



2024

Sustainable Business Report

For Fiscal Year 2023

Michael
diagnosed 1972



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At Tandem Diabetes Care, our purpose is to create new possibilities for people living with diabetes. Our success isn't just measured by our growing number of customers, but how we achieve our goals. We strive to advance environmental, social, and governance (ESG) initiatives throughout our business. By doing so, we are working to make a positive impact on the lives of people with diabetes, as well as our communities and planet.



Our company name, Tandem Diabetes Care, was chosen with intention. We wanted to be “in tandem” with the patients we serve. The word “care” was also purposeful, as our efforts transcend medical device development and manufacturing with a deeper mission to improve the lives of people with diabetes through relentless innovation and revolutionary customer experience.

Our commitment to this mission has made us the #1 recommended pump brand four years and counting by endocrinologists and diabetes educators.¹ We also offer the #1 rated automated insulin delivery system² and are #1 in overall satisfaction by U.S. health-care providers.¹ Our mission-driven commitment is also reflected in our annual employee survey, which reflects 90% participation over the past three years, and the results show world-class engagement and connection to our purpose.

Our success isn't just measured by our high rankings and growing number of customers, but how we achieve our goals. We continue to strive in advancing ESG initiatives throughout our business. By doing so, we are working to make a positive impact on the lives of people with diabetes, but also our communities and planet. For example, in Spring 2023, we moved our corporate headquarters to a building that is Energy Star certified and certified under the U.S. Green Building Council's Leadership in Energy and Environmental Design (LEED). Energy use and environmental impact were key factors in selecting our new facility. And, as you'll see in this report, we are already seeing more efficient energy use and reduced consumption of resources.

While still early in our ESG journey, we remain purposeful in our approach. We've engaged an experienced third-party advisor to help develop our initial global greenhouse gas (GHG) emissions inventory and develop a GHG inventory management

plan. These important steps are helping to prepare us for future climate-related disclosures. Last year, we published our inaugural Sustainable Business Report to lay the foundation for our reporting. We continue to seek opportunities to enhance our sustainability efforts throughout the organization and to provide greater insight into these initiatives. The four principles of the International Financial Reporting Standards (IFRS) help to align our efforts as we focus our disclosure opportunities on clarity, relevance, reliability, and comparability.

As an innovation company, the greatest impact we have on the world, and on our global customers, is through our diabetes care technology, while we also work to minimize our environmental footprint. In many ways, our efforts in 2023 focused on building and preparing for the future as we executed on multiple strategic initiatives. Most notably was the unprecedented accomplishment of being in various stages of launching four new products in the United States, including our new pump platform, Tandem Mobi. The success of our company would not be possible without our people. I am grateful for the company, and our family of employees, business partners, and stakeholders who help live out our purpose every day. Our performance and the sustainability progress outlined in this report are testaments to their commitment to our mission, our inclusive culture, and our customers.



John F. Sheridan

A handwritten signature in black ink that reads "John Sheridan".

1. Seagrove Partners 2023 HCP Perspectives Report, N= 265.
2. dQ&A US Patient Panel Q3 2023 (July-Sept. 2023)



About

Tandem Diabetes Care, Inc. (**NASDAQ: TNDM**) is a global insulin delivery and diabetes technology company that manufactures and sells advanced automated insulin delivery systems that reduce the burden of diabetes management.

Diabetes management can vary greatly from person to person based on clinical needs and personal preferences. Our goal is to develop insulin pump technology with a consumer-focused approach by providing a portfolio of delivery devices, software, and data insight solutions to people living with diabetes, as well as their caregivers and healthcare providers.

Locations

Tandem Diabetes Care is headquartered in San Diego, California with additional facilities to support our research and development, corporate administration, and manufacturing and warehousing operations. We also maintain offices in Irvine, California; Markham, Ontario, Canada; and Saint-Sulpice, Switzerland.





