**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 | Source |
| [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. | Global Business Standards  Selected Topics  Click the forward arrow. |
| [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. | 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. |
| [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. | 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. |
| [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] 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | Professional Services Arrangements are services Abbott obtains from HCPs and others to meet specific, legitimate business needs for information, services, or advice. |
| [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. | 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. |
| [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. | 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. |
| [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. | Engaging a service provider requires the completion of a number of actions before, during, and after the services. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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! | Quick Check  Test your knowledge now! |
| [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? | Which of the following is not a requirement for Professional Services Arrangements? |
| [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 | 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 |
| [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. | 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. |
| [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? | How does Abbott determine payment for HCP services performed? |
| [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 | 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 |
| [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. | 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. |
| [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. | Click the arrow to begin your review.  Review  Take a moment to review some of the key concepts in this section. |
| [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. | 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. |
| [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 | General Requirements  General Requirements include:   * Legitimate need * Qualifications of provider * Fair market value for services   Written documentation |
| [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. | Process for Engaging a Service Provider  Engaging a service provider requires the completion of a number of actions before, during, and after the service. |
| [Screen 20](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=30_C_21)  [30\_C\_21](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=30_C_21) | Abbott may provide support for Third-Party and Abbott-Organized Programs, such as:   * Plant tours/site visits. * Educational grants. * Commercial sponsorships. * Direct sponsorships to attend educational conferences, as permitted in affiliate ethics and compliance policies. | Abbott 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. |
| [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. | 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. |
| [Screen 22](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=32_C_23)  [32\_C\_23](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=32_C_23) | Abbott may provide fellowships, scholarships, and other educational grants to healthcare institutions (HCIs), training institutions, professional societies, or similar organizations involved in medical or scientific education. | Abbott 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | In exchange for the funding, Abbott may receive exhibit booth space, satellite symposia, and/or other promotional commitments. |
| [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. | 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. |
| [Screen 27](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=37_C_28)  [37\_C\_28](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=37_C_28) | Abbott may organize speaker programs and other events (e.g. symposia and proctorships) aimed at training and educating HCPs and other stakeholders, delivered by contracted HCPs, third party vendors, or Abbott personnel.  The primary purpose of such programs must be to educate HCPs on the safe and effective use of Abbott products and medical technologies. | Abbott 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. |
| [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. | 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. |
| [Screen 29](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=39_C_30)  [39\_C\_30](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=39_C_30) | Abbott may invite current and prospective customers and others, as needed, to evaluate Abbott products that cannot be easily moved, or to evaluate our manufacturing facilities to better understand quality processes, manufacturing capacity, and product or plant characteristics.  Consult with OEC to determine if any pre-approvals and applications are needed before offering to host an HCP on a plant tour or site visit. | Abbott 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. |
| [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. | 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. |
| [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! | Quick Check  Test your knowledge now! |
| [Screen 31](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=42_C_32)  [42\_C\_32](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=42_C_32) | Abbott may not provide support for: | Abbott may not provide support for: |
| [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 | Satellite symposia.  Fellowships and scholarships.  Educational grants.  Standalone entertainment events.  Submit |
| [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. | 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. |
| [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? | Which of the following is not an appropriate primary purpose for an Abbott-organized program? |
| [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 | 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 |
| [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. | 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. |
| [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. | Click the arrow to begin your review.  Review  Take a moment to review some of the key concepts in this section. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [Screen 35](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=56_C_36)  [56\_C\_36](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=56_C_36) | Abbott may provide Abbott product to HCPs, customers, consumers, and others free of charge for legitimate business purposes.  These purposes include demonstration, evaluation, as a replacement item, and for HCPs in training. | Abbott 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [Screen 42](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=63_C_43)  [63\_C\_43](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=63_C_43) | Abbott may provide a replacement product to customers at no charge to replace a new or unused Abbott product when the customer has agreed to discard or return the previous product provided, or to replace a used product based on a warranty or defect. | Abbott 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. |
| [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. | 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. |
| [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! | Quick Check  Test your knowledge now! |
| [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. | For which business purposes may Abbott provide product at no charge to HCPs, HCIs, customers, consumers, and others?  Select all that apply. |
| [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 | 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 |
| [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. | 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. |
| [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? | What should a customer do with their Abbott multiple-use evaluation product at the end of the evaluation period? |
| [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 | 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 |
| [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. | 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. |
| [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? | 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? |
| [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 | 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 |
| [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. | 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. |
| [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. | Click the arrow to begin your review.  Review  Take a moment to review some of the key concepts in this section. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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). | 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). |
| [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. | 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. |
| [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 | 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 |
| [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. | 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. |
| [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] 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. |
| [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] True |
| [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] False  Next |
| 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. | 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. |
| [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] Professional Services Arrangements must only be documented if compensation is provided for the services. |
| [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] True |
| [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] False  Next |
| 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. | 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. |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=96_C_55)  [96\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=96_C_55) | [3] Abbott cannot receive sponsorship packages in exchange for providing financial support for third-party conferences, programs, or meetings. | [3] Abbott cannot receive sponsorship packages in exchange for providing financial support for third-party conferences, programs, or meetings. |
| [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] True |
| [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] False  Next |
| 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. | 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. |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=100_C_55)  [100\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=100_C_55) | [4] Abbott may organize product training and education programs to educate HCPs on the safe and effective use of Abbott products and medical technologies. | [4] Abbott may organize product training and education programs to educate HCPs on the safe and effective use of Abbott products and medical technologies. |
| [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] True |
| [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] False  Next |
| 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. | 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. |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=104_C_55)  [104\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=104_C_55) | [5] Abbott may provide product to HCPs, customers, consumers, and others free of charge for legitimate business purposes. | [5] Abbott may provide product to HCPs, customers, consumers, and others free of charge for legitimate business purposes. |
| [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] True |
| [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] False  Next |
| 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. | 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. |
| [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] No charge product provided by Abbott to an HCP can be sold after the intended evaluation or demonstration is finished. |
| [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] True |
| [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] False  Next |
| 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. | 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. |
| [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] Recipients of no charge product may trade the products to third parties, such as insurers, managed care organizations, or government reimbursement programs. |
| [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] True |
| [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] False  Next |
| 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. | 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. |
| [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] Demonstration products and products for HCPs to use in training can also be used for patient care. |
| [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] True |
| [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] False  Next |
| 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. | 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. |
| [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] Replacement products should typically be provided to customers in bulk. |
| [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] True |
| [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] False  Next |
| 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. | 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. |
| [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] An Abbott sales representative can provide unlimited Abbott products at no charge to HCPs. |
| [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] True |
| [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] False  Submit |
| 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. | 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. |
| [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. | 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. |
| [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 | Where to Get Help |
| [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. | MANAGER OR SUPERVISOR  If you have a question or need guidance about potential concerns involving the Global Standards, speak with your manager. |
| [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). | 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). |
| [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). | 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). |
| [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. | 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. |
| [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 | Course Resources  Transcript  Click [here](file:///C:/dev/AbbottProServices/courses/EN-US/translation/reference/Transcript.pdf) for a full transcript of the course |
| 141\_toc\_1 | Welcome | Welcome |
