A letter from our CEO

To Our Stakeholders,

Dexcom’s commitment to our mission—empowering people to take control of diabetes—remains unwavering. And with the International Diabetes Federation now estimating global diabetes prevalence of more than 537 million people, our mission has never been more important. Year after year, our customers report that real-time continuous glucose monitoring (CGM) technology eases the physical and emotional burden of diabetes – both for people with diabetes and for their loved ones.

Our mission is underpinned by four values that drive our day-to-day operations: Listen, Think Big, Be Dependable, and Serve with Integrity. These values are embedded in our DNA and continue to guide and shape not just our business decisions, but also our sustainability story.

I’m proud to report that in 2021, the Wall Street Journal recognized Dexcom for the greatest gain in the Management Top 250 ranking for social responsibility. We are building on this momentum by cultivating an environment that encourages discussion, education, and creative thinking about how we can maximize our impact.

I’m also proud of the progress we’ve made in our sustainability reporting. This year, our environmental, social, and governance (ESG) disclosure includes our first Sustainability Accounting Standards Board (SASB) index. In the coming years, we look forward to advancing both our sustainability story and how we share it with stakeholders.

In the meantime, please enjoy Dexcom’s Annual Sustainability Report, which encapsulates our commitment to making a positive, lasting impact on the world we share.

Kevin Sayer
Chairman, President & CEO

dexcom
We use our Sustainability Report to share how we are managing our sustainability goals, as well as to respond to a broad set of stakeholder expectations and inquiries we receive throughout the year.

This report covers fiscal year results for the period ended December 31, 2021, unless otherwise noted. Data includes our operations around the world, unless otherwise stated. Some data has been rounded. Monetary figures are in U.S. dollars unless otherwise noted. Dexcom undertakes no responsibility to update this information after the date of this report.
Listen

The pursuit of continuous improvement and impact drives our global efforts at Dexcom.

We pay attention to the evolving needs of our customers, healthcare providers, employees, researchers, payers, and broader set of stakeholders to exemplify “Listen,” the first of our four core values.
The following initiatives represent how we actively participate in the diabetes community and enable Dexcom employees to flourish. These include some of the strategic initiatives and product developments that we have pursued in response to stakeholder feedback.

01 Dexcom Warriors
02 Active participation within the diabetes community
03 Offering patient choice
04 Data-driven, personalized communications
05 Listening to our employees
06 Investing in our talent
07 Intentionally evolving the employee experience
08 Supporting our employees and their families
09 Our commitment to diversity, equity, and inclusion

Listening to our customers

While Dexcom has built its reputation by designing, manufacturing, and selling continuous glucose monitoring (CGM) technology that surpasses and redefines industry standards, we also understand that the customer experience involves more than providing data and insights.

Beyond tangible products, the customer experience also encompasses a greater understanding of, and an active response to, our stakeholders’ underlying motivations. With this in mind, we have structured our business to listen to our customers and address their needs and interests.
Dexcom Warriors

We believe that providing a forum for our customers’ voices is one of the best ways to learn from the diabetes community.

Dexcom has basically changed my life. For the first time I feel like I am in control and the disease is not in control of me.

Zac Harmon
Musician, 64 | Mansfield, TX
Age at diagnosis: 45

Zac Harmon is a travelling blues musician and artist, who also happens to have type 2 diabetes. Before Dexcom, it was hard for him to stay in range during his performances. He credits Dexcom for allowing him the peace of mind he needs to put on a world-class show every time he’s on stage.

Zac is passionate about sharing his experience managing his diabetes. At every show, he never hesitates to explain how instrumental his Dexcom G6 has been in allowing him to live life on his terms. He knows many people with diabetes suffer in silence, and he enjoys encouraging others to try Dexcom in order to live without the restraints of diabetes just like he does.
In 2015, we established the Dexcom Warriors program and quickly expanded it from 35 to more than 15,000 Warriors at the end of 2021.

Our Warriors are individuals with type 1 and type 2 diabetes who have raised their hands, ready and eager to help increase awareness of diabetes, motivate others, and advocate for Dexcom. Warriors include social media influencers, athletes, celebrities, and ‘everyday’ people—parents, students, community leaders, and more.

The program revolves around the inspirational stories that define each of our Warriors. By providing a platform for the incredible people who use our technology every day, we hope to educate the diabetes community and spark additional awareness of the benefits of using our CGM system to help manage diabetes.

Pietro Marsala has always been driven by his lifelong dream of becoming a pilot. However, aspiring pilots with diabetes have always had to realize a different dream - one that didn’t involve flying for the airlines - until Pietro decided to change the status quo.

Up until recently, the Federal Aviation Administration (FAA) prohibited people with diabetes from flying commercial airlines due to safety regulations. When Pietro was diagnosed with type 1 diabetes at age 22, he knew the odds were against him but he wasn’t going to let it hold him back from his true calling. Pietro had to present substantial evidence to the FAA to show that he was more than qualified to fly safely, and he used his Dexcom Clarity reports to prove that he was always in control of his glucose levels, even at 30,000 feet.

Pietro became one of the first pilots with type 1 diabetes to fly commercially in the United States, and he is currently pursuing his passion every day with American Eagle Airlines.
Active participation within the diabetes community

We listen to the feedback of the diabetes community to understand how we can best advocate for their needs.

This commitment includes our direct support of non-profit organizations and clinical research, as well as our active encouragement of Dexcom employee participation within the diabetes community. Below are some of the highlights of our recent efforts:

Partnering with leading diabetes advocates

In partnership with several diabetes advocacy organizations, Dexcom launched the “Global Movement for Time in Range” in 2021. Time in range is a health metric that reflects the percentage of time that an individual stays within their target glucose range. Research has shown this is a more comprehensive metric for both diagnosing and managing diabetes relative to A1C, which is the traditional reading used to indicate glycemic control. This campaign is designed to broaden awareness around time in range and advocate for this metric to become the standard of care in diabetes management. This effort is supported by Beyond Type 1, Children with Diabetes, College Diabetes Network, JDRF International, and Taking Control of Your Diabetes.

To support National Diabetes Awareness Month, Dexcom and The Global Movement launched a month-long awareness campaign. The mission of this campaign was to help the diabetes community feel more seen and heard. This initiative was headlined by the efforts of two Dexcom Warriors – Nick Jonas and Patti LaBelle. Mr. Jonas leveraged his social media platform to share individuals’ stories and encourage discussion around living with diabetes. Ms. LaBelle spoke to Congress to share her journey with diabetes and advocate for better access to care for people with type 2 diabetes, especially in communities of color.

Nick Jonas
Singer, Songwriter, Actor, Producer, and Philanthropist

Patti LaBelle
Singer, Songwriter
Encouraging our employees to give back to the community:

We actively encourage employee support of the JDRF One Walk fundraiser and event in San Diego, a 3K and 5K walk supporting JDRF’s ongoing research effort for the type 1 diabetes community. In 2021, more than 800 employees embraced the virtual walk format and raised $30,000 in support of this great cause.

Employee-funded grants have provided additional support to the diabetes community, offering assistance to the following organizations in recent years: American Youth Understanding Diabetes Abroad (AYUDA), College Diabetes Network (CDN), DiabetesSisters, and Riding on Insulin.

In 2021, Dexcom’s Grants Committee awarded over $700,000 in educational, scientific, and charitable grants to over 30 organizations. These grants were awarded to nonprofit organizations, academic and research institutions, and other philanthropic organizations, consistent with Dexcom’s values and mission to empower people to take control of diabetes. Some recipients of Dexcom Grants include Advanced Technologies and Treatments for Diabetes (ATTD), the American Association of Clinical Endocrinology (AACE), the Cardiometabolic Health Congress (CMHC), the International Hypoglycaemia Study Group (IHSG), the Perth and Queensland Children’s Hospitals, and Taking Control of Your Diabetes.

Enabling ongoing research and innovation

We maintain an active research program that not only manages our clinical efforts but supports Investigator Initiated Studies, industry-sponsored studies using Dexcom CGM systems, as well as studies conducted by non-profits or research consortiums. For additional information on our ongoing research support as well as our publicly available diabetes education tools, please visit our healthcare provider site.

