

Insulet

2022

Sustainability Report





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# Message From the CEO



At Insulet, every action we take centers on our mission—to improve the lives of people with diabetes. When I stepped into my role as Insulet’s President and Chief Executive Officer in June 2022, I felt incredibly privileged to serve a company built on such a powerful mission. I know this sentiment resonates with our employees, many of whom have a personal connection to diabetes. Our achievements in 2022 showcased this dedication to the diabetes community, which was further exemplified by the [Omnipod® 5 Automated Insulin Delivery System](#) (Omnipod 5). This flagship product, launched in the U.S. in 2022, automatically adjusts insulin delivery based on readings from an integrated continuous glucose monitor. It’s immensely inspiring to hear users and caregivers tell us how this product has changed their lives for the better.

Omnipod 5 and the continued global success of our other Omnipod® products allowed us to serve more people than ever in 2022. As we grow, Insulet continues to set the standard for customer-centric designs and approaches. At the same time, we also thoughtfully integrate sustainability into our strategic decision-making as we grow our business. We incorporate sustainable practices while continuing to improve health outcomes and access to our products. While we expand our operations globally, we harness opportunities for positive environmental, social, and governance impacts that accelerate our business and growth strategy.

For instance, our regional product takeback programs allow customers in several countries to return their used Pods to us for responsible disposal. In 2022, we piloted a takeback program in the U.S. and are continuously exploring further opportunities to reduce our environmental footprint. As we foster deep ties with our communities, we also strive to encourage collaboration among our own teams. Across the globe, we embrace opportunities to connect through events promoting diversity, equity, and inclusion, quality and compliance, and innovation.

Through our commitment to sustainable growth, consumer safety remains our top priority. We value the trust our customers place in us to deliver safe, effective, and accessible health outcomes. In 2022, we voluntarily took action to resolve product issues, exemplifying our customer-centric approach. I also see this focus in our advocacy efforts, where our teams champion policies and utilize strategic partnerships that enhance global accessibility to our life-changing products.

In the 2022 Sustainability Report, I’m proud to share how Insulet continues to revolutionize health outcomes and drive a sustainable future that optimizes value for our customers, communities, investors, and employees. Thank you for your support as we continue to advance sustainable business and change lives for the better.

Sincerely,

**Jim Hollingshead**  
President and Chief Executive Officer



# Message From the CSO



Insulet's commitment to sustainability expanded with increased momentum in 2022. We developed greater insights from our data, built on ideas generated from employees and other stakeholders, and learned more about what excites our customers. As we continue to embed sustainability into our business processes and decisions, we are seeing how this shift in mindset will accelerate our progress to a sustainable future.

While expanding our product portfolio, customer base, and global reach, we worked to grow responsibly and minimize our environmental footprint. We are proud of the work we completed to drive resilient operations as we evolved our climate strategy and management systems for a socially responsible supply base.

- We developed our first disclosure index in alignment with recommendations from the Task Force on Climate-Related Financial Disclosures.
- We continued to invest in renewable energy. In 2022, our on-site solar panels at our Acton, Massachusetts headquarters generated 937 megawatt hours of renewable energy, an almost 20% increase over 2021.
- We promoted sustainable practices in our supply chain by increasing training on our Supplier Code of Conduct and completing our first social and environmental supply base risk assessment.

In 2022, we continued to focus on delivering customer-centric designs for our Omnipod products that reflect our priorities of quality, safety, and sustainability. Sustainable product innovation is becoming more embedded in our product design across the lifecycle as we look to reduce our consumption of natural resources, keep materials in use longer, and focus on environmentally friendly packaging.

- We reaffirmed our commitment to quality through adherence to leading standards, comprehensive employee training—including 7,000 training hours during quality and compliance week—and swift responses to mitigate any quality risks.

- We incorporated Australia into our product takeback program in 2022 and continue to pilot new methods for takeback and disposal in the U.S.
- We redesigned our Omnipod 5 starter kit packaging to enhance recyclability and reduce emissions from packaging by 77% once launched in 2023.

We aspire to create positive social impact and advance inclusivity for our customers, employees, and communities. We continue to support our employee health and wellness with flexible working arrangements and promote an inspiring culture as we grow globally.

- We increased the representation of U.S. employees who identify as ethnically diverse from 33% in 2021 to 37% in 2022.
- We formed our eighth Employee Resource Group (ERG), the Asian and Pacific Islander ERG, in 2022.
- We created a new activation in the popular Nintendo® video game Animal Crossing™: New Horizons that celebrates diversity and promotes inclusivity for people with diabetes<sup>[1]</sup>.

Insulet is a dynamic company with an impactful purpose, fueled by our innovative spirit. As we strive to serve more people in the global diabetes community, we're focused on advancing a more sustainable future for our people and our planet. I am pleased to present our progress in Insulet's 2022 Sustainability Report.

Sincerely,

**Lisa Brady**

Vice President, Global Sustainability and Chief Sustainability Officer

[1] Insulet Corporation is not affiliated, endorsed, or otherwise associated with Nintendo Co., Ltd., Nintendo of America, Inc. or any of their subsidiaries or affiliates. The names Animal Crossing™: New Horizons, Nintendo® and Nintendo Switch™, and their related marks and logos are trademarks or registered trademarks of their respective owners.





## Omnipod 5 Automated Insulin Delivery System

Omnipod 5 is the first and only tubeless AID system in the U.S. that integrates with the Dexcom G6® Continuous Glucose Monitoring (CGM) System<sup>[1]</sup> to measure interstitial fluid and automatically adjusts insulin delivery to manage glucose with no multiple daily injections and zero fingersticks.<sup>[2]</sup> Located on the Pod, the embedded AID algorithm predicts glucose levels into the future and automatically adjusts insulin dosing to help protect against high and low glucose levels during the day and night.<sup>[3]</sup> Users have the option of using the Omnipod 5 App on a compatible smartphone or the separate Omnipod 5 Controller.<sup>[4]</sup>

The U.S. FDA cleared Omnipod 5 for commercial distribution in January 2022 for people with type 1 diabetes aged six years and older. In August, we expanded Omnipod 5's U.S. indication for use by individuals aged two years and older. In September, we received CE Marking under the EU MDR for Omnipod 5 for individuals aged two years and older with type 1 diabetes. In 2022, we presented and published results of our feasibility studies to evaluate the use of Omnipod 5 in adults with insulin-intensive type 2 diabetes. Overall, research demonstrates significant improvements in HbA1c and improved Time in Range (TIR) with the use of Omnipod 5.



# About Insulet

Insulet Corporation (Insulet or the Company) (NASDAQ: PODD), headquartered in Acton, Massachusetts, is an innovative medical device company dedicated to simplifying life for people with diabetes and other conditions through its Omnipod® product platform. The Omnipod® Insulin Management System (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. Insulet's latest innovation, Omnipod 5, is a tubeless automated insulin delivery (AID) system, is integrated with a continuous glucose monitor to manage blood sugar without multiple daily injections and fingersticks, and is fully controlled by a compatible personal smartphone.<sup>[5]</sup> Insulet also leverages the unique design of its Pod by tailoring its Omnipod technology platform for the delivery of non-insulin subcutaneous drugs across other therapeutic areas. For more information about the Company, please see the [Insulet website](#).

[1] The Dexcom G6 requires a separate prescription and is sold separately. The Dexcom App is required to control the Dexcom G6.

[2] Fingersticks are required for diabetes treatment decisions if symptoms or expectations do not match readings.

[3] Brown S. et al. Diabetes Care. 2021;44:1630-1640. Prospective pivotal trial in 240 participants with T1D aged 6–70 yrs [adults/adolescents (n= 128; aged 14–70 yrs) children (n=112; aged 6–13.9 yrs)]. Study included a 14-day standard therapy (ST) phase followed by a 3-month Omnipod 5 hybrid closed-loop phase. Mean overnight time > 180 mg/dL (12AM–6AM) as in adults/adolescents and children, ST vs. 3-mo Omnipod 5: 32.1% vs. 20.7%; 42.2% vs. 20.7%, P<0.0001, respectively. Mean daytime >180 mg/dL (6AM–12AM) in adults/adolescents and children, ST vs. 3-mo Omnipod 5: 32.6% vs. 26.1%; 46.4% vs. 33.4%, P<0.0001, respectively. Median overnight time in <70 mg/dL (12AM–6AM) in adults/adolescents and children, ST vs. 3-mo Omnipod 5: 2.07% vs. 0.82%, P<0.0001; 0.78% vs. 0.78%, P=0.0456, respectively. Median daytime <70 mg/dL (6AM–12AM) in adults/adolescents and children, ST vs. 3-mo Omnipod 5: 1.91% vs. 1.08%, P<0.0001; 1.17% vs. 1.62%, P=0.2545, respectively. Outcomes measured by CGM, and; Sherr JL, et al. Prospective trial in 80 participants with T1D aged 2–5.9 yrs. Study included a 14-day standard therapy (ST) phase followed by a 3-month Omnipod 5 hybrid closed-loop (HCL) phase. Mean overnight time > 180 mg/dL (12AM–6AM) as measured by CGM: ST = 38.4%, 3-mo Omnipod 5 = 16.9%, P<0001. Mean daytime > 180 mg/dL (6AM–12AM) as measured by CGM: ST = 39.7%, 3-mo Omnipod 5 = 33.7%, P<0001. Median overnight time in < 70 mg/dL (12AM–6AM) as measured by CGM: ST = 3.41%, 3-mo Omnipod 5 = 2.13%, P=0.0185. Median daytime < 70 mg/dL (6AM–12AM) as measured by CGM: ST = 3.44%, 3-mo Omnipod 5 = 2.57%, P=0.0799. Outcomes measured by CGM.

[4] For a list of compatible smartphone devices visit [omnipod.com/compatibility](#).

[5] Fingersticks are required for diabetes treatment decisions if symptoms or expectations do not match readings.

### Our Mission

To improve the lives of people with diabetes.

### Our Vision

We create innovative technology that allows people living with diabetes globally to enjoy simplicity, freedom, and healthier lives.

**Innovative Spirit:** Creating innovative solutions that simplify life through advanced technology and clinical expertise

**Global Pioneer:** Breaking down barriers to ensure global affordable access and better outcomes for more people with diabetes around the world

**Customer-Centric:** Providing best-in-class service and support and generating insight-driven programs from a relentless passion for improving the lives of people with diabetes



## Omnipod DASH

The Omnipod DASH® Insulin Management System (Omnipod DASH), launched in the U.S. in 2018 and in our international markets in 2019, is built upon the success of earlier generations of our Omnipod portfolio. Omnipod DASH embeds secure Bluetooth® technology into the Pod and features a modernized touchscreen PDM. Users can quickly and easily monitor real-time glucose data and insulin history on their smartphone through two free mobile applications offered in the U.S. (Omnipod DISPLAY® and Omnipod VIEW®).



## Our Products

Omnipod products are continuous insulin delivery systems that provide all the benefits of insulin pump therapy in a unique way. Pod therapy consists of two primary parts:

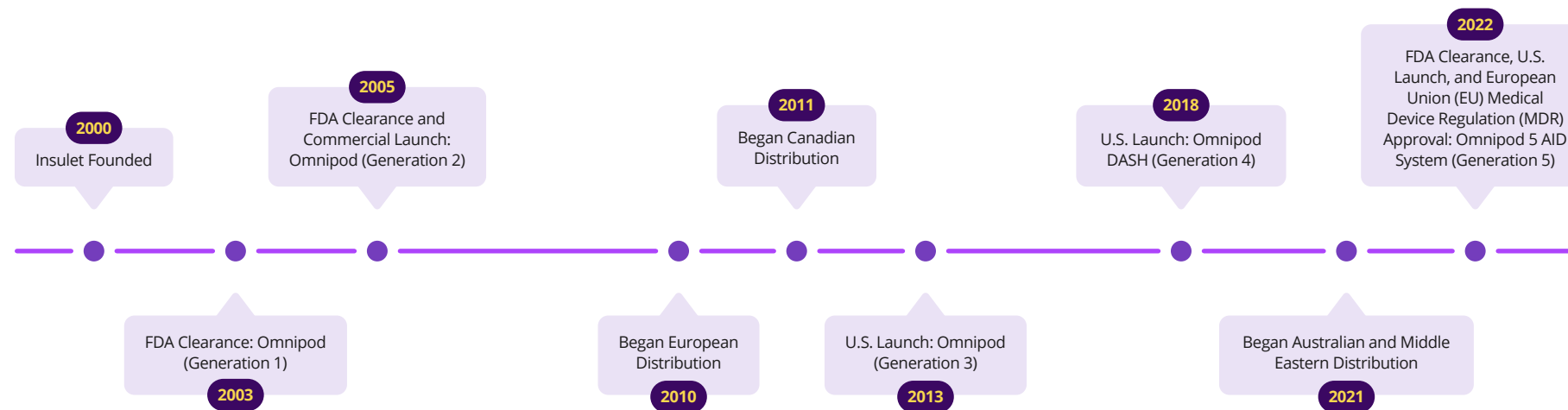
- **Pod:** The tubeless, waterproof<sup>[1]</sup> Pod provides automated, virtually pain-free insertion, can be worn in multiple locations directly on the body, and delivers precise, personalized doses of insulin for up to three days. We also leverage the unique design of our Pod by tailoring the Omnipod technology platform for the delivery of non-insulin subcutaneous drugs across other therapeutic areas.
- **Personal Diabetes Manager (PDM) or Controller:** The handheld 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 Personal Diabetes Manager and Controller are not waterproof.

Designed to fit within the daily routines of users, Omnipod provides unique benefits compared to other currently available types of insulin therapy, such as multiple daily injections (MDI) and traditional and automated insulin delivery pumps. The use of the Omnipod systems by individuals with either type 1 or type 2 diabetes across all age groups is associated with improved glycemic control and reduced frequency and severity of hypoglycemic episodes. Furthermore, our innovative pay-as-you-go model, available in the U.S. and other select countries, offers customers a monthly, commitment-free cost structure that simplifies payments and provides pump therapy at low or no up-front cost. The majority of U.S. customers who use this model through the pharmacy channel pay a copay of less than \$50 USD per month. For more information, please see the [Value, Affordability, and Accessibility](#) section of this report and the [Insulet website](#), which was refreshed in 2022 to reflect our new branding.

We also continue to advance our product offerings to meet customer needs. In November 2022, we submitted our 510(k) application to the U.S. Food and Drug Administration (FDA) for a basal-only Pod for individuals with type 2 diabetes which could serve over three million people in the U.S. Many people with type 2 diabetes follow a basal-only insulin regimen, which utilizes long-acting insulin to bring down high-resting blood glucose levels. We believe that this product, once released, will expand the population of people with diabetes that we are privileged to serve. Looking ahead, we are eager to continue working with our regulatory stakeholders to bring this product to market.

## The Evolution of Omnipod





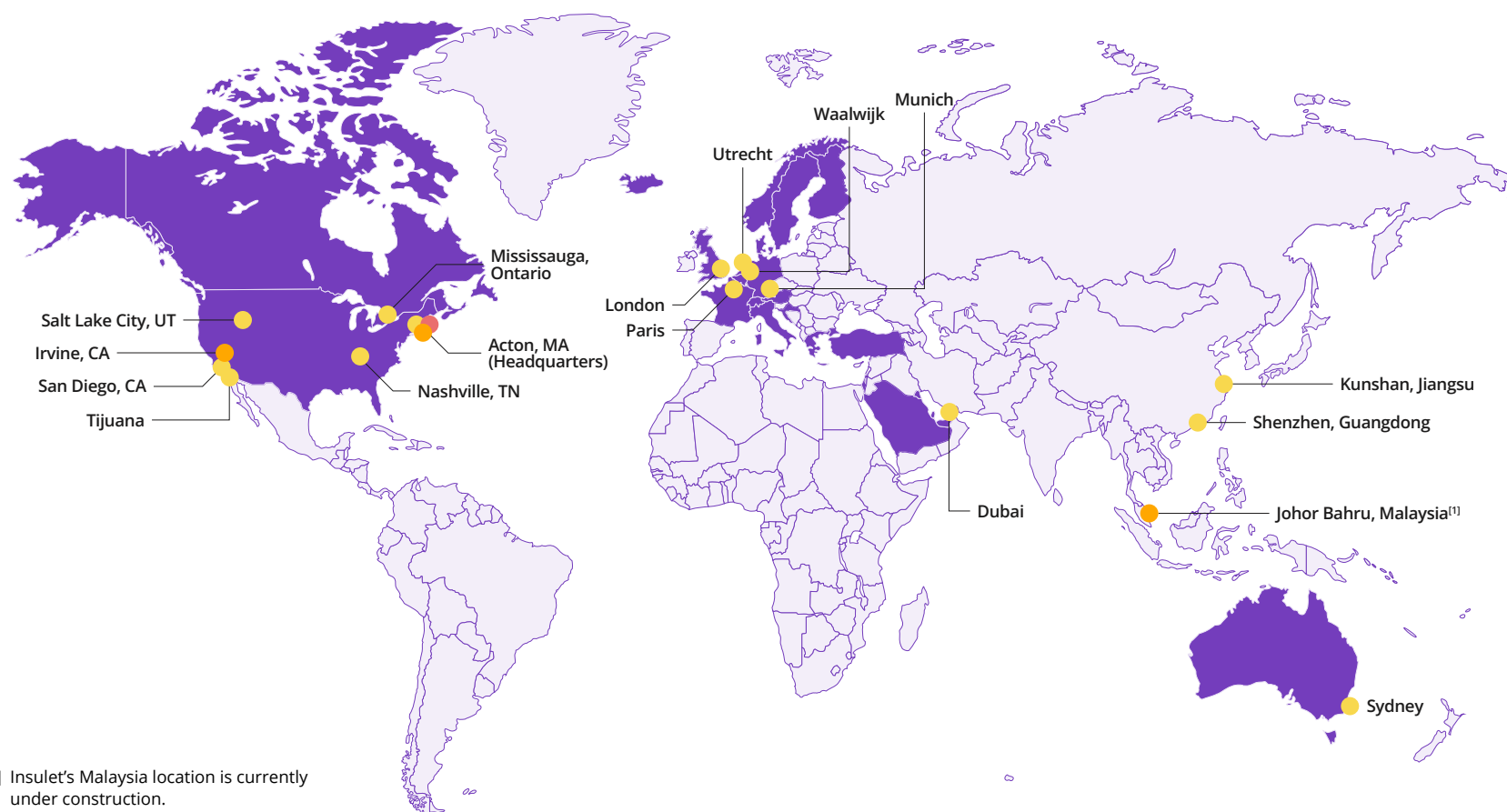
## Locations

We are expanding our global reach with offices in nine countries, and our products are accessible in 24 countries in North America, Europe, the Middle East, and Asia Pacific. Every day, we are actively working to reach more customers around the world.

Insulet’s manufacturing expertise is a competitive advantage. We have made significant investments over the years to expand our operational excellence and establish redundant manufacturing capabilities, which have prevented global supply chain issues from impacting our customers. In 2022, we acquired assets from Dynalloy, Inc., now known as Insulet Irvine, related to the design and manufacturing of wire assemblies which drive the pump within Omnipod. Owning this differentiating technology secures our development and manufacturing capabilities, further strengthening our production capabilities, efficiency, and operational excellence.

### Map Locations

● Office ● Insulet-Owned Manufacturing ● Distribution Center ● Countries Where Omnipod Was Sold in 2022



[1] Insulet’s Malaysia location is currently under construction.

## Industry Association Memberships

Our memberships in the following associations reflect our continued commitment to improving access to innovative medical technology and maintaining the highest standards of conduct:

- The Advanced Medical Technology Association (AdvaMed), U.S.: Our Chief Executive Officer (CEO) sits on AdvaMed’s Board of Directors
- MA Medical Device Industry Council (MassMEDIC), Massachusetts, U.S.: Our Vice President (VP) of Global Sustainability and Chief Sustainability Officer (CSO) sits on MassMEDIC’s Board of Directors
- Medical Device Innovation Consortium (MDIC), U.S.: Our CEO sits on MDIC’s Board of Directors
- Association of British HealthTech Industries (ABHI), United Kingdom
- Diabetes Technology Access Coalition, U.S.
- Diabetes Training and Technical Assistance Center (DTTAC), U.S.
- MedTech Europe
- MedTech Canada
- Asia Pacific Medical Technology Association (APACMed), Asia Pacific
- Mecomed, Middle East and Africa
- Bundesverband Medizintechnologie e.V (BVMed), Germany
- SPECTARIS, Germany
- Syndicat National de l’Industrie des Technologies Médicales (SNITEM), France
- AUSTROMED, Austria
- Swiss Medtech, Switzerland
- Diagnostica Associatie Nederland (DIAGNED), Netherlands



# 2022 Performance

Driving growth across our business for all stakeholders

## Key Accomplishments

**Strategic** 

**360,000**  
estimated active customers globally using Omnipod

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Received U.S. FDA clearance of Omnipod 5 AID System for people with type 1 diabetes aged two and older and achieved full

**Omnipod 5 U.S. launch**

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**23%**  
total Omnipod revenue growth




**Markets** 

**Achieved public subsidy**  
for patient coverage in Australia, Croatia, Greece, and Qatar for Omnipod DASH

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**Launched Omnipod DASH**  
in Saudi Arabia and the United Arab Emirates

**People and Communities** 

**27 hours**  
of training per employee, including contractors, on average

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**67%**  
gender, racial, and/or ethnic diversity on our Board of Directors

**Resilient Operations** 

**937 megawatt hours**  
(MWh) of renewable energy generated through our on-site solar panels in Acton, Massachusetts

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**96%**  
of top-spend suppliers<sup>[1]</sup> and 100% of in-scope<sup>[2]</sup> employees completed Supplier Code of Conduct training

**Sustainable Product Innovation** 

**~6 million Pods**  
responsibly disposed of through product takeback programs

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**77%**  
estimated reduction in greenhouse gas (GHG) emissions from Omnipod 5 starter kit packaging redesign

[1] Defined as the top 90% (increased from 80% in 2021) of Pod bill of materials, value-added manufacturing, and PDM supplier spend. We engaged our suppliers to reach 100% training and code acknowledgment for all 2022 applicable suppliers by early 2023.

