。 |
| [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 facts  Proper 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. | 提示 5：請勿將意見當作事實呈現  適當通訊也要避免假設，以及將意見當作事實陳述。當您需要表達意見時，請務必明確表達。  例如，在個人談話中，向朋友暗示「公司 X 將在幾年內停業」，可能沒有什麼傷害。但在業務中，這樣的推測可能會被誤解為事實或是消息靈通的結論。之後這還有可能成為業務決策的依據 - 而這可能帶來不幸的後果。 |
| [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. | 我們如何陳述跟我們陳述的內容究竟是什麼同樣重要。  在通訊時使用錯誤的語調可能導致誤解。 |
| [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. | 避免開玩笑。  當我們在書面業務通訊中使用譏諷、挖苦或開玩笑的語調時，他人很容易誤解這些語調。這是因為沒有視覺或口頭的提示協助傳達預期的意義。此外，若稍後某人在沒有任何脈絡的情況下閱讀這些訊息，其意義可能會變得更加扭曲。 |
| [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 language  Using 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." | 避免隱瞞的措辭  使用聽起來有所隱瞞或陰謀的措辭可能會導致誤解。像「這是只有我們知道」或「只給您過目」這樣的詞句可能會讓沒問題的事情看起來不恰當，甚至是非法的。相反的，使用「專有和機密資訊」等標準術語將資料標記為「機密」或「敏感」是恰當的。 |
| [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. | 控制您的情緒。  當我們通訊時，我們如何控制情緒會影響他人對我們的看法。即使我們感到沮喪，仍須維持正面的工作環境。花一點時間冷靜下來，閱讀並調整通訊內容，或考慮根本不傳送。在心情暴躁的時候絕不要發簡訊。 |
| [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. | 使用中性措辭。  使用中性措辭有助於保持通訊客觀，較無情緒。不使用情緒化的詞彙，例如「問題」或「災難」，而是使用更中性的詞彙，例如「難題」或「挑戰」。若您不確定自己的詞彙，請向經理尋求建議。 |
| [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 Check  Test your knowledge now! | 快速測驗  現在就測驗學到的知識吧！ |
| [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? | 一個國家經理傳送群組電子郵件給員工。電子郵件內容為：「我們要增加這個產品的銷售量。我們的業績遠遠不如預期。因此，我要你們不擇手段的確保本月業績達標。」 這則訊息聽起來是否可能對公司造成風險？ |
| [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 | 是。  否。  提交 |
| [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. | 答對了！  答錯了！  「我要你們不擇手段確保業績達標」這句話很模糊，可能引起誤會。若這位經理的一名團隊成員違反公司政策簽署合約，其可用這封電子郵件指稱經理同意「不擇手段」獲得業績。 |
| [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? | 一個區域業務經理聽到了有關某個研發中新產品遭遇品質問題的傳言。這位經理後來參加了一個會議，會議上宣佈新產品的發佈已延期。會議結束後，這位經理傳訊息給同事：「剛剛聽說…… 他們二度取消發佈。新產品有重大品質問題！」 根據這則訊息訊，您認為下列陳述何者正確？ |
| [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 | 發佈已取消。  新產品有品質問題。  兩者皆是。  提交 |
| [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. | 答對了！  答錯了！  大多數人會認為這兩項陳述都是正確的。然而，實情是這位經理完全不知道延期的原因。這位經理假設發佈的取消是因為有品質問題，因此將此傳聞當作事實說了出去。 |
| [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.  Review  Take a moment to review some of the key concepts in this section. | 點選箭頭以開始複習。  複習  花時間複習一下本節的一些重要概念。 |
| [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 Communications  Compliant communication in a business environment requires consideration of language, tone, and emotions. | 建立合規業務通訊  在商業環境中的合規通訊需要考慮措辭、語調及情緒。 |
| [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 Tone  How we say something is just as important as what we say. Using the wrong tone when communicating may result in misunderstandings. | 語調的重要性  我們如何陳述跟我們陳述的內容究竟是什麼同樣重要。在通訊時使用錯誤的語調可能導致誤解。 |
| [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 | 請花一點時間確認您同意以下陳述  我確認，我了解我對業務通訊的責任，並知道若我有任何問題時該諮詢哪個單位。  確認 |
| [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. | 以下的知識測驗由 10 個問題組成。為了成功完成本課程，您的得分必須為 80% 或更高。  準備好後，點選「知識測驗」按鈕。 |
| [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] 當您在社群媒體上談論亞培、其品牌或是其產品時，您應該清楚說明您與亞培的關係。 |
| [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] 正確 |
| [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] False  Next | [2] 錯誤  下一頁 |
| Screen 39  Question 1: Feedback  89\_C\_39 | You should always disclose your connection to Abbott. This makes it clear you have a vested interest in Abbott. | 您應一律揭露您與亞培的關係。這可以清楚表明您在亞培有既得利益。 |
| [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] 您接到一通電話，邀請您對亞培的新產品進行訪談。您應該： |
| [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] 立即同意，因為這是亞培分享新產品相關資訊的絕佳機會。 |
| [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] 在您與您的經理討論後同意參與。 |
