

2019 Responsible Action Report



People. Passion.
Possibilities.®

abbvie

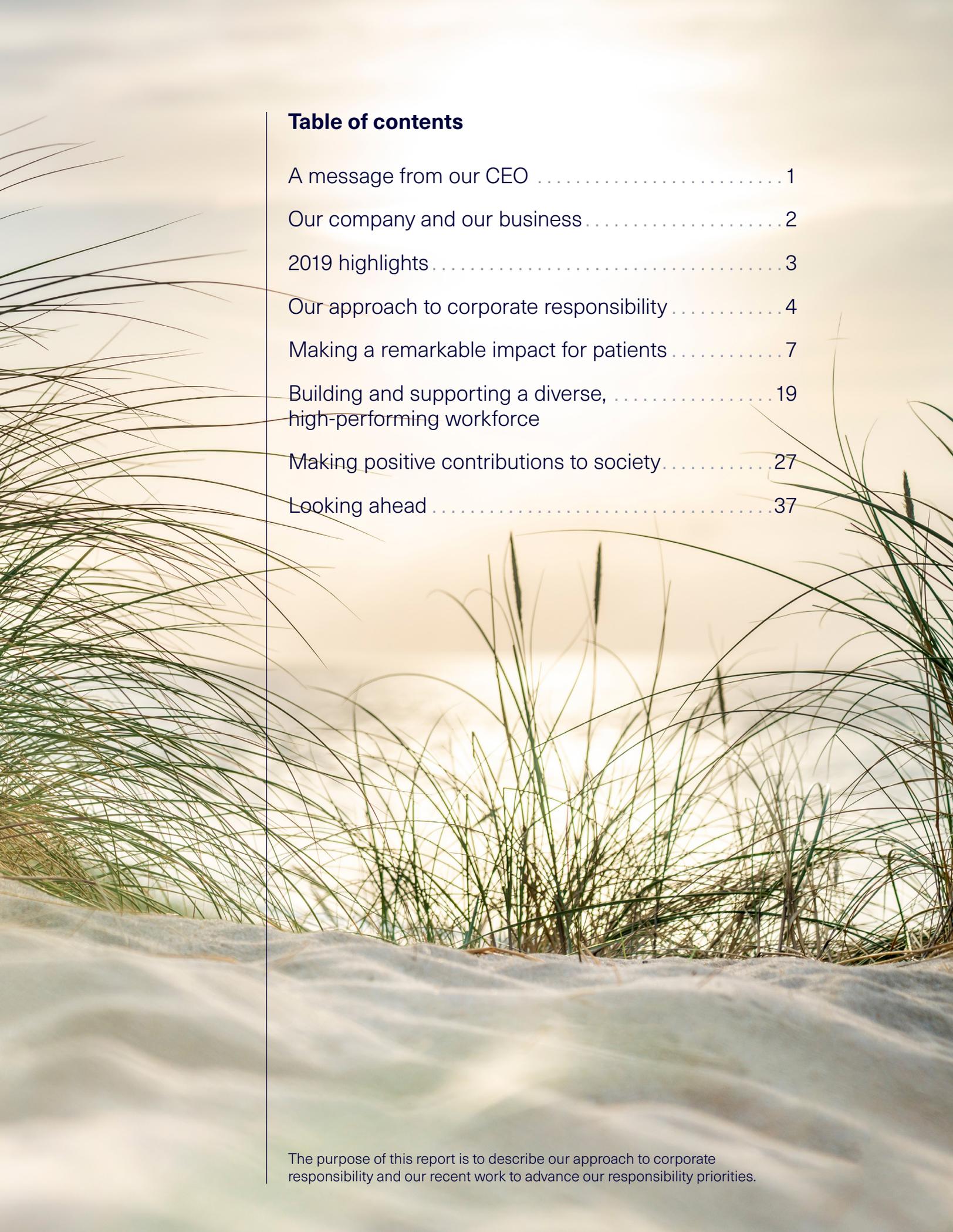


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The purpose of this report is to describe our approach to corporate responsibility and our recent work to advance our responsibility priorities.

A message from our CEO

At AbbVie, we are guided in everything we do by our desire to make a remarkable impact on the lives of patients.

As we launched new treatments in immunology and oncology and continued to advance our pipeline, we also worked collaboratively with many external partners to advance long-term efforts in eliminating hepatitis C, treatments for neglected tropical diseases, evidence-based disease management, health care access and community resilience.

The decision to acquire Allergan is part of our strategy to ensure long-term sustainability for AbbVie and increase our ability to meet the needs of patients. Allergan brings therapeutic area leadership, diversification and resources that will help fuel continued investment in research on new treatments for debilitating and life-threatening conditions such as cancer and neurodegenerative disease.

The COVID-19 pandemic that emerged at the end of 2019 has challenged governments, health care providers and researchers around the world to act quickly in an effort to save lives. Like many of our peers, AbbVie has responded rapidly to requests from countries and organizations around the world for medicine, clinical research and financial support. We also recognize that the pandemic is far from over and we will continue to do our part to protect and support our patients, employees and stakeholders in this changing environment.

It is my pleasure to introduce the AbbVie 2019 Responsible Action Report. It is intended to share some of the many ways we run a successful business that makes a genuine and lasting impact for patients, employees and communities.

Sincerely,



Rick Gonzalez
Chairman & CEO



“Making a remarkable impact requires taking the long view – of investment, research and development and how we can be an effective long-term partner in health and well-being.”



Our company and our business 2019

AbbVie is a global, research-based biopharmaceutical company committed to discovering, developing and delivering innovative medicines with distinct and meaningful benefits for people. We aim for transformative change, not just incremental improvement.

Our medicines help people living in more than 175 countries and help treat patients with conditions such as chronic autoimmune diseases, cancer, virologic diseases, neurological disorders, metabolic diseases and other serious health conditions.

Our state-of-the-art research, development and manufacturing centers across the world allow us to perform cutting-edge research and to move the best ideas forward faster. In addition to our North Chicago headquarters, we have discovery and development centers in the Boston, Massachusetts area and the San Francisco Bay Area, California, United States; Ludwigshafen, Germany; and Tokyo, Japan. We have manufacturing facilities in the United States, Puerto Rico, Italy, Ireland, Germany and Singapore, and our supply chain spans more than 120 countries and all 50 U.S. states.

The acquisition of Allergan will provide AbbVie with leading marketed products, both expanding and diversifying our business and aligning with our gastroenterology and neuroscience focus areas.

We are a passionate, diverse and inclusive organization with a culture that supports the best ideas, wherever they originate. Bringing diversity of thought to the collaborative process helps us break barriers and explore new frontiers in science.



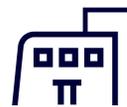
30,000+
Employees



70+
Countries with employees



8
Research & development centers



14
Manufacturing facilities



175+
Countries where our products are sold



52M+
Patients treated globally

2019 Highlights



Research and development

We achieved nine new product approvals or indication expansions from major regulatory authorities. These included approval of new treatments for rheumatoid arthritis and moderate-to-severe plaque psoriasis, as well as new treatments for previously untreated chronic lymphocytic leukemia.



Access to medicine

We expanded our U.S. patient assistance program, myAbbVie Assist, providing free AbbVie medicines to more than 89,000 qualified patients.



Equality, diversity and inclusion

We implemented a new five-year global Equality, Diversity and Inclusion strategy, with goals linked to executive compensation and an inclusive leadership toolkit for people managers. We also launched a seventh Employee Resource Group, Ability at AbbVie, to address the needs and concerns of people with disabilities and their caregivers.



Environmental sustainability

We launched a new environmental sustainability strategy focused on reducing our environmental footprint, ensuring sustainable growth as well as inspiring, educating and engaging our workforce to steward sustainability within and beyond AbbVie.



Employee volunteerism and community engagement

AbbVie employees around the world volunteered more than 68,000 hours in their communities and dedicated another 20,000 hours conducting pro bono research and development projects.

We are proud of recognition received and use it to benchmark our efforts.

Dow Jones Sustainability World Index

AbbVie was again named to the Dow Jones Sustainability World Index, as we have every year since our founding in 2013.

FTSE4Good Index

AbbVie has been a constituent of the FTSE4Good Index since 2016.

CR Magazine's 100 Best Corporate Citizens

In 2019, AbbVie made its first appearance on the list, ranking in the top 20 for outstanding environmental, social and governance transparency and performance among the 1,000 largest U.S. public companies.

The Civic 50

For the sixth year, AbbVie was recognized as one of America's most community-minded companies and honored by The Civic 50 for our commitment to improving quality of life in communities where we do business.

PEOPLE's Companies that Care

AbbVie was one of PEOPLE's 50 U.S. companies highlighted for caring for their communities, their employees and the world.

World's Best Workplaces

For the third year in a row, AbbVie was on the World's Best Workplaces list from Fortune and Great Place to Work.

DiversityInc Top 50 Companies for Diversity

AbbVie was again named to the DiversityInc Top 50 Companies for Diversity in the United States, as we have every year since 2014.

Working Mother's 100 Best Companies

For the second consecutive year, AbbVie was among the Top 10 companies on Working Mother's 100 Best Companies list, in our seventh year on the list.

Our approach to corporate responsibility

At AbbVie, we strive to make a remarkable impact on patients and drive sustainable growth by discovering and delivering a consistent stream of innovative medicines that address serious health problems.

Our Principles articulate what we believe to be right and true. They are foundational to our culture and guide our priorities, decisions and behaviors:

- Transforming Lives
- Acting with Integrity
- Driving Innovation
- Embracing Diversity & Inclusion
- Serving the Community

These are long-term ambitions, supported by many day-to-day actions. We consider it our responsibility to ensure that the actions we take every day align with our principles and support our goals, being thoughtful about how our business decisions affect the many stakeholders we impact.

The AbbVie Board of Directors and its Public Policy Committee oversee our corporate responsibility strategy.

Materiality

Our corporate responsibility priorities reflect the most material drivers of our success, as well as the issues that are of greatest significance to our employees and stakeholders, including health care providers, investors, non-profit partners, patients and patient organizations, payers, policymakers and suppliers.

Through regular and routine engagement with internal and external stakeholders, those drivers have been identified as:

- Product innovation and R&D productivity
- Drug pricing, reimbursement, intellectual property and biosimilar landscape
- Product quality and security
- Transparency, ethics and compliance
- Health and well-being at all ages
- Environmental stewardship

We also evaluate our efforts relative to external frameworks such as the [Dow Jones Sustainability Index](#), [CDP](#) and the [Sustainability Accounting Standards Board \(SASB\)](#).