[2] In-scope employees included any employees we determined regularly interact with Insulet suppliers.

## Awards and Ratings

### Company



Recognized as a

## 2022 Wearable Technologies Honoree

by the Consumer Technology Association's CES Innovation Awards for Omnipod 5

Received

## Fierce Pharma's Public Relations Campaign Award

for promoting diversity and inclusion for people with diabetes in Animal Crossing: New Horizons™<sup>[1]</sup>

Named to the

## Boston Business Journal

2022 Middle Market List for revenue growth

Recognized for

## Global Enlightened Growth Leadership

Best Practices in 2022 by Frost & Sullivan Institute

### Responsibility



Named by Newsweek as one of

## America's Most Responsible Companies

Continued to achieve an

## MSCI rating of AA

the second highest score on the rating scale, and placed in the top 25% of healthcare equipment companies<sup>[2]</sup>



[1] Insulet Corporation is not affiliated, endorsed, or otherwise associated with Nintendo Co., Ltd., Nintendo of America, Inc. or any of their subsidiaries or affiliates. The names Animal Crossing™, New Horizons, Nintendo® and Nintendo Switch™, and their related marks and logos are trademarks or registered trademarks of their respective owners.

[2] MSCI's ratings measure a company's resilience to material environmental, social, and governance (ESG) risks

### Workplace



Recognized as a

## Top Workplace USA 2022

by Top Workplaces

Ranked as one of the

## UK's Best Workplaces

Best Workplaces for Women, and Best Workplaces for Wellbeing 2022 (medium-size company) by Great Place to Work

Ranked as one of

## France's Best Workplaces 2022

(small company) by Great Place to Work

Ranked as one of

## Germany's Best Workplaces 2022

(small company) by Great Place to Work





# Our Approach to Sustainability

## In This Section

[Materiality and Stakeholder Engagement](#)



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**[Our Approach to Sustainability](#)**

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# Materiality and Stakeholder Engagement

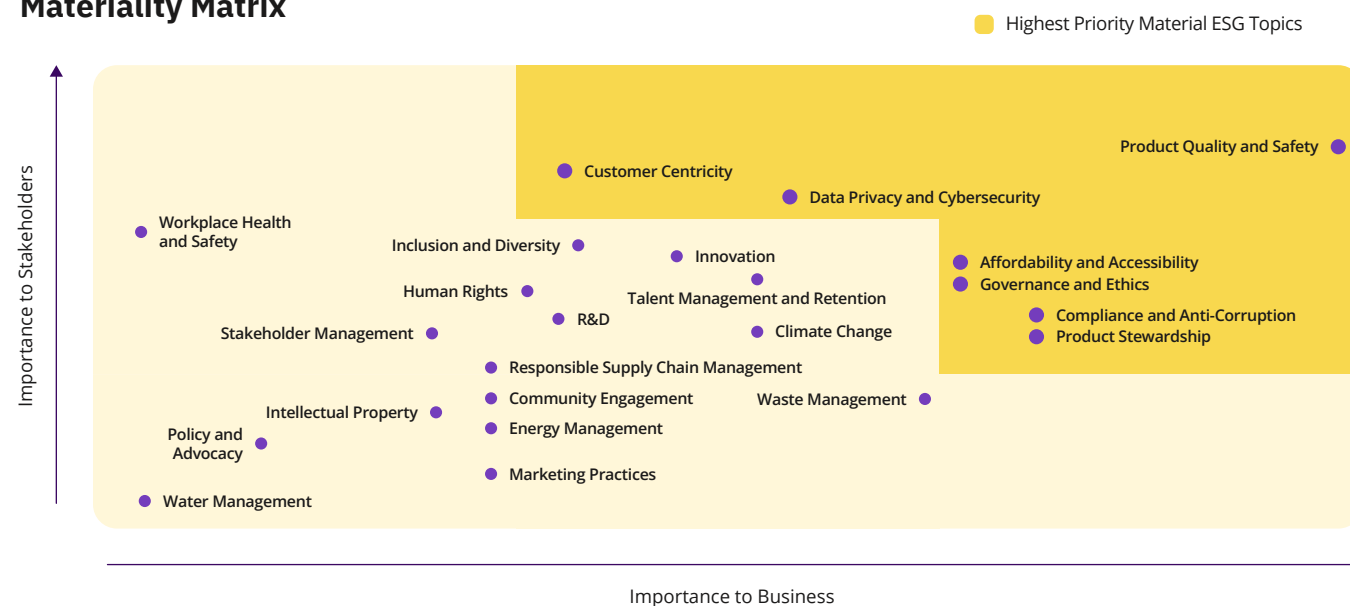
Understanding and addressing our key sustainability impacts

## Materiality

We focus our sustainability strategy on the ESG topics that are most important to our business and account for our impacts on society, the economy, and the environment. In 2020, we utilized third-party expertise to conduct our first materiality assessment, a research-based process to determine our most significant material ESG topics with input from internal and external stakeholders.

Through our materiality assessment, we identified 23 ESG topics most impactful to our business and stakeholders. This process was informed by interviews and surveys with employees, customers, suppliers, investors, payors, healthcare professionals, and advocacy groups. The results of our materiality assessment enable us to concentrate our management on key priorities, and our sustainability strategy and reporting efforts incorporate these topics. We continuously evaluate our performance and plan to conduct materiality assessments at regular intervals to align with our continued 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](#).

## Materiality Matrix



Highest Priority Material ESG Topics	Definitions
<b>Product Quality and Safety</b>	Protecting customer health and safety by enforcing rigorous quality assurance systems throughout the full lifecycle of products, including design, sourcing, manufacturing, and sales.
<b>Data Privacy and Cybersecurity</b>	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.
<b>Affordability and Accessibility</b>	Ability to make products and therapies accessible to customers, improving availability and affordability of products through partnerships, and investing in critical skills and infrastructure.
<b>Governance and Ethics</b>	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.
<b>Compliance and Anti-Corruption</b>	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.
<b>Product Stewardship</b>	Driving sustainable product design and packaging choices and focusing on recycling/reuse options. Reducing the environmental impact and waste of products and making products more efficient.
<b>Customer Centricity</b>	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.



## Stakeholder Engagement

Stakeholder feedback helps us understand our operating environment, increase our positive impacts, and orient our overall performance to deliver sustainable value. Through effective and regular engagement activities, we aim to better understand stakeholder interests, address their concerns, and meet their expectations. We have identified key stakeholder groups who have a strategic connection to our operations and contribute to the success of our business. Through this report, we continue to enhance stakeholder dialogue by transparently disclosing progress and performance on key ESG topics that are most important to our stakeholders.

Stakeholder Group	Key ESG Topics	Methods of Engagement
<b>Employees</b>	Customer Centricity; Data Privacy and Cybersecurity; Diversity, Equity, and Inclusion; Innovation; Product Quality and Safety; Talent Development	Global Town Hall meetings, ongoing Employee Engagement Surveys, intranet, virtual and in-person engagement events, employee sounding boards, trainings, monthly newsletter, virtual and in-person onboarding, social platforms, Employee Resource Groups
<b>Customers</b>	Affordability and Accessibility; Customer Centricity; Innovation; Product Quality and Safety; Product Stewardship;	Surveys, focus groups, virtual and in-person product trainings
<b>Communities</b>	Customer Centricity; Data Privacy and Cybersecurity; Human Rights; Product Quality and Safety	Conferences, volunteering, donations
<b>Suppliers and Business Partners</b>	Climate Change; Customer Centricity; Diversity, Equity, and Inclusion; Governance and Ethics; Human Rights; Innovation; Product Quality and Safety; Product Stewardship; Workplace Health and Safety	Audits, assessments, quarterly business reviews, supplier scorecards, training
<b>Investors</b>	Affordability and Accessibility; Climate Change; Diversity, Equity, and Inclusion; Governance and Ethics; Product Quality and Safety; Talent Management and Retention; Workplace Health and Safety	Earnings calls and related reporting, industry and investor conferences, shareholder meetings, press releases on material updates, U.S. Securities and Exchange Commission (SEC) filings, phone calls, meetings
<b>Payors/Civil Servants/Ministers</b>	Affordability and Accessibility; Climate Change; Customer Centricity; Data Privacy and Cybersecurity; Human Rights; Innovation; Product Quality and Safety	Surveys, contract negotiations, meetings, dossier submissions, reimbursement procedures and processes, horizon scanning exercises, industry association groups
<b>Healthcare Professionals</b>	Affordability and Accessibility; Customer Centricity; Data Privacy and Cybersecurity; Governance and Ethics; Product Quality and Safety	Market research, product development, product trainings
<b>Advocacy and Industry Groups</b>	Affordability and Accessibility; Customer Centricity; Data Privacy and Cybersecurity; Diversity, Equity and Inclusion; Human Rights; Policy and Advocacy; Product Quality and Safety	Meetings, conferences, focus groups, surveys
<b>Regulatory and Government Bodies</b>	Affordability and Accessibility; Compliance and Anti-Corruption; Data Privacy and Cybersecurity; Governance and Ethics; Human Rights; Policy and Advocacy; Product Quality and Safety; Workplace Health and Safety	Meetings, industry association groups, clearance and certification applications

# Sustainability Strategy

Guiding our responsible growth in alignment with our pillars

Our vision to “Deliver growth with purpose: innovating to improve lives and preserve our planet” guides our efforts to grow sustainably and maximize our positive impacts. Our CSO and Global Sustainability function lead our comprehensive sustainability strategy, facilitate alignment with our global growth plan, and establish thoughtful goals to direct our progress. Underlying our comprehensive approach, our three strategic sustainability pillars concentrate on Resilient Operations, Sustainable Product Innovation, and People and Communities.

## Resilient Operations

Our Resilient Operations pillar defines our approach to sustainably managing our operations and supplier relationships. We work to continue delivering positive outcomes for the diabetes community in the face of changing global conditions and mitigating our own impact on society and the environment. We focus on preserving the health of the environment for our communities and responsibly managing our supply chain, and we are actively exploring additional opportunities to adopt targets that reflect our priorities.

## Sustainable Product Innovation

Our Sustainable Product Innovation pillar recognizes that, as a leader in revolutionary diabetes care, we can use our expertise to create products on the cutting edge of environmentally conscious and inclusive design. We are implementing product and packaging design initiatives that reduce resource intensity, minimize waste, and contribute to a circular economy while enhancing quality and customer-centric functionality.

## People and Communities

Our People and Communities pillar focuses on maximizing positive social impact by investing in our people and supporting the global diabetes community. We strive to create an inclusive culture that enables all employees to put their creative knowledge to use, grow their careers, and develop the skills needed to advance the next generation of healthcare technology workers. Leveraging our employee expertise, we fuel innovation that improves the health of our communities and enhances product availability and affordability to further simplify the lives of people with diabetes.

## Our Focus for the Future

In 2022, we worked diligently to further embed our sustainability strategy into our policies, processes, and goals. We began to evolve from setting a performance baseline to operationalizing sustainability while still maintaining our focus on enhancing transparency, preserving stakeholder trust, and creating value. We continue to explore opportunities to establish ambitious sustainability targets, and we plan to disclose our progress against these goals moving forward.

As exemplified by the COVID-19 pandemic, geopolitical developments, and associated supply chain disruptions, a business continuity strategy is essential to our sustainability efforts and our mission, because our customers rely on Insulet products to effectively manage their diabetes. In 2022, we enhanced our approach to business continuity by evaluating critical business risks, understanding potential vulnerabilities, and reviewing resilience protocols. To mitigate risks, we explore alternative product solutions, establish supply reserves for critical materials, and protect employee safety. Looking forward, we intend to continue to engage leadership and external stakeholders to formalize our business continuity program. For more information on how we embed resilience into our supply chain, please see the [Responsible Supply Chain Management](#) section.

### 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





# Governance and Ethics

Maintaining the highest standards and upholding our values

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Advancing sustainability and adhering to our mission to improve the lives of people with diabetes requires a strong foundation of governance and ethics. Robust policies and expert leadership guide our path toward sustainable growth and foster a culture of ethical behavior throughout our operations. We diligently and proactively monitor issues of governance, ethics, and compliance, knowing that our ability to maintain the trust of our stakeholders is key to building long-term value.

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## Governance Principles

We maintain strong governance policies and practices that drive our financial success and responsible operations. Our principles for corporate governance enable us to deliver on our commitments and maintain compliance with all applicable laws and regulations.

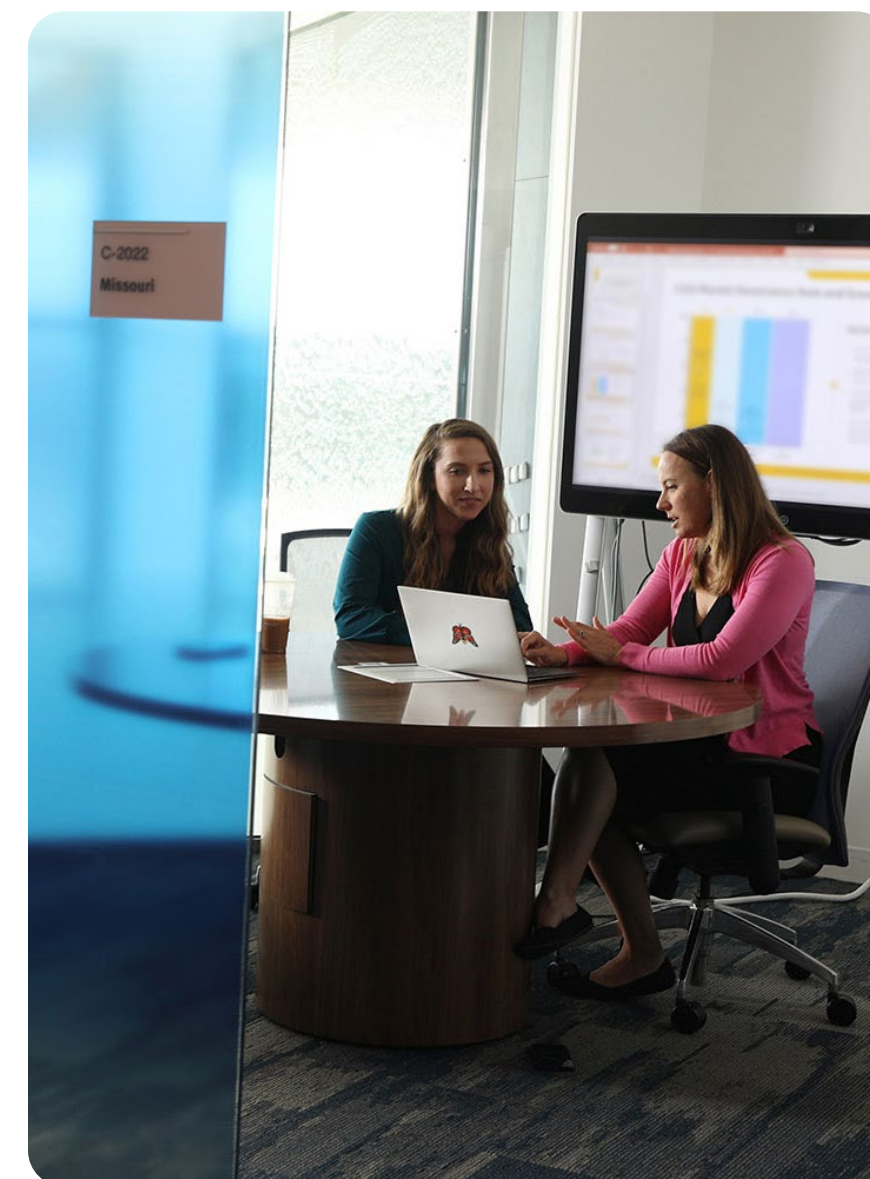
## Our Board of Directors

The Insulet Board of Directors oversees the strategic, financial, and management policies of the Company. Taking an active role in the Company's strategic direction, the Board regularly educates itself on the Company's products, markets, customers, competition, and culture. The Board assesses risk, evaluates management's performance, plans for successors, and provides overall guidance and direction to the Company.

Our Board believes that good governance requires not only an effective set of specific practices, but also a culture of responsibility and accountability throughout the organization. Good governance depends on the quality of an organization's leadership, and our Board is committed to recruiting and retaining Directors and officers with proven leadership ability and personal integrity.

The Board, which consists of nine members, reflects diverse backgrounds, expertise, and outlooks to meet stakeholder needs. The experience of Board members spans academia, non-profit organizations, national public health agencies, and public and private companies with global operations. At least annually, the Board reviews the skills of its members and the overall composition of the Board to maintain a necessary breadth of knowledge and perspective through a diversity of gender, race, ethnicity, age, and experience. Currently, women constitute 56% of the Board, and the Board is 67% diverse by gender, race, and/or ethnicity. The Board devotes significant time on its agenda to reviewing and discussing the succession plans for the CEO and each of their direct reports as part of building a diverse and inclusive workforce, and the Board also has plans in place in the event of emergency succession. In 2022, the Board demonstrated strong leadership capabilities and strategically navigated a transition as Jim Hollingshead succeeded Shacey Petrovic as President and CEO. We maintain well-developed processes to handle effective executive succession planning.

Our [Corporate Governance Guidelines](#) are designed to assist the Company and the Board in implementing effective corporate governance practices. To maintain alignment with governance best practices, the Board reviews these guidelines annually, undertakes an annual self-evaluation to review its structure, roles, processes, development, dynamics, and effectiveness, and communicates the results of the self-evaluations to relevant parties.





The Board has three standing committees each comprised entirely of independent directors:

- The Audit Committee oversees Insulet's accounting and financial reporting processes, audits of financial statements, and independent auditors.
- The Nominating, Governance, and Risk Committee identifies and recommends Board members, evaluates changes to the Corporate Governance Guidelines, oversees regulatory compliance matters and ESG initiatives, and discusses risk assessment and risk management policies.
- The Talent and Compensation Committee manages executive compensation and oversees overall compensation programs as well as the Company's talent development and retention.

For more information on each committee, please see the [committee charters](#) on our website.

## ESG Governance

At the Board level, our Nominating, Governance, and Risk Committee oversees our sustainability approach and management of material topics. Our Vice President of Global Sustainability and CSO reports to the Senior Vice President (SVP), Global Operations, leads our sustainability strategy in alignment with our global growth plan, and manages our ESG practices. The CSO reports to the Nominating, Governance, and Risk Committee at least twice per year to report our ESG progress and enhance the Board's knowledge of sustainable development. The Board may also review performance and updates for specific material topics, such as climate change and product stewardship.

The Nominating, Governance, and Risk Committee also monitors our risk assessment and management process. The Board receives regular presentations on key enterprise risks and opportunities from our Chief Compliance and Privacy Officer and head of Enterprise Risk. The Board routinely meets with the members of management responsible for risk in their respective business functions. To continually inform our strategic approach, our leadership communicates critical issues to the Board, including risks related to compliance, data privacy, cybersecurity, talent, supply chain, regulatory, product quality, and other ESG topics.

## Our Governance Best Practices

- Independent Chairman of the Board
- Strong Board refreshment—attracted at least one new Board member each year from 2014-2022
- Audit Committee, Talent and Compensation Committee, and Nominating, Governance, and Risk Committee each consist solely of independent Directors
- Directors who do not receive a majority vote in an uncontested election must promptly tender their 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")
- Proactive year-round engagement with shareholders

Led by the CSO, our Global Sustainability function implements and evaluates our overall sustainability strategy. This team continuously collaborates with all departments to facilitate the cross-functional communication necessary to integrate sustainability into our business, measure our performance, and contribute to positive impacts on our environment and communities. We also proactively invest in sustainability initiatives and work to enhance capabilities within our team to advance our ESG management and build on our progress.



## Ethics, Compliance, and Anti-Corruption

We strive to operate with integrity and transparency to preserve the trust our customers place in us to deliver high-quality products with life-changing impacts. Our culture of ethics impacts every interaction we have with customers, healthcare professionals, regulators, suppliers, investors, and community members. As we grow and expand into new countries with new laws and regulations, we maintain our commitment to upholding the highest ethical standards at all levels of our organization.

