

Medtronic

Medtronic Australasia Pty Ltd

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Dear Valued Customer,

RE: MEDTRONIC NOVEL CORONAVIRUS PREPAREDNESS AND SUPPORT

The courage of doctors, nurses and care teams working in the face of this global pandemic is nothing short of inspirational. As your organisations work to heal the sick, the people of Medtronic are here to help. We continue to work hard to provide access to our life-saving medical technologies under these challenging circumstances. Our priority is the safety and wellbeing of our employees, our customers, the patients who rely on our products, and the resilience of our shared communities.

As you can see below, we've taken steps to help address this global public health crisis and will continue to do so:

- **Prioritising access to our products.** We are in 150+ countries around the world – all with varying needs. Medtronic employees are in ongoing communication with healthcare providers, suppliers, and governments to prioritise resources to the best of our ability. Our business continuity teams continue to ensure the safe manufacturing and delivery of life -saving products to patients around the world.
- **Supporting the needs of our healthcare partners.** Our field employees, who work with customers in hospital settings, are collaborating with healthcare providers in new ways – like video chat for technical support and training – to make every effort to reduce exposure. In situations where employees continue to work in clinical settings, like to support the installation of medical technology used to treat patients recovering from COVID-19, we are following the World Health Organization, Centers for Disease Control, and local hospital guidance to prioritise safety while helping doctors, nurses and care teams. We are also deploying remote monitoring solutions that will help limit exposure for patients, healthcare staff, and Medtronic employees.
- **Donating medical supplies and supporting non-government organizations (NGO).** To date, Medtronic and the Medtronic Foundation have committed \$1.2M to COVID-19 relief efforts across the globe, including product and monetary donations. The Medtronic Foundation is working closely with other nonprofits to help fund the health needs of communities through grant-making initiatives and will be announcing additional financial contributions as well as volunteerism efforts soon.
- **Implementing employee remote work options and increased safety measures to help mitigate the spread of the virus.** For employees who can work remotely, we've shifted to a global work from home approach. In other roles like manufacturing and distribution, we have increased sterilisation and cleaning measures, all while practicing social distancing and prescribed hygiene measures like regular handwashing.
- **Offering resources and paid leave for impacted employees.** We have an Emergency Leave Pay Policy to address situations like COVID-19, allowing employees to take paid time off for virus related circumstances. In addition, employees who are directly impacted by travel restrictions, or

quarantine, or who need to care for children and family members, have access to many additional Medtronic resources, including financial and emotional support.

We are aware that hospitals around the region have begun implementing infection prevention protocols, including cancelling elective procedures and restricting hospital access to essential services only. We respect these measures to limit the progression of this outbreak and want to assure you that Medtronic will continue to support your organisation — while adhering to your protocols — as we all work through these new challenges.

At Medtronic, we believe that medical technology contributes to human welfare by alleviating pain, restoring health and extending life. We are committed to making lifesaving products, and our work must go on. We are focused now on keeping employees safe as they provide healthcare teams what they need to continue to treat patients around the world.

For questions please continue to reach out to your Medtronic representative or www.medtronic.com.au. As always, we are here to help you take healthcare Further, Together.

Sincerely,

A handwritten signature in black ink, appearing to read 'Tim Fortin', with a stylized flourish at the end.

Tim Fortin
Vice President and Managing Director
Medtronic Australasia Pty Ltd