In 2021, Dexcom clinical scientists wrote or supported more than 52 peer-reviewed journal articles which advanced the science literature about diabetes technology.

In 2021, we helped more than 250 clinical trials worldwide in hospitals, specialist outpatient clinics, and community settings.
Offering patient choice

We recognize the value of patient choice in diabetes technology.

Therefore, we have prioritized integrating our CGM technology with multiple third-party insulin delivery options and apps. These partnerships allow our customers to simplify their treatment by choosing their preferred insulin pumps or insulin pens.

Data-driven, personalized communications

Just like fingersticks, gone are the days of one-size-fits-all customer messaging. Instead, today’s customers expect personalized insights based on their data.

In 2021, Dexcom introduced data-driven, personalized communications to drive customer engagement, product utilization, intercept product issues, and boost retention. The emails along this personalized journey are positioned at key lifecycle stages and utilize first-party behavioral data from the Dexcom Analytics Platform.
Intercepting product issues can help decrease tech support calls while increasing customer product satisfaction. For example, our ‘frequent signal loss email’ targets users with greater than usual signal loss events over the last 30 days. This communication provides timely CGM product support and help center tips, all based on a customer’s frequent pattern of signal loss. The goal is to educate the customer on how to optimize their smart device settings and provide tips to avoid future signal loss.

Another important effort involves driving the adoption of our Dexcom Share and Follow feature. This personalized email targets Dexcom G6 customers who do not use our product’s Share/Follow feature and encourages them to invite their first Follower. It brings awareness to the quality-of-life benefits of Share and remote monitoring, which can help improve A1C, time in range, sleep, and peace of mind for customers and their loved ones.*

*Dhttps://www.dexcom.com/dexcom-follow

Hey Siri feature

Dexcom released the “Hey Siri” feature making it possible for Dexcom G6 iOS app users to use their voice to hear and view their glucose and trend data simply by asking Siri.

This feature increases the convenience of managing diabetes by reducing steps to access CGM data. Users set up a custom phrase such as “Hey Siri, what’s my glucose?” that activates Siri to recite a user’s glucose and trend data while displaying that information directly on their lock screen. The voice-activated feature is especially useful for visually impaired customers who benefit from the audible alternative.

A 2021 study released by Diabetes Technology and Therapeutics recognized this benefit by stating, “Instant accessibility to glucose levels on CGM may decrease the constant supervision of visually impaired patients on intensive insulin therapy to caregivers and may decrease the response time for hypoglycemia.”

Dexcom G6 is the first and only real-time CGM that offers a voice-activated feature for glucose data that allows visually impaired patients to more easily access their glucose levels.

*Akturk HK, 2021
Listening to our employees

To foster a culture that values each person’s unique skill sets and continue to attract—and retain—top talent throughout the organization, we must continue to listen to the unique needs of our employees.

Investing in our talent

Our global organization is in a state of continued evolution.

Our success as individuals and as a company is strengthened when leadership at all levels nurtures a positive, inclusive, engaging culture rooted in the growth and development of our employees.

To support the personal and professional growth of our workforce, we have built an extensive library of development offerings to empower employees at all levels to advance their skill sets and knowledge base. Because there is no one-size-fits-all approach to career development, we continue to evolve our curriculum to meet the needs of our diverse workforce.
In addition to live, interactive educational experiences, each employee has unlimited access to LinkedIn Learning, which offers more than 13,000 courses designed to support career advancement.

In 2021, more than one-third of our employees used LinkedIn Learning to assist in their professional development. We plan to increase the utilization of this platform in 2022 by embedding videos and courses in learning initiatives, encouraging leader and peer recommendations, and using targeted marketing of this resource throughout the organization.

November 2021 brought an exciting milestone for our organization - the Dexcom Philippines team was awarded the Investors In People (IIP) Silver Certification.

In a survey taken as part of the certification process, employees highlighted “Living the Organization’s Values & Behaviors,” “Delivering Continuous Improvement,” and “Creating Sustainable Success” as the three areas that make Dexcom an exceptional place to work. The Philippines team will continue to prioritize employee development as they progress their IIP journey in anticipation of the re-certification process in 2024.

We will continue to foster a culture of continuous education and design innovative learning experiences to support employee growth across the organization.

Particularly, as we continue to function in a hybrid work environment, we will be thoughtful and creative in building offerings that promote development across the organization, regardless of each employee’s level or location.
Intentionally evolving the employee experience

Dexcom employs a diverse group of leaders, innovators, and creators that find common ground in our mission: to empower people to take control of diabetes. But we are also individuals with deep personal aspirations and unique working styles, each individually adapting to a rapidly changing workplace.

As the pandemic continued to produce unpredictability and anxiety, we encouraged our leaders to check-in frequently to gauge the wellbeing of their teams. We also surveyed employees to better understand their experience working in this new environment. Lastly, we leveraged this feedback to develop a framework for Hybrid Workplace Effectiveness at Dexcom. By listening to our employees, we can create a dynamic workplace that will foster productivity while promoting work-life balance and connection across the organization.

As the COVID-19 pandemic has altered our traditional perception of the workplace, we plan to continue listening and co-creating our environment and experience together.

By engaging the employee voice to help shape our future workplace, we can empower our employees to do their best mission-driven work.

We’re listening

Each year, we reinforce our commitment to our people by offering an engagement survey titled “We’re Listening.” In 2021, 82% of our global workforce completed the survey and we received over 5,000 unique comments. This encouraging result demonstrates the importance of the employee voice in our relentless pursuit of continuous improvement. While the response was broadly favorable, this survey also importantly informs us of areas not meeting our high expectations. Our goal is to create a world-class working environment, and we use these insights to create action plans to continuously elevate the employee experience.

82% completed the survey in 2021
5,000 unique comments
89% “I am proud to work for Dexcom”
87% “I can see a clear link between my work and Dexcom’s mission”

As the COVID-19 pandemic has altered our traditional perception of the workplace, we plan to continue listening and co-creating our environment and experience together.
Supporting our employees and their families*

Dexcom strives to provide choices and flexibility through comprehensive and competitive global benefits, retirement plans, and wellbeing programs that support our employees and their families.

We endeavor to offer consistent benefits across our global locations, including the following offerings for full-time employees in most of the countries in which we operate:

**Retirement Savings**
We offer Dexcom-funded retirement plans in each country across the globe to help retired employees maintain a comfortable standard of living.

**Life/Death and Disability Insurance**
We offer life/death and disability insurance to provide employees and their families with financial assistance, should they become disabled, unable to work, or pass away.

**Employee Assistance Program**
We have implemented a no-cost, 24/7 employee assistance program that provides employees resources for improving communication, relationship counseling, coping with loneliness, understanding grief, dealing with stress, anxiety and depression, and crisis support. The program also offers work/life resources such as debt counseling, legal assistance, and childcare and eldercare options.

**Educational Assistance**
We support employees who wish to continue their education to prepare for increased responsibilities and growth within their professional careers. In keeping with this philosophy, Dexcom established a reimbursement program for certain expenses incurred through approved institutions of learning.

**Inspire Wellbeing**
Our wellness program, Inspire, intends to help employees and their families that desire to take control of their physical, emotional, and financial wellbeing. Through the Inspire platform, employees can invite up to ten family members and friends to participate in healthy habits, challenges, educational opportunities, and more. Additionally, Dexcom organizes company-wide steps challenges each year.

**Employee Stock Purchase Plan (ESPP)**
We provide U.S. and Canadian employees the opportunity to become shareholders of Dexcom through our Employee Stock Purchase Plan. Our ESPP allows individuals to purchase Dexcom stock at a discount to market value. This enables our employees to share in the growth of our company, and further aligns our employee and shareholder interests.

**Level2**
We offer our employees the choice of several health plans including the Level2 program through UnitedHealthcare. Level2 is a health plan designed specifically to support individuals with type 2 diabetes. This forward-thinking program provides participants a Dexcom CGM, an activity tracker, and ongoing coaching to encourage greater health outcomes. By providing insights that can drive behavioral changes, Level2’s goal is to help individuals reduce their reliance on medications, lose weight, and improve their A1C levels.

