

Insulet

20
21

Sustainability
Report



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Message from the CEO



As I reflect on the past year, I believe it is more important than ever to integrate sustainability into our business while pursuing our mission to simplify and improve the lives of people with diabetes worldwide. Building upon our sustainability strategy, we are now driving measurable impact on critical environmental, social, and governance issues. I am proud of the remarkable progress we have made in a short amount of time, and I know that our accomplishments will motivate our continued growth.

We continue to adapt to the challenges presented by the COVID-19 pandemic. Despite disruptions in global supply chains, the determination of our employees and the resilience of our supply chain ensured that our customers did not miss a single shipment of our life-sustaining products. We also further strengthened the reliability of our supply chain through dual and local sourcing to enhance our ability to regularly deliver our products to customers.

We reaffirmed our commitment to providing comprehensive, flexible working arrangements that support our employees and maximize our talent pool. Additionally, aligned with our commitment to embed diversity, equity, and inclusion throughout all levels of Insulet, we reached 60% gender and ethnic diversity on our Board of Directors. Over 500 employees participated in our seven Employee Resource Groups, a two-fold increase in participation from our inaugural year in 2020. We remain dedicated to continually building an inclusive, nurturing culture that fosters employee wellbeing.

We recognize that our products and operations impact our planet, and we are taking thoughtful steps to reduce our environmental footprint. To divert more products from landfills, we are seeking to expand our takeback programs and increase product recyclability. We are also actively working to improve efficiency in our facilities, conserve our use of natural resources, and prepare ourselves for the transition to a low-carbon economy. In 2021, we generated approximately 800,000 kilowatt-hours from our solar panels at our headquarters in Acton, Massachusetts, which is helping the Commonwealth meet its renewable energy goals.

I continue to be inspired by the strength of our employees and their dedication to innovation, which allows our Company to deliver revolutionary products to our customers. While in the midst of a pandemic, we achieved our sixth consecutive year of 20% average annual revenue growth, and we launched Omnipod® products in two new markets. In January 2022, the U.S. Food and Drug Administration cleared the [Omnipod® 5 Automated Insulin Delivery System](#), recognizing the effectiveness of Insulet's innovative technology in simplifying diabetes management and improving clinical outcomes. By building on the advances of our high-quality Omnipod System, we continue to grow as a trusted leader serving those with diabetes.

Looking ahead, I am eager to deliver on our mission in bigger and better ways as we fulfill our commitments to our employees, customers, and the global diabetes community. Thank you for your dedicated support throughout this journey.

Sincerely,

Shacey Petrovic

President and Chief Executive Officer

Message from the CSO



At Insulet, employees from diverse backgrounds come together to create innovative solutions and implement them passionately and responsibly. I am very proud to work with our talented colleagues around the world who are dedicated and selfless corporate citizens. Our teams are committed to our customers, our communities, the planet, and each other. We care about how our products are made, the wellbeing of the people who make them, and the impact we have on the global diabetes community.

Throughout the first year of our sustainability roadmap, we took concrete steps to carry out purpose-driven projects designed to build resilient operations, drive sustainable product innovation, and increase our social and environmental impact.

Throughout the first year of our sustainability roadmap, we took concrete steps to carry out purpose-driven projects designed to build resilient operations, drive sustainable product innovation, and increase our social and environmental impact. We made tremendous progress by increasing employee and external stakeholder engagement and improving our data management processes, which will allow us to better assess our performance and establish long-term improvement goals. We are building our resilience by understanding and managing our climate-related risks and opportunities, as well as aligning our strategy, actions, and reporting with the recommendations of the Task Force on Climate-related Financial Disclosures.

We also made significant advancements on our circular economy strategy by integrating sustainability into decision-making around our products, packaging, and operations that considers the entire product lifecycle. In 2021, in line with our commitment to reduce our environmental impact, we accepted over five million Pods for takeback, diverting over 130 metric tons of waste from landfill.

As I reflect on our journey, we have much to be proud of, and there is more ahead to challenge and excite us. Our unyielding energy will drive us forward as we generate meaningful, positive impacts for our planet, and enable our customers to enjoy simplicity, freedom, and healthier lives. We remain inspired by our sustainability vision to “Deliver growth with purpose: Innovating to improve lives and preserve our planet,” and we look forward to leading systemic change on key environmental, social, and economic issues. As such, I am pleased to present Insulet’s 2021 Sustainability Report, which details our work to execute our sustainability vision.

Sincerely,

Lisa Brady

Vice President, Global Sustainability and Chief Sustainability Officer

About Insulet



Insulet Corporation (NASDAQ: PODD) (Insulet or the Company), headquartered in Massachusetts, is an innovative medical device company dedicated to simplifying life for people with diabetes through the Omnipod® Insulin Management System (Omnipod). Omnipod provides a unique alternative to traditional insulin delivery methods. With its simple, wearable design, the disposable Pod provides up to three days of non-stop insulin delivery, without the need to see or handle a needle. We also leverage the unique design of our Pod by tailoring the Omnipod technology platform for the delivery of non-insulin subcutaneous drugs across other therapeutic areas.

Omnipod is a continuous insulin delivery system that provides all the benefits of insulin pump therapy in a unique way. Omnipod eliminates the need for multiple daily injection (MDI) therapy or the use of pump and tubing. The waterproof^[1] Pod provides automated, virtually pain-free insertion, can be worn in multiple locations directly on the body, and delivers precise, personalized doses of insulin. The Personal Diabetes Manager (PDM) or Controller is a wireless, handheld device that programs the Pod with the user's personalized insulin-delivery instructions and wirelessly monitors the Pod's operation.

[1] The Pod has an IP28 rating for up to 25 feet for 60 minutes. The PDM and Controller are not waterproof.

Our Mission

Our mission is to improve the lives of people with diabetes and enable our customers to enjoy simplicity, freedom, and healthier lives through innovative technology.

Our Guiding Principles

We strive to be an outstanding Company by exceeding customer expectations, with amazing people, guided by shared values.

Customer Focus

Unrelenting commitment to quality, value, and service

Winning Culture

Inspired, empowered, and inclusive culture where our people love what they do and have fun achieving the remarkable

Shared Values

Foundational principles that guide our actions and decisions

Respect: We treat everyone with dignity

Integrity: We do what we say we will do

Teamwork: We collaborate for the greater good

Excellence: We hold ourselves to the highest standards

Omnipod DASH

A smart, easy-to-use, wearable device to deliver insulin and manage diabetes

The Omnipod DASH System simplifies insulin management for people with type 1 diabetes or insulin-requiring type 2 diabetes. It combines a tubeless, wearable, waterproof^[2] Pod that provides up to 72 hours of non-stop insulin with an easy-to-use touchscreen, Bluetooth®-enabled PDM that looks like a normal smartphone.

Launched in the U.S. in 2018 and in our international markets in 2019, the Omnipod DASH® Insulin Management System (Omnipod DASH) is built upon the success of earlier generations of our Omnipod portfolio. Omnipod DASH features a secure Bluetooth®-enabled Pod and a modernized touchscreen PDM. In the U.S., users can quickly and easily access their PDM data on their smartphone through two mobile applications offered in the U.S. (Omnipod DISPLAY® and Omnipod VIEW™). Through innovative features on these mobile applications, users can see their Continuous Glucose Monitoring (CGM) data and insulin delivery information together on their compatible personal mobile device. Omnipod DASH also features an option to share therapy status information with up to 12 other people. Omnipod DASH received both the Diabetes Technology Society (DTSec) Cybersecurity Standard for Connected Diabetes Device Security certification and International Organization for Standardization (ISO) 27001 certification for information security and safety.



In January 2022, we received clearance from the U.S. Food and Drug Administration (FDA) for the commercial distribution of the Omnipod® 5 Automated Insulin Delivery (AID) System (Omnipod 5) for people with type 1 diabetes aged six years and older. In February 2022, we commenced a limited market release of Omnipod 5 in the U.S. Omnipod 5 includes an AID algorithm that is located on the Pod, which integrates with a third-party CGM to obtain glucose values. The embedded algorithm then predicts glucose levels into the future and automatically adjusts insulin dosing.

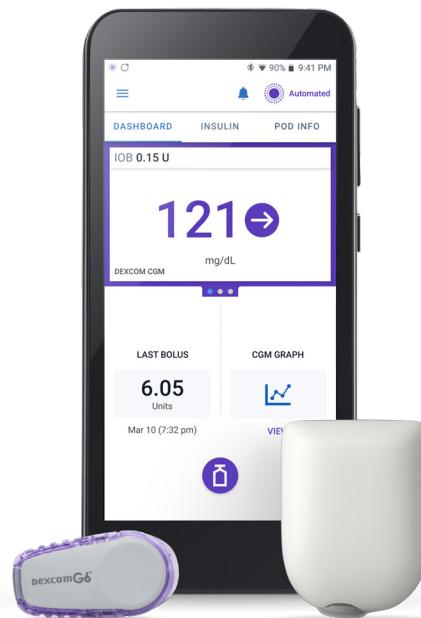
In 2021, we also completed an Omnipod 5 clinical study of pediatric users ages two to six years old. In 2022, we filed for an expanded indication from the FDA, which would signify that our treatment is effective for populations other than those for which it was originally intended. We have also filed for CE Mark approval of Omnipod 5, which would indicate that our product complies with applicable regulations and can be sold in the European Union. In 2021, we completed a feasibility study with Omnipod 5 in people with insulin-requiring type 2 diabetes and we plan to conduct additional studies with the goal of expanding Omnipod 5's indications.



[2] The Pod has an IP28 rating for up to 25 feet for 60 minutes. The PDM and Controller are not waterproof.

Omnipod 5® Automated Insulin Delivery System

Our newest innovation, Omnipod 5, is the first and only tubeless AID system in the U.S. that integrates with the Dexcom G6® CGM and automatically adjusts insulin delivery to manage blood glucose with no multiple daily injections and zero fingersticks. In automated mode, Omnipod 5 helps to protect against highs and lows during the day and night to simplify life for people living with diabetes, and it is the first AID system in the U.S. fully controlled by a compatible personal smartphone.

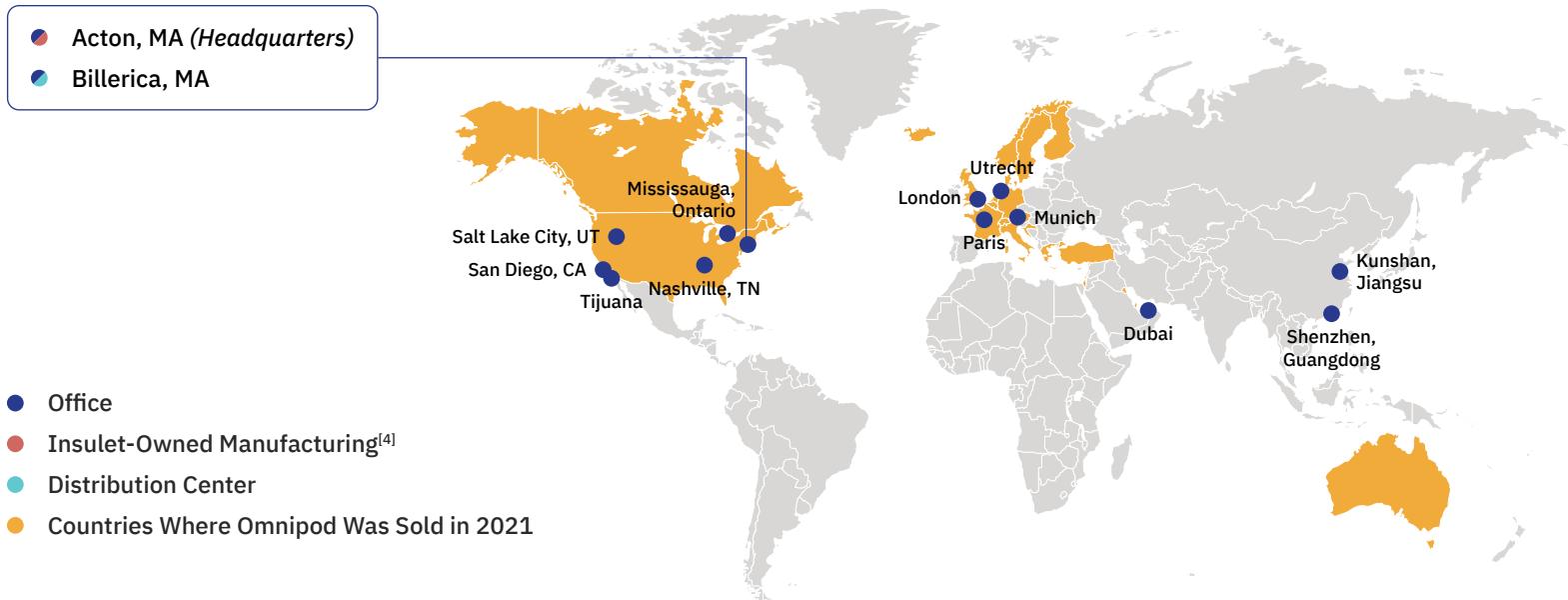


The sophisticated, tubeless, wearable Pod is enhanced with SmartAdjust™ technology to continuously adjust insulin using a customizable glucose target and can be fully controlled by a compatible smartphone, with no multiple daily injections or tubes and zero fingersticks. Designed to complement the daily routines of users, Omnipod provides unique benefits compared to other currently available types of insulin therapy, such as MDI and traditional and automated insulin delivery pumps. Research shows that Omnipod is associated with good glycemic control, fewer hypoglycemic events, reduced glycemic variability, and improved quality of life compared to MDI therapy.^[3] Furthermore, our innovative pay-as-you-go model, available through the pharmacy channel in the U.S., offers customers a monthly, commitment-free cost structure to simplify payments and provide pump therapy at low or no up-front cost. For more information on Omnipod, see our [website](#).

Our innovative business model reflects our ongoing commitment to reduce the complexity of diabetes management and increase accessibility to sophisticated technology. Insulet continues to experience an exciting period of growth as we advance our product designs, effectively manage our resources, and improve operational efficiency.



[3] For more information on the results of our Omnipod 5 research, please visit our published reports in *Diabetes Care*, *Diabetes Research and Clinical Practice*, and *Diabetes Technology and Therapeutics*.



Locations

Insulet is headquartered in Acton, Massachusetts, and we sold Omnipod in the following countries in 2021:

- Australia
- Finland
- Italy
- Switzerland
- Austria
- France
- Kuwait
- Turkey
- Belgium
- Germany
- Netherlands
- United Kingdom
- Canada
- Greece
- Norway
- United States
- Croatia
- Iceland
- Qatar
- Denmark
- Israel
- Sweden

We continue to experience steady growth and are planning to expand to new markets around the world in 2022.

Memberships of Industry Associations

We maintain best-in-class standards of conduct and advocate for increased access to innovative medical technology through our memberships in the following associations:

- The Advanced Medical Technology Association (AdvaMed)
- Medical Device Innovation Consortium (MDIC), which includes our Chief Executive Officer (CEO) on its Board of Directors
- MedTech Europe
- MedTech Canada
- Massachusetts Medical Device Industry Council (MassMEDIC), which includes our Chief Operating Officer (COO) on its Board of Directors
- Association of British HealthTech Industries (ABHI)
- JDRF

[4] We have contract manufacturing sites in China.

Driving growth across our business for all stakeholders

Key Accomplishments

Strategic

\$1 billion+ USD

in total Company annual revenue, exceeding five-year target, and delivered sixth consecutive year of over 20% revenue growth

~300,000

customers served globally using Omnipod



Achieved

record-setting

U.S. and total Omnipod new customer starts

Received

U.S. FDA clearance

for use of Lyumjev® with Omnipod and Omnipod DASH systems

Published

Omnipod 5 pivotal data results

that demonstrated safety and effectiveness

Published

Omnipod 5 pivotal study extension data

that showed significant improvements in glycemic control with one year of use

Completed

Omnipod 5 feasibility study

for individuals with type 2 diabetes; invited to present study data at the 2022 Advanced Technologies & Treatments for Diabetes conference



Markets

Completed full international commercial

launch of Omnipod DASH in Canada

Increased availability and accessibility by

entering markets in Turkey and Australia

Opened

new regional office in Dubai

to headquarter Middle East operations

People and Communities

400+

new employees on-boarded

6,000+ hours

of employee training during Quality and Compliance Week

7 Employee Resource Groups

with over 500 participating employees, which represent over 14% of our full-time employee population

2,400+ hours

of mentoring through a mentoring pilot program for Employee Resource Groups

60%

gender and ethnic diversity on our Board of Directors

Resilient Operations

135+ metric tons

of Pods diverted from landfill through product takeback programs

Almost 800,000 kilowatt hours

of renewable energy through our on-site solar panels

Established new

Supplier Code of Conduct ▶

Awards and Ratings

Company

Named to 2021

MedTech's Big 100

The world's largest medical technology industry companies

Ranked #16

on Top 100 Women-Led Businesses in Massachusetts 2021

Named to Drucker Institute's

Best Managed Companies

of 2021

Ranked #13

on Boston Business Journal 2021 Middle Market List

Responsibility

Upgraded our MSCI environmental, social, and governance (ESG) rating, which measures a company's resilience to material ESG risks, to

AA, the second highest

on the rating scale and the highest score for a Healthcare Equipment company in the U.S.



Diabetes Care

Awarded

Top 10 Wearable Medical Devices Solution

2021 by MD Tech Review

Won

Gold

at the PM360 Trailblazer Awards, which recognized our healthcare personnel and patient multichannel educational marketing program

Received Association of Diabetes Care and Education Specialists

Bronze Award

Workplace

Ranked as one of

UK's Best Workplaces

2021 (medium-sized company) by Great Place to Work

Ranked as one of

UK's Best Workplaces for Women

2021 (medium-sized company) by Great Place to Work

Recognized as a

Top Workplace

for our Salt Lake City office by The Salt Lake Tribune

Recognized as a

Top Workplace

for our San Diego office by The San Diego Union Tribune

Awarded

Top Workplace Cultural Excellence Award

for Remote Work by Top Workplaces

Recognized for

Best Equity Effectiveness Plan

by the Global Equity Organization

Inclusion

Granted

Above and Beyond Award

by Employer Support of the Guard and Reserve



Responding to COVID-19

The COVID-19 pandemic has affected our operations, presented health and safety risks, and influenced ways of working across the world. Our response to the pandemic is driven by three fundamental principles:

1. Preserve the wellbeing of the communities in which we live and work.
2. Protect the health and safety of all our global employees.
3. Ensure that our customers have continued access to life-sustaining medical therapy.

While adapting to these unprecedented challenges, we continue to reinforce our dedication to serving our customers, demonstrating innovation, and maintaining safety protocols and supportive policies to foster employee wellness. Our mission to improve the lives of people living with diabetes remains our driving motivation, and we have developed a sustainable approach to deliver on our commitment despite the changing circumstances.



Supporting Our Customers and Communities

Our customers rely on our products to manage their diabetes, which only became more essential during the COVID-19 pandemic. The virus intensified health risks for our customers, disrupted their normal routines, and increased the critical need for dependable products and safe distribution. We prioritized flexibility for our customers while expanding access to our products and preventing interruptions to service. Throughout 2021, we maintained a continuous supply of Pods for our customers without compromising employee safety, health, or wellbeing. We also leveraged technology to offer virtual training to teach new users about our products. To learn more about our ongoing programs to improve convenience and provide support, see the sections on [Customer Centricity](#) and [Affordability and Accessibility](#).

Throughout 2021, we maintained a continuous supply of Pods for our customers without compromising employee safety, health, or wellbeing.

We also strengthened our external engagements and partnerships to assist our communities as we faced COVID-19 variants and the associated impacts. Throughout the pandemic, we have continued to invest in our local communities, make charitable contributions, and partner with organizations that align with our values. Our donations supported educational programs and addressed food insecurities in our communities. For additional information about our efforts, see the sections on [Policy and Advocacy](#) and [Community Engagement](#).