| [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] 諮詢您的經理和公共關係部，因為公共關係部決定並核准在各種情況下由誰擔任亞培的發言人。 |
| [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] 表示您無法參與，因為您將會出城。  下一頁 |
| Screen 39  Question 2: Feedback  95\_C\_39 | All media interview requests and external speaking engagements must be directed to Public Affairs for evaluation - no exceptions. | 所有媒體訪談申請和外部演講活動必須提交公共關係部進行評估 - 無例外情況。 |
| [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] 亞培員工可使用哪些電子通訊管道進行實質性業務通訊？ |
| [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] 亞培管理的通訊系統，例如亞培電子郵件、Microsoft 管道（非聊天功能）、SharePoint/OneDrive 檔案共享功能，以及即時音訊/視訊會議（例如電話和 Microsoft Teams 通話） |
| [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] 非亞培通訊系統，例如個人電子郵件 |
| [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] 即時通訊或社群媒體應用程式（例如 WhatsApp、微信、Microsoft Teams Chat 或 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 Abbott  Next | [4] 短暫或「閱後即刪」通訊平台，無論亞培是否提供  下一頁 |
| Screen 39  Question 3: Feedback  101\_C\_39 | Do not use instant message applications, text messages, voicemail services, and other "short-lived" messaging platforms to conduct substantive business communications. | 請勿使用即時通訊應用程式、簡訊、語音信箱及其他「閱後即刪」通訊平台進行實質性業務通訊。 |
| [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] 需要大量歷史紀錄和脈絡的訊息最好以書面進行通訊。 |
| [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] 正確 |
| [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] False  Next | [2] 錯誤  下一頁 |
| Screen 39  Question 4: Feedback  105\_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. | 討論複雜難題或需要大量歷史紀錄和脈絡的訊息，最適合親自或透過電話即時進行通訊。 |
| [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] 以下哪些是您在業務通訊中應該避免的情況？  請選擇所有適用選項。 |
| [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] 想像他人很可能如何解讀您所說的話。 |
| [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] 使用有所隱瞞或陰謀的語調。 |
| [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] 根據您的通訊對象調整您所用的字詞、語調以及肢體語言。 |
| [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 communications  Next | [4] 用笑話以及諷刺給您的通訊添加樂趣。  下一頁 |
| Screen 39  Question 5: Feedback  111\_C\_39 | Sarcastic, ironic, and humorous tones are often misinterpreted in business communications, as is secretive or conspiratorial language. | 在業務通訊上，譏諷、挖苦及開玩笑的語調容易引起誤會，有所隱瞞或陰謀的措辭亦然。 |
| [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] 若您在社群媒體上啟用隱私設定，您的評論與內容就永遠不會被他人看到。 |
| [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] 正確 |
| [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] False  Next | [2] 錯誤  下一頁 |
| Screen 39  Question 6: Feedback  115\_C\_39 | Content and comments you originally intended only for family and friends may be viewed by others, even if privacy settings are enabled. | 即使啟用了隱私設定，原本僅是給家人和朋友的意見和評論，也可能被他人看到。 |
| [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] 下列何者適合利用即時通訊傳送？ |
| [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] 銷售合約資訊 |
| [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] 行程衝突提示 |
| [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] 績效評估 |
| [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 event  Next | [4] 討論是否聘用醫生參加教育活動  下一頁 |
| Screen 39  Question 7: Feedback  121\_C\_39 | Instant messaging is appropriate for providing colleagues with scheduling or availability updates and other brief administrative communications. | 即時通訊適合為同事提供行程或可用性最新消息，以及其他簡短的行政通訊。 |
| [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] 只要小心不揭露機密或專有資訊，與亞培業務相關之通訊可以利用家中電腦與個人電子郵件地址進行。 |
| [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] 正確 |
| [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] False  Next | [2] 錯誤  下一頁 |