### Code of Business Conduct and Ethics

Our global [Code of Business Conduct and Ethics](#) outlines our expectations for all employees, Directors, and officers to represent our values and uphold human rights. The Code is established by the Board and enforced by our Chief Compliance and Privacy Officer. We expect everyone at Insulet to perform their duties in alignment with applicable laws and regulations and to go beyond compliance, where necessary, to maintain the trust of our stakeholders.

Our Code describes our values and outlines our policies regarding ethical issues, including:

- **Anti-Discrimination and Anti-Harassment:** 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, or other consideration protected by law.
- **Competitive Practices:** To promote fair competition, we will not tolerate or participate in any business conduct, transaction, or activity that violates the antitrust, competition, or trade laws of any country in which we do business.
- **Conflicts of Interest:** Employees must avoid situations that present a potential or actual conflict between their personal interests and the Company's interests.

- **Confidentiality:** We expect employees to only use proprietary information for Company duties and to prevent the unauthorized disclosure of proprietary information.
- **Human Rights:** Our employees must promote a healthy, safe, and productive work environment that upholds human rights and adheres to all applicable labor and employment laws. For more information, please see the [Human Rights](#) section.
- **Political Contributions:** All proposed political contributions with Company funds must be approved by our Chief Compliance and Privacy Officer.

Our Compliance and Internal Audit functions regularly examine our Code to incorporate emerging best practices. In 2022, we revised the Code to incorporate a more global approach and streamline language to focus on our universal commitments. To guide our operations at a local level, we also develop and circulate more detailed additions to our Code to account for specific local regulations and concentrate on relevant risks. Additionally, in 2022, the Internal Audit function completed an audit of our U.S. Foreign Corrupt Practices Act (FCPA) compliance procedures and developed an action plan based on the results to further mitigate risks of bribery and corruption. We intend to continue to conduct assessments of our most material governance procedures and enhance our real-time risk monitoring capabilities.

We manage ethical conduct in our supply chain through our [Supplier Code of Conduct](#). For more information, please see the [Responsible Supply Chain Management](#) section.

### Employee Training

All employees and Board members are required to undergo ethics training and certify adherence to our Code annually and when there are key updates to our policies and procedures. Our goal is for 100% of employees to certify compliance. In 2022, 100% of employees in North America completed training and certified adherence, and we continue to advance tracking processes for additional locations. Our ethics training is reinforced each year during our Quality and Compliance Week, where we host lectures, workshops, and community-building activities related to ethical issues in quality and compliance.

## Accountability

We encourage every employee to proactively ask questions, seek guidance, and report suspected violations of company ethics policies or any applicable laws. Employees, customers, vendors, or other interested persons can anonymously report violations or express concerns through our confidential [Compliance and Ethics hotline and an online portal](#). The [hotline](#) is operated by an independent company, is available toll-free from many countries, and is staffed 24/7 by multilingual case managers. Concerns and grievances can also be directly reported to the General Counsel or the Chief Compliance and Privacy Officer. We do not tolerate retaliation against employees for reporting suspected misconduct in good faith.



At Insulet, we act with integrity and maintain the highest ethical standards in all that we do. We are committed to honest and responsible business behavior, and we ask our employees, suppliers, distributors, healthcare professionals, customers, and others to join us in this pursuit.

**JIM HOLLINGSHEAD, PRESIDENT AND CEO**



## Data Privacy and Cybersecurity

We are proud to be innovators in digital health by designing our products to integrate seamlessly with wireless systems, including compatible smartphones. This allows our customers to manage and monitor their insulin delivery and glucose more effectively and conveniently. With increasing digitization comes greater responsibility to maintain proper controls to protect our customers' personal health data and defend our systems from external security threats. Emphasizing prevention, we integrate cybersecurity and data privacy into our product design and operations. We focus on continuous improvement to better protect our customers, employees, and business partners against critical risks and to build resilience against online threats.

### Data Privacy

Executing against our strategic commitment to privacy, our Privacy Office, who reports to our Chief Information Officer, implements a standardized approach that aligns with the increasingly diverse landscape of data privacy laws in countries where our products are sold. We integrate strict regulatory requirements into our global strategy, including the EU's General Data Protection Regulation (GDPR). In 2022, we expanded upon prior certifications to conform to the International Organization for Standardization (ISO)/ International Electrotechnical Commission (IEC) 27701:2019 certification, an extension of ISO/IEC 27001, which is the international standard for privacy information management. Obtaining this certification required an external surveillance audit and data privacy impact assessment, and our processes performed strongly for both.

Prior to expanding operations in new countries, we assess local and national data privacy laws to understand the requirements and determine how we can enhance our procedures as needed. We conduct routine privacy impact assessments to systematically analyze how personal information, including personally identifiable health information, is collected, used, shared, and maintained within our systems. The results of these privacy impact assessments help us to identify and manage dynamic privacy risks associated with processing personal information of multiple constituencies, including customer health data as well as personal information of employees, business partners, and healthcare professionals.

We use a privacy management platform for our data privacy compliance and data mapping. This platform also allows individuals to digitally request their data and exercise their privacy rights, which increases ease of access. For more information on how we safeguard customers' personal information, please see our [Privacy Policy](#).

### Product Security

The digital connectivity of our products enables simplicity and freedom in the lives of people with diabetes. We diligently work to maintain the reliability of our systems as our offerings become more complex. To preserve product effectiveness and customer trust, our Global Information Technology (IT) team implements consistent product security measures across our business and manages cybersecurity throughout the entire product lifecycle. We conduct frequent product security testing exercises, including after any software update. Our advanced encryption methods protect product connection to wireless systems and use static code analysis and dynamic testing to overcome vulnerabilities.

Our flagship innovation, Omnipod 5, incorporates high standards for information management and cybersecurity. Allowing users to control the Pod through a secure mobile application on a compatible smartphone, Omnipod 5 limits access to verified users, validates the reliability of the Omnipod 5 app, and confirms 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.

We monitor the global network of security standards to maintain best-in-class security for our portfolio of products. In 2022, we exceeded the data security standards required by the U.K. National Health Services Digital Security Toolkit assessment and completed a promising preliminary assessment of our performance against Level 1 of the U.S. Cybersecurity Maturity Model Certification (CMMC).



### We currently align with the following frameworks:

- 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
- FDA's Guidance "Content of Premarket Submissions for Management of Cyber Security in Medical Devices" and "Post Market Management of Cybersecurity in Medical Devices"
- U.K. Cyber Essentials certification for Insulet IT processing systems
- ISO 27001 certification for all products and services
- Diabetes Technology Society (DTSec) Cybersecurity Standard for Connected Diabetes Device Security certification for Omnipod DASH
- BS EN ISO/IEC (British Standard and International Standard) ISO 27001:2017, which incorporates the requirements of BS ISO 27001:2013 to confirm information security
- ISO/IEC 27701:2019 (International Standard), which expands the privacy management section of ISO 27001 certification

## Enterprise Security

We identify and mitigate enterprise security threats through our business-wide Enterprise Risk Management (ERM) program and use this risk-based approach to inform cybersecurity system controls and investments. Our Cybersecurity team reports to the executive team on a quarterly basis and updates the Board of Directors on our cybersecurity program and risks at least annually. To safeguard the integrity of our operations, we integrate multiple layers of defense into our IT systems and encrypt all Insulet laptops. Additionally, we conduct annual tabletop exercises and penetration testing to evaluate our ability to rapidly detect, respond to, and recover from an external cybersecurity threat. This commitment to continuous improvement allows us to prevent data loss and secure our operations against dynamic digital threats.

## Employee Education and Training

To support preventive and defensive action, we encourage all employees to remain vigilant against digital threats. We pursue continuous training and employee engagement to embed privacy and security best practices into our culture. In 2022, we updated our cybersecurity and data privacy training approach for new hires to improve accessibility and engagement, and we added additional training modules for current employees. Our IT teams also complete a training refresh to reinforce our essential security principles whenever they embark on a major project.

Across our organization, we send routine educational communications to employees, operate an internal discussion board to promote cybersecurity dialogue, and conduct periodic phishing tests to train employees to identify and properly report malicious threats. Each year, our Privacy and Cybersecurity teams host expert panels and collaborative training sessions during our Quality and Compliance week. In 2022, we also facilitated a security poster campaign to foster employee dialogue on cybersecurity and promote awareness of Insulet's enhanced electronic processes for reporting incidents.

## Marketing Practices

Our stakeholders trust us to meet regulatory mandates and uphold our ethical responsibility to implement transparent marketing practices and communications with healthcare professionals. We seek to continuously improve our robust policies and adhere to the highest standards of integrity to serve the diabetes community.

## Culture of Ethics

Our Sales and Marketing Code of Ethics establishes mandatory standards for sales and marketing activities and governs all employee interactions with healthcare professionals and customers. In the U.S., our Sales and Marketing Code is based on the [Code of Ethics of AdvaMed](#), our industry association, and is built around six foundational values: innovation, education, integrity, respect, responsibility, and transparency. We periodically update our Code to incorporate evolving compliance and legal standards, and we verify our compliance program with AdvaMed annually. Internationally, we utilize codes from regional industry associations, such as MedTech Europe, MedTech Canada, and the Medical Technology Association of Australia, to incorporate local requirements and standards into our sales and marketing business practices.





We strictly follow our Code in communications regarding the safe and effective on-label uses of our medical technology products. The Code restricts communications about off-label uses or unapproved uses of approved products. In alignment with the Code, we expect our employees to not interfere with the independent judgment of healthcare professionals and refrain from using unlawful or unethical inducements, whether offered to healthcare professionals or customers with government-provided healthcare coverage. Our Compliance function must approve all payments to healthcare professionals to comply with industry and legal standards. We support transparency efforts by disclosing payments as required by applicable reporting regulations. The Code also requires compliance with anti-kickback laws, anti-bribery laws, other applicable local, state, and federal regulations, and the AdvaMed Code of Ethics.

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 received onboarding or refresher training in 2022. Based on their job function, other employees may also receive training on our Sales and Marketing Code of Ethics upon hire and through an annual refresher course. 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 or online portal.



## Transparent Marketing and Labeling Practices

Our customers and other stakeholders trust us to accurately describe our products using appropriate, accurate, and inclusive language. Our Marketing, Legal, and Regulatory Affairs functions collaborate to systematically review and approve product marketing and labeling materials such as product claims, label use, and direct-to-consumer advertising. We leverage 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 2022, we had no U.S. FDA 483 observations or warning letters of incidents of non-compliance related to product labeling or marketing communications.

## Human Rights

Protecting human rights is a responsibility that Insulet takes seriously, and we strive to protect the right for people to work in free and fair conditions. We prohibit child labor, forced labor, human trafficking, and slavery in our operations and supply chain. Our [Code of Business Conduct and Ethics](#) and our [Supplier Code of Conduct](#) set the foundation for our human rights commitment and compliance with applicable laws and regulations, including the [Australia Modern Slavery Act](#), [California Supply Chains Act](#), and [U.K. Modern Slavery Act](#).

We demonstrate our commitment to upholding human rights by incorporating human rights considerations into our supplier selection and ongoing monitoring processes. For example, as we evaluate potential suppliers for our new manufacturing facility in Malaysia, our procurement and sustainability teams are working closely to engage with prospective suppliers on how they prevent and mitigate potential human rights risks, including those related to forced labor, in their recruitment and employment practices. For more information about our procurement, supplier auditing, and corrective action processes, please see the [Responsible Supply Chain Management](#) section.



We released our first Human Rights Statement in 2023. This Statement affirms our commitment to protecting the dignity of everyone who interacts with an Insulet product, from component sourcing to customers managing their diabetes. The principles in our Statement align with the United Nations Universal Declaration of Human Rights, the International Labor Organization's (ILO) Declaration on Fundamental Principles and Rights at Work, and the Ten Principles of the United Nations Global Compact. We are committed to respecting the rights of vulnerable groups, including minority religious, political, racial, and ethnic communities; young workers; migrant workers; people with disabilities; women; children; LGBTQ+ communities; and others.





Podder Archie H. playing lacrosse

# Resilient Operations

As we expand our business globally, it is imperative that we remain focused on advancing the sustainability of our operations and responsibly managing our supply chain. Our customers trust us to deliver high-quality products on time, and this mission is upheld by a foundation of resilient operations. We strive to minimize our environmental footprint and use natural resources efficiently while meeting the rising demand for our products. Our commitment to addressing potential social and environmental impacts also extends throughout our supply chain. Our efforts contribute to the reliability and resiliency of our operations, help enable responsible and efficient manufacturing, and minimize disruptions so we can deliver our critical products that support customer health.

## In This Section

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# Sustainable Operations

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

Aligned with our mission to improve the lives of people with diabetes, we believe that the health of our society is connected to the health of our planet. As we continue to grow, we strive to responsibly manage our impacts by preserving our natural environment and increasing the efficiency of our processes. To improve business resilience, address emerging regulations, and practice responsible corporate citizenship in a rapidly evolving world, we work to minimize and manage our GHG emissions, waste generation and disposal, energy use, and water use throughout our operations. In 2022, we focused on further integrating sustainability throughout our culture and building out our capabilities to define our ambitions and set comprehensive goals.

## Climate Change and Greenhouse Gas Emissions

Insulet recognizes that climate change is one of the most significant issues facing society and businesses today. We have a responsibility to reduce our contribution to climate change and to transparently report on our progress and actions to mitigate climate-related risks. In addition to establishing our management framework, we are taking steps to understand and reduce the GHG emissions generated in our own facilities.

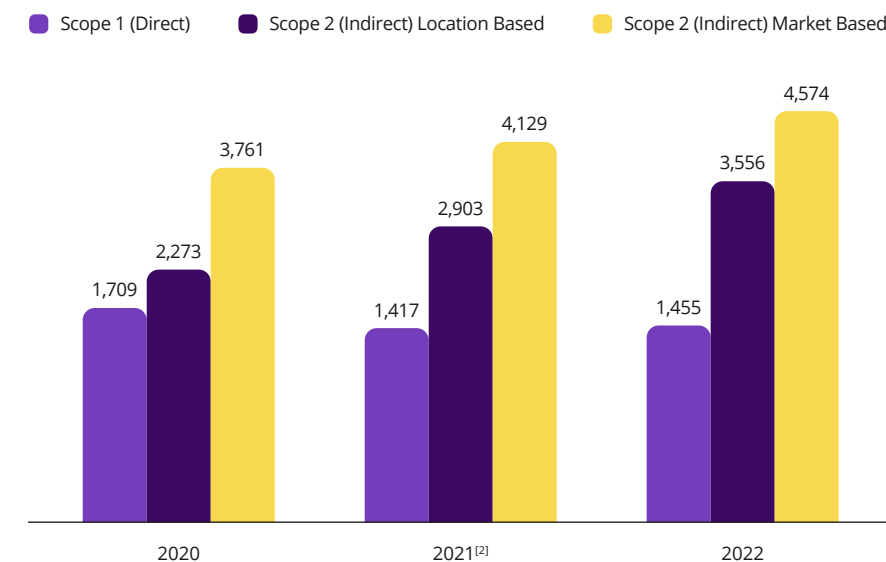
### Climate Change Strategy

Our [Climate Change Statement](#) forms the foundation of our climate strategy and outlines our commitment to address the climate crisis. We have developed a roadmap to incorporate the recommendations from the Task Force on Climate-related Financial Disclosures (TCFD) into our reporting, and we continue to align with TCFD guidance as we further evolve our approach. In alignment with our roadmap, we are proud to present our inaugural [TCFD Content Index](#) in this report, which describes our climate-related efforts in four thematic areas: governance, strategy, risk management, and metrics and targets. By enhancing our climate disclosures, we aim to demonstrate our thoughtful planning to mitigate risks and explore opportunities associated with climate change and the transition to a low-carbon economy.

Leading our approach, our Nominating, Governance, and Risk Committee oversees our management of climate change and regularly updates the full Board of Directors. Our Global Sustainability team evaluates and prioritizes opportunities to mitigate the effects of climate change, including efforts to improve the efficiency of our facilities, reduce our GHG emissions, and utilize renewable energy. We also continue to promote cross-functional collaboration to effectively identify and manage climate-related risks that could impact our operations.

We are setting our path to a net-zero economy. We are laying the groundwork for better understanding our Scope 3 emissions, setting GHG emissions reduction targets, increasing the adoption of renewable energy and energy efficiency initiatives at our facilities, and further exploring opportunities to mitigate our impacts. To improve our capacity for measuring GHG emissions and tracking our progress toward future goals, we adopted a new GHG management platform in 2022. This platform helps streamline our data collection process and allows our Global Sustainability team to invest more time in planning emissions reduction strategies across our business.

### GHG Emissions (Metric Tons of CO<sub>2</sub>e)<sup>[1]</sup>



[1] Insulet follows an operational control approach to calculate our emissions and utilizes the Intergovernmental Panel on Climate Change (IPCC) Fifth Assessment Report (AR5) global warming potential (GWP) values. Our calculations include carbon dioxide (CO<sub>2</sub>), methane (CH<sub>4</sub>), nitrous oxide (N<sub>2</sub>O), and refrigerants.

[2] Due to the acquisition of Insulet Irvine in 2022 and minor calculation methodology changes, these values are a restatement of GHG emissions as disclosed in the 2021 Sustainability Report.

We must balance our commitment to managing our GHG emissions with our core mandates of quality, health and safety, and operational performance. In 2022, our Scope 2 emissions increased as we expanded production capacity by incorporating additional manufacturing equipment and improved production quality by running machines with less downtime. Our 2022 Scope 2 emissions also account for our Acton distribution center, constructed in 2022, and a full year of operation in our Tijuana facility, added in mid-2021. Our facility electricity use increased due to more people working from our offices compared to the previous two years. We also installed a heated sidewalk at our Acton facility to prevent icy walkways during hazardous weather. Although these initiatives increased emissions, they also promoted employee health, safety, and wellbeing, which are critical to our sustainability efforts. Additionally, our Scope 1 emissions increased slightly due to the addition of company cars to our fleet to support our European operations. Moving forward, we will continue to monitor our systems and processes to increase efficiency and reduce emissions where possible.



## Reducing Transportation Emissions

To target climate-related risks in our supply chain, we strive to enhance efficiency in our network and minimize emissions generated during the transportation of our component parts and finished products. We leverage ocean freight, which consumes lower amounts of fuel compared to air freight, as our primary mode of transportation for inbound products, and we have set a goal to ship 90% of inbound freight by ocean transport. However, in 2022, we fell short of this target due to a positive customer response to the release of Omnipod 5. Shipping products by air freight allowed customers to receive our life-altering products significantly faster. We will continue to pursue our ocean transport goal in 2023 as we align our efforts to reduce emissions with our commitment to customer satisfaction.

We also optimize our shipments by shipping full pallets whenever possible to increase efficiency and maximize the amount of product we can deliver. We continuously pursue ways to reduce transportation emissions by shortening our supply chain; for example, we source components locally, where possible, to minimize fuel consumption and increase the resilience of our network. For more information, please see the [Responsible Supply Chain Management](#) section.

## Energy Management

As our business grows, we work to reduce our GHG emissions by responsibly managing our energy use and increasing operational energy efficiency—all while continuing to drive the delivery of high-quality products. Additionally, we support the adoption of renewable energy at our facilities and in our communities.

### Energy Efficiency

Our Acton, Massachusetts manufacturing facility uses highly automated processes that maximize product output, support energy efficiency, and reduce health and safety risks. We also work to ensure our buildings are operating as efficiently as possible. For example, in 2022 we altered our building occupancy setpoints to consider the hours our employees spend in the office, resulting in both energy and cost savings.

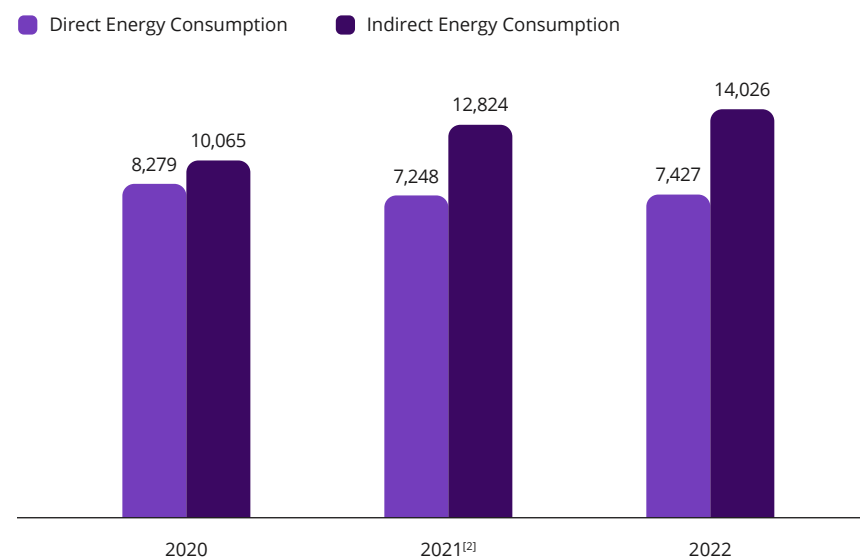
Many of the same trends that contributed to the increase in GHG emissions also impacted our energy use in 2022. Due to expanded production capacity, employees returning to in-office work, and the installation of a heated sidewalk to prevent slips during hazardous weather, energy use at our facilities increased by 7% in 2022.