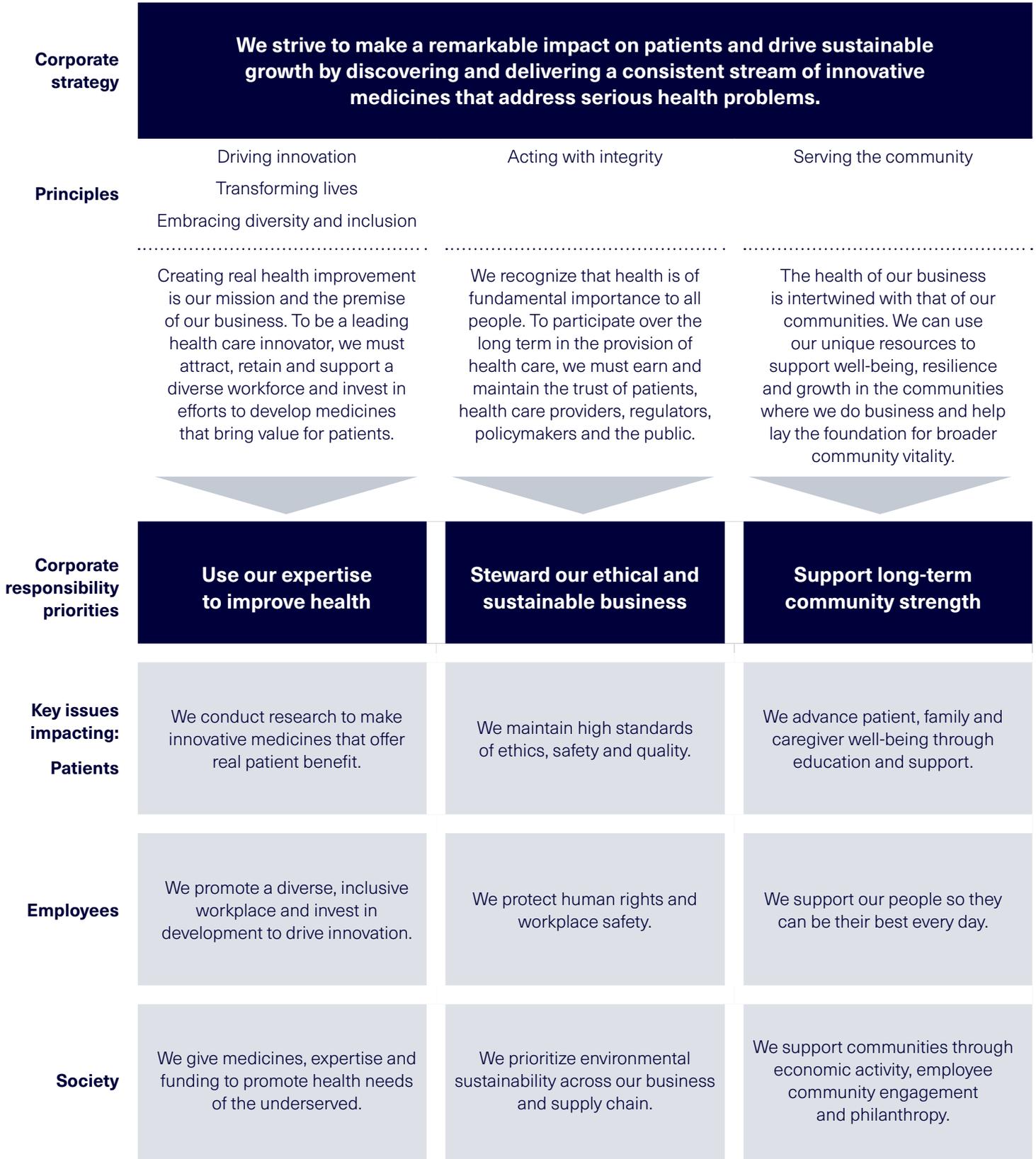
Through this process, we have identified additional topics of importance to AbbVie and our stakeholders, including:

- Equality, diversity and inclusion
- Talent attraction, retention and development
- Community engagement



Our corporate responsibility framework

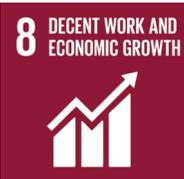
Our Corporate Responsibility framework shows how our mission, our corporate strategy and our materiality assessment come together in clear priorities that guide our actions.



Our contributions to the Sustainable Development Goals

The United Nations developed the 2030 Agenda for Sustainable Development, a blueprint for achieving the vision of a better and more sustainable future for all. Underpinning the agenda are 17 Sustainable Development Goals (SDGs), each with multiple sub-targets. At AbbVie, we want to contribute to the achievement of the Agenda by advancing the goals and sub-targets that align most closely with our capabilities and responsibility commitments. We've identified six SDGs and, within them, key sub-targets as our primary focus. Our activities may also advance other goals and we continuously evaluate opportunities to expand our contributions.

Learn more about the SDGs [here](#).

SDG	Relevant Sub-Targets	AbbVie's Role
 <p>3 GOOD HEALTH AND WELL-BEING</p>	<ul style="list-style-type: none"> 3.2 End preventable deaths of newborns and children < 5 years of age 3.3 End AIDS, tuberculosis, malaria and neglected tropical diseases; combat hepatitis, water-borne diseases and other communicable diseases 3.4 Reduce premature mortality from non-communicable diseases through prevention and treatment; promote mental health and well-being 	<p>Our research on neglected tropical diseases, tuberculosis and malaria will help to directly address these targets.</p> <p>Our medicines treat respiratory conditions in premature newborns, HIV, hepatitis C and cancer.</p>
 <p>4 QUALITY EDUCATION</p>	<ul style="list-style-type: none"> 4.1 Ensure all girls and boys complete free, equitable, quality education 4.4 Increase the number of people who have relevant skills for employment, decent jobs and entrepreneurship 4.5 Eliminate gender disparities in education and ensure equal access to education and training for the vulnerable 4.A Build and upgrade education facilities that are child, disability and gender sensitive and provide safe, nonviolent, inclusive and effective learning environments for all 	<p>Education enables the achievement of other goals, including health and prosperity.</p> <p>Supporting effective educational programs for school-age children is a philanthropic priority for AbbVie and the AbbVie Foundation.</p> <p>By engaging our highly educated workforce, we advance skill development for underserved students through mentorship, training and exposure to STEM projects.</p>
 <p>5 GENDER EQUALITY</p>	<ul style="list-style-type: none"> 5.1 End all forms of discrimination against all women and girls 5.2 Eliminate all forms of violence against women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation 5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life 	<p>At AbbVie, we respect the human rights of all individuals. We appreciate the contributions that women – and people of all backgrounds – make to an enterprise where diversity of thought drives innovation.</p> <p>Our anti-discrimination, anti-harassment and anti-violence policies extend through our organization and to our suppliers. We pursue equality through deliberate action in our company, with our suppliers and in our communities.</p>
 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<ul style="list-style-type: none"> 8.1 Sustain per capita economic growth in accordance with national circumstances 8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation 8.5 Achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value 	<p>We have employees around the globe and purchase goods and services from a supplier network spanning over 120 countries and all 50 U.S. states.</p> <p>We prioritize recruiting and hiring from historically underrepresented groups and provide economic opportunity and technical support to small and diverse suppliers.</p> <p>Supporting communities is also a priority of the AbbVie Foundation. We partner with nonprofit organizations and engage our employees to provide learning and workforce readiness programs.</p>
 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<ul style="list-style-type: none"> 12.2 Achieve sustainable management and efficient use of natural resources 12.4 Achieve environmentally sound management of chemicals and wastes; significantly reduce their release to air, water and soil to minimize adverse impacts on health and the environment 12.5 Reduce waste generation through prevention, reduction, recycling and reuse 12.6 Encourage companies to adopt sustainable practices and integrate sustainability information into their reporting cycle 	<p>We have set absolute targets for reduction of our carbon emissions, water consumption and waste generation and are actively taking steps to meet them.</p> <p>Through participation in CDP, we are transparent in reporting our environmental impacts.</p>
 <p>13 CLIMATE ACTION</p>	<ul style="list-style-type: none"> 13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries 	<p>As a provider of medicines that patients rely on, we anticipate and mitigate climate-related risks that could impact our continuity of supply.</p> <p>We also support disaster relief partners to help to strengthen community resilience and recovery from climate-related hazards.</p>

Making a remarkable impact for patients

Patients are the reason we come to work every day. They are at the heart of our guiding Principle of transforming lives.

Science and innovation are the cornerstones of our business. We focus on discovering, developing and delivering medicines for challenging diseases where we have expertise and can make a real impact for patients.

To do this, we must ensure that we deliver medicines reliably, with quality and safety patients can trust. We must act with integrity to maintain that trust.

We also understand that making a remarkable impact for patients takes more than medicine. That's why we provide broader patient and family support, contribute research and funding to public health initiatives and support independent medical education.

In this section:

We invest in research to make innovative medicines that offer real patient benefit

We maintain high standards of ethics, safety and quality

We advance patient, family and caregiver well-being through education and support



Commitment: Use our expertise to improve health

We invest in research to make innovative medicines that offer real patient benefit.

Building new understanding and finding genuinely novel solutions is critical to our mission. Our vision is to help create transformative change, not just incremental improvement. For autoimmune diseases, that means aiming for remission, not just the management of symptoms. For cancer, it means finding ways for patients to achieve better and longer-lasting treatment results. In neuroscience, it means continuing to pursue ways to slow, halt and ultimately reverse the damage of debilitating conditions such as Parkinson's and Alzheimer's diseases.

Developing innovative medicines requires extensive investment in the high-risk process of research and development. Our Development Design Center is a Center of Excellence that integrates tailored expertise, predictive analytics and machine learning to deliver innovative, efficient and quality clinical trial approaches aimed at broadening study populations, accelerating recruitment, reducing cost and improving the patient experience.

We know that the true value of a medicine is in the difference it makes in a patient's everyday life. We are investing in new ways to bring a patient focus into the lab and the clinic as we develop innovative treatments. This means using patient input to understand what outcomes really matter and pioneering new methods to measure them in accurate and relevant ways.

We understand that our research, expertise and medicines can make a real impact on public health and disease management. We continue to conduct research to help improve screening, diagnosis and disease management in our therapeutic areas of focus.

We maintain a pro bono research program where AbbVie researchers and development experts donate paid work time to collaborations with global health partners to address unmet needs and public health issues, particularly those affecting people in low- and middle-income countries. We also offer our expertise to help build health system capabilities where they are needed.



Our progress

We invested \$5 billion in research and development in 2019, continuing to focus on areas of very high need and potential impact:

\$5B in R&D



Immunology



Neuroscience



Oncology

We achieved nine new product approvals or indication expansions from major regulatory agencies during the year.

These included approval of new treatments for rheumatoid arthritis and moderate-to-severe plaque psoriasis as well as new treatments for previously untreated chronic lymphocytic leukemia. Many of our late-stage candidates have been granted regulatory designations to expedite development or review, with recognition of their potential to address unmet needs. Four additional programs received such designations in 2019.

In 2019, we expanded our early-stage research portfolio through internal discovery, new and expanded research collaborations and smaller acquisitions. With the acquisition of Mavupharma, an expanded collaboration with Harpoon Therapeutics, a strategic collaboration with Tizona and a licensing agreement with Teneobio, we enhanced our portfolio of immuno-oncology platforms and clinical-stage assets. We also broadened our research collaboration with Scripps Research to include projects in oncology, immunology, neurology and fibrosis.

Three significant research collaborations achieved key milestones in 2019. ABBV-4083, an investigational compound that AbbVie is co-developing with Drugs for Neglected Diseases initiative (DNDi), had a successful End of Phase 1 meeting with the FDA. The project is a part of our pro bono research program, where more than 330 researchers and development experts contributed over 20,000 hours in 2019. A Phase 2 study in patients with river blindness will be conducted by DNDi with drug product and pro bono technical support from AbbVie.

Our collaboration with Calico, the Alphabet-backed life sciences company focused on aging-related research and therapeutics, saw the identification of the first two clinical candidates from the partnership. These compounds – one in oncology and one in neuroscience – will enter clinical trials in 2020.