Caring for Our Employees

From the beginning of the pandemic, we have implemented policies that promote wellness and have regularly updated our practices to align with the needs of our employees. We continue to focus our strategic efforts around the following priorities:

- **Physical safety and risk mitigation:** We monitor status through contact tracing, educate employees about mask use and sanitation, promote social distancing, offer disinfecting wipes and face masks for employees, and frequently clean our facilities. We also have on-site nurses who perform rigorous in-person health screenings. To effectively provide high-quality customer experiences while maintaining safety, we equip our field employees with cameras and monitors for virtual training sessions with customers. We also provide educational resources that train our teams to promote safe, positive customer interactions.
- **Mental wellbeing and work-life balance:** To support family care, we provide our employees worldwide access to programs to manage personal services, childcare, tutoring needs, and caregiving for seniors, adults, and pets. We also offer online resources for employees that aim to improve stress management, mental and physical fitness, and financial health.
- **Communication and feedback opportunities:** In 2021, we held nine Town Halls for our employees, and we will continue to host these meetings in 2022. We also host monthly virtual meetings to connect our executive team to our global workforce with our “Stay Connected” initiative and organize virtual social events to promote internal networking. In addition, we monitor employee satisfaction through wellness pulse surveys, which we conduct three to four times per year, and incorporate feedback to improve engagement. For more information, see the section on [Talent Management and Retention](#).
- **Learning and development:** As we continue to embrace virtual work, we provide virtual training opportunities so our employees can effectively lead remote teams and increase collaboration through online tools. We have adopted virtual on-boarding to enable consistent training across our global workforce. Our performance reviews and employee check-ins also foster growth and acknowledge the impacts of COVID-19.
- **Work flexibility and adaptation:** Our Global Flexible Working Arrangement Policy enables adjustments to working hours and equipment for remote work to support productivity. In 2021, we implemented our Future of Work principles to integrate our learnings from virtual work and inform our strategy going forward. For more information, see the section on [Talent Management and Retention](#).



- **Immediate care:** In accordance with our emergency sick leave policy, we provide 10 additional paid days for employees who become sick with COVID-19 or care for a family member affected by COVID-19. In the U.S., we offer free in-home testing for full-time, part-time, and temporary employees and contractors.
- **Ongoing care:** To protect our workforce, we have COVID-19 procedures in place that are informed by the latest guidance from healthcare and government officials as well as local and regional regulations. Across our global locations, we encourage employees to receive the vaccine to lower their risk of getting and spreading the virus and to prevent serious illness and death. We also offer educational programs to provide employees with information on safety measures and protocols and to help employees navigate returning to the office. At our Acton, Massachusetts location, we provided on-site clinics to provide vaccinations for our employees, their families, and Acton town residents.



Maintaining Resilience

We continually evolve to preserve business continuity, meet the needs of our customers, and safeguard our workforce. As we enhance our approach to COVID-19, our internal Coronavirus Task Force leads our efforts in alignment with recommendations from the World Health Organization (WHO), the U.S. Centers for Disease Control and Prevention (CDC), and other relevant federal, state, and local agencies. In response to the COVID-19 pandemic, we embraced new opportunities to think creatively and collaborate across the business. Because of our agility and innovation, our teams continue to meet demand and deliver high-quality products to support the health of our customers without interruption. In addition, we are currently in the early stages of implementing a business continuity program to address business disruptions, wherever they may occur. We have created the program framework and engaged with our leaders to identify critical functions to focus on, such as supply chain management and information technology services. Moving forward, we will continue to mature the program and develop policies, processes, and protocols to create a more resilient business.

We continually evolve to preserve business continuity, meet the needs of our customers, and safeguard our workforce.

Although the COVID-19 pandemic has influenced our operational approach, we have experienced steady growth and continued to expand our business in 2021 to Turkey and Australia. While maintaining productivity in virtual environments and protecting the wellbeing of our employees, we have also accomplished important steps in our sustainability journey to preserve our natural resources and further reduce waste generation. We remain resilient as we face the long-term effects of the pandemic, and we strive to generate positive impacts that reflect our culture of integrity and our dedication to exceptional performance.

Our Approach to Sustainability

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Understanding our key sustainability impacts and opportunities

We focus our sustainability strategy on key ESG topics that are most important to our business and account for impacts on our operations, supply chain, stakeholders, and planet. In 2020, we conducted our first materiality assessment, a research-based process to determine our most significant material ESG topics based on internal and external stakeholder input.

We identified 23 key ESG topics through our materiality assessment, which was informed by interviews and surveys with key stakeholders, including employees, customers, suppliers, investors, payors, healthcare professionals, and advocacy groups. The results of our materiality assessment provided a foundation for our sustainability strategy and enabled us to concentrate our management efforts on strategic priority topics. We also develop our sustainability reports based on these key areas of interest. We continuously evaluate our performance and conduct materiality assessments at regular intervals to ensure our strategy is aligned with the Company's growth, our dynamic industry, and the evolving expectations of stakeholders.

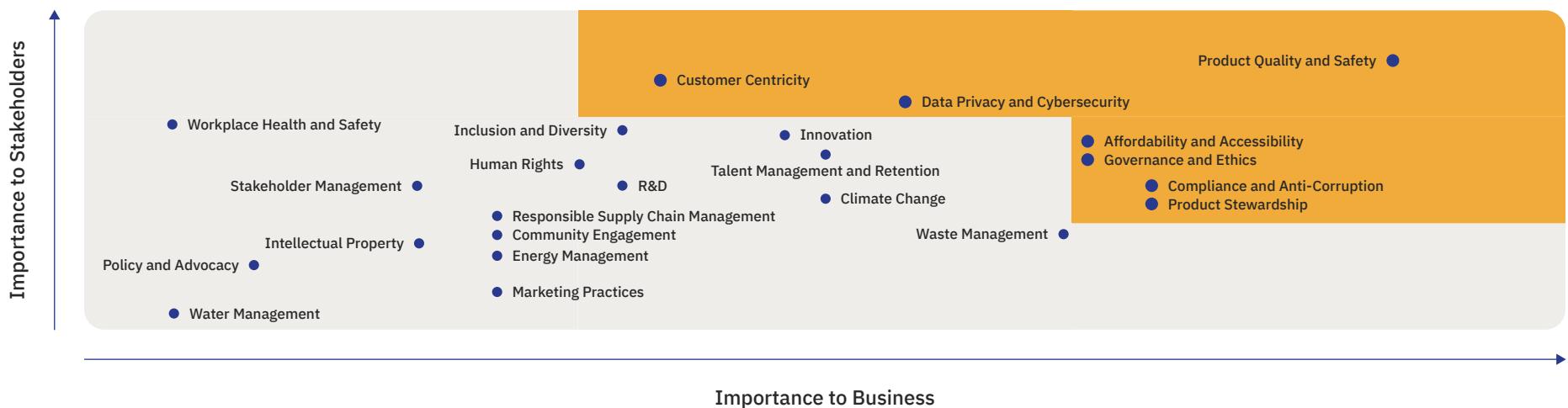
For a more detailed description of our materiality assessment process, please visit our [2020 Sustainability Report](#).

“As we grow and expand internationally, it is paramount that we continue to be a responsible company for our customers, our employees, our shareholders, and the communities where we live and operate.”

Chuck Alpuche, *Executive Vice President, Chief Operating Officer*

Materiality Matrix

Key Topic Areas



Highest Priority Material ESG Topics

Definitions

Product Quality and Safety	Protecting customer health and safety by enforcing rigorous quality assurance systems throughout the full lifecycle of products, including design, sourcing, manufacturing, and sales.
Data Privacy and Cybersecurity	Deploying privacy and security systems and controls, and investing in people, process, and technology controls to ensure that the privacy integrity, security, and accessibility of personal data are not compromised.
Affordability and Accessibility	Ability to make products and therapies accessible to customers, improving availability and affordability of products through partnerships, and investing in critical skills and infrastructure.
Governance and Ethics	Establishing clear governance processes, transparent reporting structures, a well-defined code of conduct, and monitoring systems to ensure personnel uphold the highest ethical standards in business operations and customer interaction.
Compliance and Anti-Corruption	Establishing clear leadership and accountability for compliance in line with applicable anti-corruption and anti-bribery laws and regulations, as well as rigorous auditing and monitoring processes.
Product Stewardship	Driving sustainable product design and packaging choices and focusing on recycling/re-use options. Reducing the environmental impact and waste of products and making products more efficient.
Customer Centricity	An unwavering commitment to improving the lives of people with diabetes, with the best interests of our customers top of mind in everything we do.

Responding to the needs of our stakeholders

Through effective and regular engagement activities, we aim to better understand stakeholder interests, address their concerns, and meet their expectations. We value stakeholder feedback, as it helps us enhance our management processes, increase our positive impacts, and improve our overall performance. We engage with stakeholders who have a strategic connection to our operations and help contribute to the success of our business. Leveraging our materiality assessment results, we also focus our reporting to increase transparency around key ESG topics that are most important to our stakeholders.

Stakeholder Group	Key ESG Topics	Methods of Engagement
Employees	Product Quality and Safety, Customer Centricity, Data Privacy and Cybersecurity, Diversity, Equity, and Inclusion, Talent Development, Innovation	Global Town Hall meetings, ongoing surveys, intranet, virtual engagement events, employee sounding boards, trainings, monthly newsletter, virtual and in-person on-boarding
Customers	Affordability and Accessibility, Product Quality and Safety, Customer Centricity, Product Stewardship, Innovation	Surveys, focus groups, virtual and in-person product trainings
Communities	Product Quality and Safety, Customer Centricity, Data Privacy and Cybersecurity, Human Rights	Conferences, volunteering, donations
Suppliers	Product Quality and Safety, Customer Centricity, Innovation, Workplace Health and Safety, Governance and Ethics, Human Rights, Diversity, Equity, and Inclusion, Product Stewardship, Climate Change	Audits, assessments, quarterly business reviews, supplier scorecards
Investors	Diversity, Equity, and Inclusion, Talent Management and Retention, Workplace Health and Safety, Climate Change	Earnings calls and related reporting, industry and investor conferences, shareholder meetings, press releases on material updates, annual SEC filings
Payors/Civil Servants/Ministers	Affordability and Accessibility, Product Quality and Safety, Customer Centricity, Innovation, Climate Change, Data Privacy and Cybersecurity, Human Rights	Surveys, contract negotiations, meetings, dossier submissions, reimbursement procedures and processes, horizon scanning exercises, industry association groups
Healthcare Professionals	Affordability and Accessibility, Product Quality and Safety, Customer Centricity, Data Privacy and Cybersecurity, Governance and Ethics	Market research, product development, product trainings
Advocacy Groups	Product Quality and Safety, Customer Centricity, Data Privacy and Cybersecurity, Human Rights, Affordability and Accessibility	Meetings, conferences

Guiding our responsible growth in alignment with our pillars

We are dedicated to executing our sustainability strategy and vision to “Deliver growth with purpose: innovating to improve lives and preserve our planet.” Our Chief Sustainability Officer (CSO) and Global Sustainability function diligently lead our comprehensive sustainability strategy, align our approach with our global growth plan, and establish and achieve forward-looking goals. Our three strategic Sustainability pillars—Resilient Operations, Sustainable Product Innovation, and People and Communities—form the foundation of our integrated sustainability approach as we drive positive change for the global diabetes community.



Our Sustainability Vision

Deliver Growth With Purpose

Innovating to improve lives
and preserve our planet



Resilient Operations

Growing responsibly across our business and supply chain as we scale our operations, and minimize our environmental footprint



Sustainable Product Innovation

Ensuring environmentally conscious and inclusive design is embedded in our products and packaging across the lifecycle



People and Communities

Improving lives of people in the global diabetes community, driving an inclusive culture, and inspiring social impact

Resilient Operations

Our Resilient Operations pillar concentrates on sustainable operations and supplier responsibility to increase our positive impact and mitigate any negative impact on society and the planet. As we implement our sustainability strategy, we evaluate ways to reduce our emissions and our waste, conserve our natural resources, and embed sustainability throughout our supply chain. We are actively exploring opportunities to implement future goals and targets in this area.

Sustainable Product Innovation

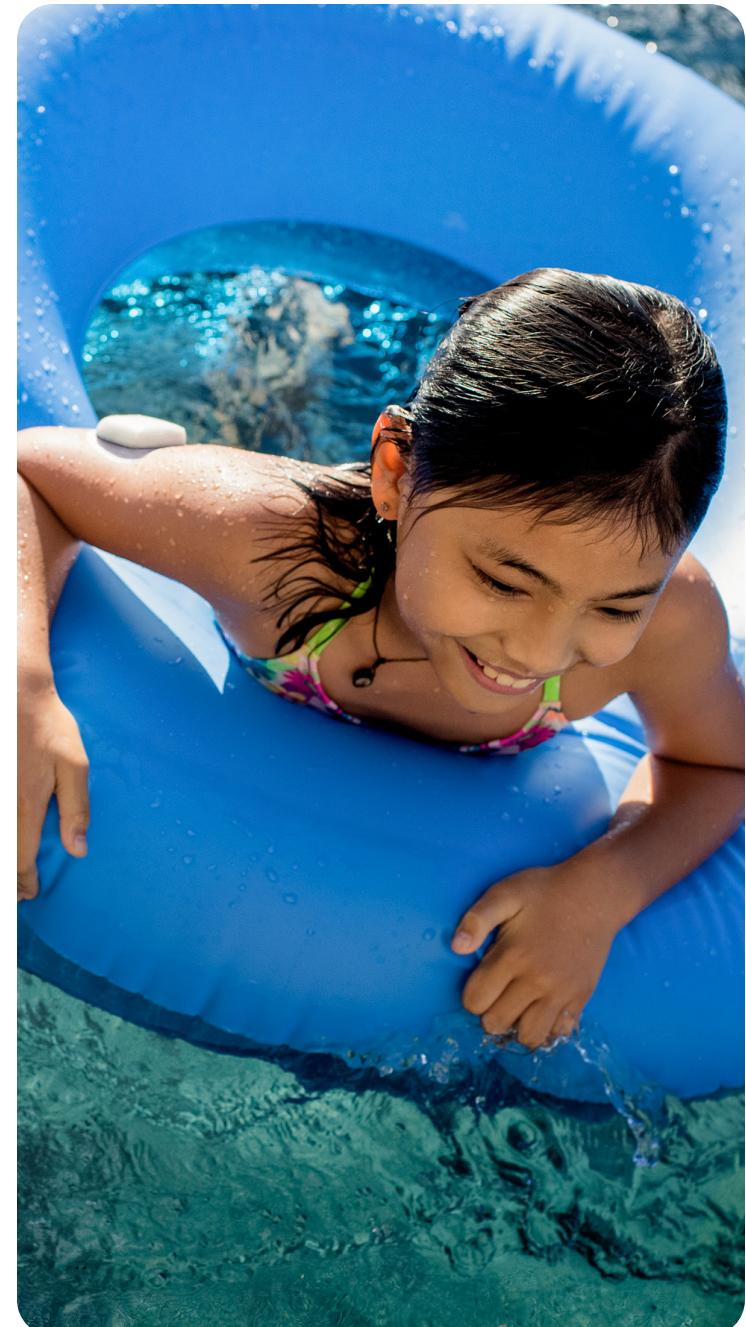
Our Sustainable Product Innovation pillar reflects our dedication to environmentally conscious and inclusive design across our products' lifecycles. We focus on product and packaging design and product takeback to minimize our consumption of natural resources, keep components in use for as long as possible, and contribute to a circular economy. We also maintain programs to protect product quality and promote innovative, customer-centric designs.

People and Communities

Our People and Communities pillar centers on fostering an inspired and inclusive culture where all employees feel welcomed, respected, and valued with professional growth opportunities. We continually work to increase the availability and affordability of our products with expanded coverage and our pricing model and support the health and wellbeing of people with diabetes around the world. We also support our people to be active in their local communities through charitable giving and volunteerism.

Our Focus for the Future

In 2021, we expanded our existing sustainability programs and capabilities, collaborated with strategic partners, and pursued opportunities to advance our sustainability strategy. We continued to build on previous steps to measure our current state and baseline performance. As we move forward, we plan to further embed sustainability across our global operations and promote transparency in our disclosures. Based on the outcomes of our baselining initiatives, we plan to establish ambitious ESG targets in 2022 and regularly assess our progress. We strive to contribute to a more sustainable future while delivering on our commitment to increase access to advanced diabetes management, provide high-quality products, and simplify the lives of people with diabetes.





Maintaining the highest standards and upholding our values

Our Board of Directors

Our robust corporate governance inspires a culture of ethical behavior, drives long-term shareholder value, and guides our growth. The Insulet Board of Directors and its committees oversee our global strategy while adhering to responsibilities defined in our [Corporate Governance Guidelines](#). We regularly review our practices to ensure effective oversight and governance.

The Board is composed of 10 Directors, including our CEO. Our Board members have a diverse set of experiences, skills, and backgrounds to deliver effective responses to stakeholder needs.

- They are seasoned leaders who hold or have held an array of diverse leadership positions in complex, highly regulated businesses.
- They have served as CEOs and in senior positions in the areas of operations, finance, and technology.
- They bring deep and diverse experience in academia, non-profit organizations, and public and private companies, both domestic and international.

The Board reviews its overall composition at least annually to promote a wide range of perspectives, monitor personal and professional integrity, and encourage diversity of gender, race, ethnicity, and age. Currently, women constitute 50% of the Board.

The Board has three standing committees comprised solely of independent Directors—the Audit Committee, the Talent and Compensation Committee and the Nominating, Governance, and Risk Committee. For more information on each committee, please see the [committee charters](#) on our website.

ESG Governance

Our Nominating, Governance, and Risk Committee reviews our ESG performance and reporting and maintains oversight of our risks at the highest level. Our Vice President, Global Sustainability and CSO reports to the COO, leads our sustainability strategy, and manages our ESG practices. The CSO reports to the Nominating, Governance, and Risk Committee on the Company's ESG progress and initiatives at least twice per year.

Incorporating input from our Board of Directors, our Global Sustainability function executes our strategy and tracks our performance. To integrate sustainability throughout our operations, we collaborate across the business to reduce our environmental impacts, design innovative, sustainable products, develop an inclusive culture, and support our communities and our customers around the world.

Our Governance Best Practices

- Independent Chairman of the Board
- Eight of the Company's 10 Directors are independent
- Audit Committee, Talent and Compensation Committee, and Nominating, Governance, and Risk Committee each consist solely of independent Directors
- Board refreshment—added at least one new Board member each year since 2014
- A Director who does not receive a majority vote in an uncontested election must promptly tender his or her resignation to the Board, which will consider whether to accept the resignation
- Regular executive sessions of independent Directors
- Executive and Director stock ownership guidelines
- No hedging or pledging of Insulet securities by executive officers or Directors permitted
- Board adoption of proxy access Bylaw provisions
- No shareholder rights plan (i.e., no “poison pill”)

Ethics, Compliance, and Anti-Corruption

Our customers entrust us to deliver high-quality products with life-changing impacts, and we work to preserve this trust and reflect transparency in our business. When we operate with integrity, we protect the best interests of our stakeholders and maintain reliability in our business. As we grow and expand into new countries with new laws and regulations, we remain steadfast in our commitment to uphold the highest ethical standards at all levels of our organization.

Our [Code of Business Conduct and Ethics](#) provides guidelines for all employees, officers, and Directors to perform their duties ethically and fairly. Insulet's Board of Directors, its committees, and the Company's Chief Compliance and Privacy Officer are responsible for administering and interpreting the Code. We expect everyone at Insulet to act in compliance with applicable laws and regulations when working with suppliers, partners, healthcare professionals, customers, and competitors. As we expand into new global markets, we continue to align with the ethical standards laid out in our Code.

We do not tolerate discrimination or harassment against employees or job applicants based on veteran status, race, color, religion, sexual orientation, gender identity, age, national origin or ancestry, physical or mental disability, genetic information, or other consideration protected by law. Our Code enforces these values and provides our standards of conduct for many other areas, including:

- **Anti-Corruption:** We require employees to comply with the U.S. Foreign Corrupt Practices Act (FCPA), the U.K. Bribery Act, and other applicable anti-bribery, anti-kickback, and anti-corruption laws, rules, and regulations.
- **Conflicts of Interest:** We require our directors, officers, and employees to avoid situations that present a potential or actual conflict between their personal interests and our Company's interests.
- **Confidentiality:** Our employees must only use proprietary information for Company duties and must prevent the unauthorized disclosure of proprietary information.
- **Political Contributions:** All political contributions proposed to be made with Company funds must be approved by the Company's Chief Compliance and Privacy Officer.