| 142\_toc\_2 | Global Business Standards: Selected Topics | Global Business Standards: Selected Topics |
| 143\_toc\_3 | Our Philosophy | Our Philosophy |
| 144\_toc\_4 | Objectives | Objectives |
| 145\_toc\_5 | Table of Contents | Table of Contents |
| 146\_toc\_6 | Introduction | Introduction |
| 147\_toc\_7 | Overview | Overview |
| 148\_toc\_8 | Topics Covered in this Course | Topics Covered in this Course |
| 149\_toc\_9 | Table of Contents | Table of Contents |
| 150\_toc\_10 | Professional Services Arrangements | Professional Services Arrangements |
| 151\_toc\_11 | What are Professional Services Arrangements | What are Professional Services Arrangements |
| 152\_toc\_12 | General Requirements | General Requirements |
| 153\_toc\_13 | Process for Engaging Service Providers | Process for Engaging Service Providers |
| 154\_toc\_14 | Quick Check | Quick Check |
| 155\_toc\_15 | Review | Review |
| 156\_toc\_16 | Table of Contents | Table of Contents |
| 157\_toc\_17 | Support of Third-Party Programs and Abbott-Organized Programs | Support of Third-Party Programs and Abbott-Organized Programs |
| 158\_toc\_18 | Introduction | Introduction |
| 159\_toc\_19 | Direct Sponsorships | Direct Sponsorships |
| 160\_toc\_20 | Educational Grants | Educational Grants |
| 161\_toc\_21 | Commercial Sponsorships | Commercial Sponsorships |
| 162\_toc\_22 | Abbott-Organized Programs | Abbott-Organized Programs |
| 163\_toc\_23 | Plant Tours / Site Visits | Plant Tours / Site Visits |
| 164\_toc\_24 | Quick Check | Quick Check |
| 165\_toc\_25 | Review | Review |
| 166\_toc\_26 | Table of Contents | Table of Contents |
| 167\_toc\_27 | Providing Product at No Charge | Providing Product at No Charge |
| 168\_toc\_28 | Introduction | Introduction |
| 169\_toc\_29 | Products for Sampling and Evaluation | Products for Sampling and Evaluation |
| 170\_toc\_30 | Demonstration Products and Products for HCPs in Training | Demonstration Products and Products for HCPs in Training |
| 171\_toc\_31 | Replacement Products | Replacement Products |
| 172\_toc\_32 | Quick Check | Quick Check |
| 173\_toc\_33 | Review | Review |
| 174\_toc\_34 | Table of Contents | Table of Contents |
| 175\_toc\_35 | The Impact on Our Business and Our Responsibilities | The Impact on Our Business and Our Responsibilities |
| 176\_toc\_36 | Your Responsibilities | Your Responsibilities |
| 177\_toc\_37 | Your Commitment | Your Commitment |
| 178\_toc\_38 | Knowledge Check | Knowledge Check |
| 179\_toc\_39 | Introduction | Introduction |
| 180\_toc\_40 | Assessment | Assessment |
| 181\_toc\_41 | Feedback | Feedback |
| 182\_toc\_42 | Survey | Survey |
| 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 | 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 |
| 184\_string\_2 | All questions remain unanswered | All questions remain unanswered |
| 185\_string\_3 | Questions | Questions |
| 186\_string\_4 | Question | Question |
| 187\_string\_5 | not answered | not answered |
| 188\_string\_6 | That's correct! | That's correct! |
| 189\_string\_7 | That's not correct! | That's not correct! |
| 190\_string\_8 | Feedback: | Feedback: |
| 191\_string\_9 | Global Business Standards: Selected Topics | Global Business Standards: Selected Topics |
| 192\_string\_10 | Knowledge Check | Knowledge Check |
| 193\_string\_11 | Submit | Submit |
| 194\_string\_12 | Retake | Retake |
| 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. | 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. |
| 196\_string\_14 | Menu | Menu |
| 197\_string\_15 | Resources | Resources |
| 198\_string\_16 | Reference Material | Reference Material |
| 199\_string\_17 | Audio | Audio |
| 200\_string\_18 | Exit | Exit |
| 201\_string\_19 | Close | Close |
| 202\_string\_20 | Comment... | Comment... |

Compliant Business Communications

|  |  |  |
| --- | --- | --- |
| ID | Source | Source |
| [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. | Compliant Business Communications  Click the forward arrow. |
| [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. | 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. |
| [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. | 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. |
| [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] 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. |
| [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. | In your daily role, you are likely to communicate with colleagues and external contacts in a variety of different ways. |
| [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. | 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. |
| [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. | 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. |
| [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. | Here are some important things to consider before you communicate. |
| [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? | 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? |
| [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. | 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. |
| [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. | 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. |
| [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. | Click the arrow to begin your review.  Review  Take a moment to review some of the key concepts in this section. |
| [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. | 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. |
| [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. | 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. |
| [Screen 10](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=16_C_11)  [16\_C\_11](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=16_C_11) | Abbott has an email system that is useful for everyday business communication like answering customer questions and updating colleagues. | Abbott has an email system that is useful for everyday business communication like answering customer questions and updating colleagues. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | Instant messaging, text messaging, and voice messages are popular forms of communication, but are not appropriate for all business communications. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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 | 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 |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | Here are some important things to consider when choosing the most appropriate communication channel. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | Here's how to remain compliant in your Abbott business communications. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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! | Quick Check  Test your knowledge now! |
| [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? | Which is the best communication channel to use for business messages? |
| [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 | Email  Phone call  Video call  Text or instant message  It depends on who you are communicating with and the content of the message.  Submit |
| [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. | 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. |
| [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? | Which of the following statements is true? |
| [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 | 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 |
| [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. | 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. |
| [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. | Click the arrow to begin your review.  Review  Take a moment to review some of the key concepts in this section. |
| [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. | 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. |
| [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. | Virtual Meetings  Virtual meetings and video calls are appropriate for complex issues or discussions that require a significant amount of history and context. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | Tip 2: Provide context  By providing appropriate context and details, you can avoid confusion and ensure that your message is clear. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | How we say something is just as important as what we say.  Using the wrong tone when communicating may result in misunderstandings. |
| [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. | 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. |
| [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." | 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." |
| [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. | 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. |
| [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. | 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. |
| [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! | Quick Check  Test your knowledge now! |
| [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? | 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? |
| [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 | Yes.  No.  Submit |
| [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. | 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. |
| [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? | 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? |
| [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 | The launch has been canceled.  There are quality issues with the new product.  Both 1 and 2.  Submit |
| [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. | 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. |
| [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. | Click the arrow to begin your review.  Review  Take a moment to review some of the key concepts in this section. |
| [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. | Crafting Compliant Business Communications  Compliant communication in a business environment requires consideration of language, tone, and emotions. |
| [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. | 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. |
| [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 | 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 |
| [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. | 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. |
| [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] When talking about Abbott, its brands, or its products on social media, you should clearly disclose your connection to Abbott. |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=87_C_39)  [87\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=87_C_39) | [1] True | [1] True |
| [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] False  Next |
| 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. | You should always disclose your connection to Abbott. This makes it clear you have a vested interest in Abbott. |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=90_C_39)  [90\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=90_C_39) | [2] You receive a phone call inviting you to a give an interview about Abbott’s new product. You should: | [2] You receive a phone call inviting you to a give an interview about Abbott’s new product. You should: |
| [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] Agree immediately, since this is a wonderful opportunity for Abbott to share information about the new product. |
| [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] Agree to participate after you discuss it with your manager. |
| [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] Consult with both your manager and Public Affairs, since Public Affairs determines and approves who will be the Abbott spokesperson in all scenarios. |
| [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] Say you cannot participate because you will be out of town.  Next |
| 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. | All media interview requests and external speaking engagements must be directed to Public Affairs for evaluation - no exceptions. |
| [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] Which electronic communication channels may Abbott employees use to conduct substantive business communications? |
| [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] 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) |
| [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] Non-Abbott communication systems such as personal email |
| [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] Instant message or social media applications (e.g., WhatsApp, WeChat, Microsoft Teams Chat, or 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] Ephemeral or "short-lived" messaging platforms, whether or not provided by Abbott  Next |
| 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. | Do not use instant message applications, text messages, voicemail services, and other "short-lived" messaging platforms to conduct substantive business communications. |
| [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] Messages requiring a lot of history and context are best communicated in writing. |
| [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] True |
| [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] False  Next |
| 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. | 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. |
| [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] Which of the following should you avoid in business communications?  Check all that apply. |
| [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] Imagining how others are likely to interpret what you are saying |
| [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] Using secretive and conspiratorial tones |
| [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] Adjusting your choice of words, tone, and body language to your audience |
| [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] Using jokes and sarcasm to insert some fun in your communications  Next |
| 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. | Sarcastic, ironic, and humorous tones are often misinterpreted in business communications, as is secretive or conspiratorial language. |
| [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] If you enable the privacy settings on a social media site, your comments and content can never be viewed by others. |
| [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] True |
| [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] False  Next |
| 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. | Content and comments you originally intended only for family and friends may be viewed by others, even if privacy settings are enabled. |
| [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] Which of the following would be appropriate to send via instant messaging? |
| [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] Sales contracting information |
| [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] An alert to a scheduling conflict |
| [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] A performance evaluation |
| [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] A discussion about whether to hire a doctor for an educational event  Next |
| 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. | Instant messaging is appropriate for providing colleagues with scheduling or availability updates and other brief administrative communications. |