We also announced the identification of the first several potential drug targets in our research collaboration with Mission Therapeutics on neurodegenerative diseases. In recognition of its significance and impact, the collaboration between Mission and AbbVie was shortlisted for Scrip's 2019 Best Partnership Alliance Award.

Investing in novel solutions also requires us to be courageous in the face of tough decisions and to learn from setbacks that are inevitable in the scientific process.

In 2019, we discontinued clinical development for some of our antibody-drug conjugates, most notably Rova-T and ABT-414, but have taken from this research key learnings that have helped to refocus our efforts on other proprietary antibody-drug conjugates.

Beyond moving compounds through the pipeline, we also helped to advance development science. Throughout 2019, our teams worked closely with the FDA and other regulatory agencies to define and realize the opportunities real-world evidence (RWE) offers for better medical care. AbbVie is also actively involved in a public-private research partnership with the Duke-Margolis Center for Health Policy, which published multiple papers exploring practical aspects of using real-world data in regulatory decision-making during the past year.



– Mohit Trikha, Ph.D.,
Vice President and
Head of Oncology Early
Development, AbbVie

"The best way to develop transformational medicines is through collaborations that bring together the brightest minds. This partnership with Scripps Research will collaboratively advance next-generation programs, build stronger relationships with proven and emerging scientific leaders and, most importantly, help us advance novel medicines for patients."

Working closely with regulators, we piloted the use of observational data and machine learning to improve the efficiency of drug development. For example, using advanced analysis methods to characterize existing data, our researchers were able to reduce the size of control groups for two clinical studies by half, supplemented by information already learned about control performance.

We continued to advance our efforts to measure the practical treatment outcomes that matter most in patients' everyday lives. Drug development often relies on data collected at pre-determined intervals using site-visit observations and retrospective patient surveys. The challenge is that not all relevant patient outcomes can be effectively measured using these techniques. To address these challenges, we have been building our knowledge and experience with the use of wearable digital tools to collect data from patients, both in the controlled trial setting and in the real-world setting. These tools provide objective measurement and remove the error associated with methods that rely on patient recall.

AbbVie researchers made important contributions to the effort to eliminate hepatitis C (HCV). The World Health Organization (WHO) has set a target to eliminate HCV by 2030, and AbbVie is committed to supporting that vision. Developing an effective strategy to eliminate a disease means knowing where affected patients are located and understanding the characteristics of those populations. AbbVie is using digital innovation to create the most comprehensive epidemiology resource available to those involved in developing and executing local strategies to eliminate HCV in the United States. We have integrated screening laboratory data from two large laboratory companies and applied machine learning techniques to fill gaps in the data. The result is a **resource** that states can use to evaluate progress toward elimination and adapt their strategies accordingly.

In 2019, we also formalized a collaboration with the Coalition for Global Hepatitis Elimination to support the development of tools and resources to track and advance progress toward HCV elimination around the world. AbbVie is supporting this work by providing key data insights, analyses and expertise around HCV burden and the path to elimination. View the Coalition's work [here](#).

Health outcomes research collaborations advancing patient care



Some real-world questions about the patient experience, such as optimal sequencing of newer treatments, cannot be answered through a regular clinical trial. AbbVie has partnered with Memorial Sloan Kettering Hospital and 25 investigators from leading institutions around the world on the Chronic Lymphocytic Leukemia (CLL) Collaborative Study of Real-World Evidence (CORE). It represents the largest cohort data to date on treatment sequencing in CLL.



HARMONY

AbbVie is a partner in the HARMONY Alliance, a public-private network designed to gather and analyze big data to uncover opportunities to speed the development of new treatments and more effective treatment strategies for patients with blood cancers. In 2019, the Alliance hit a key milestone, identifying data records for over 45,000 patients across Europe with blood cancer, hosted on a data platform that's one of the largest of its kind in the world.



Because we know that achieving lasting health impact takes more than medicine, we continued to provide broad patient support, to enable the best possible health outcomes.

In the U.S., our support programs help patients more fully understand their disease and the treatment they have been prescribed. Through these programs, we offer one-to-one education and support through personalized interactions, help patients adjust to the use of their medicine and, in some programs, provide lifestyle management support to further promote health.

Outside the U.S., our AbbVie Care program includes a wide range of disease- and country-specific patient programs that provide meaningful, informative and empowering support to patients who have been prescribed AbbVie medicines. These programs are tailored to the needs and regulations in each country and patient community.

AbbVie personnel do not give medical advice and are trained to direct patients to their health care professional for any treatment-related questions.



Key performance indicators

Investment and Innovation	2016	2017	2018	2019
Research and development investment (adjusted)	\$4.15B	\$4.83B	\$5.09B	\$4.98B
New product or indication approvals including indication expansions	9	7	9	9
Number of programs granted a designation by at least one major regulatory authority to expedite development or review	5	9	5	4
Percent of compounds in clinical development with a novel mechanism of action	67%	67%	72%	72%
Research hours donated to neglected tropical diseases, malaria and tuberculosis	21,583	30,006	39,945	20,621

Commitment: Steward our ethical and sustainable business

We maintain high standards of ethics, safety and quality.

Ethics

In order to make a positive long-term impact for patients, we must earn and maintain their trust by acting with integrity in everything we do. Through our [Code of Business Conduct](#) and our [Supplier Code of Conduct](#), we set clear expectations for appropriate behavior.

Our Code of Business Conduct applies to all employees globally and is available in 31 languages. Each year, all employees are required to complete training on the Code and certify that they will adhere to it.

We support our employees in upholding these expectations through additional policies and procedures, a robust training program, monitoring and auditing and a well-publicized disclosure program.

Our policies and procedures are designed to help ensure adherence to relevant laws and industry codes, including the U.S. Anti-Kickback Statute, U.S. Foreign Corrupt Practices Act, U.S. Physician Payments Sunshine Act, General Data Protection Regulation, EFPIA Code on Disclosure to Healthcare Professionals and Healthcare Organizations, IFPMA Code and PhRMA Code on Interactions with Health Care Professionals.

Research is foundational to our work. To have a lasting positive impact, we must conduct our research ethically, beginning in the lab and extending to the clinic.

While animal testing is required by law for the development of new medicines, we consistently apply the internationally accepted “3Rs” principles. This means that we seek to **reduce** the number of animals required to achieve research objectives when possible; **replace** animal studies with non-animal or sentient alternatives; and if animals must be studied, **refine** our practices to minimize any potential for pain and/or distress. [Our Commitment to Humane Care and Use of Animals](#) outlines our approach.

Safety

Every year, tens of thousands of patients worldwide participate in clinical trials of potential AbbVie medicines. It's because of these clinical trial participants that we can eventually bring medicines to many more patients. Their safety is our first priority.

We require all AbbVie clinical studies to be conducted in a manner consistent with the ethical principles outlined in the World Medical Association's [Declaration of Helsinki](#), and to adhere to applicable standards set by the International Council for Harmonisation of Technical Requirements for Pharmaceuticals for Human Use. This includes adherence to Good Clinical Practice, Good Laboratory Practice and Good Manufacturing Practice standards.

Once our medicines are approved and marketed, we maintain a robust pharmacovigilance program. Our safety team of physicians and scientists are recognized experts both within



and beyond the company, actively advancing the field in collaboration with academic scientists, health authorities and industry peers. Our integrated, multi-disciplinary approach and advanced technology are designed to identify potential safety signals early and minimize risk. We routinely achieve over 98 percent on-time expedited reporting of adverse events to FDA and the European Medicines Agency (EMA).

Quality

We have robust systems in place to ensure the medicines we manufacture are high quality and available when patients need them. Our Quality Council oversees our quality strategy and is accountable directly to our CEO. Highly skilled and experienced teams oversee every aspect of our manufacturing processes, from the suppliers who provide the inputs to the product delivered.

We use an integrated enterprise quality management system that complies with applicable standards from the International Organization for Standardization (ISO), the International Council for Harmonisation of Technical Requirements for Pharmaceuticals for Human Use and regulatory authorities. We use both internal and external audits to ensure ongoing product quality.

Though we produce many of the most critical components of our products in-house, we also purchase inputs from thousands of suppliers across the globe. From among these, we identify our most critical suppliers. This classification is based on many criteria, but the potential impact of a supplier issue on product efficacy, safety, availability or patient experience is paramount. For our most critical suppliers, we require strong controls and close involvement of AbbVie experts, including regular in-person and remote audits. Further, we continuously monitor the evolving legal and regulatory landscape to ensure that the chemicals, mixtures and commodities in our products, including purchased inputs, are compliant with applicable regulations.

Our global operations are subject to a wide range of risks that have potential to impact the continuity of our business, the supply of medicine for the patients who rely on them and our employees. Within Global Security, our Crisis Management function works across the enterprise to help ensure preparedness for and resilience to these risks. These risks include, but are not limited to, natural disasters, cyberattacks, security breaches and product-related issues such as supply chain interruptions, counterfeiting and diversion.

Counterfeiting and diversion of medicines pose risks to patient health and safety. Our Global Anti-Counterfeiting Steering Committee is responsible for identifying and mitigating these risks related to AbbVie medicines. They coordinate proactive strategies for preventing counterfeiting and diversion of our medicines and conduct routine monitoring to identify signals of possible counterfeiting or diversion. Our measures include visible and invisible product features to verify authenticity, multiple and overlapping product tracking methods from origin to destination and close partnership with local law enforcement authorities around the world.

We also take strong proactive measures to maintain the security of our supply chain. A secure supply chain helps to ensure not only quality but also a faster and more efficient process to reach customers and patients. To ensure the security of our materials as they move across borders, we participate in the Trusted Trader programs run by the U.S., E.U. and other customs authorities. Through these programs, U.S. Customs and Border Protection, E.U. customs authorities, as well as additional countries' customs authorities inspect and certify our security measures. The primary sources for AbbVie of finished commercial products are received by locations in Trusted Trader programs.



Our progress

Ethics

Our commitment to ethics and integrity remained a focus of sustained efforts. To complement our Principle of acting with integrity, we launched a Leading with Integrity communications campaign. People who manage others set the day-to-day expectations for our employees and provide the most visible example of our culture. The campaign reinforced our fundamental belief that a culture of integrity is essential to strong business performance because it supports high levels of quality, compliance and safety, builds trust and underpins strong partnerships.

In 2019, as in past years, all employees received AbbVie's annual training on our Code of Business Conduct, and employees in relevant functions received mandatory training on topics such as anti-corruption and anti-bribery, conflicts of interest, recognizing and reporting safety information, appropriate product promotion and appropriate interactions with health care providers and patient groups. Our compliance training is continually reviewed and updated as the environment and our business evolves to ensure employees are receiving the most relevant and timely information on these important topics.

In recognition of our transparency regarding political activities and donations, in 2019 we were again named to the Center for Political Accountability's list of "trendsetters" — the highest scoring tier — in their annual [CPA-Zicklin Index of Corporate Political Disclosure and Accountability](#).

The Global Animal Welfare and Comparative Medicine programs implemented a new training program in 2019 to further enhance the efficiency and effectiveness of our staff. These training improvements have enabled broader support for our animal programs. We continued to welcome employee volunteers in our canine enrichment program. Volunteers provide socialization, outdoor exercise, enrichment and pre-adoption acclimation for our research animals.

Two of our research sites underwent re-accreditation with AAALAC International, a private, nonprofit organization that promotes the humane treatment of animals in science through voluntary accreditation and assessment programs. As a result of this process, both our Massachusetts- and Illinois-based sites were granted "exemplary status" by this respected third party. Exemplary status is shared by only 2 percent of the AAALAC accredited units worldwide.

