Amidst this global pandemic, our focus at Medtronic is safeguarding our employees, supporting frontline healthcare workers, and aiding in the care of COVID-19 patients.

SUPPORTING HEALTHCARE PROFESSIONALS

Q: How is Medtronic supporting healthcare professionals during COVID-19?
A: Medtronic is mobilizing all of its assets to produce and distribute the products and therapies that can help COVID-19 patients and their caregivers. This includes ventilators, pulse oximeters, and ECMO products in particular, and we are doing all we can to increase our production and distribution of these products around the world. We’ve adapted our Medtronic Care Management Services offering to remotely screen and monitor COVID-19 patients, including our own employees. We are working directly with hospital systems and governments to get our products where they are needed most as the virus spreads, and we are informed by the good work of our employees and partners in China and Asia who have been battling this virus for months. In addition, through funding from the Medtronic Foundation, we are helping protect, support, and equip healthcare workers on the front lines of the response.

Q: Has there been an impact to product demand or Medtronic operations?
A: Overall, our manufacturing plants are operational, and we are working with our suppliers to minimize disruption. We are working to supply products that are in greater need as a result of COVID-19, including ventilators, respiratory filters, oxygenation machines, and pulse oximeters that are deployed by healthcare professionals on the front lines of this fight. These and other critical medical technologies are helping to sustain life for patients with severe respiratory illness brought on by the virus. Other lifesaving products — pacemakers, heart valves, brain stents, and insulin pumps among them — are still needed, and our people continue to produce them. At the same time, we’re seeing a decrease and delay in certain elective medical procedures in affected countries. Our business continuity teams continue to ensure the safe manufacturing and delivery of life-saving products to patients around the world.

Q: What is the status of your efforts to ramp up production of ventilators?
A: We are working 24/7 to manufacture ventilators and are on track to increase production five-fold from pre-pandemic levels by the end of June. To facilitate more ventilator supply, Medtronic has open sourced ventilator production on a key platform and is collaborating with companies in other industries to facilitate different aspects of ventilator production. No one company can deliver all the products and supplies needed for this global pandemic. We will only defeat the virus by acting in unison, with smart and focused strategies for production, allocation and resourcing.
Q: Do you have contingency plans if you must close a facility, in particular, a manufacturing or warehouse facility?
A: Yes. We have robust business continuity plans and are dedicated to ensuring the delivery of our products to patients and customers is not interrupted.

SUPPORTING OUR EMPLOYEES

Q: What kind of resources is Medtronic offering employees in response to COVID-19?
A: To address the unique needs of more than 90,000 global employees, Medtronic has focused on targeted programs that provide direct financial, health, and wellbeing support to employees. Programs for global employees range from the Medtronic Emergency Leave Pay Policy that allows employees to take up to 30-days of pay for certain scenarios related to COVID-19, unless local law or policy requires otherwise, to the Medtronic Employee Emergency Assistance Fund that provides financial needs-based grants to employees who are experiencing financial hardship, including childcare and any uncovered medical costs.

Q: How is Medtronic supporting the mental health of employees during this time?
A: The Medtronic Employee Assistance Program offers a variety of employee services at no cost, from mental health counseling to free financial consultations. All are available through a 24-hour phone line, and they’re not just limited to employees — household family members can also use these services.

Q: What are you doing to protect employees in the field?
A: Field employees who traditionally work in hospital settings are collaborating with healthcare providers in new ways — such as video chat for technical support and training, and other remote solutions — to help limit exposure for patients, healthcare staff, and employees. Those who do need to physically be in the hospital are being provided PPE and training on proper use of PPE.

Q: Are you implementing any additional screening or safety precautions for manufacturing and distribution employees?
A: In roles such as manufacturing and distribution, we have taken several measures to operate as safely as possible while protecting employee health and wellbeing. These measures include active screening, additional personal protective equipment (PPE), social distancing/zoning and a strict cleaning and sanitization protocol with increased frequency. We also require all Medtronic employees to wear a mask or face covering while working on-site at any of our facilities. We have also been proactively educating our employees around the symptoms to watch out for, how to stay healthy and support available to help them stay home if they feel sick. We continuously evaluate and evolve the measures and approaches we are taking, guided by Medtronic medical teams that conduct regular reviews.

Q: Will you close a facility if an employee there is diagnosed with COVID-19?
A: The decision to close a facility when an employee has a confirmed or presumptive case of COVID-19 will be based on a thorough assessment of the recent interactions of the employee and is determined in consultation with medical experts. In all cases, we will follow the necessary cleaning protocols at the site to thoroughly clean, sanitize, and disinfect the areas where the employee works, and to ensure all government requirements are met.
Q: What is your plan if a Medtronic employee working in a facility is diagnosed with COVID-19?
A: Medtronic has protocols in place for managing a confirmed or presumptive (i.e., symptomatic but not laboratory confirmed) case in our facilities in partnership with our employee health and safety and medical experts. Employees who have had direct interaction with an individual having a confirmed or presumptive case of COVID-19 will be contacted directly and provided additional precautionary measures. We will follow all necessary protocols to thoroughly clean, sanitize, and disinfect the areas where the employee works.

SUPPORTING COMMUNITIES

Q: What is Medtronic doing to help impacted communities?
A: To date, Medtronic and the Medtronic Foundation have committed more than $36M to COVID-19 relief efforts across the globe, including product and monetary donations to help fund the health needs of communities. Funding from the Medtronic Foundation will help dozens of organizations in supporting the safety of frontline healthcare workers, including provision of PPE and critical supplies. The donations are also being used for training, COVID-19 preparedness, and assistance to local communities in offering health and economic support, as well as meal services for vulnerable populations.

Q: Is Medtronic providing humanitarian aid or activating employee volunteering during COVID-19?
A: In addition to financial contributions, the Medtronic Foundation is organizing virtual volunteer opportunities to help the more than 90,000 Medtronic employees globally support nonprofit organizations that are responding to this global health crisis. Many of these opportunities will engage Medtronic employees in skills-based volunteerism where they leverage their professional skills to support organizations in need. Now through July 31, 2020, the Medtronic Foundation is also offering a 2:1 match (up to the individual max cap of $5,000 USD) for charitable donations made by Medtronic employees and retirees to any eligible nonprofit around the world.