

Dexcom

march 2024

DexCom, Inc.

sustainability report



empowering people to
take control of health



A letter from our CEO

To our stakeholders,

Whether shown in the continued innovation we deliver on our sensor platform or our efforts to expand access to Dexcom continuous glucose monitoring (CGM) technology around the globe, Dexcom remains committed to advancing our mission—empowering people to take control of health.

Access to healthcare is critical to our sustainability story. This has always been a top priority for our organization, and in 2023, we completed the largest expansion of coverage in our company's history. This past year, we effectively doubled our level of reimbursed coverage in the US and further advanced access to Dexcom CGM in international markets. This was a significant step forward for our company and people with diabetes, and we are not stopping there. We will continue to work to improve and simplify access to Dexcom CGM to help millions more around the globe.

Our success in 2023 was a great example of our company's four core values in action: Listen, Think Big, Be Dependable, and Serve with Integrity. These values serve as the cornerstones of Dexcom's strategic direction, including our sustainability efforts. They also continue to provide an excellent framework to tell our corporate sustainability story.

I'm very proud of the progress our company continues to make in our sustainability reporting. This year's publication provides greater detail on our recent access efforts, clear detail on our sustainability governance structure, and an in-depth review of our cybersecurity program. We also expanded our greenhouse gas emissions reporting and made a public commitment to the Science-Based Targets initiative (SBTi). Finally, we published the results of our externally conducted adjusted pay gap analysis, which demonstrated our commitment to pay equity across our organization.

Please find these updates, and more, in this year's Sustainability Report. We see an inherent connection between sustainability and strategy and are excited to share our continued progress. Through these efforts and the work of Dexcom's incredible employees, we will advance our mission and make a positive, lasting impact on the world we share.

A portrait of Kevin Sayer, the Chairman, President & CEO of Dexcom. He is a middle-aged man with short, graying hair and a goatee, wearing glasses and a dark blue sweater over a light blue checkered shirt. He is smiling slightly and looking towards the camera.

Kevin Sayer

Chairman, President & CEO

DEXCOM

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We use our Sustainability Report to share how we are managing our sustainability efforts, 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, 2023, unless otherwise noted. Data includes our operations around the world, unless otherwise stated. Some data has been rounded. Monetary figures are in US dollars, unless otherwise noted. Dexcom undertakes no responsibility to update this information after the date of this report.



Lily

#SeeDiabetes

Corporate sustainability governance

Our Board of Directors oversees all sustainability initiatives at Dexcom.



While primary oversight of our program rests with our Nominating and Governance Committee, other Board committees are actively involved in governance matters that more closely align with their subject matter and expertise.

Our Corporate Sustainability Steering Committee is comprised of five executive leaders: Our Chief Commercial Officer, Chief Financial Officer, Chief Human Resources Officer, Chief Legal Officer, and Executive Vice President of Operations. This team reports to the Nominating and Governance Committee, provides executive-level guidance for our sustainability strategy, and ensures company-wide alignment to these goals.

Under the leadership of our Corporate Sustainability Steering Committee, our teams are tasked with executing our sustainability plans. We have also established an Environmental Steering Committee with members from the Research & Development (R&D), Operations, and Commercial teams to collectively work on climate-related projects. Finally, each of these teams collaborates with our Sustainability Reporting group to provide key updates to our stakeholders.



Board of Directors

Corporate Sustainability Steering Committee

Environmental Steering Committee

Operations and Supply Chain

DEI & HR

Legal

Product Quality

Compliance

Market Access

Commercial



Sustainability Reporting



listen.

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

We pay attention to the evolving needs of our customers, healthcare providers, employees, researchers, payers, and other key stakeholders to exemplify **"Listen,"** the first of our four core values. We believe that listening to our stakeholders is critical to the success of our business.

Listening to our customers

While Dexcom has built its reputation by designing, manufacturing, and selling 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 users' underlying motivations. Therefore, we have structured our company to listen to our customers and address their needs and interests.



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The following strategic and product initiatives reflect that approach, as we work to better serve the diabetes community.

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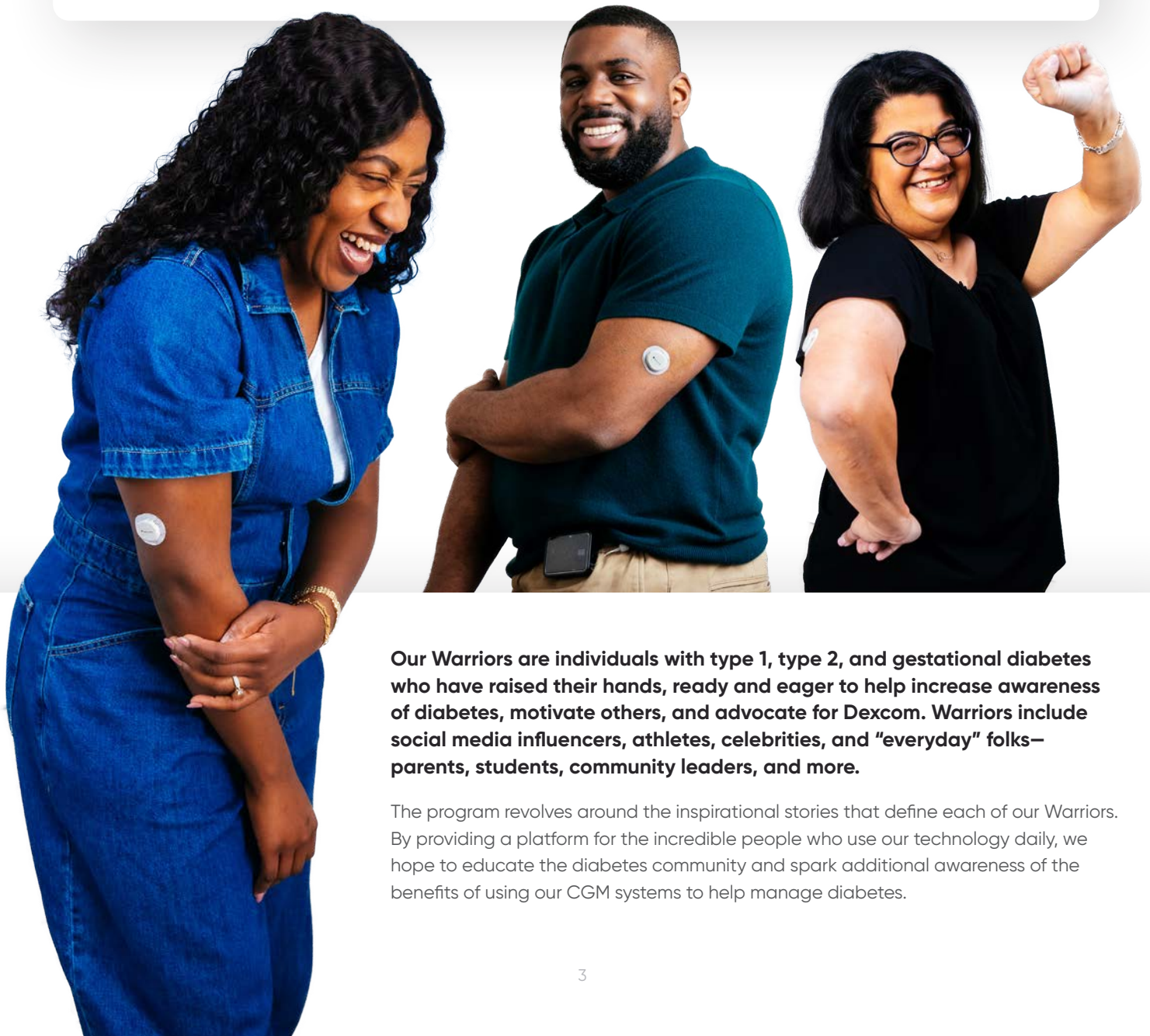
Building our Dexcom Warrior community

Dexcom WARRIORS

We believe that providing a forum for our customers' voices is one of the best ways to engage with the diabetes community.



In 2015, we established the Dexcom Warriors program and quickly expanded from 35 to **more than 25,000 Warriors** at the end of 2023.



Our Warriors are individuals with type 1, type 2, and gestational 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" folks—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 daily, we hope to educate the diabetes community and spark additional awareness of the benefits of using our CGM systems to help manage diabetes.



ALTON M.

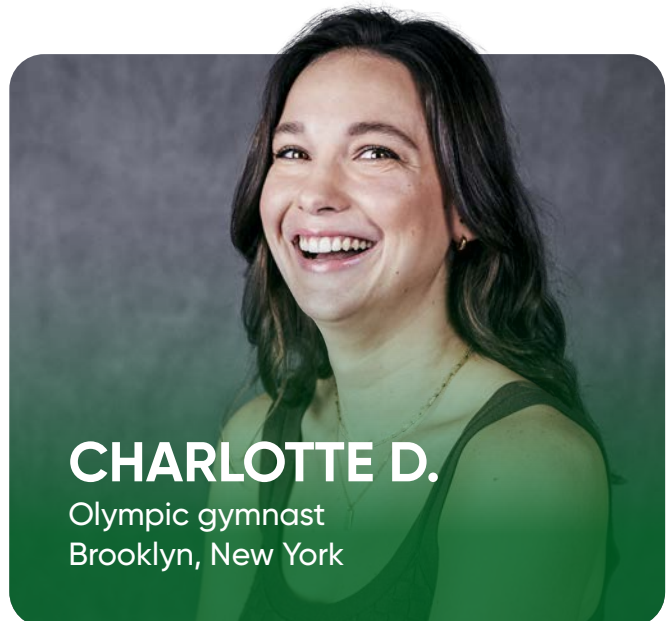
Pitmaster
Pflugerville, Texas

Alton is a skilled pitmaster from Pflugerville, Texas, who has a natural talent for barbecue but struggled to manage his type 2 diabetes until he discovered Dexcom. Dexcom G7 transformed his diabetes management, allowing him to better monitor his glucose trends so he can adjust his activities and cooking techniques accordingly.

"I was able to get the sensor up and running easily, and I started to get my real-time numbers after it warmed up in about 30 minutes. And now that I can see my trends in real-time, **I can make better-informed decisions** whenever I'm cooking. Cooking is not just something we do here in Texas, it's our way of life. Dexcom G7 has allowed me to modify recipes to control my glucose numbers based on what I'm seeing in real-time."

Charlotte is a member of the United States Women's Gymnastics Team and was diagnosed with type 1 diabetes months before her departure to the 2020 Tokyo Summer Olympics. Without Dexcom CGM, Charlotte said that achieving her dream of going to the Olympics would not have been possible. **She describes her Dexcom CGM as a "lifesaver."**

"My Dexcom CGM helps me explore the world and go to all the places I dream of."



CHARLOTTE D.

Olympic gymnast
Brooklyn, New York

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.

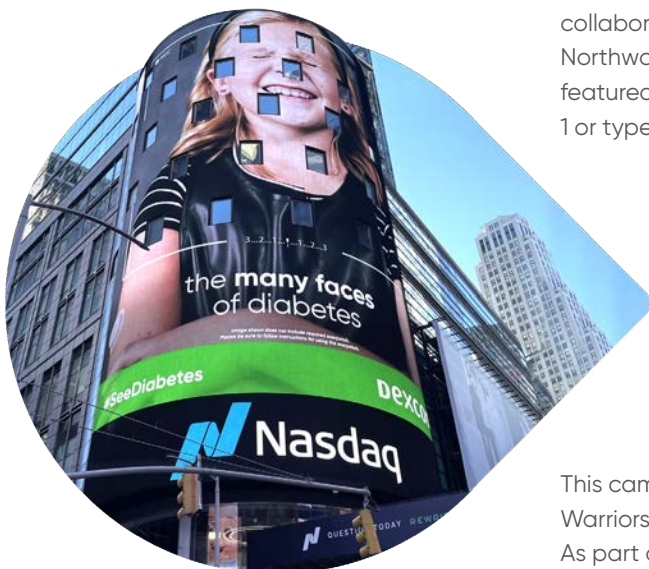
This commitment includes our direct support of nonprofit organizations and clinical research, and our active encouragement of Dexcom employee participation within the diabetes community. Below are some highlights from our recent efforts.

Partnering with leading diabetes advocates

In support of National Diabetes Awareness Month, Dexcom came together with members of the diabetes community in a month-long awareness campaign. This campaign provided a platform for people with diabetes to share their stories and collectively advocate for greater access to care. While significant progress has been made to improve access to diabetes technology, millions still face challenges obtaining coverage.

As part of this work, Dexcom unveiled a first-of-its-kind, global portrait gallery to shine a spotlight on the daily battle of living with diabetes. This collection provided an honest but hopeful look at people living with diabetes from all walks of life as they navigate the highs and lows of living with an invisible disease.

#SeeDiabetes: The Faces of Diabetes Warriors



#SeeDiabetes: The Faces of Diabetes Warriors was a joint collaboration between Australian model and Dexcom Warrior Bambi Northwood-Blyth and photographer Fernando Sippel. This show featured Dexcom Warriors from around the world, each living with type 1 or type 2 diabetes.

“As a Dexcom Warrior living with diabetes, it’s an honor to bring to life this unfiltered and genuine representation of what life is like for the millions of people living with diabetes globally,” says Northwood-Blyth. “In addition to the powerful imagery, each portrait is paired with a deeply personal narrative that highlights how access to technology like Dexcom CGM can lessen the burden of this disease and greatly improve your quality of life.”

This campaign culminated on World Diabetes Day, where several Warriors joined Dexcom management to ring the Nasdaq opening bell. As part of the day, images from the gallery were displayed in Times Square, providing this important work a platform on one of the world’s largest media stages.