| Screen 39  Question 8: Feedback  125\_C\_39 | Communications related to Abbott business should only be done via the devices, software, and tools approved by Abbott. | 亞培業務相關通訊僅應利用亞培核准的設備、軟體及工具進行。 |
| [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] 為了回應檢察官或民事執行或主管機關的要求，亞培可能必須管理和保存電子通訊管道中包含的資訊，包括員工個人裝置和帳戶上的電子郵件、聊天、簡訊及其他通訊平台。 |
| [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] 正確 |
| [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] False  Next | [2] 錯誤  下一頁 |
| Screen 39  Question 9: Feedback  129\_C\_39 | In some cases, Abbott may be required to manage and preserve information contained within communication channels on employees' personal devices and accounts. | 在某些情況下，亞培可能必須管理和保存員工個人裝置和帳戶上之通訊管道內含的資訊。 |
| [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] 若您受到依法保留約束，則必須保留以下哪些資料來源的資料？  請選擇所有適用選項。 |
| [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] 電子郵件 |
| [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] Teams 聊天/管道 |
| [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] 簡訊（例如 WhatsApp、WeChat、Viber、Telegram 等） |
| [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] 筆記型電腦/桌上型電腦 |
| [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] 資料系統（例如 SAP、EthicsPoint、Symphony）  提交 |
| Screen 39  Question 10: Feedback  137\_C\_39 | Data from all data sources must be preserved, if you are subject to a Legal Hold. | 若您受到依法保留約束，必須保留所有資料來源的資料。 |
| [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. | 這項調查為選擇性參加。  注意事項：無論您是否選擇完成調查，您均必須點選課程標題列的「退出」圖示 (X) 以完成課程並更新您的結果。 |
| [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 | 到哪裡尋求協助 |
| [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) | Manager  If 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. | 經理  若您對於您自己的通訊內容，或自另一名亞培員工、業務夥伴、客戶，或任何其他亞培相關人士接收的通訊內容有問題或疑慮，最好是先與您的經理討論。 |
| [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 Affairs  Contact 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. | 公共關係部  若您對公司就您在亞培工作期間之內外部通訊的期望有問題，請與公共關係部代表聯絡。  公共關係部網站   * 點選[此處](https://abbott.sharepoint.com/sites/AW-PublicAffairs)前往亞培全球上的公共關係部網站。   公共關係政策及程序   * 點選[此處](https://abbottmfiles.oneabbott.com/Default.aspx?)前往亞培全球上的全球政策入口網站以取得通訊相關政策及程序。   數位知識中心   * 點選[此處](https://abbott.sharepoint.com/sites/dkc/ENGLISH/Pages/default.aspx" \t "_blank)前往亞培全球上的社群媒體中心，以取得可協助引領您在亞培使用社群媒體的工具。 |
| [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. | 人力資源部 (HR)  聯絡人力資源部代表處理員工相關問題，包括您對於與其他亞培員工或任何其他亞培相關人士互動的疑慮。  人力資源部網站   * 點選[此處](http://myhr.abbott.com/" \t "_blank)前往亞培全球上的 myHR 入口網站。   人力資源政策及程序 - 以下全球人力資源政策描述工作場所禁止的行為：*工作場所騷擾 (C-111) 以及暴力 (C-113)。*   * 點選[次處](https://abbott.sharepoint.com/sites/myhr/US-EN/pages/global-hr-policies.aspx" \t "_blank)以取得亞培全球上的上述政策。 |
| [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) | Legal  Contact 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. | 法務部  對通訊疏忽的法務問題或疑慮請聯絡法務部門。  法務部網站   * 點選[此處](https://abbott.sharepoint.com/sites/AW-Abbott-Legal)前往亞培全球上的法務部網站。法務部網站上的[依法保留資訊](https://abbott.sharepoint.com/sites/AW-Abbott-Legal/SitePages/lho.aspx)頁面提供員工遵守依法保留命令（LHO）的重要資訊。   法務政策及程序 - 關於機密資訊、反壟斷以及其他法律事務，請參考法務政策及程序中的要求。   * 點選[此處](https://abbott.sharepoint.com/sites/AW-GlobalPolicy)前往亞培全球上的全球政策入口網站，以取得法務政策及程序。   資訊治理資源   * 如需重要政策、程序以及資訊和記錄管理的相關資源，亞培員工應前往亞培全球上的[資訊治理](https://abbott.sharepoint.com/sites/AW-infogov" \t "_blank)網站。 |
| [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](mailto:investigations@abbott.com) . | 道德合規辦公室 (OEC)  OEC 為公司資源，可用於解決您的問題或疑慮。   * 請造訪亞培全球 [OEC 網站](https://abbott.sharepoint.com/sites/AW-Ethics_Compliance)上的[聯絡 OEC](https://icomply.abbott.com/Apps/ComplianceContacts) 頁面。 * 造訪[暢所欲言](http://speakup.abbott.com/) 表達您對可能違反我們《業務行為規範》或政策的疑慮。[暢所欲言](http://speakup.abbott.com/" \t "_blank)以多種語言在全球提供，24 小時全年無休。 * 您亦可傳送電子郵件至 [investigations@abbott.com](mailto:investigations@abbott.com" \t "_blank)。 |