*Employee eligibility for certain non-salary benefits may be informed by and will follow local regulations and practices. In certain countries, this means we cover all full-time employees and certain part-time employees working more than a certain number of hours.
In addition to these core global offerings, we continue to assess areas of improvement for our various global locations. As examples of this commitment, we have established the following:

**Onsite Health Clinic**
**MANILA**
In our growing Philippines location, we offer a full-service, onsite clinic available to employees. This clinic allows them to receive basic health care services without the inconvenience and disruption of an offsite appointment with a physician.

**Paid Family Leave**
**U.S.**
We noticed a gap in opportunities for child bonding and family care for our domestic employees, depending on the respective policies of their state. So, we established a uniform and equitable paid family leave program nationwide. This supports employees across the United States who need to take time away from work to care for a covered family member, or bond with a newborn, or newly placed child. Through the program, they have the means to do so while receiving a portion of their pay through wage replacement.

**Paid Military Leave**
**U.S.**
Our headquarters, San Diego, is home to the nation’s largest military concentration with more than 100,000 active-duty personnel in 2021. In addition to federal and state mandated military leave, Dexcom provides 100% pay for up to four weeks, in conjunction with military pay, for employees who are called for military school attendance, annual field training, annual active-duty training, and/or other short-term state or federal tours of active duty (deployment excluded).

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**Our commitment to diversity, equity, and inclusion (DEI)**

At Dexcom, we foster an inclusive workplace to encourage diversity of thought, culture, and background.

We strive to enable employees to create an environment where diverse perspectives are voiced and heard. Cultivating inclusive employee culture is a foundational element of delivering world-class customer experiences for our diverse CGM users and stakeholders.

2020 was a defining year for us with the initiation of our foundational Diversity, Equity, and Inclusion (DEI) activities. In 2021, we further advanced our DEI efforts through investment and an emphasis on building a long-term culture of inclusivity through conversation, educational programs, internal talent development, and talent acquisition.
“Although we have steadily increased the number of women and minorities on our Board, at our Senior Leadership levels, and throughout our organization, it’s clear we are only at the beginning of this important journey to create a more inclusive work environment and to set diversity goals that facilitate lasting change.”

Kevin Sayer
Chairman, President & CEO

Forbes INVESTORS IN PEOPLE

Advancing our foundational diversity, equity, and inclusion efforts

Our journey to create a more diverse, equitable, and inclusive workplace is ongoing. We are proud of our progress in 2021, and the external recognition that we received by Forbes and Investors In People (IIP), including:

- #66 Forbes Best Employers for Diversity
- #178 Forbes Best Employers for Women
- #66 Forbes Best in State Employer California
- Silver Investors In People (IIP) Certification

“Having a positive impact on society was another [one] of your higher scores in the survey, the highest in fact. It is not only what you do as a business that contributes to that, we think, but also your CSR (corporate social responsibility) activities, and your diversity and inclusion strategy. We loved the energy and commitment of the leaders of the ERGs (employee resource groups), and the difference they make to people’s wellbeing and their lives.”

Excerpt from the 2021 Investors in People Certification findings for Dexcom Philippines
We engage senior leaders to create an inclusive workplace that unlocks employees’ best work

Established diversity, equity, and inclusion as a corporate objective in 2021 under our goal to evolve the employee experience.

Participated in discovery sessions to support a customized internal DEI training.

Assembled for a working meeting dedicated to DEI, reviewing year-over-year DEI data trends and progress and refined the Dexcom DEI roadmap.

Rolled out a diversity snapshot data tool for leaders to establish a baseline understanding of the diversity of their teams and effectiveness of DEI efforts over time. In 2022, managers will receive metrics to assess the diversity of new hires and turnover in their organizations.

Included a DEI index in our annual employee experience survey to track the employee perspective of our efforts on diversity, equity, inclusion, accessibility, and belonging.

Launched the Dexcom Diversity Dialogue series to explore what we can do in our own spheres of influence to promote DEI here at Dexcom.

The First Dexcom Diversity Dialogue

Featured Dr. Beverly Daniel Tatum, an expert on the psychology of racism and national bestselling author.

DEXCOM DIVERSITY DIALOGUE

A Conversation Around Mental Health and Diabetes with Dr. William Polonsky

Hosted Dr. Bill Polonsky, Associate Clinical Professor in Psychiatry at the University of California San Diego and certified diabetes educator, to discuss the intersection of mental health and diabetes in recognition of National Diabetes Awareness Month.

We continue to build capabilities and invest in global DEI development

Expanded support of our DEI initiatives by growing our team under the leadership of our Vice President of Talent and Diversity.

Launched DEI Foundations for People Leaders in the summer of 2021, an interactive training for leaders in each of Dexcom’s global locations. To date, more than 70% of our directors and above leaders have completed this training.

Plan to launch our foundational DEI training program to all employees in 2022.
We promote DEI through core talent processes and programs to advance equity:

- We include discussion of function-specific DEI strengths and opportunities in annual talent planning reviews.
- We launched development programs in 2022 aimed at fostering a diverse leadership pipeline.

Doubled

the number of women and ethnically diverse participants in our Dexcom Internship Program in 2021.

Ethnically diverse students accounted for 47% of our internship class.

Outreach for the 2021 program included sponsoring and/or partnering with the following university student groups or events:

- Handshake & National College Expo: Black College Expo, LatinX College Expo, STEAM
- University of California San Diego - Society of Hispanic Professional Engineers: Professional Evening with Industry
- San Diego State University - National Society of Black Engineers: Giving Opportunity
- Oregon State University: Electrical Engineering and Computer Science (EECS) Networking Night

Increased investment in our Diversity, Equity, and Inclusion Leadership Council (DLC) and Employee Resource Groups (ERG):

- Evolved the DLC as a means for leaders to work closely to advance the broader DEI strategy across the organization. The DLC is co-Chaired by the Vice President of Talent & Diversity and another senior leader. All other DLC members are accepted through nomination and commit to an 18-month term and sponsoring an employee resource group (ERG).
- Offer more than 20 Dexcom employee resource groups globally that bring together individuals with common interests or experiences, build connections, and amplify the voices of our employees.
What is an Employee Resource Group?

ERGs are voluntary, employee-led groups that foster a diverse, inclusive workplace. The groups offer opportunities to network and socialize, work on professional development, raise awareness of relevant issues, and more.

<table>
<thead>
<tr>
<th>US</th>
<th>International (Manila based)</th>
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<tbody>
<tr>
<td>ABLE</td>
<td>Luzvimin</td>
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<tr>
<td>Dexcom Disability Resource Group</td>
<td>Supporting inclusivity and empowerment that reflects the different regional cultures of the Philippines</td>
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<tr>
<td>GrayCom Seniors</td>
<td>NEWMIES</td>
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<td>Latinx Latinas and Latinos</td>
<td>New and expecting parents</td>
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<tr>
<td>Dexcom African American Network</td>
<td>The Unicorns</td>
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<td>DAPI</td>
<td>LGBTQ+</td>
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<tr>
<td>Dexcom Asian and Pacific Islander Network</td>
<td>Elderly Care and the Sick</td>
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<td>PRIDE LGBTQ+</td>
<td>Support for employees caring for family members</td>
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<td>Faith @ Dexcom Faith-based employees</td>
<td>Safe</td>
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<td>WIN+ Women’s Initiative Network</td>
<td>Support for employees experiencing abuse in different contexts</td>
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<td>Families @ Dexcom Parents and caregivers</td>
<td>Interfaith</td>
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<td>Veterans @ Dexcom Veterans</td>
<td>Faith-based employees</td>
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<tr>
<td>Veterans @ Dexcom</td>
<td>People with Disabilities</td>
</tr>
<tr>
<td>Seniors</td>
<td>Senior working professionals</td>
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Diabetes United
Dexcom Employees with Diabetes Resource Group

Luzvimin
Supporting inclusivity and empowerment that reflects the different regional cultures of the Philippines

NEWMIES
New and expecting parents

The Unicorns
LGBTQ+

Elderly Care and the Sick
Support for employees caring for family members

SAFE
Support for employees experiencing abuse in different contexts

Interfaith
Faith-based employees

People with Disabilities
Raising awareness of the abilities of people with disabilities

Seniors
Senior working professionals
We initiated targeted giving and spending efforts that incorporated the voice of our employees, including:

Partnered with our Dexcom Asian and Pacific Islander Network to donate $250,000 to Stop AAPI HATE. This followed the uptick in violence against Asian-Americans in 2021, most notably brought to national attention following the murder of eight individuals, six of whom were Asian women, at Asian-owned businesses in Atlanta in March 2021.

