

# MEDTRONIC'S COVID-19 PANDEMIC RESPONSE

Medtronic

The world is facing an unprecedented human challenge with the COVID-19 pandemic, and this virus requires an extraordinary response. We face this challenge together, and we are doing all that we can at Medtronic around the world, and in Canada to support the medical professionals we have worked with for decades to care for the COVID-19 patients who need our help.

Medtronic is one of the world's largest medical technologies, services, and solutions companies and the largest medical devices employer in Canada. Best known for its pacemakers and insulin pumps, Medtronic has devices for over 70 conditions, including respiratory failure.

That is why Medtronic is mobilizing all of its assets to produce and distribute the technologies that can help COVID-19 patients and their caregivers. This includes ventilators, pulse oximeters, and ECMO (extracorporeal membrane oxygenation) products in particular, and we are doing all we can to increase our production and distribution of these products around the world. We are working directly with hospital systems and governments to get our products where they are needed most.

As we confront this challenge, we do so with commitments and perspectives that drive our actions.

#### **We are at the service of our customers.**

It's not business as usual. We have prioritized our efforts to focus on activities that are related to the COVID-19 pandemic and to other emergency procedures, providing support remotely as much as possible. We have also prioritized supporting the patients who call us with questions about their insulin pump supplies or questions about their implantable devices.

#### **We seek partnership and leadership in key areas.**

No one company can deliver all the products and supplies needed for this global pandemic. To facilitate more ventilator supply, Medtronic has open sourced ventilator production on a key platform and is collaborating with companies in other industries, like Ventilators for Canadians and Baylis Medical, to facilitate different aspects of ventilator production. We are optimistic these actions will bear fruit in the very near future.

#### **We will uphold the commitment to integrity and ethics that was written into our Mission more than 60 years ago.**

We will never compromise our integrity and, like we have done for seven decades (five in Canada), we will put the patient's needs at the forefront of our decision making. We will not raise prices or pit one customer against another in a bidding process for these critical products.

Our more than 90,000 employees, and the thousands of Medtronic employees who came before them, come to work every day with one common goal and Mission — to alleviate pain, restore health and extend life. That Mission has fueled our innovation and led to millions of lives being saved and improved.

We know this virus can and will be defeated, and we will do our utmost to make that a reality.

Let's take healthcare further, together.