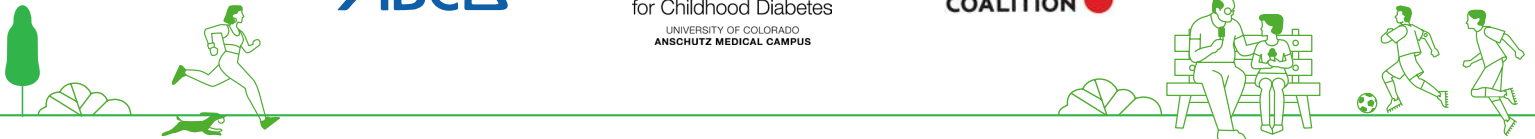


#SeeDiabetes

DEXCOM

Giving back to the community

In 2023, Dexcom's Grants Committee awarded over \$1.1 million in educational and charitable grants to over 25 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 health. Some recipients of Dexcom grants include:



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) and studies conducted by nonprofits or research consortiums. For additional information on the ways that we support leading researchers and institutions, as well as our publicly available diabetes education tools, please visit our [healthcare provider site](#).

In 2023, Dexcom clinical scientists wrote or supported

150+ peer-reviewed journal articles

which advanced the science literature about diabetes technology. These publications help inform clinical standards of care, support broader reimbursement, and solidify Dexcom as the preferred CGM globally.

In 2023, we supported

350+ clinical trials worldwide

at specialist outpatient clinics, hospitals, and communities. Among these trials were studies looking at CGM outcomes for currently uncovered populations, such as people with type 2 diabetes not on insulin and people without diabetes.

Offering customer choice



We recognize the value of customer choice in diabetes technology.

Therefore, we have prioritized integrating our CGM technology with multiple third-party insulin delivery technologies, as well as software applications. These partnerships allow our customers to simplify their treatment by choosing their preferred insulin pumps or insulin pens.

Dexcom G7

Putting customers at the center of innovation

Our latest-generation product, Dexcom G7, was designed to simplify our customers' lives, while offering the most accurate sensor technology. With hardware updates, such as the 60% smaller form factor, all-in-one sensor and transmitter, and 30-minute warm-up time, it has never been easier to use a Dexcom CGM. Our software infrastructure was also completely redesigned for G7 with a more consumer-friendly interface to encourage high levels of customer engagement.

Importantly, our new system enables much quicker iteration to our software platform, allowing us to constantly advance the customer experience. In fact, we completed nine global software releases for G7 in 2023 with improvements to features such as account creation, alarm personalization, and connectivity.





Simplified account creation

Prior to Dexcom G7, we required customers to authenticate new accounts via email. This could be cumbersome and time-consuming for new customers, particularly when attempting this in a physician's office. With Dexcom G7, we now allow customers to verify their identity via SMS, which has streamlined this process. This small step gives valuable time back to our customers and their caregivers.



Alarm personalization

One of our most common requests from customers has been the ability to reduce the frequency of alarms. In response, we designed a new feature for the Dexcom G7 to safely reduce alarm burden for our customers. Now, in moments when an alarm may be embarrassing or disruptive, a customer can quiet their alarms while maintaining constant visibility into their glucose readings.



Fast reconnect

Diabetes does not stop our customers from being active. At times, this leads to a lost Bluetooth connection when a customer moves away from their smartphone or connected reader. It can then take time for a connection to reform once that user is back in range. Appreciating that this can be frustrating, we launched a software update with the Dexcom G7 that reduces reconnection time by 80%. This allows our customers to move freely, without constantly tracking the distance from their phones.



Proactive overpatch distribution

We are always looking for ways to improve our product and customer experience through all seasons of the year. In April 2023, we added a pack of 10 overpatches to the Dexcom G6 and Dexcom ONE direct shipments in Canada and select European markets.

For our US market, we proactively shipped a summer's supply of overpatches to those who had previously reported issues with adhesion. These patches give our customers the peace of mind to live their lives actively and effortlessly, even in the summer months. While these were previously available for Dexcom G6 by request, by proactively shipping additional overpatches, we can save our customers the hassle of a phone call by anticipating their needs.



Dexcom U

Surveys show that a diabetes diagnosis can potentially halt and prevent newly diagnosed people from pursuing their athletic dreams.¹ Following the approval of the name, image, and likeness (NIL) policy by the NCAA, we saw an opportunity to offer greater representation for people with diabetes in sports. As a result, we introduced Dexcom U, **the first-ever NIL program designed to celebrate college athletes with diabetes and inspire people with diabetes who have athletic dreams of their own.**

Dexcom U is led by Dexcom in partnership with ESPN Senior NFL Insider and diabetes advocate Adam Scheffer. This program offers competitors a platform to share their story, act as role models to other aspiring athletes, and seek mentorship and support from fellow athletes.



“It’s hard to put into words just how grateful I am to be able to represent a company like Dexcom and to be part of a program like Dexcom U. **When I was first diagnosed with diabetes, I felt lost and scared not knowing if there were other athletes going through this.** The Dexcom U program gives us an opportunity to put our faces out there to show those looking up to us that there’s a class of Dexcom U athletes that are balling out and handling business on and off the field, despite having diabetes.”

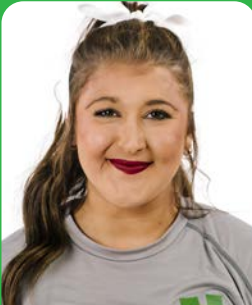
BEAU CORRALES

Football Player, Texas State University

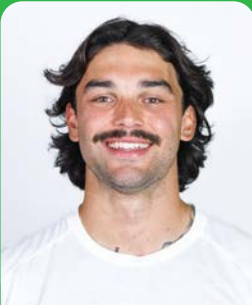
¹Dexcom, US data on file, September 2022



Amber Jackson
Track + Field
University of Louisville



Ava DeStefon
Cheerleading
Clemson University



Beau Corrales
Football
Texas State University



Bri Carrasquillo
Lacrosse
Yale University



Isaac Traudt
Basketball
Creighton University



Cade Brown
Baseball
Murray State University



Caleb Fauria
Football
University of Colorado



Dante Vasquez
Football
Springfield College



Bryce Frederick
Baseball
Towson University



Jaime Ferrer
Baseball
Florida State University



Joshua Meriwether
Football
Tennessee State University



Jessica Walter
Softball
Providence College



Jaxon Dowell
Golf
University of Oklahoma



Leo Giannoni
Baseball
Columbus State University



Madison Moraja
Track + Field
North Carolina State University



Marlee Fray
Soccer
University of Texas at San Antonio



Nicholas Hahne
Cheerleading
University of Notre Dame



Paris Husic
Track + Field
Wake Forest University



Raegan Lantz
Volleyball
Miami (OH) University



Tristan Wakefield
Rowing
Syracuse University

Listening to our employees

In order for us to continuously attract and retain top talent, we make conscious efforts to listen to our employees and foster a culture that makes them feel valued for their unique skill sets.

Solidifying our culture as we grow

In this increasingly dynamic work environment, we are intentional about creating cultural consistency across our organization. We want our employees to feel connected to a high-performing culture that helps them feel valued and empowered to do their best work. In support of this, we updated our company values in 2023 to better define our cultural goals and align with our new mission. Culture is now one of the five Dexcom imperatives by which we measure our success. Throughout the year, we also made targeted investments to shape our culture, build greater inclusivity, and support career development across all levels of the organization.



Voice of the employee

Each year we conduct engagement surveys that enable our employees to voice their opinions about their experience at Dexcom. We utilize Employee Experience Pulse Surveys (1-3 per year), Lifecycle Surveys, which request feedback at specific moments in the employee lifecycle, and a broader nine-question Engagement Survey (once every 2-3 years) to measure how well we are meeting our employee's needs.

These surveys provide us important insight into the experience of our teams and opportunities to learn from direct employee feedback. This information helps inform actions designed to elevate the employee experience.

Our 2023 survey work provided a great example of this feedback loop in action. This past year, we conducted two company-wide pulse surveys to measure engagement and explore the topics of career development and people leadership. Our results identified an opportunity to create more effective engagement between people leaders and their direct reports, so we quickly instituted new practices to support this effort.

As a result, between our spring and fall surveys, we saw:

- 5-percentage point improvement on engagement between people leaders and direct reports.
- 8-percentage point improvement in "My manager helps prioritize my development".
- Continued improvement on subjects of responding to employee feedback and managers supporting work-life balance.

70+%

participation from our employees in our engagement surveys, which provides us great visibility into their collective experience.

Our engagement score continues to grow each year, far exceeding comparable benchmarks.

	2021	2022	2023
I am proud to work for Dexcom	89%	90%	91%
I can see a clear link between my work and Dexcom's mission	87%	89%	90%
My work gives me a feeling of personal accomplishment	78%	83%	84%

Expanding our investment in career development with a focus on people leaders

We have an unwavering commitment to career development.

With ongoing development initiatives designed to support continuous enrichment, we continue to promote personal and professional growth across our employee base. Our workforce has embraced these development opportunities, helping employees at all levels advance their skillsets and knowledge base.



Recognizing the importance of strong leadership and career mobility to the employee experience, we placed an emphasis on developing people leaders in 2023. Some examples included:

We hosted a VP+ event designed to cultivate leadership skills for senior leaders. This curriculum was designed to better equip our leadership team as they work to collectively guide our evolving company.

Our Targeted Development Program promoted management growth among a select group of high-potential senior managers from various business areas.

We saw increased participation in our corporate Mentoring Program, which facilitates valuable connections across the organization.

We saw greater utilization of our Coaching Program, which features a 360-degree assessment and tailors a customized coaching experience to the development needs of our leaders.

We also expanded our global development curriculum with new educational programs designed to support career growth at Dexcom.

Training sessions designed for team needs showcase popular courses like "InsideOut Coaching," series.

Sessions like "DiSC Workplace" and "Speed of Trust" have gained popularity among employees, supporting better communication and collaboration across our diverse employee base.

Dexcom's LinkedIn Learning portal also continues to generate high levels of engagement from our employees.

10,000+ hours viewed in 2023, with career development, career planning, interpersonal communication, and leadership as the most popular topics.



As we celebrate the successes of this past year, our emphasis on building foundational leadership skills remains critical. We have developed ongoing feedback processes that will shape our future programs, ensuring we always evolve to meet the needs of our dynamic workforce.

Supporting our employees and their families*

Dexcom strives to provide choice and flexibility through comprehensive and competitive global benefits, retirement plans, and well-being 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 who reside in most of the countries in which we operate:

Retirement Savings

We offer Dexcom-funded retirement plans worldwide 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, cannot work, or pass away.

Mental Health Assistance

We offer eight one-on-one therapy sessions, eight one-on-one coaching sessions, unlimited group support sessions, a library of self-paced digital courses, meditation programs, and more.

Employee Assistance Program

We have implemented a no-cost, 24/7 employee assistance program that provides 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 career growth. In keeping with this philosophy, Dexcom established a reimbursement program for certain expenses incurred through approved institutions of learning.

Inspire Well-Being



Our wellness program, Inspire Well-Being, intends to help employees and their families who desire to take control of their health and well-being. Dexcom focuses on four pillars of Well-Being: mind, body, finances, and community. 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 and offers unlimited on-demand fitness, nutrition, mindfulness, and meditation classes.

Employee Stock Purchase Plan (ESPP)

We provide our employees from the US, Canada, UK, and Ireland 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.

CGM Discount Program

In several countries, we offer employees and their immediate family access to Dexcom's continuous glucose monitoring systems at a discounted rate through our CGM discount program.

*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 across our locations worldwide. As examples of this commitment, we have established the following:



Onsite Health Clinic **PHILIPPINES AND MALAYSIA**

In our Philippines and Malaysia locations, we offer full-service, onsite clinics where employees can receive basic health care services without the inconvenience and disruption of an offsite appointment with a physician.



Paid Military Leave **UNITED STATES**

Our headquarters city, San Diego, is home to the nation's largest military concentration, with more than 100,000 active-duty personnel. 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).



Medicare Advisement **UNITED STATES**

To support our employees and their families at all stages of life, we offer Medicare advisement services, caregiver support, life stage planning, COBRA continuation, and more.

FAMILY CARE SERVICES

Maternity, Paternity, and Paid Family Leave

EMEA

We offer a minimum 14 weeks paid maternity leave and a minimum of two weeks paid paternity leave in our EMEA locations.

AUSTRALIA AND NEW ZEALAND

We offer a minimum 12 weeks paid maternity leave and a minimum of two weeks paid paternity leave in Australia and New Zealand.

UNITED STATES

We noticed gaps in opportunities for child bonding and family care for our domestic employees, depending on the respective policies of their state. Therefore, 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.

Family-Forming Partner

UNITED STATES

We offer family-forming benefits for our employees and their partners to assist with fertility treatments, as well as donor, surrogacy, and/or adoption services for up to a \$10,000 lifetime maximum.

Advocating for equity and sustaining our culture of inclusion

We believe that an inclusive workplace is one that encourages diversity of thought, culture, and background.

We continue to execute on our mission of diversity and inclusion:



To ensure the Dexcom community is demographically diverse, and reflects the customer and healthcare communities in which we operate.



To create an inclusive culture that recognizes employees' unique needs and utilizes their diverse talents to improve the decisions we make every day.

To do this, we strive to build an environment where diverse perspectives are voiced and heard. Cultivating an inclusive employee culture is a foundational element of delivering world-class customer experiences for our diverse CGM stakeholders.

We experienced another year of organizational growth in 2023. Our employee base grew in size and representation as we expanded our global footprint. As the workplace continues to evolve, we find ourselves with quality talent in more locations than ever before. To support this, we extended our diversity, equity, and inclusion (DEI) efforts and launched a dedicated regional program in EMEA, one of our fastest growing markets.





Our evolving representation

32%

of US leaders identify as **ethnically or racially diverse***

64%

of our workforce in the US identifies as **ethnically or racially diverse***

41%

of global leaders* are **female**

As of December 31, 2023,
we had approximately

9,500

Full-time employees

100

Part-time employees

Country	Female	Male	Grand Total	Ethnically Diverse (US Only)*
United States	2,600	3,200	5,800	3,700
International	2,100	1,700	3,800	N/A
Grand Total	4,700	4,900	9,600	3,700



Driving equity

DEI is a key area of focus for Dexcom and we are continuously working to advance diversity across our organization. We report both internally and externally on our gender representation globally, plus racial and ethnic composition in the US.