Sponsored San Diego Pride with a financial contribution on behalf of our PRIDE ERG.

Sponsored the People of Color Living with Diabetes Virtual Summit with a financial contribution on behalf of the Dexcom African American Network (DAAN) ERG.

We continue to weave DEI into our broader business and products by:

- Spending more than $400M on products and services from small business suppliers in 2021, 10% of which came from women-owned small businesses. In addition, the process for diversifying our supply chain has been enhanced through our Supplier Portal on the [Dexcom Supplier Website], as well as through participation in virtual small business expos.
- Sponsored events for professional advocacy organizations, including Veterans in Business, Diversity Alliance for Science, and the San Diego Small Business Expo.

We closed 2021 with the following approximate representation across our full-time workforce.

<table>
<thead>
<tr>
<th>Country</th>
<th>Female</th>
<th>Male</th>
<th>Grand Total</th>
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<tbody>
<tr>
<td>United States</td>
<td>2,000</td>
<td>2,500</td>
<td>4,500</td>
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<tr>
<td>Non-United States (OUS)</td>
<td>1,000</td>
<td>800</td>
<td>1,800</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>3,000</strong></td>
<td><strong>3,300</strong></td>
<td><strong>6,300</strong></td>
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62% (2,800) Ethnically Diverse (US Only)

*Black or African American, Hispanic or Latino, Asian, American Indian/Alaskan Native, Native Hawaiian or Other Pacific Islander, Two or more races. All US Dexcom employees (includes manufacturing), self-reported.

Director and Above Leadership Representation

<table>
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<tr>
<th>Country</th>
<th>Global Women</th>
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<tr>
<td>United States</td>
<td>72 (33%)</td>
</tr>
<tr>
<td>Non-United States (OUS)</td>
<td>14 (33%)</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>86 (33%)</strong></td>
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*All data as of 12/21

In recognizing the value of greater transparency to our key stakeholders, we are also expanding our internal reporting to reflect our efforts to drive greater diversity in our global workforce.

We look forward to updating you as we progress with our DEI initiatives and strengthen our global workforce.
Think big

People with diabetes face unique challenges throughout their lives.

Our efforts to understand their pain points go beyond listening, as we encourage all employees to think beyond their limits—to explore unprecedented and unconventional solutions. This vision comes to life with our simple core value: “Think Big.”
This mindset led to an ambitious goal early in our history: What if we could eliminate the need for people with diabetes to assess their glucose levels with painful fingersticks?

With the 2018 approval of our Dexcom G6 Continuous Glucose Monitoring (CGM) system, we eliminated the need for customers to fingerstick* to calibrate their CGM. Based on internal estimates, we believe that the Dexcom G6 has enabled people with diabetes to safely monitor glucose levels while foregoing more than 11 billion fingersticks since its launch in 2018.

Our commitment to 'big-picture' thinking is core to our company’s DNA. There remains a significant number of people with diabetes around the world who stand to benefit from our CGM technology, including those who manage their diabetes using intensive insulin therapy and those who do not. Therefore, we continue to enhance our product offerings, assess efficient ways to drive access, and extend the benefits of our technology to new populations.

* If your glucose alerts and readings from Dexcom G6 do not match your symptoms or expectations, use your blood glucose meter to make diabetes treatment decisions.

01 Access to healthcare
02 Commitment to a sustainable future
03 Environmental strategies, policies, and practices
04 Climate change
05 Protecting water resources
06 Energy efficiency
07 Product stewardship
08 Waste reduction initiatives
09 Community engagement
10 Health and safety
11 COVID-19 response
Diabetes represents one of the most pressing healthcare challenges in the world today.

The increasing prevalence of type 2 diabetes can lower the quality of individuals’ lives while rapidly increasing global healthcare costs.

As the statistics below demonstrate, it is truly a global epidemic that requires a commitment to innovative thinking:

**Diabetes Diagnosis and Cost**
Adults (aged 20–79) with Diabetes Globally

- 151m in 2000
- 463m in 2019
- 537m in 2021
- 783m in 2045E

**Global Diabetes Related Health Expenditures**

- USD 760b in 2019
- USD 966b in 2021 (+27% increase Past 2 Years)

>2x
U.S. Healthcare Expenditures: People with Diabetes vs. Those without Diabetes

6.7 million
Diabetes related deaths 2021

Access to healthcare

Given the scope of the global burden of diabetes, Dexcom has identified that facilitating access to its CGM systems is a core element of our sustainable growth initiatives.

As a result, our Global Access team regularly engages with government and private payers and certain regulatory bodies to advocate for the millions of people with diabetes worldwide by demonstrating the economic and quality-of-life benefits associated with covering Dexcom CGM technologies. We also continue to evaluate partnerships and strategies to broaden access to our technology to serve all stakeholders of the company.

The following initiatives represent core elements of our current strategy to expand access to Dexcom CGM technologies around the world:

In the U.S., we have proactively engaged payers with offers to lower the cost of treatment in exchange for broader access to our CGM technology. As a result, we’ve advanced the following initiatives:

**Pharmacy Access:**
We recognize that the pharmacy channel often offers a higher quality experience for Dexcom customers and prescribing clinicians. Dexcom customers can receive CGM supplies in as few as one or two days, compared to a process that can take multiple weeks through the durable medical equipment (DME) channel. As our preferred long-term sales channel, we have taken significant steps to open this streamlined pharmacy experience to our customer base. Nearly 70% of Dexcom customers who receive supplies through the pharmacy channel pay less than $60 per month and one-third have zero-out-of-pocket costs.*

**Removing Upfront Barriers:**
Certain insurance providers have historically required documentation before providing coverage for CGM products. We are advocating for removing such requirements to reduce the administrative burden of accessing our product, even at the cost of lower reimbursement for Dexcom.

Similarly, in certain reimbursed international markets, we found access being constrained by administrative hurdles. In response, we committed to proactively lowering our prices in those markets in return for the removal of impediments limiting customer access. By our estimate, we increased or improved access for nearly 1 million individuals in 2021 through these efforts.

* IQVIA, data on file, July 2020.
Access for type 2 intensive customers:
We have demonstrated significant clinical outcomes that document the value of Dexcom CGM systems to people with type 2 diabetes on mealtime insulin. Our Global Access team continues to work diligently to enable access for this community of people with diabetes. In recent years, we have advanced coverage efforts so that the large majority of people with type 2 intensively managed diabetes in the U.S. now have coverage for Dexcom CGM systems.

Access for type 2 customers not on mealtime insulin:
We are working to further expand coverage for the type 2 population who are not on mealtime insulin. Our MOBILE trial was published in *The Journal of American Medical Association* (JAMA) in 2021 and demonstrated the effectiveness of CGM in type 2 individuals using basal insulin, but not prandial insulin. Importantly, this study evaluated a racially and socioeconomically diverse population treated in primary care practices to best reflect a real-world scenario. This group experienced a meaningful improvement in glycemic control over the course of the trial.

In recognition of these outcomes, the American Diabetes Association (ADA) acknowledged the benefit of real-time CGM usage for the basal-only population for the first time in their updated 2022 Standards of Care in Diabetes. This recommendation further validates our belief that there should be CGM access for all people using insulin. We will continue to advocate for broader access for type 2 individuals and familiarize payers with the health outcomes demonstrated in studies of this population.

Access for Vulnerable Populations:
Our Global Access team advocates for expanded CGM coverage for low-income populations through state Medicaid programs. Since late 2018, we have advanced coverage in 21 additional states, closing 2021 with 44 states total that offer Dexcom CGM systems to certain eligible members. Additionally, we recently established the Dexcom Patient Assistance Program in the United States to assist Dexcom customers who lost their jobs and associated employment benefits.