| [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 Resources  Transcript  Click [here](file:///C:/dev/AbbottBizCom/courses/EN-US/translation/reference/Transcript.pdf) for a full transcript of the course | 課程資源  成績單  請點選[此處](file:///C:/dev/AbbottBizCom/courses/EN-US/translation/reference/Transcript.pdf)取得課程的完整成績單 |
| 152\_toc\_1 | Welcome | 歡迎 |
| 153\_toc\_2 | Compliant Business Communications | 合規業務通訊 |
| 154\_toc\_3 | Our Philosophy | 我們的理念 |
| 155\_toc\_4 | Objectives | 目標 |
| 156\_toc\_5 | Table of Contents | 目錄 |
| 157\_toc\_6 | Communicating Responsibly | 負責任通訊 |
| 158\_toc\_7 | Why It Matters | 這項行為為何重要 |
| 159\_toc\_8 | Things to Consider | 考量事項 |
| 160\_toc\_9 | Review | 複習 |
| 161\_toc\_10 | Table of Contents | 目錄 |
| 162\_toc\_11 | Communication Channels & Tools | 通訊管道及工具 |
| 163\_toc\_12 | Emails | 電子郵件 |
| 164\_toc\_13 | Virtual Meetings | 虛擬會議 |
| 165\_toc\_14 | Instant Messaging | 即時通訊 |
| 166\_toc\_15 | External Speaking Engagements/Interviews | 外部演講活動/訪談 |
| 167\_toc\_16 | Social Media | 社群媒體 |
| 168\_toc\_17 | Further Considerations | 進一步考量 |
| 169\_toc\_18 | Compliant Business Communications | 合規業務通訊 |
| 170\_toc\_19 | Quick Check | 快速測驗 |
| 171\_toc\_20 | Review | 複習 |
| 172\_toc\_21 | Table of Contents | 目錄 |
| 173\_toc\_22 | Crafting Your Message Properly | 正確編撰您的訊息 |
| 174\_toc\_23 | Crafting Compliant Business Communications | 建立合規業務通訊 |
| 175\_toc\_24 | The Importance of Tone | 語調的重要性 |
| 176\_toc\_25 | Quick Check | 快速測驗 |
| 177\_toc\_26 | Review | 複習 |
| 178\_toc\_27 | Table of Contents | 目錄 |
| 179\_toc\_28 | Your Commitment | 您的承諾 |
| 180\_toc\_29 | Your Commitment | 您的承諾 |
| 181\_toc\_30 | Knowledge Check | 知識測驗 |
| 182\_toc\_31 | Introduction | 簡介 |
| 183\_toc\_32 | Assessment | 評估 |
| 184\_toc\_33 | Feedback | 意見回饋 |
| 185\_toc\_34 | Survey | 調查 |
| 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 | 本課程無法連接 LMS。點選「確定」以繼續及複習課程。請注意，可能不會提供課程結業證書。點選「取消」以離開 |
| 187\_string\_2 | All questions remain unanswered | 仍未答完所有問題 |
| 188\_string\_3 | Questions | 問題 |
| 189\_string\_4 | Question | 問題 |
| 190\_string\_5 | not answered | 未答 |
| 191\_string\_6 | That's correct! | 答對了！ |
| 192\_string\_7 | That's not correct! | 答錯了！ |
| 193\_string\_8 | Feedback: | 意見回饋： |
| 194\_string\_9 | Compliant Business Communications | 合規業務通訊 |
| 195\_string\_10 | Knowledge Check | 知識測驗 |
| 196\_string\_11 | Submit | 提交 |
| 197\_string\_12 | Retake | 重新參加測驗 |
| 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. | 課程說明：合規業務通訊是建立、維護以及保護亞培聲譽的關鍵。本課程旨在示範，在接收與解讀業務通訊內容的方式上，語言、語調以及情緒會產生何等重要的作用，並且就如何選擇最恰當的管道及工具傳達您的訊息提供指導。完成本課程約需 30 分鐘。 |
| 199\_string\_14 | Menu | 選單 |
| 200\_string\_15 | Resources | 資源 |
| 201\_string\_16 | Reference Material | 參考資料 |
| 202\_string\_17 | Audio | 音訊 |
| 203\_string\_18 | Exit | 離開 |
| 204\_string\_19 | Close | 關閉 |
| 205\_string\_20 | Comment... | 意見…… |

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 Standards  Meals, Travel, and Entertainment  Click the forward arrow. | 全球業務標準  餐飲、旅行及娛樂  點選向前箭頭。 |
| [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. | 我們以正確的方式經營業務，在工作中做出合乎道德的決策。  本課程旨在協助您在與餐飲、旅行及娛樂相關的常見業務互動中，應用亞培的道德合規全球業務標準。 |
| [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. | 在完成本課程之後，您將能夠：   * 描述與餐飲、旅行及娛樂相關的 OEC 全球業務標準。 * 在常見的業務互動中應用這些道德合規全球業務標準。 * 在 iComply 上找到專用的道德合規政策。 * 了解何處可取得協助與支援。 |