## Renewable Energy

At our corporate headquarters in Acton, Massachusetts, visitors can see a visible symbol of our commitment to sustainability—rooftop solar panels installed as part of our multi-year solar project. This project generates renewable energy to increase the sustainability of our local electricity grid and support the state of Massachusetts in meeting its renewable energy goals. In 2022, we continued to implement the second phase of our solar strategy and explore additional opportunities to invest in clean energy. By leveraging renewable sources of energy, we support the acceleration, development, and adoption of renewable technology.

Last year, we also conducted a cross-functional renewable energy workshop to educate our key stakeholders on various topics, such as renewable energy market trends and drivers and the different types of renewable energy instruments available in the markets in which Insulet operates. This workshop helped to set a foundation of knowledge that will support Insulet’s future GHG goal setting and carbon reduction work.

### Energy Consumption (MWh)<sup>[1]</sup>



[1] Direct energy consumption includes stationary and mobile fuel combustion. Indirect energy consumption includes purchased electricity.

[2] Due to the acquisition of Insulet Irvine in 2022 and minor calculation methodology changes, these values are a restatement of energy consumption as disclosed in the 2021 Sustainability Report.

## Groundbreaking Efforts in Sustainable Manufacturing

Our rapid growth and global expansion present unique opportunities to implement sustainable and energy-efficient processes as we develop new facilities to meet rising customer demands for Omnipod products. In June 2022, we began construction on a new manufacturing facility in Johor Bahru, Malaysia. The plant will help to stimulate the region’s economy and create over 500 full-time jobs once the facility is operating at full capacity. Insulet Malaysia strives to be the employer of choice and will offer a progressive work environment, competitive compensation, and outstanding job opportunities to local candidates. We expect the manufacturing facility to be operational in 2024 and to help us expand our production capabilities globally to provide our customers with uninterrupted access to our products.

As part of our development, we are striving for both Green Building Index (GBI) certification and Leadership in Energy and Environmental Design (LEED) Silver certification at our new plant in Malaysia. In alignment with these frameworks, we are using a portion of materials with recycled content to construct the building, and our designs incorporate efficient technology for lighting, heating, and water consumption, including a rainwater harvesting system. We also plan to install charging stations for electric vehicles. Additionally, the facility will generate renewable energy using rooftop solar panels to make the local electricity grid more sustainable and resilient. Together, these measures will optimize the facility’s energy use and enable us to responsibly grow our manufacturing footprint.

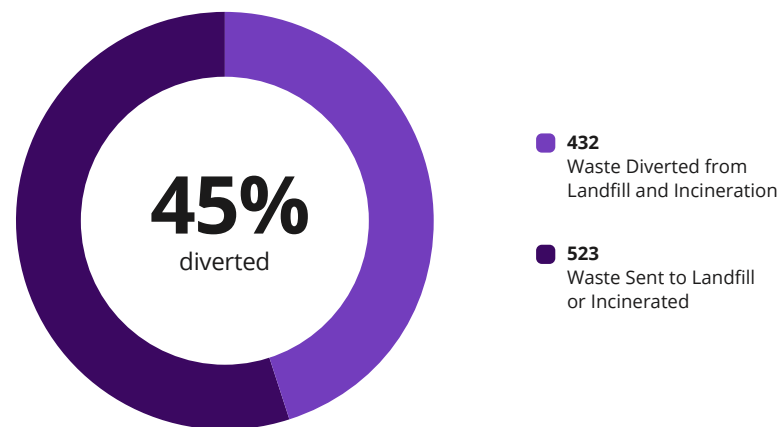
## Waste Management

We are focused on preventing waste generation and responsibly managing waste disposal to benefit the local environment and the communities in which we operate. We manage our waste footprint by understanding the most impactful sources of waste in our operations, adapting our processes to reduce waste generation, and striving to divert any remaining waste away from landfill.

### Assessment and Measurement

In 2022, we focused on leveraging the findings of our 2021 waste characterization study to establish actionable process improvement plans to increase our diversion rate from landfill. A qualified third party completed this waste study to understand the composition and drivers of our waste to enable the creation of a thoughtful and data-informed waste diversion strategy. In late 2022, we opened a new distribution center in Acton, Massachusetts, where we began implementing improvements based on the findings of this waste study. Our extensive planning process contributed to the strategic setup of optimized waste infrastructure throughout our facility, including straightforward signage and reduced use of waste-intensive items in breakrooms. We plan to continue to implement similar changes across our operations over time, resulting in incremental improvement to our company-wide waste diversion from landfill.

### Total Waste Diverted From Landfill and Incineration in 2022 (Metric Tons)

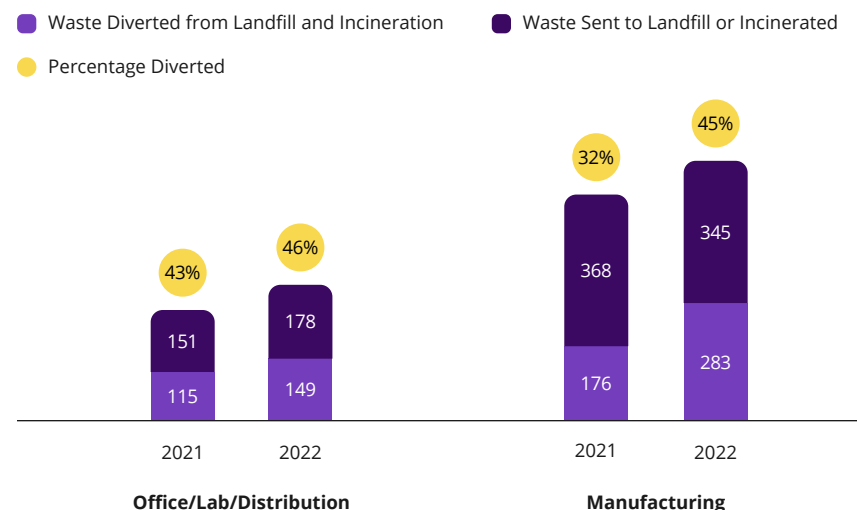


We generate waste in our offices, laboratories, distribution center, and manufacturing facilities. In 2022, we generated a total of 955 metric tons of waste, and we diverted 45% of our waste from landfill and incineration. Although we generated more waste overall due to expanding operations and increasing production volumes in 2022, including our acquisition of Insulet Irvine, our diversion rate increased. This was partly due to increased cardboard and plastic recycling efforts in our Acton, Massachusetts manufacturing facility. Additionally, we were able to harness unique opportunities to practice responsible waste disposal. For example, when we moved out of our Billerica, Massachusetts facilities, we recycled or repurposed as much office furniture as possible.

### Manufacturing Waste

We promote operational consistency during the production process to reduce the number of Pods that must be disposed of due to defects, non-working parts, or other issues that do not meet our strict standards for product integrity. In early 2022, we also began to expand our component reclaim process for parts that must be disposed of during the manufacturing process. If a partially assembled product contains defective parts, we reclaim the remaining parts if they meet our quality standards for use in new Pods. As we pursue these types of initiatives, we balance our efforts to minimize our waste footprint with our commitment to the highest standards of quality.

### Total Waste Generated (Metric Tons)



Additionally, we reduce manufacturing and operational waste through our Business Transformation programs. Several projects in our pipeline reduce energy, manufacturing materials, or paper usage, and these improvements in resource efficiency also offer associated cost benefits. Throughout 2022, 45 Lean and Six Sigma projects were ongoing, of which 44% were identified as having a potential positive environmental impact. For information about how we consider opportunities to minimize waste through thoughtful product design and contribute to circular economy practices, please see the [Product Stewardship](#) and [Product Takeback](#) sections; for more information about our Business Transformation programs, please see the [Talent Management and Retention](#) section.

## Water Management

Although we do not use significant volumes of water in our operations, we are committed to using water responsibly. We recognize that water quality and scarcity are increasingly important problems, which may be further exacerbated by climate-related impacts. As we grow and advance our sustainability strategy, we continue to build a baseline for our water management approach to better understand our impacts on the environment and track our performance. In 2022, we used 1,162,812 cubic feet of water at our Acton, Massachusetts location.



# Supplier Responsibility

Engaging our suppliers to ensure quality and responsibility as we grow

We rely on our supplier network to support us in our mission to deliver high-quality products that simplify the lives of people with diabetes. In turn, we partner with our suppliers to align our supply chain with our corporate responsibility efforts and quality requirements as we grow to serve more customers around the world. Leveraging industry relationships and resources, we engage with our suppliers through our Supplier Code of Conduct, audits, and trainings to enhance supply chain resilience and uphold human rights.

## Responsible Supply Chain Management

We expect our suppliers to conduct business with integrity, care for worker wellbeing, and a commitment to environmental sustainability. In line with this expectation, Insulet is a member of the Responsible Business Alliance (RBA), the world's largest industry coalition dedicated to improving corporate responsibility in global supply chains. We have adopted the [RBA Code of Conduct](#) as our [Supplier Code of Conduct](#), which serves as the backbone of our supplier responsibility program.

In 2022, we expanded supplier acknowledgment of our Supplier Code of Conduct, conducted a social and environmental supply base risk assessment, collected and reviewed our first third-party RBA-aligned social and environmental supplier audit reports, maintained our strong supplier quality practices, and leveraged our procurement strategies in new markets. As we mature our program, we continue to focus on resilience, risk management, and quality.

## Supplier Code of Conduct

Our [Supplier Code of Conduct](#) guides our approach to responsible supply chain management. We expect our suppliers to adhere to the standards set out in our Supplier Code, which covers social, environmental, and business ethics topics. The Supplier Code also references international norms and standards, including the United Nations Universal Declaration of Human Rights, ILO International Labor Standards, Organization for Economic Cooperation and Development (OECD) Guidelines for Multinational Enterprises, ISO standards, and many more. The Supplier Code is an evolving document, updated every three years, that incorporates stakeholder feedback and is available in over 25 languages.

We request our top-spend suppliers<sup>[1]</sup> to confirm that they have read and understand our Supplier Code, and in 2022, we increased the scope of this top-spend definition to reach a wider base. In 2022, 96% of our top-spend suppliers completed this task, and we engaged our suppliers to reach 100% code acknowledgment for all 2022 applicable suppliers by early 2023.

## Training and Capability Building

In 2022, we required all Insulet employees who regularly interact with suppliers to complete Supplier Code training, and we achieved a 100% completion rate. This included employees from various functions, including Procurement, Supplier Quality, and Supplier Engineering. We also requested our top-spend suppliers<sup>[1]</sup> to conduct the same RBA Code training required of our employees. In 2022, 96% of our top-spend suppliers completed this task, and we engaged our suppliers to reach 100% training for all 2022 applicable suppliers by early 2023. We are proud to engage with our suppliers to build their capacity to meet the standards of conduct required in our Supplier Code. Instead of simply mandating compliance, we work with our suppliers as a partner, which strengthens our connections and encourages strong environmental, social, and ethical outcomes.

[1] Defined as the top 90% (increased from 80% in 2021) of Pod bill of materials, value-added manufacturing, and PDM supplier spend.

## Supplier Audits and Assessments

While we maintain positive relationships with our suppliers and expect compliance with our supplier responsibility standards, we also proactively monitor potential risks to prevent negative impacts throughout our supply chain. In 2022, we continued to build on our existing program by conducting our first social and environmental supply base risk assessment using risk data provided by the RBA. We used this data to prioritize requests for existing RBA Validated Assessment Program (VAP) reports from our suppliers. The RBA VAP sets standards for onsite environmental and social compliance criteria and facilitates shareable audits conducted by independent firms. We received and reviewed recent RBA VAP audit reports for 21% of in-scope, high-risk supplier facilities, and the Sustainability and Procurement teams are working closely with relevant suppliers to address any identified issues.



Furthermore, as we evaluate potential suppliers for our new manufacturing facility in Malaysia, our Sustainability and Procurement teams are collaborating to engage suppliers on how they prevent and mitigate potential human rights risks, including risks related to forced labor in their recruitment and employment practices. For more information about our new facility under construction, please see the [Sustainable Operations](#) section.

In addition to auditing responsible business practices, we perform supplier quality audits, maintain quality agreements with all suppliers, and provide training to suppliers to promote their understanding of how their product interacts with other Omnipod components. We perform systematic quality audits against global quality management systems standards and regulations, including but not limited to the ISO 13485 Medical devices – Quality management systems standard every one to two years for our Class A suppliers and every two to three years for Class B suppliers<sup>[1]</sup> to evaluate regulatory compliance, quality, and responsible stewardship. In 2022, we enhanced our quality auditing processes for sub-tier suppliers. This independent auditing process includes facility inspections to evaluate and test quality control mechanisms, followed by assessments of Quality Management Systems, controls and procedures, and product documentation.

[1] We classify suppliers in alignment with our risk management approach and consider multiple factors, including if the supplier is single- or multi-sourced, what component the supplier provides, and regulatory standards. Generally, Class A suppliers refer to contract manufacturers and sterilizers, while Class B suppliers provide product components like plastics and metals. Together, Classes A and B are our most key suppliers.



Furthermore, we collaborate with our suppliers to understand the conflict minerals of tin, tantalum, tungsten, and gold (3TG) in our supply chain. Insulet manages due diligence data and supply chain risks related to conflict minerals through our cross-functional 3TG Compliance Team, with oversight from our SVP of Global Operations. For more information, please see our [Conflict Minerals Policy](#) and most recent [Conflict Minerals Report](#).

## Supply Chain Resilience

Recent years have proven how pandemics, natural disasters, and geopolitical instability can lead to supply chain vulnerabilities. At Insulet, we recognize our responsibility to navigate disruptions because our customers could face critical health risks without a continuous supply of our Pods. In 2022, we continued to focus on addressing supply chain resiliency and efficiency as we addressed lingering challenges from the COVID-19 pandemic. We strive to always maintain on-time deliveries to our customers and implement procedures to prepare for future disruptions.

Our supply chain resilience strategy integrates best practices that aim to mitigate environmental and social impact. For example, we continue to develop a regional supply chain network that allows us to move products to customers faster in certain locations and avoid emissions associated with transportation. For our Acton, Massachusetts manufacturing facility, we source the majority of Pod materials within 100 miles, and our manufacturing facilities in China use regional sourcing as well. Where possible, we also incorporate dual and cross-qualified sourcing to maintain reliable access to high-quality components. In some cases, we must use sole sourcing when component designs are proprietary, and we manage this risk by exploring engineering solutions and holding reserves in-house and at supplier facilities to maintain continuity of supply.

We also aim to minimize supply chain risks by diversifying global operations and establishing in-house manufacturing capabilities. In 2022, we secured key manufacturing expertise by acquiring assets related to the design and manufacturing of wire assemblies from one of our suppliers, Dynalloy, Inc., now referred to as Insulet Irvine. This strategic acquisition reinforces operational efficiency, excellence, and resiliency by enhancing our ability to control quality and logistics internally. For more information about our business continuity strategy, please see the [Sustainability Strategy](#) section.



In addition to enhancing supplier responsibility, we strive to minimize risks related to security in our supply chain. We maintain certification through the U.S. Customs and Border Protection's Customs Trade Partnership Against Terrorism program to identify and prevent potential threats.

## Traceability

Maintaining the traceability of materials and products is critical to addressing any potential quality concerns. We work closely with suppliers to establish component and raw material traceability through our Quality Audit System, which includes periodic audits of supplier product documentation systems and traceability risks. In our operations, we maintain component-level traceability using part and lot numbering conveyed through text or barcodes on product labeling, and we report in compliance with global regulations, including those mandated by the U.S. FDA and EU MDR, and align with ISO standards. For information about our alignment with ISO standards, please see the [Product Quality and Safety](#) section.

In our distribution chain, we utilize batch control processes for finished products, and we generate regular batch reports to enable the traceability of all product batches by lot number. This process allows us to produce a comprehensive report containing full lot traceability to account for products delivered directly to customers or distributors, as necessary. We expect distributors to maintain similar traceability mechanisms.





# Sustainable Product Innovation

We are revolutionizing diabetes management as a champion of innovation and customer-centric designs that enable simplicity, freedom, and healthier lives. To expand upon our mission, we strive to embed sustainability and inclusivity throughout our entire product lifecycle. Leveraging direct customer feedback and our expert research and design teams, we continuously strive to build high-quality products that simplify people's lives, account for resource consumption in our product and packaging designs, and explore the shift to a circular economy through our takeback programs. We remain committed to our quality and safety standards throughout our comprehensive clinical trials and quality oversight processes. As we shape the future of diabetes management, we intend to further pioneer customer-centric design, product sustainability, and circularity while maintaining strict quality standards and driving positive impacts for all stakeholders.

## In This Section

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[Product and Packaging Design](#) →

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[Product Takeback](#) →

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# Product and Packaging Design

Innovating with customer centricity and the environment in mind

Simplifying the lives of people with diabetes is a core focus throughout our innovation pipeline, quality management system, and product design process. As we evolve the next generation of diabetes management, we invest in the strategic development of our products and packaging to reflect the needs and interests of our customers and support life-changing results.

## Product Quality and Safety

Our dedication to product quality and safety represents the foundation of our business and allows us to fulfill our purpose as a pioneering medical device company. We maintain strict quality standards throughout the full product lifecycle to uphold our responsibility to protect our customers while advancing our designs. Our management processes concentrate on achieving full regulatory compliance, delivering safe and effective products, and comprehensively addressing any potential shortcomings to maintain customer trust.

In 2022, our commitment to mitigating quality issues included taking quick action to address complaints regarding the Omnipod DASH and Omnipod 5 hand-held devices. We announced two Medical Device Corrections in 2022: one Class II correction for Omnipod 5 due to an issue with the Controller charging port and cable, and one Class I correction for Omnipod DASH due to PDM battery issues. We committed to providing replacements to all affected Omnipod DASH customers and to Omnipod 5 customers upon request. Additionally, we increased investments in our customer support capabilities, focusing on our call centers, to facilitate close and effective customer communication.

## Quality Oversight and Audits

Our product quality and safety governance procedures promote the highest standards of quality during production and enable a thorough response to any suspected discrepancy in quality. We monitor compliance and provide clear accountability and oversight throughout product design, manufacturing, testing, procurement, and distribution. Guiding our thoughtful approach, our Board of Directors receives regular updates on Insulet's quality and safety performance, policies, and initiatives. Our Vice President, Quality Systems and Operations directly oversees our quality management processes and reports to our SVP, Regulatory Affairs, Quality Assurance, and Compliance, representing a shift in organizational structure implemented in 2022 to enhance communication and efficient action related to quality. Our senior leadership and multiple cross-functional working groups receive monthly updates regarding product quality and safety measures to maintain oversight of any potential risks.

As Insulet expands globally, our Quality Management System (QMS) promotes quality excellence throughout our operations while facilitating continuous improvement and compliance with regional regulations. Our owned and contracted manufacturing facilities that generate finished medical devices are all certified to the ISO 13485 standard, which outlines specific QMS requirements for the medical device industry. A third party conducts periodic facility audits to evaluate and confirm our continued certification. We also maintain registration with the U.S. FDA, which performs regular inspections of our QMS and our owned and contracted manufacturing facilities.



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Quality is at the core of everything we do to help improve the lives of people with diabetes and enable our customers to enjoy simplicity, freedom, and healthier lives through innovative technology—extending to the design of our products, manufacturing, distribution, and the support we provide to our customers. We continually strive to apply the highest standards and facilitate a positive experience with Omnipod.

**LAETITIA COUSIN, SVP, REGULATORY AFFAIRS,  
QUALITY ASSURANCE AND COMPLIANCE**



To monitor ongoing compliance, our Quality Operations department conducts rigorous product testing and inspections at multiple stages of the manufacturing process. This audit system employs both internal and external expert auditors and is certified under the Medical Device Single Audit Program. Our Quality Operations department also periodically audits our suppliers to confirm that components adhere to our robust quality standards. For more information about supplier quality audits, please see the [Supplier Responsibility](#) section.

As we continue to enhance our quality management, we also streamline processes where possible to increase efficiency and sustainability. For example, Insulet previously used a significant amount of paper to print and distribute QMS forms. To reduce resource consumption and modernize recordkeeping in alignment with regulatory expectations, we are incrementally shifting our processes to an electronic QMS (eQMS) platform. We facilitate this ongoing transition to electronic processes by providing employee training and clear communication about the changes. We look forward to standardizing our eQMS use as we establish our new manufacturing facility in Malaysia.

## Quality and Safety Risk Management

Through our risk management program, we identify and respond to potential issues and conduct regular risk assessments related to product quality and safety. Our risk management process is aligned with ISO 14971, the medical device industry risk management standard. Our Corrective and Preventive Action (CAPA) program leverages the insights generated by our risk assessments and informs how we identify, review, and correct any QMS or manufacturing issues to prevent recurrence and customer impacts.

When products launch, we carefully monitor feedback from customers and healthcare professionals so that we can take rapid action to address any suspected quality or safety issues. We are proactive in any decision to launch field action in response to complaints to protect customers and retain trust in our business, and we continuously seek ways to improve the agility of our complaint investigation and response. For example, we maintain a complaints lab in Europe, which eliminates the need to send samples to the U.S. for testing and complaint investigation. Our facilities in the region can more quickly evaluate local quality concerns while reducing the environmental and financial resources needed to transport materials overseas. Additionally, we evaluate emerging regulations during our research and design phase to proactively account for compliance with future product quality and safety standards.

