

UN Global Compact Communications on Progress



Contents

CEO Letter	3
About Medela	4
Advancing Research	5
Medela Cares	6-8
Medela Cares: People	9-13
Medela Cares: Planet	14-16
Medela Cares: Society	17-19

CEO Letter

Medela began with a simple vision that by combining innovation, technology and people dedicated to a mission, we could make a difference. As a leading medical device company for 60 years, that belief continues today and is anchored by our company's core behaviors, and upheld by our employees and partners. With our mission statement serving as our compass, Medela launched its new corporate social responsibility program, Medela Cares, and joined the United Nations Global Compact (UNGC).

By becoming a member of the UNGC, we identified how our company has a unique opportunity to advance the Sustainable Development Goals and clarify our journey of continuous improvement to advance the ten principles of the UNGC.

With subsidiaries in Europe, the Americas, Asia and Australia and a presence in 100 countries represented by an independent network, we have a desire to make a difference on a global scale.

Over the last year, COVID-19 has had an unprecedented impact on the world. The UN Secretary General's briefing on the impacts of COVID-19 made it clear that the pandemic has had an unequal impact on the health and safety of women and people from marginalized communities around the world. We are witnessing deepened inequalities, exposing social, political and economic vulnerabilities in every country. UN Women also confirmed that when crises occur and resources and institutional capacities are constrained, women and girls are impacted disproportionately with far reaching consequences. Now more than ever before, we see the importance for our company to engage and expand our role and lead the conversation about women and children's health, specifically, maternal health care. We believe that our company has a unique position to: fight infant and maternal mortality and malnutrition; protect the most vulnerable infants; increase access to quality healthcare, education and resources; and promote gender equality and inclusion.



By taking these steps, Medela is committed to leaving a legacy we can be proud of.

We have made significant progress through this first year of our global corporate social responsibility program, Medela Cares, and as new members of the UNGC. We have strengthened our internal structures and identified new partnerships that will help us live up to our commitments and aspirations. Our company supports the public accountability and transparency that this report brings. We know there is a lot of work to do, and we are committed to continuous improvement so we can make a difference on a global scale.

Sincerely yours,
Annette Bröls
CEO

A handwritten signature in blue ink, appearing to read 'Annette Bröls', positioned below the typed name and title.

About Medela

To us, caring is natural.

It is life giving – and life changing. That’s why caring has always guided everything we do at Medela. As a family company, you could even say it’s in our DNA. Over the last 60 years, our company has been devoted to the science of making the most delicate form of care simple, intuitive and effective. For those receiving care as well as those providing it.

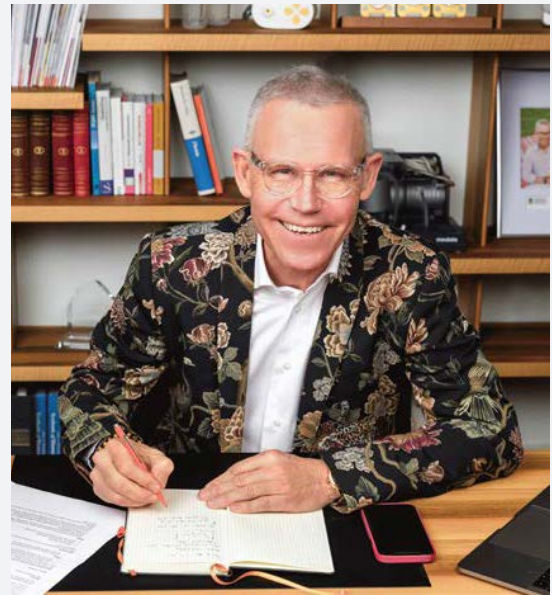
Our team is passionate about our commitment to Swiss quality and service, because we know that this is how trust is earned. We understand the needs of moms and babies, patients and the professionals who dedicate themselves to their care.

By advancing research and gaining deep insight of natural behavior, we develop forward-thinking innovation to nurture life for generations.

We care about the world around us and commit ourselves to advocacy, sustainability and you, to build a legacy that we all can be proud of. Across the different stages of life, our products go beyond form and function. They heal, nurture health and build bonds.

Building better outcomes through equal parts physics, compassion, engineering and humanity.