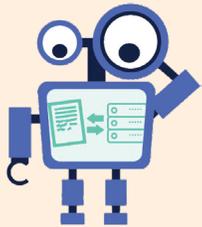
Our research teams continued to advance the 3Rs (reduce, replace, refine) for ethical treatment of animals. Through our 3Rs Impact Award Program, scientists who adopt and implement the 3Rs are acknowledged for their efforts. In 2019, 40 research teams were recognized for using advanced technologies, improved modeling and in vitro platforms to reduce the number of animals required and, where appropriate, replacing animal use.



Safety

Our Pharmacovigilance and Patient Safety teams advanced a key initiative to use large observational data sets to advance our post-marketing safety capabilities. By gathering and integrating large sets of observational data in the therapeutic areas and patient populations where our medicines are used, we are proactively building contextual knowledge to help us rapidly evaluate adverse event reports, respond to stakeholder questions quickly with high quality evidence and support improved decision-making for the health and safety of patients.

We launched AbbVie's first machine learning robot designed for use in a regulated setting. Nicknamed "Q," this virtual digital worker represents a significant advancement in our ongoing efforts to use automation to increase efficiency. The development and training of "bots" like Q is part of our strategy to proactively build internal knowledge and capabilities in this emerging space. As technical validation standards emerge over the coming years, we aim to be prepared to engage productively with regulators and to help advance the use of these techniques across the industry, for the benefit of patients.



Drawing on insights from data science, patient safety and human behavior, Q was developed through a collaboration between our safety team, our business technology team and students at the AbbVie Innovation Center at the University of Illinois Urbana-Champaign.

We continued to advance the knowledge, skills and effectiveness of our safety teams, from those working on the drug development process to those interacting with patients. For example, drug-induced liver injury (DILI) remains an issue of concern for patients and providers and the pharmaceutical industry. In 2019, our internal safety advisory groups hosted an educational forum for approximately 300 AbbVie R&D employees, led by four world-renowned expert hepatologists. The discussion focused on prediction, prevention and management of DILI and will help our teams collect the right data at the right intervals to better recognize DILI as a safety signal.

We are also using learnings and tools from behavioral science to enhance the ways we teach patients to use our medicines, with the goal of reducing medication errors and improving adherence. This year, we began to systematically incorporate the use of teach-back, an established health literacy technique, into our interactions with patients using our injectable medicines. Teach-back helps us to better understand how patients interpret the information we give them, which in turn allows us to further adapt our communications to address patient needs.



Quality

To ensure quality and regulatory compliance, AbbVie manufacturing sites received dozens of external inspections and audits. Most were from major regulatory health authorities such as the U.S. FDA, the European Medicines Agency and the Japanese Pharmaceuticals and Medical Devices Agency. None of these audits had findings resulting in production stoppages.

We conducted our own quality assessments and audits of our most critical suppliers to ensure they are upholding our quality standards. The frequency and method of supplier quality assessment is based on a detailed risk evaluation as specified in our supplier quality policies and procedures. In 2019, we conducted in-depth quality assessments of 491 supplier sites. We remained focused on those sites with the greatest potential to impact product efficacy and safety, aiming to assess each of these in-depth at least once every three years. In the three-year period ending December 31, 2019, we conducted detailed assessments of more than 95 percent of these sites at least once—some more frequently—with the majority of these assessments taking place in-person.

Our goal is to have no backordered medicines, as backorders can cause treatment interruptions and impact patient outcomes. We maintained a consistent supply to meet demand at nearly all times. In 2019, backorders comprised fewer than 0.01 percent of the total orders we filled. Our assurance of supply program is designed to help us maintain supply even in unpredictable circumstances, such as natural disasters or surges in demand. We identify and qualify backup suppliers, scan the environment for potential risks and plan for alternate scenarios.

In 2019, we implemented serialization of our medicines in Europe, in accordance with the E.U. Falsified Medicines Directive. We also optimized our global supply chain security and product protection system, which will allow us to continuously adapt to an increasingly complex supply chain landscape.

We expanded internal and external training on counterfeiting- and diversion-related risks and protocols. More than 380 AbbVie employees were educated and trained on topics such as the social and health risks of counterfeiting and diversion, common illicit trade practices and security protocols. We also trained more than 1,600 health care providers and law enforcement officials in higher-risk geographies on challenges and impacts associated with diverted and/or counterfeit medicines.

Key performance indicators

Ethics, Compliance, Safety and Quality	2016	2017	2018	2019
Number of employees certifying on the AbbVie Code of Business Conduct*	28,580	28,906	29,595	29,160
Number of regulatory inspections of AbbVie commercial manufacturing facilities	41	52	37	27
Rate of expedited adverse event reporting to EMA	>98%	>98%	>98%	>98%
Backorders as percentage of total orders	<0.01%	<0.01%	<0.01%	<0.01%
Number of supplier sites assessed in-depth for quality	488	540	474	491
Percentage of supplier sites with greatest impact on product quality and safety assessed in-depth†	32%	41%	41%	48%

* This figure fluctuates with the workforce.

† Some sites not assessed during the four-year period are new and still within the required audit window.

Commitment: Support long-term community strength

We advance patient, family and caregiver well-being through education and support.

Patients look to their families, caregivers and communities to play a pivotal role during their health journey. We want to help ensure they can receive broad care and support when it's needed most.

We support educational programs that equip patients with the knowledge and resources to understand their diseases. These programs help make connections with patient organizations, patient support activities, online programs and educational materials where they can learn more about their diseases and how to engage with other patients.

Each patient has a unique journey. The nonprofit organizations we support provide patients, loved ones and caregivers with necessary information and tools to manage their diseases. These resources empower them to be active participants in their health journeys. Some of the nonprofit organizations providing impactful programming include the National Parkinson's Foundation, Arthritis Foundation, PACKHealth, Leukemia Research Foundation and CancerCare.

We understand that the health care conditions we treat don't define the patients we serve. AbbVie offers scholarships to help patients reach their educational goals:

- AbbVie's **Cystic Fibrosis Scholarships** provide financial support to young adults with cystic fibrosis as they pursue undergraduate and graduate degrees in the United States. The program has awarded over \$3.3 million in scholarships in its history of more than 25 years.

- Additionally, the **U.S. Immunology Scholarship** aims to empower exceptional students living with inflammatory diseases to pursue an independent life through their unyielding determination. Since its inception in 2016, the program has awarded more than 100 scholarships to students living with immune-mediated conditions.

Science and medicine are constantly changing. Patients trust that their health care team is equipped with the latest information and resources to make the best choices for their treatment and help them navigate through it. AbbVie's support of independent scientific and medical education programs offers unbiased continuing education for experienced health care providers and scientists on current, new and emerging science.

We also provide funding for fellowships that allow health care providers who are new to their fields to continue their training and increase their experience and knowledge in their specialties of interest. Our hope is to close the gap in under-resourced fields by providing opportunities for the next generation of providers.



Our progress

In 2019, we continued our support for unique and innovative educational programs for both patients and providers.

We reached more than 415,000 patients through independent patient education grants and more than 580,000 health care providers through independent medical education grants. Some examples of programs we supported include:

- A program to encourage young physicians to explore their interest and opportunities in the field of rheumatology
- An educational award-winning program in inflammatory bowel disease that improved patient outcomes by addressing specific unmet educational needs in gastroenterology
- A digital health coaching program that helps patients live well with their disease

- Education in the hepatitis C community that breaks down barriers and moves the world closer toward elimination
- An initiative involving cancer patients, caregivers and health care providers working together to determine a customized treatment plan

Additionally, AbbVie was proud of the progress our partners made to help families thrive by providing family-centered care, using AbbVie’s significant charitable donations.

We provided financial support to nonprofit partners addressing challenges that directly affect a family’s emotional, psychological and financial well-being during a child’s illness.

Bolstering Partners to Support Sick Children and Their Families

In 2018, AbbVie made a historic donation to Ronald McDonald House Charities (RMHC) to help provide families the comforts of a “home away from home” while their child is hospitalized. In 2019, this support helped RMHC to offer new family-centered services to connect with communities at an additional 32 chapters. Essential social support services provided at RMHC Houses ensure the entire family – from child patients to parents to siblings – is cared for and comfortable, allowing the family to focus on healing and wellness.

In Mexico, the AbbVie Foundation is supporting Direct Relief’s Pediatric Cancer Family Support Program to address barriers, including non-medical challenges to pediatric cancer care. Direct Relief and local organization Casa de la Amistad (CDLA), or “House of Friends,” help families navigate their child’s cancer care, providing psychosocial support,

patient advocacy, transportation, lodging and more. CDLA also supports patients’ continued education, offering on-site classes for younger children and subsidizing transportation to and from school for older students who remain able to attend classes. Patients receiving CDLA support have demonstrated improved adherence and decreased mortality rates, nearly 50 percent lower than the national average. In 2019, the program’s fourth year, CDLA supported 613 children fighting cancer and their families and caregivers.

AbbVie’s \$5 million donation in 2018 enabled Family Reach, a national organization dedicated to eradicating financial barriers for families facing cancer, to serve 25 additional hospitals in 23 states. This expansion helped more than 2,900 additional families in immediate need.



Photo Credit: Direct Relief

“AbbVie’s unwavering support has been game changing for the cancer care community.”

– Joan Russo, Vice President of Development, Family Reach

“Even in the most difficult moments ... we had our family at Casa de la Amistad for emotional support.”

– Natali, mother to six-year old CDLA resident Leonardo

Building and supporting a diverse, high-performing workforce

For an innovation-driven company like AbbVie, the knowledge, ideas and capabilities that employees bring are critical. We're focused on attracting, retaining, developing and supporting the people who, working together, can advance our mission.

Embracing equality, diversity and inclusion (ED&I) is fundamental at AbbVie. We know that the best ideas can come from anywhere in the organization, so employees must be comfortable sharing their perspectives and challenging each other.

To maximize the performance of individuals and teams, we must help them build the capabilities that are most critical to our mission and success. We must also treat them with respect, provide a safe environment and support their well-being.

In this section:

We promote a diverse, inclusive workplace and invest in capability development to drive innovation

We protect human rights and workplace safety

We offer our people the resources and support they need to be at their personal best every day



Commitment: Use our expertise to improve health

We promote a diverse, inclusive workplace and invest in capability development to drive innovation.

Evidence shows that equality, diversity and inclusion (ED&I) in the workplace help to drive superior business performance. We embrace diverse backgrounds and perspectives and treat everyone equally, with dignity and respect, allowing us all to achieve our collective best.

Our CEO and executive leadership team oversee and take accountability for our ED&I strategy, actions, measurements and results.

Activating this strategy helps us innovate, understand our customers and attract and retain the best talent. We proactively engage talent from diverse backgrounds. A range of global programs ensures we attract and hire a diverse workforce, including women, people from all backgrounds and ethnicities and people with disabilities.

To support our diverse workforce, we must create an environment where all individuals can thrive. This means educating and engaging employees and leaders about inclusion. Our functional ED&I Councils and Employee Resource Groups (ERGs) promote awareness and appreciation of our diversity, ensuring people of all backgrounds can develop and thrive.

At AbbVie, our Talent Philosophy is the foundation of all that we do to drive performance. There are five elements that guide our thinking about talent and leading at AbbVie: Performance, Behaviors, Differentiation, Accountability and Transparency. Top talent is defined as employees who demonstrate all of these elements consistently over time.