We provide training to all employees on our ethics program upon joining Insulet, on an annual refresher basis, and when there are key updates to our policies and procedures. Our Compliance team works to enforce the Code, and we strive to have 100% of employees certify compliance with the Code annually. In 2021, 100% of employees in North America completed training and certification to the Code, and we have been implementing similar processes across our locations to track our global performance.

We promote accountability by encouraging all employees to report any ethical concerns or suspected violations to the Chief Compliance and Privacy Officer, the anonymous Compliance and Ethics Hotline that is available 24/7, or the anonymous Compliance and Ethics Web Portal. We do not allow any retaliation against an employee who reports suspected misconduct in good faith.

The Compliance and Internal Audit teams are responsible for routinely reviewing and monitoring our compliance and assessing our approach against government standards. In 2021, we advanced our program by establishing an Internal Audit function and initiating an internal audit of our FCPA practices. We continue to expand and improve our compliance capabilities to conduct more internal audits and implement real-time monitoring for relevant risks.

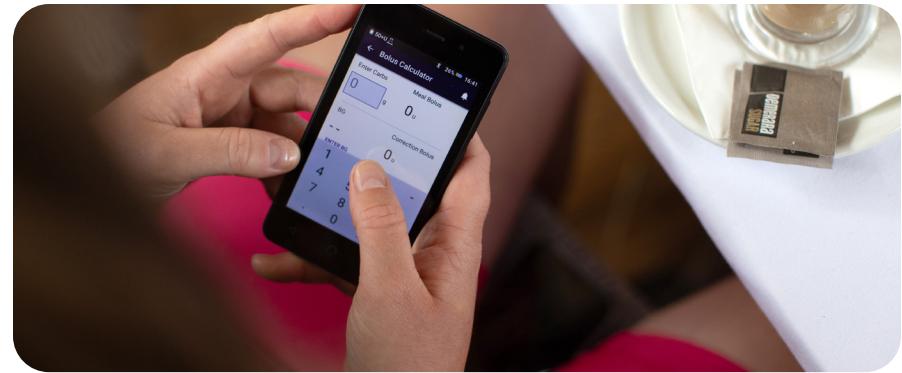
We also manage business conduct and ethics in our supply chain by providing a [Supplier Code of Conduct](#) that outlines standards of behavior for our suppliers. For more information, see the section on [Responsible Supply Chain Management](#).

Data Privacy and Cybersecurity

We are evolving our products to become more connected to wireless systems, which allows our customers to more easily and conveniently monitor and control their insulin delivery. Protecting our customers' personal health information and defending our systems from external security threats is of the utmost importance. We integrate cybersecurity and data privacy into the product design process and into our operations. To address the increasing presence and sophistication of online security threats, we pursue continuous improvement to protect our customers and our business.

Data Privacy

In 2021, we expanded our Privacy Office to meet our growing needs as we conduct business in new countries, each with specific data privacy requirements. The team reports to the Chief Information Officer and enforces strong data privacy policies,



standards, and procedures which are aligned to applicable global privacy laws, including the European Union's General Data Protection Regulation (GDPR). The Privacy Office works in close collaboration with our Compliance and Privacy team.

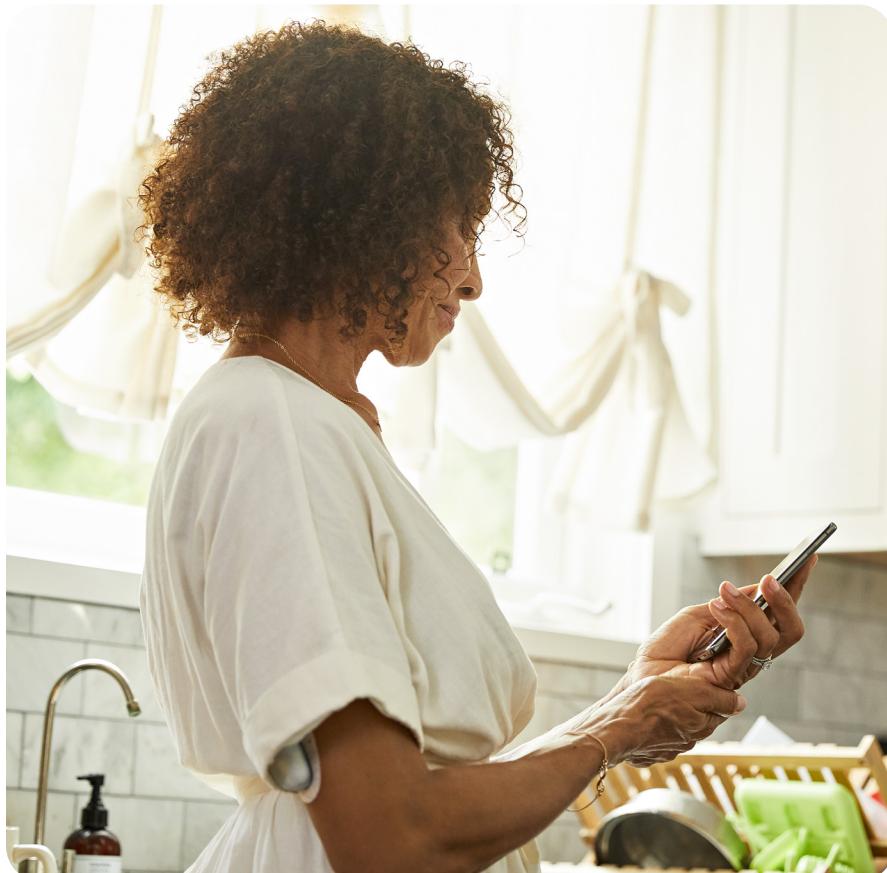
When we expand into new countries, we assess local and national laws to understand the data privacy requirements, determine if there are any gaps in our procedures, and enhance our procedures as needed. We also perform routine privacy impact assessments to systematically analyze how personally identifiable information is collected, used, shared, and maintained within our systems and business processes. These privacy impact assessments allow us to manage privacy risks involved in all processing of personal health information. Additionally, in 2021 we implemented a new privacy management platform.

We continue to advance and mature our data privacy procedures to maintain trust in our products and protect our systems against external risks. For more information on how we safeguard customers' personal information, please see our [Privacy Policy](#).

Product Security

Our customers depend on our technology to effectively manage their diabetes. As our products become more complex, we work to maintain the reliability of our systems. Our Global IT team implements our cybersecurity program and manages robust procedures for product security to promote consistency across our organization. To preserve customer trust in our devices, we manage cybersecurity throughout our entire product lifecycle, starting with product development and extending through to product use and end-of-life. We also employ advanced encryption methods to protect product connection to wireless systems and use static code analysis and dynamic testing to evaluate and overcome vulnerabilities.

As Insulet develops new products to help our customers better manage diabetes, we also strive to improve the security features of our devices. Our newest innovation, Omnipod 5, utilizes state-of-the-art authentication and encryption with mobile devices. Intended to be controlled through a secure mobile application on the user's compatible smartphone, Omnipod 5 limits access to verified users, validates the reliability of the Omnipod 5 app, and ensures both the integrity and authentication of the smartphone device. Additionally, Omnipod 5 has introduced X.509 certificate-based mutual authentication that safeguards the dependability of the Controller and the Pod by signing and verifying all critical commands sent to the Pod. Omnipod 5 is now globally recognized for incorporating the highest standards for information management and cybersecurity. This includes secure data transfer between the Pod and the application, as well as secure cloud storage.



We monitor the global network of security standards to maintain best-in-class security for our whole portfolio of products. We currently align with the following frameworks:

- International Electrotechnical Commission's (IEC) 27000 series (ISO/IEC 27000) with ISO 27001:2017 Information Security Certification for all global products and services
- National Institute of Standards and Technology (NIST) Framework for Improving Critical Infrastructure Cybersecurity
- ISO 27001 and the U.K. Cyber Essentials certifications for the Omnipod 5 Automated Insulin Delivery System
- ISO 27001 certification and the DTSec Cybersecurity Standard for Connected Diabetes Device Security certification for the Omnipod DASH Insulin Management System
- BS EN (British Standard and European Standard) ISO 27001:2017, which incorporates the requirements of BS ISO 27001:2013 to confirm information security

Enterprise Security

We manage enterprise security through our Enterprise Risk Management program to identify and mitigate risks and prepare for potential threats. Insulet's Board of Directors and executive team oversee our cybersecurity program and processes and review cybersecurity risks and incidents to improve our IT system controls and security. Our Cybersecurity team updates the executive team on a quarterly basis and briefs the Board at least annually on our cybersecurity program and risks.

We leverage innovative software to safeguard and maintain the integrity of our own operations. In addition to integrating multiple layers of defense into our IT systems, we encrypt all Company laptops. Furthermore, a third party manages our security operations, with 24/7 oversight. In 2021, we conducted a cybersecurity scenario test to evaluate our ability to respond to an external cybersecurity attack. Our successful completion of the test allowed us to better understand our strengths and to identify and address areas of improvement; this initiative reflects our commitment to upholding the highest standards of cybersecurity. To keep up with the dynamic, ever-evolving digital environment, we continually update our programs and increase our capabilities to prevent data loss, maintain enterprise security, and protect against potential risks.

Employee Education and Training

Our employees are critical to the success of our data privacy and cybersecurity program, and we diligently work to embed best-in-class practices into our culture. We provide formal training on data privacy and cybersecurity during new hire orientation and offer continuous cybersecurity learning opportunities throughout the year. Additionally, we send Company-wide communications on key privacy and security topics, operate an internal discussion board to encourage cybersecurity dialogue, and host panels with leading industry experts during our annual Quality and Compliance Week. We also conduct periodic phishing tests to train employees to identify and appropriately respond to malicious external digital threats. Furthermore, we enhanced employee awareness around identifying and reporting breaches of customer privacy in 2021.

Marketing Practices

We understand the importance of consistency and transparency in our communications with stakeholders. By encouraging ethical and responsible dialogue, we aim to operate in alignment with the interests of our customers and preserve trust in our business. Our teams adhere to the highest standards of integrity when labelling and marketing our products.

Culture of Ethics

All employees, consultants, contract workers, and temporary staff must adhere to our Sales and Marketing Code of Ethics, which establishes mandatory standards for sales and marketing activities. In the U.S., our Sales and Marketing Code is based on the Code of Ethics of AdvaMed, our industry association, and built around six foundational values: innovation, education, integrity, respect, responsibility, and transparency. Internationally, our sales and marketing business practices are rooted in local codes, including the Code of Ethical Business Practice of MedTech Europe, as well as the codes of MedTech Canada and the Medical Technology Association of Australia. We expect every employee to adhere to applicable laws and industry guidelines when interacting with healthcare professionals and customers.

We strictly follow our Sales and Marketing Code of Ethics in our communications to stakeholders regarding the safe and effective uses of our products in relation to on-label uses of medical technology. The code restricts communications about off-label uses or unapproved uses of approved products. We follow the code to ensure that our employees do not interfere with the independent judgement of healthcare professionals and refrain from using unlawful or unethical inducements, whether

offered to healthcare professionals or certain customers with government-provided healthcare coverage. The code also requires compliance with anti-kickback laws, other applicable local, state, and federal regulations, and the AdvaMed Code of Ethics. We also follow local codes of ethics adopted by industry associations outside of the U.S., including those in Australia, Canada, the European Union, and the Middle East.

We train all sales and marketing employees on our ethical marketing policies and processes upon joining Insulet, and 100% of our sales and marketing employees receive annual refresher training as well. Other employees, based on their job function, are also trained on our Sales and Marketing Code of Ethics upon hire and through part of an annual refresher. Employees who suspect any ethical violations must notify their supervisor, the Company's Chief Compliance and Privacy Officer, or the anonymous Compliance and Ethics Hotline and Web Portal. We conduct regular reviews and internal audits through our Corrective and Preventive Action (CAPA) program to monitor compliance with our policies.



Transparent Marketing and Labeling Practices

We are committed to accurately describing our products using appropriate and understandable language. We foster cross-functional dialogue between our Marketing, Legal, and Regulatory Affairs departments to systematically review and approve product marketing and labelling materials and approve our product claims, label use, and direct-to-consumer advertising. We utilize a digital marketing approval process to review and track all promotional materials. Across our global operations, we adhere to regulatory labeling requirements in every market we serve and continually monitor our marketing practices to maintain compliance. In 2021, we had no U.S. FDA 483 observations or warning letters of incidents of non-compliance related to product labeling or marketing communications.

Our Compliance department reviews and approves all expense reimbursements and other payments made to healthcare professionals to comply with our standards for payments, in accordance with industry codes and applicable laws. We encourage transparency by disclosing payments to healthcare professionals as required by applicable national reporting requirements in the countries where we operate.

Human Rights

Protecting and advancing human rights across our global operations is a fundamental principle at Insulet. In our operations and supply chain, we prohibit child labor, forced labor, human trafficking, and slavery. We are not aware of any human rights violations that took place during 2021. Should we become aware of any human rights related issues in the future, we are prepared to take necessary corrective action. We are creating systems to identify, assess, and manage the risks of human trafficking in our product supply chain. Looking forward, we plan to implement internal accountability procedures and training for employees and management teams on human trafficking and slavery to mitigate risk within our supply chain.

Our dedication to human rights is grounded in our Code of Business Conduct and Ethics, which requires that we adhere to applicable laws and regulations, including those regarding fair labor and employment conditions. For information on our new Supplier Code of Conduct, which has stringent requirements of suppliers related to human rights, see the section on [Supplier Responsibility](#). Furthermore, we comply with laws regarding human trafficking and slavery, including the California Supply Chains Act, the U.K. Modern Slavery Act, and the Australia Modern Slavery Act.



Protecting and advancing human rights across our global operations is a fundamental principle at Insulet.

Resilient Operations

Maintaining resilience within our operations is an essential aspect of our business as customers worldwide depend on the continuous supply of our products for effective diabetes management. As we continue to grow and expand our global presence, we are focused on addressing the potential social and environmental impacts of our business and strive to increase the sustainability of our operations to responsibly manage our supply chain. We aim to preserve the health of the environment for our communities and implement a holistic strategy to embed sustainability throughout our business by concentrating our efforts around responsible use of energy, minimization of waste, and conservation of water resources.

Sustainable Operations

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Supplier Responsibility

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Fueling our growth with optimized resource use and transitioning to a low-carbon economy

As we grow with purpose, we are committed to increasing the sustainability of our operations to preserve our planet and build long-term value for our stakeholders. Minimizing our greenhouse gas (GHG) emissions and decreasing our waste footprint will help us improve resilience and reduce risk across our global business. Building a strong, strategic foundation is critical to our success, and during 2021 we continued to focus on strengthening our baselining efforts to better understand our current impacts on the environment. In 2022, we plan to take the next steps to begin defining our ambitions and setting goals that reflect our priorities and drive our progress.

Climate Change and GHG Emissions

Climate change is one of the most pressing issues facing society today, because the health of our planet directly affects the health of our communities. In response to increasing stakeholder demand for climate action and our recognition that we have a responsibility to manage our own impact, we are taking thoughtful steps to do our part to provide a sustainable future for the people and communities we serve. It is also critical that we consider communities that have been disproportionately affected by climate change by promoting equity through our actions.

Climate Change Strategy

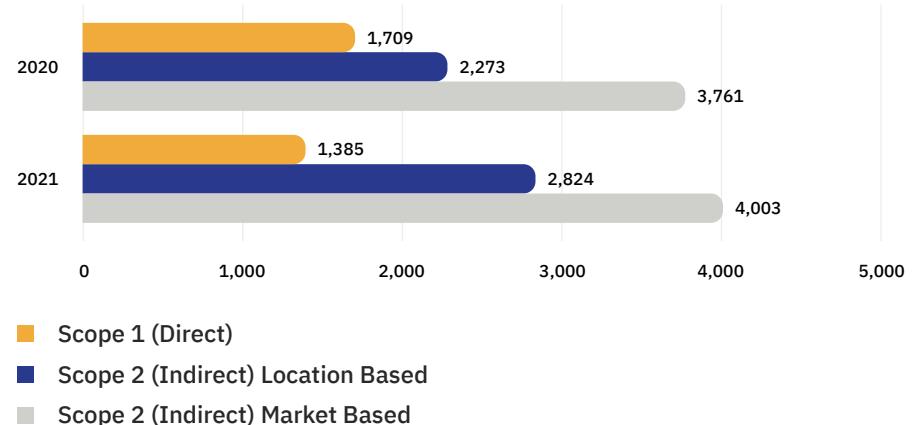
In 2021, we authored our [Climate Change Statement](#) which outlines our steadfast commitment to protect our business from climate risk, reduce our contribution to climate change, and aid in the transition to a low-carbon economy. We also support the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) and plan to incorporate its recommendations into our future reporting. To achieve our goals, we intend to monitor and review potential climate-related risks and opportunities while improving the efficiencies of our facilities, reducing our emissions, and increasing our transition to renewable energy. We also plan to collaborate and engage with various internal and external stakeholders to advance the long-term sustainability of our business.

As part of our forward-looking strategy, we have ambitions to set a path toward net-zero operations that includes the establishment of targets for GHG emissions reductions and increased use of renewable energy. In 2021, we decreased our Scope 1 GHG emissions by approximately 19% compared to 2020, because of warmer weather in 2021 and decreased use of humidification boilers. We also developed more accurate reporting of our refrigerant use across our locations. Our Scope 2 GHG emissions increased by approximately 24% in 2021 as more employees returned to our office locations and our product manufacturing increased.

Reducing Emissions from Transportation

We strive to minimize our emissions from transportation and shipping by enhancing efficiency within our supply chain. To reduce emissions and fuel consumption, we use ocean freight as our main mode of transportation over air freight for inbound product shipments from our contract manufacturer. In 2021, we are proud to report that we exceeded our goal to ship 90% of inbound freight by ocean transport. We also aim to decrease transportation emissions and costs by optimizing our shipments. Where possible, we ship full pallets, maximizing the amount of product we can deliver and increasing shipping efficiency.

GHG Emissions^[5] (Metric Tons of CO₂e)



Roadmap to TCFD-Aligned Reporting

TCFD has developed recommendations for effective reporting on climate-related risks to help businesses enhance transparency. The recommendations are structured around four thematic areas: governance, strategy, risk management, and metrics and targets. Our Board of Directors oversees climate risk at the highest level through the Nominating, Governance, and Risk Committee, and our Global Sustainability team leads our strategic efforts to mitigate the effects of climate change.

As part of our efforts to advance our climate change strategy, we have collaborated with key stakeholders to create a roadmap that identifies opportunities to develop TCFD-aligned reporting in the future. Future disclosures on key climate-related risks and opportunities should enable our stakeholders to better understand the financial impacts associated with climate change and contribute to investment in sustainable and resilient solutions.

[5] We have restated our 2020 GHG emissions due to changes in calculations. We are continuously improving our data collection and validation processes to enhance the accuracy of our reporting and ensure transparency.

Energy Management

One way we work to address our GHG emissions is by carefully managing our energy footprint as our business grows. To accomplish this, we prioritize improvements in energy efficiency within our own facilities to target overall energy consumption, and we support the adoption of renewable energy in our local communities.