Because we realized early on that the first step in caring is understanding. And we’ve been caring for moms and babies, patients and healthcare professionals for so long, we’ve turned it into a science.



Through advancing research, observing natural behavior and listening to our customers, Medela turns science into care nurturing health for generations.

- Michael Larsson
Chairman of the board

Advancing Research During COVID-19

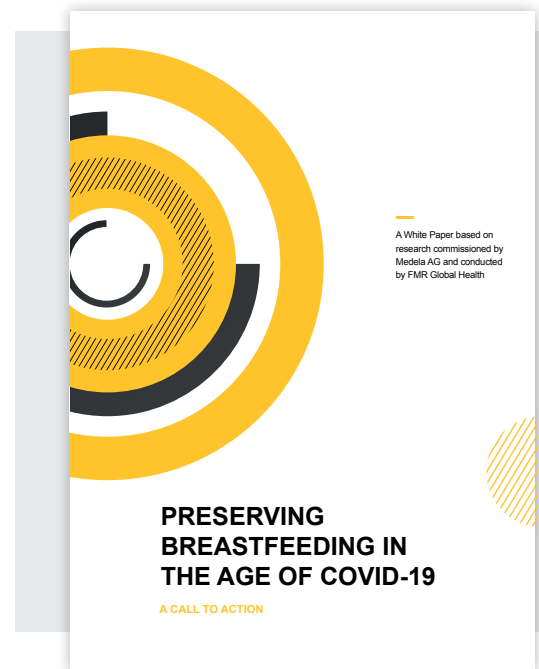
Medela has two customer-focused segments dedicated to Professional Care and Mom and Baby Care, including the sub-specialties of Personal-Use Pumps, Breastfeeding Essentials, Medela Baby, Maternity & NICU, Wound Care, CT Surgery & Interventions and Professional Vacuum Systems.

Medela's commitment to advancing research is corroborated through partnerships with world-renowned researchers, institutions and clinical organizations to solve today's healthcare problems. Supporting research that challenges existing practices, Medela is committed to seeking better outcomes through equal parts physics, compassion, engineering and humanity, to improve future patient care and quality of life.

This year, more than ever, we showed the strength of this approach by facing the impacts that COVID-19 had on global maternal and infant health. Misinformation-coupled with reduced support, disrupted breastfeeding in both the hospital and the home.

As a global advocate for breastfeeding and breast milk nutrition, we created a clinician and customer information hub focused on COVID-19 and breastfeeding that compiles the latest research, tools, resources and literature. Together with clinicians around the world, we elevated the issue of reduced breastfeeding support due to COVID-19 restrictions and the increase in misinformation around breastfeeding during the pandemic. This collaboration resulted in a white paper and free on-line educational tools and resources for clinicians and breastfeeding parents.

Medela's commitment to providing fact-based research is more than a simple claim. As a research-based company, Medela will continue its research journey to support mothers, babies and patients, nurturing health for generations.



Our Approach to Corporate Social Responsibility

Over the last 60 years, as Medela has grown as a company and expanded globally, so has our desire to make a difference on a global scale. In 2020, we made the commitment to join the UN Global Compact and launched Medela Cares, which underpins our vision, advances our commitments and provides governance over our social responsibility program.



Medela Cares

Our People. Our Planet. Our Society.



**Supporting
our employees**



**Protecting
our planet**



**Empowering
our community**

© UNICEF/ OATWAY

Our Pillars



Medela Cares is Anchored by Three Pillars:

PEOPLE

Champion Equality and Advocate for a Diverse Workforce and Inclusive Culture



Secure Human and Labor Rights and Anti-corruption



PLANET

Promote Environmental Stewardship



Innovate with Sustainability Goals in Mind



SOCIETY

Fight Infant and Maternal Mortality and Malnutrition



Increase Access to Quality Healthcare, Education, and Resources



Corporate Structure

During the year 2020, we laid the foundation for Medela Cares. Our initial actions included:

1. Gaining full alignment and commitment from our Board of Directors on the Medela Cares strategy.
2. Creating a corporate governance structure to provide oversight over our activities and the commitment to the UN Global Compact's principles of Human Rights, Labor, Environment and Anti-Corruption.
3. Beginning to put in place the measurement processes and operating mechanisms that will allow us to identify and advance our commitments on a consistent basis.