We provide resources for the learning and development of all employees. Our year-long signature global program, Learn. Develop.Perform. (LDP), utilizes webinars, online tools and mobile resources to help close development gaps and identify the skills our leaders need. In 2019, more than 70 percent of global employees regularly engaged with LDP resources.

In addition, functional organizations have dedicated learning and development teams that provide training on function-specific knowledge and skills.

Our diverse and committed employees contribute in many ways to the economic and cultural vitality of their communities. We create business opportunity for thousands of suppliers in more than 131 countries and all U.S. States, the District of Columbia and Puerto Rico. Since 2016, we have conducted more than 130 detailed assessments of labor, health and safety in North America. Our Supplier Diversity program is designed to integrate small and diverse businesses into our supply chain. We offer opportunities for historically underutilized populations, including underrepresented populations, women, military veterans and others, to do business with AbbVie.

Employee Resource Groups (ERGs)



Our progress

In 2019, we implemented our new global ED&I strategy across the organization. This includes a five-year roadmap that defines key global focus areas, objectives, associated initiatives and implementation plans by function and geography. Our senior leaders have taken formal 2020 goals aligned with executing this strategy.

“At AbbVie we strive to create an inclusive culture where everyone is treated equally, with dignity and respect. When our employees embrace diverse backgrounds and perspective, we are all able to achieve our very best.”

– Julie Osborne, VP, Equality, Diversity and Inclusion



Expanded ED&I team

ED&I Strategic Pillars

Drive Awareness & Understanding	Attract & Source Talent	Develop & Engage Talent	Create Connections & Community	Build ED&I Employer Brand
Instilling an inclusive mindset in all leaders and employees	Proactively finding and engaging top talent	Creating opportunities for talent to thrive	Bringing people together to promote inclusion	Positioning AbbVie as an inclusive employer of choice

To help drive awareness and understanding, we implemented key initiatives. We held small group listening sessions where employees had the opportunity to listen to ED&I strategies and offer valuable feedback and ideas. In the U.S., we added Martin Luther King Jr. Day as a paid company holiday. Across the globe, we exhibited our belief that “Love is Love” by raising the Pride flag at multiple AbbVie locations. We were proud to host multiple cultural celebrations for Black History Month, Women’s Equality Day, Hispanic Heritage Month, Diwali, Kwanzaa, Veterans Day and more.

We continued to create connections and a sense of community through our ERGs. AbbVie was proud to introduce a new ERG, Ability at AbbVie, to support employees with disabilities, employees who have children with disabilities, caregivers and allies.

Key performance indicators

Equality, Diversity and Inclusion	2016	2017	2018	2019
Total employees	28,939	29,777	30,612	30,776
Female share of total workforce	52.9%	53.4%	53.2%	53.3%
Females in management positions	44.7%	46.9%	47.1%	48.0%
Females in top management positions (up to CEO -2)	35.0%	37.9%	34.8%	34.6%
Females on the Board of Directors	1/9	2/10	3/11	3/11
Proportion of U.S. employees who are members of underrepresented populations*	–	30.1%	31.4%	32.0%
Proportion of U.S. employees who are veterans*	3.2%	3.4%	3.8%	3.8%
Proportion of U.S. employees who have disabilities*	0.9%	1.2%	1.2%	1.2%

Except for total employees, figures exclude Pharmacyclics. *These figures are based on employee self-reporting.

In 2019, we focused on attracting and sourcing talent by launching formal partnerships with two historically black colleges and universities, Howard University and Florida A&M. We also provided emerging student leaders with opportunities for career development, mentoring support and to be immersed in our AbbVie culture.

We continued to develop and engage our talent through initiatives such as our global Women's Leadership Journey, which provides a broader awareness of and exposure to the skills and perspectives needed to excel into senior roles. Since its launch in 2018, 72 women have completed the program, with 37 percent representation from multicultural women.

Our Executive Diversity Mentoring Program (EDMP) aligns diverse key talent with our top 34 executive leaders for a one-year partnership. In its fifth year, women comprised 58 percent of U.S. EDMP participants, and 33 percent were multicultural women. In 2019, 25 percent of EDMP mentees were promoted.



Key performance indicators

Talent Attraction, Retention & Development	2016	2017	2018	2019
Overall turnover rate	9.2%	8.4%	8.6%	11.1%
Voluntary turnover rate	5.9%	5.3%	5.5%	6.6%
Employee engagement rate*	81%	—	84%	—
Percent of employees who indicate that AbbVie equips them well to perform in their role*	76%	—	79%	—

*Source: Employee Survey, which is conducted every two years. Percentage favorable responses ("agree" or "strongly agree") to the following questions:

- I have the tools and resources to do my job well.
- I have opportunities to learn new skills that help me succeed.

In 2019, we purchased goods and services valued at more than \$13.8 billion from suppliers around the world.

This included more than \$930 million from approximately 2,000 small and diverse businesses in North America, including Puerto Rico. Our Environmental, Health and Safety team, in partnership with our office of Supplier Diversity, offers support to small and diverse suppliers with pro bono services including environmental, health and safety (EHS) audits and sustainability training. Other supplier development activities consist of annual mentoring on a variety of topics by our experienced teams..

In 2019, AbbVie was named Corporation of the Year by Diversity Alliance for Science, in recognition of our ongoing commitment to mentorship and development of small and diverse suppliers.

Key performance indicators

Supplier Spend and Diversity	2016	2017	2018	2019
Total supplier spend (worldwide)	\$8.2B	\$9.7B	\$13.3B	\$13.8B
Total spend with small and diverse suppliers (millions)	\$516	\$741	\$894	\$934

Embracing Equality, Diversity and Inclusion Around the World

As part of our commitment to ED&I, AbbVie affiliates around the world are implementing programs that resonate with their unique cultures and employee needs.

Brazil and Ireland: Committing to inclusion for all people with disabilities

Disability manifests in many forms, some not as readily visible as others. We recognize that an environment where all voices are heard and valued is vital to employees' ability to bring their best selves to work.



“No one should feel like they can't ask for the help if they need it, because at AbbVie they believe in supporting you to perform to the best of your ability and will support you on your journey.”

– Jade Bradley, AbbVie employee in Ballytivnan, Sligo, **Ireland**. Jade has dyslexia and requested specific software to support her work. The software was quickly added to our resource library and is now available for all employees.

In **Brazil**, the recently launched Equality, Diversity & Inclusion Committee sponsors events throughout the year to celebrate disability awareness, raising the voices of those with disabilities and striving to normalize their experience. People managers have undergone training to disrupt bias that can stigmatize people with disabilities.

Australia and New Zealand: Raising awareness for mental health in the workplace

Research shows mental health is one of Australia's greatest workplace challenges. In late 2018, AbbVie conducted research, using both surveys and focus groups, to better understand the well-being of our workforce. The results showed that few staff felt comfortable talking about their mental well-being with colleagues, and that there was an immediate need to destigmatize issues around mental health.

In February 2019, AbbVie **Australia** and **New Zealand** launched a new mental health strategy. A key part of the program focused on providing employees with training, tools and tactics to improve their mental health, help manage stress and help employees better facilitate open and honest conversations about mental health in the workplace. A follow-up survey has demonstrated that this new mental health strategy has given many more employees the confidence to speak openly about their mental health.

Japan: Increasing workplace flexibility to support families

Many teams across affiliates are introducing flexible work policies to accommodate the personal needs of employees. AbbVie **Japan** has introduced an “Anytime, Anywhere” policy to increase flexibility for employees needing to care for family members.



Takashi Nishimura took paternity leave, which is very uncommon in Japan, and was able not only to provide childcare for his young son, but also to shift the image of paternity leave in his community.



Fumiyo Aoki was able to care for her aging parents who live far from Tokyo. With the support of her manager and team, Fumiyo was given the time and space needed to provide for their needs at a critical time.

Commitment: Steward our ethical and sustainable business

We protect human rights and workplace safety.

We recognize that we are part of a broader ecosystem of partners and collaborators. The lives of our employees and the lives of those we touch through our work at AbbVie are the most important part of our business and we are committed to protecting their fundamental human rights. We believe in the inherent dignity of every human being. We uphold and respect individual rights as set out in the [Universal Declaration of Human Rights](#), focusing on preventing, mitigating and remedying any adverse human rights impacts across our value chain. Our [Commitment to Human Rights](#) describes the ways in which we ensure respect for all people, including our employees, contractors, suppliers and patients.

Ensuring the safety of our employees across our workplaces is one of our cornerstone commitments to human rights. We provide comprehensive workplace safety training for all employees, as appropriate for their environment. Our guiding philosophy is called *Zero. Believe It. Achieve It.*, which reflects the core belief that every environmental, health and safety incident is preventable if each employee adopts a preventative mindset.

We also obtain external certifications for workplace safety. All of our manufacturing sites are certified to the international standards for safety associated with OHSAS-18001 (three sites) or ISO 450001 (nine sites). All OHSAS-18001 certified sites will move to ISO 45001 by end of 2021.

Key performance indicators

Workplace Safety	2016	2017	2018	2019
Recordable incident rate (per 200,000 hours worked)*	0.30	0.28	0.27	0.25
Lost time incident rate (per 200,000 hours worked)*	0.10	0.06	0.05	0.09

* Data reported in 2016-2018 has been restated due to changes in classification of injury/illness cases post year. Periodically, cases will change Recordability or Lost Time status based on medical case management.

Our progress

In 2019, we continued to lead the industry in employee health and safety. Since our launch as an independent company, we have been the Dow Jones Sustainability Index (DJSI) leader in occupational health and safety across the biotechnology industry, reflecting our commitment to continuously improving our best-in-class safety programs.

We demonstrated our commitment to workplace safety through initiatives such as the STOP Program for Frontline Supervision, a safety training observation program designed to reduce workplace injuries and illnesses through training, peer-to-peer support and coaching. This program aligns with our culture of risk anticipation and is intended to improve our detection and elimination of EHS incidents. To date, more than 650 supervisors have received training globally.

We also continued our involvement with the Pharmaceutical Supply Chain Initiative that promotes responsible practices in labor, health, safety and environmental sustainability in supply chains.

In 2019, we updated our anti-harassment training in the U.S., administering new training modules for both employees and managers. A total of 13,865 employees received the training.



Commitment: Support long-term community strength

We offer our people the support they need to be at their personal best every day.

To be effective at work, employees must also be able to meet their personal, family and community needs and obligations. That's why we provide programs to support employee health, well-being and work-life balance.

Our comprehensive and competitive suite of benefits ranges from medical and dental coverage to retirement, disability and life insurance programs.

AbbVie Vitality is our approach to employee well-being. The program encompasses a wide range of local and global events, programs, resources and tools including:

- Seminars and online resources on health-related topics, such as stress management, nutrition, safety and work-life balance
- Health promotion programs, including for diabetes, cancer and weight management
- Mental health awareness campaigns and employee assistance programs in several countries
- Financial and well-being support, including retirement programs and online and in-person learning and seminars
- Heart-healthy offerings and campaigns in many company cafeterias

- On-site health screenings and immunizations in several countries
- On-site fitness and rehabilitation centers
- **AbbVie in Motion**, a four-week global team competition encouraging fitness and resilience. In 2019, nearly 8,200 employees in 59 countries participated in AbbVie in Motion, logging an average of 20 hours of exercise per employee over the course of the program.
- **AbbVie World of Well-Being**, a global health awareness program that offers activities to improve employees' overall health, well-being and performance, including a variety of local events. Employee engagement has grown more than 10 percent since 2018.