| [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] Welcome  1 minute  [2] Introduction  2 minutes  [3] Meals, Travel, and Entertainment  10 minutes  [4] The Impact on Our Business and Our Responsibilities  2 minutes  [5] Knowledge Check  3 minutes  Learning Progress  This Topic is now available. | [1] 歡迎  1 分鐘  [2] 簡介  2 分鐘  [3] 餐飲、旅行及娛樂  10 分鐘  [4] 對我們的業務和責任的影響  2 分鐘  [5] 知識測驗  3 分鐘  學習進度  此主題現可供學習。 |
| [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. | 亞培的標準規定我們對與外部各方例行業務互動期望的一般原則，例如醫護人員（HCP）、醫療保健機構（HCI）、政府官員、零售商、經銷商、客戶、患者及消費者。  這些標準有助於世界各地的亞培員工做出正確的選擇，同時以誠實、公平及誠信的方式營運。 |
| [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. | 亞培員工以正確的方式經營業務，在工作中做出合乎道德的決策。  首先，在亞培，我們不會不當提供任何有價值物品以獲得銷售、獎勵過去的銷售或獲得不當的業務優勢。 |
| [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. | 我們不會購買業務。  我們遵守反賄賂原則，該原則禁止提議或提供直接或間接有益於任何人的任何物品，以確保業務優勢。為了協助員工遵守這些要求，我們針對餐飲、旅行及娛樂制定具體的限制。 |
| [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. | 本課程將提供餐飲、旅行及娛樂的高階概述。  您有責任造訪 iComply 並使用政策和表格資料庫取得您所在國家專用的道德合規政策及程序，或與 OEC 討論，以獲得這些主題的進一步指導。 |
| [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. | 亞培可就亞培政策及程序允許的正當教育或業務目的，支付適度的非經常餐飲和茶點費用。 |
| [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 Purpose  Attendees 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 Guests  Abbott may not provide meals and refreshments to spouses, family members or other guests of invited attendees.  Alcoholic Beverages  A 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 Venues  All 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 Limits  The 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 Reports  All 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 Reports  Reviewing 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 & Tracking  Reporting 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. | 必須遵循餐點和茶點的數項相關重要要求：   * 正當業務目的 * 沒有不當的賓客 * 酒精飲料 * 合適的場地 * 支出限制 * 明細收據和支出報告 * 核准支出報告   正當業務目的  出席者必須具有正當業務目的，才能參加與餐飲或茶點相關的教育或業務討論。  正當業務目的的範例包括討論疾病狀態、醫療技術功能、亞培服務項目及其對醫療保健提供的影響、產品系列或健康經濟資訊。  沒有不當的賓客  亞培不得向受邀出席者的配偶、家人或其他賓客提供餐飲和茶點。  酒精飲料  適合業務環境時，可在亞培提供餐飲和茶點期間訂購或供應合理份量的酒精飲料。酒精飲料必須附帶於業務討論中，且不得僅作為一種娛樂形式提供。若提供過量的酒飲，就會讓人覺得業務並非主要事件。酒精飲料和其他茶點一樣，價格必須適度，且符合當地餐飲限額。  請參閱您當地的道德合規政策及程序，以檢視其他限制或要求。  合適的場地  所有餐飲和茶點必須在有利於進行業務互動的適合業務場所舉行。一般而言，已知主要用於博彩或娛樂，以及水療或體育活動的場地均不合適。  支出限制  餐飲和茶點費用必須遵守本地支出限制。請參閱當地道德合規政策及程序，了解國家專用的限制。  明細收據和支出報告  所有餐飲和茶點費用都必須由真實、詳列明細的收據和發票佐證。這些單據應在您的支出報告和其他文件中準確及時描述。支出報告中必須列明場地名稱、活動參加者的姓名及職位，以及該活動的業務目的。  已核發亞培公司卡的員工，應使用該卡進行所有業務交易。  核准支出報告  審查經理在支出報告流程中扮演關鍵角色。在核准支出報告時，經理證明已審查支出並確認其正當性。  經理應確保支出恰當（即沒有禮品卡或應用程式加值交易）、場所恰當（即沒有高爾夫球場、TopGolf、賽車、牛仔競技、水療、雪茄或葡萄酒吧或體育賽事）、有恰當的業務目的（即沒有慶祝活動、派對，或歡樂暢飲時光）， 檢附清晰易讀且與費用一致的收據，而且員工不會因為可以隨時從線上帳戶取得收據而宣稱遺失支出收據（例如 UberEATS、Amazon）。  報告和追蹤  報告和追蹤所有與餐飲、旅行及住宿相關的費用，有助於我們所有人都對亞培的標準負責。  人事經理、DVP 及部門主管可以查看儀表板和其他追蹤員工支出的措施，以確保遵循政策。經理應使用這些工具找出特定員工或 HCP 在金額或頻率方面可能過度的異常值或趨勢。 |
| [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 Check  Test your knowledge now! | 快速測驗  現在就測驗學到的知識吧！ |
| [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? | 您是美國的銷售代表，偶爾會帶星巴克咖啡去與客戶會面。與其用您的亞培公司信用卡獨立支付每筆交易，您發現將 300 美元儲值到您的星巴克禮品卡上，同時支付全額費用，然後使用禮品卡支付個別訂單，是比較方便的做法。這樣做可以嗎？ |
| [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 | 是，因為您遵守亞培的餐飲限額政策，因此支付方式並不重要。  否，不允許購買禮品卡和應用程式加值交易。員工應一律使用公司卡支付業務費用。  是，因為您用公司信用卡支付了禮品卡，所以這筆交易沒有問題。  提交 |
| [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. | 答對了！  答錯了！  不允許購買禮品卡或應用程式加值。員工應使用亞培的公司卡進行業務交易。所有餐飲和茶點費用必須由真實、詳列明細的收據或發票佐證，並且在員工的業務支出報告及其他文件中及時準確說明。 |
| [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 . . . | 身為銷售經理，您正在審查團隊的支出報告，並注意到為 HCP 會面在線上購買的茶點有幾張收據遺失。在這種情況下，您應該…… |
| [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 | 核准支出報告，因為員工列出遺失收據的例外情況。  將此支出報告寄回給員工，以便他可以附上詳列的明細收據。不應針對線上廠商使用遺失收據表格，因為您可隨時返回網站取得收據。  核准支出報告，因為這顯然是適當的業務費用。  提交 |