Energy Efficiency

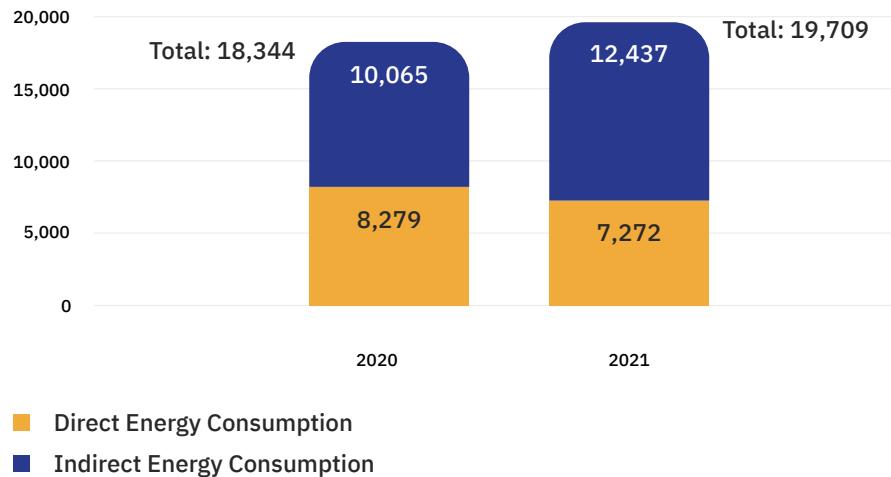
At our Acton, Massachusetts manufacturing facility, we use highly automated processes that optimize our product output and help to carefully manage our energy consumption. This advanced technology also minimizes human involvement in machine operation, therefore reducing health and safety risks. As we continue to expand globally, we look for energy-efficient buildings when opening newly leased offices. In 2021, we increased our total energy consumption by approximately 7% compared to 2020 due to more employees in the office, expanded manufacturing, and increased air circulation to improve air quality during the COVID-19 pandemic.

Renewable Energy

In 2020, we completed the first phase of our multi-year solar project by installing and activating approximately 2,800 solar panels at our corporate headquarters in Acton, Massachusetts—a visible symbol of our sustainability commitment. New sources of renewable energy help make our local electricity grid more sustainable while generating clean energy for our community. In 2021, we advanced the second phase of our solar strategy at our Acton, Massachusetts headquarters. By supporting alternative sources of energy, we aim to mitigate climate risk, accelerate the development and adoption of renewable technology, and help Massachusetts meet its renewable energy goals. We are excited to continue exploring future opportunities to invest in clean energy.

At our Acton, Massachusetts manufacturing facility, we use highly automated processes that optimize our product output and help to carefully manage our energy consumption.

Energy Consumption^[6]
(MWh)



[6] We have restated our 2020 energy consumption due to changes in calculations. We are continuously improving our data collection and validation processes to enhance the accuracy of our reporting and ensure transparency.

Waste Management

We actively manage our waste footprint by focusing on waste prevention and reduction across our operations and diverting any waste we do generate from landfill to avoid negative impacts on our local ecosystems and communities. To target specific opportunities for improvement, we increased our efforts to evaluate current waste generation and enhanced our data collection processes in 2021.

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Assessment and Measurement

To build on the foundation of our waste management strategy, we completed our first waste study in 2021. We worked with a qualified third party to observe and understand our waste-generating activities and to quantify the types of waste generated in our Acton, Massachusetts corporate office and manufacturing facility, as well as our distribution center in Billerica, Massachusetts. This assessment was critical to helping us understand our baseline performance and inform longer-term waste reduction goals. Through the waste audit, we identified immediate opportunities to increase our waste diversion rate through increased education and awareness in addition to longer-term measures. We are working to implement recommendations from the waste audit in 2022.

We generate waste in our offices, laboratories, distribution center, and manufacturing facilities. In 2021, we generated a total of 810 metric tons of waste and we diverted 36% of our waste from landfill and incineration.

Total Waste Generated in 2021 (Metric Tons)



Total Waste Diverted from Landfill and Incineration in 2021 (Metric Tons)



Reducing Our Paper Waste

At our headquarters in Acton, Massachusetts, we implemented a new printing process in 2021 to increase security, cut costs, and reduce waste. This system updated our default printing settings to double-sided, which is estimated to save as much as 1.2 million sheets of paper per year—equivalent to roughly 84 standard pine trees.

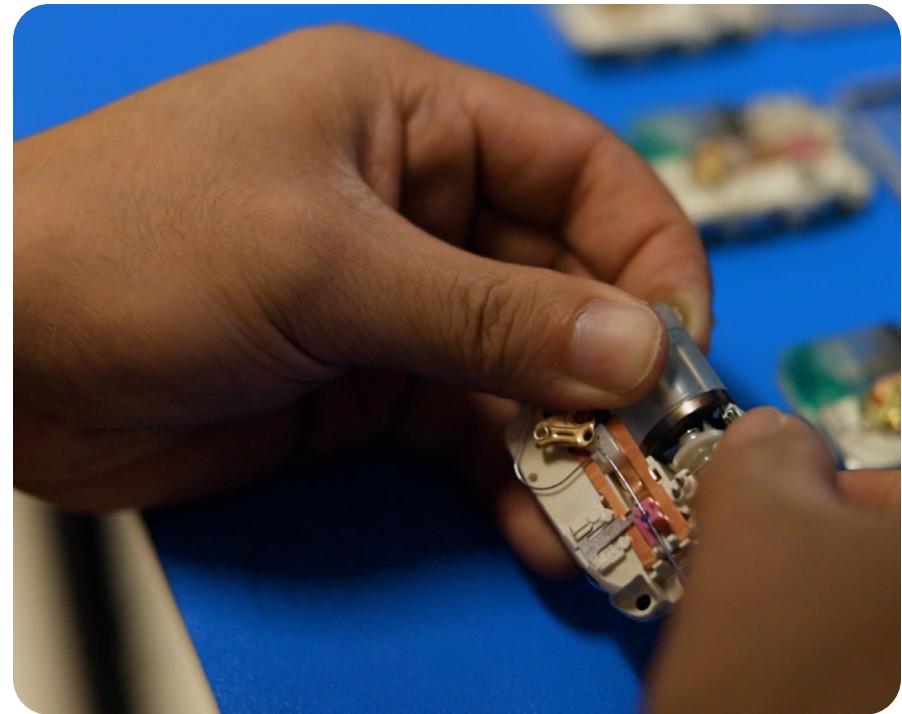
Manufacturing Waste

At our manufacturing facilities, we must dispose of defective materials and components to maintain our strict standards for product integrity. During the production process, we promote operational consistency to create high-quality products and to reduce the number of Pods that require disposal due to defects or non-working parts. We also regularly service and update our manufacturing equipment. The installation of upgrades is critical to our process as it allows us to improve efficiency and drive down our rate of waste generation. In addition to optimizing our production process, we reclaim excess material where possible. If certain components, including the reservoir, batteries, and printed circuit board assembly, meet strict quality standards, we plan to reclaim the material and incorporate it into new Pods rather than disposing of these working parts.

We also reduce manufacturing waste through our Lean and Six Sigma programs. We provide periodic updates to the executive team about our pipeline of projects, many of which result in environmental improvements, including the reduction of excess manufacturing material and paper waste and improvements in energy efficiency. During 2021, over 35 projects were ongoing, of which 80% or more were identified as having an environmental impact. In the future, we aspire to develop a system for quantifying and tracking the environmental impact of our continuous improvement projects.

For information about how we manage downstream waste and contribute to circular economy practices, see the sections on [Product Stewardship](#) and [Takeback and Recycling Programs](#).

The installation of upgrades is critical to our process as it allows us to improve efficiency and drive down our rate of waste generation.



Water Management

We are committed to using natural resources responsibly. As we grow and advance our sustainability strategy, we are continuing to build a baseline for our water management approach to better understand our impacts on the environment and track our performance. By creating a strong foundation, we hope to identify areas to improve efficiency and minimize our water footprint. In 2021, we used 619,033 cubic feet of water at our Acton, Massachusetts location. This past year, we improved our data tracking processes and identified additional sources of water usage in our operations, which led to a significant increase in our reported water usage compared to 2020. We strive to continuously improve our data collection systems to more accurately reflect our performance.



Engaging our suppliers to ensure quality and responsibility as we grow

We rely on our trusted suppliers to help us fulfill our mission and support simplicity, freedom, and healthier lives for the diabetes community. We promote responsible practices throughout our supply chain to uphold product quality, increase resiliency and efficiency, and minimize disruptions while delivering essential products to our customers. We partner with suppliers that share these commitments and work together to minimize risk and enhance supplier performance.

Responsible Supply Chain Management

Our sustainable growth depends on our ability to integrate responsible business practices throughout our supply chain and to effectively manage our suppliers. This year, we expanded our efforts to promote responsibility within our supply chain by joining the Responsible Business Alliance (RBA) and adopting a [Supplier Code of Conduct](#). We also regularly evaluate and manage risks in our supply chain to enable a dependable supply of products for our customers. Although the COVID-19 pandemic has continued to disrupt the global supply chain, our strategic management of our supply chain and our employees' unwavering commitment to our customers allowed us to deliver essential products with no delays or backorders to our customers, all while protecting the health and safety of our workforce. For more information, see the section on [Responding to COVID-19](#).

Strategic Membership

We are committed to building a supplier responsibility program that integrates international best practices. In 2021, we became members of the RBA—the world's largest industry coalition dedicated to improving responsibility in global supply chains. As Insulet grows in size and global presence, our membership in the RBA should enable us to build a strong foundational supplier responsibility program that effectively manages risk. By joining the RBA, we plan to leverage a wide range of resources and tools and to improve efficiency through shared audits and collaborative initiatives.

Supplier Code of Conduct

We expect our suppliers to conduct business with integrity and care for our workers' wellbeing and the sustainability of our planet. In 2021, we adopted the RBA Code of Conduct as our [Supplier Code of Conduct](#). The requirements set out in the Code reference international norms and principles, including the United Nations Guiding Principles on Business and Human Rights, the United Nations Universal Declaration of Human Rights, International Labor Organization Standards, Organization for Economic Cooperation and Development (OECD) Guidelines for Multinational Enterprises, ISO standards, and many others. The Code also encourages suppliers to go beyond legal compliance to advance social and environmental responsibility and business ethics.

We expect our suppliers to conduct business with integrity and care for our workers' wellbeing and the sustainability of our planet.

We hope that adopting the RBA Code of Conduct will accelerate the dissemination of a robust, widely accepted set of social and environmental standards throughout our supply chain. Moving forward, we will rely on our suppliers to act in accordance with the Code and to inform their own suppliers of the requirements, and we will work with suppliers to maintain compliance. The Code is updated every three years and is available in over 25 languages. In 2021, 100% of our top-spend suppliers^[7] acknowledged that they have read and understood our new Supplier Code.

Supply Chain Continuity

Our ability to maintain continuous supply directly impacts our customers, who depend on our products every day to manage their insulin levels. Without our Pods, our customers would face critical health risks. To ensure reliability, we incorporate cross qualification of suppliers to support efficient manufacturing. Our customer-centric approach to sustainable sourcing also focuses on dual and in-region sourcing, as well as cross-qualified sourcing, to maintain availability of high-quality components and to enhance our ability to deliver products regularly.

Dual sourcing increases our access to critical materials and improves the flexibility of our supply chain. In some cases, we must use sole sourcing when the designs of certain components are proprietary and intellectual property rights are owned exclusively by one party. We manage risk for sole sourced components by holding inventory in-house and at the supplier's facilities to ensure continuity of supply and low risk of disruption.

Local sourcing through the use of regional suppliers located close to our manufacturing facilities in Massachusetts and in China ensures efficiency and provides environmental benefits by avoiding emissions from transportation. We plan to invest in a new manufacturing plant in another international location to further diversify globally and increase efficiency. Additionally, in January 2022, we acquired one of our suppliers to bring key intellectual property and expertise in-house, strengthen our production capabilities, and mitigate supply chain risks. Moving forward, we also plan to develop a multi-year enterprise resource planning upgrade to strengthen our infrastructure and increase our business resiliency.

[7] Our top spend suppliers are defined as the top 80% of pod component (Tier 1 and Tier 2), value-added manufacturing (Tier 1), and PDM (Tier 1) supplier spend.

Risk Management

We aim to partner with world-class suppliers that are committed to excellence and can grow with our Company. Our Global Procurement team is reviewing opportunities to incorporate environmental and social factors into our existing supplier selection and management processes. We plan to continue to formalize our supplier assessments to evaluate risk and develop measurements for performance.

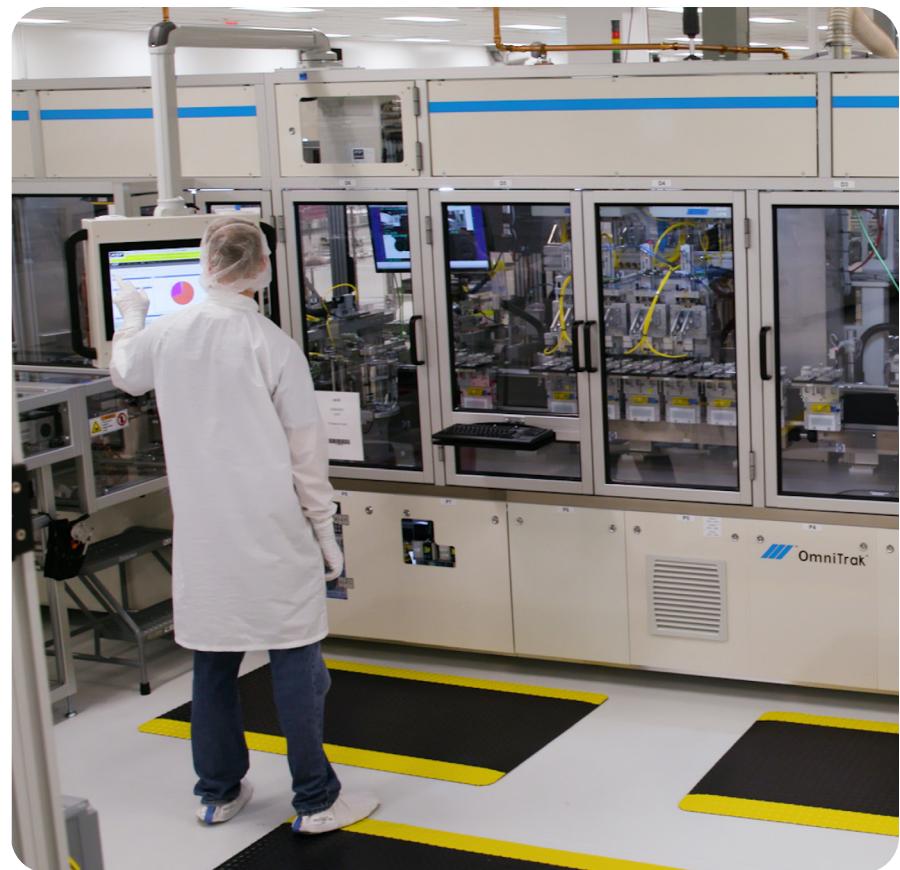
Additionally, in 2021, we became certified through the U.S. Customs and Border Protection's Customs Trade Partnership Against Terrorism (CTPAT). Through this program, we work to improve security and minimize risk in our supply chain.

Quality Audits

We perform systematic quality audits every one to two years for our Class A suppliers and every two to three years for Class B suppliers^[8] to evaluate their compliance with quality requirements. Our rigorous, independent auditing process assesses compliance and enables delivery of high-quality products to our customers.

We conduct audits and perform physical or remote inspections of supplier facilities to evaluate and test quality control processes. We also perform desk evaluations of documented evidence and self-assessments. Additionally, we assess our suppliers' Quality Management Systems, evaluate compliance with relevant quality requirements, document controls, validate processes, and monitor product documentation to maintain traceability. We audit suppliers against the ISO 13485 Medical devices – Quality management systems standard, and Tier 1 suppliers are required to adhere to the same standard within their own supply chain (i.e., our Tier 2 suppliers). Our robust auditing process allows us to identify any non-conformances that require remediation and supports our compliance with regulations and standards for quality.

Furthermore, we collaborate with our suppliers to understand the supply of any tin, tantalum, tungsten, and gold (or conflict minerals) in our supply chain. For more information, please visit our [Conflict Minerals Policy](#) and most recent [Conflict Minerals Report](#) on our website.



Traceability in Our Distribution Chain

We maintain complete component-level traceability in compliance with U.S. FDA regulations. In our distribution chain, we implement controls to systematically run batch reports that enable the traceability of all product batches by lot number. These controls keep us prepared in the event of a recall or issue related to quality and allow us to develop a comprehensive report that generates full lot traceability, including information for products sent directly to customers or distributors. Our distributors implement similar mechanisms to maintain traceability.

[8] Class A and B suppliers are our most important suppliers.

Sustainable Product Innovation

We are focused on minimizing our products' impact on the environment and designing our products to be inclusive of the diverse global diabetes community. Our product packaging and design processes integrate sustainability and customer needs throughout the full product lifecycle. To safely advance our revolutionary, customer-centric technology, we conduct comprehensive clinical trials, customer assessments, and quality evaluations. We also limit resource consumption and contribute to a circular economy through our product takeback programs. As we evolve our products, we intend to continue to explore opportunities to improve product sustainability and provide positive outcomes for our customers and our planet.



Product and Packaging Design

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Product Takeback

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Innovating with customer centricity and the environment in mind

Aligned with our goal to simplify the lives of our customers, Omnipod facilitates convenience by offering an easier alternative to traditional insulin pumps or MDI therapy. As we develop our high-quality products, we integrate customer feedback, deliver on safety and effectiveness, and embed sustainability throughout the design process.

Customer Centricity

Customer satisfaction remains a top priority at Insulet. Our Pods allow users to maintain their daily routines and enjoy what they love without focusing on their diabetes management. We continue to advance our products by incorporating valuable customer feedback to develop new features, such as smartphone integration. Our unwavering focus on our customers drives our commitment to simplify diabetes management and improve the usability of our products.

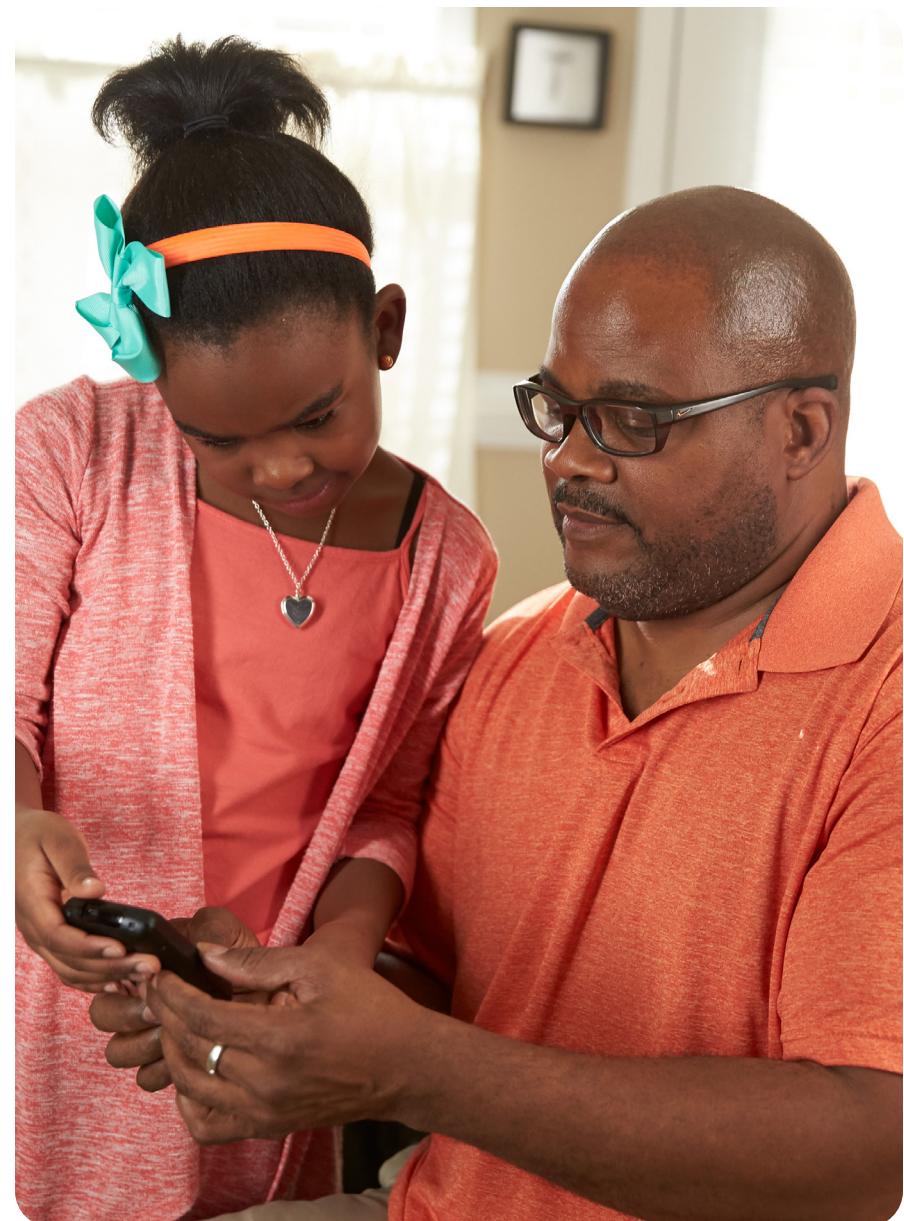
Our Pods allow users to maintain their daily routines and enjoy what they love without focusing on their diabetes management.