Overall, our gender mix remains relatively balanced. Due in part to concerted DEI efforts supporting female candidates, we have improved our hiring rates of women and lowered levels of attrition.

*All diversity data is self-reported. We capture ethnic diversity data in the United States only, comprised of the following categories: Black or African American, Hispanic or Latino, Asian, American Indian/Alaskan Native, Native Hawaiian or Other Pacific Islander, and Two or More Races. Leader defined as Director and above.



Pay equity

At Dexcom, we are committed to compensating our employees fairly and equitably.



2021

Since 2021, consistent with our compensation philosophy and our commitment to fair and equitable compensation for all of our employees, we have proactively reviewed gender pay equity for our global employees in the same or similar roles. In the US, we have also instituted ethnicity pay equity for our US employees in the same or similar roles.

2023

In 2023, we retained an independent third-party consultant to launch our first external pay gap study of our workforce with respect to gender globally and race/ethnicity in the US. The adjusted pay gap analysis compared employees who do the same or similar work under comparable circumstances. In reviewing base salary for our non-executive employees, 98.6% of our employees were included in global gender pay gap analysis and 98.5% of our US employees were included in the US race/ethnicity pay gap analysis.

99.9%

Non-executive employees who are women globally earned 99.9% of the pay earned by men in similar roles

99.9%

Racially and ethnically diverse non-executive employees in the US earned 99.9% of the pay earned by white employees in similar roles

2024

We plan to advance our pay equity efforts further in 2024. In addition to conducting another adjusted pay equity analysis, we will also conduct assessments of our performance ratings and talent programs, working closely with executives and other leaders to advance our DEI efforts. With these efforts, we believe we will continue to cultivate greater levels of diversity across our organization and advance our broader DEI vision.

We will continue to publish our adjusted pay equity results with our annual Sustainability Report, with the process and data reviewed by an independent third-party consultant.

Sustaining an inclusive organization

We want to create an environment where all employees have a sense of belonging and feel free to bring their full, authentic selves to work. **Achieving this begins by helping equip our employees with the resources they need. All of our employees complete DEI training designed to educate them on relevant DEI matters in a dynamic and changing workplace.**

This year we placed a focus on building inclusivity to help our employees feel a sense of belonging and have access to the same opportunities. To support this, we enhanced our ratings and promotion framework to reduce the risk of bias. We also updated our hiring protocols to reflect our focus on considering a broad pool of talent for all open positions, with a particular focus at the leadership level. Additionally, we regularly monitor various frameworks, protocols, and programs to identify and address areas of potential improvement.

As part of our broader DEI initiatives, we encouraged our employees to participate in a range of DEI workshops, such as:

- 01 Working and leading with empathy during challenging world events
- 02 LGBTQ+ allyship in the workplace
- 03 Financial literacy in the Black community
- 04 A celebration of Juneteenth
- 05 Navigating the professional world with a focus on mental health and wellness
- 06 Introducing neurodiversity

How Employee Resource Groups (ERGs) are shaping our culture

Employee Resource Groups are voluntary, employee-led groups designed to foster a diverse and inclusive workplace. These organizations bring together individuals with common identities, interests, or experiences and help amplify the voices of our employees. They provide opportunities to network and socialize, work on professional development, raise awareness of relevant issues, and more.

Over the past year, our ERGs continued to expand in terms of quantity, membership size, and initiatives. Regional chapters were established for some of our biggest ERGs, including the launch of the Dexcom Women's Initiative (WIN+) and Pride ERGs in EMEA. These were established to support our EMEA-based communities, providing resources for women, the LGBTQ+ community, and employees looking to optimize their mental and emotional wellness.

Our ERGs frequently host events designed to educate, engage, and foster community. These events have included keynote speakers, cultural celebrations, and networking opportunities, to name a few.



A FEW STAND-OUT EVENTS FROM 2023



SAN DIEGO

For the second consecutive year, we sponsored the San Diego Pride Parade. We also proudly sponsored the Edinburgh Pride Parade for the first time.

Over 100 individuals represented Dexcom, including employees, families, and friends.

Our booth was run by more than **20 employee volunteers** and received **approximately 4,000 visitors**, many of whom were customers that stopped by to share their experience with Dexcom.



EDINBURGH

Over 30 employees, plus friends and family, marched in the Edinburgh Pride celebrations.

Like the San Diego event, our team experienced an inflow of support from community members sharing how Dexcom has impacted their lives.

Our Asia-Pacific (APAC) DEI work was featured prominently for the 5th anniversary celebration of Dexcom Philippines.

For this event, our APAC ERG chapters hosted booths where they proudly highlighted their mission and showcased recent events. These efforts drove greater awareness among our employee base and led to an increase in ERG membership within the region.



YANA

We were thrilled to welcome Dr. Kristy Lamb, MD, for quarterly talks to discuss the impact of stress.

These talks provided science-backed insights into stress, with actionable recommendations on how to better control stress and improve wellbeing. These sessions were organized by our YANA ERG, which seeks to support our employees' mental health, and received broad participation across our employee base.



ABLE

Our ABLE ERG hosted a "Lunch and Learn" in partnership with talent firm Rangam to explore best practices for disability inclusion.

In honor of the International Day of Persons with Disabilities, this session invited the question: "Creating a future with empathy: are you on board?" This session discussed the power of empathy to unlock human potential and the need for inclusive spaces to enable all talent to thrive authentically. The expert speakers educated our team on social models of disability, the definition of neurodiversity, and best practices for championing disability inclusion.

Leading by example

As a continuation of our **Dexcom Diversity Dialogues**, we hosted a thought-provoking session with our executive leadership team to discuss DEI at our company. This event sourced questions from our ERG presidents and sparked a candid conversation that provided insight into DEI at Dexcom.

With nearly 1,000 live viewers, and many more via replay, a large portion of our employee base viewed this important conversation.

Broadening community outreach and supplier diversity

As part of our DEI initiatives, Dexcom encourages community engagement through targeted outreach. In 2023:

In connection with the San Diego Human Resource Forum, Dexcom provided scholarships to support rising HR professionals in DEI.

Within the category of “Committed to unlocking HRs’ best work through advancing DEI,” we proudly awarded three HR professionals with scholarships to support their participation in a DEI program of choice (such as certifications, seminars, or conferences).



Dexcom again sponsored the 2023 Grace Hopper event, celebrating and promoting women in tech.



The Grace Hopper Celebration is the largest gathering of women and non-binary technologists in the world. Created in 1994 and inspired by the legacy of Admiral Grace Murray Hopper, the AnitaB.org flagship event brings the research and career interests of women in computing to the forefront. Following this event, we received inquiries from over 1,000 candidates interested in Dexcom.



For the second year in a row, Dexcom sponsored 50/50 Women on Boards™

This sponsorship included employee participation in the annual Conversation on Board Diversity event, which is organized to advance the movement toward gender parity on boards. This event provided an opportunity for our senior executive women to broaden their internal and external partnerships and development.



**girls
inc.**

of San Diego County

Dexcom's WIN+ ERG deepened its commitment to STEM education by partnering with Girls Inc. of San Diego County to sponsor the Future STEMinists Program.

Beyond financial support, a dedicated team of WIN+ members made a hands-on impact, volunteering three times to deliver age-appropriate STEM lessons about diabetes to a group of middle school girls.

The mission of Girls Inc. of San Diego County is to help girls ages 8 to 18 see college as attainable, resist peer pressure while learning essential life skills, and explore professional STEM (science, technology, engineering, mathematics) fields in which women are underrepresented.



We also continue to weave DEI into our broader business and products through our supplier diversity initiatives.

We spent nearly **\$200M on products and services** from small businesses in 2023, **which included an increase in our spend with small, diverse suppliers.**

As part of this effort, Dexcom has joined corporate advisory boards, mentorship programs, and supplier development initiatives established by national nonprofit organizations. Some highlights in 2023 included our work in a mentorship program for small business through the National Gay & Lesbian Chamber of Commerce (NGLCC) and our ongoing service in the Corporate Advisory Board for Veterans in Business (VIB). Membership in these organizations allows us to support our community and demonstrate that Dexcom is open to fair competition to help close the disparity gap between small and large suppliers.

In 2023, we received recognition for our work on this front. **Dexcom's Supplier Diversity program was named "Best of the Decade" by Minority Business News and Women's Business Enterprise Magazine** and received an award for the "Supplier Diversity Program Leader of the Year" by "Diversity Alliance for Science."



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 Dexcom G6, Dexcom G7, and Dexcom ONE have enabled people with diabetes to safely monitor glucose levels while foregoing billions of fingersticks.

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 insulin 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 CGM do not match your symptoms or expectations, use your blood glucose meter to make diabetes treatment decisions.



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07 Health and safety

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.

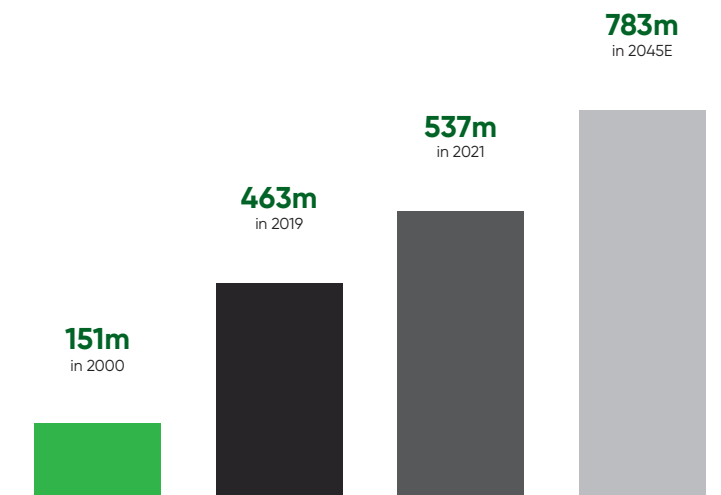


As the statistics below demonstrate, diabetes is truly a global epidemic that requires a commitment to innovative thinking:



Diabetes Diagnosis and Cost

Adults (aged 20–79) with diabetes globally²



People diagnosed with diabetes have **~2.6x higher expenses** that those without³



More than **1 in 4 US health-care dollars** are spent on people with diabetes³

²IDF Atlas, 10th Edition (2021), <https://www.diabetesatlas.org/en/>

³American Diabetes Association, "Economic Costs of Diabetes in the US in 2022."

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.



Our Global Access team regularly engages with government and private payers along with certain regulatory bodies to advocate for the millions of people with diabetes worldwide—demonstrating the economic and quality-of-life benefits associated with Dexcom CGM technology. We continue to evaluate partnerships and strategies to broaden access to our technology.

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



Reducing barriers to therapy

In the US, 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 have advanced the following initiatives:

PHARMACY ACCESS

We recognize that the pharmacy channel offers a high-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. Given the importance of this sales channel as our business evolves, we have taken significant steps to broaden pharmacy access for our customer base. The majority of Dexcom customers who receive supplies through the pharmacy channel pay less than \$20 per month.⁴

REMOVING UPFRONT BARRIERS

Certain insurance providers have historically required documentation before providing coverage for CGM products. We have advocated for removing such requirements to reduce the administrative burden of accessing our products, 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.

A pricing committee consisting of senior leaders across several functions meets regularly to assess key decisions and access opportunities.

⁴IQVIA, data on file.



Reducing barriers to therapy (cont.)

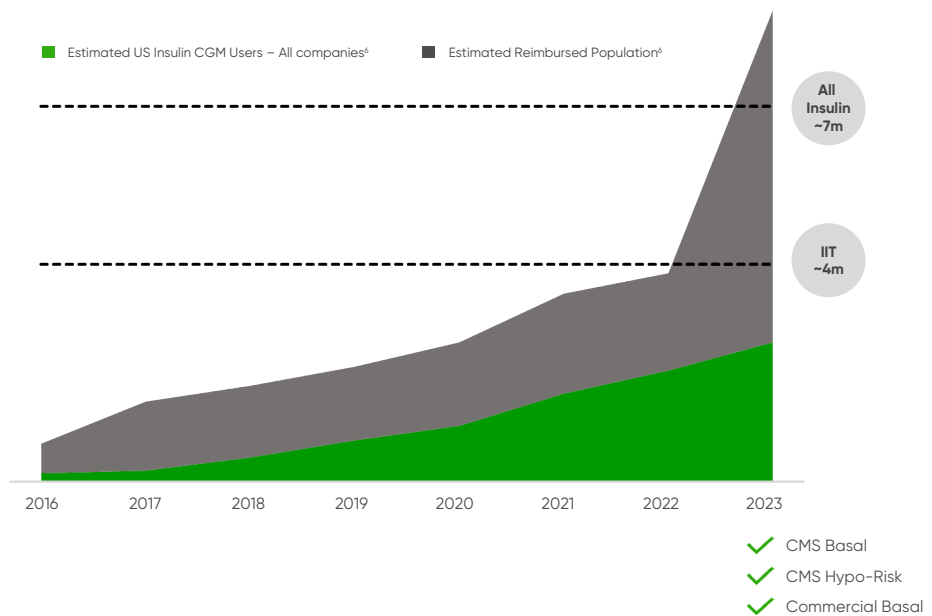
ACCESS FOR CUSTOMERS WITH TYPE 2 DIABETES ON INSULIN AND/OR AT RISK OF HYPOGLYCEMIA

We have produced the key clinical evidence demonstrating the value of CGM for people with type 2 diabetes. Until recently, this work was primarily focused on documenting the impact of Dexcom CGM for people on intensive insulin regimens (taking both mealtime and basal insulin), and CGM has been considered the standard of care for this population for several years.

We saw a similar opportunity to change the treatment paradigm for those on less-intensive insulin regimens, including people taking basal insulin only. To support this, we ran a clinical trial called MOBILE that studied the effectiveness of Dexcom CGM for this population.⁵ We again saw CGM deliver significant improvement in glycemic control along with high levels of customer engagement. This new dataset helped reshape clinical perspective on treating type 2 diabetes and became the cornerstone of our advocacy work for broader reimbursement.