We also support work-life balance and flexibility to help our employees sustain high performance, productivity and engagement. We provide managers and their teams with tools, tips and guidelines on effectively managing workloads, managing teams from a distance and supporting flexible work practices.



Our progress

In 2019, we continued our focus on the well-being of our employees and their families. We encouraged our employees to ask for help, whether in their personal or professional lives. AbbVie implemented the Family Care Navigator program on March 1, 2019, a customized advocacy program that helps U.S. employee members navigate their mental health benefits with special focus on accessing pediatric care, including a primary contact to manage cases and provide patient advocacy.

We continued our focus on mental health through an awareness campaign in May 2019 in alignment with Mental Health Awareness Month in the U.S. The goal of the campaign was to provide information and statistics on common conditions (e.g., anxiety, depression, substance abuse disorders) affecting many adults and adolescents in an effort to eliminate the stigma and guide employees to help. We reinforced the availability of AbbVie and external resources, including the Employee Assistance Program, that employees, as well as their spouse/domestic partner and dependents, can use for support and financial assistance.

We received a Gold distinction from Best Employers: Excellence in Health & Well-being. Awarded by the National Business Group on Health, this award recognizes the best workforce well-being programs in the U.S., particularly those with a holistic approach to well-being, encompassing financial, emotional, social and community aspects. It further recognizes a connection between employee well-being and key business outcomes.

We also have industry-leading parental leave policies and on-site daycare to support our working parents. In addition, all U.S. employees are permitted to use up to two days of paid work time to volunteer in the community.

In 2019, the AbbVie Employee Assistance Fund (AEAF) became fully operational, working to support our employees around the world. The AEAF funds programs that offer employees assistance at two pivotal moments – when a child goes to college and when disaster strikes. The goal of the AEAF is to offer resources to employees and their families when they need it most.

The AbbVie Employee Assistance Fund: First Year of Operation

AbbVie Possibilities Scholarship Program

The AbbVie Possibilities Scholarship is offered globally to children of AbbVie employees. Students may apply for an annual merit-based scholarship of up to \$5,000 for use at accredited colleges, universities or vocational-technical schools. In the inaugural year of the program, **over 300 scholarships were awarded** to children of AbbVie employees from 25 countries.

“Despite their humble lives, my parents achieved their dream. Now, I pursue mine, with my parents as inspiration.”

– Scholarship Recipient, Mexico



Parents of AbbVie Possibilities Scholarship Program recipients

Employee Relief Program

We know that day-to-day life can be negatively impacted by circumstances outside of our control. When the unexpected happens – a disaster or personal hardship – employees can access financial assistance through our Employee Relief Program. The program helps ensure the safety and well-being of our employees around the world. In its first 8 months, the program provided financial assistance to **employees from over 12 countries.**

“AbbVie’s generosity reaches across the organization and demonstrates that caring for those who contribute daily is a core value they honor and act upon... As an employee, knowing that there is hope and support when coping with and managing through an unexpected life-event is priceless.”

– U.S. field-based employee

Making positive contributions to society

As a biopharmaceutical company, our opportunity to make positive contributions to society starts with the innovative medicines we discover, develop and deliver. Making them accessible to patients who need them is a critical part of our contribution. However, for people without reliable access to health care services, medicines alone aren't enough. That's why we support community-based programs that enhance access to health care more broadly.

We also know that good health requires a healthy environment and that climate change will increasingly impact human health. We hold ourselves accountable for sustainably running our business and reducing our impact on the environment.

Giving back is an integral part of who we are. We recognize that a corporation with global scale and unique resources has the responsibility to use those resources for social good. That's why we encourage our employees to be engaged with their communities and support their volunteerism. And it's why we provide philanthropic support to build long-term community strength.

In this section:

We give our medicines, expertise and funding to address the health needs of the underserved

We prioritize environmental sustainability across our business and supply chain

We support communities through economic activity, employee community engagement and philanthropy



Commitment: Use our expertise to improve health

We give our medicines, expertise and funding to address the health needs of the underserved.

At AbbVie, we believe patients need access to quality and affordable medicines. We continuously strive to improve health outcomes and increase access to health care services and our medicines for patients around the world. AbbVie partners with stakeholders on interventions to help build health care capacity, increase the quality and frequency of health worker training and educate patients about disease awareness, symptom management and treatment options.

Our approach to access is tailored on a product- and country-specific basis. We consider a range of factors including local disease burden, health and economic value of the medicine, ability to pay and budget impact and other factors impacting disease-specific outcomes, as well as the sustainability of different access strategies for the countries' health care system and our business. With these factors in mind, we utilize a number of strategies to address access-related issues including pricing and reimbursement models, patient financial assistance programs, intellectual property licensing, product donation and support for local capacity-building programs.

Our commitment to acting responsibly extends to drug pricing. AbbVie evaluates specific pricing decisions on an annual basis with careful consideration of a variety of factors. Since 2017, AbbVie has publicly committed to taking no more than one single-digit price increase.

We contribute to the World Intellectual Property Organization's Patent Information Initiative for Medicines (Pat-INFORMED) database, which is designed to help facilitate access to medicines globally. The database provides patent information on medicines for HIV/AIDS, cardiovascular diseases, diabetes, hepatitis C, oncology, respiratory conditions and other products on the WHO Essential Medicines List.

Through our medicine donation programs, we provide medicines for people who would have no other means of accessing them. We have seven ongoing medicine donation partnerships with organizations providing care in low- and middle-income countries. We support access to surgical care by donating our general anesthesia treatment for use in free surgeries. We further donate medicines for use in disaster relief efforts and in response to humanitarian crises. Since 2013, we have donated medicines for use in over 100 countries.

We also partner with nonprofit organizations working to strengthen health systems. The AbbVie Foundation supports community-based programs that enhance access to health care for the underserved.



Since 2013, the AbbVie Foundation has supported the **Baylor College of Medicine International Pediatric AIDS Initiative (BIPAI)** in providing a holistic approach to HIV care and treatment, including prevention, comprehensive medical care and psychosocial support in Romania and Malawi.



The AbbVie Foundation continues its long-term partnership with **AMPATH (the Academic Model Providing Access to Healthcare)**, seeking to make health care achievable and sustainable in Kenya by helping to advance the vision of universal health coverage for all Kenyans and developing an integrated approach to care that serves hard-to-reach populations and addresses multiple health challenges.



The AbbVie Foundation similarly supports **Partners In Health's** innovative community health programs, which strengthen the capacity of community health workers in parts of Mexico and Peru. Support from the AbbVie Foundation has enabled Partners in Health to add four new clinic service areas to its community health worker program in Mexico.



Complementing AbbVie's pro bono research program on neglected tropical diseases, the AbbVie Foundation maintains a long-term partnership with **MAP International**, supporting their multi-faceted, community-based approach to Chagas disease prevention and management in Bolivia, which includes training community health workers, health education and diagnosis and treatment support.

Our progress

In 2019, we expanded our U.S. patient assistance program, which provides free AbbVie medicines to qualifying patients.

We gave the program a new name, myAbbVie Assist, expanded eligibility for the program, simplified the application process and conducted an awareness campaign to ensure that qualifying patients knew of the program. myAbbVie Assist provided free AbbVie medicine, including many of our newest medicines, to over 89,000 patients in 2019, up from nearly 81,000 patients in 2018. Information about eligibility for myAbbVie Assist and other savings programs is available at abbvie.com/patients.

In China, QC Tools, a suite of HIV/AIDS case management tools developed with AbbVie support, achieved adoption by 18 provinces that collectively house 90 percent of the country's HIV/AIDS patients.

QC Tools is part of an approach developed collaboratively with Chinese health organizations and provincial AIDS administrators to help China address a surge in HIV/AIDS patients by sharing information to get them into treatment faster. In 2019, we also worked with China's largest health publishing group to build a series of smartphone-based e-learning platforms called AIDS Hub, which provides information to health care providers to address the growing needs of their patient populations. Within three months of its initial launch, AIDS Hub published 532 courses and registered 4,100 health care providers. Together, these tools are helping China progress toward 90-90-90 targets set by the Joint UN Programme on HIV and AIDS. Read more about the targets [here](#).

We engaged with key policymakers, scientists, clinicians and patient leaders in dialogue about how to build, fund and implement successful cancer control programs at The Economist's 2019 War on Cancer event in Mexico City.

AbbVie sponsored a panel discussion on the needs of patients with blood cancers, to help ensure they are part of the public health agenda and addressed in the national cancer plans being developed by the government of Mexico. AbbVie is collaborating with the Mexican Institute of Social Security to further document the burden of blood cancers in Mexico, and with local patient organizations on policy briefs to further inform national cancer plans.

We established an innovative partnership with the U.S. state of Washington to help eliminate hepatitis C in the state.

The collaboration includes a modified subscription-type pricing model for our pan-genotypic medicine, complemented by AbbVie support for a range of initiatives designed to help find, screen and link patients to treatment, and advance the knowledge and skills of nurses on the front lines of the elimination effort. Globally, AbbVie supports approximately 300 micro-elimination projects focused on eliminating HCV in targeted populations or geographies. Many of these programs are helping to address challenges key populations face in accessing care.

“We were looking for a partnership because we really want to break through these barriers. It's not just about the price of a treatment; we need help across the entire spectrum of care. That's why we're really excited by the experience and support that AbbVie brings to the table.”

– Judy Zerzan, M.D., Chief Medical Officer, Washington State Health Care Authority



Key performance indicators

Expanding access to health care and our medicines	2016	2017	2018	2019
U.S. patients provided medicine at no cost through the myAbbVie Assist patient assistance program	78,745	76,692	80,871	89,122

Commitment: Steward our Ethical and Sustainable Business

We prioritize environmental sustainability across our business and supply chain.

At AbbVie, we believe in the importance of a healthy environment and the sustainable use of natural resources. We work to advance the sustainability of our global operations by reducing the energy and water we consume, and by reducing the waste we generate. We also monitor our operations to ensure that the manufacture, use and disposal of our medicines do not adversely affect the environment or human health.

We use robust environmental and energy management systems. All of our manufacturing sites have ISO 14001 certification for effective environmental management systems, ten have ISO 50001 certification for effective energy management systems and we are working toward two additional ISO 50001 certifications.

We have set ambitious, long-term environmental sustainability targets for absolute reductions to carbon emissions, water use and waste generation, striving for zero waste to landfill at our sites, while driving increases in renewable electricity. Through participation in CDP, we are transparent about our efforts and our impacts.

We also expect our suppliers to join us in our efforts to protect the environment. As stated in our [Supplier Code of Conduct](#), we expect that “suppliers shall operate in an environmentally efficient manner and shall strive to minimize adverse impacts on the environment.” Our supplier sustainability audits include a robust assessment of the environmental stewardship practices of key suppliers.

Through our sustainable procurement policy, we prioritize the selection of suppliers and purchased goods that have lower impact on the environment when compared with competing products.

View our commitment to [environmental stewardship](#) and our position on [global climate change](#) for additional information.