In 2023, we sold the t:slim X2 insulin pump in the following countries:

- + Australia
- + Bahamas
- + Belgium
- + Canada
- + Czech Republic
- + Denmark
- + Finland
- + France
- + Germany
- + Ireland
- + Israel
- + Italy
- + Luxembourg
- + Netherlands
- + New Zealand
- + Norway
- + Portugal
- + Saudi Arabia
- + Slovakia
- + South Africa
- + Spain
- + Sweden
- + Switzerland
- + United Kingdom
- + United States

 Tandem Offices

Olive
diagnosed 2014



Our Promise

Partnering to deliver better outcomes through human-centered design and a connected care experience.

Iliani
diagnosed 2001



Partnering to Deliver Better Outcomes

We know that diabetes management is a personal journey to keep blood glucose levels balanced throughout the day and night. Enabled by the right data and tools, people living with diabetes, and those supporting them, can continually reduce the burden that diabetes has on their daily lives.



Human-Centered Design

Our deep empathy for the daily lived experience of people living with diabetes drives how we design our technology and solutions. We emphasize safety, ease of use, and consider how each component of the Tandem experience comes together to support the management and care of diabetes.



Connected Care Experience

We are more than an insulin pump company. We support people living with diabetes and their healthcare providers through a forward-thinking approach that brings together science, analytics, customer care, and cutting-edge technology.





ESG Engagement

Our Board of Directors and management team believe that environmental stewardship, social responsibility, and solid corporate governance are important to our business strategy and create long-term value for our shareholders, employees, customers, and communities.

The Nominating and Corporate Governance (N&CG) Committee of our Board oversees ESG matters across our business operations in accordance with its charter. Our management team is responsible for developing and driving strategic ESG initiatives and programs across our business and providing regular updates on progress to the Nominating and Corporate Governance Committee.

To achieve our vision, our business and ESG efforts are synergistic – creating long-term value for business stakeholders, while positively impacting the global community through relentless innovation and revolutionary customer care. Market research is a foundational pillar of our company. We started by asking people living with diabetes what they want and need in insulin therapy management technology and expanded this by asking the same questions to caregivers, healthcare providers, and payers. After commercializing the t:slim pump in 2012, we began regularly engaging with our customers through surveys and product trainings. In recent years we've expanded these efforts to our employees and stockholders through annual engagement and pulse surveys. This helps shape our governance and practices in ways that reflect our shared values and priorities. We've focused on enhancing our supplier relationships to better understand the role we play in a circular economy. We aim to strengthen our bond and communication in the diverse communities where our employees live and work. Additionally, we support organizations that share our mission to improve the lives of people with diabetes.

Our Stakeholders

 People Living with Diabetes

 Caregivers

 Healthcare Providers

 Payers and Healthcare Systems

 Employees

 Communities

 Shareholders

 Suppliers



Governance & Ethics

Tandem strives for total customer satisfaction by meeting the quality expectations of our customers; providing excellent leadership, management resources, training and support for our employees; complying with and maintaining an effective quality management system; and providing continual improvement in all processes throughout our organization.

Ethics

We have detailed ethics and compliance policies that instill a commitment to ethical behavior and legal compliance across our company. Employees are encouraged to approach their managers, or a member of the compliance team, if they believe violations of standards or policies have occurred. Employees are also able to make confidential and anonymous reports using an online portal or telephone hotline hosted by a third-party provider.

We have a code of business conduct and ethics that applies to all of our directors and employees, which we refer to as the Code of Ethics. This Code of Ethics for Directors and Employees, along with an additional Code of Ethics for Senior Financial Officers, are available on our website at tandemdiabetes.com under the Investor Center section.

Corporate Governance

We will continue to reinforce our commitment to ethical governance throughout our organization, while maintaining operational excellence. To aid corporate operations and oversight, we believe that corporate governance should be built on a strong foundation set by its Board of Directors in conjunction with supporting committees. In its risk oversight role, our Board has responsibility for ensuring that the risk management processes designed and implemented by management are adequate and functioning as designed.

In November 2023, our Board of Directors adopted a Corporate Governance Policy to summarize and provide insight to our governing practices at Tandem. This Policy speaks to Board composition and selection, introduces newly defined limitations that Board members may serve on no more than two other public company Boards of Directors, and the CEO may serve on no more than one other public company's Board of Directors.