Entering 2023, little access existed in the US beyond people with type 1 and type 2 intensively managed diabetes. This changed significantly in April 2023 when, building upon the results of our MOBILE trial, the Centers for Medicare & Medicaid Services (CMS) established coverage for people with type 2 diabetes using basal insulin only as well as for certain non-insulin using individuals that experience hypoglycemia. Commercial payers also quickly followed suit and by year-end, broad commercial coverage was also available for the basal population.

These coverage decisions resulted in the largest expansion of access in our company's history. These two populations represent around 6-7 million people in the US. Relative to existing coverage, we effectively doubled our level of reimbursed access in our largest market in only a few months.



⁵ <https://jamanetwork.com/journals/jama/fullarticle/2780593>

⁶ Dexcom market research and Wall Street research. Estimated Reimbursed Population based on Dexcom market research.



Reducing barriers to therapy (cont.)

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 23 additional states, closing 2023 with 46 states that offer Dexcom CGM Systems to certain eligible members. Also important, we have expanded our level of coverage within these states. This past year, this included significant new state Medicaid coverage for people with type 2 diabetes using basal insulin only as well as those with gestational diabetes.

Dexcom G7 was the first integrated CGM (iCGM) system approved for use during pregnancy. This label expansion allows us to better support expecting mothers with type 1, type 2, and gestational diabetes at a time when glycemic control is critical.

Gestational diabetes affects nearly 10% of pregnancies in the US each year. With fingersticks as the current standard of care, there is a significant opportunity to enhance the quality of care while simultaneously enhancing the quality of life for expectant mothers. Instead of receiving a limited picture of one's glycemic control, Dexcom CGM can provide expecting mothers real-time information that can support better lifestyle decisions and behavior change.

Several forward-thinking state Medicaid programs recognized the potential for better care for gestational diabetes, and 13 states established coverage for CGM for this condition over the past year. With greater than 40% of births each year insured by state Medicaid programs,⁷ these decisions carry an outsized impact on the care landscape for this market.

⁷ [Medicaid Birth Data](#)





Reducing barriers to therapy (cont.)

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.

Similar to our access efforts in the US, we continue to leverage our growing evidence base to advocate for broader coverage in international markets. We received several positive coverage decisions for Dexcom G6 and Dexcom G7 CGM systems over the past two years, including expanded coverage in Australia, Canada, and Japan, to name a few. The expansion of access in Japan was particularly noteworthy, as this was the first international market to extend CGM coverage to all people using insulin.

The expansion of Dexcom ONE has also enhanced our international opportunity. Dexcom ONE leverages our Dexcom G6 or Dexcom G7 hardware, but uses different software to provide a distinctive customer experience. By offering multiple products, we can meet the specific needs of a diverse base of customers, clinicians, and health systems around the globe.

For example, Dexcom ONE has proven to be a great fit for markets with limited reimbursement. By leveraging our e-commerce platform and simplifying our service model, we can offer the proven performance of Dexcom CGM to these markets at an affordable, cash-pay price. We have now launched Dexcom ONE into seven markets where no reimbursement existed, and since that time, six of the seven health systems have recognized the promise of CGM and established either full or partial reimbursement for people with type 1 diabetes.

Separately Dexcom ONE has allowed us to reach more people within our existing markets. Certain geographies, such as the UK and Spain, have tiered reimbursement structures that offer different products to meet different needs. With Dexcom ONE, we can now slot into the broad market tiers of these reimbursement systems. These are segments of the market that have historically lacked product choice for customers, leading to an enthusiastic welcome of our Dexcom ONE system.

Collectively, our **international access initiatives** expanded reimbursed coverage to **Dexcom CGM Systems** by **4 million lives** in recent years.





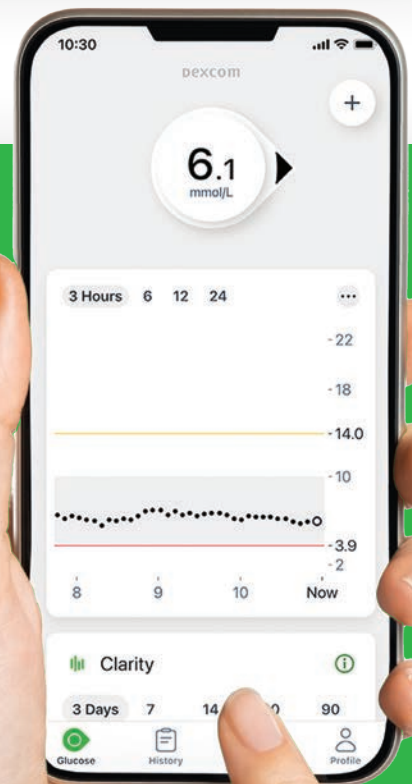
Advocating for interoperability

Through longstanding collaborations with leading insulin delivery companies, Dexcom has emerged as a pioneer of customer choice and open architecture platforms. Our strategy is driven by the belief that no customer should be restricted from using our CGM systems, regardless of their preferred method of insulin delivery.

We continue to support device interoperability by maintaining an open architecture platform for **developers** and assessing options for additional collaborations with corporations and nonprofit organizations.

Our growing software ecosystem supports our commitment to interoperability and customer choice. Our software solutions enable third-party developers to integrate Dexcom CGM data into their digital health apps and devices. These solutions provide Dexcom users greater variety in where and how they engage with their glucose data. Expanding our ecosystem remains a priority, and we view software as an avenue to differentiate, expand, and personalize the Dexcom experience for users.

We now have over 80 commercial connected partners, including insulin delivery systems, digital health apps, and lifestyle devices.





Expanding manufacturing

As the demand for Dexcom CGM technology continues to grow, our operations team has focused extensively on scaling additional capacity to increase the number of markets we serve.

In 2023, we reached a significant milestone on this journey with the opening of our Malaysia manufacturing facility. At scale, this will be our largest manufacturing facility and support years of future growth. We also announced plans to build a new manufacturing facility in Ireland, which will further diversify our footprint and provide more direct support to our European markets.

By expanding our ability to produce incremental sensors, we are establishing the foundation to benefit more customers over the short and long term.



Designing product for scale

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

We specifically designed our latest generation product, the Dexcom G7 CGM System, to scale efficiently as we look to expand the use of our CGM technology for diabetes management around the world. We are also pursuing several initiatives to reduce our manufacturing cost, which can provide greater flexibility to enter more price-sensitive markets. We look forward to the continued development of this system as a key initiative for our access efforts.





Demonstrating clinical and economic outcomes

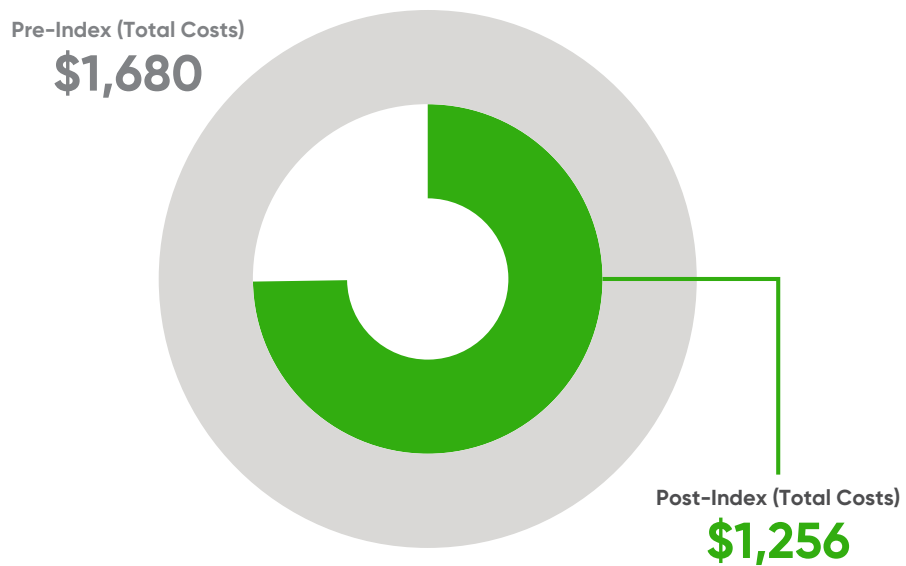
As we scale production capacity, we work diligently to demonstrate and expand awareness of our technology's benefits. For example, in 2023, our clinical scientists wrote or supported more than 150 peer-reviewed journal articles assessing the impact of Dexcom CGM Systems in several different settings.

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.⁸

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 \$424.⁹

rtCGM impact on medical costs in type 2 diabetes

Per-patient per-month (PPPM) diabetes-related costs



These results add to the significant body of evidence that we have amassed in support of health and economic outcomes for people with diabetes.¹⁰

⁸ Isaacson et al. *Journal of Diabetes Science and Technology*, September 2020.

⁹ <https://www.endocrinologynetwork.com/view/real-time-cgm-use-associated-with-reduced-medical-costs-in-patients-with-type-2-diabetes>

¹⁰ For example, see [UK Health Economic Analysis](#); [France Health Economic Analysis](#)



Expanding to the broader type 2 diabetes population and targeting chronic disease prevention

To address the global diabetes epidemic, we believe that we must bring Dexcom CGM technology to all people with type 2 diabetes, including those not taking insulin. At the American Diabetes Association's 83rd Scientific Sessions, our team presented new data highlighting our ability to drive better outcomes among this population. In a real-world study of more than 7,000 adults with type 2 diabetes not using insulin, we saw a 40% increase in time in range and a clinically meaningful improvement in A1C levels.¹¹ Importantly, this population wore Dexcom CGM more than 80% of the time, indicating high levels of engagement.

With several trials currently underway, we are actively working to build more evidence of user engagement, health outcomes, and economic outcomes as we seek to expand access for all people with diabetes. We also see an opportunity for CGM to be integrated earlier in care plans to support broader population health and help prevent disease onset. To support this vision, we will pursue additional indications beyond diabetes over time.



Building evidence to support future indications and serve in new settings

As noted above, Dexcom G7's approval to be used during pregnancy was an important first step to better serving expecting mothers with gestational diabetes. To support broader access, we have several ongoing studies incorporating Dexcom CGM into gestational diabetes care, which we expect to demonstrate improved health outcomes for both mother and child. We believe real-time CGM can provide a better solution to diagnose and manage this condition, and we will advocate for greater coverage over time.

Separately, we see the potential to deliver better patient care and more effective glycemic management within the hospital setting.

Fingersticks remain the standard of care for glucose monitoring within this setting today, and we believe **CGM can deliver better outcomes and an improved patient experience.**

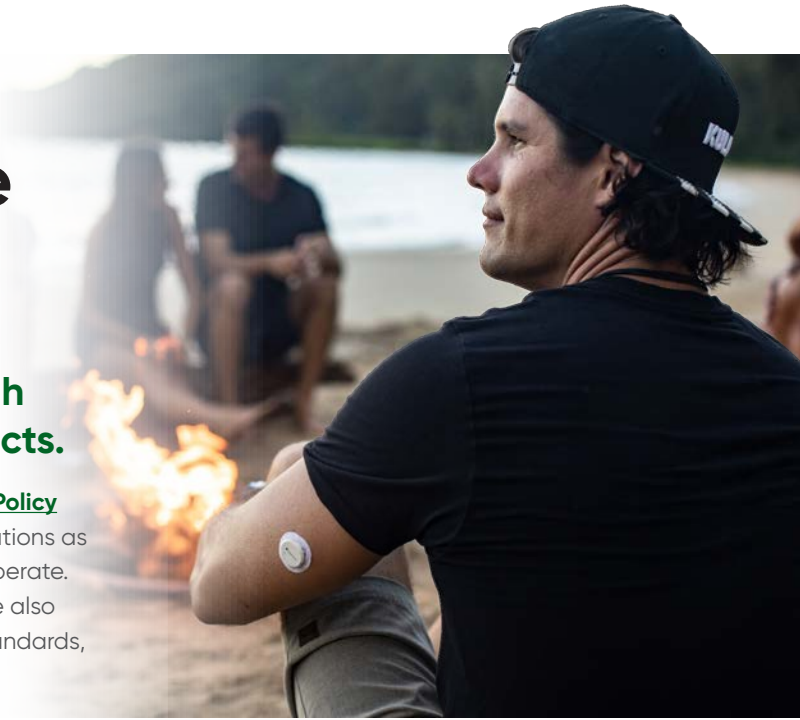


¹¹ Jepson et al. "Improved Glycemic Control with Real-Time CGM in Adults with Type 2 Diabetes Not Treated with Insulin." Data presented at American Diabetes Association's 83rd Scientific Sessions, June 2023.

Commitment to a sustainable future

We are dedicated to implementing environmental practices that reduce our impact while maintaining the high standard expected of Dexcom products.

Our **Environmental, Health, Safety, and Sustainability (EHSS) Policy** serves as the framework to encourage safe and healthy operations as well as environmental protection in all locations in which we operate. Training on this policy is required for all employees globally. We also hold our contractors accountable to the same EHSS policy, standards, and procedures.



Dexcom's three-pronged approach to sustainability



Reduce the environmental impact of our products



Drive eco-efficiency throughout our facilities

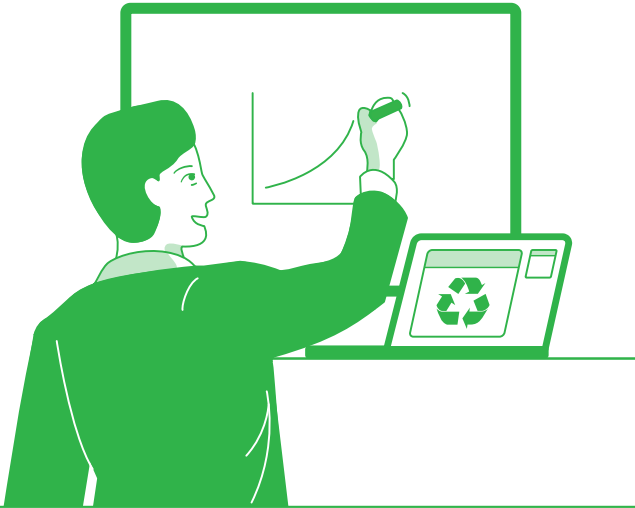


Be transparent with our progress



We have integrated the circular economy model into our operations to build a culture of Reuse-Renew-Recycle. Specifically, we follow the six-step circular economy model to create more sustainable products.