AbbVie environmental targets (all changes are relative to 2015 baseline)

	2025 Target	2035 Target
 Reduce absolute carbon emissions (scope 1 & scope 2 – market based)	25%	50%
 Increase percentage of electricity purchased from renewable sources (excluding leased commercial offices)	50%	100%
 Reduce absolute water withdrawal (including non-contact cooling water)	20%	50%
 Reduce absolute total hazardous and non-hazardous waste generated (excluding construction and demolition waste)	20%	—
 Achieve and maintain combined recycling rate for hazardous & non-hazardous waste (excluding construction and demolition waste)	50%	—
 Achieve zero waste to landfill (excluding leased offices)	—	100%

Our progress

2019 marked the inaugural year for a new environmental sustainability strategy focused on reducing our environmental footprint, growing sustainably and inspiring, educating and engaging our workforce to steward sustainability within and beyond AbbVie. The strategy is grounded in three key pillars: operate responsibly, sustainable growth and innovate and inspire. We have made notable progress this year in each area of focus.

We have continued to make progress on our absolute environmental sustainability targets relative to our 2015 baseline. Since 2015, we have reduced our absolute carbon dioxide emissions (scope 1 and 2) by more than 16 percent, over halfway to our 2025 target of 25 percent. We increased the percentage of purchased electricity from renewable sources to more than 24 percent, up from 9 percent in 2016 and almost halfway to our 2025 target of 50 percent.

Reduction in carbon emissions is being achieved largely through investment in technology, infrastructure and processes to increase energy efficiency. In our Barceloneta, Puerto Rico plant, we installed a new combined heat and energy system that is more energy efficient and reduces SO_x, NO_x and particulate matter emissions. We continue to expand the use of electric and hybrid vehicles in our fleets. We also increased the amount of renewable electricity that we purchased to power sites in North America.

We reduced water consumption through continued investment in new technology. At our North Chicago sites, we implemented a new process for generating purified water for our manufacturing operations, resulting in annual projected reductions of over 110,000 cubic meters (25 million gallons) of water consumption. Using new meters, the team at our Sligo-Manorhamilton site in Ireland has identified water-saving projects delivering over 28,000 cubic meters of water savings annually.

We completed two significant waste reduction projects in 2019. By installing an on-site wastewater treatment unit at our Sligo-Manorhamilton site, we are able to remove all of the active pharmaceutical content from the cleaning process wastewater, resulting in an estimated 70 percent reduction in hazardous waste generated at the site going forward. We also completed a non-hazardous waste reduction project at our North Chicago site that allows us to repurpose a portion of the waste for offsite beneficial use, resulting in an estimated annual reduction of 740 metric tons (1.6 million pounds) of waste to landfill.

As we seek to grow our business, we are taking steps to ensure we are incorporating environmental sustainability into our plans and programs. Over the past year, we have updated our Global Facility Design Guidelines to integrate more than 100 environmental sustainability opportunities and best practices applicable to new, renovated and leased AbbVie buildings worldwide.

Key performance indicators

Environmental Sustainability	2016	2017	2018	2019
Change in absolute carbon emissions vs. 2015 baseline* (scope 1 and scope 2, market based) [2025 target: -25%]	-8%	-13%	-13%	-16%
Change in absolute water withdrawal vs. 2015 baseline* (includes non-contact cooling water)** [2025 target: -20%]	+4%	+1%	+4%	-6%
Change in absolute water consumption** vs. 2015 (excludes non-contact cooling water)**	-5%	-12%	-11%	-12%
Combined recycling rate for hazardous and non-hazardous waste (excluding construction & demolition) [2025 target: 50%]	37%	37%	32%	35%
Percentage of global waste diverted from landfills (annually) **, + (excluding construction & demolition)	77%	83%	85%	88%
Percentage of electricity purchased from renewable sources (excluding leased facilities) [2025 target: 50%]	9%	16%	20%	25%

*Figures exclude two R&D facilities which were not included in the 2015 baseline.

**This key performance metric includes manufacturing and R&D, which account for the majority of our operations.

+Includes waste disposed of in the following manner: beneficial use, recycled, composted, treated, fuel blending, incinerated with energy recovery and incinerated without energy recovery.

**Non-contact cooling water is returned to the source in the same amount and with the same quality as was withdrawn. The increase we've seen in our non-contact cooling water use is generally due to seasonal variations in source water temperatures.

Spark: Inspiring AbbVie Employees to Innovate for Sustainability

Our global workforce is one of our most powerful tools in driving sustainability through our operations and beyond. To harness their ideas, in 2019, we launched the Spark Innovation Accelerator, an internal incubator for employee-driven sustainability proposals focused on accelerating our efforts to reduce energy, water and waste.

Our Global Sustainability and Business Technology Solutions teams recognized the need to explore more innovative sustainability solutions and the heightened interest among the broader base of AbbVie employees in being part of our sustainability efforts.

Spark Innovation invites employees across the enterprise to submit proposals for new ways to reduce AbbVie's environmental impact and help us achieve our environmental sustainability targets.

The response to Spark Innovation has been tremendous. In this first year, more than 130 individuals from over 20 sites submitted a total of 110 ideas. Bringing both cross-functional expertise and passion, they volunteered their time to developing impactful proposals.

The winning ideas represented teams from Chicago, Puerto Rico, Ireland, Germany and Singapore. Each winning team is piloting its ideas and sharing monthly progress on a global website for all employees to follow along.



Members of the Spark Innovation Steering Committee review finalist pitches

Ingraining Sustainability into Our Work Across Ireland – Both Inside and Outside the Office

Ireland is home to three AbbVie manufacturing sites in Cork and Sligo and two offices in Dublin. Our Irish workforce, which comprises more than 700 employees in all, has taken a leadership position on sustainability.

Established in 2019, Team Evergreen, the affiliate's cross-site, cross-functional working group focusing on "green" solutions, has already implemented a number of highly impactful initiatives at our operations and commercial sites. The group is focused on identifying, implementing and sharing best practices across sites, within their communities and with other affiliates.

Team Evergreen's work has been celebrated by a number of national, regional and international groups, demonstrating excellence in terms of sustainability and environmental awareness-raising. Recent accolades include Facilities Management Award for CSR Initiative of the Year, Pharma Industry Awards Company of the Year and American Chamber of Commerce in Ireland Créafóg (earth) Award.



AbbVie Evergreen

...sustaining our business



Team Evergreen members alongside newly installed electric car charging ports

Commitment: Steward our Ethical and Sustainable Business

We support communities through economic activity, employee community engagement and philanthropy.

At AbbVie, involvement in our communities covers a spectrum of engagement. Not only do we provide funding to nonprofits through the AbbVie Foundation, but we apply our hands and minds to serve our communities.

Since the company's inception in 2013, AbbVie and the AbbVie Foundation have contributed significant funding directly into the North Chicago community immediately surrounding our global headquarters. Through the work of more than 30 local nonprofit organizations, our contributions have helped to build the district's first preschool, renovate libraries, classrooms, athletic facilities and activity rooms and fund the adoption of new math and reading curricula.

Natural disasters can cause injury, illness, death, homelessness and economic loss. Through our disaster relief program, we help communities recover from disasters and become more resilient for the future. Our program has helped communities impacted by nearly 50 disasters in more than 25 countries on 6 continents.

Our North America employee giving and matching program encourages employees to make charitable donations to eligible nonprofit organizations. Through an online platform supported by AbbVie, employees, retirees and former and current members of the Board of Directors may make contributions to charities of their choice. The AbbVie Foundation matches those contributions dollar for dollar, up to \$5,000. Each year we run the Employee Giving Campaign to encourage participation in the program. We consistently exceed 85 percent employee participation in the campaign.

Community engagement is an integral part of AbbVie's culture and we encourage our employees to give back through volunteering. About one quarter of AbbVie employees volunteer annually through programs sponsored by AbbVie or the AbbVie Foundation. In recognition of this culture, [Great Place to Work®](#) and [PEOPLE](#) named AbbVie as one of PEOPLE's "50 Companies That Care." AbbVie ranked No. 25 on this list that highlights the top U.S. companies that have succeeded in business while also demonstrating outstanding respect, care and concern for their employees, their communities and the environment.

AbbVie employees engage with students in their communities through educational programs sponsored by the AbbVie Foundation. In North Chicago, the AbbVie STEM (Science, Technology, Engineering, Math) Challenge was developed in partnership with the Illinois Science and Technology Institute to enable students from the local high school to explore potential careers in science.

We work with critical partners toward these ends. For example, we've established a long-term relationship with North Chicago Community Partners (NCCP), an organization whose mission is to address the lack of support for academic challenges facing children in this under-resourced community. Through NCCP, AbbVie provides support, financial and otherwise, to strengthen the community holistically – from nurturing students academically, to bolstering health and social services.

In China, employees worked with the Shanghai Children's Medical Center, where children are undergoing treatment for serious illnesses. Even though the hospitalized children face life-threatening diseases, their desire to learn remains strong.

The AbbVie Foundation's SEEK (Science, Engineering, Exploration, Knowledge) program introduces children ages 5–14 to science and engineering with the goal of filling the gap in STEM education around the world. In China, employees worked with the Shanghai Children's Medical Center, where children are undergoing treatment for serious illnesses. Even though the hospitalized children face life-threatening diseases, their desire to learn remains strong. SEEK has enhanced the education of close to 300 children in Asia, primarily in classrooms and hospitals across four major cities in China and in Japan starting in 2016. AbbVie scientists shaped the SEEK curriculum, with a group of female engineers developing the engineering module and advocating for robust curriculum. Today, the program is offered in 12 languages across multiple countries, including Brazil, China, Colombia, Germany, Japan, Malawi, Singapore, Switzerland, Vietnam and the United States.

Through our spectrum of employee engagement, from giving and matching to hands-on and skills-based volunteering, we have harnessed the power of our global employee base to make a difference throughout the world.



Our progress

In its sixth year, our signature global volunteer event, Week of Possibilities, saw AbbVie employees in 50 countries donate more than 40,000 hours of community service.

Through that event and other projects throughout the year, AbbVie employees volunteered a total of 68,422 hours during work time in 2019. In addition, over 12,000 employees – 85 percent of those eligible and triple the industry standard – participated in our North America employee giving and matching program, generating \$13.8 million to benefit more than 6,000 charities.