CHAIRMAN OF THE BOARD
Michael Larsson



PEOPLE
Martina Radzanowski, Chief People Officer (CPO)
Urs Furrer, Executive Vice President International (EVP)



CEO
Annette Brüls



PLANET
Thomas Ertl, COO of Operations & Quality Assurance
Carsten Faltum, CTO of Research & Development



SOCIETY
Annette Brüls, CEO
Kimberly Aasen, Sr. Director of Global Communications & Corporate Social Responsibility

People: Supporting Employees



As an international organization employing more than 1,500 people worldwide, we are inspired by the passion and commitment of our teams to improve the lives of moms, babies and patients. We are committed to investing in employee development and believe in fostering an environment that deems it essential to value and empower each team member to reach our full potential as a company.

Our culture is supported by six core behaviors and the foundational belief of our family founders to embrace curiosity and the pursuit of knowledge. We hold all employees to the same high standards outlined in our core behaviors, building a consistent global brand that customers and clinicians trust. Our core behaviors shape our culture and create a common framework for success.

“By creating a culture of belonging, we are building engaged teams that work together to serve our customers as one Medela family.”

*- Martina Radzanowski,
Chief People Officer (CPO)*



1. Champion Equality, Diversity and Inclusion

As a global, family-owned company, an inclusive environment is essential to Medela’s culture. Our commitment to all employees is to foster an inclusive culture that supports equality and diversity and promotes personal growth and well-being. We commit to providing equal opportunities, regardless of nationality, ethnicity, gender, orientation, religion, age, life situation or ability. We value the different backgrounds, experiences and opinions of our employees. Extending beyond any role, business unit, language or country is our shared passion for the customers and our commitment to excellence, innovation and social responsibility.

While we are still learning and evolving, we strive to ensure fairness, foster and attract talent, and further embrace the business and cultural benefits of a diverse workforce. Together, we are working to make a lasting impact in the lives of families and patients around the world. And we believe by focusing on diversity, equity and inclusion, we will contribute to leaving the world a better place for all.

2025 GOALS

50% DIVERSITY
INCLUDING
LEADERSHIP TEAM



>85% INCLUSION SCORE
FROM ANNUAL
EMPLOYEE SURVEY



MORE THAN 90% OF DIRECT EMPLOYEES
TRAINED ON NEW MEDELA
POLICIES AS SET OUT BY THE
UPDATED CODE OF CONDUCT



Our Progress:

16-Week Parental Leave Policy

In an effort to support all Medela parents transitioning back to the workforce after having a child, we extended our parental benefits offering 16-weeks paid parental leave for all Medela U.S. employees. All parents, regardless of hourly status and gender, are eligible. We are committed to supporting Medela parents as they successfully transition back to work after baby.

Flexible Work Schedules and Mobile Working Policy

New flexible work schedules and remote and mobile work policies have been successfully introduced in 2020 across the globe to address challenges posed by COVID-19.

Future Areas of Focus:

Inclusive Leadership Program

Medela is implementing an internal mentoring program focused on inclusive leadership. The Inclusive Leadership Exchange is 12-month program that enables Medela Executives to serve as mentors and coaches to employees. The program will focus on building a network of global and diverse colleagues and exploring issues critical to inclusive leadership behaviors at Medela. Participants learn from each other to help our company realize and lead Medela's Diversity, Equity, and Inclusion (DE&I).

Objectives of the program include:

- Inspire and motivate the next generation of people leaders
- Create a forum where Medela executives and mentees can share experiences, learnings, and expertise
- Provide an opportunity for open discussions on inclusive leadership styles and how to foster an environment that advances inclusion and diversity



Future Areas of Focus *(continued)*

Diversity, Equity and Inclusion Training Program

To foster champions and learn directly from employees, Medela is empowering “DE&I Agents” around the globe who will be acting as change agents and will assist in developing diversity, equity and inclusion program initiatives. Led by Medela agents, the work-shops will strive to drive awareness, empathy and build better inter-cultural relations.