| [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] 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. |
| [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] True |
| [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] False  Next |
| 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. | Communications related to Abbott business should only be done via the devices, software, and tools approved by Abbott. |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=126_C_39)  [126\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=126_C_39) | [9] In response to requests from prosecutors, or civil enforcement or regulatory agencies, Abbott may be required to manage and preserve information contained within electronic communication channels, including email, chats, text messages, and other message platforms on employees' personal devices and accounts. | [9] 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. |
| [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] True |
| [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] False  Next |
| 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. | In some cases, Abbott may be required to manage and preserve information contained within communication channels on employees' personal devices and accounts. |
| [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] If you are subject to a Legal Hold, data must be preserved in which of the following data sources?  Check all that apply. |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=131_C_39)  [131\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=131_C_39) | [1] Email | [1] Email |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=132_C_39)  [132\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=132_C_39) | [2] OneDrive/SharePoint | [2] OneDrive/SharePoint |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=133_C_39)  [133\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=133_C_39) | [3] Teams chats/channels | [3] Teams chats/channels |
| [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] Text messages (such as WhatsApp, WeChat, Viber, Telegram, etc.) |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=135_C_39)  [135\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=135_C_39) | [5] Laptop/desktop | [5] Laptop/desktop |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=136_C_39)  [136\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=136_C_39) | [6] Data systems (such as SAP, EthicsPoint, Symphony)  Submit | [6] Data systems (such as SAP, EthicsPoint, Symphony)  Submit |
| Screen 39  Question 10: Feedback  137\_C\_39 | Data from all data sources must be preserved, if you are subject to a Legal Hold. | Data from all data sources must be preserved, if you are subject to a Legal Hold. |
| [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. | 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. |
| [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 | Where to Get Help |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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) . | 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) . |
| [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 | Course Resources  Transcript  Click [here](file:///C:/dev/AbbottBizCom/courses/EN-US/translation/reference/Transcript.pdf) for a full transcript of the course |
| 152\_toc\_1 | Welcome | Welcome |
| 153\_toc\_2 | Compliant Business Communications | Compliant Business Communications |
| 154\_toc\_3 | Our Philosophy | Our Philosophy |
| 155\_toc\_4 | Objectives | Objectives |
| 156\_toc\_5 | Table of Contents | Table of Contents |
| 157\_toc\_6 | Communicating Responsibly | Communicating Responsibly |
| 158\_toc\_7 | Why It Matters | Why It Matters |
| 159\_toc\_8 | Things to Consider | Things to Consider |
| 160\_toc\_9 | Review | Review |
| 161\_toc\_10 | Table of Contents | Table of Contents |
| 162\_toc\_11 | Communication Channels & Tools | Communication Channels & Tools |
| 163\_toc\_12 | Emails | Emails |
| 164\_toc\_13 | Virtual Meetings | Virtual Meetings |
| 165\_toc\_14 | Instant Messaging | Instant Messaging |
| 166\_toc\_15 | External Speaking Engagements/Interviews | External Speaking Engagements/Interviews |
| 167\_toc\_16 | Social Media | Social Media |
| 168\_toc\_17 | Further Considerations | Further Considerations |
| 169\_toc\_18 | Compliant Business Communications | Compliant Business Communications |
| 170\_toc\_19 | Quick Check | Quick Check |
| 171\_toc\_20 | Review | Review |
| 172\_toc\_21 | Table of Contents | Table of Contents |
| 173\_toc\_22 | Crafting Your Message Properly | Crafting Your Message Properly |
| 174\_toc\_23 | Crafting Compliant Business Communications | Crafting Compliant Business Communications |
| 175\_toc\_24 | The Importance of Tone | The Importance of Tone |
| 176\_toc\_25 | Quick Check | Quick Check |
| 177\_toc\_26 | Review | Review |
| 178\_toc\_27 | Table of Contents | Table of Contents |
| 179\_toc\_28 | Your Commitment | Your Commitment |
| 180\_toc\_29 | Your Commitment | Your Commitment |
| 181\_toc\_30 | Knowledge Check | Knowledge Check |
| 182\_toc\_31 | Introduction | Introduction |
| 183\_toc\_32 | Assessment | Assessment |
| 184\_toc\_33 | Feedback | Feedback |
| 185\_toc\_34 | Survey | Survey |
| 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 | 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 |
| 187\_string\_2 | All questions remain unanswered | All questions remain unanswered |
| 188\_string\_3 | Questions | Questions |
| 189\_string\_4 | Question | Question |
| 190\_string\_5 | not answered | not answered |
| 191\_string\_6 | That's correct! | That's correct! |
| 192\_string\_7 | That's not correct! | That's not correct! |
| 193\_string\_8 | Feedback: | Feedback: |
| 194\_string\_9 | Compliant Business Communications | Compliant Business Communications |
| 195\_string\_10 | Knowledge Check | Knowledge Check |
| 196\_string\_11 | Submit | Submit |
| 197\_string\_12 | Retake | Retake |
| 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. | 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. |
| 199\_string\_14 | Menu | Menu |
| 200\_string\_15 | Resources | Resources |
| 201\_string\_16 | Reference Material | Reference Material |
| 202\_string\_17 | Audio | Audio |
| 203\_string\_18 | Exit | Exit |
| 204\_string\_19 | Close | Close |
| 205\_string\_20 | Comment... | Comment... |

Meals, Travel, and Entertainment

|  |  |  |
| --- | --- | --- |
| ID | Source | Source |
| [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. | Global Business Standards  Meals, Travel, and Entertainment  Click the forward arrow. |
| [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. | 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. |
| [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. | 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. |
| [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] 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [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. | 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. |
| [Screen 9](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=10_C_10)  [10\_C\_10](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=10_C_10) | Abbott may pay for occasional modest meals and refreshments in connection with legitimate educational or business purposes permitted under Abbott policies and procedures. | Abbott may pay for occasional modest meals and refreshments in connection with legitimate educational or business purposes permitted under Abbott policies and procedures. |
| [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. | 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. |
| [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! | Quick Check  Test your knowledge now! |
| [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? | 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? |
| [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 | 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 |
| [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. | 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. |
| [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 . . . | 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 . . . |
| [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 | 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 |
| [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. | 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. |
| [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. | 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. |
| [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 | True  False  Submit |
| [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. | 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. |
| [Screen 14](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=24_C_15)  [24\_C\_15](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=24_C_15) | Abbott may provide reasonable travel and accommodations in connection with legitimate educational or business purposes permitted under Abbott policies and procedures.  All travel and accommodations provided by Abbott must be reasonable and modest. | Abbott 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. |
| [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. | 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. |
| [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! | Quick Check  Test your knowledge now! |
| [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? | Which is an appropriate business expense Abbott employees may reimburse in relation to a business or educational meeting? |
| [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 | Hotel spa services  Airport lounge fees  Taxi fares  Sporting event tickets  Submit |
| [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. | 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. |
| [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: | Abbott employees are expected to apply Abbott’s Ethics and Compliance Global Business Standards when interacting with: |
| [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 | Healthcare Professionals (HCPs) and Healthcare Institutions (HCIs)  Patients, consumers, and customers  Retailers and distributors  Government Officials  All of the above  Submit |
| [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. | 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. |
| [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. | Click the arrow to begin your review.  Review  Take a moment to review some of the key concepts in this section. |
| [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. | Meals  Abbott may pay for occasional modest meals and refreshments in connection with legitimate educational or business purposes permitted under Abbott policies and procedures. |
| [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. | Travel  Abbott may provide reasonable travel and accommodations in connection with legitimate educational or business purposes permitted under Abbott policies and procedures. |
| [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. | 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. |
| [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  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. |
| [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. | 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. |
| [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). | 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). |
| [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. | 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. |
| [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 | 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 |
| [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. | 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. |
| [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] 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. |
| [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] True |
| [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] False  Next |
| 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. | 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. |
| [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] First class airfare is allowed for flights over 4 hours. |
| [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] True |
| [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] False  Next |
| 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. | 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. |
| [Screen 25](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=53_C_26)  [53\_C\_26](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=53_C_26) | [3] Abbott may pay expenses of a family member of an individual traveling for educational or business purposes. | [3] Abbott may pay expenses of a family member of an individual traveling for educational or business purposes. |
| [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] True |
| [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] False  Next |
| 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. | Abbott may not pay for travel for family members or other guests of the individual traveling for educational or business purposes. |
| [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] When approving expense reports it is the manager’s responsibility to make sure that expenses are appropriate and follow Abbott’s policies. |
| [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] True |
| [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] False  Next |
| 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. | People managers, DVPs, and Division Controllers have visibility to their employees’ expenses to ensure policies are followed. |
| [Screen 25](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=61_C_26)  [61\_C\_26](http://www.learnex.co.uk/test/AbbottMeals/courses/EN-US/course/index.html?showScreen=61_C_26) | [5] Abbott agrees to fund travel for an HCP to attend an Abbott meeting, in compliance with all Abbott policies. The HCP asks that we arrange for his return travel several days after the end of the Abbott meeting, so he can tour the city. The return flight on the HCP's preferred date is cheaper than the return flight immediately after the Abbott meeting, and the HCP will personally pay all incremental hotel and meal charges. Because Abbott will save money by complying with the HCP's request, it should arrange travel for the later return date. | [5] Abbott 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. |
| [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] True |
| [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] False  Submit |
| 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. | 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. |
| [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 | Where to Get Help |
| [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. | Manager OR SUPERVISOR  If you have a question or need guidance about potential concerns involving meals, travel, and entertainment, speak with your manager. |
| [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) . | 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) . |
| [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). | 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). |