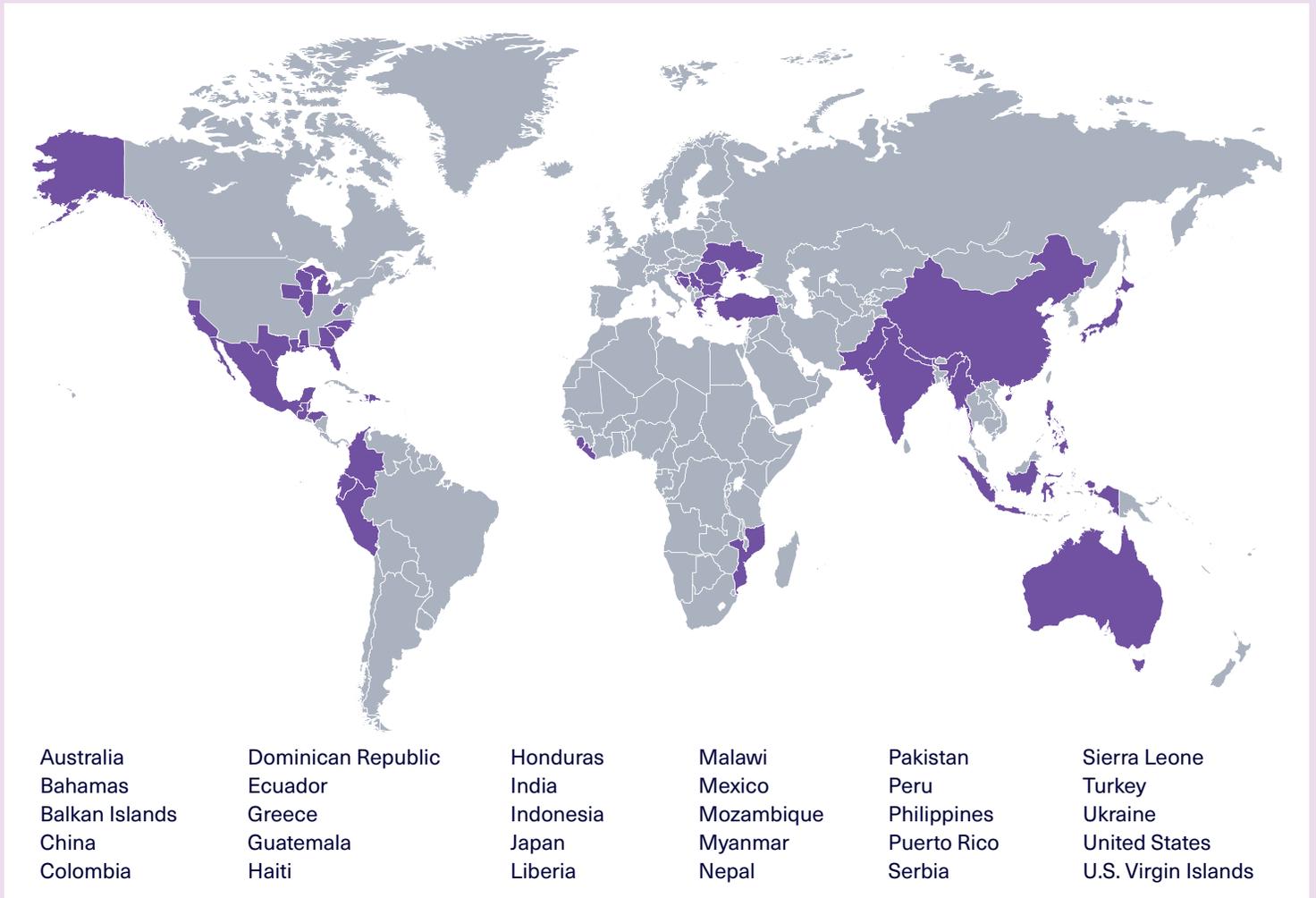
Starting in 2018, through our legal pro bono program, AbbVie attorneys and legal staff have taken on 14 asylum cases, donating their time and skills to represent people seeking asylum in the United States on grounds of political and gender persecution. They have teamed up with the National Immigrant Justice Center (NIJC), a nonprofit that provides legal services to immigrants and asylum seekers.

Without a lawyer, non-detained asylum seekers prevail in only 13 percent of cases, while legal representation increases their chances of success to 74 percent. On July 1, 2019, the Chicago Asylum Office granted permanent asylum to one of our pro bono clients. We are proud to be part of protecting human rights and hopeful for more positive outcomes in the future.

In 2019, AbbVie launched a pro bono program, Possibilities Pros, with Taproot Foundation during Week of Possibilities, pairing the minds of 50 employees with 11 local nonprofits to walk through half-day design thinking session to address issues such as marketing, project management, IT and human resource challenges.

As a committed employer in Puerto Rico, we were proud of the progress made by our partners, Direct Relief and Habitat for Humanity, in moving the Puerto Rico community from recovery to resilience in the wake of Hurricanes Maria and Irma and the more recent earthquakes to hit the area.

AbbVie disaster relief contributions, 2013–2019



Education to Support the Whole Child

The United Nations Sustainable Development Goal (SDG) 4 focuses on ensuring quality education around the world. Supporting educational programs and related services for school-age children is a philanthropic priority for AbbVie and the AbbVie Foundation, and we are proud to partner with leading organizations in this space. In 2018, we deepened our commitment to education in the U.S. by making a series of major donations. We are already seeing significant results from these partnerships.

Communities In Schools: Communities In Schools (CIS) offers essential support services to provide at-risk students an equitable opportunity to excel in the classroom and beyond. With AbbVie's support, CIS expanded its reach to 152 more schools, serving 100,000 more students, including children in 16 high-need Chicago public schools. Through CIS programs nationwide, students benefit from targeted support to help schools address chronic absenteeism, improve school climate, close the opportunity gap and help students prepare for college and career.

At a school in Chicago's South Side, Rasnick F., known affectionately by her students as "Ms. Razz," provides ongoing support through mentorship to 50 at-risk students.

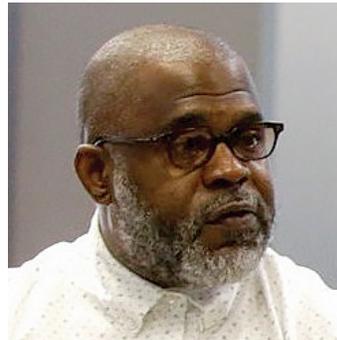


Ms. Razz (Photo credit: Communities In Schools)

"I see potential in [my student] – he can serve as a leader at school and at home."

– Rasnick F., CIS Chicago Student Supports Manager

The University of Chicago Education Lab: Through an AbbVie donation, the University of Chicago Education Lab expanded its partnership with Chicago Public Schools, supporting work to implement, evaluate and scale promising solutions in education. In 2019, the Education Lab partnered with nonprofit organizations across the city to pilot programs in nine alternative and neighborhood high schools, with the potential to impact thousands of students. AbbVie's support further allowed the Choose to Change program (C2C) – a partnership between Youth Advocate Programs, Inc. and Children's Home & Aid – to expand trauma-informed services to more than 200 students. Education Lab researchers found that youth who participate in C2C experience a nearly 50 percent reduction in violent crime arrests and have higher school attendance rates.



Chris Sutton (Photo credit: Newsy—Jamal Adress and Madeline Carl)

"The only thing that we do is refuse to take no for an answer."

– Chris Sutton, Program Director, Youth Advocate Programs on C2C philosophy for its students

City Year: With AbbVie's funding, City Year has significantly expanded its work in STEM (Science, Technology, Engineering and Math) programming as a result of AbbVie's partnership. City Year increased math and literacy support in 58 more schools, reaching 45,000 students, and provided new curricula and training services to more than 85 schools nationwide. They are providing daily academic and social-emotional supports for 226,000 students in 350 systemically under-resourced schools across 29 cities during the 2019–2020 school year. Within AbbVie's hometown of Chicago, City Year expanded its impact in 31 schools, serving 16,000 students.



City Year at work

Building Resilience in the Puerto Rico Health System



The 2017 hurricanes that ravaged Puerto Rico hit close to home for AbbVie. With more than 1,200 employees in Puerto Rico, we knew we wanted to be part of both the immediate emergency relief effort and longer-term community building. In 2018, AbbVie donated \$50 million each to Direct Relief and Habitat for Humanity International to strengthen Puerto Rico’s primary health care and housing systems, respectively.

With AbbVie’s support, Direct Relief has implemented numerous projects to help ensure uninterrupted care where it is needed most.

Direct Relief repaired 14 health clinics damaged by Hurricane Maria, allowing them to reopen and expand operations in partnership with local contractors. In 2019, Direct Relief also procured and delivered a fleet of 17 Mobile Medical Units and 17 Off-Road Patient Provider Vehicles to help health care providers navigate challenging terrain and reach the most remote and vulnerable populations. The Mobile Medical Units are expected to reach 10,000 patients a year. Additionally, Direct Relief launched a first of its kind telemedicine program on the island. Through this program, Puerto Ricans can access specialty care, such as mental health services, that are often excluded from short-term emergency relief.

In the aftermath of Hurricanes Maria and Irma, a lack of reliable power and access to clean water meant clinics could not provide health services. To prevent a similar situation from occurring in the future, Direct Relief is investing in resilient power systems that combine solar power, battery storage and backup generators to ensure continuous operation, even through weeks-long disruptions of electricity. New solar power installations support 12 health facilities and 14 community water pumps. To date, 1,800 families have benefited from the solar water pumps installed across the island. In addition, 12,000 health workers from all health centers throughout the island have been trained in emergency response procedures.

The fruits of these investments are already visible. Following a 6.4 magnitude earthquake in early January 2020, hundreds of thousands of people across the island lost access to electricity and water. Health centers in the communities receiving the new solar energy and water features were able to stay open with no interruption to patient care.

Through efforts to revitalize and strengthen the housing system in Puerto Rico, Habitat for Humanity International completed 129 substantial home repairs, are currently assisting in clearing 500 property titles and trained 194 local workers in OSHA certified building practices, facilitating further infrastructure improvements. In 2020, Habitat for Humanity International will begin constructing new homes to help rebuild the housing supply and support long-term resiliency.



AbbVie employees prepared nearly 800 emergency backpacks for the Medical Reserve Corps and other health care providers. Packs were distributed following the January 2020 earthquake.

Key performance indicators

Economic activity, volunteerism and philanthropy	2016	2017	2018	2019
Employee community volunteers (worldwide)	8,174	7,247	7,494	10,059
Students reached through education projects	9,107	56,840	56,807	57,033
Funds raised during employee giving campaign (millions)	\$6.5	\$7.90	\$11.80	\$13.0
Number of disaster relief efforts supported	7	9	10	14
Total amount donated to disaster relief organizations (excluding product donations, millions)	\$0.4	\$4.5	\$2.6	\$1.5

Looking ahead

As we enter a new decade, we are both inspired by the possibilities of new medical breakthroughs and aware of the challenges that lie ahead.

The COVID-19 pandemic has transformed the world as we know it and we will continue to feel the impact for years to come. While we are proud of our efforts to date, we know we will need to be agile in our continued response to evolving needs.

In addition, the global public debate on the cost and delivery of health care and the climate crisis continue to inspire and motivate us to find innovative approaches. Most importantly, these global challenges highlight our role in addressing the needs of patients and communities, here, now and in the future.

On the horizon in 2020, a number of late-stage data readouts and regulatory submissions for additional indications in

immunology and oncology are forthcoming. Over the coming years, we also expect the early-stage pipeline that we've been building to mature. We are confident that new proof-of-concept successes will emerge, bringing with them renewed promise for better treatments for conditions that have for too long diminished patients' quality of life. We aim to elevate the standard of care, with patients at the heart of everything we do.

As we welcome Allergan, we will gain new colleagues, serve new patients and health care providers and operate in new communities. We are excited to combine our passion and responsibility to transform patients' lives globally for years to come.



Stay up to date on recent news, stories and more by connecting with us.



Stories.AbbVie.com

AbbVie.com/responsibility

Responsibility@abbvie.com

Email us to subscribe to our quarterly responsibility e-newsletter.

Policies, Codes and Compliance Standards

Our public positions and views align with our work to improve lives—and to do so in a transparent and sustainable way. Additional policies, codes and compliance standards on a range of areas are also publicly available.

Data assurance and reporting standards

Specified 2019 environmental and safety data have been assured by DNV GL. Where noted, minor changes have been made to previously stated data.

Our Environmental Assurance Report outlines performance for corporate-wide environmental and safety data. All environmental data is presented as absolute data; safety data is presented as rates, using hours worked.



For more information, visit:

abbvie.com

abbvie.com/responsibility



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