Objectives of this program include:

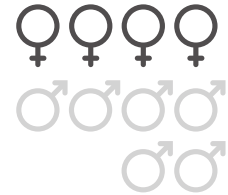
- Inform employees about the dimensions of diversity and inclusion, particularly with regards to ethnicity, gender, age, disability, sexual orientation and life situation
- Help create a work environment in which people of all backgrounds can feel comfortable and collaborate effectively
- Celebrate diverse voices by giving our employees a platform to be heard and respected in a welcoming environment

2. Secure Human and Labor Rights and Anti-corruption

Our commitment to human rights is embodied in the adoption of our code of conduct that governs our expectations for employees and our third-party code of conduct that governs relationships with business partners, consultants and suppliers. We recognize that human rights are an integral part of corporate citizenship and we respect and support the Universal Declaration of Human Rights and the International Labor Organization Standards.

OUR NUMBERS SHOW

MORE THAN
40%
OF SENIOR
LEADERSHIP IS
FEMALE



WE HAVE MORE THAN
50
NATIONALITIES
IN OUR MEDELA FAMILY





Our Progress:

Policy Assessment

As part of our UN Global Compact commitments, during 2020, we performed a detailed assessment of all our policies to ensure that they reflect the language required to fully adhere to the UN Global Compact's ten principles, aligned to the UN Declaration of Human Rights.

We are updating our auditing and monitoring requirements and processes based on a new risk assessment model and our commitment to embed in them the Ten Principles of the UN Global Compact.

Future Areas of Focus:

Policy Optimization and Training

We have identified a number of areas where we can optimize our policies and will be completing this by 2022 to ensure that our training reflects these changes for employees.

In addition, we have assessed our third-party policies and agreements and identified similar opportunities.

New Risk Assessment Approach

By 2022, the audit process will be updated and we will have identified our pilot process for our new risk assessment approach, including audits in our supply chain.

MEDELA POLICIES

Code of Conduct

Third-Party Code of Conduct

Policy on Compliance to Third Party-Code of Conduct

Medela Healthcare Privacy and Cookies Policy

Policy on Product Compliance and Product Safety

Policy on Use of IT Systems and Social Media

Planet: Protecting Our Planet



Medela recognizes the effect our business has on the world around us and the importance of innovation to advance sustainability and environmental stewardship. As our products and operations evolve, so does our responsibility to advance our environmental strategy to both meet the needs of our customers and protect the future of our planet.

“As our technology and products evolve, so does our environmental stewardship and global quality strategy.”

*-Thomas Ertl
COO of Operations & Quality Assurance*

1. Promote Environmental Stewardship

In 2020, we performed important steps to understand and make progress on our commitment to improve environmental outcomes. This year, we are building a baseline to inform our goals for greenhouse gas emissions and waste reduction targets and we are building the tools to measure, year-over-year, progress toward achieving those targets.

Our Progress:

Operations Assessment Impact Matrix

In early 2021, we conducted a systematic assessment of our operations across our key regions (U.S. and Switzerland), identifying where we have the greatest opportunity for change.

Green Office Policy

Medela introduced our green office policy and implemented significant changes in our facilities to eliminate plastic waste and further enable recycling.

Packaging Plastic Reduction

We created our new packaging concept for our retail products, which systematically looked at plastic components, analyzed and eliminated as many as possible in favor of paper. As an example, for our new Freestyle Flex™ breast pump the plastic packaging material could be reduced by 94% and our new Pump In Style® breast pump comes with a new packaging that reduces plastic waste by more than 60 US tons and cardboard by more than 100 tons per year.

Future Areas of Focus:

Impact Matrix Priorities

The results of the impact matrix identified the areas of greatest feasibility and highest impact for our 2025 goals. Moving forward we have identified the following areas as priorities of focus:

Greenhouse Gas Reduction

- Scope 1 and 2 emissions
- Employee commuting and business travel emissions

In 2022, we will collect and analyze our energy consumption data and create a baseline of our GHG emissions across Scope 1 and 2, as well as employee commuting and business travel. This will give us the visibility we need to develop additional targets and begin to reduce our emissions.