## Alignment With Global Leading Standards

- **ISO 13485:** Effective Quality Management System in the medical device industry
- **ISO 14971:** Risk management for the medical device industry
- **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

## Employee Education and Training

Product quality and safety rely on an expert workforce that is vigilant, proactive, and dedicated to our customer-centric mission. All employees must complete quality and regulatory compliance training during new hire orientation, and we provide additional training based on employees' roles and responsibilities. For example, our Manufacturing, Quality, and Regulatory teams complete additional training on Lean Principles and 8D problem-solving techniques. These fundamentals, which are integrated into our QMS, empower employees to improve process capability, reduce waste, and mitigate product defects.

## Ethical Clinical Research

Clinical research and field studies carefully measure outcomes to confirm that our products are safe, as well as produce the intended improvements in quality of life. Our SVP and Medical Director manages our robust standards for ethical conduct and research subject safety and wellbeing, and an Independent Review Board oversees our clinical trials to monitor compliance with relevant laws and regulations. We align with Good Clinical Practice, a recognized standard for ethics and scientific quality, to protect privacy rights and data integrity. We do not allow or outsource animal testing.

We maintain dialogue with regulatory bodies throughout the trial design process to discuss safety, and the U.S. FDA reviews and approves significant risk protocols before we begin testing. When data are available following trial conclusion, we publish our findings in peer-reviewed scientific journals and engage with industry experts at conferences.

## Responsible Sterilization and Packaging

Our Quality Engineering team manages the sterilization of all products conducted by third-party partners. Our processes and partners adhere to global quality management system requirements and ISO 11135 standards for the development, validation, and routine control of sterilization processes for medical devices. Ethylene oxide is a standard sterilant in the healthcare and medical device industry. However, the compound is designated as a hazardous air pollutant by the U.S. Environmental Protection Agency (EPA), which mandates vigilant health and environmental controls in the interest of our employees, business partners, and customers. Our distribution centers employ robust ethylene oxide residuals testing procedures, and we collaborate with our partners to reduce the usage of this chemical where possible.

In 2022, we continued to collaborate with our sterilization partners to validate advanced equipment that uses filler gases to reduce the ethylene oxide concentration required while maintaining levels needed to eliminate contaminants and uphold product sterility and safety. In 2023, we plan to complete the validation of this optimization at several global sites. Additionally, we are exploring the feasibility of long-term alternative sterilization methods.

Managed by our Quality department, our strict packaging quality standards prevent contamination and tampering during delivery to customers. Our packaging meets international standards, including ISO 11607-1 and ISO 11607-2 for packaging for terminally sterilized medical devices, ISO 11135 to inform sterilization of healthcare products, and ISO 10993 for the biological evaluation of medical devices. For more information about our process to improve the quality and sustainability of our packaging, please see the [Product Stewardship](#) section.

## Customer Centricity

We pursue each opportunity for innovation with the goal of improving our customers’ lives. Customer satisfaction is a top priority, and we leverage our customer relationships to hear directly from the diabetes community about their expectations and challenges so that we can understand how to make their lives simpler and easier. We continue to advance our products by incorporating new features, such as CGM and smartphone integration.

## Customer-Focused Design

Our hardware and software teams orient our design efforts around the wide range of unmet needs of the diabetes community, accounting for diversity in lifestyle and personal preferences. Some of our customers are parents to young children with diabetes; others are athletes who need durable and waterproof products. We aim to simplify diabetes management for all types of customer needs. Our Pods can be worn for up to three days at a time and are tubeless and waterproof. Additionally, the Pods can deliver insulin continuously and eliminate the need for daily injections, so customers can enjoy greater flexibility when performing daily activities.

These innovations are not possible without customer feedback regarding firsthand experiences with our Pods, and we believe that customer engagement during product development is vital to improve outcomes. We meet with customers, consult with advocacy organizations, and conduct user experience research to closely understand potential improvements and solutions available to people living with diabetes. In 2022, we participated in the MedTech Patient Engagement Think Tank to develop a [framework](#) for customer engagement throughout the product lifecycle—from research and development to commercialization. By capturing and incorporating customer experiences and priorities during product development, we can better serve customer needs, increase access to our products, and improve health outcomes. We gain additional customer insight during human factor and user experience testing of our products in development.

In pursuit of our mission, we also build inclusivity into the products themselves. Customers in the U.S. can use the Omnipod DASH PDM in both English and Spanish, and in 2022, we continued to develop marketing materials, training information, and the Controller to support the Omnipod 5 user experience in Spanish. We remain dedicated to listening to our stakeholders to identify additional ways to make our products more inclusive and serve the diverse diabetes community.



## Quality and Compliance Week

Every year, our global workforce joins together to learn, reconnect, and engage during Quality and Compliance Week. In 2022, we celebrated the renewed ability to collaborate as a team through the theme of “Reconnecting Around the World.” Centered around in-person activities at our Acton, Massachusetts headquarters, the week included presentations from executive leadership, discussions led by external experts, and two panels where our customers shared how Omnipod simplifies their lives. Quality and Compliance Week continues to emphasize our culture of quality and energize our employees as they work to deliver on our purpose.

**9** guest speakers | **80** sessions | **56** presenters

**>7,000** training hours | **600** in-person participants





## Smarter Technology

Our product design process incorporates technology advancements that enable our customers to seamlessly integrate diabetes management into their everyday lives. Our customers have communicated that they want the option to use their personal smartphones for diabetes management. Based on this feedback, we designed Omnipod 5 so users can monitor and control their glucose levels and insulin dosing through a secure mobile app on their compatible smartphones in addition to our Controllers. The application is [compatible](#) with Android devices, and we are currently working on iOS compatibility so users with an iPhone can control Omnipod 5 Pods. With SmartAdjust™ technology, the Omnipod 5 App and Dexcom G6 CGM are in constant wireless communication, enabling automatic adjustments to insulin delivery that offer users new levels of freedom. In addition, we have a development and commercialization agreement to integrate Abbott Diabetes

Care, Inc.'s CGMs with Omnipod 5. As we build the next generations of Omnipod, we are committed to continuing to leverage technological advancements while maintaining our focus on data privacy and product security. For detailed information on how we manage risks associated with our technology, please see the [Data Privacy and Cybersecurity](#) section.

Similarly, Omnipod DASH and Omnipod 5 incorporate innovative technology, including a secure Bluetooth®-enabled Pod and PDM/Controller, which enables users in the U.S. to automatically upload data to the cloud, providing users and their clinicians with critical insights.

## Customer Training

Omnipod offers an easy-to-use system that reduces the training burden on healthcare professionals and end users. However, diabetes management can still be complex, so we provide Omnipod training materials that are comprehensive and accessible to promote successful health outcomes and customer retention. We have streamlined and standardized our onboarding and training by developing improved online resources such as training videos, online user guides, and Pod University™—a one-stop source for interactive educational guides that help people with diabetes, caregivers, and educators learn about the basics of living with diabetes and the science of diabetes management. Each guide is also available in Spanish and accessible on mobile devices.

Additionally, we have increased the size of our Field Clinician team to directly train new users and have continued to utilize our virtual training programs, which allow users to onboard in a comfortable environment and with multiple family members present. For more information on the support and resources we provide to our customers, please see the Omnipod website.

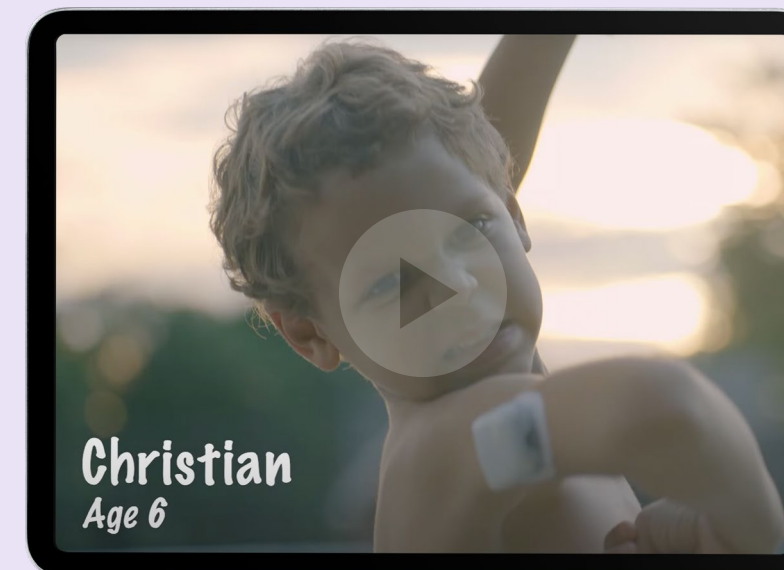
## Customer Satisfaction

We always strive to exceed customer expectations, provide high-quality customer support, address any product issues rapidly and comprehensively, and instill trust in Insulet's mission. Our Consumer Marketing and User Experience teams gather customer feedback through regular customer surveys, call centers, and extensive research. We integrate industry insights and consumer input from multiple stakeholders, including healthcare providers, payors, advocacy organizations, and retailers, to create products that produce positive health outcomes and reflect our credibility.

## Christian's Story

Parents Liz and Kevin know first-hand what it's like to have a child with type 1 diabetes. Their 6-year-old son, Christian, was diagnosed with type 1 diabetes at just 3 years old.

Christian loves swimming, hoverboarding, and playing with his three sisters, so Liz and Kevin knew that neither tubed pumps nor multiple daily injections were going to work for their active son. They love that their family gets the best of both worlds with Omnipod® 5—they get the peace of mind they want from an AID system, and Christian doesn't miss a beat when it comes to being a kid with the tubeless, waterproof Pod.



[Watch Christian's Story here](#)

## Innovation, Research and Development, and Intellectual Property

Effective research and development harness the power of our expert workforce, who continue to deliver revolutionary products that simplify the lives of people with diabetes. Our Research and Development teams collaborate to constantly evaluate innovative solutions, incorporate advanced algorithms, enhance digital integration, and reduce resource use during the design phase.



We follow a formalized technology and product development process that aligns with best practices and global quality system 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 the 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



## Product Stewardship

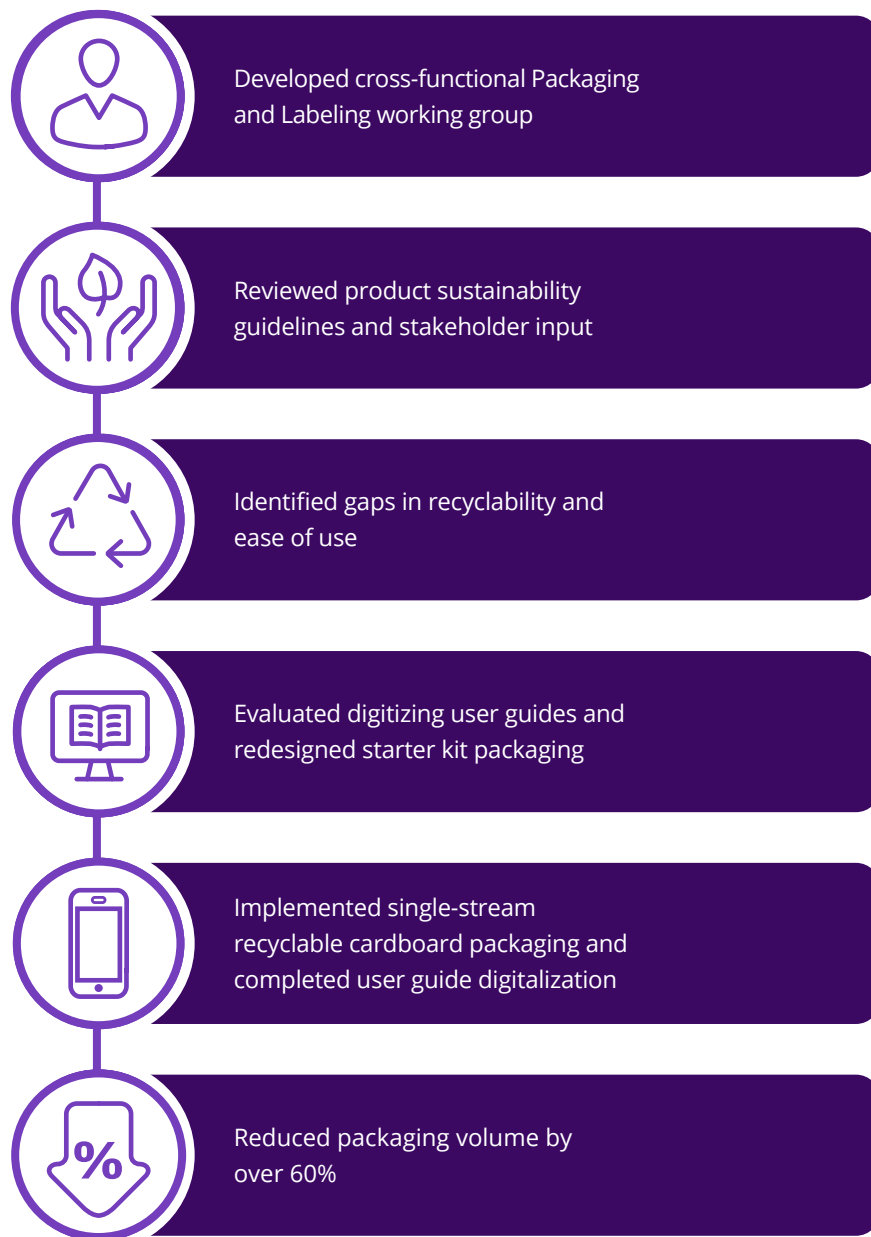
We strive to meet stakeholder demand for more sustainable products by evaluating opportunities to reduce the environmental impact of our products when sourcing materials, designing devices, and manufacturing products and packaging. The strict regulations in the medical device industry introduce unique challenges, but our research and design teams consistently develop innovative ways to reduce resource use at every stage of the product lifecycle without compromising on our quality and safety commitment.

### Conscious Design and Production

Our design teams welcome the creative challenge of evolving our Pods to improve material use efficiency and recyclability while maintaining strict adherence to quality and safety standards. From the initial concept ideation phase, our teams consider designs that integrate more sustainable materials and promote reductions in landfill waste. In 2022, we focused on optimizing the design of the top and bottom housing components of our Pods to reduce plastic waste generated during manufacturing. We expect these changes to increase operational efficiency and enable us to decrease plastic consumption. Additionally, we are exploring opportunities to integrate alternatives to virgin plastic into our Pod design. In general, our conscious design efforts explore how to make our devices more resource-efficient, incorporate renewable materials, and make disassembly easier for streamlined recycling. Our Controllers and many PDMs already use rechargeable batteries, and Pod batteries do not contain heavy metals such as mercury. Our devices avoid hazardous materials in compliance with the EU Restriction of Hazardous Substances (RoHS) requirements.



## Our Packaging Redesign Process



In 2022, our cross-functional Packaging and Labeling working group continued to explore opportunities to design more user-friendly and environmentally sustainable packaging. The group leverages customer feedback to review new and existing designs, evaluating ease of use and sustainability. In 2022, we redesigned our U.S. Omnipod 5 starter kit packaging, making the boxes, sleeve, and internal tray 100% recyclable, and we reduced the total packaging volume by over 60%. Additionally, we digitized our roughly 400-page user guide, which is provided to every new customer, contributing to an estimated savings of 100 metric tons of paper per year. We plan to execute these changes in our starter kits in 2023. In total, we estimate that our packaging redesign and digitalization efforts will reduce the GHG emissions of our starter kit packaging by 77%.<sup>[1]</sup>

We are also taking steps to reduce waste in our manufacturing and procurement processes. For example, we recirculate trays that suppliers use to ship components to our manufacturing facilities. For more information about our efforts to mitigate waste generated in our operations, please see the [Waste Management](#) section.

### Circular Economy

Global businesses are increasingly receiving stakeholder feedback to take targeted steps to shift toward a circular economy, which reevaluates the dominant model of production and consumption to reduce waste, extend a product’s useful life, optimize product design, materials, and services, and maximize reuse potential and product value. As we grow and mature our operations, we see opportunity to improve materials and process efficiency, reduce resource consumption, and build business resiliency through circular economy initiatives. A circular business model would allow for the raw materials in the Pod, PDM, and Controller to be reused, recycled, or repurposed. Waste reuse and repurposing remains a challenge in the medical device industry due to strict regulations for handling biohazardous waste and the disposable nature of many products, so we are exploring solutions related to minimizing resource use, leveraging recyclable and renewable materials, and investigating safe reclamation of our manufacturing waste. These initiatives can provide financial as well as environmental benefits by improving efficiencies and reducing the cost of sourcing virgin materials and transporting waste to landfills.

[1] This emissions reduction is calculated with respect to ISO 14067 guidelines.

- 100** metric tons of paper saved each year due to user guide digitalization
- 100%** recyclable cardboard packaging components for the Omnipod 5 starter kit
- 77%** estimated reduction in GHG emissions from Omnipod 5 starter kit packaging redesign

# Product Takeback

Harnessing the full value of our products to advance a circular economy

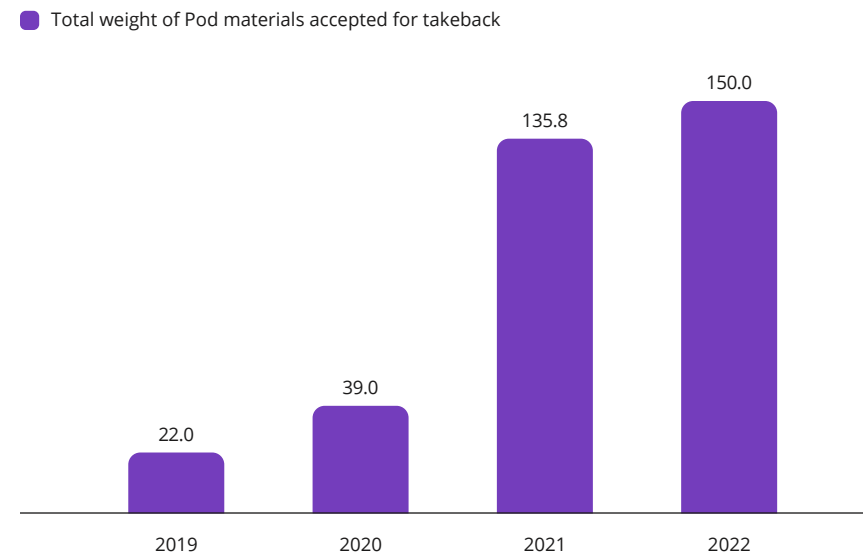
By reclaiming and recycling or reusing product raw materials, we can continue to extract value from our product materials, thereby extending their useful life. We are facilitating responsible disposal of our products through our product takeback programs, which enable impactful waste management for our customers and contribute to the circular economy. We continue to adhere to applicable requirements to properly dispose of medical waste while operating our takeback programs.

These programs extend the use of Pod materials through multiple avenues. In certain countries where we implement a takeback program, such as Canada, Germany, and the U.K., customers receive return packaging with each product shipment to facilitate easy mail-in collection of used Pods. In France, customers can drop off used Pods at select pharmacies in a return carton. Through our takeback program in France, 95% of Pod materials by weight are recycled. Once these Pods are collected, they are disassembled into metallic and non-metallic parts, and an automated robot separates the batteries from other electrical components for recycling. The Pods are processed through a shredding machine, and non-metallic ore materials are further separated into stainless steel, lead, copper, gold, plastic, and fiber, all of which are sent to specialized channels for recycling. Throughout most of Europe and in Canada, reclaimed Pods are incinerated to generate electricity at waste-to-energy facilities.

## Takeback Programs

The purpose of our takeback programs is to facilitate a circular approach to waste and to allow our products to add value beyond customer use. Customers are increasingly interested in reducing their individual waste footprint, which is why we strive to make Pod takeback easy and effective. In 2022, we continued our established Pod takeback programs in Europe and Canada and implemented a new program in Australia. Through our takeback programs, customers can return their used Pods for responsible disposal. Furthermore, we introduced a product takeback pilot in Massachusetts to explore a U.S. product takeback model and gain a better understanding of how to enable these measures at scale throughout the country. We look forward to evolving product takeback options as Insulet grows and considers novel recycling or material reuse processes based on local regulations and available services.

### Product Takeback (Metric Tons)



**5,809,468**  
Pods accepted for takeback in 2022







# People and Communities

Improving the lives of people with diabetes is central to our mission at Insulet. As we continue to enable transformative health outcomes through our products, we also look beyond treatment to uplift lives by reducing health barriers and disparities, improving community health, fueling innovation, and advancing the next generation of healthcare technology workers. We partner with organizations, both local and global, to advance the wellbeing of our customers and facilitate access to critical products for diabetes management, and we are championing advocacy as we serve as leaders in the diabetes community. We also contribute to holistic wellness among our own employees by building an inclusive and inspiring culture that enables career growth and empowerment. We continue to develop our own workforce, foster a respectful, safe, and engaging environment for our teams, and provide opportunities to become involved in the communities we serve.