| [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. | 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. |
| [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 | Course Resources  Transcript  Click [here](file:///C:/dev/AbbottMeals/courses/EN-US/translation/reference/Transcript.pdf) for a full transcript of the course |
| 78\_toc\_1 | Welcome | Welcome |
| 79\_toc\_2 | Global Business Standards: Meals, Travel, and Entertainment | Global Business Standards: Meals, Travel, and Entertainment |
| 80\_toc\_3 | Our Philosophy | Our Philosophy |
| 81\_toc\_4 | Objectives | Objectives |
| 82\_toc\_5 | Table of Contents | Table of Contents |
| 83\_toc\_6 | Introduction | Introduction |
| 84\_toc\_7 | Overview | Overview |
| 85\_toc\_8 | Topics Covered in this Course | Topics Covered in this Course |
| 86\_toc\_9 | Table of Contents | Table of Contents |
| 87\_toc\_10 | Meals, Travel, and Entertainment | Meals, Travel, and Entertainment |
| 88\_toc\_11 | Meals | Meals |
| 89\_toc\_12 | Quick Check | Quick Check |
| 90\_toc\_13 | Travel | Travel |
| 91\_toc\_14 | Quick Check | Quick Check |
| 92\_toc\_15 | Review | Review |
| 93\_toc\_16 | Table of Contents | Table of Contents |
| 94\_toc\_17 | The Impact on Our Business and Our Responsibilities | The Impact on Our Business and Our Responsibilities |
| 95\_toc\_18 | Your Responsibilities | Your Responsibilities |
| 96\_toc\_19 | Your Commitment | Your Commitment |
| 97\_toc\_20 | Knowledge Check | Knowledge Check |
| 98\_toc\_21 | Introduction | Introduction |
| 99\_toc\_22 | Assessment | Assessment |
| 100\_toc\_23 | Feedback | Feedback |
| 101\_toc\_24 | Survey | Survey |
| 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 | 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 |
| 103\_string\_2 | All questions remain unanswered | All questions remain unanswered |
| 104\_string\_3 | Questions | Questions |
| 105\_string\_4 | Question | Question |
| 106\_string\_5 | not answered | not answered |
| 107\_string\_6 | That's correct! | That's correct! |
| 108\_string\_7 | That's not correct! | That's not correct! |
| 109\_string\_8 | Feedback: | Feedback: |
| 110\_string\_9 | Global Business Standards: Meals, Travel, and Entertainment | Global Business Standards: Meals, Travel, and Entertainment |
| 111\_string\_10 | Knowledge Check | Knowledge Check |
| 112\_string\_11 | Submit | Submit |
| 113\_string\_12 | Retake | Retake |
| 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. | 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. |
| 115\_string\_14 | Menu | Menu |
| 116\_string\_15 | Resources | Resources |
| 117\_string\_16 | Reference Material | Reference Material |
| 118\_string\_17 | Audio | Audio |
| 119\_string\_18 | Exit | Exit |
| 120\_string\_19 | Close | Close |
| 121\_string\_20 | Comment... | Comment... |

Ethical Marketing of Infant Formula

|  |  |  |
| --- | --- | --- |
| ID | Source | Source |
| [Screen 0](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=1_C_1)  [1\_C\_1](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=1_C_1) | Ethical Marketing of Infant Formula  Click the forward arrow | Ethical Marketing of Infant Formula  Click the forward arrow |
| [Screen 1](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=2_C_2)  [2\_C\_2](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=2_C_2) | All parents want to provide the best for their children.  At Abbott, we believe proper nutrition, especially for babies, is critical for building lifelong health. We work tirelessly to develop the best, most scientifically advanced and innovative, lifesaving nutrition for children everywhere. | All parents want to provide the best for their children.  At Abbott, we believe proper nutrition, especially for babies, is critical for building lifelong health. We work tirelessly to develop the best, most scientifically advanced and innovative, lifesaving nutrition for children everywhere. |
| [Screen 2](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=3_C_3)  [3\_C\_3](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=3_C_3) | Abbott has a long history of doing things the right way.  We have built our reputation on the values of honesty, fairness, and integrity. As employees and leaders, it is our responsibility to ensure our words and actions promote these values.  In this course, you will learn how our commitment to the ethical marketing of infant formula reflects these values. | Abbott has a long history of doing things the right way.  We have built our reputation on the values of honesty, fairness, and integrity. As employees and leaders, it is our responsibility to ensure our words and actions promote these values.  In this course, you will learn how our commitment to the ethical marketing of infant formula reflects these values. |
| [Screen 3](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=4_C_4)  [4\_C\_4](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=4_C_4) | Upon completion of this course, you will be able to:   * Describe the environment in which we operate, * Articulate Abbott’s beliefs and commitments, * Comply with Abbott’s expectations, and * Know where to go for help and support. | Upon completion of this course, you will be able to:   * Describe the environment in which we operate, * Articulate Abbott’s beliefs and commitments, * Comply with Abbott’s expectations, and   Know where to go for help and support. |
| [Screen 4](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=5_C_5)  [5\_C\_5](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=5_C_5) | [1] Welcome  1 minute  [2] Introduction to Ethical Marketing of Infant Formula  6 minutes  [3] Abbott’s Beliefs and Commitments  6 minutes  [4] Our Responsibilities  3 minutes  [5] Your Commitment  20 seconds  [6] Knowledge Check  5 minutes  Learning Progress  This Topic is now available. | [1] Welcome  1 minute  [2] Introduction to Ethical Marketing of Infant Formula  6 minutes  [3] Abbott’s Beliefs and Commitments  6 minutes  [4] Our Responsibilities  3 minutes  [5] Your Commitment  20 seconds  [6] Knowledge Check  5 minutes  Learning Progress  This Topic is now available. |
| [Screen 5](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=6_C_6)  [6\_C\_6](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=6_C_6) | The sales and marketing practices of infant formula manufacturers are closely scrutinized.  It is our policy to market products in a way that does not interfere with the protection and promotion of breastfeeding. | The sales and marketing practices of infant formula manufacturers are closely scrutinized.  It is our policy to market products in a way that does not interfere with the protection and promotion of breastfeeding. |
| [Screen 6](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=7_C_7)  [7\_C\_7](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=7_C_7) | The reason for this is simple: breastfeeding provides the best nutrition for babies.  For parents who need or want another option, infant formula is the only appropriate, safe alternative. Infant formula should not be marketed in a way that competes with breastfeeding. Adequate and responsible nutrition information ensures the protection of breastfeeding as an important part of promoting the health and welfare of infants. We should support informed and confident choices when mothers do not breastfeed or combination feed, using both breast milk and infant formula. | The reason for this is simple: breastfeeding provides the best nutrition for babies.  For parents who need or want another option, infant formula is the only appropriate, safe alternative. Infant formula should not be marketed in a way that competes with breastfeeding. Adequate and responsible nutrition information ensures the protection of breastfeeding as an important part of promoting the health and welfare of infants. We should support informed and confident choices when mothers do not breastfeed or combination feed, using both breast milk and infant formula. |
| [Screen 7](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=8_C_8)  [8\_C\_8](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=8_C_8) | Abbott takes its responsibility as a leader in the infant formula industry seriously.  We understand that our products affect the health of infants in the most crucial ways. We are committed to delivering optimum nutrition to infants worldwide and supporting each parent’s choice of what to feed their infant. | Abbott takes its responsibility as a leader in the infant formula industry seriously.  We understand that our products affect the health of infants in the most crucial ways. We are committed to delivering optimum nutrition to infants worldwide and supporting each parent’s choice of what to feed their infant. |
| [Screen 8](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=9_C_9)  [9\_C\_9](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=9_C_9) | The infant formula space has many stakeholders and experts.  It is important for all of us at Abbott to recognize the differing positions and goals of these stakeholders. Not only because we all support proper nutrition for infants and young children, but also because governments and regulators look to these stakeholders for expertise, guidance, and support. | The infant formula space has many stakeholders and experts.  It is important for all of us at Abbott to recognize the differing positions and goals of these stakeholders. Not only because we all support proper nutrition for infants and young children, but also because governments and regulators look to these stakeholders for expertise, guidance, and support. |
| [Screen 9](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=10_C_10)  [10\_C\_10](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=10_C_10) | The World Health Organization (WHO) plays a key role in the promotion of safe and adequate nutrition for infants.  The WHO’s International Code of Marketing of Breastmilk Substitutes (WHO Code) was published in 1981. The WHO Code is an international set of recommendations covering the marketing of infant formula. The WHO Code aims to promote and protect breastfeeding and to ensure the proper use of breast milk substitutes, when needed. | The World Health Organization (WHO) plays a key role in the promotion of safe and adequate nutrition for infants.  The WHO’s International Code of Marketing of Breastmilk Substitutes (WHO Code) was published in 1981. The WHO Code is an international set of recommendations covering the marketing of infant formula. The WHO Code aims to promote and protect breastfeeding and to ensure the proper use of breast milk substitutes, when needed. |
| [Screen 10](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=11_C_11)  [11\_C\_11](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=11_C_11) | At the time of its publication, World Health Organization Member States chose by a vote of 118-1 to support the WHO Code.  The WHO Code was adopted as a policy recommendation not as a regulation, and it’s up to each Member State to determine how they follow or implement the WHO Code. Since its publication, 25 countries have implemented measures that are substantially aligned with the WHO Code. Some Member States have limited implementation to specific parts of the WHO Code recommendations and others have implemented restrictions that were not specifically included in these recommendations.  Many governments still look to the World Health Organization for expertise, guidance, and support. The U.N. General Assembly continues to urge governments to implement the Code. | At the time of its publication, World Health Organization Member States chose by a vote of 118-1 to support the WHO Code.  The WHO Code was adopted as a policy recommendation not as a regulation, and it’s up to each Member State to determine how they follow or implement the WHO Code. Since its publication, 25 countries have implemented measures that are substantially aligned with the WHO Code. Some Member States have limited implementation to specific parts of the WHO Code recommendations and others have implemented restrictions that were not specifically included in these recommendations.  Many governments still look to the World Health Organization for expertise, guidance, and support. The U.N. General Assembly continues to urge governments to implement the Code. |
| [Screen 11](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=12_C_12)  [12\_C\_12](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=12_C_12) | The International Baby Food Action Network (IBFAN) is a vocal and influential public interest group that works to promote, protect, and support breastfeeding and infant feeding.  IBFAN is a network of over 200 groups, including consumer organizations, healthcare worker associations, and parent groups. One of its priorities is to bring about full implementation of the WHO Code by all Member States. | The International Baby Food Action Network (IBFAN) is a vocal and influential public interest group that works to promote, protect, and support breastfeeding and infant feeding.  IBFAN is a network of over 200 groups, including consumer organizations, healthcare worker associations, and parent groups. One of its priorities is to bring about full implementation of the WHO Code by all Member States. |
| [Screen 12](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=13_C_13)  [13\_C\_13](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=13_C_13) | Although we may not always agree with IBFAN’s and other organizations’ principles and methods, we do agree with their goal of supporting the health, growth, and development of all children, especially in early development.  We also agree with IBFAN’s position that all parents should have the right to breastfeed and make informed decisions about feeding infants and young children. | Although we may not always agree with IBFAN’s and other organizations’ principles and methods, we do agree with their goal of supporting the health, growth, and development of all children, especially in early development.  We also agree with IBFAN’s position that all parents should have the right to breastfeed and make informed decisions about feeding infants and young children. |
| [Screen 13](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=14_C_14)  [14\_C\_14](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=14_C_14) | At Abbott, it is important that we listen to the concerns raised by stakeholder groups.  IBFAN and other organizations, such as the Bill and Melinda Gates Foundation and Helen Keller International, are important stakeholders that support governments in the implementation and enforcement of the WHO Code. | At Abbott, it is important that we listen to the concerns raised by stakeholder groups.  IBFAN and other organizations, such as the Bill and Melinda Gates Foundation and Helen Keller International, are important stakeholders that support governments in the implementation and enforcement of the WHO Code. |
| [Screen 14](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=15_C_15)  [15\_C\_15](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=15_C_15) | The Access to Nutrition Initiative (ATNI) is an important stakeholder actively engaged with the private sector to encourage businesses to do more to achieve good health through improved diets and nutrition.  ATNI’s flagship initiative is the Global Access to Nutrition Index. The index provides ratings on how well the marketing practices of manufacturers of breast milk substitutes align with the standards set out by the WHO Code. | The Access to Nutrition Initiative (ATNI) is an important stakeholder actively engaged with the private sector to encourage businesses to do more to achieve good health through improved diets and nutrition.  ATNI’s flagship initiative is the Global Access to Nutrition Index. The index provides ratings on how well the marketing practices of manufacturers of breast milk substitutes align with the standards set out by the WHO Code. |