CONCEPT

We design products with circularity in mind and look for opportunities to reduce waste and increase efficiencies.



SOURCING

We are committed to sourcing sustainable materials and reducing the amount of virgin materials in our products.



OPERATIONS

We strive to minimize the environmental impact of our operational footprint by implementing measures that:

- Reduce the use of raw materials and hazardous chemicals
- Expand our utilization of renewable energy
- Decrease waste streams across our organization





DISTRIBUTION

From raw materials to sub-assemblies to finished product, we are looking at efficient modes of transportation. We look to utilize smart transportation management methods to optimize vehicle loads across our distribution network.



USE

We aim to provide customers with sustainable, high-performing products.



END-OF-LIFE

We design products and processes with the end-of-life in mind and are always looking for opportunities to reuse or recycle product, packaging, and materials.

Strategic approach to sustainability

As a core element of our Environment Management System (EMS), we continuously assess sustainability risks and opportunities across our operations.

We regularly review the impact of our operations, looking for ways we can reduce our footprint. Through proactive monitoring and environmental training for employees, we are committed to minimizing our consumption of natural resources.



GOVERNANCE

As detailed earlier in the report, our executive Corporate Sustainability Steering Committee provides high-level oversight of our sustainability and climate-related initiatives. Our Environmental Steering Committee operates under the oversight of the Executive Steering Committee. This group is comprised of leaders from our R&D, Operations, and Commercial departments, and is focused on developing company-wide environmental strategies to improve efficiency and minimize our environmental impact.



Climate



Energy



Water



Waste



Climate change and greenhouse gas emissions

Over the past two years, we have made significant progress toward better understanding our carbon footprint.

In 2022, we built our first greenhouse gas (GHG) emissions database, reflecting Dexcom's facilities over the prior three years. Last year, we disclosed this data publicly for the first time, including Scope 1 emissions (company facilities – gas), Scope 2 emissions (purchased electricity, steam, heating, and cooling for own use), and select Scope 3 emissions (waste generated in operations). Since that time, we have also added new Scope 1 (company vehicles – US only) and Scope 3 emissions (category 6, business travel) to our database.

Establishing this data set was a critical first step toward informing emissions targets for our organization. With this information in hand, we made a [public commitment](#) in 2023 to the Science-Based Targets initiative (SBTi) to set near-term emissions targets. By signing this letter, we are committing to targets that will be externally validated and in line with established climate science. We are currently in the process of developing our targets internally under the leadership of our Corporate Sustainability Steering Committee and will submit these to SBTi for their review once complete.

We have also taken steps to improve our environmental transparency by including the Task Force on Climate-Related Financial Disclosures (TCFD) framework in our annual Sustainability Report and completing the CDP Climate Change Questionnaire. In each of these frameworks, we discuss our climate-related risks and opportunities in detail, which we believe can broaden our environmental dialogue with key stakeholders.





CLIMATE CHANGE INITIATIVES

ONGOING

Distribution

We developed a transportation management solution system that integrates with our enterprise resource planning (ERP) and warehousing systems. This solution has increased shipping efficiency and helped eliminate unnecessary shipments.

We have reduced the utilization of refrigerated trucks during cooler months of the year. This has helped decrease our carbon footprint by reducing the electricity consumption per shipment.

Operations

We divert waste from landfills wherever feasible (as discussed further in the waste section below).

NEW

Distribution

We initiated multiple new projects in 2023 focused on optimizing our shipping routes:

- We implemented a new transportation and distribution software that tracks detailed data on the associated GHG emissions of any shipment.
- We prioritized working with EPA SmartWay Partners to ensure we are utilizing energy-efficient carriers.

Operations

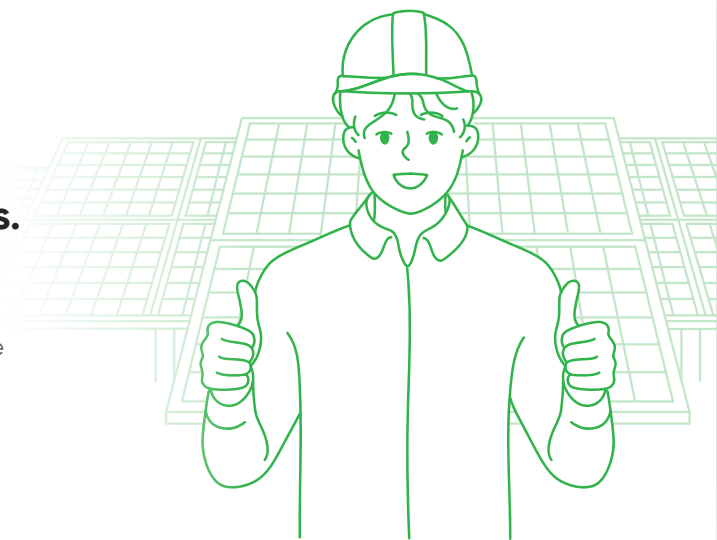
We instituted new energy efficiency projects at our manufacturing sites (details shown below).



Energy Efficiency

We remain steadfast in our commitment to energy efficiency across our operations.

For example, our manufacturing facilities in Mesa, AZ and San Diego, CA partnered with local utility vendors to better understand how energy is used at these sites and to inform initiatives that can produce measurable, sustained energy savings over time.



ENERGY EFFICIENCY INITIATIVES

In 2023, this collaboration helped our San Diego team identify opportunities for greater energy savings at our facilities.

As a result, we plan to implement new conservation initiatives in the upcoming year at this location.

In Mesa, we completed an energy audit in 2022, which prompted two projects that yielded significant improvement in energy usage.



Mesa manufacturing: Production is nearly 50% more energy efficient in 2023 vs. 2022.

In Mesa, we executed an energy savings project to modify our HVAC procedures. Phase 1 of this project optimized the air supply to manufacturing spaces. This process reduced air changes per hour by over 40% while still maintaining compliant air supply to our controlled environment rooms. Phase 2 of the project optimized the waterside of our HVAC system to match these newfound efficiencies. This project helped improve our energy efficiency in Mesa by nearly 50% in 2023 compared to 2022.



Dexcom manufacturing facility in Penang, Malaysia

Our newest manufacturing facility in Penang, Malaysia was designed with energy efficiency in mind.

We installed cutting-edge, highly efficient systems for air quality and HVAC, and utilize energy-efficient LED lighting for the entire facility.

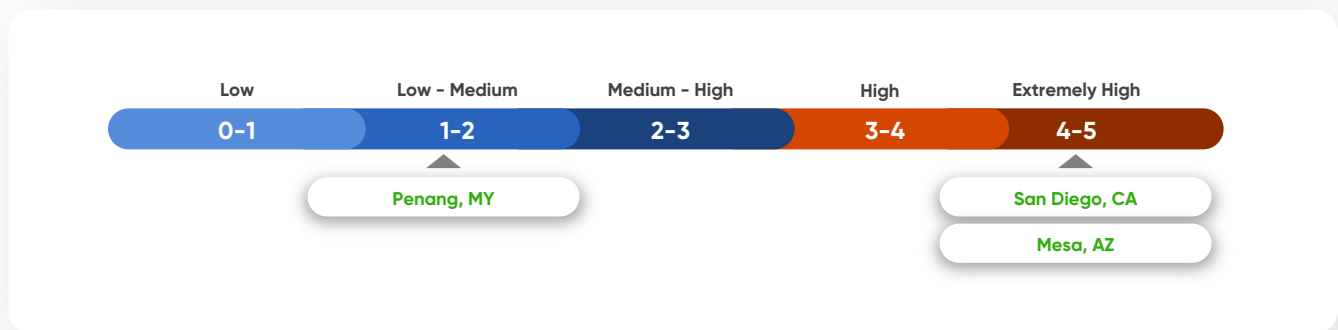


Water stewardship

We recognize the importance of water conservation, and the impact companies can have on its natural supply.

Although our manufacturing sites do not use significant volumes of water, we remain committed to using water responsibly. We review our water risk using the Water Risk Atlas by the World Resources Institute each year, and implement efficient water practices across our facilities.¹²

Regional water risk levels at manufacturing site locations:



WATER CONSERVATION INITIATIVES



Landscaping at all facilities implement local, low water intensive landscapes.



Our Penang, Malaysia facility uses water-efficient cooling systems and domestic water systems designed for reduced water consumption.

¹² <https://www.wri.org/aqueduct>



Waste management

Dexcom is committed to using an integrated management approach to reduce waste.

In support of this, we have launched a **"One Dexcom"** charter to increase our waste diversion rate away from landfills. Our areas of concentration include domestic waste, cafeteria waste, packaging materials, manufacturing waste, and personal protective equipment (PPE). Our primary objective is to minimize waste itself, followed by the reuse and recycling of waste materials through approved providers that meet Dexcom's recycling standards.

Circular economy approach

Dexcom's strategic approach to waste reduction follows the waste hierarchy system. This strategic framework evaluates and prioritizes various waste management options based on their environmental impact. In line with our ongoing commitment to sustainable waste management practices, we continue to adhere to the waste hierarchy system. Our steadfast goal remains the reduction of waste at its source and the diversion of waste away from landfills.



WASTE PROJECTS & INITIATIVES

Reusing and repurposing plastic applicators – Launched in 2022, all plastic applicators discarded in our manufacturing operations are sent to a reprocessing plant where they are converted into reusable materials, such as plastic pellets. The resulting plastic pellets, also known as post-consumer resins, can be subsequently marketed and utilized in the production of new plastic products.

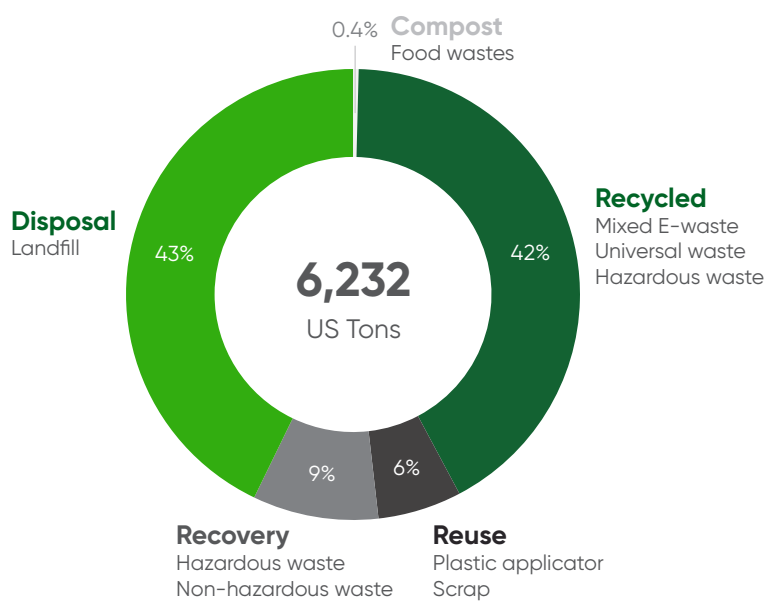
We are exploring new initiatives to decrease the use of hazardous substances in our manufacturing processes by replacing them with less or non-hazardous chemicals. This would enable us to eliminate the procurement of hazardous chemicals, along with the associated transportation, storage, handling, and ultimately disposal of hazardous waste.



Reusing and repurposing plastic applicators

OPERATIONAL WASTE FOOTPRINT

Waste generated in 2023 at global facilities



In 2023, we diverted 57% of our total waste generated in operations from landfill.

This represented continued improvement of our waste diversion rate following the implementation of our applicator recycling program as well as new waste reduction initiatives at our sites.



Biodiversity commitment

Dexcom remains committed to preserving and conserving biodiversity for our local ecosystems, drawing upon global best practices.

Our new manufacturing facility in Penang, Malaysia, was constructed with biodiversity in mind. Prior to construction, our team analyzed the local topography, hydrology, climate, vegetation, and soil. The land allocated for construction was designated for development, which ensured minimal disruption to farmlands, flood plains, natural habitats, and wildlife-rich wetlands. Additionally, nearly one-third of the site was restored using native or adapted vegetation. We also designed the lighting to minimize light trespass on the nocturnal environment.

As we break ground on our next manufacturing facility in Ireland, we plan to proceed with the same commitment to the local ecosystem.



BIODIVERSITY INITIATIVES

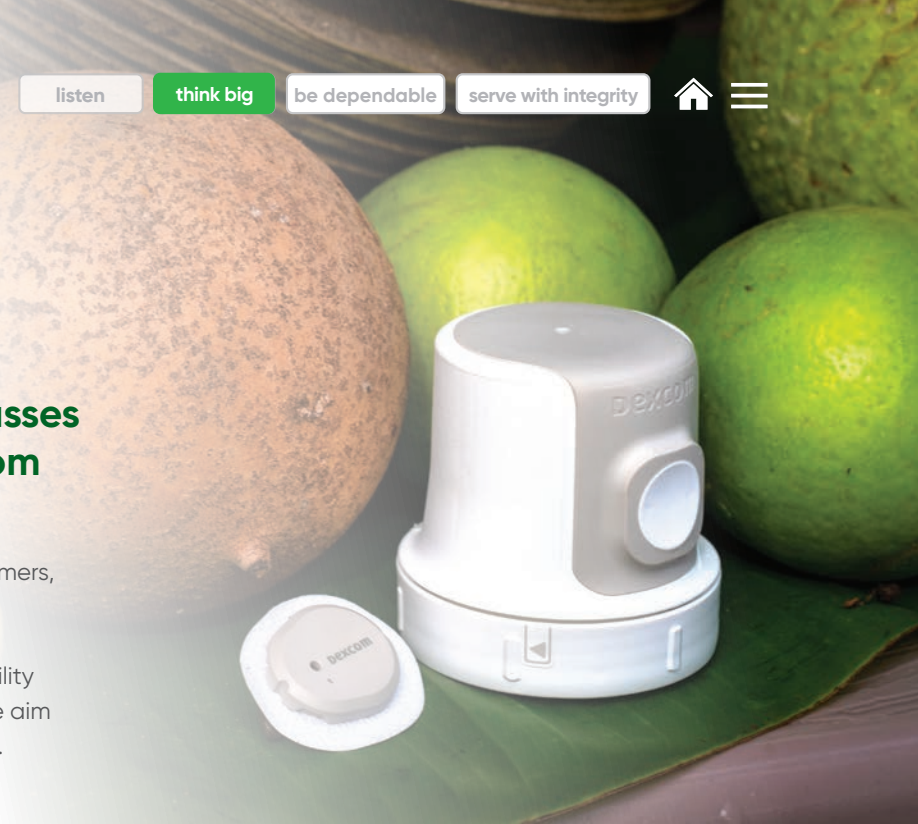


Our Dexcom Malaysia team organized a biodiversity event to avert soil erosion by the planting of mangrove trees. This project's goal was to rejuvenate marine ecosystems and to shield at-risk communities from the impacts of rising sea levels. **More than 60 employees** participated in this event, which resulted in the planting of 500 mangrove trees.

