



Corporate Social Responsibility and Environmental, Social and Corporate Governance

Overview:

Corporate Social Responsibility (CSR) is an evolving practice that incorporates a commitment to sustainable development into our organization's business mode. It has a positive impact on environmental, social, and economic factors. A robust Corporate Social Responsibility plan is an opportunity for an organization to demonstrate good corporate citizenship. The social responsibility of a business is to give back to the world just as it gives to us.

Likewise, Environmental, Social and Corporate Governance (ESG) refers to our responsibility toward sustainability and social responsibility efforts by adhering to certain global standards and criteria. Livongo is part of a bigger system of people, values, other organizations and nature. Through ESG, investors can consider these efforts when selecting assets for their portfolios. Investors want to receive both a financial return and a positive social outcome.

Corporate Social Responsibility starts with a company's value system and a principles-based approach to doing business. This means operating in ways that, at a minimum, meet fundamental responsibilities in the areas of human rights, labor, environment, and anti-corruption. Responsible businesses enact the same values and principles wherever they have a presence and know that good practices in one area do not offset harm in another.

By incorporating best practices and standards available through resources such as the Ten Principles of the UN Global Compact, the Global Reporting Initiative Standards (GRI) and Environmental Social Governance criteria into its strategies, policies and procedures, and establishing a culture of integrity, Livongo is not only upholding our basic responsibilities to people and planet, but also setting the stage for long-term success.

Program elements:

Livongo wants to be a responsible business that meets the highest standards of ethics and professionalism.

Our company's social responsibility commitment falls under two categories: **Compliance** and **Proactiveness**. Compliance refers to Livongo's commitment to legality and willingness to observe community values. Proactiveness is every initiative to promote human rights, help communities and protect our natural environment.

COMPLIANCE

Legality

Livongo will strive to:

- Respect the law
- Honor its internal policies
- Ensure that all its business operations are legitimate
- Keep every partnership and collaboration open and transparent

Business ethics

Livongo will strive to always conduct business with integrity and respect for human rights. We will promote:

- Safety and fair dealing
- Respect toward clients and members
- Anti-bribery and anti-corruption practices

Protecting the environment

Livongo recognizes the need to protect the natural environment. Keeping our environment clean and unpolluted is a benefit to all. We will strive to follow best practices when disposing garbage and using chemical substances. Stewardship will also play an important role.

Protecting people

Livongo will ensure that we:

- Do not risk the health and safety of our employees and community.
- Avoid harming the lives of local and indigenous people.
- Support diversity and inclusion.

Human rights

Livongo is dedicated to protecting human rights. We are a committed equal opportunity employer and will abide by all fair labor practices. We will strive to ensure that our activities do not directly or indirectly violate human rights in any country (e.g. forced labor).

Code of Conduct

Livongo's Code of Conduct provides general information about Livongo's business and ethical standards and the laws and regulations that apply to its activities. All Livongo's employees are responsible for following the policies in the Code of Conduct and for seeking guidance and direction if we are unsure of the propriety of any course of action. As many issues included in

the Code of Conduct are broad and complex, Livongo provides additional guidance through a variety of means, including issue-specific training and education, Compliance Program Policies and Procedures, Livongo’s Employee Guide, and direction from supervisors/managers and legal counsel as needed.

In addition, one function of the Compliance Program is to proactively identify issues and prevent compliance problems from developing. Under the Code of Conduct, all employees are responsible for promptly raising concerns about any possible misconduct, including suspected violations of any state or federal health care program requirements, Livongo’s Code of Conduct or other policies and procedures and any other legal regulatory requirements. This reporting obligation includes reporting of known or suspected misconduct of fellow employees, consultants, contractors, vendors, or temporary workers. Livongo has several ways employees can get answers to any question or to report concerns, including various mechanisms for anonymous reporting. In addition to reporting concerns to the Executive Leadership Team, the Compliance Officer, the General Counsel, or the Chief People Officer, Livongo utilizes a third party, EthicsPoint, for intake of complaints or concerns. All reports are investigated thoroughly, and actions are taken accordingly.