| [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. | 答對了！  答錯了！  所有餐飲和茶點費用必須由真實、詳列明細的收據或發票佐證，並且在員工的業務支出報告及其他文件中及時準確說明。使用線上服務時，員工應能夠從所使用的線上帳戶/服務取得遺失的收據。 |
| [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. | 身為銷售代表，您可以提供亞培公司信用卡資訊給診所，以便他們可以為當天稍晚舉行的教育活動訂購食物。 |
| [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) | True  False  Submit | 對  錯  提交 |
| [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. | 答對了！  答錯了！  亞培可就正當的教育或業務目的，支付依據本地標準而言份量及成本適度的非經常性餐飲和茶點費用。然而，絕不得分享亞培公司卡資訊並授權診所自行訂購餐點和茶點。此外，亞培員工必須在用餐時在場。 |
| [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. | 亞培可就亞培政策及程序允許的正當教育或業務目的，提供合理旅行和住宿。  亞培提供的所有旅行和住宿必須合理且適度。 |
| [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 Arrangements  When 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 Travel  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.   Hotels  Luxurious hotels and hotels associated with gambling, entertainment, spa, or resort activities should be avoided.  Duration of Travel and Allowable Expenses  Travel 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 Guests  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, spouses or other improper guests of the individual traveling for educational or business purposes. | 必須遵循旅行的數項相關重要要求：   * 旅行安排 * 航空旅行 * 飯店 * 旅行時間和允許的支出 * 無個人支出、娛樂及不當賓客   旅行安排  代表 HCP、客戶及經銷商等外部單位安排機票和飯店時，您應使用亞培核准的旅行社或其他亞培廠商。  此外，必須取得明細發票，以向 HCP 及他人報銷任何旅行相關費用，包括由第三方安排和最初由第三方支付的旅行。  航空旅行  亞培已制定以下航空旅行要求：   * 四小時以內的航班應預訂經濟艙。 * 僅（單程）超過 4 小時的航班允許搭乘商務艙。 * 不允許頭等艙機票。 * 請參閱您當地的道德合規政策及程序，以檢視其他限制或要求。   飯店  應避免過度豪華及與博彩、娛樂、水療或度假活動相關的飯店。  旅行時間和允許的支出  旅行安排應讓收受者在活動開始前一個日曆天的時間之內抵達，並且在活動結束之後的一個日曆天之內離開。  自收受者出發之日起至返回期間，使用現金支付的餐飲、計程車費及其他合理所需雜費等均可報銷。  無個人支出、娛樂及不當賓客  亞培不得支付：   * 個人娛樂支出、順道旅遊或其他個人費用（例如手機、水療、按摩、體育賽事、機場貴賓廳費用）。 * 因教育或業務目的旅行之個人的家人、配偶或不當賓客的旅行費用。 |
| [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 Check  Test your knowledge now! | 快速測驗  現在就測驗學到的知識吧！ |
| [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? | 亞培員工可以就業務或教育會議報銷的適當業務支出是什麼？ |
| [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 services  Airport lounge fees  Taxi fares  Sporting event tickets  Submit | 飯店水療服務  機場貴賓室費用  計程車費  體育賽事門票  提交 |
| [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. | 答對了！  答錯了！  亞培不得支付：   * 個人娛樂支出、順道旅遊或其他個人費用（例如手機、水療、按摩、體育賽事、機場貴賓廳費用）。 * 因教育或業務目的旅行之個人的家人或其他賓客的旅行費用。 |
| [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: | 亞培員工在與下列對象互動時，應應用亞培的道德合規全球業務標準： |
| [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 customers  Retailers and distributors  Government Officials  All of the above  Submit | 醫護人員（HCP）和醫療保健機構（HCI）  患者、消費者及客戶  零售商和經銷商  政府官員  以上皆是  提交 |
| [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. | 答對了！  答錯了！  亞培的全球標準規定我們對與外部各方例行業務互動期望的原則，例如醫護人員（HCP）、醫療保健機構（HCI）、政府官員、零售商、經銷商、客戶、患者及消費者。 |
| [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.  Review  Take a moment to review some of the key concepts in this section. | 點選箭頭以開始複習。  複習  花時間複習一下本節的一些重要概念。 |
| [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) | Meals  Abbott may pay for occasional modest meals and refreshments in connection with legitimate educational or business purposes permitted under Abbott policies and procedures. | 餐飲  亞培可就亞培政策及程序允許的正當教育或業務目的，支付適度的非經常餐飲和茶點費用。 |
| [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) | Travel  Abbott may provide reasonable travel and accommodations in connection with legitimate educational or business purposes permitted under Abbott policies and procedures. | 旅行  亞培可就亞培政策及程序允許的正當教育或業務目的，提供合理旅行和住宿。 |
| [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) | Entertainment  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, or side trips) or other personal expenses, including expenses of family members or other guests. | 限制  不允許安排單獨娛樂活動。亞培不得報銷或支付個人娛樂或休閒活動（例如水療療程、體育賽事或順道旅行）或其他個人支出，包括家人或其他賓客的支出。 |