Product stewardship

Product stewardship encompasses the entire product lifecycle, from inception to disposal.

Through Dexcom's commitment to safeguard customers, employees, and the environment against harmful chemicals, we have established thoughtful product stewardship practices. By integrating our sustainability principles into each stage of the design process, we aim to minimize the ecological footprint of our products.



Hazardous chemicals and conflict minerals

Our product stewardship program focuses on minimizing the use of hazardous chemicals and substances of concern. It oversees the management of these materials in products, packaging, and manufacturing procedures to ensure compliance with applicable regulations. We enforce chemical restrictions in our products to align with regulations such as EU WEEE, EU REACH, EU RoHS, EU Packaging Directive, and EPA TSCA.

Extended producer responsibility

Through extended producer responsibility, we report on the quantities of electronics, batteries, and packaging materials exported to the EU and Canada, ensuring responsible recycling of these products. This encompasses all forms of plastic, paper, batteries, and electronic waste.



Community and employee engagement

We have a passionate employee base and encourage our team to work collectively to create a more sustainable environment.

We aim to build on this enthusiasm by encouraging employees to share their voices and pool their efforts to help improve and sustain the communities they live and work in.

In 2023, Dexcom was recognized for its environmental sustainability efforts:



SANDAG Diamond Award – Bronze Tier

The San Diego Association of Governments (SANDAG) Diamond Awards recognize organizations in San Diego for promoting sustainable commute choices.



America's Greenest Companies 2024 by Newsweek

Newsweek, in partnership with Plant-A and GIST Impact, [identified the top 300 companies](#) in the US based on environmental sustainability. Companies were assessed across four key criteria: greenhouse gas emissions, water conservation, waste reduction, and sustainability data disclosure and commitments.

EMPLOYEE ENGAGEMENT ACTIVITIES



Our second annual Earth Day Fairs in San Diego and Mesa drew the participation of over 800 employees.

Our theme this year was **“Invest in our Planet,”** and these events provided employees the opportunity to learn more about **Dexcom’s environmental initiatives** and how to become more engaged in these efforts.



In 2023, we launched an energy-saving campaign through our Do One Thing (DOT) program. Employees across our sites pledged to “do one thing” at work to help lower their energy usage.

For the second year in a row, Dexcom San Diego participated in **“Bike Anywhere Day,”** a day organized by the San Diego Association of Governments (SANDAG) that promotes cycling as a fun, healthy, and more sustainable mode of transportation. As part of the day, we hosted a pitstop for cyclists to get food and hydration on their morning commutes.

Our environmental sustainability ERG, **the Green Team**, coordinated **multiple beach cleanups** throughout the year in San Diego.



Health and safety

We are committed to providing a safe working environment.

We take pride in creating and maintaining a safe working environment by integrating occupational health and safety best practises into our daily activities. We have fostered a culture of personal accountability and established safeguards to ensure we are complying with regulatory requirements. We also hold our contractors accountable to the same EHSS standards.



Global health and safety management system

Our Occupational Health and Safety (OHS) Management System, which is embedded within our EHSS Performance Framework, ensures Dexcom sites remain in compliance with the international standard, ISO 45001. This system helps us maintain a safe working environment.

To ensure the safety and well-being of employees, we conduct regular risk assessments, develop action plans with quantified targets, and prepare for emergency situations. Our performance is continuously evaluated through internal inspections so when incidents occur, we have clear investigation procedures established. We also require OHS training for employees to ensure our team is up to date on best practices for creating and maintaining a safe work environment.



Injury response and reporting

The EHSS department uses an incident management system to evaluate health and safety at Dexcom. In 2023, we updated our injury reporting to better understand risk at our facilities. This new framework provides a more comprehensive reporting system, which categorizes incident severity in detail, analyzes any associated site risk, and ensures thorough investigations when necessary.

As seen in the table below, our Total Recordable Incident Rate (TRIR) and Days Away, Restricted, or Transferred (DART) rates increased in 2023. We attribute this growth to an emphasis on prompt injury reporting as well as an expanded focus on ergonomics for our growing manufacturing employee base. Despite the increase in reported incidents, we have also seen a decrease in injury severity in 2023.

2023 injury data for US employees

Occupational Injury/Illness Data for US	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Injury Rates					
Total recordable incident rate (TRIR)	1.33	1.17	1.40	1.61	2.39
Days away, days of restricted work, and/or days of job transfer (DART)	1.05	0.97	1.13	1.48	2.30
*Lost time injury frequency rate (LTIFR)	1.50	1.50	1.60	2.50	2.40
Fatalities					
Fatalities - employees	0.00	0.00	0.00	0.00	0.00
Fatalities - contractor	0.00	0.00	0.00	0.00	0.00

* Historical LTIFR data has been updated to account for all US employees and to correct a data inaccuracy from a previous report.



Environmental metrics

Environmental Metrics	Unit	2020	2021	2022	2023
GHG Emissions Scope 1 & 2					
Scope 1 GHG Emissions					
Natural Gas	mtons CO2e	1,903	3,003	3,168	3,400
Scope 1 Natural Gas GHG Intensity	mtons CO2e/M \$USD revenue	0.99	1.23	1.09	0.94
Fleet	mtons CO2e	N/A	N/A	N/A	1,983
Scope 1 Fleet Gas GHG Intensity	mtons CO2e/M \$USD revenue	N/A	N/A	N/A	0.55
Scope 2 GHG Emissions - Electric Power					
Location Based	mtons CO2e	9,201	11,709	12,557	24,279
Scope 2 GHG Intensity Location Based	mtons CO2e/M \$USD revenue	4.78	4.78	4.32	6.70
Market Based	mtons CO2e	9,371	11,807	13,610	25,291
Scope 2 GHG Intensity Market Based	mtons CO2e/M \$USD revenue	4.86	4.82	4.68	6.98
GHG Emissions Scope 3					
Category 5 Waste Generated in Operations	mtons CO2e	1,257	1,587	1,749	1,776
Category 5 GHG Intensity	mtons CO2e/M \$USD revenue	0.65	0.65	0.60	0.49
Category 6 Business Travel ****	mtons CO2e	N/A	N/A	N/A	5,748
Category 6 GHG Intensity	mtons CO2e/M \$USD revenue	N/A	N/A	N/A	1.59
Energy Consumption					
Total Electricity	kWh	29,512,020	35,538,597	39,427,111	57,456,412
Electricity Intensity	kWh / M \$USD revenue	15,317	14,514	13,550	15,862
Total Natural Gas	mmBTU	35,819	56,532	59,647	64,018
Natural Gas Intensity	mmBTU / M \$USD revenue	18.59	23.09	20.50	17.67
Total Propane*****	gallons	N/A	N/A	N/A	16,794
Total Fleet Mileage*****	miles	N/A	N/A	N/A	7,889,149
Water Usage					
Total Water Usage - US Facilities	gallons	19,621,795	34,005,112	38,999,405	40,213,176
Water Usage Intensity	gallons / M \$USD revenue	10,184	13,888	13,403	11,102
Total Water Usage - International Facilities	gallons	N/A	N/A	3,345,475	33,008,562
Water Usage Intensity	gallons / M \$USD revenue	N/A	N/A	1,150	9,113
Waste Generated in Operations (Global)					
Total Waste Generated	US Tons	2,939.2	3,747.9	5,752.0	6,232.0
Total Waste Intensity	US Tons / M \$USD revenue	1.5	1.5	2.0	1.7
Total Waste Diverted from Landfill	US Tons	632.1	981.2	2,996.2	3,554.4
Total Waste Diverted from Landfill Intensity	US Tons / M \$USD revenue	0.3	0.4	1.0	1.0
Total Waste Diverted from Landfill	% of total waste generated	21.5%	26.2%	52.1%	57.0%
Total Recycled	US Tons	632.1	805.6	2,469.8	2,622.1
Total Recycled %	% of total waste generated	21.5%	21.5%	42.9%	42.1%
E-Waste	US Tons	N/A	51.0	8.9	6.3
Universal Waste	US Tons	N/A	1.3	26.9	21.7
Hazardous Waste	US Tons	N/A	57.2	8.4	19.0
Non-Hazardous Waste	US Tons	N/A	0.0	0.0	107.3
Mixed	US Tons	632.1	696.1	2,425.5	2,467.8
Total Incineration with Recovery	US Tons	N/A	175.6	216.0	562.5
Total Incineration with Recovery	% of total waste generated	N/A	4.7%	3.8%	9.0%
Hazardous Waste	US Tons	N/A	138.5	215.5	562.4
Non-Hazardous Waste	US Tons	N/A	37.1	0.5	0.1
Total Reuse	US Tons	N/A	N/A	310.5	345.5
Total Reuse	% of total waste generated	N/A	N/A	5.4%	5.5%
Pelletization of Plastic Applicators	US Tons	N/A	N/A	310.5	345.5
Total Compost	US Tons	N/A	N/A	N/A	24.3
Total Compost	% of total waste generated	N/A	N/A	N/A	0.4%
Food Waste	US Tons	N/A	N/A	N/A	24.3
Total Waste to Landfill	US Tons	2,307.1	2,766.8	2,756.5	2,678.2
Total Waste to Landfill	% of total waste generated	78.5%	73.8%	47.9%	43.0%
Energy Consumption (Global)					
Water Usage (Global)					
Waste Generated in Operations (Global) ***					

N/A = Not Available (data not tracked)

*New metered data has been added to our dataset for 2022-2023. Historical data has been restated due to improved emissions reporting and revisions to operational timelines.

**Water data expanded this year to include Malaysia, Australia, and New Zealand. Historical data has been restated due to improved data collection methods.

***Waste data expanded this year to reflect all global sites. Historical data has been restated to correct a data inaccuracy.

****Business travel includes US, Canada, and APAC, excluding Japan.

*****Propane and fleet data includes US and Canada.



Malaysia National Safety Award

Dexcom and our building management contract partner in Malaysia were recognized by Malaysia's National Council for Occupational Safety and Health (NCOSH) and awarded the National Safety Award in the construction category.



1.8 million ft²
manufacturing space



2,000
construction workers



10 million
hours worked without a lost time incident

The Dexcom Malaysia site broke ground in Penang in 2021 for a **1.8-million-square-foot manufacturing space** with over **2,000 construction workers**.

In 2023, the facility hit a milestone, achieving over **10 million hours worked without a lost time incident**.

As we look to our growing global presence, we look forward to applying our significant learnings and best practices achieved in Malaysia to the development of our forthcoming manufacturing facility in Ireland.

2023 HEALTH AND SAFETY PERFORMANCE



Health & Safety Policy and Procedures

We reinforced our commitment to EHSS standards, building upon the EHSS Policy to align all global sites with our overarching vision.

- ✓ Published foundational EHSS standards that meet the requirements outlined in our EHSS policy
- ✓ 15 new standards published
- ✓ Global EHSS Handbook updated in 2023
- ✓ Policy and programs aligned to ISO 14001 and 45001



Safety Communication and Training

Safety training and communication campaigns are essential components in Dexcom's effort to maintain a safe and healthy work environment. These campaigns are vital for our commitment to a safe work environment, raising awareness and preventing accidents, injuries, and illnesses.

- ✓ 57 safety-related communication campaigns completed in 2023 including Cuts and Lacerations, 6S Awareness, Earth Day, Heat Stress and Hydration, Travel and Summer Safety, Ergonomics, and Emergency Preparedness
- ✓ Updated Global EHSS Handbook to align with new EHSS Policy and required training for all Dexcom employees
- ✓ 95% global EHSS training completion rate



Manufacturing and Warehouse Safety

We promote the message of "safety starts with me," and foster a culture of responsibility. We implement comprehensive programs for:

- Fire prevention & emergencies
- Personal Protective Equipment (PPE)
- Machine guarding & safety
- Chemical safety
- Electrical safety
- Material handling
- Driver & traffic safety
- Laser safety
- Noise control
- Fall protection
- Hazardous substances
- Bloodborne pathogens

- ✓ Develop safety leaders with Area Safety Representatives (ASRs) within each manufacturing department
- ✓ Implement One Dexcom program to reduce risk across operations
- ✓ Mandate training on the Warehouse Safety Manual, safe material handling practices, and emergency action plan

2023 HEALTH AND SAFETY PERFORMANCE (CONT.)



Ergonomics

Our ergonomics program is designed to prevent and respond to ergonomic hazards. We have been successful in delivering positive change for our employees by implementing improved processes and integrating more ergonomically friendly equipment.

- ✓ 450 employee comfort surveys performed in production areas
- ✓ 18 ergonomic risk assessments performed on production jobs
- ✓ 55 ergonomic evaluations conducted to resolve employee concerns
- ✓ Updated ergonomics program, assessment tools, design standards, and trainings
- ✓ Created auditable standard for sites with offices and manufacturing



Environmental Protection

Dexcom is dedicated to preventing environmental hazards that pose potential risks to both its employees and surrounding ecosystems.

We are committed to reducing our environmental footprint.