PROACTIVENESS

Donations and aid

Our company may preserve a budget to make monetary donations. These donations will aim to:

- Alleviate those in need.
- Support research and development to improve the lives of individuals living with chronic conditions.
- Advance the arts, education, and community events.

Livongo has committed to not providing support to organizations which, in their constitution or practice, discriminate against a person or group on the basis of age, political affiliation, race, national origin, ethnicity, gender, gender identity, disability, sexual orientation, or religious beliefs.

Volunteering

Livongo encourages its employees to volunteer. They can volunteer through programs organized internally or externally. Our company may sponsor volunteering events from other organizations.

Preserving the environment

Apart from legal obligations, Livongo will proactively protect the environment. Examples of relevant activities include:

- Recycling
- Conserving energy
- Organizing reforestation excursions
- Using environmentally friendly technologies

Supporting the community

Livongo may initiate and support community investment and educational programs. It can provide support to nonprofit organizations or movements to promote cultural and economic development of global and local communities.

Learning

Livongo will actively invest in Learning & Development and Diversity & Inclusion principles. We will be open to suggestions and listen carefully to ideas. Our company will try to continuously improve the way it operates.

TEN PRINCIPLES OF THE UN GLOBAL COMPACT

Livongo is committed to the Ten Principles of the United Nations Global Compact. We will act to promote our identity as a socially aware and responsible business. Management will communicate this policy on all levels and are also responsible for resolving any ESG issues.

Human Rights:

Principle 1: Business should support and respect the protection of internationally proclaimed human rights; and

Principle 2: make sure that they are not complicit in human rights abuses.

Labour:

Principle 3: Businesses should uphold the freedom of associations and the effective recognition of the right to collective bargaining;

Principle 4: the elimination of all forms of forced and compulsory labour;

Principle 5: the effective abolition of child labour; and

Principle 6: the elimination of discrimination in respect of employment and occupation.

Environment:

Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: undertake initiatives to promote greater environmental responsibility; and

Principle 9: encourage the development and diffusion of environmentally friendly technologies.

Anti-Corruption:

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

LIVONGO'S EFFORTS

Make Socially and Environmentally Conscious Investments

Business Associations:

Livongo has developed a Supplier Code of Conduct which sets forth key social, ecological, and ethical standards that Livongo expects its suppliers and subcontractors to share. Livongo believes in conducting business with honesty and integrity, treating all people with dignity and respect, supporting our communities, and honoring the laws, regulations, and treaties of the countries in which we operate. In selecting suppliers, Livongo chooses reputable business partners who conduct their business in a manner that shows commitment to high ethical standards, safe and healthy working environments, protection of human rights and dignity, protection of the environment, and compliance with the law. The Supplier Code of Conduct is based on the principles of the UN Global Compact and the GRI Standards for Global Reporting. The Supplier Code of Conduct is included in our contracting process for all new suppliers and existing suppliers at the time of contract renewal.

Change Corporate Policies to Benefit the Environment and Reduce Carbon Footprint

Product repackaging: Livongo instituted new packaging materials which will significantly reduce the impact of packaging waste on the environment.

- Livongo's new boxes are designed to reduce material and use less box-sealing tape. The new packaging solution uses one box instead of two to ship to members. Unnecessary materials are removed and the new design functions as a single-shipper and messaging surface. The new design uses a minimum amount of tape.
- The flexible design allows for easy iterations. The new design has a printed sleeve over the inner box. This sleeve allows for changes in printed information with less scrap materials than if information were printed directly on the box.
- The material for the boxes is a recyclable paper-based material with soy-based ink where possible. This minimizes plastic/tape and using cardboard and paper pulp as much as possible.

- The box allows for easy folding or flattening after opening to encourage and enable recycling.
- Additional improvements will be implemented in the future. These include removing polybags and utilizing a less-polluting material that protects the devices; utilizing PaperFoam trays, whose ingredients are biobased and renewable, instead of paper pulp; and replacing EPE foam with a better option for the environment.