Customer-Focused Design

Throughout our design process, our innovation marketing, hardware, and software teams gather deep insight on the unmet needs of people living with diabetes, accounting for a wide range of lifestyles and personal preferences to reflect the diversity of the diabetes community. We aim to simplify diabetes management and make diabetes a smaller part of life for people. Because of our customer-centric mindset, we designed our Pods to be small and lightweight, which makes them concealable and more discrete. Our products are simple to use, leading to easier on-boarding, training, and daily management. Pods can be worn for up to three days at a time and are tubeless and waterproof,^[9] so customers can even wear them when showering, swimming, or performing other activities. Additionally, the Pods can deliver insulin continuously and eliminate the need for daily injections, so customers can enjoy greater flexibility with meals, exercise, and daily schedules.

To support customers with hearing or vision impairments, we provide various options for alarms and visual indicators. Customers in the U.S. can use the Omnipod DASH PDM in both English and Spanish, and we are working to build an end-to-end customer experience entirely in Spanish. We are committed to working with diverse communities to identify ways to make our products more inclusive in the future.

We listen when our customers share their daily experiences with our insulin delivery systems, and their feedback informs the continual improvement of our products. For example, customers requested a way to help keep their Pods in place during the summer months and while performing high-intensity activities, such as sports or swimming. In response, we developed PodPals, an adhesive overlay accessory for the Pod, available in the U.S. and Europe. The waterproof,^[9] flexible design is custom fit for our Pods to allow our customers to enjoy a more active lifestyle. We also engage with customers during product design through our human factor and user experience testing, which allows us to gain direct insights from current customers.



[9] The Pod has an IP28 rating for up to 25 feet for 60 minutes. The PDM and Controller are not waterproof.



Technology Advancements

We leverage innovative technology in our product design to allow customers to integrate diabetes management more easily into their everyday lives. Omnipod DASH features a secure Bluetooth®-enabled Pod and PDM with the look and feel of a simple smartphone. The modern, interactive display allows users to easily check insulin levels and adjust dosing based on activity and diet. Based on further customer feedback, we developed an app that provides customers in the U.S. with quick and easy access to their PDM data on their smartphone and the option to share therapy status information with friends and family. Omnipod DASH also has complimentary Omnipod mobile applications, which give users the ability to see their CGM data and insulin delivery information together on a single screen on their compatible personal mobile device in the U.S. The PDM automatically uploads data nightly to provide users and their clinicians with cloud access to data.

We leverage innovative technology in our product design to allow customers to integrate diabetes management more easily into their everyday lives.

We understand that as technology advances, more customers may want to use their personal smartphones and devices for diabetes management. As such, we designed Omnipod 5 to be controlled through a secure mobile app on customers' compatible smartphones. This allows users to conveniently manage diabetes with fewer devices. Currently, the application is compatible with Android devices, and we are working on developing an iOS application so users with an iPhone can control Omnipod 5 Pods. Constant wireless communication between Omnipod 5 and the Dexcom G6 CGM allows for automatic adjustments to insulin delivery to offer users new levels of freedom. In addition, we have a development agreement to integrate Abbott Diabetes Care, Inc.'s CGM with Omnipod 5 in the future. As we build the next generations of Omnipod, we are committed to continuing to leverage technological advancements while maintaining our steadfast focus on data privacy and product security.

Customer Training

Diabetes management can be difficult to understand, and we believe that training consumers on how to use Omnipod is an important factor to promote successful outcomes and customer retention. Since the system is easy to use, there is a reduced training burden on healthcare professionals and end users. We have streamlined and standardized our training by developing improved online resources, and we have increased the size of our Field Clinician team to directly train new Omnipod users. We have also built extensive on-boarding and training capabilities for the launch of Omnipod 5. Due to the COVID-19 pandemic, we have continued to implement virtual training to on-board new Omnipod customers, and in 2021, nearly 35% of U.S. customers started virtually. The virtual training programs have been successful and provide customers with the option to view the program from the comfort of their own home with multiple family members present. We plan to continue to provide customers with the flexibility to choose in-person or virtual trainings to best fit their needs.

Customer Satisfaction

Customer feedback is extremely valuable for improving our products and validating our approach, and we strive to exceed customer expectations. Our Marketing and Commercial teams conduct regular engagement surveys and extensive customer research to understand customer needs. We also run call centers where customers can provide feedback and receive information about our products. We integrate input from various stakeholders, including healthcare providers, payors, and customers, to create products that fulfill customer needs and build loyalty in our brand.

97%

of Omnipod users would recommend the product to a friend^[10]

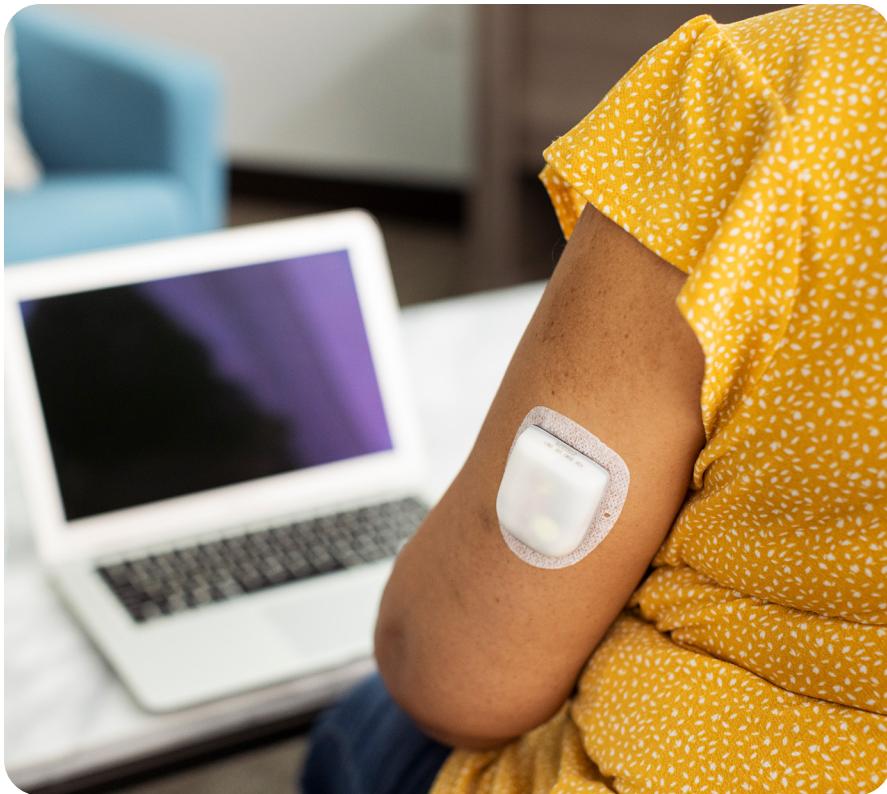
Product Quality and Safety

It is essential that we hold our products to the highest standards of quality throughout the full product lifecycle because customers depend on Omnipod for safe and effective insulin delivery. We never compromise on quality, and we embed quality excellence throughout our Company culture. Our quality management policies and practices adhere to applicable laws and regulations regarding product quality, safety, and performance.

We never compromise on quality, and we embed quality excellence throughout our Company culture.



[10] Source: In a November 2019 satisfaction survey of 2,481 Omnipod DASH and Omnipod System users, 97% of respondents, if given the opportunity, would recommend the Omnipod System to a friend or colleague.



Eliminating Waste in Our Quality Processes

As part of our commitment to reduce the environmental footprint of our business, we set a target to eliminate paper usage in our QMS by switching to 100% electronic processes. In the healthcare industry, paper waste is a significant challenge due to the amount of documentation involved. However, we are diligently working to reduce this waste stream in our operations, and as of 2021 we have implemented 17 electronic processes as part of our eQMS. Each electronic process represents multiple paper forms that are no longer required, and in 2022, we plan to implement at least four additional electronic processes. We are also supplementing our electronic transition by training employees to adjust their behaviors and practices to contribute to a more sustainable system.

Oversight for Quality

From product design and manufacturing to testing and distribution, we monitor compliance through clear accountability and robust management systems. The Insulet Board of Directors oversees the Company's quality performance and is regularly updated on our processes and progress. Our quality management processes are overseen by our Vice President, Quality Systems and Operations, who reports to our Executive Vice President and COO.

We consistently meet customer and regulatory requirements through our Quality Management System (QMS), which drives quality excellence throughout our global operations. Our owned and contract manufacturing facilities that manufacture finished medical devices are required to be ISO 13485 certified, which specifies requirements for QMS in the medical device industry. The BSI Group, which periodically audits our facilities, maintains our certification, and has confirmed that our QMS conforms to the ISO 13485 Standard.

Our outside vendors produce components to our rigorous specifications, and they are audited periodically by our Quality Assurance department. Our Quality Assurance department also inspects and tests Omnipod at various steps in the manufacturing cycle to facilitate compliance with our standards. We are registered with the U.S. FDA, which performs regular inspections of our QMS, our manufacturing facilities, and our contract manufacturing facilities to confirm compliance with regulations and conformance to the QMS. Our robust audit system is certified under the Medical Device Single Audit Program and involves both internal and external auditors. As we expand globally and plan to open new manufacturing facilities, we continually update our QMS and audit system to align with each country's compliance regulations.

In 2021, we established a European lot qualification and complaints lab that is locally managed. This eliminates the need to send potentially biohazardous samples from Europe to the U.S. for testing or for complaint investigation. The newly launched lab is much closer to our facilities in the region, which shortens our supply chain, minimizes the distance to ship material, and reduces our emissions from transportation.

Risk Management

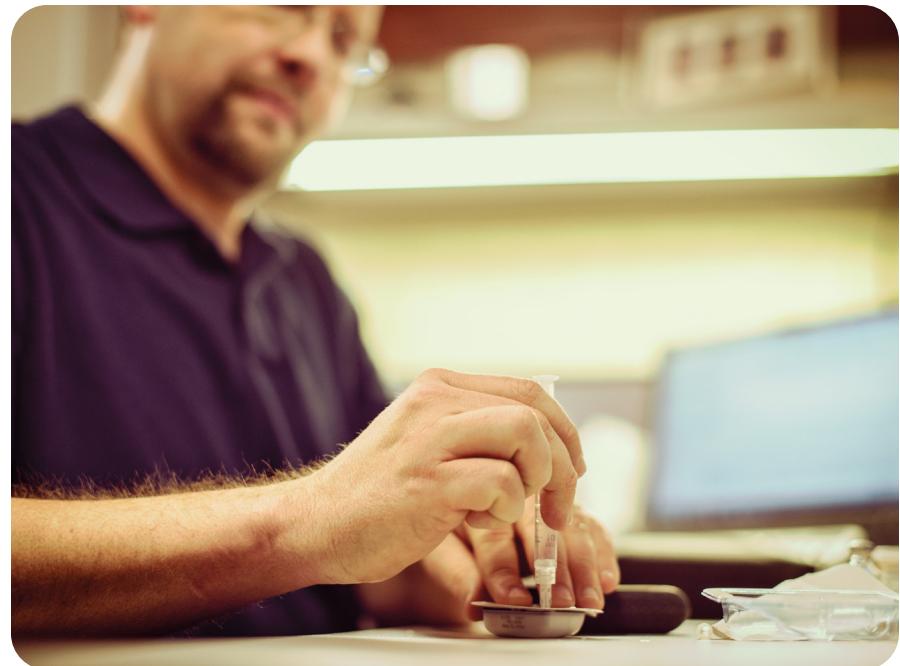
We identify and respond to potential issues through our risk management process, which is aligned with ISO 14971, the standard for risk management of medical devices. The findings from our risk management assessments inform our CAPA program. Through the CAPA program, we identify, review, and correct any QMS or manufacturing issues at our facilities to prevent recurrence. We continually monitor product safety and quality and provide monthly updates to senior leadership and other cross-functional teams. Our unwavering dedication to improving our performance is reflected in our rigorous product quality targets related to customer complaints, supply continuity, and our manufacturing process.

Employee Education and Training

Our culture of quality is dependent on our employees upholding our high standards and sharing responsibility for the quality of our products. During new hire orientation, all employees must complete sessions on quality and regulatory requirements, and we also provide additional training based on employees' roles and responsibilities.

Our culture of quality is dependent on our employees upholding our high standards and sharing responsibility for the quality of our products.

In 2021, we rolled out training on our Lean Principles and 8D problem solving, primarily for our Manufacturing, Quality, and Regulatory teams, to improve process capability and reduce waste and product defects. We also updated our CAPA program to follow the 8D process, which has led to a higher rate of effectiveness. Our Senior Director of Business Transformation, hired in 2021, is responsible for embedding continuous improvement into our culture.



Ethical Clinical Research

Clinical trials are a vital step in establishing the safety and effectiveness of our products. Our Senior Vice President and Medical Director is responsible for maintaining our strong standard for ethical conduct in our clinical trials, which are overseen by an Independent Review Board (IRB) that protects the welfare of research subjects. We also protect the rights and privacy of trial subjects and maintain quality by aligning with Good Clinical Practice, an international standard for ethical and scientific quality. We do not conduct or outsource testing on animals.

We comply with applicable laws and regulations governing the research and testing of our products and routinely meet with regulatory bodies to discuss the safety and efficacy of our trial designs. The U.S. FDA reviews and approves our significant risk protocols before we begin testing. After a trial concludes and when the data are available, we publish our findings in peer-reviewed scientific journals and conferences.

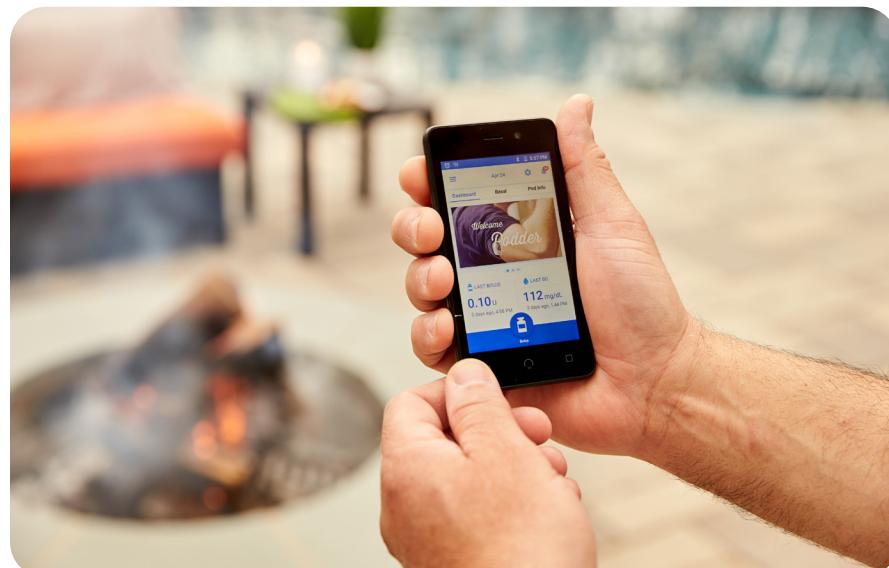
Quality Product Packaging

Our Quality department is responsible for maintaining our strict quality standards for packaging to avoid contamination and maintain sterility. We adhere to international standards of packaging including:

- **ISO 11607-1 and ISO 11607-2:** Packaging for terminally sterilized medical devices
- **ISO 11135:** Sterilization of healthcare products
- **ISO 10993:** Biological evaluation of medical devices

Innovation, Research and Development, and Intellectual Property

We are motivated by our dedication to improve and simplify the lives of people with diabetes and are constantly looking for innovative ways to evolve our products. Our devices lead to improved outcomes and revolutionize diabetes management by incorporating advanced algorithms, growing datasets and analytics, and smartphone connectivity. Throughout our research and design process, we encourage employees to think creatively to deliver unique designs that exceed customer expectations.



We are motivated by our dedication to improve and simplify the lives of people with diabetes and are constantly looking for innovative ways to evolve our products.

Quality and Compliance Week

We hosted our sixth annual Quality and Compliance week in 2021. The goal of the program is to educate employees at all levels of the Company and improve recognition for the importance of quality and compliance. Quality and Compliance Week remains a critical part of our corporate culture and contributes to the success of our business. In 2021, the theme was Simplify the Future, which reflects our commitment to make the lives of our customers easier through our innovative, intuitive technology. We are also optimizing our processes to become more efficient and effective in all aspects of our business.

Topics focused on customers and healthcare providers, and the program included presentations from our CEO, COO, and Chief Commercial Officer (CCO). As we continue to grow globally, Quality and Compliance Week promotes our common values and expectations which are consistently shared and maintained throughout our organization. We are proud that our employees' continued commitment to uphold our strong standards and culture of quality drives our competitive advantage.

1,521

attendees

71

sessions

6,000+

training hours

56

presenters

8

external speakers

Our Research and Development teams are comprised of best-in-class talent who conduct thorough research, design collaboratively, and robustly test our products to maintain safety and efficacy for our customers. We continue to research opportunities to embed sustainability within our products to reduce our impact on the environment. We follow a formalized technology and product development process that aligns with best practices and U.S. FDA regulations:

Stage 1: Product Definition

Commercial and clinical teams identify unmet user needs or opportunities to offer product solutions that significantly enhance the user experience.

Stage 2: Early-Stage Feasibility

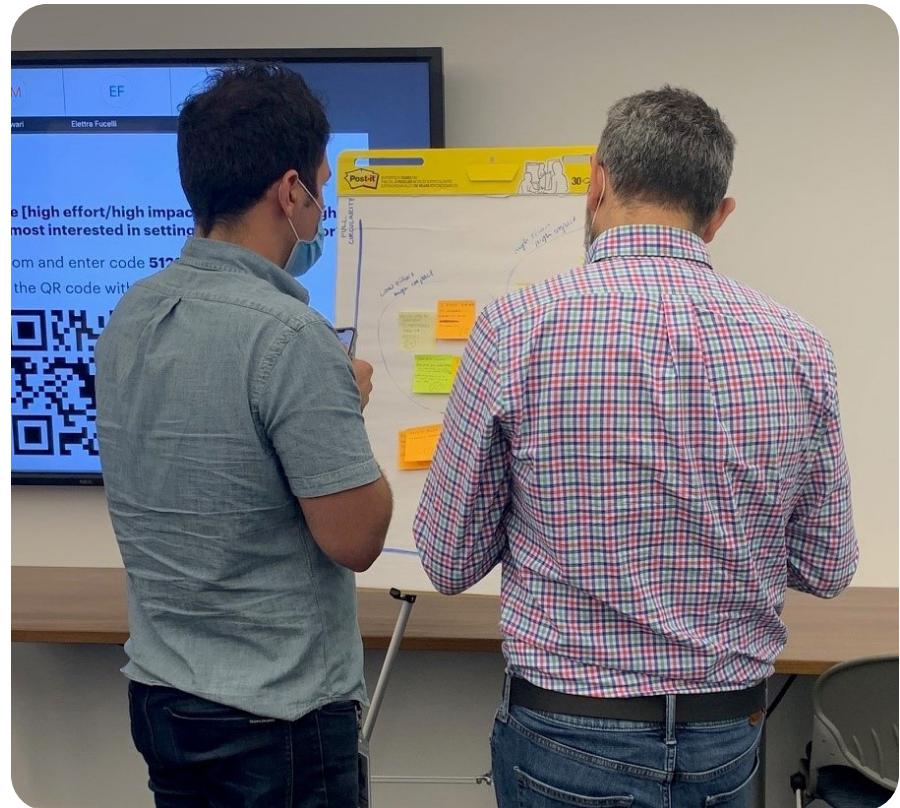
Teams conduct in-depth research and feasibility studies to start broadly solving the core problem(s) and any peripheral problems in the space.