2025 GOALS

50% RENEWABLE ENERGY
ACROSS MEDELA OWNED AND OPERATED FACILITIES



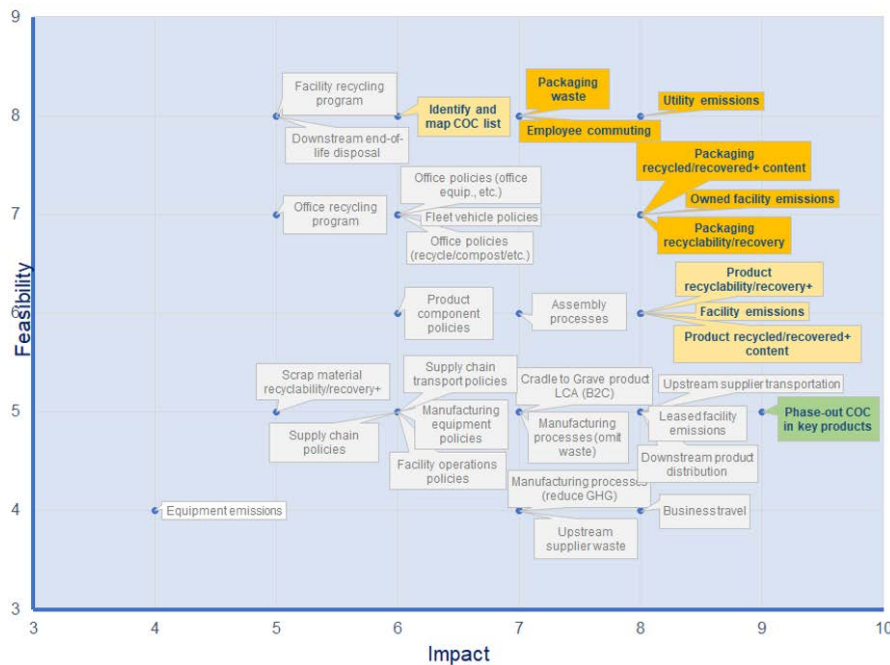
30% LESS PLASTIC PACKAGING WASTE
COMING FROM NEW PRODUCTS



“We innovate to improve the lives of our customers and decrease our environmental impact. Sustainable innovation drives our product designs and material selections as we strive to meet the evolving needs of our customers while also protecting the future of our planet.”

- Carsten Faltum
Chief Technology Officer of
Research & Development

Complete Impact Matrix Results



Medela conducted an impact matrix exercise to identify and prioritize potential environmental activities, looking at the feasibility and potential impact of each action.

2. Innovate With Sustainability Goals in Mind

In 2020, we also aimed to advance our research and design (R&D) capabilities to address some of our largest impacts on climate change through product innovation.

Our Progress:

Life Cycle Assessment

In 2021, we performed a life cycle assessment (LCA) of our top-selling product – Freestyle Flex™ breast pump. The information that came out of this external analysis has been shared with our R&D, marketing, and operations teams to influence design and production changes that can improve our environmental impact.

Future Areas of Focus:

Life Cycle Assessment Priorities

In 2022, we will be able to collect baseline metrics and publish the key priorities identified in the LCA. The findings of the LCA are instrumental to Medela’s innovation process and will allow us to set targets for 2025.

Impact Matrix Priorities

The results of the impact matrix also identified additional areas of high impact and feasibility for our 2025 goals. Moving forward we have identified the following areas as priorities of focus:

Waste Management

- Packaging Waste
- Packaging Recyclability and Recovery

In 2022, we will conduct an inventory of our current packaging to identify waste volume and better understand packaging material composition. This will establish our baseline to track progress against our plastic reduction goal and packaging waste reduction efforts.

Society: Empowering Our Community



Medela understands that making significant progress against the Sustainable Development Goals is an immense undertaking. Only through support and partnership with other like-minded organizations can we drive change to improve long-term health and societal outcomes.

We are committed to advancing these outcomes by supporting parents along their journey – increasing access to breast milk feeding resources, education and products and strengthening our impact with our partnering organizations globally.

“We aspire to have a broader impact, going beyond our direct business, to serve those around us in areas that align with our expertise and our passion.”

- Annette Bröls
Chief Executive Officer



1. Increase Access to Quality Healthcare, Education and Resources

We have established partnerships with a focus on education and training to support midwives and HCPs. Through these partnerships, we strive to serve society by making a lasting impact through improving health outcomes for families around the world.