Office environment: Each of Livongo’s facilities participates in local recycling efforts. Recycling bins for paper, glass, and compost are placed at each facility and all employees are encouraged to recycle. We provide ongoing employee training and education on the importance of recycling and how we make a global impact by acting locally. We promote both core recyclables (cardboard, paper, plastic, metal, and junk mail) and e-waste (cables, electronics, and unused IT equipment) to ensure proper recycling and/or repair and reuse.

Livongo has installed automatic shut off/energy efficient lights throughout the offices. We also have energy efficient appliances and office equipment that shuts off when not in use. These intentional decisions and practices help reduce business energy costs and unnecessary usage of electricity.

Conflict Minerals Statement: Livongo shares the concerns of many companies regarding metals derived from “conflict minerals” – tin, tantalum, tungsten and gold, or their derivatives (3TG) – that may directly or indirectly finance or benefit armed groups in the Democratic Republic of the Congo or adjoining countries (DRC Region).

3TG are essential in the manufacture of a variety of electronic and medical devices and other products, including some of Livongo’s products. We strive to ensure that our supply chains are ethical and sustainable, and that we are fulfilling our commitment to respect human rights through responsible sourcing practices. We do not directly source 3TG and we therefore rely on cooperation from our suppliers, most or all of whom are not public companies, to assist in our compliance with the rules applicable to public companies implemented by the U.S. Securities and Exchange Commission and our efforts to eliminate the use of any 3TG that support armed groups from our supply chain. We expect our suppliers to conduct similar due diligence on the sources and chains of custody of 3TG and make their due diligence findings available to us.

In addition, we:

- Endeavor to source materials from suppliers that share our values regarding human rights and environmental responsibility.
- Support the aims and objectives of the SEC rule on the supply of 3TG.
- Conduct due diligence that conforms with the rule and guidance developed by the Organization for Economic Cooperation and Development to understand the use and source of conflict minerals in our products.
- Educate our suppliers with respect to the requirements on 3TG.

- Prepare any required disclosure based upon the information gathered.

Our goal is that only “conflict free” 3TG are used in our products.

Improve Labor Policies and Embrace Fair Trade

People

Historically, Livongo’s work force is made up of 30% remote or telecommuting workers. For those employees going into the office, a pre-tax benefit incentive is offered for commuting via public transportation. Having this robust telecommuting and commuting program not only promotes a positive working environment but also helps support the efforts to reduce our carbon footprint.

Healthy snacks and lunches are provided to employees who work in the office. Remote workers are also provided a healthy snack package monthly. Livongo believes in living a healthy lifestyle and encourages our staff in healthy eating. Local merchants are used whenever possible to support the local community.

COVID Response:

When the Coronavirus pandemic plagued the world, Livongo took actions to protect the health and safety of our employees. Livongo follows the recommendations and guidance of the U.S. Centers for Disease Control and Prevention (CDC) and safeguards implemented by local governments. Livongo has a robust work at home program which helped to mitigate our risk if necessary and ensure that our services continued to be operational. Livongo implemented a mandatory work from home protocol and provided employees with additional IT equipment to support work productivity at home. In addition, Livongo provided a mechanism for employees to purchase an ergonomic set-up at home.

Livongo monitored the outbreak and the priority was to keep our employees safe and healthy while continuing to service our Members. Employees were asked to follow the CDC guidance and exercise standard preventative precautions like handwashing with soap and water for at least 20 seconds, avoiding contact with people who are sick, social distancing, covering their mouth with a tissue when they cough or sneeze, and cleaning and disinfecting frequently touched objects. Employees were asked to use discretion and only travel if necessary.

In addition, Livongo employees have full access to our Behavior Health offerings which include specific coronavirus and social isolation modules to manage stress and anxiety. This is in addition to the full suite of modules for Behavior Health to help our employees cope with and manage difficult or challenging situations as they arise.

