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**SUBMISSION TO HONG KONG LEGISLATIVE COUNCIL
PANEL ON FOOD SAFETY AND ENVIRONMENTAL HYGIENE
REGARDING MEASURES TO STABILIZE SUPPLY OF FORMULA PRODUCTS
FOR INFANTS AND YOUNG CHILDREN**

ABBOTT LABORATORIES LIMITED

04 FEBRUARY 2013

Abbott Laboratories Limited would like to thank the Panel on Food Safety and Environmental Hygiene the opportunity to present an update on our stock and supply situation in Hong Kong. Abbott has always had adequate supplies of infant and follow-on formulas for the Hong Kong market, and anticipated for the additional consumer demand for its products even for the upcoming Chinese New Year.

As we are conscious of our consumer concerns regarding the availability of infant formula in general, we have taken the following measures to reassure consumers about the availability of Abbott's products:

- We are importing additional stock into Hong Kong by air freight. To reassure the government and the public, Abbott has more than two months of safety stock available for the market.
- Abbott will continue to closely monitor the market situation and maintain stock accordingly. If Abbott detects any unusual activities, such as withholding stock by retailers, we will take the appropriate corrective actions including limiting or suspending supply to those accounts.
- A new web based ordering system has also been implemented to better serve the Hong Kong parents. Once an order has been placed, our customer service professionals will contact the Hong Kong moms for delivery details. Any orders placed through our hotline or web based system would enjoy the manufacturer suggested retail price with the delivery charge waived during this period.
- In addition, Abbott had extended the hours of our AbbottMaMa club hotline on Saturday and Sunday to allow for consumer questions to be addressed.
- Abbott will follow up on the information received through the government hotline and will deliver all the formulas before the Chinese New Year.

Our customers are our top priority. Abbott is going the extra mile to reassure customers that we have a secure stock, to increase the man power and has taken an innovative step with the set-up of the online ordering system. Abbott believes that



along with its good supply chain management procedures and these new measures, Hong Kong parents will be able to continue to obtain Abbott infant and follow-on formulas.

With 125 years of experience, serving more than 130 countries in the world, Abbott remains one of the most far-reaching, diversified healthcare companies today. We would continue to do everything in our capacity to support the government by providing adequate supplies and to better serve the Hong Kong parents and babies.

Abbott Nutrition International