- ✓ Train employees on environmental safety and compliance
- ✓ Dispose of waste properly
- ✓ Report and clean up spills
- ✓ Implement robust stormwater pollution prevention programs
- ✓ Dispose of chemicals properly for employee safety and to keep stormwater and wastewater ways clean
- ✓ Maintain safe and healthy air quality levels through monitoring and sampling



COVID-19

As COVID-19 has transitioned from a global health emergency to a more endemic state, it has continued to shape the way we conduct our operations.

- ✓ Follow all CDC guidelines
- ✓ Follow all Cal/OSHA guidelines at San Diego sites
- ✓ Hosted COVID-19 and flu vaccination events



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 health, achieving this goal requires an even broader approach. Our culture of quality requires us to foster an environment 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."**



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Dexcom focuses on the following key elements in our 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 training, continuing education, and awareness of best practices 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 Management System (QMS). We measure in-house training effectiveness and encourage our employees to continue formal education by supporting relevant third-party educational opportunities. Additionally, we routinely benchmark our quality standards 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 (QMS) in compliance with applicable US and international regulatory requirements. This includes compliance with key regulations and standards like the **FDA Quality System Regulation (QSR)**, **European Medical Device Regulation (MDR)**, and **International Organization for Standardization (ISO) 13485**, the primary international standard for medical devices by which our applicable facilities are certified.

We are proud to share the recommendation of our notified body to include our newest manufacturing facility in Malaysia under the scope of the **Medical Device Single Audit Program (MDSAP)**, along with the continued certification of our other facilities. **Certification under MDSAP demonstrates our compliance with regulatory requirements for Australia, Canada, Japan, Brazil, and the United States.** We have also evaluated, and updated as applicable, our global QMS to comply with new and emerging regulatory requirements in countries where we have a presence, as well as new country-specific regulatory requirements for continued global expansion.

We view our global QMS as a foundation of sustainable business practices and a core Dexcom strength.

Continuous improvement

As a foundational element of our global QMS, we prioritize continuous improvement of our products and processes by generating quality initiatives and annual quality objectives. Our management teams are dedicated to routinely monitoring and measuring our improvements as well as evaluating additional opportunities to enhance our QMS.



RECENT INITIATIVES

Ongoing investments help ensure that our global QMS is built for scale and efficiency. In 2023, we upgraded our processes and global automated solutions in the areas of receiving inspection, facility equipment calibration and preventive maintenance, corrective and preventive action, complaint handling, warehousing, and the review and approval of promotional materials.

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

We deploy robust global processes designed to help us monitor and continuously improve the way we work, such as:



Innovation and development processes



Customer experience and feedback processes



Automated manufacturing processes



Expanded post-market analytics

In alignment with our commitment to continuous improvement and product quality, Dexcom invests strategically in ongoing 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 customers a superior customer experience, along with exceptional performance.

For more information, please see our [SASB](#) quality metrics in the appendix of this report.

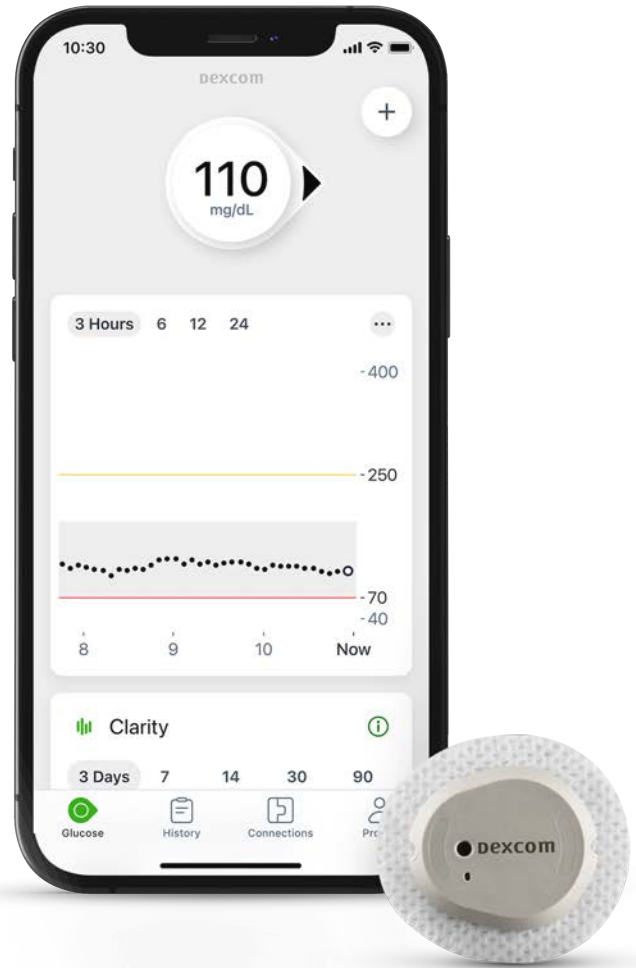


serve with integrity.

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
- 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](#).

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Board of Directors

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Dexcom's corporate compliance program

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Data privacy

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Cybersecurity

Board of Directors

The Board of Directors and Executive Leadership Team oversee the implementation and communication of company policies that define 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 tenets:

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 and 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.

Best practices

Our Nominating and Governance committee is committed to structuring our bylaws to be in the best interests of our stockholders. 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 that we are aligned with the highest standards of corporate governance.

Sustainability oversight

Given the importance of sustainability initiatives to the long-term success of our business, our Board oversees our corporate social responsibility and sustainability initiatives, with oversight responsibility delegated to the [Nominating and Governance Committee](#), including oversight of programs concerning corporate social responsibility, company performance with respect sustainability, and risk assessment related to those programs.

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 skill sets. Our current Board consists of leading experts in 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.

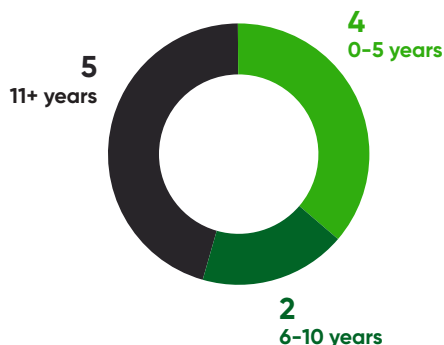
Highly independent



10 of 11

All independent, except the CEO

Balanced tenure



Gender diversity



36%
female

Dexcom's corporate 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 programs that encourage employees to learn, speak up, and ask questions:



Employee training

Both at hire and annually, all Dexcom employees are required to complete training on the policies, procedures, and standards applicable to their roles at Dexcom. This includes 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.



Multiple compliance reporting resources

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 can submit questions to or file reports directly with any member of the Compliance department, either through a dedicated Compliance email address or anonymously through our third party-hosted Compliance Helpline.



Commitment to non-retaliation and confidentiality

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

More information about the Dexcom corporate compliance program can be found at [Dexcom's Global Trust Center](#).

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.

Dexcom has implemented a comprehensive privacy program to help protect the privacy of personal data, including measures designed to:



Collect and use the minimum amount of personal data necessary to achieve the business purposes for which the data was collected.



Keep personal data only as long as necessary to achieve those purposes.



Share 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 our products and systems. As we develop and maintain products and systems, we will continue to respect user privacy and take steps to keep our data collection practices open and transparent. To foster this, we maintain a [Privacy Portal](#) where customers, healthcare providers, employees, and other stakeholders can access their data or exercise various data privacy rights.

SRI, an independent registrar for ISO certifications, has officially certified that the Dexcom Information Security Management System conforms with ISO/IEC 27001:2013.



This certification reflects a cross-functional effort across Dexcom 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 helps ensure that employees understand their obligations concerning personal data.



Cybersecurity

Risk management and strategy

We have processes in place for assessing, identifying, and managing material risks from cybersecurity threats, which are integrated into our overall enterprise risk management processes.

The processes for assessing, identifying, and managing material risks from cybersecurity threats, including threats associated with our use of third-party service providers, include:



Identifying the relevant assets that could be affected



Determining possible threat sources and threat events



Assessing threats based on their potential likelihood and impact



Identifying controls that are in place or necessary to manage and/or mitigate such risks

We have established cybersecurity and privacy programs to maintain the confidentiality, integrity, availability, and privacy of protected information and ensure compliance with relevant security/privacy regulations, contractual requirements, and industry-standard frameworks. Our cybersecurity program includes annual reviews and assessments by external, independent third parties who certify and report on these programs. We maintain cybersecurity and privacy policies and procedures in accordance with industry-standard control frameworks and applicable regulations, laws, and standards. All corporate cybersecurity policies are reviewed and approved by senior leadership at least annually as part of our ISMS.

Our cybersecurity controls, which are the mechanisms in place to prevent, detect, and mitigate threats in accordance with our policies and procedures, are based on the regulatory requirements to which we are subject, and are monitored and tested both internally and externally by third parties at least annually. These controls include regular system updates and patches, employee training on cybersecurity and privacy requirements, incident reporting, and the use of encryption to secure sensitive

We regularly test our employees on how to identify and act on phishing attempts, and update our training plan at least annually. We maintain business continuity and disaster recovery capabilities to mitigate interruptions to critical information systems and/or the loss of data and services from the effects of natural or man-made disasters to Dexcom locations.

We provide annual privacy and security training for all employees. Our security training incorporates awareness of cyber threats (including but not limited to malware, ransomware, and social engineering attacks), password hygiene, incident reporting process, as well as physical security best practices.

In the last three years, we have not experienced any material cybersecurity incidents.

Governance

Our Board of Directors is responsible for exercising oversight of management's identification and management of, and planning for, risks from cybersecurity threats.





While the full Board has overall responsibility for risk oversight, it has delegated oversight responsibility related to risks from cybersecurity threats to its Technology Committee.

TECHNOLOGY COMMITTEE

The Technology Committee, comprised of independent Board members, is responsible for reviewing cybersecurity, privacy, data protection, and other major technology protocols, the steps management has taken to monitor and control such exposures, and our compliance with applicable cybersecurity and data privacy laws and industry standards. These reviews are provided at least quarterly. The Technology Committee receives management updates and reports, primarily through the Dexcom Cybersecurity and Privacy Committee, a multidisciplinary team responsible for the overall governance, decision-making, risk management, awareness, and compliance for cybersecurity and privacy activities across Dexcom.





appendix.

01

**Sustainability
Accounting Standards
Board (SASB) Index**

02

**Task Force on
Climate-Related
Financial Disclosures
(TCFD) Index**

03

EEO-1 Data

Sustainability Accounting Standards Board (SASB) Index – Medical Equipment and Supplies

The table below provides content aligning to the SASB Medical Equipment & Supplies Standard, which is most relevant to our operations. All data reflects calendar year 2023, unless noted otherwise.

Material Topic	Disclosure	Description	Location or Response
Affordability & Pricing	HC-MS-240a.1	Ratio of weighted average rate of net price increases (for all products) to the annual increase in the US Consumer Price Index	Data not available for disclosure due to competitive reasons. 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 2023. Please see the Access to Healthcare section of our Sustainability Report for more information on our efforts to address access and affordability.
	HC-MS-240a.2	Description of how price information for each product is disclosed to customers or to their agents	Please see the Access to Healthcare section of our Sustainability Report for how price information for Dexcom's products is disclosed to customers.
Product Safety	HC-MS-250a.1	Number of recalls issued, total units recalled	There were zero recalls in 2023.
	HC-MS-250a.2	List of products listed in the FDA's MedWatch Safety Alerts for Human Medical Products database	Dexcom has zero products listed in the FDA's MedWatch Safety Alerts for Human Medical Products database.
	HC-MS-250a.3	Number of fatalities related to products as reported in the FDA Manufacturer and User Facility Device Experience	There were zero fatalities in 2023 related to our products.
	HC-MS-250a.4	Number of FDA enforcement actions taken in response to violations of current Good Manufacturing Practices (cGMP), by type	There were no warning letters, seizures, or injunctions issued in 2023.
Ethical Marketing	HC-MS-270a.1	Total amount of monetary losses as a result of legal proceedings associated with false marketing claims	In 2023, Dexcom had no material monetary losses as a result of legal proceedings associated with false marketing claims. When public disclosure criteria are met, monetary losses as a result of legal proceedings are included in our Form 10-K.
	HC-MS-270a.2	Description of code of ethics governing promotion of off-label use of products	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 and interactions with health care providers (HCPs). 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...[W]ritten 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.

Material Topic	Disclosure	Description	Location or Response
Product Design & Lifecycle Management	HC-MS-410a.1	Discussion of process to assess and manage environmental and human health considerations associated with chemicals in products, and meet demand for sustainable products	Please see the Product Stewardship section of our Sustainability Report.
	HC-MS-410a.2	Total amount of products accepted for takeback and reused, recycled, or donated, broken down by: (1) devices and equipment and (2) supplies	Please see the Environmental section of our Sustainability Report.
Supply Chain Management	HC-MS-430a.1	Percentage of (1) entity's facilities and (2) Tier I suppliers' facilities participating in third-party audit programs for manufacturing and product quality	All of Dexcom's manufacturing facilities participated in third-party audit programs for manufacturing, Quality Management System, and product quality in 2023. Approximately 31% of our Tier I suppliers maintain ISO or similar certifications.
	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: <ul style="list-style-type: none"> 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. Please also see the Quality Management section in our Sustainability Report.
	HC-MS-430a.3	Description of the management of risks associated with the use of critical materials	Our supplier portal outlines how suppliers should conduct business with Dexcom in terms of its Code of Conduct, anti-human trafficking, as well as conflict minerals. In addition, our EHSS group follows up directly with suppliers on critical materials. To mitigate risk surrounding critical materials, we maintain: <ul style="list-style-type: none"> 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. Anti-human trafficking and forced labor policy: Disclosure covers that Dexcom implements an Anti-Human Trafficking and Forced Labor 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. Cybersecurity Assessments: Analysis of critical suppliers to ensure integrity of our intellectual property and data. Operational and Financial Risk Assessments: Analysis of our suppliers' business practices and financial health.
Business Ethics	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 2023 as a result of legal proceedings associated with bribery or corruption. When public disclosure criteria are met, monetary losses as a result of legal proceedings are included in our Form 10-K.
	HC-MS-510a.2	Description of code of ethics governing interactions with health care professionals	Dexcom's Code of Conduct sets forth the general principles governing HCP interactions. Dexcom also maintains a number of policies and procedures governing HCP interactions, including HCP Interactions Policies for the US, Canada, EMEA, and Asia-Pacific; a Global Samples Policy; and a Process Instruction on the conduct of Speaker Programs in the US. To ensure compliance, we maintain written policies and procedures, in-person and online training, and compliance monitoring of HCP interactions.
Activity Metrics	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 Dexcom ended 2023 with approximately 2.3 million users. The majority of these users are using their CGM systems, of which the sensor lasts 10 days, nearly full time.