| [Screen 15](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=16_C_16)  [16\_C\_16](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=16_C_16) | Increasingly stringent regulations in the infant formula space also provide challenges.  Some countries have enacted legislation implementing the provisions outlined in the WHO Code. However, each country interprets the WHO Code differently in response to the needs of its local population and changes in the external environment. As a result, countries in which Abbott operates have varied and sometimes inconsistent regulations that we must follow. | Increasingly stringent regulations in the infant formula space also provide challenges.  Some countries have enacted legislation implementing the provisions outlined in the WHO Code. However, each country interprets the WHO Code differently in response to the needs of its local population and changes in the external environment. As a result, countries in which Abbott operates have varied and sometimes inconsistent regulations that we must follow. |
| [Screen 16](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=17_C_17)  [17\_C\_17](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=17_C_17) | The landscape surrounding the sale and marketing of infant formula remains dynamic.  All Abbott employees who are involved in sales and marketing of infant formula must follow the guidance provided by global and local Abbott policies and procedures. | The landscape surrounding the sale and marketing of infant formula remains dynamic.  All Abbott employees who are involved in sales and marketing of infant formula must follow the guidance provided by global and local Abbott policies and procedures. |
| [Screen 17](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=18_C_18)  [18\_C\_18](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=18_C_18) | Finally, differences in local laws and regulations, as well as the fact that many countries have yet to enact legislation, means that some competitors operate in the marketplace aggressively and without regard to local regulations and codes.  The result is that in certain markets, some competitors may push the boundaries of what Abbott would consider acceptable marketing practices. | Finally, differences in local laws and regulations, as well as the fact that many countries have yet to enact legislation, means that some competitors operate in the marketplace aggressively and without regard to local regulations and codes.  The result is that in certain markets, some competitors may push the boundaries of what Abbott would consider acceptable marketing practices. |
| [Screen 18](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=19_C_19)  [19\_C\_19](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=19_C_19) | Abbott’s policy is to support the goal of the WHO Code, marketing our products based on the best science, and ensuring our practices adhere to the laws and regulations of the countries in which we operate. | Abbott’s policy is to support the goal of the WHO Code, marketing our products based on the best science, and ensuring our practices adhere to the laws and regulations of the countries in which we operate. |
| [Screen 19](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=20_C_20)  [20\_C\_20](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=20_C_20) | Click the arrow to begin your review.  Review  Take a moment to review some of the key concepts in this section. | Click the arrow to begin your review.  Review  Take a moment to review some of the key concepts in this section. |
| [Screen 19](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=21_C_20)  [21\_C\_20](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=21_C_20) | Global Spotlight  The sales and marketing practices of infant formula manufacturers are closely scrutinized. | Global Spotlight  The sales and marketing practices of infant formula manufacturers are closely scrutinized. |
| [Screen 19](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=22_C_20)  [22\_C\_20](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=22_C_20) | Adherence to Policies  All Abbott employees involved in the sales and marketing of infant formula must follow the guidance provided by global and local Abbott policies and procedures. | Adherence to Policies  All Abbott employees involved in the sales and marketing of infant formula must follow the guidance provided by global and local Abbott policies and procedures. |
| [Screen 19](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=23_C_20)  [23\_C\_20](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=23_C_20) | Marketing Our Products  We support the goal of the WHO Code, marketing our products based on the best science, and ensuring our practices adhere to the laws and regulations of the countries in which we operate. | Marketing Our Products  We support the goal of the WHO Code, marketing our products based on the best science, and ensuring our practices adhere to the laws and regulations of the countries in which we operate. |
| [Screen 21](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=25_C_22)  [25\_C\_22](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=25_C_22) | At Abbott, we believe that the encouragement and protection of breastfeeding is an important part of the health and wellbeing of infants.  We recognize that breast milk provides the best nutrition for healthy growth and development. We also believe breastfeeding helps to form a unique biological and emotional tie between parent and child. | At Abbott, we believe that the encouragement and protection of breastfeeding is an important part of the health and wellbeing of infants.  We recognize that breast milk provides the best nutrition for healthy growth and development. We also believe breastfeeding helps to form a unique biological and emotional tie between parent and child. |
| [Screen 22](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=26_C_23)  [26\_C\_23](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=26_C_23) | Our Global Policy on the Marketing of Infant Formula (Global Policy) prohibits marketing infant formula in a way that competes with breastfeeding or interferes with the protection and promotion of breastfeeding.  Abbott employees and partners involved in marketing, distribution, or selling of infant or follow-on formula products should not state or imply any superiority of formula feeding to breastfeeding. In addition, employees should not present these products in a way that discourages parents or caregivers from breastfeeding or feeding breast milk to their infants. | Our Global Policy on the Marketing of Infant Formula (Global Policy) prohibits marketing infant formula in a way that competes with breastfeeding or interferes with the protection and promotion of breastfeeding.  Abbott employees and partners involved in marketing, distribution, or selling of infant or follow-on formula products should not state or imply any superiority of formula feeding to breastfeeding. In addition, employees should not present these products in a way that discourages parents or caregivers from breastfeeding or feeding breast milk to their infants. |
| [Screen 23](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=27_C_24)  [27\_C\_24](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=27_C_24) | We recognize and respect the aims and principles of the WHO Code to contribute to the provision of safe and adequate nutrition for infants.  We agree that breast milk provides the best nutrition for infants, and we support the goal of increasing breastfeeding. | We recognize and respect the aims and principles of the WHO Code to contribute to the provision of safe and adequate nutrition for infants.  We agree that breast milk provides the best nutrition for infants, and we support the goal of increasing breastfeeding. |
| [Screen 24](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=28_C_25)  [28\_C\_25](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=28_C_25) | Quick Check  Test your knowledge now! | Quick Check  Test your knowledge now! |
| [Screen 24](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=29_C_25)  [29\_C\_25](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=29_C_25) | You overhear an Abbott third party representative saying to a consumer, “Breastfeeding may be fine for some women who have the luxury to take time off work, but for most working women, infant formula is a better choice and is just as good, if not better, from a nutritional perspective.“ What do you do? | You overhear an Abbott third party representative saying to a consumer, “Breastfeeding may be fine for some women who have the luxury to take time off work, but for most working women, infant formula is a better choice and is just as good, if not better, from a nutritional perspective.“ What do you do? |
| [Screen 24](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=30_C_25)  [30\_C\_25](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=30_C_25) | Nothing. Abbott has no control over the views and opinions of third parties.  Explain to the third party that while it is okay to say infant formula is more convenient than breastfeeding, they should avoid saying it is better.  Explain to the third party that they should never state or imply any superiority of formula feeding to breastfeeding.  Submit | Nothing. Abbott has no control over the views and opinions of third parties.  Explain to the third party that while it is okay to say infant formula is more convenient than breastfeeding, they should avoid saying it is better.  Explain to the third party that they should never state or imply any superiority of formula feeding to breastfeeding.  Submit |
| [Screen 24](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=31_C_25)  [31\_C\_25](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=31_C_25) | That's correct!  That's not correct!  You should explain Abbott’s expectation that all employees and partners involved in marketing, distribution or selling of Abbott infant formula or follow-on formula products should not state or imply superiority of formula feeding to breastfeeding. | That's correct!  That's not correct!  You should explain Abbott’s expectation that all employees and partners involved in marketing, distribution or selling of Abbott infant formula or follow-on formula products should not state or imply superiority of formula feeding to breastfeeding. |
| [Screen 25](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=32_C_26)  [32\_C\_26](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=32_C_26) | Our Global Policy commits us to follow the laws and regulations in the countries in which we do business.  We expect that our employees and partners will follow all Abbott policies and applicable local regulations. In countries where local regulations are not as stringent as Abbott standards, employees and partners should follow Abbott policies and procedures. | Our Global Policy commits us to follow the laws and regulations in the countries in which we do business.  We expect that our employees and partners will follow all Abbott policies and applicable local regulations. In countries where local regulations are not as stringent as Abbott standards, employees and partners should follow Abbott policies and procedures. |
| [Screen 26](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=33_C_27)  [33\_C\_27](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=33_C_27) | We are committed to ethically and responsibly communicating about our products.  We believe responsible communication and marketing have value in helping parents and caregivers engage in more informed conversations with their Healthcare Professionals, ultimately leading to better health outcomes. | We are committed to ethically and responsibly communicating about our products.  We believe responsible communication and marketing have value in helping parents and caregivers engage in more informed conversations with their Healthcare Professionals, ultimately leading to better health outcomes. |
| [Screen 27](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=34_C_28)  [34\_C\_28](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=34_C_28) | We are committed to ensuring that all statements, in all our materials and communications, are science-based, balanced and factual.  We expect that all claims made about Abbott products are accurate, supported by sound scientific evidence, and compliant with all applicable laws and regulations. | We are committed to ensuring that all statements, in all our materials and communications, are science-based, balanced and factual.  We expect that all claims made about Abbott products are accurate, supported by sound scientific evidence, and compliant with all applicable laws and regulations. |
| [Screen 28](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=35_C_29)  [35\_C\_29](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=35_C_29) | Quick Check  Test your knowledge now! | Quick Check  Test your knowledge now! |
| [Screen 28](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=36_C_29)  [36\_C\_29](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=36_C_29) | You learn that a salesperson working in your region is considering creating their own sales aids. When you ask about the sales aids, the salesperson tells you that no new content is being added, the material is just being rearranged and simplified from the original format to make it easier for parents to understand the information. What do you do? | You learn that a salesperson working in your region is considering creating their own sales aids. When you ask about the sales aids, the salesperson tells you that no new content is being added, the material is just being rearranged and simplified from the original format to make it easier for parents to understand the information. What do you do? |
| [Screen 28](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=37_C_29)  [37\_C\_29](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=37_C_29) | Nothing. Since the original material was approved for use and no new material is being added, the salesperson can continue to use the sales aids.  Check to confirm that the modified sales aids remain science-based, balanced and factual. If you are satisfied they meet these standards, they are good to go.  Tell the salesperson not to use the sales aids. Explain that all marketing materials must be used in the same form in which they were originally approved for use.  Submit | Nothing. Since the original material was approved for use and no new material is being added, the salesperson can continue to use the sales aids.  Check to confirm that the modified sales aids remain science-based, balanced and factual. If you are satisfied they meet these standards, they are good to go.  Tell the salesperson not to use the sales aids. Explain that all marketing materials must be used in the same form in which they were originally approved for use.  Submit |