| [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) | iComply  For 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. | iComply  如需關於餐飲、旅行及娛樂的完整要求清單，請造訪 iComply 並使用政策和表格資料庫，取得您所在國家的道德合規政策及程序。 |
| [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. | 我們的全球業務標準規定我們在全球以正確方式經營業務的期望。  您有責任確保活動符合我們的全球業務標準以及當地法律及法規。 |
| [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). | 造訪 [iComply](https://icomply.abbott.com/) 開始行動，並找出與您國家相關的專用政策及程序。   * 使用政策和表格庫取得與國家及/或部門相關的文件。 * 使用 Global Passport 取得資源，[包括 HCP 跨境聘用表](https://abbott.sharepoint.com/sites/abbottworld/EthicsCompliance/Passport/Documents/Cross-Border_Engagement_Form.pdf" \t "_blank)。 |
| [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. | 若您當地的政策及程序並未解答您對提議之業務互動的特定問題，請勿假設該互動或活動已獲允許。  若您對特定流程或交易感到不確定，請聯絡 OEC。 |
| [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 | 請花一點時間確認您同意以下陳述。  我將把 OEC 全球業務標準應用在與餐飲、旅行及娛樂相關的業務互動中。  我知道我可以在 [iComply](https://icomply.abbott.com/) 上找到道德合規政策。  我了解如何取得協助與支援。  確認 |
| [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. | 以下的知識測驗由 5 個問題組成。為了成功完成本課程，您的得分必須為 80% 或更高。  準備好後，點選「知識測驗」按鈕。 |
| [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] 在亞培，我們不會為了獲得銷售或業務優勢而向任何人不當提供任何有價值物品，包括餐飲、旅行或娛樂。 |
| [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] 正確 |
| [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] False  Next | [2] 錯誤  下一頁 |
| Screen 25  Question 1: Feedback  48\_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. | 在亞培，我們不會購買業務。我們遵守反賄賂原則，該原則禁止提議或提供直接或間接有益於任何人的任何物品，以確保業務優勢。我們制定餐飲、旅行及娛樂的相關限制。 |
| [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] 超過 4 小時的航班允許頭等艙機票。 |
| [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] 正確 |
| [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] False  Next | [2] 錯誤  下一頁 |
| Screen 25  Question 2: Feedback  52\_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. | 亞培已制定以下航空旅行要求：   * 四小時以內的航班應預訂經濟艙。 * 僅（單程）超過 4 小時的航班允許搭乘商務艙。 * 不允許頭等艙機票。   請參閱您當地的道德合規政策及程序，以檢視其他限制或要求。 |
| [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] 亞培可支付因教育或業務目的旅行之個人的家人的支出。 |
| [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] 正確 |
| [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] False  Next | [2] 錯誤  下一頁 |
| Screen 25  Question 3: Feedback  56\_C\_26 | Abbott may not pay for travel for family members or other guests of the individual traveling for educational or business purposes. | 亞培不得為因教育或業務目的旅行之個人的家人或其他賓客支付旅行費用。 |
| [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] 核准支出報告時，經理有責任確定費用適當並遵循亞培的政策。 |
| [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] 正確 |
| [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] False  Next | [2] 錯誤  下一頁 |
| Screen 25  Question 4: Feedback  60\_C\_26 | People managers, DVPs, and Division Controllers have visibility to their employees’ expenses to ensure policies are followed. | 人事經理、DVP 及部門主管可以查看其員工的支出，以確保遵守政策。 |
| [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] 亞培同意根據所有亞培政策，資助 HCP 參加亞培會議的旅行。HCP 要求我們安排在亞培會議結束後數天的回程旅行，以便他遊覽這座城市。HCP 偏好日期的回程機票比亞培會議後立即回程的機票便宜，且 HCP 將自行支付所有額外的飯店和餐費。由於亞培配合 HCP 的要求將節省費用，因此應安排較晚的回程日期。 |
| [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] 正確 |
| [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] False  Submit | [2] 錯誤  提交 |
| Screen 25  Question 5: Feedback  64\_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. | 不允許安排單獨娛樂活動。亞培不得報銷或支付個人娛樂或休閒活動（例如水療療程、體育賽事、順道旅行）或其他個人支出，包括家人或其他賓客的支出。 |
| [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 | 到哪裡尋求協助 |