TCFD Index

This Sustainability Report is aligned with the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD).

This index includes our responses to the TCFD’s recommended disclosure items. Unless otherwise specified, the data and descriptions are current as of December 31, 2023.

Description	Response and Cross-Reference
<p>Governance</p> <p>a. Describe the board’s oversight of climate-related risks and opportunities.</p>	<p>At the Board level, the Nominating and Governance Committee oversees and reviews annually Dexcom’s policies and programs concerning corporate sustainability and our participation and visibility as a global corporate citizen, which includes oversight of climate-related risks and opportunities. This committee also oversees company sustainability performance and the assessment and management of environmental, social, and governance risks affecting our business.</p>
<p>b. Describe management’s role in assessing and managing climate-related risks and opportunities.</p>	<p>In 2022, we formed an executive Corporate Sustainability Steering Committee to provide greater oversight of our sustainability initiatives, including climate-related initiatives, and to promote company-wide alignment across our sustainability programs.</p> <p>For more information on management’s role in our sustainability program, please see the Environmental Sustainability Governance of our Sustainability Report.</p>
<p>Strategy</p> <p>a. Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.</p> <p>b. Describe the impact of climate-related risks and opportunities on the organization’s businesses, strategy, and financial planning.</p> <p>c. Describe the resilience of the organization’s strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.</p>	<p>We recognize climate change as a global challenge that presents various ongoing risks to our organization. These include physical risks, which pose both near-term and long-term risks to our supply chain and operations, as well as transition risks, which can materialize over time as we shift to a lower-carbon world. We also anticipate identifying climate-related opportunities from changing market dynamics such as shifting customer preferences for more sustainable products. Below are examples of climate-related risks and opportunities that we have identified for our organization:</p> <ul style="list-style-type: none"> • Extreme weather patterns related to global warming present ongoing acute physical risk to our operations and supply chain. In light of this risk, our management contemplates geographic diversification in our manufacturing locations and supply chain constituents. • Climate change may lead to greater variability in the cost and availability of raw materials. Shortages of key inputs and certain commodities could increase our production costs or potentially constrain our manufacturing capacity. As one example, we continue to rely on fossil fuels and petrochemicals in our operations today. As the world transitions to more renewable sources of energy, this could lead to volatility in these associated input costs. In recent years, we have diversified our supplier base to help offset some of this supply-related risk. • We are seeing growing momentum around new climate-focused regulations and reporting requirements, which could create additional cost for our organization. From a reporting perspective, our EHSS, SEC, Legal, and Finance teams work together to ensure we have the resources and data to support new reporting requirements. We are also assessing the potential impact of carbon pricing regulation, which could impact energy and transportation costs for our company. • Shifting consumer preferences could present both risk and opportunity over time as customers increasingly seek out more environmentally friendly products. As can be seen in the environmental section of our Sustainability Report, we are advancing several climate-related sustainability initiatives at our organization. We will work to provide our customers appropriate visibility into these efforts so they can appreciate our product not only for helping them live healthier lives, but also for being sustainably produced. • Similarly, we see an opportunity for our environmental efforts to help us attract and retain talent at our organization. Our customer-centric mission has produced a passionate employee base as displayed in the engagement metrics in our human capital section above. We have also seen a growing call from our employees to advance more environmentally sustainable practices at Dexcom. As we progress these efforts, this may support greater levels of engagement across our company. • We also see an opportunity to generate cost savings for our company as we institute new sustainability initiatives. For example, updates to our HVAC procedures were implemented during 2023, yielding significantly greater energy efficiency. (Please see the Environmental section of this report.) We have similar climate-focused projects in our pipeline, including plans to reduce energy usage at our facilities. These types of initiatives can help us both reduce our carbon footprint and generate cost savings for our organization. <p>As detailed in the Environmental section of this report, we have built a framework for embedding sustainable thinking into our operations. These guiding principles have informed several of the climate-focused initiatives that we are advancing across our organization.</p> <p>We have also taken the important step to start tracking emissions across our organization to better understand our climate impact. This will enable us to make more targeted decisions to reduce our carbon footprint over time. We believe these efforts can better position us to manage climate-related risks and capitalize on climate-related opportunities in the coming years.</p>

Description		Response and Cross-Reference
Risk Management	a. Describe the organization's processes for identifying and assessing climate-related risks.	Risk identification and analysis related to climate change is carried out by the Environmental Steering Committee and applicable cross-functional workgroups. These risks and opportunities are reviewed within our Business Continuity Plan (BCP) as part of our overall approach to enterprise risk management. The BCP assesses potential business disruption and physical risk across the organization, including the potential impact of natural disasters (earthquakes, fires, hurricanes, floods, tornadoes, etc.). The risk identification process also considers existing and emerging regulatory requirements related to climate change. Because suppliers may also be exposed to similar risks, raw material supply interruption is also taken into consideration. Our BCP is developed to help us prepare for these potential scenarios and mitigate corresponding risks.
	b. Describe the organization's processes for managing climate-related risks.	
	c. Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	

Metrics and Targets	a. Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	Over the past two years, we have made significant progress toward better understanding our carbon footprint. In 2022, we built our first greenhouse gas (GHG) emissions database, reflecting Dexcom's facilities over the prior three years. Last year, we disclosed this data publicly for the first time, which included Scope 1 emissions (company facilities – gas), Scope 2 emissions (purchased electricity, steam, heating, and cooling for own use), and select Scope 3 emissions (waste generated in operations). Since that time, we have also added new Scope 1 (company vehicles – US only) and Scope 3 emissions (Category 6, business travel) to our database.
	b. Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks.	<p>GHG Emissions Calculation Methodology</p> <p>Calculations are in accordance with the GHG Protocol Corporate Standard and the Corporate Value Chain Accounting and Reporting Standard. Calculations include global facilities accounting for all of our office based employees and all of our manufacturing activities. To convert energy consumption and fuel combustion into GHG emissions, we used factors from the US Environmental Protection Agency (EPA) Emission Factors for Greenhouse Gas Inventories (published 2023), US EPA eGRID (2024 with 2022 data), International Energy Agency (IEA) (2023 with 2021 data), European Residual Mix (RE-DISS 2022), Environment Canada National Inventory Report (2023 with 2021 data), US Green-e Residual Mix (2021 certified sales), Utility-specific Emission Factors, and Defra/BEIS 2023 Emissions Factors. Global warming potentials used for converting emissions into CO2e are sourced from the Intergovernmental Panel on Climate Change Sixth Assessment Report (AR6).</p> <p>Establishing our data set was a critical first step to inform emissions targets for our organization. With this information in hand, we made a public commitment in 2023 to the Science-Based Targets initiative (SBTi) to set near-term emissions targets. By signing this letter, we are committing to targets that will be externally validated and in line with established climate science. We are currently in the process of developing our targets internally under the leadership of our Corporate Sustainability Steering Committee and will submit these to SBTi for their review once complete.</p>
	c. Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	

Environmental Metrics		Unit	2020	2021	2022	2023
GHG Emissions Scope 1 & 2						
Scope 1 GHG Emissions						
	Natural Gas	mtons* CO2e	1,903	3,003	3,168	3,400
	Scope 1 Natural Gas GHG Intensity	mtons CO2e/M \$USD revenue	0.99	1.23	1.09	0.94
	Fleet	mtons CO2e	N/A	N/A	N/A	1,983
	Scope 1 Fleet Gas GHG Intensity	mtons CO2e/M \$USD revenue	N/A	N/A	N/A	0.55
Scope 2 GHG Emissions – Electric Power						
GHG Emissions (Global)	Location Based	mtons CO2e	9,201	11,709	12,557	24,279
	Scope 2 GHG Intensity Location Based	mtons CO2e/M \$USD revenue	4.78	4.78	4.32	6.70
	Market Based	mtons CO2e	9,371	11,807	13,610	25,291
	Scope 2 GHG Intensity Market Based	mtons CO2e/M \$USD revenue	4.86	4.82	4.68	6.98
GHG Emissions Scope 3						
	Category 5 Waste Generated in Operations	mtons CO2e	1,257	1,587	1,749	1,776
	Category 5 GHG Intensity	mtons CO2e/M \$USD revenue	0.65	0.65	0.60	0.49
	Category 6 Business Travel **	mtons CO2e	N/A	N/A	N/A	5,748
	Category 6 GHG Intensity	mtons CO2e/M \$USD revenue	N/A	N/A	N/A	1.59

N/A = Not Available (data not tracked)

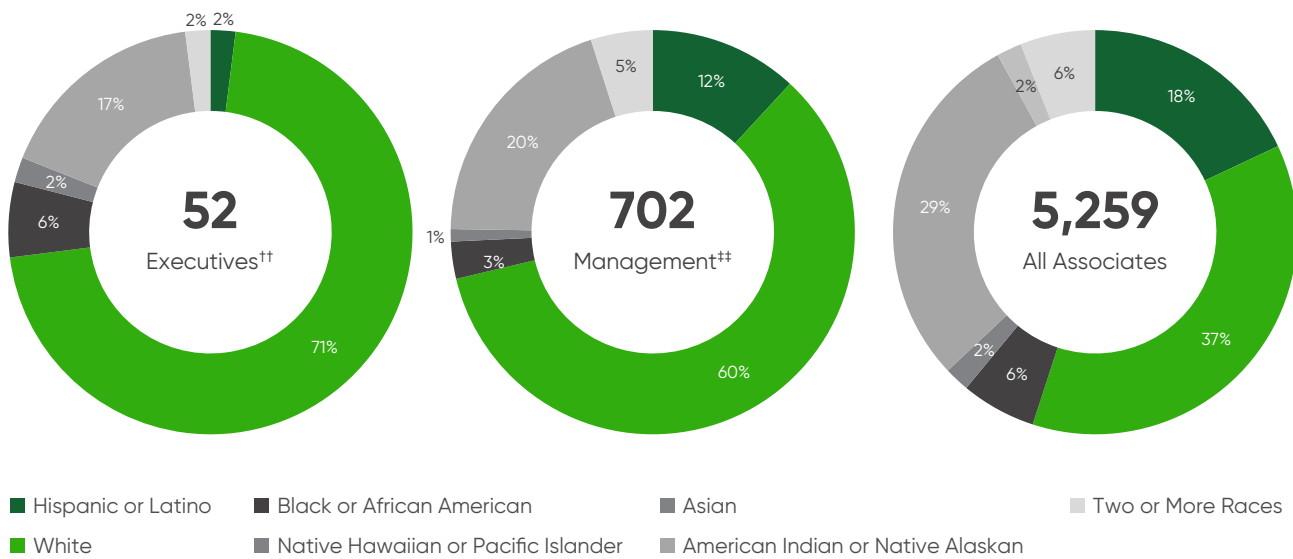
*Metric tons

**Business travel includes US, Canada, and APAC, excluding Japan.

EEO-1 Data

Our Equal Employment Opportunity (EEO-1) survey data can be found below.

Please note that the EEO-1 survey segments our employee base in leadership categories that differ from our internal framework. Data from our most recent EEO-1 survey, reflecting our US workforce at the end of 2022, is displayed below and the EEO-1 report in its entirety is available on our [Investor Relations website](#).



^{††} EEO-1 "Executive" category includes employees in positions of vice president and above
^{††} EEO-1 "Management" category includes employees in positions of manager, supervisor, and director

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.

[Anti-Bribery and Anti-Corruption Policies and Procedures](#)

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](#)

[Human Rights 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](#)

[Environmental, Health, Safety & Sustainability \(EHSS\) Policy](#)

[Commitment to Climate Change](#)

Safe Harbor Statement

This report contains “forward-looking statements.” Forward-looking statements in this report are made pursuant to the safe harbor provisions of Section 21E of the Securities Exchange Act of 1934 and other federal securities laws. These statements are based on management’s current opinions, expectations, beliefs, plans, objectives, assumptions, or projections regarding future events or results, including, but not limited to our sustainability strategies, initiatives and commitments; our business plans and strategy; our technology, products and services; sustainability risks and opportunities; and our stakeholder engagement efforts. These forward-looking statements are only predictions, not historical fact, and involve certain risks and uncertainties, as well as assumptions. Actual results, levels of activity, performance, achievements and events could differ materially from those stated, anticipated, or implied by such forward-looking statements. While Dexcom believes that its assumptions are reasonable, there are many risks and uncertainties that could cause actual results to differ materially from forward-looking statements, including the risks discussed under the heading “Risk Factors” in our most recent Annual Report on Form 10-K and subsequent 10-Q filings with the US Securities and Exchange Commission. Dexcom undertakes no obligation to update or revise any statement contained in this report, except as otherwise required by law.

Any references to “material,” “priority” or “relevant” in this report are not intended to have the same meaning as the terms “material” or “materiality” in the context of financial statements or financial reporting or as defined by the securities laws of the United States.

This report contains human capital measures or objectives that may be different from or are in addition to the human capital measures or objectives that Dexcom is required to disclose in its US Securities and Exchange Commission filings. For a discussion on human capital measures or objectives that Dexcom focuses on in managing its business, please see the “Human Capital” section in our most recent Annual Report on Form 10-K. While Dexcom believes that our ESG initiatives are important to operating in a sustainable manner, we do not believe that such initiatives are material to our financial results and results of operations. For a discussion of the risks that Dexcom believes could materially affect our financial results and results of operations, please see the “Risk Factors” section in our most recent Annual Report on Form 10-K and subsequent 10-Q filings.

dexcom

empowering people to
take control of health



DexCom, Inc. Sustainability Report

DEXCOM

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