Global Accessibility:
We have obtained marketing authorization for Dexcom CGM technology in more than 50 countries and plan to continue to broaden our geographic presence around the world, including in regions that do not currently have access to leading diabetes management technology.

A key initiative to extend our geographic presence was the introduction of Dexcom ONE. Dexcom ONE was designed to streamline the process of entering new geographies and simplify accessibility for customers. Available on our e-commerce platform at an affordable price point, we have made it easy for interested individuals to purchase a Dexcom CGM. In 2021, this product debuted in four Eastern European countries where we previously had no presence. In recognition of the favorable customer response and proven health outcomes, the national health systems in two of these markets have taken steps to establish reimbursement. We will continue to leverage this platform to reach new geographies and broaden access worldwide.

2. https://jamanetwork.com/journals/jama/fullarticle/2780593
3. ADA 2022 Standards of Care
Garmin was our first partner to launch apps connected to our real-time API.

This partnership allows users of Dexcom CGM to see their glucose levels and trends in real-time on their compatible Garmin smartwatch or cycling computer.
As the demand for Dexcom CGM technology continues to grow, our operations team has focused extensively on scaling additional capacity to expand the markets we serve. By expanding our ability to produce incremental sensors, including the current development of our first international manufacturing location in Malaysia, we are establishing the foundation to benefit more patients over the short and long-term.

The commitment to expanding access requires thoughtful action throughout the organization. To meet our ambitious capacity expansion goals, our Research and Development and Operations teams have collaborated extensively to adapt Dexcom G6 production and increase manufacturing yield.

We have specifically designed our next generation Dexcom G7 Continuous Glucose Monitoring (CGM) System to scale efficiently as we look to expand the use of our CGM technology for diabetes management around the world. We look forward to the continued development of this system as a key initiative for our access efforts.

As we scale production capacity, we work diligently to demonstrate and expand awareness of our technology’s benefits. For example, in 2021, our clinical scientists wrote or supported more than 52 peer-reviewed journal articles assessing the impact of Dexcom CGM systems in several different settings.

In addition to clinical outcomes, we are working extensively to further demonstrate the ability of Dexcom CGM technology to contribute to economic savings in the global healthcare system. A preliminary pilot study conducted by Intermountain Healthcare demonstrated strong improvements in clinical outcomes, costs, and self-reported measures for a cohort of patients with type 2 diabetes using Dexcom CGM systems, compared to those measuring blood glucose via standard of care fingersticks.¹

Separately, we presented a real-world evidence study at the American Diabetes Association’s 81st Scientific Sessions, which reached similar conclusions. This study demonstrated that the use of real-time CGM was associated with a mean reduction in spending per-person-per month of $424.²

In 2021, we added to our portfolio of health economic outcomes a study demonstrating the long-term cost effectiveness of Dexcom CGM in adults with type 1 diabetes in Canada.³ This study concluded that Dexcom CGM improved mean quality-adjusted life expectancy and presented a cost-effective option relative to SMBG.

This result validates conclusions we have consistently seen in our long-term health economic analyses.⁴

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⁴ See for example UK Health Economic Analysis, France Health Economic Analysis
To address the global diabetes epidemic, we believe that we must bring Dexcom CGM technology to people with type 2 diabetes—and eventually, make it available as a tool to support broader population health and help prevent disease onset. We are currently working to demonstrate evidence of user engagement, health outcomes, and economic outcomes as we seek to expand access for all people with diabetes and the indications for using our technology beyond diabetes.

Commitment to a sustainable future

As a company at the forefront of continuous glucose monitoring technology, we embrace the opportunity to extend our commitment to all our stakeholders, suppliers, and subcontractors. Dexcom is committed to minimizing the global consumption of natural resources through proactive monitoring and sustainability training for all Dexcom employees. We are dedicated to implementing practices that reduce the environmental impact of our operations and products, manage environmental risks, and create more sustainable outcomes. Our overarching environmental policy is to: “Respect and Protect the Environment.”

In 2021, Dexcom’s Environmental, Health, and Safety (EHS) Department established a new branch dedicated solely to expanding our sustainability initiatives. The department has been retitled Environmental, Health, Safety, and Sustainability (EHSS) and has committed to leading our environmental sustainability programs through the Environmental, Social, Governance (ESG) program.

Environmental strategies, policies, and practices

Dexcom has robust global corporate standards and policies to address environmental compliance and strategies. The Environmental Policy is a required part of new employee training, is posted in each facility, and is available to interested parties on Dexcom’s external website.
Climate change

At Dexcom, we recognize the gravity of the global climate crisis and are taking steps to better understand and manage our environmental footprint.

At the end of 2021, we implemented sustainability software to track our industrial facilities’ ecological footprint and greenhouse gas (GHG) emissions. In 2022, we will utilize this software to establish baseline metrics. With this information, we plan to set specific, measurable, achievable, relevant, and time-bound (SMART) science-based targets focused on reducing our emissions.

In recognition of the need for greater transparency and consistency in climate-related risk disclosure, we are evaluating the inclusion of an industry-recommended framework, such as the Task Force for Climate Related Financial Disclosure (TCFD), into our reporting going forward. We are actively assessing which structure and metrics would best improve our climate dialogue with our stakeholders, and we plan to incorporate these changes into our sustainability reporting.

In 2021, the Logistics and Distribution team conducted a new pilot program designed to reduce GHG emissions within the distribution process. The program evaluated how to stack pallets more efficiently in trucks and tested our ability to reduce our utilization of refrigerated trucking during cooler months of the year. The study demonstrated the potential for a 30%+ reduction in GHG emissions, leading to a broader implementation in 2022.

We also approved a new mode of ocean shipping, which can replace air freight for half of our international shipments to EMEA. Since long-haul air freight generates 47 times as much greenhouse gas emissions as ocean freight, this program can help us reduce our emissions footprint. We look forward to building on these carbon-reduction programs in 2022 to work towards a more sustainable future.

We were mindful to incorporate sustainability into each step of the design of our next generation Dexcom G7 sensor.

As a result, we are now bringing a product to market that will both enhance the customer experience and reduce our environmental footprint. Some stats around Dexcom G7 include:

<table>
<thead>
<tr>
<th>Applicator uses</th>
<th>Enables</th>
</tr>
</thead>
<tbody>
<tr>
<td>20%+ less plastic than Dexcom G6</td>
<td>3x more efficient pallet utilization</td>
</tr>
<tr>
<td>76% less volume compared to G6 Pro Continuous Glucose Monitoring (CGM) System</td>
<td>56% less packaging plastic and paper weights than Dexcom G6</td>
</tr>
</tbody>
</table>
Reducing our form factor and packaging may allow us to be far more efficient when transporting our product.

Prior to our full G7 launch, internal models suggest that shipping the same number of Dexcom G7 sensors as Dexcom G6 sensors will require fewer people, flights, truckloads, and associated emissions. A visual representation of how this could improve our emissions profile is shown below.

**G6 vs. G7 Environmental Impact**

*Cross section showing main deck container placement*

**BOEING 747**

Transporting 20 million units would require

- **dexcomG6**: 600 trips
- **dexcomG7**: 220 trips
Protecting water resources

Dexcom’s primary manufacturing facilities in San Diego, CA, and Mesa, AZ, are in regions impacted by low rainfall and drought conditions. Drought-tolerant landscaping has been utilized at these facilities to reduce water usage. Where feasible, water-efficient toilets are installed in facilities. Our industrial facilities implement strong stormwater pollution prevention programs to protect local watersheds.

Energy efficiency

Energy efficiency is considered for all facilities and electronic equipment. Dexcom’s goal is to purchase electronic equipment that meets the highest sustainability standards. In addition, for existing building equipment and systems, we are investing in retro-commissioning to improve energy efficiency.
Product stewardship

The product stewardship team within the EHSS Department is focused on restricted substance compliance, assessing material composition, and overseeing a Design for the Environment Standard.