| [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 SUPERVISOR  If you have a question or need guidance about potential concerns involving meals, travel, and entertainment, speak with your manager. | 經理或主管  若您對涉及餐飲、旅行及娛樂的潛在疑慮有問題或需要指導，請與您的經理討論。 |
| [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 STANDARDS  Visit [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) . | 書面標準  請造訪 [iComply](https://icomply.abbott.com/Default.aspx) 並使用政策和表格資料庫取得您所在國家專用的道德合規政策及程序，以獲得這些主題的進一步指導。  如需了解本公司對您與他人互動的基本期望，請查閱我們的[《業務行為規範》](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](mailto:investigations@abbott.com). | 道德合規辦公室 (OEC)  OEC 是公司資源，可用於解決您的合規問題或疑慮，包括與餐飲、旅行及娛樂相關的互動。   * 請造訪亞培全球 [OEC 網站](https://abbott.sharepoint.com/sites/AW-Ethics_Compliance)上的[聯絡 OEC](https://icomply.abbott.com/Apps/ComplianceContacts/) 頁面。 * 造訪[暢所欲言](http://speakup.abbott.com/) 表達您對可能違反我們《業務行為規範》或政策的疑慮。[暢所欲言](http://speakup.abbott.com/)以多種語言在全球提供，24 小時全年無休。 * 您亦可傳送電子郵件至 [investigations@abbott.com](mailto:investigations@abbott.com" \t "_blank)。 |
| [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 Division  If 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. | 法務部門  倘若您對管轄客戶和業務合作夥伴關係的法律及法規有問題，法務部門可以協助您。請點選[此處](https://abbott.sharepoint.com/sites/AW-Abbott-Legal/SitePages/lho.aspx) 存取亞培全球上的法務首頁。 |
| [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 Resources  Transcript  Click [here](file:///C:/dev/AbbottMeals/courses/EN-US/translation/reference/Transcript.pdf) for a full transcript of the course | 課程資源  成績單  請點選[此處](file:///C:/dev/AbbottMeals/courses/EN-US/translation/reference/Transcript.pdf)取得課程的完整成績單 |
| 78\_toc\_1 | Welcome | 歡迎 |
| 79\_toc\_2 | Global Business Standards: Meals, Travel, and Entertainment | 全球業務標準：餐飲、旅行及娛樂 |
| 80\_toc\_3 | Our Philosophy | 我們的理念 |
| 81\_toc\_4 | Objectives | 目標 |
| 82\_toc\_5 | Table of Contents | 目錄 |
| 83\_toc\_6 | Introduction | 簡介 |
| 84\_toc\_7 | Overview | 概述 |
| 85\_toc\_8 | Topics Covered in this Course | 本課程涵蓋的主題 |
| 86\_toc\_9 | Table of Contents | 目錄 |
| 87\_toc\_10 | Meals, Travel, and Entertainment | 餐飲、旅行及娛樂 |
| 88\_toc\_11 | Meals | 餐飲 |
| 89\_toc\_12 | Quick Check | 快速測驗 |
| 90\_toc\_13 | Travel | 旅行 |
| 91\_toc\_14 | Quick Check | 快速測驗 |
| 92\_toc\_15 | Review | 複習 |
| 93\_toc\_16 | Table of Contents | 目錄 |
| 94\_toc\_17 | The Impact on Our Business and Our Responsibilities | 對我們的業務和責任的影響 |
| 95\_toc\_18 | Your Responsibilities | 您的責任 |
| 96\_toc\_19 | Your Commitment | 您的承諾 |
| 97\_toc\_20 | Knowledge Check | 知識測驗 |
| 98\_toc\_21 | Introduction | 簡介 |
| 99\_toc\_22 | Assessment | 評估 |
| 100\_toc\_23 | Feedback | 意見回饋 |
| 101\_toc\_24 | Survey | 調查 |
| 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 | 本課程無法連接 LMS。點選「確定」以繼續及複習課程。請注意，可能不會提供課程結業證書。點選「取消」以離開 |
| 103\_string\_2 | All questions remain unanswered | 仍未答完所有問題 |
| 104\_string\_3 | Questions | 問題 |
| 105\_string\_4 | Question | 問題 |
| 106\_string\_5 | not answered | 未答 |
| 107\_string\_6 | That's correct! | 答對了！ |
| 108\_string\_7 | That's not correct! | 答錯了！ |
| 109\_string\_8 | Feedback: | 意見回饋： |
| 110\_string\_9 | Global Business Standards: Meals, Travel, and Entertainment | 全球業務標準：餐飲、旅行及娛樂 |
| 111\_string\_10 | Knowledge Check | 知識測驗 |
| 112\_string\_11 | Submit | 提交 |
| 113\_string\_12 | Retake | 重新參加測驗 |
| 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. | 課程說明：本課程旨在協助您在與餐飲、旅行及娛樂相關的常見業務互動中，應用我們的道德合規辦公室（OEC）全球業務標準。完成本課程約需 15 到 20 分鐘。 |
| 115\_string\_14 | Menu | 選單 |
| 116\_string\_15 | Resources | 資源 |
| 117\_string\_16 | Reference Material | 參考資料 |
| 118\_string\_17 | Audio | 音訊 |
| 119\_string\_18 | Exit | 離開 |
| 120\_string\_19 | Close | 關閉 |
| 121\_string\_20 | Comment... | 意見…… |