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[Health and Wellbeing](#)



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[Attracting, Engaging, and Developing Our Talent](#)



# Health and Wellbeing

Improving lives of people in the global diabetes community

Our dedication to our customers extends beyond product development; we believe that everyone in the diabetes community should have equitable access to the highest possible quality of life. We strive to shape the healthcare, business, and policy environment to support the needs of our customers and encourage the adoption of innovative technology, and we apply this mindset to our strategic approach to new markets.

## Value, Affordability, and Accessibility

We strive to reduce access barriers and maximize the value of our products for people with diabetes worldwide. Restrictions on coverage that impact accessibility persist in many countries, irrespective of healthcare system design, and our teams continuously develop innovative solutions to enable greater access to the value our products provide. We also collaborate with government agencies and other payor organizations to reduce access barriers by considering local conditions that may affect cost of care, user experience, and outcomes. We seek to enable everyone with diabetes to live their healthiest lives by advancing HealthTech for all, expanding the accessibility of Pod therapy, and reducing health disparities.

## Access to Better Outcomes

We believe, as supported by emerging research, that investing in access to medical device technology significantly improves long-term health outcomes and reduces the total cost of care. Studies suggest that the use of Omnipod by individuals with either type 1 and insulin-intensive type 2 diabetes across all age groups is associated with better glycemic control and reduced frequency and severity of hypoglycemic episodes. Our 2017 Omnipod claims data also demonstrated significant reductions in emergency department visits and hospitalizations. We have and will continue to gather additional data regarding Omnipod DASH and Omnipod 5 outcomes in 2023. Our products continue to enhance individual lives and create value for entire healthcare systems.

Additionally, Insulet's Value and Access team studies how our onboarding and education processes allow customers to adapt more quickly to our products compared to MDI therapy or the use of traditional tubed pumps.<sup>[1]</sup> Omnipod allows customers to simplify their lives through a streamlined process and offers a positive customer experience supported by our dedicated team. We believe that the impacts of these benefits reverberate throughout families, communities, and health systems.

[1] Jennings P, Hopley C, Lauand F, Littlewood M. (2022) Care Efficiencies with Tubeless Vs Tubed Pumps: A Time-and-Motion Study of New Insulin Pumps Users. [Poster presentation] Association of British Clinical Diabetologists Conference 2022, Birmingham, United Kingdom. <https://abcd.care/resource/poster-18-uk-time-and-motion-study-initiating-tubeless-and-tube-insulin-pumps>

## Promoting Inclusivity for People with Diabetes<sup>[1]</sup>

In 2022, Insulet created an activation to celebrate diversity and inclusivity for people with diabetes in the popular Nintendo® video game Animal Crossing™: New Horizons. We developed custom outfits that allowed people to show off their diabetes with pride, including insulin pumps and accessory bags. The program also featured Omnipod Bay, a diabetes-themed island containing adventures and experiences such as booths for advocacy organizations, including JDRF, Beyond Type 1, Children with Diabetes, and the Kyler Cares Foundation. This unique program was designed to address the limited representation of people with diabetes in gaming and popular culture and normalize the use of diabetes management accessories.

[1] Insulet Corporation is not affiliated, endorsed, or otherwise associated with Nintendo Co., Ltd., Nintendo of America, Inc. or any of their subsidiaries or affiliates. The names Animal Crossing™: New Horizons, Nintendo® and Nintendo Switch™, and their related marks and logos are trademarks or registered trademarks of their respective owners.





Our approach to accessibility considers how we can reach underserved populations, such as people with type 2 diabetes, to deliver better outcomes through our technology. Insulet estimates that, out of our worldwide total addressable market of approximately 11 million people, approximately 55% have insulin-intensive type 2 diabetes. By increasing access to our products for people with type 2 diabetes, we have the potential to reduce the frequency of emergency room visits, hospitalizations, and other major health disruptions. Through our customer-centric innovation pipeline, we are also working to address the specific needs of customers with type 2 diabetes by developing a basal-only pod that could serve over three million people in the U.S. This product would allow us to serve a greater number of customers and simplify their diabetes management.

We also explore opportunities to improve accessibility and inclusivity. In 2022, we continued our ongoing effort to develop Omnipod 5 training and marketing materials in Spanish. For more information about how we develop products to enhance the customer experience, please see the [Customer Centricity](#) section.



## Pricing and Distribution

We aim to enhance affordability and accessibility when engaging payor organizations, developing pricing models, and designing product distribution strategies. Where possible, we employ a pay-as-you-go business model that removes barriers to access by decreasing up-front hardware costs. This also allows customers to experiment with their care regimen since there is no cost associated with changing product types, as opposed to traditional insulin pumps, which often require customers to pay a significant upfront cost, commit to a four-year lock-in period, and pay a fee to switch products. The pay-as-you-go payment option is available to customers in the U.S. and other select countries, and we are exploring opportunities to launch this model in additional markets. We also offer a 10-day free trial for Omnipod 5.

To further promote flexibility, we also offer free demo Pod Experience Kits and Omnipod DASH trials, ranging from 30- to 90-days, based on the market. Additionally, we provide a [Financial Assistance Program](#) in the U.S. 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 out-of-pocket insurance obligations may 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. In 2022, copay cards reduced the average copay costs by \$5 per month for Omnipod 5 and Omnipod DASH users, for an average copay of less than \$50 per month after one year.

In the U.S. market, Omnipod 5 and Omnipod DASH are available in major retail, mail-order, and specialty pharmacies. As pharmacists continue to play a larger role in customer care due to convenience or preference, it is critical to make our product available through the pharmacy channel to enhance ease of access and further differentiate our products. The majority of Omnipod 5 and Omnipod DASH users pay a monthly copay less than \$50 USD per month in the U.S., with many paying nothing. We have also eliminated lock-in periods for our products distributed through pharmacies, increasing flexibility and the ability for customers to control their product selection. We are committed to continuing to work to expand the breadth of access across the retail pharmacy market.



## Approach to New Markets

We estimate that approximately 40% of the type 1 diabetes population in the U.S. and even less of the type 1 diabetes population internationally use insulin pump therapy.<sup>[1]</sup> An even smaller portion of the global insulin-intensive type 2 diabetes population uses insulin pump therapy. We believe these factors generate significant opportunities to expand our breadth of impact as we enter global markets and differentiate our products. We launched Omnipod in Saudi Arabia in April 2022 and the United Arab Emirates in May 2022. In Middle Eastern markets, we leverage a unique hybrid business model, where a cross-functional team engages with our local channel partners regarding reimbursement, onboarding, medical education, regulatory affairs, and marketing, which allows us to understand evolving customer needs and connect to our end users more closely.

As we expand into additional international markets, we carefully consider best practices to maximize value and accessibility in each country's unique regulatory and economic environment. Our International Market Access team develops payment structures, creates roadmaps to accelerate product adoption, and engages with local stakeholders to advocate for a positive policy landscape in new markets. We also established an International Market Access Center of Excellence housing health economic and outcomes research, policy, public affairs, and pricing specialists who support evidence-based tools and value narratives for Pod therapy. We are currently developing our international strategy for interacting with regulators and payors in new markets, with goals of increasing diabetes understanding and education, efficiently meeting the demand for our products, and fostering equitable access to diabetes management.

[1] Insulet, 2022 [Form 10-K](#).

## Policy and Advocacy

As we increase our impact within the global diabetes community, we have made great strides to mature as a leader in public policy and advocacy. Working alongside trade associations and advocacy organizations, we use our influence to take an active role in shaping the policies that affect our stakeholders, specifically regarding technological innovation and healthcare accessibility. Diabetes technology is rapidly advancing, and we work to make sure policies are in place to support acceleration to market with a continued focus on outcomes and equity. Regular dialogue with customers, physicians, investors, and business partners enables us to promote a common understanding of diabetes and accurately characterize our stakeholders' needs.

## Government Affairs

Our advocacy efforts continue to evolve in response to the dynamic regulatory environment and in alignment with our rapid business growth. In 2022, our Government Affairs team enhanced our engagement strategy, which improved our ability to identify and leverage the most impactful policy opportunities. Our experienced Government Affairs leadership also dedicated more time to building strong relationships with our regulatory and legislative stakeholders. Looking ahead to 2023, our international teams are embarking on a public affairs strategy to influence and shape policy across multiple markets with the shared goal of improving the lives of people with diabetes through access to effective diabetes technology, such as Pod therapy. In pursuit of the continuous improvement of our advocacy efforts, we periodically benchmark our global program to assess unmet needs and identify opportunities for further leadership in advocacy.

## Strategic Partnerships

Our partnerships and sponsorships with industry and consumer advocacy groups are essential to enhancing awareness, supporting affordability and accessibility, improving health outcomes, and advancing innovative research. In 2022, we partnered with a variety of advocacy groups while making a strong effort to pursue active leadership roles to increase our impacts. Examples of our partners include:

- **Association of Diabetes Care & Education Specialists (ADCES):** This organization is comprised of more than 14,000 diabetes and education care specialists dedicated to improving diabetes care. Insulet is a member of its Industry Advisory Board and has collaborated with ADCES to provide innovative educational programming and support policies that ultimately improve the lives of people living with diabetes.
- **JDRF:** This leading global organization is harnessing the power of research, advocacy, and community engagement to advance life-changing breakthroughs for people with type 1 diabetes. We support JDRF in all of their active markets, which includes the U.S., Australia, the Netherlands, Canada, the U.K., and Israel.
- **Children with Diabetes:** Children with Diabetes is an organization dedicated to providing education and support for those families living with type 1 diabetes.
- **National Federation for the Blind:** This organization advocates for the rights and inclusion of blind and visually impaired people in the U.S. In 2022, Insulet collaborated with this organization to advance understanding of the needs of people who have visual impairments related to diabetes.





# Attracting, Engaging, and Developing Our Talent

Cultivating an energizing, high-performance, and engaging culture while taking action to support our local communities

In 2022, our people raised the bar for excellence as they delivered Omnipod 5 to market in the U.S. and navigated significant growth amid a continuously evolving global working environment. The impact that Insulet made on the diabetes community in 2022 is a direct reflection of our employees' perseverance, our culture of innovation, and our strong talent management strategy. We strive to be the employer of choice, and the key to our success is our commitment to proactively adapt and evolve our talent programs to keep pace with our rapidly expanding organization and external market dynamics. We facilitate the growth and success of our employees through effective talent attraction and development, competitive benefits, a values-driven diversity and inclusion strategy, a safe working environment, and ample opportunities to give back to our communities.

## Talent Management and Retention

Our team of over 4,500 employees and contractors contribute to our growth through expert health technology innovation, business acumen, and creative inspiration to achieve the remarkable and serve our customers. Our people are critical to our success. As such, we provide a differentiated focus on attracting, managing, and developing medical technology skills and leadership. At Insulet, our talent management approach involves creating a great employee experience that engages our talent and differentiates us in the market.

Our efforts build upon our foundational culture of inclusivity and belonging, where employees are empowered and their ideas are welcomed, enabling them to bring their best selves to work every day.

## Talent Attraction

At Insulet, we are working to develop the next generation of the HealthTech workforce, driven by the purpose of making life simpler for the diabetes community. We are a dynamic and rapidly growing organization, and we believe that this presents a uniquely valuable opportunity for skilled candidates to shape our future. We conduct outreach with university students and promote interest in the Company through our cooperative education (co-op) program, located primarily in our manufacturing and research and development functions, which offer hands-on work experience, technical and professional skills development, and education in the medical device industry. In 2022, we hosted over 120 students through our internship and co-op programs.

Furthermore, in 2022, we prepared the groundwork for collaboration with a technical school near our Acton, Massachusetts headquarters to establish a medical technology manufacturing curriculum, fund enrollment for interested students through government support and Insulet contributions, and hire these students upon graduation. This partnership will commence in 2023 and is possible because of the Massachusetts RENEW program, which helps companies establish sustainable talent development pipelines to build highly skilled and diverse workforces.

In addition to our successful early-career talent attraction efforts, we strive to attract skilled and experienced talent representing a variety of career levels. Our Future of Work program, which allows for flexible working arrangements, has enabled us to reach a diverse group of talent that was previously restricted by geography.

We also have a responsibility to the communities we serve to mitigate the risk of bias during our talent acquisition activities. Building a workforce with a diversity of identities and experiences helps us innovate to better serve our stakeholders. For more information, please see the [Diversity, Equity, and Inclusion](#) section.

## Talent Management and Professional Development

Our sustainable growth and reliable product delivery depend on our ability to retain our workforce and maintain a strong internal talent pipeline. In 2022, we established consistent global talent practices and tools and continued to enhance them to protect our most valuable asset: our employees. Additionally, we deepened our succession and talent pipeline planning for our Executive Leadership Team positions, our Enterprise Critical Roles, and multiple levels of positions within our Operations organization. We continue to facilitate targeted professional development opportunities for those identified as potential successors. In 2023, we plan to further broaden this work by creating succession and pipeline plans across all functions.

# 4,706

**total employees and contractors** in 2022, which represents a 35% increase from 3,474 personnel in 2021<sup>[1]</sup>

[1] Employee data includes permanent and temporary workers. Data reflects our employees as of December 31, 2022.

In addition to our targeted talent management practices, we remain committed to fostering an environment of continuous learning and development across our entire employee population. As part of this focus, in 2022, we hired a Global Head of Leadership Development and Learning within our Talent and Organizational Development Center of Excellence. This position provides dedicated leadership focused on expanding our work to grow and develop our talent for the future. In 2022, we continued to deepen our career development and professional development programs through the following initiatives:

- **Career Development Planning:** In 2022, we expanded our offerings and launched our first flagship Career Development Program, “Ignite Your Growth,” to employees across the globe, building their capability to create robust career development plans for their future at Insulet. Over 2,000 employees participated in the program in 2022, and our employee engagement surveys demonstrated excellent satisfaction with the program. This live, interactive program, offered in multiple languages, brought colleagues together from around the world to share their career experiences, grow in their self-awareness, and identify actions to maximize their growth and impact. Over 80% of participants went on to have career development conversations with their managers and create customized career development plans for their future. This work will continue in 2023 and beyond for employees who join our Company.

- **Performance Management:** Integrated into our operational planning and compensation process, our performance management process defines opportunities for managers to foster dialogue with their teams, provide feedback, and identify areas where additional development can optimize performance. All employees participate in our performance management process.
- **R.I.T.E. (Respect, Integrity, Teamwork, Excellence) Start New Hire Education:** Our global R.I.T.E. Start onboarding program introduces new employees to our core values and educates them about diabetes and our Omnipod products, business strategy, culture, and mission. In 2023, we plan to continue to make our onboarding process more consistent and impactful for global employees as we expand our operations. We also offer intensive Customer Care New Hire training and Sales (Field and Inside Sales) New Hire training to quickly upskill our new employees in these areas.
- **New Manager, Leadership, and Technical Training Programs:** First-line manager training, skills workshops, and leadership development initiatives enhance the capabilities of our employees to improve their performance in current positions and to prepare them for future positions.

- **Insulet Learning Platform:** We currently utilize an on-demand Insulet learning platform in partnership with a third party. Based on neuroscience principles, this microlearning program delivers digestible content that promotes opportunities to improve mindfulness, innovation, inclusion, and other priorities. In 2023, we plan to expand this offering so that every Insulet employee will have access to online learning materials, which offer continued education to any interested employee.
- **Upskilling Program:** We continue to sponsor a two-year workforce training program to upskill our manufacturing employees who work in Massachusetts. Recently promoted supervisors and other interested candidates participate in trainings that cover topics such as effective problem-solving techniques, supply chain management, conflict resolution, team building, Lean and Six Sigma, and Define, Measure, Analyze, Improve, and Control (DMAIC) principles.
- **Business Transformation:** To upskill employees, maximize performance, and minimize waste, our Business Transformation program supports Lean and Six Sigma training and related employee projects across the Company. In 2022, we offered five waves of Lean Green Belt training for interested candidates to lead continuous improvement projects. In addition, we offered Lean Champion Training to Finance, Quality Assurance, and Regulatory and Compliance employees, and we provided two rounds of Six Sigma training.
- **Tuition Reimbursement:** As part of our comprehensive benefits program, we provide professional certification course reimbursement of up to \$3,000 annually. We also offer tuition reimbursement of up to \$5,250 annually for courses taken in pursuit of an undergraduate degree and up to \$10,000 annually for courses that contribute to a graduate degree in support of formal professional development and lifelong learning.





## Conscious Talent Development for Software Excellence

Our Software for Good initiative, based in our Tijuana, Mexico office, sponsors summer programs that promote software skills development at U.S. universities for young students from Mexico who otherwise may not get the chance to pursue post-secondary education. Participants conduct a three-month software development project with a post-graduate student that culminates with a presentation of their ideas on how to produce positive impacts through software innovation. We continue to facilitate education and employment for many of these participants.

Our Tijuana office also hosts interns from local universities, who conduct outstanding work developing software that changes the lives of people with diabetes. Each student receives a mentor to facilitate their learning and development. In 2022, we hired more than 35 interns for full-time positions. In addition, members of the first cohort of program hires have excelled into leadership positions within our Tijuana software teams. This successful program helps support our talent pipeline, stimulates the local economy through job creation, and further enhances our leadership in software development.

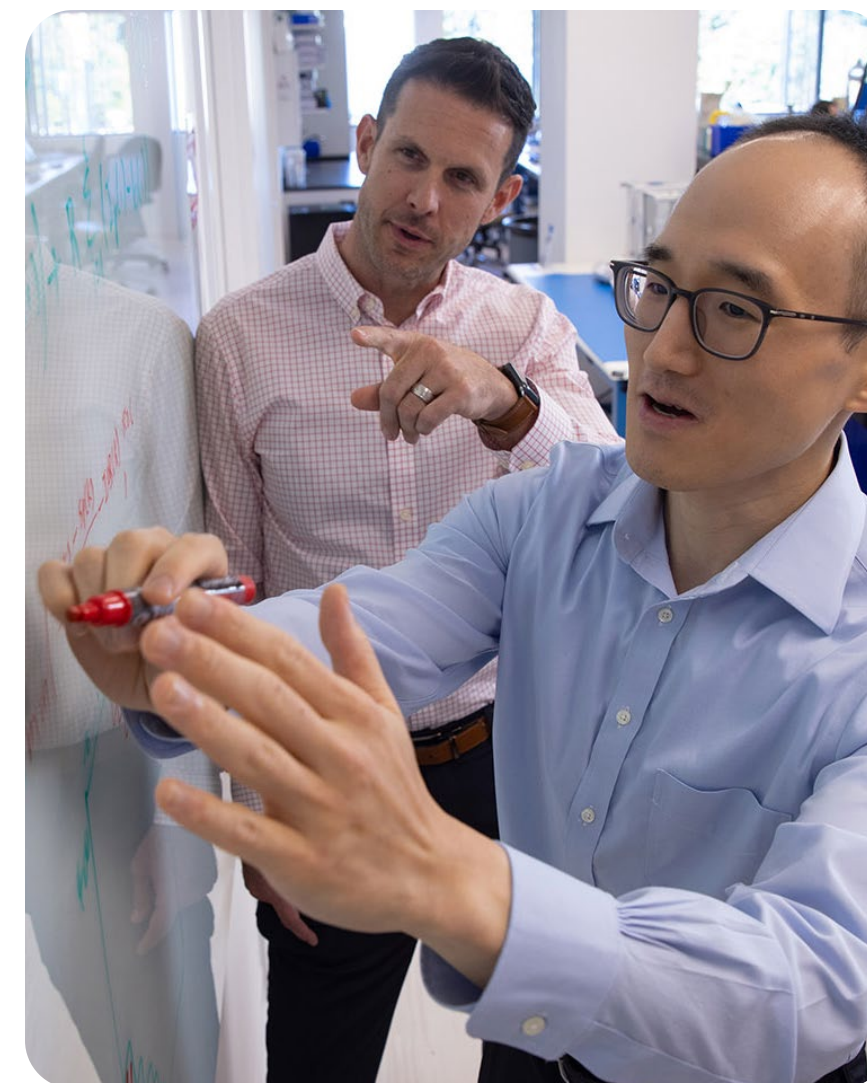


## Our Culture Evolution

At Insulet, we are privileged to have employees who truly care about our mission to improve the lives of people with diabetes. Many of our employees have a personal connection to diabetes and reflect their commitment to our mission in their work. We have a responsibility to shape a culture that maximizes the impact of our exceptional employees. In 2022, we hired a Head of Organizational Development as part of our Talent and Organizational Development Center of Excellence to provide a dedicated focus on fostering a positive culture and an engaging employee experience. We also continued to concentrate on enhancing workplace flexibility while utilizing our renewed ability to gather in-person to foster connections among our employees. We continue to build an inspired, empowered, and inclusive culture where our people love what they do and have fun achieving remarkable results.

Flexibility during the workday can be life-changing for caregivers and those managing health challenges—situations that our customers face—and we know that both remote and in-person arrangements can enable high productivity. Although we were able to increase in-office work in 2022, we continued our commitment to flexibility through our Future of Work program. Our sustained support enables access to a broader, more diverse, and more exceptional talent pool. To facilitate connections, we still took advantage of the opportunity to celebrate our culture together in-person in 2022 through events such as Quality and Compliance Week, hosted at our Acton, Massachusetts headquarters, while retaining virtual offerings that are valuable for connecting employees around the world. We strive to instill a sense of belonging among our employees while championing flexible working conditions that improve their wellbeing.

