

1) What is social responsibility?

The American Society for Quality defines “social responsibility” as people and organizations behaving and conducting business ethically and with sensitivity toward social, cultural, economic and environmental issues. Striving for social responsibility helps individuals, organizations and governments have a positive impact on development, business and society.

2) Why is social responsibility important to AbbVie suppliers?

Smart business decisions are not just a matter of counting short-term dollars and cents. Wise decision-makers look at the future impact of today’s choices – on people, on the community and on the opinions of customers. While business results, investment, free enterprise and other traditional economic forces continue to drive U.S. industry, organizations’ reputations and their ability to compete effectively around the world depend on them integrating social responsibility efforts into business leader decision-making and enterprise performance.

3) Why are service providers asked to complete a Supplier Social Responsibility survey?

AbbVie realizes that there are differences between suppliers who manufacture product versus those who provide a service. However, there are aspects in the service industry, such as ethics, labor practices, management systems and continuous improvement, health and safety that still apply. Our Purchasing and Supplier Management Compliance team takes into account the type of business and the individual responses as we review each survey.

4) How does AbbVie assess risk in the supply chain for social responsibility?

AbbVie reviews its known supplier base by industry and region. As part of the data gathering process, AbbVie may send suppliers a letter or a survey / self-assessment request. AbbVie may also choose to conduct an on-site audit of suppliers.

5) Does AbbVie conduct its own Supplier Social Responsibility audits?

Yes, currently AbbVie conducts its own audits.

6) Who manages the Supplier Social Responsibility audit program?

The Supplier Social Responsibility audit program is managed by our Purchasing and Supplier Management Compliance team.

7) How does a Supplier Social Responsibility audit differ from a Supplier Quality audit?

A Supplier Social Responsibility audit differs in that suppliers are evaluated to ensure they provide safe working conditions, dignified and respectful treatment of employees, environmentally responsible manufacturing processes, ethical practices and sufficient management systems. There may be slight overlap with a Supplier Quality audit. However, a Supplier Quality audit is focused on Good Manufacturing Practices and is more technical in nature.

8) What is the potential outcome of an unsatisfactory audit result?

AbbVie will work internally to determine if business should continue with a given supplier. Suppliers' actions must support AbbVie social responsibility standards and be consistent with the laws, values and cultural expectations of the different societies of the world.

9) Does AbbVie offer assistance (mentoring) to suppliers as it relates to social responsibility compliance?

AbbVie audits its suppliers for social responsibility in a cooperative manner. Depending on the nature of the assistance needed, and the material or service provided, we will work with our suppliers to ensure a mutually beneficial business relationship. AbbVie is committed to having business relationships with suppliers who share our dedication to conducting business in a legal and ethical manner.

10) Where can I find more about AbbVie's Supplier Social Responsibility program?

For more information, please contact:

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