- Generate, prototype, and test concepts to provide confidence in the solution space
- Create and file intellectual property
- Conduct early user validation activities to ensure the product addresses core customer requirements and unmet needs
- Establish business cases and achieve organizational alignment

Stage 3: Design Controls

Insulet has robust design control processes which adhere to quality system standards and regulations and range in duration depending upon complexity of the program and product.

- **Phase A:** Concept and Initial Planning
- **Phase B:** Design Planning and Input
- **Phase C:** Design and Development/Output
- **Phase D:** Design Verification and Validation
- **Phase E:** Design Transfer
- **Phase F:** Release to Market and Post Market Surveillance



Employees Innovating for the Future

In 2021, we hosted an inaugural innovation competition. Employees were challenged to come up with an innovative business idea focused on driving gross margin improvement to help achieve our Company goals. Teams and individuals submitted over 40 creative ideas for the competition and our executive leaders judged the pitch sessions. More than 100 employees participated in the competition, which fostered a greater focus on sustainability throughout our Company.

Product Stewardship

We consider environmental and health factors when sourcing materials, designing devices, and manufacturing products in response to increasing stakeholder demand for sustainable products and packaging. While the medical device industry faces unique challenges and specific requirements, we seek opportunities to reduce the environmental impacts at every stage of the product lifecycle. Our Design and Production teams continue to evaluate and implement solutions to make our products more sustainable and efficient while maintaining our customer-centric mindset and high standards for product quality and safety.

Design and Production

We incorporate product stewardship from the very beginning of the lifecycle, the design stage. In addition to focusing on our customers' needs, our Design teams consider the environmental impact of our products and strive to build our devices from high-quality, safe, and sustainable materials. We minimize waste and decrease the amount of source material required by designing smaller Pods and increasing the recyclability and reusability of individual components or subsystems. Our Controllers and many of our PDMs use rechargeable batteries which enable longer lifecycles and reuse. The batteries within the Pods do not contain heavy metals, such as mercury, and we avoid hazardous materials in our devices to comply with the European Union Restriction of Hazardous Substances (RoHS) requirements.

In 2021, we established a cross-functional packaging and labeling working group to holistically streamline our packaging designs and foster more robust engagement from stakeholders. The working group reviews updates to existing packaging and new packaging designs, and sustainability is now a guiding factor when making any changes to packaging or labeling. Our packaging includes low-cost, highly recyclable materials, including cardboard and paper-based trays, and we are exploring ways to continue optimizing and reducing the amount of materials we use in our packaging. We have set clear sustainability guidelines to better inform our packaging and plan to launch new packaging designs in the future. To avoid excess packaging material during shipping, we also recirculate trays that suppliers use to ship components to our manufacturing facility.

"We aim to minimize our products' carbon footprint, reduce landfill waste, and offer a superior experience for our users."

*Eric Benjamin, Executive Vice President
Innovation, Strategy, and Digital Products*

In addition, we are working to identify opportunities to reduce the use of virgin, fossil-fuel based plastics in our products and packaging. We plan to continue to investigate and work with plastic vendors to take actionable steps to further reduce the environmental impact of our products. We also minimize our own waste during the manufacturing process for our products by managing scrap plastic and silicone materials. For more information, see the section on [Waste Management](#).

Sustainable Sterilization

Following U.S. FDA requirements, we sterilize all products prior to customer delivery through third-party partners. Our Quality Engineering team manages our long-term relationships with the companies that sterilize our products. We require our partners to adhere to ISO 11135, which sets standards for the development, validation, and routine control of sterilization processes for medical devices. We collaborate with our partners to embed environmental and health considerations into our sterilization process.

Ethylene oxide is commonly used as a sterilant in the healthcare and medical device industries. However, the compound is designated as a hazardous air pollutant by the U.S. Environmental Protection Agency (EPA). We regularly test for ethylene oxide residuals and evaluate opportunities to reduce our use of the compound where possible to protect the health and safety of our employees and communities.

Our sterilization partners operate multiple facilities in Europe and established two additional locations in the U.S. in 2021. These facilities utilize advanced technology and equipment to reduce the concentration of ethylene oxide, using inert gas as a filler, and minimize the total use of the sterilant used throughout the process, while maintaining product sterility. These initiatives enhance our product safety, promote a safer environment for employees and suppliers, and lead to reduced emissions. Looking forward, one of our partners is planning on qualifying at least one more facility in 2022 and our overall goal is to reduce ethylene oxide use at all sites.

Circular Economy

Waste generation is a key issue in the medical device industry due to the disposable nature of many products and the strict regulations for handling biohazardous waste. We recognize that our Pods contribute to the global waste issue; however, we are exploring possibilities to shift to a more circular approach, which reduces resource use, leverages recyclable and renewable materials, and recovers and recycles waste to manufacture new products.

The transition from a linear to circular business model requires our teams to think about how the Pod, PDM, and Controller are designed and manufactured and what happens after the Pods have been used. A circular business model would allow for the materials in the Pod, PDM, and Controller to be reused, recycled, or repurposed in such a way that the whole product does not end up in a landfill. In turn, this can provide financial benefits as well as reduce environmental impacts from product manufacturing and disposal.

Coming Full Circle: Sustainable Design and Innovation Workshops

In 2021, more than 25 Insulet employees across all parts of the product lifecycle participated in two cross-functional workshops, centered on Design for Disassembly and Sustainable Materials. Led by our Global Sustainability team, we provided workshop attendees with both educational resources as well as opportunities for participants to collaborate and brainstorm on how to apply these learnings in future designs. Participants dove deep into content about design for disassembly principles such as modularity, reversible fastening, recycling methodologies, and plastic alternatives. This exercise not only facilitated new, innovative ideas, but also fostered effective collaboration between representatives from our Engineering, Manufacturing, Research and Development, and Global Procurement teams.

Bringing employees together to learn about these principles and brainstorm ideas is a key step toward building our capabilities for circular design. These workshops led to the development of our Sustainable Design Principles, which we will strive to incorporate in our current and future product innovations to increase the sustainability of our Pods, PDMs, and Controllers.





Minimizing the environmental footprint of our products across the full lifecycle

While adhering to applicable requirements to properly dispose of medical waste, we effectively manage our waste and reduce our impact on the environment through our product takeback programs. These efforts allow us to reduce the amount of waste we send to landfills and contribute to the circular economy. By reclaiming product materials, we can continue to extract value from our products, even after end of use.

Takeback Programs

We are continuously looking for ways to reduce the number of products that end up in landfills, examining our business model, and actively investigating opportunities to offer product takeback programs to more customers around the world. In 2021, customers throughout Europe and Canada were able to return used Pods for responsible disposal through our takeback programs.

In countries where we implement a takeback program, such as Canada, Germany, and the U.K., customers receive return packaging with their new shipment of Pods. Customers collect used Pods and mail them to a location where they are diverted from landfills. In Europe, the used Pods are incinerated to generate electricity through a waste-to-energy process.

Through our takeback and recycling program in France, customers fill a return carton with used Pods and drop them off at select pharmacies. Our recycling partners manage the collection and recycling process. Once the Pods are collected, they are separated into metallic and non-metallic parts and an automated robot separates the batteries from other electrical components, which are then delivered to a battery recycling facility. The Pods are grinded with a shredding machine and the non-metallic ore materials are further processed to single out stainless steel, lead, copper, gold, plastic, and fiber, all of which are sent to specialized channels for recycling.

95%

of Pod materials by weight are recycled in France

Product Takeback ^[11]	2019	2020	2021
Total weight of Pod materials accepted for takeback (metric tons)	22.0	39.0	135.8
Total number of Pods accepted for takeback	-	-	5,222,709



[11] Our 2021 data reflects all global data, while previous years only reflect partial data. We began disclosing total number of Pods accepted for takeback in 2021. France recycles 95% of Pod components by weight.

People and Communities

We are active members of the global diabetes community, and while Omnipod continues to be our single biggest direct contribution to minimizing the effects of diabetes, we recognize that treatment is just one aspect of making diabetes a smaller part of people's lives. That's why Insulet is proud to partner with organizations around the world—large and small—who share our passion for improving the lives of people with diabetes. Beyond financial support for partner organizations, we provide educational resources and opportunities to form connections with others and advocate for diabetes policy initiatives.

Our dedication to creating positive social impacts also extends to our own community at Insulet. Through our inclusive and inspiring culture, we enable our employees to succeed in the workplace and offer employees opportunities to give back to the diabetes community. As we grow responsibly, we continue to develop our own workforce and foster a respectful, safe, and engaging environment for our teams.

Health and Wellbeing

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Attracting, Engaging, and Retaining Our Talent

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Improving lives of people in the global diabetes community

At Insulet, we are not only developing innovative products for people with diabetes; we also directly engage and partner with the diabetes community. We are dedicated to improving the lives of people with diabetes across the world and accelerating access to care. We also work to encourage the adoption of our technology by promoting the advantages of continuous insulin delivery. Our unique business model and strategic market penetration reflect our inclusive mindset.

Affordability and Accessibility

We strongly believe that the cost of medical devices should not create undue burden on families managing diabetes or prevent people from accessing care that may improve their health. Restrictions on coverage that impact accessibility persist in many countries, irrespective of healthcare system design. We strive to offer innovative options that enable greater access to our products. In applicable markets, we offer an innovative payment model that aims to reduce barriers that arise from existing payment structures, which facilitates improved access to technology and enables people to effectively manage their diabetes. We also collaborate with government agencies and health organizations to promote an affordable approach that reflects local needs. Aligned with our mission, we build our business model and products with a customer-centric focus and empower our customers to enjoy simplicity, freedom, and healthier lives.

Access to Better Outcomes

We promote increased accessibility to our innovative technology because our products enable our customers to manage their diabetes with unprecedented freedom, comfort, convenience, and ease. The simplicity and flexibility of tubeless continuous insulin delivery pumps fit a variety of lifestyles compared to MDI therapy or the use of traditional pump and tubing. Our discreet, tubeless, waterproof^[12] Pods streamline diabetes management, which improves customer satisfaction and allows people to manage their diabetes effectively.

Compared to MDI therapy, several studies suggest that the use of Omnipod by individuals with both type 1 and insulin-requiring type 2 diabetes across all age groups is associated with better glycemic control and reduced frequency and severity of hypoglycemic episodes. Improving upon these outcomes, pivotal results during the Omnipod 5 clinical trials show increased time-in-range for users and reduction of episodes of severe hypoglycemia or diabetic ketoacidosis. We continue to work to increase access to our clinically proven and cost-effective technology to improve health benefits for people living with diabetes.

Pricing and Distribution

Our unique pricing model reflects our steadfast belief that convenient care should be affordable. Across multiple markets, traditional insulin pumps require customers to pay a significant upfront cost and commit to a four-year lock-in period. Customers may also be subject to expensive costs if they try to switch products, deterring people from choosing more affordable pricing structures. These factors severely limit the accessibility of innovative diabetes technology.

**Our unique pricing model reflects
our steadfast belief that convenient
care should be affordable.**

Supporting Flexible Decision Making

Our 30-Day Free Trial, offered in the U.S. for Omnipod DASH, allows customers to experience the health and lifestyle benefits of our tubeless, waterproof^[12] Pod with no upfront cost or long-term commitment, providing peace-of-mind in their decision-making process.

As demand for product has grown in the U.S., we have propelled our 30-Day Free Trial strategy by investing in a multi-channel direct-to-consumer campaign, igniting social media, television commercials, and email campaigns to drive increased awareness of this program.

Our pay-as-you-go business model simplifies payments, removes affordability barriers, and enables greater access to our innovative products that are designed to simplify people's lives. This payment option is available to end-users in the U.S., and we intend to offer this model in additional markets in the future. Through our monthly, pay-as-you-go cost structure, we removed upfront fees that discourage customers from switching products.

We also promote efficient distribution of products to customers to enable convenient access. In the U.S., Omnipod is the only brand of insulin pumps available in pharmacies. The pharmacy channel makes it easier for healthcare providers to issue prescriptions and for people with diabetes to access treatment. We eliminated lock-in periods for our products distributed through pharmacies to support flexibility, and the majority of customers pay a monthly copay of less than \$50 USD. We strive to be transparent about our costs and this approach provides customers with greater visibility and enables them to anticipate expenses.

As we develop new devices, we prioritize simplifying the user experience to enhance our customers' quality of life and enable wider accessibility. We strategically plan our pricing and distribution efforts to support this goal and offer our innovative technology at a global level.

[12] The Pod has an IP28 rating for up to 25 feet for 60 minutes. The PDM and Controller are not waterproof.

Approach to New Markets

We estimate that approximately one-third of the type 1 diabetes population in the U.S. and even less of the type 1 diabetes population outside the U.S. use insulin pump therapy. An even smaller portion of the insulin-requiring type 2 diabetes population in and outside of the U.S. use insulin pump therapy. We believe these factors contribute to significant market opportunity for Omnipod, and one of our key imperatives is to prioritize, enter, activate, and differentiate our products in global markets. In 2021, we expanded into two new countries and currently plan to expand our global footprint in the Middle East in 2022.

Our International Market Access team, which we broadened in scale and scope in 2021, is responsible for spearheading access within new markets and removing adoption barriers such as affordability. The team focuses on establishing differentiated payment pathways to accelerate adoption and engaging local stakeholders to advocate and shape a supportive policy landscape for Pod therapy. We are also structuring our operations under regional vice presidents to help us better understand local market needs and coordinate resources and capabilities across our Company to scale the business. In addition, we have developed a center of excellence to provide support on pricing, reimbursement, and public affairs. We look to enter underdeveloped markets to increase access to diabetes management devices and improve care for people living with diabetes around the world. As we develop our approach to new markets, we are integrating experience and insights to continually enhance our strategy and respond to the needs of our customers.

Financial Assistance Program

We offer a [Financial Assistance Program](#) in the U.S. and Canada to help eligible customers continue to enjoy the benefits of Omnipod when financial challenges arise. Customers who are uninsured, have insurance that does not cover Omnipod or one of its individual components, or cannot afford their insurance out-of-pocket obligations are qualified to apply for this program. Furthermore, we offer a copay card program through the pharmacy channel to lower the total out-of-pocket costs for qualifying customers.

“People with diabetes should have a choice when it comes to their treatment and we’re dedicated to helping them advocate for affordable access to the latest medical advances and cutting-edge technologies.”

Bret Christensen, *Executive Vice President, Chief Commercial Officer*





Policy and Advocacy

We advocate for policies on the national and international levels that drive technological innovation and increase the accessibility of effective diabetes management technology. Diabetes technology is rapidly advancing, and we are working to make sure policies are in place to support acceleration to market. Along with our stakeholders, including clinicians, healthcare providers, suppliers, advocacy groups, government organizations, health authorities, and trade associations, we understand the critical importance of affordability and accessibility in the medical device and healthcare industries.

Continual Improvement

We are continuing to mature our advocacy program. Currently, we are monitoring policies on issues important to people with diabetes and to our organization, such as affordability and accessibility, data privacy, cybersecurity, and telehealth, and we are exploring opportunities to actively shape policies moving forward. We conduct periodic benchmarking assessments to better understand our global advocacy program, assess unmet needs, and identify opportunities to be leaders in diabetes advocacy. Our most recent benchmarking revealed that Insulet is viewed as an industry leader in innovation and overall community engagement.

Advocacy for Access

We actively engage with the diabetes community in the U.S. through our portal, [Advocacy for Access](#). This resource educates and empowers those impacted by diabetes to advocate for affordable access to diabetes technology. We encourage people to make a difference by learning how to speak out and take action to advocate for change through their health insurance company. The portal provides tips, video testimonials, and an action center, which enables users to easily generate a personalized email or a tweet that is automatically directed to their health insurance company. In 2021, we added a module that educates users on how to advocate with their employers for better diabetes technology coverage. In addition to providing a video and tips on employer advocacy, the portal enables users to speak with Insulet's expert patient advocacy navigators to gain further insights on how to effectively advocate with employers. In 2021, more than 1,700 people acted by sending emails or tweets via our online portal.

Partnerships for Innovation

Not only are our partnerships and sponsorships important for driving technology accessibility, but also for improving positive health outcomes and advancing innovative research. In 2021, we collaborated with many advocacy groups in the U.S. and internationally. Examples of our partners include:

- **Association of Diabetes Care & Education Specialists (ADCES):** This multi-disciplinary organization is comprised of more than 14,000 diabetes and education care specialists dedicated to improving diabetes care through innovative education, management, and support. Insulet is a member of their Industry Advisory Board and has collaborated with ADCES to provide innovative educational programming that ultimately improves the lives of people living with diabetes.
- **Beyond Type 1/Beyond Type 2:** This non-profit organization is leveraging social media and technology to educate the global community about diabetes and provide resources and support for those living with diabetes. Insulet supports the Beyond Type 2 web portal, which is the first online community dedicated to people with type 2 diabetes and has also sponsored international educational portals in multiple languages.
- **Children With Diabetes:** This non-profit empowers people of all ages living with diabetes and provides support, education, and inspiration for families affected by diabetes. Insulet is a member of their Industry Advisory Board and a major sponsor of their conference where Insulet supports educational sessions for the entire family, presents exhibits, and gathers insights on the latest product innovation.
- **Diabetes Mine:** This organization publishes the Healthline newsletter, which provides readers with the latest diabetes news and advocates for innovation in diabetes care. Insulet sponsored two major technology summits in 2021.
- **DiaTribe Foundation:** This foundation is dedicated to advocating for and improving the lives of people with diabetes, prediabetes, and obesity. Insulet is a member of their Time in Range (TIR) Coalition that aims to establish TIR as the primary glucose metric for daily diabetes management globally.
- **JDRF:** This non-profit is a leading global innovator in type 1 diabetes research. Through our partnership, we work to accelerate life-changing breakthroughs to cure, prevent, and treat type 1 diabetes and its complications. In 2021, we were a national sponsor for a virtual JDRF fundraiser, Sun Life Walk to Cure Diabetes, in Canada. The event brought together Canadians from coast to coast to unite and raise funds to advance the pace of type 1 diabetes research.



- **Joslin Diabetes Center:** This center provides care to people living with diabetes and pioneers groundbreaking research in support of their mission to cure diabetes. In 2021, we supported the Joslin High Hopes Gala to raise funds for Joslin's clinical care, research, and educational programs.
- **Sansum Diabetes Research Institute (SDRI):** This institution is dedicated to improving the lives of people impacted by diabetes through research, education, and care. We were a major sponsor of SDRI's Taste of the Vine Benefit, which supported the advancement of new technologies and groundbreaking diabetes treatment.



Managing and engaging our talent

People represent our most valuable asset and remain the source of our innovation and success in bringing our mission to life. As such, we strive to attract and retain the best talent with competitive talent acquisition, talent management, reward, and retention strategies which include building an inspiring, empowering, and inclusive culture. A key to our success has been our commitment to proactively adapt and evolve our human capital programs to keep pace with the changing needs of our rapidly expanding global organization and external market dynamics. Our areas of focus are:

- Talent attraction and on-boarding
- Talent management and succession planning
- Assessment and development
- Culture evolution and our Future of Work initiative
- Employee engagement and retention
- Diversity, equity, and inclusion
- Total rewards and benefits

In 2021, we made significant progress in evolving these areas to drive impact, enhance our employer value proposition, and gain a competitive advantage in the market. We plan to continue these efforts in 2022 and as part of our multi-year people strategy. In addition, we promote employee wellbeing through our robust occupational health and safety management system, and we encourage our people to live our values by creating a positive impact in their local communities.

Talent Management and Retention

As we grow globally, we continue to foster a culture where all employees are empowered to express their ideas and creativity in their jobs each day. This includes cultivating an environment where all employees feel welcomed, respected, and valued, love what they do, and have fun achieving the remarkable. To encourage professional growth, we also offer multiple development opportunities for our employees to build their knowledge and advance their careers. Our talent management efforts and company culture influence our talent retention while reflecting our employer brand in the market; therefore, we strive to promote a culture that emphasizes engagement and contributes to overall success and wellbeing of our employees.