In 2023, we plan to refresh our values and guiding principles to engage employees around the world and align behaviors and ways of working to optimize our effectiveness. We believe this will foster cross-functional connectivity to ultimately enhance our employee engagement, reputation, and community impact amid a dynamic talent environment. Although we are constantly seeking ways to enhance our culture, we are proud to have been recognized by organizations around the world as a positive place to work. For more information on our culture awards, please see the [2022 Performance](#) section.



**In 2022**, we offered approximately 190 training programs and sessions, and employees and contractors across Insulet completed over 125,500 training hours, for an average of 27 hours of training per individual.

## Employee Engagement

Employee feedback is an integral part of our talent management approach, and we deeply value continuous and robust dialogue with our employees. Regular employee surveys capture the attitudes of our workforce while enabling our culture to evolve and reflect the changing needs and diverse perspectives of our global, multi-generational teams. In 2022, we launched the Global “Your Voice” survey to all employees and established a regular rhythm of pulse surveys throughout the year. We conducted three surveys: two short surveys for all employees and a third for people managers.

Our surveys helped us to identify specific opportunities to implement programs and better support employees. For example, we developed the “Ignite Your Growth” career development program, which equips managers to have robust development conversations with their teams and enables employees to form individual career development plans. Our overall engagement scores are on par with peer companies, and we excel in specific areas such as company purpose, prospect for the future, and confidence in our leadership. In particular, we received very favorable feedback regarding our flexible working model. We will continue with the same survey cadence in 2023 to capture progress and identify additional areas in which we can support employee success.

Additional engagement efforts include:

- **Town Hall Meetings:** Our Executive Leadership Team and functional leadership teams conduct regular global Town Hall meetings to disseminate timely business updates to our employees.
- **“Stay Connected” Initiative:** Leaders around the world foster international connection among employees working virtually through monthly virtual networking meetings with our executives, such as *Corner Office Conversations*. We also utilize various technology platforms, including the social networking tool Yammer, to engage employees around the world.
- **The Insider Newsletter:** Our monthly global employee newsletter, *The Insider*, publishes a timely collection of high-level developments and local highlights from across our organization.

## Benefits

We offer a competitive and comprehensive global benefits program designed to support our employees’ physical, mental, and financial wellness. Each year, we employ external expertise to review and benchmark our global benefits positioning to confirm that we remain competitive in each local market. As part of our external engagement, a third party evaluates the effectiveness, equitability, and competitiveness of our compensation strategy. Annual increases are incorporated as part of our performance review and development process to incentivize, retain, and motivate our employees. Ultimately, we want our benefits offerings to uphold employee trust, meet their expectations, and allow them to lead fulfilling lives, both inside and outside of work.

Insulet’s global core benefit offerings for full-time employees typically include the following:

- Medical, dental, and vision insurance
- Life and disability insurance
- Retirement savings plans
- Paid time off and leave of absence benefits
- Employee stock purchase plan with a lookback feature
- Professional certification and tuition reimbursement
- Employee assistance program
- You Make the Difference recognition program
- Global Flexible Working Arrangement Policy
- Global Year-End Office Closure
- Fitness and wellness programs

Most employees can view and change their benefits online and have access to our Human Resources Shared Services function for assistance with benefits. Employees in the U.S. have access to benefit concierge services through our Insulet Benefits Service Center. Additionally, in the U.S., we offer paid leave for military and first responders to provide the flexibility needed for these valued employees to take time off during periods of service, training, and certification.

In 2022, we focused on enhancing the global alignment of our benefits programs. We look forward to continuing this effort in 2023 as we hire more employees, including at our new manufacturing facility in Malaysia.

We monitor our compensation approach to reflect our diversity values and 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 by our Global Benefits and Compensation team to evaluate and address discrepancies where appropriate.







## Diversity, Equity, and Inclusion (DEI)

We believe that we can best serve our customers if our workforce reflects the communities in which we operate. We work to recruit, retain, and equip a diverse workforce with the skills, resources, and career advancement opportunities to succeed. We are proud to celebrate the diversity of experiences, perspectives, and backgrounds that our employees bring to work, and we believe that diversity fuels our thoughtful innovation. By creating a culture of belonging and inclusivity, we foster innovation, collaboration, and a positive employee experience. With this in mind, we continue to embed diversity and inclusion practices into our culture.

### Our Diversity Strategy

In 2022, we continued to develop a comprehensive, multi-year diversity and impact strategy that outlines how to implement our greatest opportunities for impact in alignment with the needs of our stakeholders and diversity maturity model. Our efforts center around engaging employees from all backgrounds and experiences to work toward our vision. We will continue to strive to inspire our employees in the relentless pursuit of equality, health, and innovation.

### 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.

Our diversity strategy is managed by our Talent and Organizational Development Center of Excellence and is championed by our Diversity Council, which is comprised of cross-functional leadership. DEI activities focus on four main areas—Attraction, Talent Development, Culture, and External Engagement—which reflect our commitment to integrating DEI within our business processes.

In 2022, we worked to embed diversity more formally into our talent acquisition process to attract a more diverse pool of candidates. Our Diversity and Talent Acquisition teams collaborate closely to promote recruiting and hiring practices that are fair and inclusive, and members of our Employee Resource Groups (ERGs) from across the Company participated in recruiting events in 2022. We also leverage our ERGs for candidate referrals. Additionally, we incorporate diversity considerations into our succession planning efforts.

We recognize that our journey is never finished, and we intend to continually seek opportunities to effectively champion diversity, belonging, and inclusion within our Company and our communities. As our diversity 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.

Overall, our global gender diversity is strong, with a workforce comprised of 53% male and 47% female employees in 2022,<sup>[1]</sup> and our U.S. workforce is made up of 63% white and 37% ethnically diverse individuals. In 2022, 42% of our global hires were female. In the U.S., the percentage of ethnically diverse hires increased to 47%. We seek to continuously improve our talent attraction efforts to engage a more diverse talent pool.

[1] Gender data is not collected for Austria, Germany, and Switzerland due to country data privacy laws, so these employees have been excluded from the data.

## Diversity Training

We expect every Insulet employee to uphold our commitment to DEI. Training enables our employees to internalize our values and mitigate the risk of bias in our business relationships and interactions. In 2022, we launched our flagship diversity training, Conscious Inclusion, to all employees across Insulet and achieved 100% participation. This established a foundational program and set a clear expectation and commitment to fostering an environment where everyone feels they belong and are welcomed and respected. In addition, we expanded our inclusive hiring training to include hiring managers and all recruiters. We also introduced a harassment prevention training module that demonstrates the importance of mutual respect and avoiding the negative impacts of bias. Looking forward, we plan to conduct Company-wide mandatory training for all employees and contractors to continue to strengthen the appreciation for DEI among our workforce.

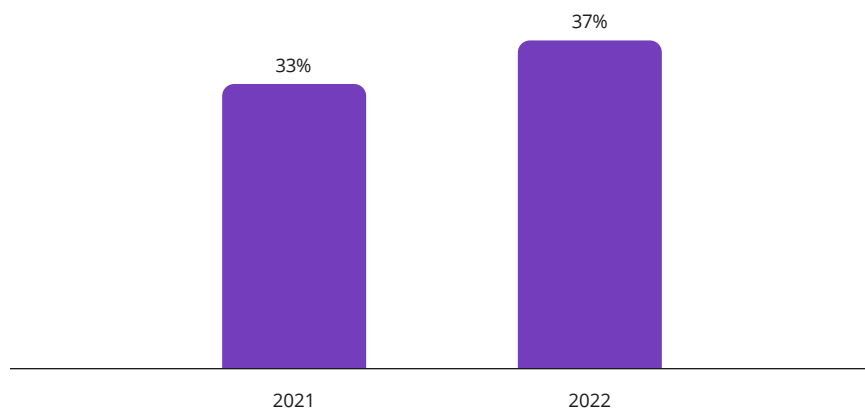






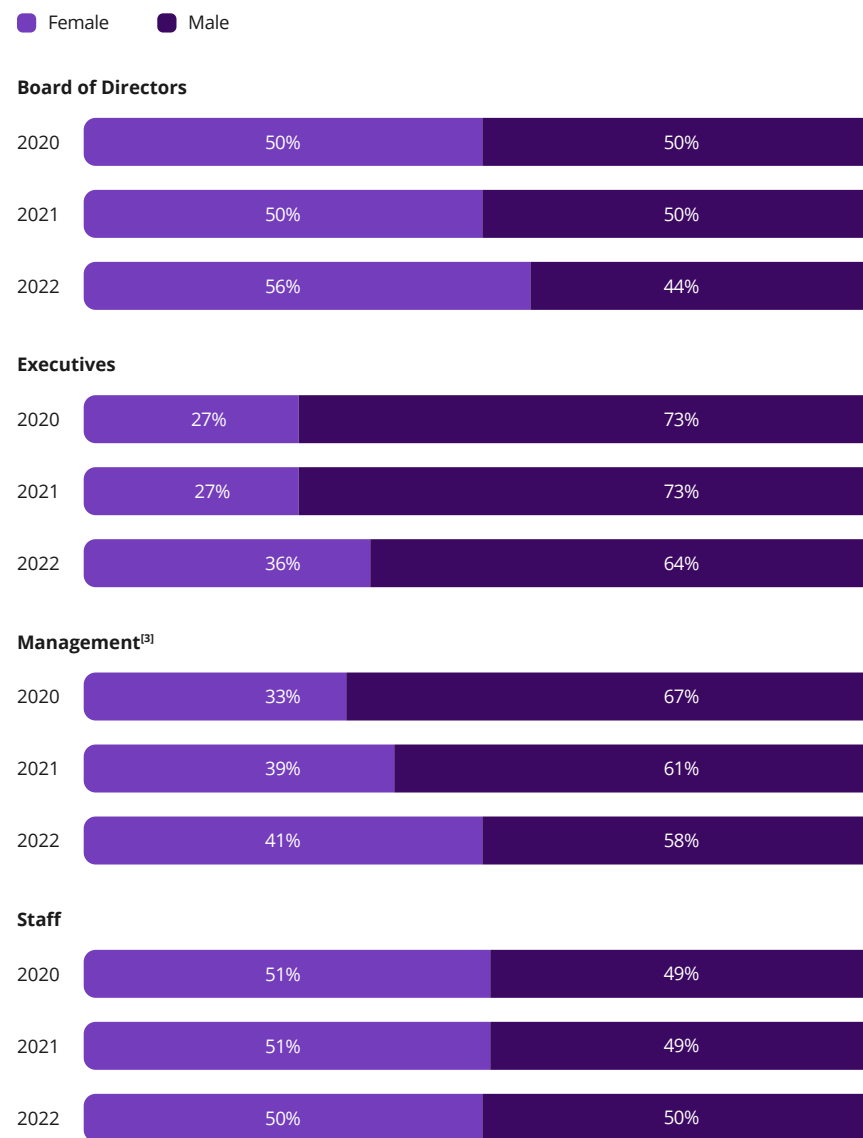
**47%**  
of our global workforce  
was female in 2022

**Percentage of Ethnic Diversity in the U.S. [1]**



[1] All temporary employees have been excluded from the DEI data. Data reflects our employees as of December 31, 2022.

**2022 Gender Diversity by Employee Category [2]**



[2] All temporary employees have been excluded from the data. Gender data is not collected for Austria, Germany, and Switzerland due to country data privacy laws, so these employees have been excluded from the data. Data reflects our employees as of December 31, 2022.

[3] 1% of management-level employees chose not to disclose their gender in 2022.







## Employee Resource Groups

Our ERGs are employee-led groups that foster diversity at Insulet through support, education, social connection, and professional development. We also leverage our ERGs to deepen our connection to our communities and drive impact. In 2022, over 550 employees, representing more than 20% of our full-time employee population, enriched diversity and inclusion at Insulet by participating in at least one of our eight ERGs. Our employees spearheaded the formation of an Asian and Pacific Islander ERG in 2022, and employees continue to submit new ideas every year. Each ERG maintains one or more executive sponsors, has a clear charter, and receives dedicated financial support for its actions. Our ERGs include the following:

- African Descent ERG
- Asian and Pacific Islander ERG
- Hispanic/Latin ERG
- OmniPRIDE ERG
- Sustainability ERG
- Veterans and First Responders ERG
- Women@Insulet Network (WIN) ERG
- Young Professionals ERG

In 2022, our ERGs hosted a number of events, including panels, webinars, discussions, and celebrations of awareness and cultural heritage months such as Black History Month, Women's History Month, Earth Month, Pride Month, and Hispanic Heritage Month. For more information on how our ERGs positively contribute to our communities, please see the [Community Engagement](#) section. We are committed to future support for our ERG initiatives to reach even more employees.

## Workplace Health and Safety

One of our top priorities is supporting the health and safety of our workforce. We have a responsibility to our employees and contractors around the globe to maintain robust policies and programs that keep them safe at work each day. By creating a healthy and safe work environment, we enable our global workforce to stay focused on developing innovative technologies that, in turn, support the health of our customers.

### Health and Safety Management Programs

As our operations and manufacturing grow in scale, it is more important than ever that we minimize health and safety risks to protect the wellbeing of our employees and contractors. To accomplish this, we maintain an occupational health and safety management system which covers all our employees, contractors, and temporary workers. This system helps us to improve our safety performance, even as we expand the size, scope, and capabilities of our manufacturing facilities to align with customer demand for our products.

Our Health and Safety Compliance Manual provides employees with the tools needed to identify and report hazards and reduce work-related injuries. Our programs and policies comply with applicable local, regional, and federal laws, including U.S. Occupational Safety and Health Administration (OSHA) requirements. We continuously monitor and adapt to regional regulations as we expand our facilities into new geographies. In addition to hazard recognition, our workplace health and safety programs cover ergonomics, hearing conservation, fall protection, and accident and injury prevention. Furthermore, our Acton, Massachusetts facility maintains an Emergency Action Plan that describes procedures that employees should follow when faced with a variety of unexpected health and safety events.

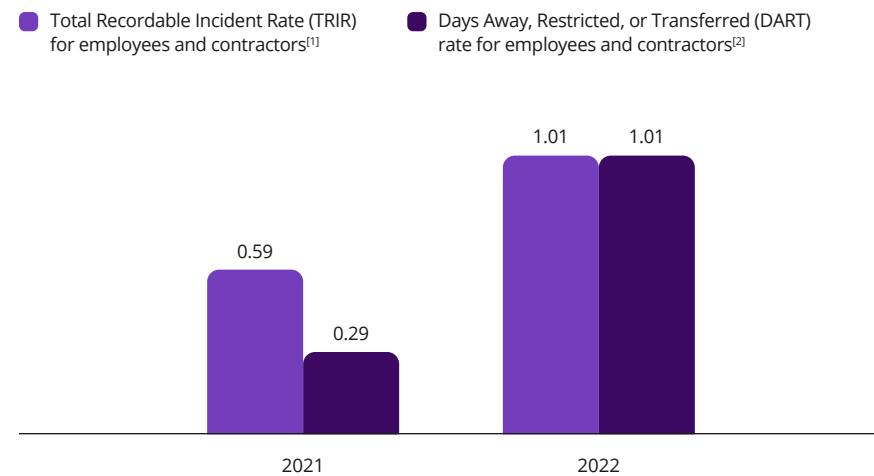
We continue to maintain policies, resources, and screening procedures to protect our employees and contractors against COVID-19 exposure. For more information, please see the [Talent Management and Retention](#) section.

## Health and Safety Employee Training and Engagement

Employee involvement and feedback improve our safety programs and performance. Manufacturing employees are required to participate in safety training, which covers how to recognize hazards and prevent injuries specific to their job function. In 2022, we began offering supplemental trainings each month on a variety of health and safety topics.

Modern manufacturing enables efficiency and automation, which reduces exposure to health and safety risks throughout the production process. At our Acton, Massachusetts facility, equipment is fully automated to minimize human involvement in the operations of machines and therefore reduce the risk of injury. We continue to maintain high standards for workplace safety, and our orientation for technicians includes training about safe procedures. As needed, we provide retraining and additional supervision to support compliance. In addition, we conduct periodic health and safety audits of our facilities to monitor the effectiveness of our programs and drive continuous improvement in our overall safety performance as the Company expands in size and impact.

### Health and Safety Performance

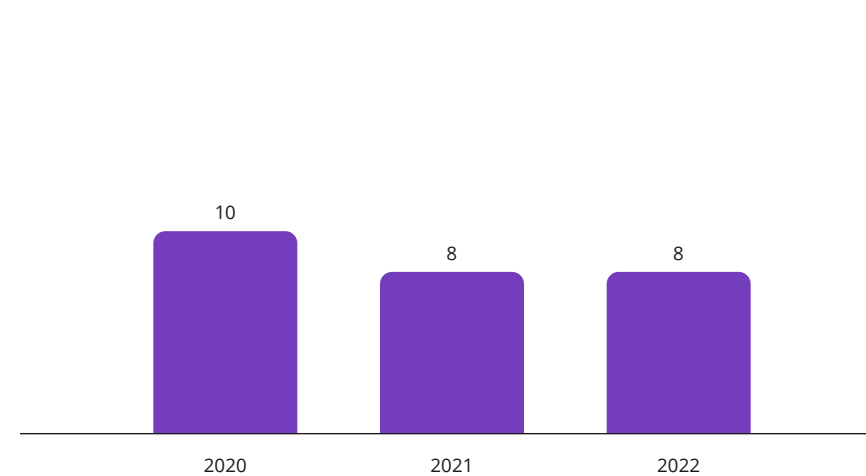


[1] This figure only includes employees and contractors at our Acton, Massachusetts facility. We started disclosing TRIR and DART rate for employees and contractors in 2021.

[2] This figure only includes employees and contractors at our Acton, Massachusetts facility. We started disclosing TRIR and DART rate for employees and contractors in 2021.

Our robust health and safety culture is informed by well-defined risk and incident reporting channels, and we encourage employees to proactively discuss health and safety risks with their managers. In 2023 and beyond, we plan to continue to increase opportunities for employee training and engagement to further strengthen our health and safety culture. In 2022, we laid the groundwork for a cross-functional Safety Committee to review any potential or actual health and safety incidents and make recommendations to improve our policies and procedures. The committee is comprised of a rotating group of representatives from functions such as Manufacturing, Internal Audit, and Packaging, with a focus on diverse perspectives. We formally established the committee in early 2023, and we plan to expand the membership and commitments of this team in the future.

### Number of Injuries for Employees and Contractors<sup>[3]</sup>



[3] This figure only includes employees and contractors at our Acton, Massachusetts facility.



**Zero**

recorded incidents of work-related ill health or fatalities in 2022

**100%**

of our workers are covered by an occupational health and safety management system



## Community Engagement

Beyond the daily dedication to improving the lives of people with diabetes, our employees care deeply about supporting healthier communities where we live and work. We facilitate opportunities for our people to further uplift and build relationships with communities through volunteering and philanthropy. We also partner with and support external organizations that share our mission, reflecting our ongoing commitment to positively impact society.

Looking forward, we plan to enhance our community engagement efforts and harness our unique body of expertise. We are evaluating ways to advance our philanthropy and volunteering work in alignment with our ambition to fuel medical technology innovation and improve access to education. Additionally, we intend to improve our policies and procedures related to supporting healthier communities, implement a new corporate giving management system, and explore opportunities to disclose more detailed information regarding philanthropic donations.

In 2022, our community engagements included the following:

- **Support for Ukraine:** At Insulet, we support the people of Ukraine and the international community impacted by the war and violence in Ukraine. In keeping with our mission of improving the lives of people with diabetes, Insulet and our employees contributed monetary donations to Insulin for Life's Spare A Rose for Ukraine and the GlobalGiving Ukraine Crisis Relief Fund to lend support for the health and wellbeing of Ukrainians.
- **Holiday Toy Drive:** Insulet Tijuana and San Diego teams came together and held a toy drive to make the holidays brighter for local children. Employees collected, individually wrapped, and donated more than 80 brand-new gifts—each to a specific child. Our Women@Insulet Network ERG, our field sales teams in Northern California, and our Acton, Massachusetts corporate headquarters employees also contributed by supporting Toys for Tots.
- **Salvation Army's Angel Tree Program:** Continuing a holiday tradition, the Acton Manufacturing team donated hundreds of toys to children in need.



- **Care Packages for Military Service Members:** In April, Insulet's Veterans and First Responders ERG joined forces with the United Service Organizations (USO), the leading charitable organization in the U.S. serving active-duty service members and military families. Insulet volunteers assembled care packages that included snacks, toiletries, and shaving materials for deployed active-duty military personnel traveling through U.S. international airports.
- **Clothing Drive:** Insulet employees from across the globe participated in professional clothing drives sponsored by various agencies to support members of our communities, including young professionals starting out in their careers.
- **World Cleanup Day:** World Cleanup Day unites millions of volunteers, governments, and organizations in 191 countries to tackle the global waste problem and help build a sustainable world. In September, Insulet employees in Massachusetts, Northern California, and Tijuana removed waste from local waterways as part of the initiative.
- **Merrimack Valley Food Bank:** Insulet employees volunteered to pack food packages for children in need near our Acton, Massachusetts headquarters, filling over 650 bags.
- **Support for Children with Diabetes:** We supported the Barton Center for Diabetes Education in Massachusetts and Camp Conrad Chinnock in California as part of our efforts to foster positive connections across the diabetes community.
- **Tour de Cure:** Across the globe, our employees organized walks, runs, and bike rides to raise funds for the Tour de Cure, benefiting the American Diabetes Association.