| [Screen 28](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=38_C_29)  [38\_C\_29](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=38_C_29) | That's correct!  That's not correct!  Abbott’s Global Policy is supported by local promotional review procedures to ensure that all marketing materials, including digital advertising, are accurate, supported by sound scientific evidence and compliant with all applicable laws and regulations. Once approved, marketing materials must be used in exactly the same form in which they were approved, without alteration. | That's correct!  That's not correct!  Abbott’s Global Policy is supported by local promotional review procedures to ensure that all marketing materials, including digital advertising, are accurate, supported by sound scientific evidence and compliant with all applicable laws and regulations. Once approved, marketing materials must be used in exactly the same form in which they were approved, without alteration. |
| [Screen 29](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=39_C_30)  [39\_C\_30](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=39_C_30) | We recognize that Healthcare Professionals (HCPs) and institutions play an important role in guiding infant-feeding practices and providing patient advice.  We believe that parents should be able to rely on that advice without concern that it has been improperly influenced by incentives from companies seeking to promote their products. | We recognize that Healthcare Professionals (HCPs) and institutions play an important role in guiding infant-feeding practices and providing patient advice.  We believe that parents should be able to rely on that advice without concern that it has been improperly influenced by incentives from companies seeking to promote their products. |
| [Screen 30](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=40_C_31)  [40\_C\_31](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=40_C_31) | Our Global Policy makes clear that advice from HCPs should be independent and free from undue commercial influence.  We expect that all interactions with HCPs be appropriate and conducted in accordance with all Abbott policies and procedures. No item, gift or benefit may be offered or given as an inducement for the purchase, sale, or recommendation of Abbott products. | Our Global Policy makes clear that advice from HCPs should be independent and free from undue commercial influence.  We expect that all interactions with HCPs be appropriate and conducted in accordance with all Abbott policies and procedures. No item, gift or benefit may be offered or given as an inducement for the purchase, sale, or recommendation of Abbott products. |
| [Screen 31](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=41_C_32)  [41\_C\_32](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=41_C_32) | Quick Check  Test your knowledge now! | Quick Check  Test your knowledge now! |
| [Screen 31](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=42_C_32)  [42\_C\_32](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=42_C_32) | You are a member of Abbott’s Grant Committee. A sales colleague calls you and explains that they are in the process of helping a pediatrician put together a research grant application. Your colleague tells you, “The doctor is really influential and has a big say in whether or not we get our products in rotation at the regional healthcare system.” Your colleague asks for your advice. What do you do? | You are a member of Abbott’s Grant Committee. A sales colleague calls you and explains that they are in the process of helping a pediatrician put together a research grant application. Your colleague tells you, “The doctor is really influential and has a big say in whether or not we get our products in rotation at the regional healthcare system.” Your colleague asks for your advice. What do you do? |
| [Screen 31](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=43_C_32)  [43\_C\_32](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=43_C_32) | Outline the criteria that will be used by the committee to award the grant but take care to provide no other advice.  Explain that while it is okay for your colleague to help the doctor with the application, it would not be okay for you to provide any advice.  Explain to your colleague that the doctor needs to apply for the grant on their own, and that assistance should not be provided.  Submit | Outline the criteria that will be used by the committee to award the grant but take care to provide no other advice.  Explain that while it is okay for your colleague to help the doctor with the application, it would not be okay for you to provide any advice.  Explain to your colleague that the doctor needs to apply for the grant on their own, and that assistance should not be provided.  Submit |
| [Screen 31](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=44_C_32)  [44\_C\_32](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=44_C_32) | That's correct!  That's not correct!  Sales colleagues should not assist requestors with their grant applications. Assisting with grant applications could create the appearance that the awarding of a grant is tied to past, present, or future purchases of Abbott products. | That's correct!  That's not correct!  Sales colleagues should not assist requestors with their grant applications. Assisting with grant applications could create the appearance that the awarding of a grant is tied to past, present, or future purchases of Abbott products. |
| [Screen 32](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=45_C_33)  [45\_C\_33](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=45_C_33) | We believe there is no one better to decide the most appropriate ways to feed a child than parents, following the guidance and advice of healthcare professionals.  We fully support a parent’s right to choose. | We believe there is no one better to decide the most appropriate ways to feed a child than parents, following the guidance and advice of healthcare professionals.  We fully support a parent’s right to choose. |
| [Screen 33](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=46_C_34)  [46\_C\_34](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=46_C_34) | We respect and support every parent’s right to choose the most appropriate methods to feed their children, whether that’s breast milk, formula, or a combination of both.  We expect that all employees involved in marketing activities show respect for consumers’ choices, including people who choose not to use our products. | We respect and support every parent’s right to choose the most appropriate methods to feed their children, whether that’s breast milk, formula, or a combination of both.  We expect that all employees involved in marketing activities show respect for consumers’ choices, including people who choose not to use our products. |
| [Screen 34](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=47_C_35)  [47\_C\_35](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=47_C_35) | Click the arrow to begin your review.  Review  Take a moment to review some of the key concepts in this section. | Click the arrow to begin your review.  Review  Take a moment to review some of the key concepts in this section. |
| [Screen 34](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=48_C_35)  [48\_C\_35](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=48_C_35) | Global Policy on the Marketing of Infant Formula  Our Global Policy prohibits marketing infant formula in a way that competes with breastfeeding or interferes with the protection and promotion of breastfeeding. | Global Policy on the Marketing of Infant Formula  Our Global Policy prohibits marketing infant formula in a way that competes with breastfeeding or interferes with the protection and promotion of breastfeeding. |
| [Screen 34](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=49_C_35)  [49\_C\_35](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=49_C_35) | Local Laws and Regulations  We expect all employees and partners to follow the laws and regulations in the countries in which they do business. | Local Laws and Regulations  We expect all employees and partners to follow the laws and regulations in the countries in which they do business. |
| [Screen 34](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=50_C_35)  [50\_C\_35](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=50_C_35) | Ethical Marketing  We are committed to ensuring that all statements in our materials and communications are science-based, balanced and factual. | Ethical Marketing  We are committed to ensuring that all statements in our materials and communications are science-based, balanced and factual. |
| [Screen 34](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=51_C_35)  [51\_C\_35](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=51_C_35) | Independence of Healthcare Professionals  We believe that parents should be able to rely on advice from HCPs without concern that it has been improperly influenced by incentives from companies seeking to promote their products. | Independence of Healthcare Professionals  We believe that parents should be able to rely on advice from HCPs without concern that it has been improperly influenced by incentives from companies seeking to promote their products. |
| [Screen 34](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=52_C_35)  [52\_C\_35](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=52_C_35) | Rights of Parents  We respect and support every parent’s right to choose the most appropriate methods to feed their children. | Rights of Parents  We respect and support every parent’s right to choose the most appropriate methods to feed their children. |
| [Screen 36](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=54_C_37)  [54\_C\_37](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=54_C_37) | All employees and partners of Abbott must act responsibly and ethically.  Here are some simple things you can do to ensure you operate in a manner consistent with the beliefs, commitments, and expectations set out in our Global Policy on the Marketing of Infant Formula. | All employees and partners of Abbott must act responsibly and ethically.  Here are some simple things you can do to ensure you operate in a manner consistent with the beliefs, commitments, and expectations set out in our Global Policy on the Marketing of Infant Formula. |
| [Screen 37](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=55_C_38)  [55\_C\_38](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=55_C_38) | Know and comply with the policies, laws, and regulations in the countries in which you operate.  We expect that our employees and partners will follow all local laws and regulations in countries where we do business. In countries where local regulations are not as stringent as Abbott standards, employees and partners should follow Abbott policies and procedures. | Know and comply with the policies, laws, and regulations in the countries in which you operate.  We expect that our employees and partners will follow all local laws and regulations in countries where we do business. In countries where local regulations are not as stringent as Abbott standards, employees and partners should follow Abbott policies and procedures. |
| [Screen 38](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=56_C_39)  [56\_C\_39](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=56_C_39) | Always promote infant formula in a balanced, fair, and accurate way.  Only use Abbott-approved materials and, where communications are permitted, ensure that they are accurate, supported by sound scientific evidence, and compliant with all applicable laws and regulations. | Always promote infant formula in a balanced, fair, and accurate way.  Only use Abbott-approved materials and, where communications are permitted, ensure that they are accurate, supported by sound scientific evidence, and compliant with all applicable laws and regulations. |
| [Screen 39](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=57_C_40)  [57\_C\_40](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=57_C_40) | Ask questions and raise concerns.  If you have a question about an interaction or activity, talk to your manager. If you have a concern, raise the issue. The sooner you raise your concern, the better. A list of resources can be found at the end of this training. | Ask questions and raise concerns.  If you have a question about an interaction or activity, talk to your manager. If you have a concern, raise the issue. The sooner you raise your concern, the better. A list of resources can be found at the end of this training. |
| [Screen 40](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=58_C_41)  [58\_C\_41](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=58_C_41) | Never discourage breastfeeding.  Infant formula should NEVER be promoted to compete with breastfeeding; nor should marketing materials be presented in a way that discourages breastfeeding. | Never discourage breastfeeding.  Infant formula should NEVER be promoted to compete with breastfeeding; nor should marketing materials be presented in a way that discourages breastfeeding. |
| [Screen 41](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=59_C_42)  [59\_C\_42](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=59_C_42) | Abbott leaders have additional responsibilities. | Abbott leaders have additional responsibilities. |
| [Screen 42](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=60_C_43)  [60\_C\_43](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=60_C_43) | Set clear expectations.  All employees must receive training on and follow relevant policies and procedures. Make sure your team knows, understands, and complies with all relevant policies/procedures, laws, and regulations. If there are changes to these policies/procedures and/or regulations, make sure your team is notified. | Set clear expectations.  All employees must receive training on and follow relevant policies and procedures. Make sure your team knows, understands, and complies with all relevant policies/procedures, laws, and regulations. If there are changes to these policies/procedures and/or regulations, make sure your team is notified. |
| [Screen 43](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=61_C_44)  [61\_C\_44](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=61_C_44) | Lead by example.  Take personal responsibility for creating a culture that supports ethical behavior. Foster an open environment where employees feel secure asking questions and raising concerns. | Lead by example.  Take personal responsibility for creating a culture that supports ethical behavior. Foster an open environment where employees feel secure asking questions and raising concerns. |
| [Screen 44](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=62_C_45)  [62\_C\_45](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=62_C_45) | Monitor and respond.  Finally, always check to make sure your team is complying with all relevant policies, procedures and regulations. If issues are identified, take appropriate action to ensure improvements are made to prevent further issues. | Monitor and respond.  Finally, always check to make sure your team is complying with all relevant policies, procedures and regulations. If issues are identified, take appropriate action to ensure improvements are made to prevent further issues. |
