



THE POWER OF PURPOSE

2019 Medtronic
Corporate Citizenship —
Working Responsibly

A FOUNDATION OF INTEGRITY AND ACCOUNTABILITY

As we continue to push the boundaries of medical technology to improve the health of millions of people around the world, it's imperative we uphold and expand our high standards of excellence. This includes unwavering ethics and strong corporate governance, high-quality products with a focus on patient safety, data security and privacy measures, and a responsible and diverse supply chain.

Governance, Ethics, and Integrity

Governance is fundamental to earning the trust of our stakeholders and staying focused on improving the lives of patients. We prioritize policies and codes of conduct, guidelines, and ongoing training across the company to reinforce our values.

IN FISCAL YEAR 2019 (FY19), MEDTRONIC:

TRAINED

21,000+

MARKETING AND SALES EMPLOYEES
ON ETHICAL PROMOTION

SUPPORTED

10,500+

EMPLOYEES
ACROSS
30 COUNTRIES
THROUGH OUR
**360 ETHICS
CIRCLE GROUPS**

CERTIFIED

100%
**OF OUR U.S.
WORKFORCE**

IN UNDERSTANDING OUR CODE OF CONDUCT

PROVIDED

CODE OF CONDUCT TRAINING
AND CERTIFIED

99%
OF NEW EMPLOYEES



Guiding Policies and Principles

- [Global Business Conduct Standards Policy](#)
- [Code of Conduct](#)
- [Code of Ethics for Senior Financial Officers](#)
- [Code of Business Conduct and Ethics for Members of the Board of Directors](#)

Product Quality

Safety is our top priority. Our global quality strategy ensures we take a rigorous approach to safety and reliability at each stage of the product lifecycle. Read more about [how a culture of quality improves patient care](#).

Four fundamental expectations of our “Quality Begins With Me” culture of product safety:

1

**PUT THE
PATIENT FIRST**

2

**BE
COURAGEOUS**

3

**STRIVE TO PREVENT
ISSUES BEFORE THEY ARISE**

4

**HOLD EACH OTHER
ACCOUNTABLE**

IN FY19, MEDTRONIC:

HOSTED

156

**QUALITY DAY
EMPLOYEE EVENTS**
ACROSS CAMPUSES GLOBALLY
**TO STRENGTHEN
QUALITY BEHAVIORS
AND GOALS**

CONDUCTED

50

**QUALITY CULTURE
ASSESSMENTS**
ACROSS ALL GLOBAL
BUSINESS UNITS
TO ESTABLISH A BASELINE
**QUALITY CULTURE
INDEX**

EMPLOYED

2,000+

CLINICAL STAFF
TO ENSURE OUR CLINICAL TRIALS
WERE CONDUCTED
ETHICALLY AND EFFECTIVELY



SUPPLIER DIVERSITY

Our Supplier Diversity Policy recognizes and supports small businesses and businesses certified as owned by women, ethnically diverse groups, disabled people, LGBTQ+ individuals, or veterans. Based on FY18 data we found our purchases in the U.S. and Puerto Rico from small and diverse businesses fueled:

- **\$3 billion+ economic production activity**
- **17,500+ jobs** in the U.S. at small and diverse suppliers, lower-tier suppliers, and community businesses
- **\$1 billion+ wages and benefits** earned through jobs supported by these businesses

Medtronic Mission Tenet 3: To strive without reserve for the greatest possible reliability and quality in our products; to be the unsurpassed standard of comparison; and to be recognized as a company of dedication, honesty, integrity, and service

Responsible Supply Management

Our suppliers are critical to our ability to provide high-quality products and services that improve millions of lives every year. We work in partnership to prioritize quality, responsible business practices, and sustainability, uphold human rights and labor standards in our supply chain, and reduce our environmental impact globally and locally.

IN FY19, MEDTRONIC:

SPENT

\$11.5 BILLION

WITH MORE THAN
48,000 SUPPLIERS
ACROSS
135 COUNTRIES

DIRECTED

24%

OF OUR
**U.S. SUPPLIER SPEND
TO SMALL AND
DIVERSE COMPANIES**

Learn more about how we are working responsibly in the [2019 Integrated Performance Report](#).