# Appendix

## About This Report

We are proud to present our 2022 Sustainability Report, which reflects our progress and performance for key ESG topics. Unless otherwise noted, all reporting covers our efforts from January 1, 2022, to December 31, 2022. This report was prepared with reference to the Global Reporting Initiative (GRI) 2021 Standards, the Sustainability Accounting Standards Board (SASB) Medical Equipment and Supplies Standard, and the recommendations from the Taskforce for Climate-related Financial Disclosures (TCFD). We welcome your questions, comments, and feedback on this report by contacting [sustainability@insulet.com](mailto:sustainability@insulet.com).

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# TCFD Content Index

TCFD Recommendations	Insulet's Approach
<b>Governance</b>	
Describe the board's oversight of climate-related risks and opportunities.	Our Nominating, Governance, and Risk Committee reviews our ESG performance and reporting and maintains oversight of our risks at the highest level. Our VP of Global Sustainability and 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 on sustainability topics, including climate risks and opportunities.
Describe management's role in assessing and managing climate-related risks and opportunities.	Our VP of Global Sustainability and CSO reports to our SVP, Global Operations, leads our sustainability strategy, and manages our ESG practices. 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.
<b>Strategy</b>	
Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	<p>We have identified climate-related risks and opportunities that may impact our business over the short, medium, and long term. These risks are not limited to but include the following:</p> <p>Physical Risks: Insulet recognizes that climate impacts from severe weather events and chronic changing weather patterns may pose a risk to our own facilities as well as operations within our supply chain. These changes can make accessing necessary materials for our products more challenging as well as impact the ability to produce and ship products to our global customer base. These impacts pose a potential financial risk to the company.</p> <p>Transition Risks: The impacts from climate change will not only affect physical assets and material availability but may also impact the Company from a policy and legal standpoint. Insulet is closely monitoring any climate-related regulations, including the proposed SEC guidance, to achieve compliance. Insulet also recognizes that, as a company, we have a responsibility to consider the implications of the climate in our business decisions, and that can pose a reputational risk to us if our customers, shareholders, or other key stakeholders do not believe our business decisions reflect that responsibility.</p>
Describe the impact of climate-related risks and opportunities in the organization's businesses, strategy, and financial planning.	Insulet takes its responsibility to mitigate risk seriously, as we provide a life-changing device on which our customers rely. Our Enterprise Risk Management (ERM) team has worked collaboratively across the company to identify our critical risks, including those present due to climate change, to ensure we have mitigation plans established.

TCFD Recommendations	Insulet's Approach
<p>Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.</p>	<p>Insulet has not yet conducted a comprehensive scenario analysis and is exploring future opportunities to do so.</p>
<p><b>Risk Management</b></p>	
<p>Describe the organization's processes for identifying and assessing climate-related risks.</p>	<p>Insulet recognizes that there are both climate-related risks and opportunities, the management of which require engagement from multiple business functions and leaders. The Company has developed an ERM program to aid in the identification, assessment, and management of enterprise-level risks. The ERM program provides a mechanism for sustainability risks and opportunities to be continuously monitored and evaluated. Insulet manages business continuity risks through our ERM team. Sustainability is a top risk area that the team continues to monitor and evaluate for the Company. The identified physical and transition risks are considered broadly today through that process, which includes review and feedback from senior leaders across the organization.</p> <p>Within our supply chain, Insulet implements a dual local sourcing strategy and cross-qualifies suppliers to mitigate risk of impact from downtime. In the cases where we are sole-sourced due to intellectual property rights, we manage risk through holding inventory in-house and at the supplier to ensure continuity of supply and reduced risk of disruption. To further manage our business continuity and supply chain resiliency, we utilize various risk management software tools within our supply chain and operations team. In addition, 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. We take precautions to ensure that our third-party contract manufacturer and logistics entity safeguard our assets, including maintaining insurance, enacting health and safety protocols, and storing of computer data offsite.</p>
<p>Describe the organization's processes for managing climate-related risks.</p>	
<p>Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.</p>	
<p><b>Metrics and Targets</b></p>	
<p>Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.</p>	<p>Insulet is currently reviewing our carbon emissions and working to better understand the footprint from our operations and throughout our value chain. More information on our Scope 1 and 2 GHG emissions for 2022 can be found in the <a href="#">Climate Change and Greenhouse Gas Emissions</a> section. We are setting our path to a net-zero economy that includes the establishment of targets for GHG emissions reduction and increased renewable energy in our operations.</p>
<p>Disclose Scope 1, Scope 2, and if appropriate, Scope 3 GHG emissions and the related risks.</p>	
<p>Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.</p>	



# SASB Content Index

Disclosure		Location or Response
<b>Affordability and Pricing</b>		
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	Data unavailable for disclosure
HC-MS-240a.2	Description of how price information for each product is disclosed to customers or to their agents	<a href="#">Value, Affordability, and Accessibility</a>
<b>Product Safety</b>		
HC-MS-250a.1	Number of recalls issued, total units recalled	<a href="#">2022 ESG Data Download</a> We had two recalls in 2022. Please see the FDA website for more information about the recalls related to the <a href="#">Omnipod DASH Insulin Management System PDM</a> and the <a href="#">Omnipod 5 Controller charging mechanism</a> .
HC-MS-250a.2	List of products listed in the FDA's MedWatch Safety Alerts for Human Medical Products database	<a href="#">2022 ESG Data Download</a>
HC-MS-250a.3	Number of fatalities related to products as reported in the FDA Manufacturer and User Facility Device Experience	<a href="#">2022 ESG Data Download</a>
HC-MS-250a.4	Number of FDA enforcement actions taken in response to violations of current Good Manufacturing Practices (cGMP), by type	<a href="#">2022 ESG Data Download</a>

Disclosure	Location or Response	
<b>Ethical Marketing</b>		
HC-MS-270a.1	Total amount of monetary losses as a result of legal proceedings associated with false marketing claims	Data unavailable for disclosure
HC-MS-270a.2	Description of code of ethics governing promotion of off-label use of products	<a href="#">Marketing Practices</a>
<b>Product Design and Lifecycle Management</b>		
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	<a href="#">Product Stewardship</a>
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	<a href="#">Takeback Programs</a> ; <a href="#">2022 ESG Data Download</a>
<b>Supply Chain Management</b>		
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	<a href="#">Product Quality and Safety</a> ; <a href="#">Responsible Supply Chain Management</a>
HC-MS-430a.2	Description of efforts to maintain traceability within the distribution chain	<a href="#">Responsible Supply Chain Management</a>
HC-MS-430a.3	Description of the management of risks associated with the use of critical materials	<a href="#">Responsible Supply Chain Management</a>



Disclosure		Location or Response
<b>Business Ethics</b>		
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	<a href="#">Ethics, Compliance, and Anti-Corruption</a> ; <a href="#">Marketing Practices</a>
<b>Activity Metric</b>		
HC-MS-000.A	Number of units sold by product category	Data unavailable for disclosure

# GRI Content Index

Disclosure		Location or Response
<b>GRI Standards: General Disclosures</b>		
<b>General Disclosures</b>		
GRI 2: General Disclosures 2021	2-1 Organizational details	<a href="#">About Insulet</a> ; <a href="#">2022 10-K</a>
	2-2 Entities included in the organization’s sustainability reporting	<a href="#">2022 10-K</a>
	2-3 Reporting period, frequency and contact point	<a href="#">About This Report</a> ; Insulet’s Sustainability Report is prepared annually.
	2-4 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. In 2022, Insulet completed one acquisition that resulted in restatements of information. We acquired assets from Dynalloy, Inc., now known as Insulet Irvine, related to the design and manufacturing of wire assemblies.
	2-5 External assurance	Insulet did not seek external assurance for the 2022 Sustainability Report.



Disclosure		Location or Response
GRI 2: General Disclosures 2021	2-6 Activities, value chain, and other business relationships	<p data-bbox="1718 262 2747 291"><a href="#">About Insulet</a>; <a href="#">Responsible Supply Chain Management</a>; <a href="#">2022 10-K</a>; <a href="#">2022 ESG Data Download</a></p> <p data-bbox="1718 300 2390 329">In 2022, Insulet sold our products in the following countries:</p> <ul data-bbox="1718 361 2005 1494" style="list-style-type: none"> <li data-bbox="1718 361 1866 390">● Australia</li> <li data-bbox="1718 407 1851 437">● Austria</li> <li data-bbox="1718 454 1860 484">● Belgium</li> <li data-bbox="1718 501 1851 531">● Canada</li> <li data-bbox="1718 548 1851 578">● Croatia</li> <li data-bbox="1718 595 1872 624">● Denmark</li> <li data-bbox="1718 642 1851 671">● Finland</li> <li data-bbox="1718 689 1851 718">● France</li> <li data-bbox="1718 736 1872 765">● Germany</li> <li data-bbox="1718 782 1851 812">● Greece</li> <li data-bbox="1718 829 1851 859">● Iceland</li> <li data-bbox="1718 876 1829 906">● Israel</li> <li data-bbox="1718 923 1820 953">● Italy</li> <li data-bbox="1718 970 1851 999">● Kuwait</li> <li data-bbox="1718 1017 1906 1046">● Netherlands</li> <li data-bbox="1718 1064 1851 1093">● Norway</li> <li data-bbox="1718 1111 1829 1140">● Qatar</li> <li data-bbox="1718 1157 1912 1187">● Saudi Arabia</li> <li data-bbox="1718 1204 1851 1234">● Sweden</li> <li data-bbox="1718 1251 1897 1281">● Switzerland</li> <li data-bbox="1718 1298 1851 1328">● Turkey</li> <li data-bbox="1718 1345 2005 1374">● United Arab Emirates</li> <li data-bbox="1718 1392 1952 1421">● United Kingdom</li> <li data-bbox="1718 1439 1912 1468">● United States</li> </ul>

Disclosure	Location or Response	
GRI 2: General Disclosures 2021	2-7 Employees	<a href="#">Diversity, Equity, and Inclusion</a> ; <a href="#">2022 ESG Data Download</a>
	2-8 Workers who are not employees	<a href="#">2022 ESG Data Download</a>
	2-9 Governance structure and composition	<a href="#">Our Board of Directors</a> ; <a href="#">2023 Proxy Statement</a>
	2-10 Nomination and selection of the highest governance body	<a href="#">Our Board of Directors</a> ; <a href="#">2023 Proxy Statement</a>
	2-11 Chair of the highest governance body	<a href="#">Our Board of Directors</a> ; <a href="#">2023 Proxy Statement</a>
	2-12 Role of the highest governance body in overseeing the management of impacts	<a href="#">Our Board of Directors</a>
	2-13 Delegation of responsibility for managing impacts	<a href="#">ESG Governance</a>
	2-14 Role of the highest governance body in sustainability reporting	<a href="#">ESG Governance</a>
	2-15 Conflicts of interest	<a href="#">Code of Business Conduct and Ethics</a> ; <a href="#">Corporate Governance Guidelines</a>
	2-16 Communication of critical concerns	<a href="#">Our Board of Directors</a> ; <a href="#">2023 Proxy Statement</a>  Insulet does not currently report the number and specific nature of critical concerns communicated to the Board of Directors. However, the Board of Directors reviews issues related to Insulet's business strategy during each meeting.
	2-17 Collective knowledge of the highest governance body	<a href="#">ESG Governance</a>
	2-18 Evaluation of the performance of the highest governance body	<a href="#">Our Board of Directors</a>
	2-19 Remuneration policies	<a href="#">2023 Proxy Statement</a>



Disclosure	Location or Response	
GRI 2: General Disclosures 2021	2-20 Process to determine remuneration	<a href="#">2023 Proxy Statement</a> ; <a href="#">Talent and Compensation Committee Charter</a>
	2-21 Annual total compensation ratio	<a href="#">2023 Proxy Statement</a> Insulet discloses the annual total compensation ratio, but does not currently disclose the ratio of the percentage increase in annual total compensation for the organization's highest-paid individual to the median percentage increase in annual total compensation for all employees.
	2-22 Statement on sustainable development strategy	<a href="#">Message from the CEO</a>
	2-23 Policy commitments	<a href="#">Ethics, Compliance, and Anti-Corruption</a> ; <a href="#">Human Rights</a> ; <a href="#">Supplier Code of Conduct</a> ; <a href="#">Climate Change and Greenhouse Gas Emissions</a>
	2-24 Embedding policy commitments	<a href="#">Ethics, Compliance, and Anti-Corruption</a>
	2-25 Processes to remediate negative impacts	<a href="#">Ethics, Compliance, and Anti-Corruption</a>
	2-26 Mechanisms for seeking advice and raising concerns	<a href="#">Ethics, Compliance, and Anti-Corruption</a>
	2-27 Compliance with laws and regulations	Insulet does not currently disclose this information.
	2-28 Membership associations	<a href="#">About Insulet</a>
	2-29 Approach to stakeholder engagement	<a href="#">Stakeholder Engagement</a>
	2-30 Collective bargaining agreements	Insulet respects freedom of association. We do not currently disclose the number of employees represented by collective bargaining agreements.

Disclosure		Location or Response
<b>Material Topics</b>		
GRI 3: Material Topics 2021	3-1 Process to determine material topics	<a href="#">Materiality</a>
	3-2 List of material topics	<a href="#">Materiality</a>
<b>GRI Standards: Topic-Specific Disclosures</b>		
<b>Stakeholder Management</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	<a href="#">Stakeholder Engagement</a>
Self-Selected Metric	Shareholder outreach	<a href="#">2022 ESG Data Download</a>
<b>Governance and Ethics</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	<a href="#">Governance and Ethics</a>
Self-Selected Metric	Board diversity by gender, race, and/or ethnicity	<a href="#">Governance and Ethics; Diversity, Equity, and Inclusion; 2023 Proxy Statement</a>
<b>Compliance and Anti-Corruption</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	<a href="#">Ethics, Compliance, and Anti-Corruption</a>
GRI 205: Anti-Corruption 2016	205-2: Communication and training about anti-corruption policies and procedures	<a href="#">Ethics, Compliance, and Anti-Corruption</a>



Disclosure		Location or Response
<b>Data Privacy and Cybersecurity</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	<a href="#">Data Privacy and Cybersecurity</a>
GRI 418: Customer Privacy 2016	418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	<p>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.</p> <p>In early January 2023, we reported one data breach. Please see the <a href="#">U.S. Department of Health and Human Services website</a> for further information.</p>
<b>Marketing Practices</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	<a href="#">Marketing Practices</a>
GRI 417: Marketing and Labeling 2016	GRI 417-1 Requirements for product and service information and labeling	<a href="#">Marketing Practices</a>
	GRI 417-2: Incidents of non-compliance concerning product and service information and labeling	<a href="#">Marketing Practices</a> ; <a href="#">2022 ESG Data Download</a> We received zero warning letters in 2022.
	GRI 417-3: Incidents of non-compliance concerning marketing communications	<a href="#">Marketing Practices</a> ; <a href="#">2022 ESG Data Download</a> We received zero warning letters in 2022.
<b>Human Rights</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	<a href="#">Human Rights</a>

Disclosure	Location or Response	
<b>Climate Change</b>		
GRI 305: Emissions 2016	3-3 Management of material topics	<a href="#">Climate Change and Greenhouse Gas Emissions</a>
	305-1: Direct (Scope 1) GHG emissions	<a href="#">Climate Change and Greenhouse Gas Emissions; 2022 ESG Data Download</a>
	305-2: Energy indirect (Scope 2) GHG emissions	<a href="#">Climate Change and Greenhouse Gas Emissions; 2022 ESG Data Download</a>
	305-3 Other indirect (Scope 3) GHG emissions	We are working to better understand our Scope 3 emissions to report this information in the future.
<b>Energy Management</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	<a href="#">Energy Management</a>
GRI 302: Energy 2016	302-1: Energy consumption within the organization	<a href="#">Energy Management; 2022 ESG Data Download</a>
<b>Waste Management</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	<a href="#">Waste Management</a>
GRI 306: Waste 2020	306-1: Waste generation and significant waste-related impacts	<a href="#">Waste Management</a>
	306-2: Management of significant waste-related impacts	<a href="#">Waste Management</a>
	306-3: Waste generated	<a href="#">Waste Management; 2022 ESG Data Download</a>
	306-4 Waste diverted from disposal	<a href="#">Waste Management; 2022 ESG Data Download</a>
	306-5 Waste directed to disposal	<a href="#">Waste Management; 2022 ESG Data Download</a>



Disclosure		Location or Response
<b>Water Management</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	<a href="#">Water Management</a>
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	<a href="#">Water Management</a>
	303-3: Water withdrawal	<a href="#">Water Management</a> ; <a href="#">2022 ESG Data Download</a>
<b>Responsible Supply Chain Management</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	<a href="#">Responsible Supply Chain Management</a>
Self-Selected Metric	Percentage of top-spend suppliers who have acknowledged that they have read and understood the Supplier Code of Conduct	<a href="#">Responsible Supply Chain Management</a> ; <a href="#">2022 ESG Data Download</a>
Self-Selected Metric	Percentage of RBA VAP audit coverage for high-risk supplier facilities	<a href="#">Responsible Supply Chain Management</a>
Self-Selected Metric	Percentage of in-scope employees who have completed Supplier Code of Conduct training	<a href="#">Responsible Supply Chain Management</a> ; <a href="#">2022 ESG Data Download</a>
<b>Product Quality and Safety</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	<a href="#">Product Quality and Safety</a>
GRI 416: Customer Health and Safety 2016	416-2: Incidents of non-compliance concerning the health and safety impacts of products and services	<a href="#">2022 ESG Data Download</a>
<b>Customer Centricity</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	<a href="#">Customer Centricity</a>

Disclosure		Location or Response
<b>Innovation, Research and Development, and Intellectual Property</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	<a href="#">Innovation, Research and Development, and Intellectual Property</a>
Self-Selected Metric	Patents held	<a href="#">2022 ESG Data Download</a>
Self-Selected Metric	Patent applications pending	<a href="#">2022 ESG Data Download</a>
<b>Product Stewardship</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	<a href="#">Product Stewardship</a>
Self-Selected Metric	Total number of Pods accepted for takeback	<a href="#">2022 ESG Data Download</a>
Self-Selected Metric	Total weight of Pod materials accepted for takeback (metric tons)	<a href="#">2022 ESG Data Download</a>
<b>Affordability and Accessibility</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	<a href="#">Value, Affordability, and Accessibility</a>
Self-Selected Metric	U.S. average monthly copay	<a href="#">Value, Affordability, and Accessibility; 2022 ESG Data Download</a>
<b>Policy and Advocacy</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	<a href="#">Policy and Advocacy</a>
GRI 415: Public Policy 2016	415-1: Political contributions	<a href="#">2022 ESG Data Download</a>



Disclosure		Location or Response
<b>Talent Management and Retention</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	<a href="#">Talent Management and Retention</a>
GRI 401: Employment 2016	401-2: Benefits provided to full-time employees that are not provided to temporary or part-time employees	<a href="#">Talent Management and Retention</a>
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	<a href="#">Talent Management and Retention</a> ; <a href="#">2022 ESG Data Download</a>
	404-2: Programs for upgrading employee skills and transition assistance programs	<a href="#">Talent Management and Retention</a>
	404-3: Percentage of employees receiving regular performance and career development reviews	<a href="#">Talent Management and Retention</a>
<b>Inclusion and Diversity</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	<a href="#">Diversity, Equity, and Inclusion</a>
GRI 405: Diversity and Equal Opportunity 2016	405-1: Diversity of governance bodies and employees	<a href="#">Diversity, Equity, and Inclusion</a> ; <a href="#">2022 ESG Data Download</a>

Disclosure		Location or Response
<b>Workplace Health and Safety</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	<a href="#">Workplace Health and Safety</a>
GRI 403: Occupational Health and Safety 2018	403-1: Occupational health and safety management system	<a href="#">Workplace Health and Safety</a>
	403-2: Hazard identification, risk assessment, and incident investigation	<a href="#">Workplace Health and Safety</a>
	403-3: Occupational health services	<a href="#">Workplace Health and Safety</a>
	403-4 Worker participation, consultation, and communication on occupational health and safety	<a href="#">Workplace Health and Safety</a>
	403-5: Worker training on occupational health and safety	<a href="#">Workplace Health and Safety</a>
	403-6: Promotion of worker health	<a href="#">Talent Management and Retention</a>
	403-7 Prevention and mitigation of occupation health and safety impacts directly linked by business relationships	<a href="#">Responsible Supply Chain Management</a>
	403-8: Workers covered by an occupational health and safety management system	<a href="#">Workplace Health and Safety</a> ; <a href="#">2022 ESG Data Download</a>
	403-9: Work-related injuries	<a href="#">2022 ESG Data Download</a>
	403-10: Work-related ill health	<a href="#">2022 ESG Data Download</a>
<b>Community Engagement</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	<a href="#">Community Engagement</a>

# Insulet

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

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