| [Screen 45](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=63_C_46)  [63\_C\_46](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=63_C_46) | Click the arrow to begin your review.  Review  Take a moment to review some of the key concepts in this section. | Click the arrow to begin your review.  Review  Take a moment to review some of the key concepts in this section. |
| [Screen 45](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=64_C_46)  [64\_C\_46](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=64_C_46) | Never Discourage Breastfeeding  Employees and partners should NEVER promote infant formula to compete with breastfeeding. | Never Discourage Breastfeeding  Employees and partners should NEVER promote infant formula to compete with breastfeeding. |
| [Screen 45](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=65_C_46)  [65\_C\_46](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=65_C_46) | Responsibilities of Employees and Partners  Abbott employees and partners have a responsibility to:   * Ethically promote infant formula. * Know and comply with the local policies, laws, and regulations. * Ask questions and raise concerns. | Responsibilities of Employees and Partners  Abbott employees and partners have a responsibility to:   * Ethically promote infant formula. * Know and comply with the local policies, laws, and regulations.   Ask questions and raise concerns. |
| [Screen 45](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=66_C_46)  [66\_C\_46](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=66_C_46) | Responsibilities of Leaders  Abbott leaders have a responsibility to:   * Set clear expectations, * Lead by example, and * Monitor and respond. | Responsibilities of Leaders  Abbott leaders have a responsibility to:   * Set clear expectations, * Lead by example, and   Monitor and respond. |
| [Screen 47](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=68_C_48)  [68\_C\_48](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=68_C_48) | Take a moment to confirm your agreement with both statements.  I received, read, understood, and will abide by Abbott’s Ethical Marketing of Infant Formula standards.  I will follow the laws, local regulations, and Abbott policies and procedures relevant to the country where I am doing business. I understand that I must abide by Abbott policies and procedures, even in countries where local regulations are less stringent than Abbott standards.  Confirm | Take a moment to confirm your agreement with both statements.  I received, read, understood, and will abide by Abbott’s Ethical Marketing of Infant Formula standards.  I will follow the laws, local regulations, and Abbott policies and procedures relevant to the country where I am doing business. I understand that I must abide by Abbott policies and procedures, even in countries where local regulations are less stringent than Abbott standards.  Confirm |
| [Screen 48](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=69_C_49)  [69\_C\_49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=69_C_49) | 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. | 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. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=70_C_50)  [70\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=70_C_50) | [1] All World Health Organization (WHO) Member States have fully implemented the International Code of Marketing of Breastmilk Substitutes (WHO Code). | [1] All World Health Organization (WHO) Member States have fully implemented the International Code of Marketing of Breastmilk Substitutes (WHO Code). |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=71_C_50)  [71\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=71_C_50) | [1] True | [1] True |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=72_C_50)  [72\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=72_C_50) | [2] False  Next | [2] False  Next |
| Screen 49  Question 1: Feedback  73\_C\_50 | The Code was adopted as a policy recommendation, not as a regulation, and since its adoption in 1981, 25 of the Member States have enacted legislation implementing the provisions outlined in the WHO Code. Some Member States have implemented only specific parts of the WHO Code recommendations. | The Code was adopted as a policy recommendation, not as a regulation, and since its adoption in 1981, 25 of the Member States have enacted legislation implementing the provisions outlined in the WHO Code. Some Member States have implemented only specific parts of the WHO Code recommendations. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=74_C_50)  [74\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=74_C_50) | [2] As a leader in the infant formula industry, it is important to listen to the perspectives of which stakeholder group: | [2] As a leader in the infant formula industry, it is important to listen to the perspectives of which stakeholder group: |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=75_C_50)  [75\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=75_C_50) | [1] The World Health Organization (WHO). | [1] The World Health Organization (WHO). |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=76_C_50)  [76\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=76_C_50) | [2] International Baby Food Action Network (IBFAN). | [2] International Baby Food Action Network (IBFAN). |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=77_C_50)  [77\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=77_C_50) | [3] Access to Nutrition Inititiatve (ATNI). | [3] Access to Nutrition Inititiatve (ATNI). |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=78_C_50)  [78\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=78_C_50) | [4] All of the above.  Next | [4] All of the above.  Next |
| Screen 49  Question 2: Feedback  79\_C\_50 | It is important for us as a company to acknowledge and understand the positions and goals of all these stakeholders. This is so not only because we share the same goal, to support proper nutrition for infants and young children, but also because governments and regulators look to these stakeholders for expertise, guidance, and support. | It is important for us as a company to acknowledge and understand the positions and goals of all these stakeholders. This is so not only because we share the same goal, to support proper nutrition for infants and young children, but also because governments and regulators look to these stakeholders for expertise, guidance, and support. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=80_C_50)  [80\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=80_C_50) | [3] Why is it important for Abbott employees involved in sales and marketing of infant formula to closely follow the guidance that their local procedures provide?  Check all that apply. | [3] Why is it important for Abbott employees involved in sales and marketing of infant formula to closely follow the guidance that their local procedures provide?  Check all that apply. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=81_C_50)  [81\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=81_C_50) | [1] The landscape is dynamic. | [1] The landscape is dynamic. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=82_C_50)  [82\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=82_C_50) | [2] Abbott does not have a global policy governing the marketing of infant formula. | [2] Abbott does not have a global policy governing the marketing of infant formula. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=83_C_50)  [83\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=83_C_50) | [3] There are differences in local laws and regulations.  Next | [3] There are differences in local laws and regulations.  Next |
| Screen 49  Question 3: Feedback  84\_C\_50 | Abbott employees involved in the sale and marketing of infant formula need to closely follow the guidance of their local procedures because of differences in local laws and regulations, as well as the fact that the landscape in most countries remains dynamic. | Abbott employees involved in the sale and marketing of infant formula need to closely follow the guidance of their local procedures because of differences in local laws and regulations, as well as the fact that the landscape in most countries remains dynamic. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=85_C_50)  [85\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=85_C_50) | [4] Per our policy, Abbott employees and partners involved in the marketing, distribution, or selling of Abbott infant formula or follow-on formula products should never:  Check all that apply. | [4] Per our policy, Abbott employees and partners involved in the marketing, distribution, or selling of Abbott infant formula or follow-on formula products should never:  Check all that apply. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=86_C_50)  [86\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=86_C_50) | [1] State or imply any superiority of formula feeding to breastfeeding. | [1] State or imply any superiority of formula feeding to breastfeeding. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=87_C_50)  [87\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=87_C_50) | [2] Communicate about our products directly to Healthcare Professionals (HCPs). | [2] Communicate about our products directly to Healthcare Professionals (HCPs). |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=88_C_50)  [88\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=88_C_50) | [3] Present our products in a way that discourages parents or caregivers from breastfeeding or feeding breast milk to their infants.  Next | [3] Present our products in a way that discourages parents or caregivers from breastfeeding or feeding breast milk to their infants.  Next |
| Screen 49  Question 4: Feedback  89\_C\_50 | Abbott employees and partners involved in the marketing, distribution or selling of Abbott infant formula or follow-on formula products should never state or imply any superiority of formula feeding to breastfeeding, nor present our products in a way that discourages parents or caregivers from breastfeeding or feeding breast milk to their infants. Communication to HCPs should follow local procedures. | Abbott employees and partners involved in the marketing, distribution or selling of Abbott infant formula or follow-on formula products should never state or imply any superiority of formula feeding to breastfeeding, nor present our products in a way that discourages parents or caregivers from breastfeeding or feeding breast milk to their infants. Communication to HCPs should follow local procedures. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=90_C_50)  [90\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=90_C_50) | [5] You recently began work in an emerging market. One of your distributors tells you, “All the local companies here ignore the Milk Code. In order to be competitive, we need to do what they are doing.” What do you do? | [5] You recently began work in an emerging market. One of your distributors tells you, “All the local companies here ignore the Milk Code. In order to be competitive, we need to do what they are doing.” What do you do? |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=91_C_50)  [91\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=91_C_50) | [1] Since the local distributor clearly knows the market, follow their advice. | [1] Since the local distributor clearly knows the market, follow their advice. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=92_C_50)  [92\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=92_C_50) | [2] Explain to the distributor that local customs should never take priority over Abbott’s global standards and local procedures. | [2] Explain to the distributor that local customs should never take priority over Abbott’s global standards and local procedures. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=93_C_50)  [93\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=93_C_50) | [3] Follow the advice of the local distributor because it is probably in compliance with local laws and regulations.  Next | [3] Follow the advice of the local distributor because it is probably in compliance with local laws and regulations.  Next |
| Screen 49  Question 5: Feedback  94\_C\_50 | We expect that our employees and partners will follow local regulations where they are stricter than the Abbott Global policy. In countries where local regulations are not as stringent as our standards, employees and partners should follow Abbott policy. | We expect that our employees and partners will follow local regulations where they are stricter than the Abbott Global policy. In countries where local regulations are not as stringent as our standards, employees and partners should follow Abbott policy. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=95_C_50)  [95\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=95_C_50) | [6] Our Global Policy commits us to ensuring all statements in all our materials and communications are: | [6] Our Global Policy commits us to ensuring all statements in all our materials and communications are: |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=96_C_50)  [96\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=96_C_50) | [1] Science-based. | [1] Science-based. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=97_C_50)  [97\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=97_C_50) | [2] Balanced. | [2] Balanced. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=98_C_50)  [98\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=98_C_50) | [3] Factual. | [3] Factual. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=99_C_50)  [99\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=99_C_50) | [4] All of the above.  Next | [4] All of the above.  Next |
| Screen 49  Question 6: Feedback  100\_C\_50 | Our Global Policy commits us to ensuring all statements in all our materials and communications are science-based, balanced and factual. | Our Global Policy commits us to ensuring all statements in all our materials and communications are science-based, balanced and factual. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=101_C_50)  [101\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=101_C_50) | [7] Meals, gifts, and other items of value may be provided to HCPs as a reward for past or present purchases of our infant formula products, if offered in accordance with local laws and regulations. | [7] Meals, gifts, and other items of value may be provided to HCPs as a reward for past or present purchases of our infant formula products, if offered in accordance with local laws and regulations. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=102_C_50)  [102\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=102_C_50) | [1] True | [1] True |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=103_C_50)  [103\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=103_C_50) | [2] False  Next | [2] False  Next |