Employee Satisfaction: Livongo conducts a quarterly employee engagement and satisfaction survey. Results of the survey are reviewed, and actions are taken based on the results.

Learning & Development: Livongo has a robust Learning & Development program. In addition to onboarding and required trainings, Livongo has a series of programs to encourage employee development and growth. Livongo encourages employee participation in development with various resources for learning, such as DEAL (Drop Everything And Learn) Event, Managing for Success Program, March Madness Learning, Talks at Livongo, and LinkedIn Learning. Livongo supports employees who are interested in learning another vocation or skill, or who are seeking positions in another department.

Diversity and Inclusion: In today's dynamic healthcare environment, clients and members are relying on us more than ever. We view diversity and inclusion (D&I) as the impetus for driving innovation and business performance - and we look to embed it in everything we do. To strengthen our focus on diversity and inclusion, we aim to:

- Drive business growth by serving and building valued relationships with diverse members, clients, partners, payers, suppliers, and communities.
- Create a high-performing team culture and an inclusive work environment that fosters performance and innovation.
- Attract, retain, develop, and engage high performing, talented and committed individuals with diverse backgrounds and perspectives.

Company values are never revealed in words, but in actions. Our progress has only been possible because of the many Livongans company-wide who work tirelessly to ensure that D&I is part of the fabric of our culture.

Non-discrimination/EEOC: Livongo, an equal opportunity employer, is committed to equal opportunity for all employees and applicants. Livongo recruits, hires, trains, promotes, pays, and administers all personnel actions without regard to race, color, religion, sex (including pregnancy, childbirth, and medical conditions related to pregnancy, childbirth, or breastfeeding), sex stereotyping (including assumptions about a person's appearance or behavior, gender roles, gender expression, or gender identity), gender, gender identity, gender expression, national origin, age, mental or physical disability, ancestry, ethnicity, medical condition, marital status, status as a parent, military or veteran status, citizenship status, sexual orientation, family medical history or genetic information (including testing and characteristics), political affiliation or any other status protected by applicable law. We interpret these protected statuses broadly to include both the actual status and any perceptions and assumptions made regarding these statuses. Livongo welcomes transgender, gender-nonconforming, gender-nonbinary, and gender-transitioning employees, applicants, and contractors.

Engage in Charitable Giving and Volunteer Efforts Within Our Community

Donations and Aid:

Livongo believes in giving back by donating to deserving causes and activities that benefit society. Livongo strategically selects organizations to donate money for much needed research and development efforts for the improvement of the health and well-being of individuals living with chronic conditions, as well as for needed resources to support the health of individuals in our society. The organizations that Livongo has contributed to include:

- Juvenile Diabetes Research Foundation (JDRF)
- Beyond Type 1
- American Heart Association (AHA)
- The diaTribe Foundation
- American Diabetes Association (ADA)
- Robert F. Kennedy Human Rights
- Replate
- CDC Foundation
- Team Rubicon
- Common Threads
- Local schools

Volunteering: Livongo implemented a Volunteer Committee made up of Livongo employees. Volunteer opportunities are explored and implemented through this Committee. In 2019 and 2020, Livongo participated in:

- American Heart Association CycleNation: June 2019 in Chicago – Livongo sponsored the event. Team members took turns in a fun Relay Ride on stationary bikes to raise awareness for stroke and heart disease:
- American Diabetes Association Tour de Cure (WALK): June 2019 in Los Altos, CA - in support of ADA. Despite the name, participants could ride, run, or walk. Livongo signed up for the walk to encourage broader site participation.
- JDRF Ride To Cure Diabetes: August 2019 in Lacrosse, WI – Livongo raised nearly \$300,000 and had 160 riders on the team.
- American Heart Association Walk: September 2019 in Chicago - Livongo sponsored the event in support of this AHA fundraising activity and raised \$12,000.
- Participates in volunteer outing and group outings to Chicago Food Depository, Second Harvest, and My City My Block My Hood.