As we grow globally, we continue to foster a culture where all employees are empowered to express their ideas and creativity in their jobs each day.

Talent Attraction

Our talent acquisition strategy focuses on attracting diverse, purpose-driven, skilled individuals who can help us deliver on our mission and meet the demands of our rapidly growing organization. As part of our talent pipeline development, we offer a cooperative education (co-op) program, which provides university students with hands-on, meaningful work experience in the medical device industry, as well as professional development and mentorship opportunities. Our partnerships connect us with rising talent and generate greater interest in our Company. In 2021, we partnered with multiple universities to host over 100 students through our co-op program.





We prioritized a critical need in 2021 to enhance and evolve our talent practices to gain a competitive advantage.

We also partner with universities in the CaliBaja region of Mexico to bring in trainees for year-long training programs. Trainees that have excelled with Insulet are often hired as associate engineers upon graduation. More than 70 trainees have participated in the program, which promotes growth for young talent while supporting our pipeline, and over 40 were hired to permanent positions. We are currently exploring new incentives to strengthen the program with additional opportunities.

We also proactively incorporate diverse perspectives and inclusive practices into our hiring efforts. For more information, see the section on [Diversity, Equity, and Inclusion](#).

Talent Management

Our approach to talent management directly affects our ability to retain our employees and achieve our business strategy. We prioritized a critical need in 2021 to enhance and evolve our talent practices to gain a competitive advantage. A key aspect of our work was identifying Insulet's Enterprise Critical Roles, which represent positions that provide a differentiated scale of financial impact or revenue generation for the business. In 2022, we plan to assess, develop, and enable high performance in these roles. A similar approach will be cascaded further into our functional organizations.

To strengthen our internal talent pipeline, we also developed succession plans for each member of our Executive Leadership Team. We identified a range of successors, including those that are readily prepared and those at earlier stages of their careers, and we will focus on targeted development to support their professional growth.

We created talent pools comprised of employees across multiple business areas to strengthen our talent pipeline and leverage the diverse skills of our teams.

Our Executive Leadership Team performs regular talent reviews and organizes strategic meetings to proactively monitor and forecast job changes, promotions, developments, and new hire needs. We aim to analyze opportunities to retain our talent and foster career growth within the Company. In 2021, 27% of our Executive Leadership Team successors, Enterprise Critical Roles incumbents, and high potential talent took on new roles to continue their career development.

In 2022, we intend to expand our succession planning activities beyond the Executive Leadership Team. We also plan to perform retention risk assessments and pursue strategies to proactively promote talent retention.

Performance Management

Defining clear, individual goals and calibrating performance enables our employees to progress toward their career goals and advance our high-achievement culture. In 2021, we simplified our performance process and enabled managers to foster dialogue with their teams, provide feedback, and identify areas for development to optimize performance. Our performance management process was further integrated with Insulet's annual operating planning and compensation process. Through this approach, we accelerated our 2022 goal-setting process, identified cross-functional dependencies with greater accuracy, and better aligned our goals across our business. Our collaboration facilitates greater productivity and ensures that our people focus on what matters most. All employees participate in our performance management process.

Professional Development Programs

People development is key for growing our internal talent into leaders of the future. It also enables employees to achieve their career aspirations and optimize their business impact. Therefore, we offer multiple programs for employees to continue developing their leadership and technical skills:

- **Individual Development Planning:** Managers and employees create individual development plans as desired across the organization to support career growth and development. In 2022, we plan to launch a Company-wide development initiative to ensure that employees have the option to create a robust development plan with defined actions to grow their career. We expect this work to have a positive impact on the engagement and retention of our people while further promoting a people-focused mindset.
- **R.I.T.E. (Respect, Integrity, Teamwork, Excellence) Start New Hire Education:** All new employees complete the R.I.T.E. Start On-boarding Program, which provides a holistic view of Insulet, our mission, our product, diabetes, our customers, our culture, our business strategy, and our legal and regulatory environment. We converted this program to a virtual platform in 2020 to respond to the global pandemic. This global program allows for consistency in how we acclimate new employees to Insulet and promotes connections between our locations. We also offer intensive Customer Care New Hire training and Sales (Field and Inside Sales) New Hire training to quickly strengthen the expertise of our new employees in these areas.

People development is key for growing our internal talent into leaders of the future. It also enables employees to achieve their career aspirations and optimize their business impact.

- **New Manager, Leadership, and Technical Training Programs:** Programs such as first-line manager training, software skills training, and leadership training provide employees with the necessary skills to have a greater impact in their current position and prepare them for their next position. In 2021, we offered over 168 programs, and employees across the Company completed 5,000 training hours.
- **Mentoring Program:** We launched a six-month mentoring pilot program through our Employee Resource Groups in 2021. This provided one-on-one partnerships between leaders across Insulet to support mentees with individual and career development, collaboration, and leadership opportunities. In 2021, employees completed over 200 hours of mentoring as part of the pilot.
- **Insulet Learning Platform:** We offer employees an online, on-demand Insulet Learning platform in partnership with a third party. Based in neuroscience principles, this microlearning program delivers digestible content that promotes opportunities to improve mindfulness, innovation, inclusion, and other priorities.
- **Upskilling Program:** In 2021, we started a two-year workforce training program to upskill our manufacturing employees who work in Massachusetts. This program provides skilled training to employees who were promoted to supervisory positions in addition to employees who are interested in developing their skills to advance their careers. Trainings cover topics such as effective problem-solving techniques, supply chain management, conflict resolution, team building, and Lean Six Sigma and DMAIC principles.

Our Culture Evolution

In 2021, we continued to adapt our culture to meet our growing needs by driving decision making down to our next level of leaders, increasing our productivity, and positively impacting engagement. We created “sounding board” sessions to receive feedback on our draft operational plans, and we engaged our Executive Leadership Team to provide input on our strategic direction and implementation plans. This work has started to enhance the creativity, expertise, and knowledge of our employees while advancing our business strategy.

In addition, we took proactive steps to foster a culture of employee wellness and safety in response to the COVID-19 pandemic. We implemented Future of Work surveys and pilot programs to redefine the way we work, and we responded to employee feedback by providing greater flexibility. We also developed a “choice with responsibility” philosophy, along with guiding principles, to empower employees to choose the flexible work arrangement best suited for them, while holding them accountable for their individual and team performance. Our new principles enable us to attract a broader, more diverse talent pool that seeks flexibility in where they work. For more information about our policies related to the Future of Work, see the section on [Benefits](#).

In 2022, the Executive Leadership Team plans to develop a multi-year vision to ensure we build a culture that continues to meet future employee and business needs in response to an evolving external marketplace.

Employee Engagement

For the first time in history, organizations across the world have four generations of talent working side by side in the workplace. This presents a dynamic and vibrant community where the diversity of perspectives and ideas can contribute to our collective success. To ensure that our culture constantly evolves to reflect the changing needs of our multi-generational workforce, we regularly engage our employees as part of our strategy.

For the first time in history, organizations across the world have four generations of talent working side by side in the workplace.



Evolving Our Engagement Surveys

In 2021, we received feedback from employees through a variety of surveys focused on wellness, work/life balance, and the Future of Work. In early 2022, we collaborated with a third party to launch a new approach to assess and measure employee engagement, called “Your Voice.” Instead of conducting an engagement survey once per year, we are now performing short pulse surveys three to four times per year to receive employee feedback on a regular basis. Accordingly, managers can obtain feedback from their teams in real time and quickly act to address any retention and engagement challenges. Through this approach, we plan to increase accountability and drive engagement.



Our approach to engagement is multi-pronged. Our Executive Leadership Team conducts regular Town Hall meetings to ensure our global employees receive timely business updates. Through our “Stay Connected” initiative, leaders from around the world provide video updates to help employees remain socially connected to their colleagues while working remotely. This initiative also includes monthly virtual meetings with our executives, which allow employees to talk about what is on their minds, get to know our leaders through casual conversations, and connect with colleagues from across the organization. We also leverage various technology platforms, including Yammer, a social networking tool, to promote engagement and collaboration with one another.

In June 2021, we launched our monthly global employee newsletter—*The Insider*. Through this newsletter, we share interesting stories and highlights from across Insulet to inform and engage employees in a consistent and timely manner. *The Insider* touches on big-picture developments within our global organization, as well as the smaller stories that can equally inspire our internal community.

Benefits

As part of our efforts to contribute to the wellness of our employees and their families, we provide the resources and support they need to thrive at work and at home. We offer a comprehensive array of global benefits, all of which are designed to help our employees achieve their physical, financial, mental, and overall wellbeing goals. Led by our Future of Work guiding principles and philosophy, we are working to improve the flexibility of our benefits and offer additional choices for an ever-changing workforce. We continually benchmark our annual leave and other benefits to remain competitive in each local market. Our engagement surveys also gather employee ideas for future options. Insulet’s global core benefit offerings for full-time employees typically include:^[13]

- Medical, dental, and vision insurance
- Life and disability insurance
- Retirement savings plan
- Paid time off and leave of absence benefits
- Employee stock purchase plan with lookback feature
- Education assistance
- Employee assistance program
- You Make the Difference recognition program
- Virtual fitness, childcare, tutoring, and wellness programs

Most employees can view and make changes to benefits online and have access to our Human Resources Shared Services function for assistance with benefits. Employees in the U.S. also have access to benefit concierge services by means of our Insulet Benefits Service Center.

[13] Benefits and eligibility may vary by country.



In 2021, Insulet updated existing policies and established some new policies both globally and locally to reinforce our flexibility, Future of Work, and inclusivity initiatives, including:

- **Global Flexible Working Arrangements:** We know that both remote and in-person work arrangements can enable high productivity, depending on the role and the individual. As we look at the Future of Work and reaffirm our commitment to flexibility, we updated our Global Flexible Working Arrangement Policy to help employees and managers design approaches that are reasonable and appropriate. These arrangements provide our teams with increased flexibility for work schedules and location while allowing the Company to maintain a productive and safe work environment. Our flexible work options include hybrid, fully remote, or fully in-person and allow employees to choose the flexible working arrangement best for them and their role.
- **2021 Global Year End Closure:** We believe that a healthy work-life balance is important and encourage employees to take time off to spend with their friends and families. To thank employees for their efforts and to prioritize wellbeing, Insulet's global offices closed from December 25, 2021, through January 3, 2022. This annual closure is intended to ensure employees take a well-deserved break during the holiday season to rejuvenate and return with vigor for the year ahead.

- **U.S. Paid Military Leave:** We honor our country's service members and their families in peace, in crises, and in war, and we appreciate the values and unique skills that service members bring to the workforce. In alignment with this philosophy, we have established a Paid Military Leave program to compensate employees during periods of service for up to six months per leave request. We were granted the *Above and Beyond Award* from Employer Support of the Guard and Reserve, a U.S. Department of Defense program which recognizes that our military benefits exceed the legal requirements of the Uniformed Services Employment and Reemployment Rights Act.
- **U.S. Paid First Responders Leave:** First responders play a critical role in society, and they are valued in our workplace. To provide the flexibility needed for these employees to take time off during periods of training and certification, we have established a Paid First Responder Time Off program in the U.S. that offers up to 30 days of paid leave per year.

Diversity, Equity, and Inclusion

As we embed diversity, equity, and inclusion (DEI) into our culture, we are proud to embrace the diversity of individual experiences, perspectives, and backgrounds that our employees bring to work every day. We believe that the diversity of our employees drives our long-term success and bolsters our creative power. With this in mind, we continue to focus on strengthening our DEI strategy as we grow internationally.

“We are on an exciting journey to build a culture that celebrates diversity and allows everyone to bring their true self to our Insulet community.”

Dan Manea, Senior Vice President, Chief Human Resources Officer

Our DEI Vision

We are committed to creating a diverse and inclusive global culture that reflects the diversity of the customers we serve and creates an environment where all employees feel welcomed, respected, and valued.

DEI Strategy

To reinforce DEI as a key part of our culture, we have implemented a DEI maturity model that sets a clear expectation of how we plan to mature over time and develop best-in-class DEI practices. In 2021, we made significant progress in establishing a strong DEI foundation to continue our journey forward. In 2022, we plan to develop a comprehensive, multi-year strategy to reflect the needs of our key stakeholders, identify opportunities for greatest impact, and establish our DEI aspirational goals.

In 2021, we created a centralized, enterprise-wide approach to DEI to promote consistency throughout our global operations. We reshaped our DEI Council, comprised of cross-functional leadership, to ensure alignment with our decisions and actions. Our DEI activities have focused on four main areas—Attraction, Talent Development, Culture, and External Engagement—which reflect our commitment to integrate DEI within our business processes.

We have started to embed DEI into our talent acquisition practices and attract a diverse talent pipeline by recruiting candidates with a wide variety of backgrounds. In 2022, we intend to integrate DEI into our talent review discussions and plan to host functional DEI meetings twice per year with each member of our Executive Leadership Team to discuss diversity at Insulet and establish steps to achieve our aspirations. We are also reviewing our succession plans and talent pools through a diversity lens to identify actions to strengthen our talent management efforts.

We recognize that our DEI journey is never finished, and we intend to continually seek opportunities to effectively champion DEI within our Company and our communities. As our DEI strategy matures, we plan to build upon our foundation to develop new initiatives that promote thoughtful employee engagement and further embed a culture of inclusion into our organization.

Employee Training on DEI

It is vital that our employees understand and contribute to our DEI culture. In 2021, we integrated DEI practices into our talent acquisition process, and all recruiters and Human Resource Business Partners completed our inaugural inclusive hiring education course.

The training taught participants to effectively source and interview diverse candidates and reduce unconscious bias. We intend to expand these efforts in 2022 with training for all hiring managers and interviewers, which provides employees with relevant information and skills exactly when they need it. In addition, we plan to conduct Company-wide mandatory training for all employees and contractors to strengthen awareness, set expectations, and reinforce the importance of DEI for our operational success.

Employee Data ^[14]	2020 ^[15]	2021
Total number of employees	2,889	3,474
Total number of full-time employees	2,868	3,419
Total number of part-time employees	21	55
Percentage of permanent employees by region	100%	100%
Americas	91%	90%
EMEA	9%	9%
APAC	1%	1%
Percentage of temporary employees by region ^[16]	100%	100%
Americas	74%	61%
EMEA	22%	35%
APAC	3%	4%

[14] Employee data includes permanent and temporary workers. Cases where percentages do not add to 100% are due to rounding.

[15] We have restated the 2020 data for total number of employees and types of employees to accurately reflect global data and changes in our reporting. We are continuously improving our data collection and validation processes to enhance the accuracy of our reporting and ensure transparency.

[16] Temporary employees include contingent labor/contractors, co-op employees, interns, and fixed-term contract employees.

Diversity, Equity, and Inclusion Data ^[17]		2020 ^[18]	2021
Percentage of ethnic diversity in the U.S.		30%	33%
Percentage of women globally ^[19]		47%	47%
Percentage of Gender Diversity by Employee Category Globally ^[19]			
Board of Directors			
Female		50%	50%
Male		50%	50%
Executives			
Female		27%	27%
Male		73%	73%
Management			
Female		33%	39%
Male		67%	61%
Staff			
Female		51%	51%
Male		49%	49%

Diversity, Equity, and Inclusion Data ^[17]		2020 ^[18]	2021
Percentage of Age Diversity by Employee Category Globally			
Board of Directors			
Baby Boomers (1946–1964)		44%	40%
Generation X (1965–1980)		56%	60%
Generation Y (1981–1996)		0%	0%
Generation Z (1997 and onwards)		0%	0%
Executives			
Baby Boomers (1946–1964)		30%	23%
Generation X (1965–1980)		68%	71%
Generation Y (1981–1996)		3%	6%
Generation Z (1997 and onwards)		0%	0%
Management			
Baby Boomers (1946–1964)		11%	14%
Generation X (1965–1980)		60%	54%
Generation Y (1981–1996)		29%	32%
Generation Z (1997 and onwards)		0%	0%

[17] All temporary employees have been excluded from the DEI data. Data reflects our employees as of December 31, 2021. Cases where percentages do not add to 100% are due to rounding.

[18] We have restated the 2020 data to accurately reflect global data and changes in our reporting. We are continuously improving our data collection and validation processes to enhance the accuracy of our reporting and ensure transparency.

[19] Gender data is not collected for Austria, Germany, and Switzerland; therefore, these employees are not included in the percentage calculations.

Diversity, Equity, and Inclusion Data ^[20]	2020 ^[21]	2021
Staff		
Baby Boomers (1946–1964)	9%	6%
Generation X (1965–1980)	33%	27%
Generation Y (1981–1996)	54%	58%
Generation Z (1997 and onwards)	5%	8%
Diversity of New Hires		
Female hires globally ^[22]	41%	44%
Ethnically diverse hires in the U.S.	40%	42%



Employee Resource Groups

In 2021, over 500 employees, representing over 14% of our full-time employee population, demonstrated their passion for enhancing DEI across our Company by participating in our seven Employee Resource Groups (ERGs). This past year, we expanded our ERG community by adding a Hispanic/Latin ERG, and employees continue to bring new ideas for ERGs. Each ERG is overseen by one or more executive sponsors and led by employees throughout the Company. All ERGs have clear charters and a dedicated budget to support their actions throughout the year. Our ERGs include:

- African Descent ERG
- Hispanic/Latin ERG
- OmniPRIDE ERG
- Sustainability ERG
- Veterans and First Responders ERG
- Women@Insulet ERG
- Young Professionals ERG

Our ERGs organized multiple events during 2021 to promote inclusion, provide education, and support our employees. ERGs hosted over 25 panels and webinars on various topics, including racial challenges in society, workplace opportunities to enhance appreciation for DEI, the benefits of electric vehicles, and how to better understand and support the LGBTQ+ community to name a few. This was a successful year of firsts for our ERGs, and 2021 marked our inaugural celebrations of Black History Awareness Month, Martin Luther King Jr. Day, Women's History Month, Earth Month, Pride Month, National Coming Out Day, Juneteenth, and Hispanic Heritage Month. Our Sustainability ERG also planted a tree at our Acton headquarters, and we sent six young professionals to attend the [One Young World Summit](#). In addition, we established new policies to support our employees, including a U.S. Paid Military Leave policy. For more information, see the section on [Benefits](#).

In 2022, we plan to leverage our global scale, drive greater collaboration and inclusion, and deepen our impact across our ERGs. Each ERG has created an action plan outlining their goals for 2022, and we continue to pursue opportunities to reach even more employees through activities and events hosted by our ERGs.

[20] All temporary employees have been excluded from the DEI data. Data reflects our employees as of December 31, 2021. Cases where percentages do not add to 100% are due to rounding.

[21] We have restated the 2020 data to accurately reflect global data and changes in our reporting. We are continuously improving our data collection and validation processes to enhance the accuracy of our reporting and ensure transparency.

[22] Gender data is not collected for Austria, Germany, and Switzerland; therefore, these employees are not included in the percentage calculations.

33%

ethnic diversity amongst employees in the U.S. in 2021

Our Culture of Inclusion and Equity

In support of our commitment to provide equal opportunities in all aspects of our workplace, we have developed multiple initiatives to promote an inclusive and equitable culture. We monitor our compensation practices to reflect our DEI values. We evaluate a variety of factors when reviewing pay equity, including role, geography, years of industry-related experience, performance, and tenure. This includes an internal review process to evaluate and address discrepancies where appropriate. As we build our foundation for improvement, we are exploring opportunities to set commitments regarding pay equity.

Overall, our global gender diversity is strong with a workforce comprised of 53% male and 47% female employees, and our U.S. workforce is currently made up of 66% white and 33% ethnically diverse individuals. In 2021, 44% of our global hires were female, compared to 41% in 2020. In the U.S., the percentage of ethnically diverse hires increased from 40% to 42%.

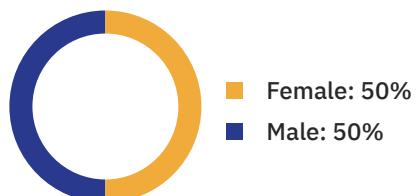
Workplace Health and Safety

The health and safety of our global workforce is a top priority at Insulet, and we work to instill a robust culture of safety throughout our organization. Our occupational health and safety management system covers all of our employees, contractors, and temporary employees. In 2021, we focused on evaluating and improving our management system to promote awareness around safe practices and reporting procedures. In 2022, we plan to form a cross-functional safety committee that will drive continual improvement in our safety processes and programs, going above and beyond basic compliance.