| Screen 49  Question 7: Feedback  104\_C\_50 | No item, gift or benefit should ever be offered or given as an inducement for the purchase, sale or recommendation of Abbott products. Remember that parents need to be able to rely on the advice of their HCPs without concern that their advice has been improperly influenced by incentives from companies seeking to promote their products. | No item, gift or benefit should ever be offered or given as an inducement for the purchase, sale or recommendation of Abbott products. Remember that parents need to be able to rely on the advice of their HCPs without concern that their advice has been improperly influenced by incentives from companies seeking to promote their products. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=105_C_50)  [105\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=105_C_50) | [8] We believe there is no one better to decide the most appropriate ways to feed a child than: | [8] We believe there is no one better to decide the most appropriate ways to feed a child than: |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=106_C_50)  [106\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=106_C_50) | [1] Government agencies. | [1] Government agencies. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=107_C_50)  [107\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=107_C_50) | [2] Parents, in consultation with HCPs. | [2] Parents, in consultation with HCPs. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=108_C_50)  [108\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=108_C_50) | [3] Manufacturers. | [3] Manufacturers. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=109_C_50)  [109\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=109_C_50) | [4] Non-governmental organizations.  Next | [4] Non-governmental organizations.  Next |
| Screen 49  Question 8: Feedback  110\_C\_50 | We believe there is no one better to decide the most appropriate ways to feed a child than parents following the guidance and advice of healthcare professionals. Our Global Policy states that we respect and support every parent’s right to choose the most appropriate methods to feed their children, whether that’s breast milk, formula, or a combination of both. | We believe there is no one better to decide the most appropriate ways to feed a child than parents following the guidance and advice of healthcare professionals. Our Global Policy states that we respect and support every parent’s right to choose the most appropriate methods to feed their children, whether that’s breast milk, formula, or a combination of both. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=111_C_50)  [111\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=111_C_50) | [9] You are a salesperson who recently began work in a new market. You have concerns about the activities of a local distributor in your area. What should you do? | [9] You are a salesperson who recently began work in a new market. You have concerns about the activities of a local distributor in your area. What should you do? |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=112_C_50)  [112\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=112_C_50) | [1] Have a quiet word with the local distributor. | [1] Have a quiet word with the local distributor. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=113_C_50)  [113\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=113_C_50) | [2] Report your concern to your manager or Abbott’s Office of Ethics and Compliance (OEC). | [2] Report your concern to your manager or Abbott’s Office of Ethics and Compliance (OEC). |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=114_C_50)  [114\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=114_C_50) | [3] Nothing. The activities of third-party distributors are not Abbott’s responsibility. | [3] Nothing. The activities of third-party distributors are not Abbott’s responsibility. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=115_C_50)  [115\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=115_C_50) | [4] Nothing. It is safe to assume the local distributor knows the local market.  Next | [4] Nothing. It is safe to assume the local distributor knows the local market.  Next |
| Screen 49  Question 9: Feedback  116\_C\_50 | If you have a concern, you should raise the issue. The sooner you raise your concern, the better.  Normally, it is best to raise the concern with your manager. You can also report your concern to the OEC, via Speak Up. | If you have a concern, you should raise the issue. The sooner you raise your concern, the better.  Normally, it is best to raise the concern with your manager. You can also report your concern to the OEC, via Speak Up. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=117_C_50)  [117\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=117_C_50) | [10] If you have a leadership role in Sales and Marketing, you are responsible for:  Check all that apply. | [10] If you have a leadership role in Sales and Marketing, you are responsible for:  Check all that apply. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=118_C_50)  [118\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=118_C_50) | [1] Making sure your team is notified of any updates to relevant policies, laws and regulations. | [1] Making sure your team is notified of any updates to relevant policies, laws and regulations. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=119_C_50)  [119\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=119_C_50) | [2] Fostering an open environment where employees feel secure asking questions and raising concerns. | [2] Fostering an open environment where employees feel secure asking questions and raising concerns. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=120_C_50)  [120\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=120_C_50) | [3] Assisting requestors with applications for research and educational grants. | [3] Assisting requestors with applications for research and educational grants. |
| [Screen 49](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=121_C_50)  [121\_C\_50](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=121_C_50) | [4] Checking to make sure your team is complying with all relevant policies and regulations.  Submit | [4] Checking to make sure your team is complying with all relevant policies and regulations.  Submit |
| Screen 49  Question 10: Feedback  122\_C\_50 | If you operate in a leadership role in Sales and Marketing, you are responsible for:   * Making sure your team is notified of any updates to relevant policies, laws and regulations; * Fostering an open environment where employees feel secure asking questions and raising concerns; and * Checking to make sure your team is complying with all relevant policies and regulations.   Sales and Marketing personnel, including managers, should never assist requestors with their grant applications. Assisting with grant applications could create the appearance that the awarding of a grant is tied to past, present or future purchases of Abbott products. | If you operate in a leadership role in Sales and Marketing, you are responsible for:   * Making sure your team is notified of any updates to relevant policies, laws and regulations; * Fostering an open environment where employees feel secure asking questions and raising concerns; and * Checking to make sure your team is complying with all relevant policies and regulations.   Sales and Marketing personnel, including managers, should never assist requestors with their grant applications. Assisting with grant applications could create the appearance that the awarding of a grant is tied to past, present or future purchases of Abbott products. |
| [Screen 52](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=130_C_200)  [130\_C\_200](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=130_C_200) | Where to Get Help | Where to Get Help |
| [Screen 52](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=131_C_200)  [131\_C\_200](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=131_C_200) | Manager or Supervisor  If you have questions or concerns about an activity or interaction, the best place to start is with your manager or supervisor. | Manager or Supervisor  If you have questions or concerns about an activity or interaction, the best place to start is with your manager or supervisor. |
| [Screen 52](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=132_C_200)  [132\_C\_200](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=132_C_200) | Code of Business Conduct  For Abbott’s fundamental set of expectations about interactions with others, consult the [Code of Business Conduct](https://www.abbott.com/investors/governance/code-of-business-conduct.html). | Code of Business Conduct  For Abbott’s fundamental set of expectations about interactions with others, consult the [Code of Business Conduct](https://www.abbott.com/investors/governance/code-of-business-conduct.html). |
| [Screen 52](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=133_C_200)  [133\_C\_200](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=133_C_200) | Office of Ethics and Compliance (OEC)  The OEC is a global resource available to address your questions or concerns about our company’s values and standards of conduct.  OEC Policies and Procedures – For our company’s global and country-specific OEC policies and procedures:   * Abbott employees should visit [iComply](https://icomply.abbott.com/Default.aspx). * Click [here](https://abbottlabs-lcec.lrn.com/custom/Global%20Infant%20Formula%20Policy.pdf) to access our Global Policy on the Marketing of Infant Formula.   OEC Contacts – You are encouraged to contact the OEC at any time with any ethics and compliance questions, or to discuss concerns about possible violations of our written standards, laws, or regulations.   * 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.   Ethics and Compliance Helpline – Visit our multilingual Ethics and Compliance [“Speak Up” Helpline](http://speakup.abbott.com/) to voice your concerns about a potential violation of our company’s values and standards of conduct. The Helpline is available 24 hours a day, 7 days a week and allows you to submit concerns online or by calling an operator who speaks your language. You can also email [investigations@abbott.com](mailto:investigations@abbott.com) to report a potential violation. | Office of Ethics and Compliance (OEC)  The OEC is a global resource available to address your questions or concerns about our company’s values and standards of conduct.  OEC Policies and Procedures – For our company’s global and country-specific OEC policies and procedures:   * Abbott employees should visit [iComply](https://icomply.abbott.com/Default.aspx). * Click [here](https://abbottlabs-lcec.lrn.com/custom/Global%20Infant%20Formula%20Policy.pdf) to access our Global Policy on the Marketing of Infant Formula.   OEC Contacts – You are encouraged to contact the OEC at any time with any ethics and compliance questions, or to discuss concerns about possible violations of our written standards, laws, or regulations.   * 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.   Ethics and Compliance Helpline – Visit our multilingual Ethics and Compliance [“Speak Up” Helpline](http://speakup.abbott.com/) to voice your concerns about a potential violation of our company’s values and standards of conduct. The Helpline is available 24 hours a day, 7 days a week and allows you to submit concerns online or by calling an operator who speaks your language. You can also email [investigations@abbott.com](mailto:investigations@abbott.com) to report a potential violation. |
| [Screen 52](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=134_C_200)  [134\_C\_200](http://www.learnex.co.uk/test/AbbottEthicalMarketing/courses/EN-US/course/index.html?showScreen=134_C_200) | Course Resources  Transcript  Click [here](file:///C:/dev/AbbottEthicalMarketing/courses/EN-US/translation/reference/Transcript.pdf) for a full transcript of the course | Course Resources  Transcript  Click [here](file:///C:/dev/AbbottEthicalMarketing/courses/EN-US/translation/reference/Transcript.pdf) for a full transcript of the course |
| 135\_toc\_1 | Welcome | Welcome |
| 136\_toc\_2 | Ethical Marketing of Infant Formula | Ethical Marketing of Infant Formula |
| 137\_toc\_3 | Our Philosophy | Our Philosophy |
| 138\_toc\_4 | Objectives | Objectives |
| 139\_toc\_5 | Table of Contents | Table of Contents |
| 140\_toc\_6 | Introduction to Ethical Marketing of Infant Formula | Introduction to Ethical Marketing of Infant Formula |
| 141\_toc\_7 | Global Spotlight | Global Spotlight |
| 142\_toc\_8 | Important Stakeholders | Important Stakeholders |
| 143\_toc\_9 | Increasing Regulations | Increasing Regulations |
| 144\_toc\_10 | Inconsistent Competitors | Inconsistent Competitors |
| 145\_toc\_11 | Review | Review |
| 146\_toc\_12 | Table of Contents | Table of Contents |
| 147\_toc\_13 | Abbott’s Beliefs and Commitments | Abbott’s Beliefs and Commitments |
| 148\_toc\_14 | Health and Wellbeing of Infants | Health and Wellbeing of Infants |
| 149\_toc\_15 | Quick Check | Quick Check |
| 150\_toc\_16 | Local Laws and Regulations | Local Laws and Regulations |
| 151\_toc\_17 | Ethical Marketing | Ethical Marketing |
| 152\_toc\_18 | Quick Check | Quick Check |
| 153\_toc\_19 | Independence of Healthcare Professionals | Independence of Healthcare Professionals |
| 154\_toc\_20 | Quick Check | Quick Check |
| 155\_toc\_21 | Rights of Parents | Rights of Parents |
| 156\_toc\_22 | Review | Review |
| 157\_toc\_23 | Table of Contents | Table of Contents |
| 158\_toc\_24 | Our Responsibilities | Our Responsibilities |
| 159\_toc\_25 | Responsibility of All Employees and Partners | Responsibility of All Employees and Partners |
| 160\_toc\_26 | Responsibility of Leaders | Responsibility of Leaders |
| 161\_toc\_27 | Review | Review |
| 162\_toc\_28 | Table of Contents | Table of Contents |
| 163\_toc\_29 | Your Commitment | Your Commitment |
| 164\_toc\_30 | Confirmation | Confirmation |
| 165\_toc\_31 | Knowledge Check | Knowledge Check |
| 166\_toc\_32 | Introduction | Introduction |
| 167\_toc\_33 | Assessment | Assessment |
| 168\_toc\_34 | Feedback | Feedback |
| 169\_toc\_35 | Survey | Survey |
| 170\_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 | 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 |
| 171\_string\_2 | All questions remain unanswered | All questions remain unanswered |
| 172\_string\_3 | Questions | Questions |
| 173\_string\_4 | Question | Question |
| 174\_string\_5 | not answered | not answered |
| 175\_string\_6 | That's correct! | That's correct! |
| 176\_string\_7 | That's not correct! | That's not correct! |
| 177\_string\_8 | Feedback: | Feedback: |
| 178\_string\_9 | Ethical Marketing of Infant Formula | Ethical Marketing of Infant Formula |
| 179\_string\_10 | Knowledge Check | Knowledge Check |
| 180\_string\_11 | Submit | Submit |
| 181\_string\_12 | Retake | Retake |
| 182\_string\_13 | Course Description: At Abbott, we believe proper nutrition for babies is critical for building lifelong health. In this course, we outline the beliefs and commitments that guide the marketing and sale of our infant formula and outline what we can do to ensure we operate in a manner consistent with our Global Policy on the Marketing of Infant Formula. This course will take approximately 20-25 minutes to complete. | Course Description: At Abbott, we believe proper nutrition for babies is critical for building lifelong health. In this course, we outline the beliefs and commitments that guide the marketing and sale of our infant formula and outline what we can do to ensure we operate in a manner consistent with our Global Policy on the Marketing of Infant Formula. This course will take approximately 20-25 minutes to complete. |
| 183\_string\_14 | Menu | Menu |
| 184\_string\_15 | Resources | Resources |
| 185\_string\_16 | Reference Material | Reference Material |
| 186\_string\_17 | Audio | Audio |
| 187\_string\_18 | Exit | Exit |
| 188\_string\_19 | Close | Close |
| 189\_string\_20 | Comment... | Comment... |