Dexcom follows product stewardship regulations that protect human health and the environment from chemicals in consumer products that are known to cause harm. Examples of these regulatory requirements that enforce chemical restrictions in consumer products include the European Union (EU) Registration, Evaluation, Authorization, and Restriction of Chemicals (REACH) Regulation, EU Restriction of Hazardous Substances (RoHS) Directive, and the EU Packaging Directive. Dexcom reviews the chemical composition of every part of our CGM systems to ensure they meet these restricted chemical standards. In 2021, we implemented a new Green Data Manager Database to analyze chemical composition of components to comply with international environmental regulations.

Dexcom also undertakes Extended Producer Responsibility. We pay for recycling plastic, paper, battery, and electronic waste in Austria, Germany, Ireland, Liechtenstein, Switzerland, and the United Kingdom. These amounts in 2021 were approximately 1,997 lbs. of batteries, 203,850 lbs. of paper packaging, 131,831 lbs. of plastic packaging, and 13,635 lbs. of electronics. For perspective, the amount of plastic packaging waste is roughly equivalent to the weight of 60 cars. In 2021, Dexcom continued to refine our packaging, building upon the accomplishments from 2020 when we reduced our material usage by 65% for a 1-pack and 59% for a 3-pack.

Waste reduction initiatives

On an ongoing basis, our teams actively map the lifecycles of product waste at our facilities to continuously assess and improve our waste management processes.

Recycling and reuse initiatives have been initiated globally and include segregation systems to minimize waste and promote reuse.

Our strategic approach to waste reduction follows the waste hierarchy system. This framework ranks various waste management outlets based on their relative environmental impact. These guidelines aim to minimize waste at the source and ultimately divert waste from the landfill.
In 2021 EHSS focused on manufacturing recycling efforts, specifically toward zero landfill as a goal.

**Plastic waste**
In 2020, we initiated a waste to energy pilot program that redirected our manufacturing non-medical plastic waste to a reprocessing plant. This plant processes plastic waste and turns it into new materials such as pellets and injection molding. The resultant pellets (post-consumer resins) are sold and reproduced as other consumable plastic goods.

After a successful trial, as of spring 2021, all plastic applicator waste generated in San Diego manufacturing facilities was sent to be reprocessed and repurposed. In 2022, we plan to expand this program to sites outside of San Diego.

In 2021, we were able to limit the growth of our plastic waste to only 12% despite approximately 39% growth in our customer base and an expanding manufacturing footprint. This reduction demonstrates our commitment to finding ongoing efficiencies in our manufacturing processes even in a period of rapidly growing product demand.

**Hazardous waste**
We maintain a similar focus on minimizing our hazardous waste. From 2020 to 2021, there was only an 8% increase in hazardous waste across manufacturing facilities despite the robust growth in the customer base, as previously mentioned. Maintaining a sterile environment is of utmost importance when manufacturing a high-quality medical device. When equipment is moved, and new cleanrooms are set up, environmental cleaning and equipment qualification are required. This results in cleaning using isopropyl alcohol and other cleaning chemicals. Our team is currently evaluating methods to manage our sterilization requirements more sustainably to limit our hazardous waste further.

**Electronic waste**
All electronic and battery waste is recycled through waste processors. In 2021, we recycled approximately 18,000 pounds of battery and electronics (including transmitters and receivers).

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**Ongoing and Future Projects:**

**Reuse**
- **Applicator Tray Reuse Pilot Program** – an initiative to reuse plastic trays in the manufacturing process up to 10 times instead of one-time use.

**Source Reduction**
- Reduce use of isopropyl alcohol as a cleaning agent. Currently evaluating the use of UV technology for materials and equipment sterilization before transfer into clean room.

**Recycle**
- Review waste streams for optimization and diversion from landfills.
Community engagement

In 2021, a new Employee Resource Group (ERG) called the “Green Team” was formed through grassroots initiatives by Dexcom employees to advance environmentally sustainable practices in the workplace.

The Green Team’s vision is to help guide Dexcom to be a leader of environmental responsibility in the medical device industry. They have hosted educational seminars, held social events including community clean-ups, promoted more sustainable thinking, and developed a framework for sustainability improvements across the organization. In addition to expanding membership and events, the Green Team continues to advocate for the adoption of their sustainability framework to ensure that environmental stewardship is part of our organization’s DNA.

Health and safety

We take pride in creating and maintaining a safe working environment for all employees by integrating occupational health and safety into our business planning, equipment design, decision-making, and daily activities.

<table>
<thead>
<tr>
<th></th>
<th>US Total TRIR</th>
</tr>
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<tbody>
<tr>
<td>2020</td>
<td>1.17</td>
</tr>
<tr>
<td>2021</td>
<td>1.40</td>
</tr>
</tbody>
</table>

Total Recordable Incident Rate (TRIR) calculations include all US manufacturing sites and workers

Industry average for NAICS code 33911 (Medical equipment and supplies manufacturing):

US Total TRIR  1.60

The EHSS department completes job hazard analyses for each job function and has a robust industrial ergonomics program. By adopting a continuous improvement philosophy to workplace safety, our total U.S. injury rate has consistently tracked below industry averages.

In 2021, the EHSS department enhanced our automated safety program by hiring new specialized safety engineers. This program strengthens the communication between manufacturing, engineering, and EHSS. These groups collectively write standardized safety programs for Dexcom specific to machine safety, educate engineers on equipment-related safety, provide support in equipment design, and collaborate on incident investigations related to equipment.
Awareness campaigns

EHSS promotes safety awareness campaigns across our organization that include earthquake awareness, travel safety, heat awareness, and early reporting of injuries.

Warehouse safety

In 2021, Dexcom opened a new 500,000 square foot Receiving and Distribution Center in Mesa, AZ. To ensure the safety of all warehouse personnel, training on the Warehouse Safety Manual and Safe Material Handling Practices are required prior to working on the warehouse floor in addition to other EHSS required training (e.g., EHSS Handbook, Emergency Action Plan, etc.). Qualified individuals are selected to operate Powered Industrial Trucks (PITs) and must undergo specialized training on the equipment, conducted by a trained representative from the EHSS department.

Ergonomic programs

In 2021, the Dexcom ergonomic team refined our proactive and reactive ergonomic programs. Using Artificial Intelligence Software, our EHSS team completed over 150 process evaluations for tasks within our manufacturing and pilot operations. When ergonomic processes with risk scores above moderate were identified, these were addressed with controls designed to minimize or eliminate risk.

The team also investigated ergonomic injury trends across our operations. An Ergonomic Improvement Plan was developed to reverse any unsatisfactory trends. Our phased approach began with tool design and workstation redesign. The second phase was the launch of corporate-wide Ergonomic Best Practices. By promoting a greater understanding of ergonomic protocols, we believe we can further reduce health and safety incidents across our organization.

Mesa is proud to be the home of two Dexcom facilities. Since their arrival in 2017, Dexcom has increased job opportunities in both healthcare and manufacturing and has proven to be a tremendous community partner. I’m proud of their success and pleased to celebrate the opening of the Regional Distribution Center.*


John Giles
Mayor of Mesa, AZ
COVID-19 response

In response to the ongoing uncertainty created by the COVID-19 pandemic, our teams have been flexible and creative to keep our employees safe and continue to meet the needs of our many stakeholders. Through the coordinated effort of the Dexcom Central Emergency Response Committee (CERC), we set out to navigate the pandemic with three primary commitments: protecting our employees, serving our customers, and helping our communities.

Protecting our employees

- Provided all employees with personal protective equipment (PPE) and cloth face masks
- Offered flexible and remote work options for non-essential onsite employees
- Installed thermal cameras at Dexcom facilities worldwide
- For facility remodels, re-designed cubicles to allow for social distancing
- Built robust contact tracing program
- Offered optional onsite COVID testing for workers as a precautionary measure when entering select facilities

Helping our communities

Five onsite vaccine/booster clinics were held at the San Diego, CA facility and were open to employees, friends, and family.

Before fully operational, space in the new Receiving and Distribution Warehouse in Mesa, AZ was utilized as the nation’s first indoor, fully air-conditioned COVID-19 drive-through vaccination site. More than 100,000 vaccine doses were administered to the community.

Serving our customers

People with diabetes are at heightened risk for severe outcomes from the virus, making glycemic control especially important during this challenging period.