The role of our Board of Directors in overseeing the management of our risks is realized primarily through committees, including the Audit Committee, Compensation Committee, Nominating and Corporate Governance Committee, and its Cybersecurity and Data Privacy Oversight subcommittee.

Recent Governance Enhancements

Our governance policies and practices help us appropriately manage risk and live out our corporate values in an ethical, responsible, and sustainable way. Our focus on continual improvement is prevalent throughout our business, which is evidenced in our key recent governance efforts.



Updated stock ownership guidelines



Cybersecurity and Data Privacy Oversight subcommittee established



Rolling declassification implemented to eliminate our classified board structure



Rebecca Robertson, an independent member of the Board, appointed Chair of Board of Directors



Peyton Howell, an independent member of the Board, appointed chair of the Compensation Committee



Adoption of a Corporate Governance Policy

Our directors have diverse backgrounds with experience in key applicable areas of our business, including corporate strategy, digital technology and innovation, global expansion, market access, health economics and outcomes research, data sciences, medical device executive leadership, consumer technology, data privacy and cybersecurity, and finance.

Eight of our 10 directors are independent, and all committees are served by independent directors. Since 2020, our Board

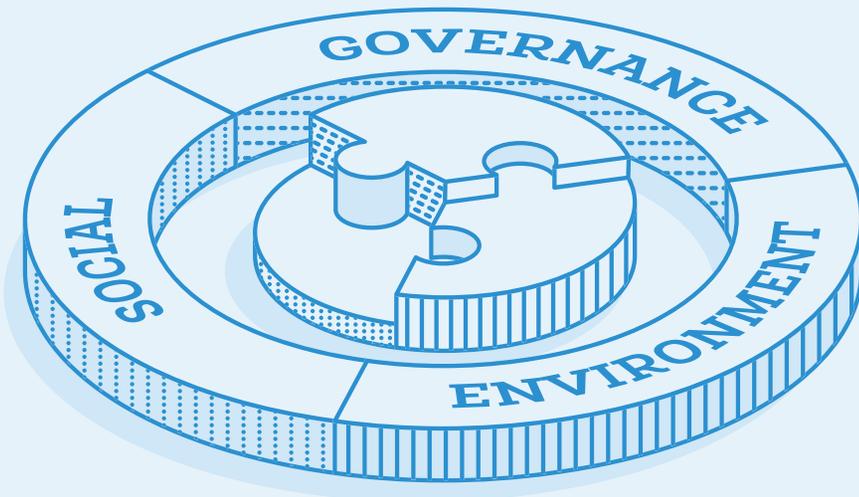
has made a concentrated effort to expand its gender and ethnic diversity, bringing new and different perspectives that better reflect our mission to support the diverse needs of the diabetes community. As of December 31, 2023, our Board of Directors consisted of three female members and two members who identify with an underrepresented ethnic community.

Continued on next page . . .

Nominating and Corporate Governance Committee

Our N&CG reviews our ESG performance and reporting and maintains oversight of our risks at the highest level. The N&CG is committed to the continuing education of our Board of Directors on evolving ESG topics that are important to our business.

In 2023, our N&CG Committee arranged for two ESG-related training sessions, which were attended by the full Board of Directors. The first training session focused on environmental matters and was led by a third-party advisory team. The next training session focused on global environmental landscape, existing and upcoming reporting laws, and the Company's governance around climate-related risks and opportunities. Both sessions were led by third-party experts.