Our Progress:

Laerdal Global Health Partnership - Sub-Saharan Africa Region

Partnership with Laerdal Global Health, supports midwives in developing countries with education, resources and products to perform vacuum-assisted delivery during difficult births in remote locations with the joint goal of saving the lives of newborns and mothers in low-resource settings. Medela and Laerdal Global Health provide a highly effective, low-cost solution for caregivers to increase the quality of care and reduce maternal and infant mortality in the Sub-Saharan Africa region.

Future Areas of Focus:

Medela Commits to Supporting Several Ronald McDonald House Charities® Chapters

Medela commits to supporting several participating Ronald McDonald House Charities Chapters by the end of 2022 with products to support breastfeeding families staying at local Ronald McDonald House® programs, including those with infants in the NICU.

2025 GOALS

SUPPORT AN ESTIMATED

13,500 BIRTHS

ANNUALLY IN HIGH RISK COUNTRIES BY HAVING TRAINED AND EQUIPPED 500+ MIDWIVES AND HCP

SUPPORT NICU FAMILIES PROVIDING BREAST MILK TO APPROXIMATELY

20,000 INFANTS

NURTURE HEALTH FOR MORE THAN

18M PEOPLE

PROVIDING ACCESS TO EDUCATION, TRAINING, PRODUCTS AND RESOURCES

2. Fight Infant and Maternal Mortality and Malnutrition

Medela actively partners with NGOs and local healthcare professionals around the world, including nurses, midwives and care givers to provide education and training on the importance of breast milk to fragile infants in the Neonatal Intensive Care Unit (NICU).

Our Progress:

Every Woman, Every Child Initiative

Medela expanded its support of Every Woman, Every Child, as part of the UN Secretary-General’s Global Strategy for Women’s, Children’s and Adolescents’ Health.

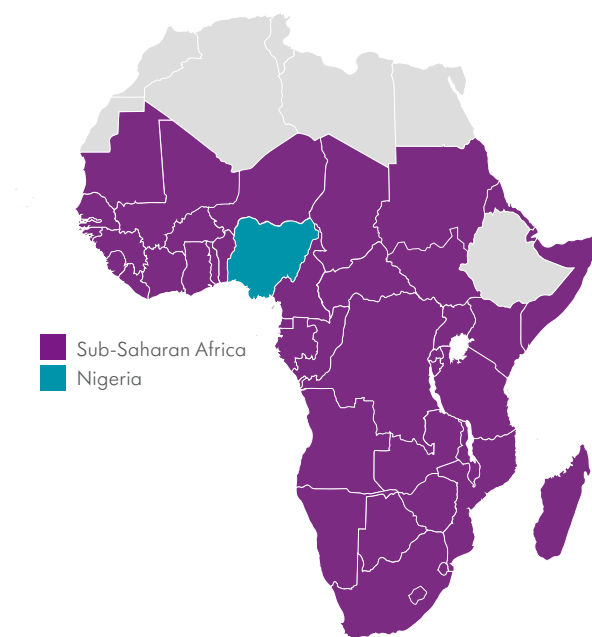
- Starting in 2014, Medela introduced an initiative in India to build and deliver education packages on the value of human milk and breastfeeding for all newborns; with a particular focus on babies born prematurely. This program expanded across India, Bangladesh and Myanmar.

Wellbeing Foundation Africa Partnership - Nigeria

- In 2020, Medela introduced a partnership with the Wellbeing Foundation Africa to improve the health and survival of infants in the NICU to new mothers in Nigeria, which has the sixth highest rate of infant mortality globally. This new partnership continues to support the Every Woman, Every Child initiative.

This program includes building and delivering NICU-specific education and training materials on:

- The value of human milk for these most vulnerable infants
- How to ensure sufficient milk supply for long-term breastfeeding
- The practices shown to expedite the transition to breastfeeding



Future Areas of Focus:

Partner with NGOs to Train Midwives in Sub-Saharan Africa

Expand relationships with NGOs to support the training of midwives in Sub-Saharan Africa to combat maternal and infant mortality and limited maternity care.

Medela Mission Focus - Nurture Health for Generations

Support more than 18M people through our mission focused on the science of care across all areas of the business with the goal to nurture health for generations.