We continue to increase our manufacturing output to serve this growing need even in the face of operational challenges created by the pandemic.

We are thankful for the support from Dexcom and other partners to make this indoor vaccine site a reality and continue to roll the vaccine out in Arizona.*

* https://cronkitenews.azpbs.org/2021/04/05/indoor-drive-thru-vaccination-site-opens-at-warehouse-in-mesa/

Dr. Cara Christ
Director, Arizona Department of Health Services
Be dependable

Dexcom seeks to exemplify quality in all aspects of the organization.

While our end goal is the production of the highest caliber CGM devices that empower people to take control of diabetes, achieving this goal requires an even broader approach. It requires us to foster a culture where every Dexcom employee understands their essential role in designing, testing, and manufacturing our devices that are used every day by our customers. We emphasize this commitment in the core value, “Be Dependable.”
Dexcom features the following key elements within its approach to organization-wide quality:

01  Education and awareness
02  Quality Management System (QMS)
03  Continuous improvement
Education and awareness

Individual efforts are critical to upholding our company-wide standards for high quality products. We require all new employees to receive training on the company’s quality policy and objectives. Also, we provide continuing education to promote our culture of quality and inform our employees about changes that can potentially impact the quality of our products and the effectiveness of our quality policies.

We encourage our employees to continue their formal education and routinely benchmark against best-in-class companies. Together, these efforts support a holistic embrace of the quality standards that define Dexcom as an organization.

Quality Management System (QMS)

We maintain a robust Global Quality Management System in compliance with applicable US and international regulatory requirements. This includes compliance with key regulations and standards like the FDA Quality System Regulation (QSR), the European Medical Device Regulation (MDR), and International Organization for Standardization (ISO) 13485, the primary international standard for medical devices by which we and our facilities are certified. Furthermore, we have strengthened our Global QMS to align with our international growth by obtaining certification to the Medical Device Single Audit Program (MDSAP). We view our Global QMS as a foundation of sustainable business practices and a Dexcom core strength.
Continuous improvement

As a core element of our Global QMS, we undertake annual reviews of quality initiatives to ensure Dexcom compliance with evolving standards and continuous improvement of our processes and products. Certification under MDSAP demonstrates our compliance with regulatory requirements for Australia, Canada, Japan, and the United States. We completed a scope extension of our MDSAP certification to include Brazil, the fifth country currently participating in this program, in 2021.

Recent initiatives

Ongoing investments help ensure that our Global QMS is built for scale and efficiency. We are currently upgrading our global automated solutions in the areas of change control, employee training, and complaint handling.

Every step of our development and manufacturing processes are intended to meet and exceed customer requirements.

We deploy robust and global processes aimed at monitoring and continuously improving, such as:

- Innovation and development processes
- Customer experience
- Automated manufacturing processes
- Expanded post-market analytics

In alignment with our commitment to continuous improvement and product quality, Dexcom invests strategically in reliability efforts. We aim to achieve the highest level of quality and set the standard for CGM product excellence. We believe that our reliability initiatives will ensure that our products continue to offer our patients a superior customer experience along with exceptional performance.
Serve with integrity

Dexcom is committed to operating with the highest standards of ethics, as captured in the core value, “Serve with Integrity.”
This commitment extends to all aspects of the organization, including: **the safety and effectiveness of our products, the way we serve and empower our customers and employees, our focus on innovation as we seek to address issues of customer access to our products, and the way we communicate our story to our stakeholders.**

While oversight of the company’s ethics and governance structure begins with the Board of Directors and Executive Leadership Team, Dexcom expects all employees to foster a culture of accountability in line with our [Code of Conduct](#).
Board of Directors

The Board of Directors and Executive Leadership Team oversee the implementation and communication of company policies that constitute service with integrity.

Given their engagement and oversight of the company’s strategy, culture, and risk management, we maintain high expectations for our Board members. In addition to the roles described in the Corporate Governance Principles, our Board prioritizes the following:

Independence

We maintain a strong emphasis on director independence. Ten of our eleven current directors are independent, and all four of our standing committees (audit, compensation, technology, and nominating/governance) are comprised exclusively of independent directors. We have also designated a Lead Independent Director as a core principle of governance to maintain effective, independent oversight of the Executive Leadership Team.

Sustainability Oversight

In recognition of the unique role that we play as global corporate citizens, our Board oversees our corporate social responsibility and sustainability initiatives, with responsibility allocated to the Nominating and Governance Committee. The Nominating and Governance Committee Charter provides annual review of material issues, risk mitigation, and company performance with respect to corporate social responsibility and sustainability.

Diversity

We believe that representation of the company’s diverse stakeholders is best achieved by a Board of Directors comprised of different genders, ethnicities, backgrounds, and experiences. Our current Board consists of leading experts in endocrinology, internal medicine, and digital health, as well as business leaders with financial, technical, legal, and operational experience across the continuum of the healthcare, technology, and consumer sectors.

With our most recent additions, Karen Dahut and Kyle Malady joined the Board of Directors. Ms. Dahut brings to the Board extensive leadership experience in technology, cyber, and analytics and currently serves as the Group Leader of the Global Commercial and Global Defense businesses at Booz Allen Hamilton. Mr. Malady currently serves as Executive Vice President of Global Networks and Technology and Chief Technology Officer at Verizon Communications Inc. Ms. Dahut and Mr. Malady are highly respected leaders in their fields and bring a wealth of experience to Dexcom, helping to bolster our efforts around data infrastructure, security, and connected solutions.

Best Practices

Our Nominating and Governance Committee is committed to structuring our bylaws to be in the best interests of our stakeholders. In 2021, we proactively amended our bylaws to add proxy access and declassify our board of directors. We will continue to assess our governance structure on an ongoing basis to ensure we are aligned with best practices in the industry.
Dexcom compliance program

Dexcom promotes an organizational culture that encourages ethical conduct and adherence to applicable laws and regulations. The Code of Conduct, which is available in multiple languages, serves as the foundation for our program, providing a key resource for the development and accountability of our employee base.

The Compliance Department also maintains several avenues that encourage employees to learn, speak up, and ask questions:

- **Employee training**
- **Multiple compliance reporting resources**
- **Commitment to non-retaliation and confidentiality**

All Dexcom employees are required to complete annual compliance training, including training on our Code of Conduct and on applicable laws, regulations, and industry codes. This ensures that employees are equipped to meet or exceed our expectations for ethical business conduct. In addition, employees can access compliance training and applicable policies and procedures through our internally hosted compliance website.

We promote a culture of ethics and integrity by welcoming questions and encouraging internal accountability. In addition to the internal compliance website, all Dexcom employees around the world can submit questions or file reports directly with any member of the Compliance Department, through a dedicated Compliance email address, or anonymously through our third-party hosted Compliance Helpline.

The Dexcom Compliance Department, in coordination with other relevant departments, monitors compliance with applicable laws, regulations, and ethical requirements and investigates all reports of Code violations or unlawful activity. We also explicitly prohibit harassment and retaliation against anyone who seeks advice, raises concern, reports misconduct, or provides information in an investigation.
Data privacy

Our customers, employees, healthcare providers, and many others entrust Dexcom with their personal data.

We are committed to preserving the confidentiality, integrity, and availability of personal data throughout its life cycle, from creation through disposition.

Employees help protect the privacy of personal data by following certain principles, including:

- **Collecting and using the minimum amount of personal data** necessary to achieve the business purposes for which the data was collected.
- **Keeping personal data only as long as necessary** to achieve those purposes.
- **Sharing personal data only with individuals who have a legitimate need for it and are authorized to receive it.**

We are also committed to incorporating a privacy-by-design framework in our daily operations. This means that we proactively embed data privacy and protection principles into the design, operation, and management of all our products and systems. As we develop and maintain products and systems, we will continue to respect user privacy and keep our data collection practices open and transparent. To foster this, we maintain a [Privacy Portal](#) where all customers, healthcare providers, employees, and other stakeholders can access their data or exercise various data privacy rights.

We recently reached a significant milestone in our efforts to demonstrate our commitment to data security.