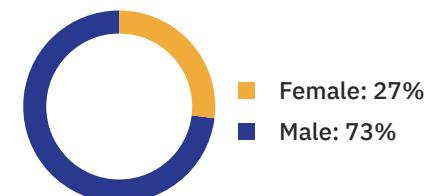


Gender Diversity in 2021^[23]

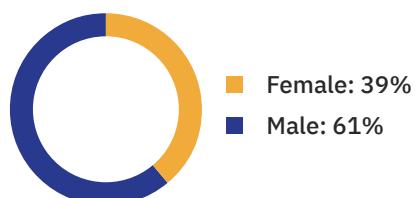
Board of Directors



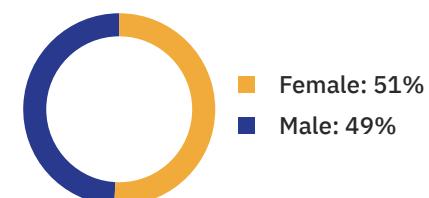
Executives



Management



Staff



[23] All temporary employees have been excluded from the data. Gender data is not collected for Austria, Germany, and Switzerland; therefore, these employees are not included in the percentage calculations.

Data reflects our employees as of December 31, 2021.

Health and Safety Performance	2020	2021
Number of fatalities for employees	0	0
Number of fatalities for contractors	0	0
Number of injuries for employees	10	8
Number of injuries for contractors	0	0
Total Recordable Incident Rate (TRIR) for employees and contractors ^[24]	–	0.59
Days Away, Restricted, or Transferred (DART) rate for employees and contractors ^[24]	–	0.29
Number of reports of work-related ill health for employees	0	0
Number of reports of work-related ill health for contractors	0	0
Percentage of workers covered by an occupational health and safety management system	100%	100%

Health and Safety Management Programs

We continue to enhance our health and safety practices to promote the wellbeing of our employees and to minimize risks. Our Health and Safety Compliance Manual provides employees with the tools needed to identify and report hazards and reduce work-related injuries. We provided the manual to managers, along with a calendar of health and safety activities, to increase education and awareness. Our programs and policies comply with applicable local, regional, and federal laws, including U.S. OSHA requirements. In addition to hazard recognition, our workplace health and safety programs cover ergonomics, hearing conservation, fall protection, and accident and

injury prevention. Furthermore, we expanded our program on contractor safety in 2021 to support the health and wellbeing of the contractors who work with us on various aspects of our operations every day.

In 2021, we further developed our formal plans to protect our employees' safety in the event of an emergency. Our Emergency Action Plan for our Acton, Massachusetts facility outlines processes that our employees must follow during unexpected events. As part of this initiative, we trained certain employees to use automated external defibrillators, provide first aid, and perform cardiopulmonary resuscitation. We are also planning to schedule annual emergency evaluation drills to enhance the safety of our facilities.

In 2021, we partnered with an external party to conduct a health and safety audit of our Acton, Massachusetts operations, including manufacturing, warehouse, quality, packaging, and kitting areas. This audit allowed us to identify areas for improvement, which we diligently worked to address and rectify. We plan to continue to monitor the effectiveness of our safety programs and drive continual improvement into our management system and overall safety performance.

Employee Training and Engagement

The success of our health and safety programs depends on our employees. In 2021, we implemented extensive training programs to provide employees with the knowledge and resources to uphold our safety standards. Employee participation in safety training is mandatory and covers how to recognize hazards and prevent injuries. In 2022, we plan to provide monthly trainings that focus on a variety of specific health and safety topics. Additionally, workers receive robust training on safety procedures relevant to their role, such as lockout/tagout.

We also depend on proactive engagement and involvement of our employees to prevent incidents and injuries. In 2021, we enhanced our efforts to educate employees on processes for reporting health and safety incidents. Greater awareness of and access to reporting channels resulted in increased reporting in 2021, which provided opportunities for us to implement preventive actions based on lessons learned. Looking forward, we plan to continue to promote awareness of our reporting procedures to accurately capture our safety performance, which will inform future health and safety policies, programs, and training.

[24] This includes all employees and contractors under Insulet supervision. We started disclosing TRIR and DART rate for employees and contractors in 2021.

As the pandemic continues to influence our business, we maintain policies to provide personal protective equipment and engage our employees in enhancing safety and minimizing exposures. For more information, see the section on [Responding to COVID-19](#).

Community Engagement

We encourage our employees to reflect our values and strengthen the communities we serve through volunteering, donating, and participating in community service events. We build trust in our Company by partnering with and supporting external organizations that share our mission to enable simple, healthy lives for families affected by diabetes. Our philanthropic efforts align with our guiding principles and reflect our ongoing commitment to positively impact society.

Our charitable donations and collaborations with philanthropic organizations help improve quality of life for communities where our customers and employees live and work. Our employees donate their time and talents to support communities in need, although many community service events were held remotely in 2021 due to the pandemic. Among other contributions, our engagements in 2021 included the following:

- **Food Donations:** We held a month-long campaign in September to fight against food insecurity. Employees across many locations came together physically and remotely to help people in need through monetary donations, food donations, and volunteering. Employees in Acton and Billerica, Massachusetts supported the Operation Nourish program at the Merrimack Valley Food Bank by packing 300 food bags. Employees in Tijuana, Mexico and San Diego, California also organized a fundraiser and food donation collection for the community kitchen Desayunador Salesiano "Padre Chava" to donate money and almost one ton of non-perishable goods.

Insulet also donated to the World Food Program USA, which provides lifesaving meals to more than 109 million of the world's most vulnerable people in more than 80 countries. In addition, we donated to the Acton Community Supper and Food Pantry in Acton, Massachusetts to alleviate food insecurity in Acton and surrounding communities. Employees have previously supported the Food Pantry through site-wide food drives at our Acton and Billerica locations. In London, employees organized food donations to benefit a local food pantry, which is part of The Trussell Trust to Stop UK Hunger. This organization oversees a network of foodbanks that provide emergency food and support to people in crisis.

- **Support for Children and Families:** We were a Title Sponsor of Camp Conrad Chinnock's 13th annual "An Evening 'Round the Campfire." The camp provides a supportive retreat for more than 2,500 children living with type 1 diabetes to learn how to manage their condition and build connections with other kids in the type 1 diabetes community.

Locally in Acton, Massachusetts, Insulet sponsored the 2021 Discovery Museum Speaker Series, where experts presented on matters of importance to local communities and webinars were offered free of charge to the public.

We also donated to Household Goods, a local non-profit that supplies individuals and families in need with free furniture and ordinary household items to set up their own homes. Employees have previously supported Household Goods by volunteering and donating items through site-wide drives at our Acton and Billerica, Massachusetts locations.

\$250K+ USD
donated to local communities

We also supported our employees and communities in the face of natural disasters. In response to these unexpected events, we ensure employees are safe and accounted for, and we effectively communicate with customers and health care professionals through platforms such as the Diabetes Disaster Response Coalition, which is a disaster-response coalition comprised of non-profit organizations, professional organizations, and industry partners in the diabetes community. We also ensure our customers continue to have access to products when affected by a natural disaster, and in 2021, we provided emergency Omnipod supplies to U.S. customers impacted by wildfires and Hurricane Ida.

Appendix

About This Report

We are proud to present our 2021 Sustainability Report, which covers our ESG progress and performance from January 1, 2021, to December 31, 2021, unless otherwise noted. This report references the Global Reporting Initiative (GRI) Standards and the Sustainability Accounting Standards Board (SASB) Medical Equipment and Supplies Standard.

SASB Content Index	68
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GRI Content Index	70
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SASB Medical Equipment and Supplies Sustainability Accounting Standard

Disclosure	Location or Response
Affordability and Pricing	
HC-MS-240a.1	Ratio of weighted average rate of net price increases (for all products) to the annual increase in the U.S. Consumer Price Index
HC-MS-240a.2	Description of how price information for each product is disclosed to customers or to their agents
Product Safety	
HC-MS-250a.1	Number of recalls issued, total units recalled
HC-MS-250a.2	List of products listed in the FDA's MedWatch Safety Alerts for Human Medical Products database
HC-MS-250a.3	Number of fatalities related to products as reported in the FDA Manufacturer and User Facility Device Experience
HC-MS-250a.4	Number of FDA enforcement actions taken in response to violations of current Good Manufacturing Practices (cGMP), by type
Ethical Marketing	
HC-MS-270a.1	Total amount of monetary losses as a result of legal proceedings associated with false marketing claims
HC-MS-270a.2	Description of code of ethics governing promotion of off-label use of products

Disclosure	Location or Response	
Product Design and Lifecycle Management		
HC-MS-410a.1	Discussion of process to assess and manage environmental and human health considerations associated with chemicals in products, and meet demand for sustainable products	Product Stewardship
HC-MS-410a.2	Total amount of products accepted for takeback and reused, recycled, or donated, broken down by: (1) devices and equipment and (2) supplies	Takeback Programs; 2021 ESG Data Download
Supply Chain Management		
HC-MS-430a.1	Percentage of (1) entity's facilities and (2) Tier I suppliers' facilities participating in third-party audit programs for manufacturing and product quality	Data unavailable for disclosure
HC-MS-430a.2	Description of efforts to maintain traceability within the distribution chain	Responsible Supply Chain Management
HC-MS-430a.3	Description of the management of risks associated with the use of critical materials	Responsible Supply Chain Management ; We will continue to expand our reporting in the future to further explain our management approach.
Business Ethics		
HC-MS-510a.1	Total amount of monetary losses as a result of legal proceedings associated with bribery or corruption	Data unavailable for disclosure
HC-MS-510a.2	Description of code of ethics governing interactions with health care professionals	Ethics, Compliance, and Anti-Corruption; Marketing Practices
Activity Metric		
HC-MS-000.A	Number of units sold by product category	Data unavailable for disclosure

GRI Standards: General Disclosures

Disclosure	Location or Response
Organizational Profile	
GRI 102: General Disclosures 2016	102-1: Name of the organization Insulet Corporation
	102-2: Activities, brands, products, and services About Insulet
	102-3: Location of headquarters About Insulet
	102-4: Location of operations About Insulet
	102-5: Ownership and legal form About Insulet; 2021 10-K
	102-6: Markets served About Insulet
	102-7: Scale of the organization About Insulet; 2021 10-K; 2021 ESG Data Download
	102-8: Information on employees and other workers Diversity, Equity, and Inclusion; 2021 ESG Data Download
	102-9: Supply chain Responsible Supply Chain Management
	102-10: Significant changes to the organization and its supply chain There were no significant changes.
	102-11: Precautionary principle or approach Insulet does not formally follow the precautionary principle.
	102-12: External initiatives Responsible Supply Chain Management
	102-13: Membership of associations About Insulet
Strategy	
GRI 102: General Disclosures 2016	102-14: Statement from senior decision-maker Message from the CEO
	102-15: Key impacts, risks, and opportunities Message from the CEO; 2021 10-K

Disclosure	Location or Response	
Ethics and Integrity		
GRI 102: General Disclosures 2016	102-16: Values, principles, standards and norms of behavior	Ethics, Compliance, and Anti-Corruption
	102-17: Mechanisms for advice and concerns about ethics	Ethics, Compliance, and Anti-Corruption
Governance		
GRI 102: General Disclosures 2016	102-18: Governance structure	Our Board of Directors
	102-20: Executive-level responsibility for economic, environmental, and social topics	ESG Governance
	102-31: Review of economic, environmental, and social topics	ESG Governance
	102-32: Highest governance body's role in sustainability reporting	ESG Governance
Stakeholder Engagement		
GRI 102: General Disclosures 2016	102-40: List of stakeholder groups	Stakeholder Engagement
	102-42: Identifying and selecting stakeholders	Stakeholder Engagement
	102-43: Approach to stakeholder engagement	Stakeholder Engagement
	102-44: Key topics and concerns raised	Stakeholder Engagement
Reporting Practices		
GRI 102: General Disclosures 2016	102-45: Entities included in consolidated financial statements	2021 10-K
	102-46: Defining report content and topic Boundaries	Materiality
	102-47: List of material topics	Materiality
	102-48: Restatements of information	We have provided restatements for data where applicable to reflect more accurate and comprehensive data. We continue to enhance our data collection and validation processes.
	102-49: Changes in reporting	There were no changes in our material topics.

Disclosure		Location or Response
GRI 102: General Disclosures 2016	102-50: Reporting period	About This Report
	102-51: Date of most recent report	May 2021
	102-52: Reporting cycle	Annual
	102-53: Contact point for questions regarding the report	sustainability@insulet.com
	102-54: Claims of reporting in accordance with the GRI Standards	About This Report
	102-55: GRI Content Index	GRI Content Index

GRI Standards: Topic-Specific Disclosures^[25]

Disclosure	Location or Response
Stakeholder Management	
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary
	103-2: The management approach and its components
	103-3: Evaluation of the management approach
Governance and Ethics	
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary
	103-2: The management approach and its components
	103-3: Evaluation of the management approach
Compliance and Anti-Corruption	
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary
	103-2: The management approach and its components
	103-3: Evaluation of the management approach
GRI 205: Anti-Corruption 2015	205-2: Communication and training about anti-corruption policies and procedures
Data Privacy and Cybersecurity	
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary
	103-2: The management approach and its components
	103-3: Evaluation of the management approach

[25] Topics are listed per order within report.

Disclosure		Location or Response
GRI 418: Customer Privacy 2016	418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	We continue to enhance our global privacy programs to meet or exceed new and expanding regulatory requirements for privacy and data protection around the world. Details are confidential.
Marketing Practices		
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Marketing Practices
	103-2: The management approach and its components	Marketing Practices
	103-3: Evaluation of the management approach	Marketing Practices
GRI 417: Marketing and Labeling 2016	GRI 417-2: Incidents of non-compliance concerning product and service information and labeling	We received zero warning letters in 2021; Marketing Practices; 2021 ESG Data Download
	GRI 417-3: Incidents of non-compliance concerning marketing communications	We received zero warning letters in 2021; Marketing Practices; 2021 ESG Data Download
Human Rights		
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Human Rights
	103-2: The management approach and its components	Human Rights
	103-3: Evaluation of the management approach	Human Rights
Climate Change		
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Climate Change and GHG Emissions
	103-2: The management approach and its components	Climate Change and GHG Emissions
	103-3: Evaluation of the management approach	Climate Change and GHG Emissions
GRI 305: Emissions 2016	305-1: Direct (Scope 1) GHG emissions	Climate Change and GHG Emissions; 2021 ESG Data Download
	305-2: Energy indirect (Scope 2) GHG emissions	Climate Change and GHG Emissions; 2021 ESG Data Download

Disclosure	Location or Response	
Energy Management		
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Energy Management
	103-2: The management approach and its components	Energy Management
	103-3: Evaluation of the management approach	Energy Management
GRI 302: Energy 2016	302-1: Energy consumption within the organization	Energy Management; 2021 ESG Data Download
Waste Management		
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Waste Management
	103-2: The management approach and its components	Waste Management
	103-3: Evaluation of the management approach	Waste Management
GRI 306: Waste 2020	306-1: Waste generation and significant waste-related impacts	Waste Management
	306-2: Management of significant waste-related impacts	Waste Management
	306-3: Waste generated	Waste Management; 2021 ESG Data Download
Water Management		
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Water Management
	103-2: The management approach and its components	Water Management
	103-3: Evaluation of the management approach	Water Management
GRI 303: Water and Effluents 2018	303-3: Water withdrawal	Water Management; 2021 ESG Data Download ; Water usage data is only inclusive of our Acton, Massachusetts location.
Responsible Supply Chain Management		
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Responsible Supply Chain Management
	103-2: The management approach and its components	Responsible Supply Chain Management

Disclosure		Location or Response
GRI 103: Management Approach 2016	103-3: Evaluation of the management approach	Responsible Supply Chain Management
Self-Selected Metric	Percentage of our top-spend suppliers that acknowledged that they have read and understood our new Supplier Code	100%; Responsible Supply Chain Management
Customer Centricity		
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Customer Centricity
	103-2: The management approach and its components	Customer Centricity
	103-3: Evaluation of the management approach	Customer Centricity
Self-Selected Metric	Percentage of Omnipod DASH users who would recommend the product	97%; Customer Centricity
Product Quality and Safety		
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Product Quality and Safety
	103-2: The management approach and its components	Product Quality and Safety
	103-3: Evaluation of the management approach	Product Quality and Safety
GRI 416: Customer Health and Safety 2016	416-2: Incidents of non-compliance concerning the health and safety impacts of products and services	We received zero warning letters in 2021; 2021 ESG Data Download
Innovation, Research and Development, and Intellectual Property		
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Innovation, Research and Development, and Intellectual Property
	103-2: The management approach and its components	Innovation, Research and Development, and Intellectual Property
	103-3: Evaluation of the management approach	Innovation, Research and Development, and Intellectual Property

Disclosure	Location or Response	
Product Stewardship		
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Product Stewardship; Takeback Programs
	103-2: The management approach and its components	Product Stewardship; Takeback Programs
	103-3: Evaluation of the management approach	Product Stewardship; Takeback Programs
GRI 306: Waste 2020	306-1: Waste generation and significant waste-related impacts	Product Stewardship; Takeback Programs
	306-2: Management of significant waste-related impacts	Product Stewardship; Takeback Programs
Affordability and Accessibility		
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Affordability and Accessibility
	103-2: The management approach and its components	Affordability and Accessibility
	103-3: Evaluation of the management approach	Affordability and Accessibility
Policy and Advocacy		
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Policy and Advocacy
	103-2: The management approach and its components	Policy and Advocacy
	103-3: Evaluation of the management approach	Policy and Advocacy
GRI 415: Public Policy 2016	415-1: Political contributions	In 2021, Insulet made zero political contributions directly or indirectly; 2021 ESG Data Download
Talent Management and Retention		
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Talent Management and Retention
	103-2: The management approach and its components	Talent Management and Retention
	103-3: Evaluation of the management approach	Talent Management and Retention
GRI 401: Employment 2016	401-2: Benefits provided to full-time employees that are not provided to temporary or part-time employees	Talent Management and Retention

Disclosure		Location or Response
GRI 404: Training and Education 2016	404-2: Programs for upgrading employee skills and transition assistance programs	Talent Management and Retention
	404-3: Percentage of employees receiving regular performance and career development reviews	Talent Management and Retention
Inclusion and Diversity		
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Diversity, Equity, and Inclusion
	103-2: The management approach and its components	Diversity, Equity, and Inclusion
	103-3: Evaluation of the management approach	Diversity, Equity, and Inclusion
GRI 405: Diversity and Equal Opportunity 2016	405-1: Diversity of governance bodies and employees	Diversity, Equity, and Inclusion; 2021 ESG Data Download
Workplace Health and Safety		
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Workplace Health and Safety
	103-2: The management approach and its components	Workplace Health and Safety
	103-3: Evaluation of the management approach	Workplace Health and Safety
GRI 403: Occupational Health and Safety 2018	403-1: Occupational health and safety management system	Workplace Health and Safety
	403-2: Hazard identification, risk assessment, and incident investigation	Workplace Health and Safety
	403-3: Occupational health services	Workplace Health and Safety
	403-5: Worker training on occupational health and safety	Workplace Health and Safety
	403-6: Promotion of worker health	Talent Management and Retention
	403-8: Workers covered by an occupational health and safety management system	Workplace Health and Safety; 2021 ESG Data Download

Disclosure		Location or Response
GRI 403: Occupational Health and Safety 2018	403-9: Work-related injuries	Workplace Health and Safety; 2021 ESG Data Download
	403-10: Work-related ill health	Workplace Health and Safety; 2021 ESG Data Download
Community Engagement		
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Community Engagement
	103-2: The management approach and its components	Community Engagement
	103-3: Evaluation of the management approach	Community Engagement

Insulet



Our cover image shows Archie H., a customer, playing fetch with his dog.

Throughout the report, we are proud to use images of real customers.

For more information, please visit: www.insulet.com and www.omnipod.com.

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