This certification reflects a cross-functional effort across the Dexcom organization to validate our efforts and provide assurance to our customers and business partners. We look forward to the ongoing impact of this achievement as we target best practices for monitoring, reviewing, maintaining, and improving the Dexcom information security management system.

To implement the principles above and maintain the trust of our customers, we have established a Personal Data Privacy Program that requires annual training for our employees. This training ensures that employees understand their obligations concerning personal data.
Empowering people to take control of diabetes.
Appendix

Sustainability Accounting Standards Board (SASB) Index – Medical Equipment and Supplies
In response to stakeholder feedback, we are publishing our first Sustainability Accounting Standards Board (SASB) index in this year’s report.

This disclosure improves our ESG transparency and allows for greater comparability across the industry. Adopting this framework also helps focus our sustainability efforts on the areas considered most important by our stakeholders.

All data reflects calendar year 2021, unless noted otherwise.
<table>
<thead>
<tr>
<th>Material Topic</th>
<th>Disclosure</th>
<th>Description</th>
<th>Location or Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access &amp; Affordability</td>
<td>HC-MS-240a.1</td>
<td>Ratio of weighted average rate of net price increases (for all products) to the annual increase in the U.S. Consumer Price Index</td>
<td>Data not available for disclosure. In general, through Dexcom’s access to healthcare initiatives, the average revenue per customer to Dexcom has been lowered over the past several years, including 2021.</td>
</tr>
<tr>
<td></td>
<td>HC-MS-240a.2</td>
<td>Description of how price information for each product is disclosed to customers or to their agents</td>
<td>Access to Healthcare</td>
</tr>
<tr>
<td>Product Quality &amp; Safety</td>
<td>HC-MS-250a.1</td>
<td>Number of recalls issued, total units recalled</td>
<td>There was one voluntary recall of two lots of Dexcom G6 Sensors initiated by one of Dexcom’s international distributors in 2021. The lots were subject to an over-labeling process conducted outside of normal manufacturing processes. The error was isolated to the barcode with no potential for patient harm.</td>
</tr>
<tr>
<td></td>
<td>HC-MS-250a.3</td>
<td>Number of fatalities related to products as reported in the FDA, Manufacturer and User Facility Device Experience</td>
<td>There were zero fatalities in 2021 related to our products.</td>
</tr>
<tr>
<td></td>
<td>HC-MS-250a.4</td>
<td>Number of FDA enforcement actions taken in response to violations of current Good Manufacturing Practices (cGMP), by type</td>
<td>There were no warning letters, seizures, or injunctions issued in 2021.</td>
</tr>
<tr>
<td>Selling Practices &amp; Product Labeling</td>
<td>HC-MS-270a.1</td>
<td>Total amount of monetary losses as a result of legal proceedings associated with false marketing claims</td>
<td>Dexcom had no monetary losses in 2021 as a result of legal proceedings associated with false marketing claims.</td>
</tr>
<tr>
<td></td>
<td>HC-MS-270a.2</td>
<td>Description of code of ethics governing promotion of off-label use of products</td>
<td>Dexcom’s Code of Conduct affirms Dexcom’s commitment to following all laws and regulatory requirements that govern our business, including those that pertain to the promotion of our products. Dexcom’s HCP Interactions Policy states that “Educational events may not be organized for the purpose of disseminating Off-Label Information or for promoting Investigational Products or Pipeline Products....Written materials [may] not include Off-Label Information.... The HCP Interactions Policy tasks Dexcom’s Medical Affairs Department and Medical Science Liaisons with responding to unsolicited inquiries that may entail Off-Label Information, Investigational Products, or Pipeline Products and requires that such responses must be accurate, substantiated, scientifically rigorous, and consistent with applicable legal and regulatory requirements. Finally, the Policy also requires that all Off-Label questions raised during communications with healthcare professionals must be referred to the Medical Affairs or Medical Science Liaison Teams. Adherence to our code of conduct is advanced through written policies and procedures, in-person and online training, Compliance Department monitoring of HCP interactions, and review of promotional materials by Dexcom’s Regulatory and Legal teams.</td>
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<tr>
<td>Material Topic</td>
<td>Disclosure</td>
<td>Description</td>
<td>Location or Response</td>
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<tr>
<td><strong>Product Design &amp; Lifecycle Management</strong></td>
<td>HC-MS-410a.1</td>
<td>Discussion of process to assess and manage environmental and human health considerations associated with chemicals in products, and meet demand for sustainable products</td>
<td>Product stewardship</td>
</tr>
<tr>
<td></td>
<td>HC-MS-410a.2</td>
<td>Total amount of products accepted for takeback and reused, recycled, or donated, broken down by: (1) devices and equipment and (2) supplies</td>
<td>In 2021, Dexcom had 550 metric tons of supplies that were recovered and reused, recycled, or donated. For more information please see the Environmental Section of our 2021 Sustainability Report.</td>
</tr>
<tr>
<td><strong>Supply Chain Management</strong></td>
<td>HC-MS-430a.1</td>
<td>Percentage of (1) entity’s facilities and (2) Tier I suppliers’ facilities participating in third-party audit programs for manufacturing and product quality</td>
<td>All of Dexcom’s manufacturing facilities participate in third-party audit programs for manufacturing and product quality. Approximately 17.5% of our Tier I suppliers had obtained ISO or similar certifications.</td>
</tr>
</tbody>
</table>
| | HC-MS-430a.2 | Description of efforts to maintain traceability within the distribution chain | Dexcom utilizes several processes and systems to maintain traceability of materials and products across its supply chain and distribution network:  
• Enterprise systems and designated lot and serial numbers enable tracking of materials and product throughout stages leading to product realization. Additional barcode technology ensures that traceability of product is maintained to the end user, including the chain of distribution that includes Dexcom distributors and wholesalers.  
• Supplier audits are performed to ensure conformance to Dexcom’s traceability standards. |
| **Business Ethics & Competitive Behavior** | HC-MS-510a.2 | Description of code of ethics governing interactions with health care professionals | Our supplier portal outlines how suppliers should conduct business with Dexcom in terms of Code of Conduct, Anti-Human Trafficking, as well as Conflict Minerals. In addition, our EHS group follows up directly with suppliers on critical materials. To mitigate risk surrounding critical materials, we maintain:  
• **SUPPLIER CODE OF CONDUCT**: Disclosure covers that Dexcom implements a Supplier Code of Conduct.  
• **CONFLICT MINERALS POLICY**: Disclosure covers that Dexcom implements a Conflicts Mineral Policy.  
• Business Continuity Plan ensuring management of risks for single sourced critical materials or natural disaster driven shortages including contingency plans for any potential adverse event. |
| | HC-MS-000.A | Number of units sold by product category | Dexcom does not disclose the number of units sold by product category. However, we disclosed that we ended 2021 with approximately 1.25 million users. The majority of these users are using their CGM systems, of which the sensor lasts 10 days, nearly full time. |
| **Organizational Activities** | HC-MS-510a.1 | Total amount of monetary losses as a result of legal proceedings associated with bribery or corruption | Dexcom had no monetary losses in 2021 as a result of legal proceedings associated with bribery or corruption. |
In addition to the core initiatives above, the following documents and websites contain key information with respect to our commitment to integrity:

- The Dexcom Trust Center is our site dedicated to ethics, compliance, and privacy.
- The Code of Conduct also contains information with respect to:
  - Ethical sales and marketing practices
  - Interactions with patients and healthcare providers
  - Anti-bribery and anti-corruption
  - Political contributions
  - Diversity, equity, and inclusion in the workplace
  - Discrimination and harassment
  - Safety and health
  - Environmental sustainability
  - Animal welfare and testing

- Policies on Interactions with Healthcare Professionals
- Conflicts of Interest Policy
- Grants Policy
- Dexcom Supplier Code of Conduct
- Anti-Human Trafficking Policy
- Conflict Minerals Policy

- Board of Directors Committee Charters:
  - Nominating and Governance Committee
  - Audit Committee
  - Compensation Committee
  - Technology Committee
  - Corporate Governance Principles
  - Executive Stock Ownership Guidelines
  - Clinical Research Program and Standards

Disclaimer: [Dexcom assumes no obligation to update the enclosed material after the date of this report]
Empowering people to take control of diabetes.

dexcom