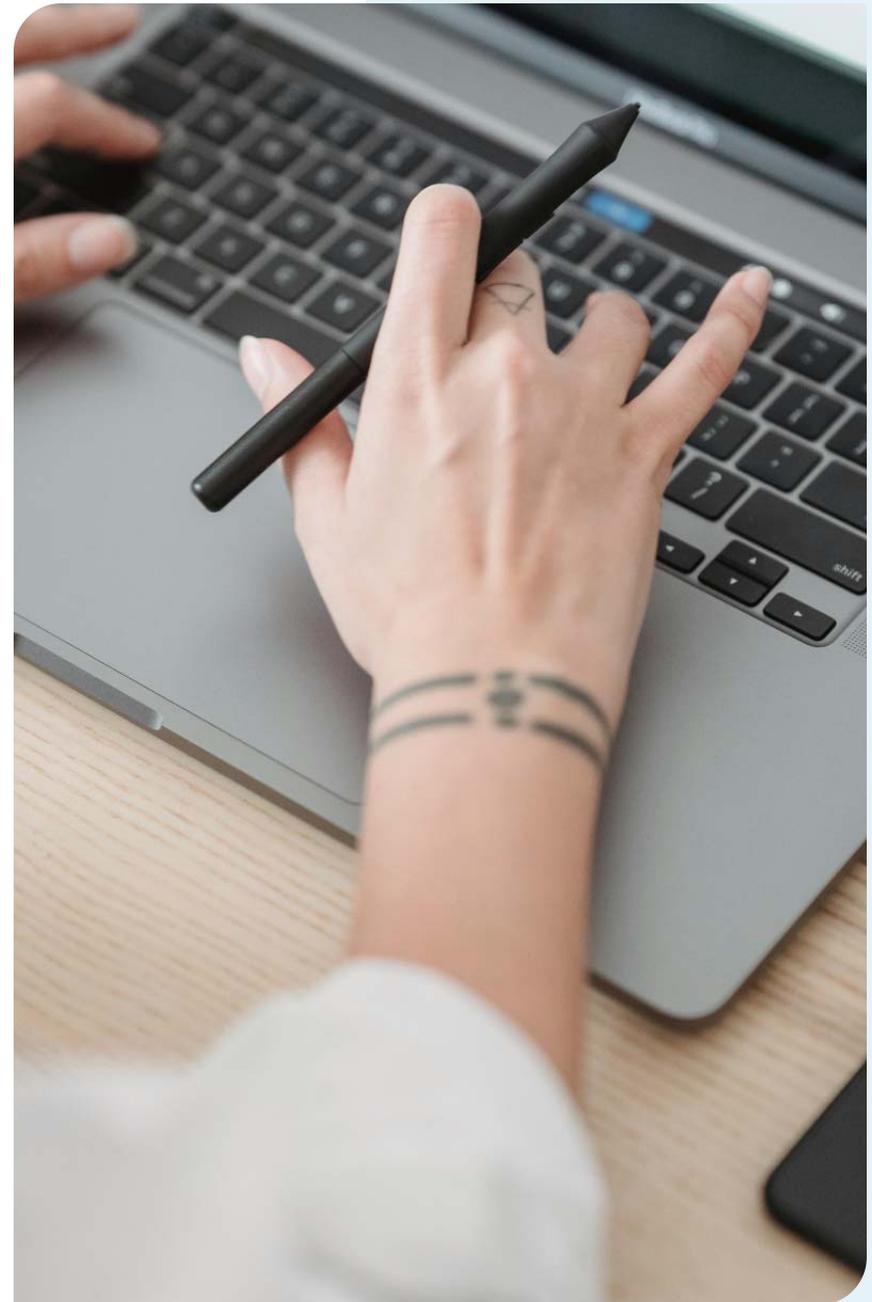
Compliance & Information Security

Our comprehensive cybersecurity program is built around a robust risk management framework that adheres to international standards for cybersecurity.

Through our Secure Development Lifecycle (SDL), we ensure that security is an integral part of medical device development, from inception to deployment. This approach, coupled with our data protection practices, underscores our commitment to safeguarding patient data and the integrity of our products against cyber threats.

Our proactive stance on cybersecurity extends beyond technical measures to include a strong focus on employee training and stakeholder collaboration. By educating our workforce on best practices and emerging threats, we fortify our first line of defense. Furthermore, our engagement with healthcare providers, regulatory bodies, and industry groups enhances our cybersecurity posture and keeps us abreast of the evolving threat landscape. This collective effort is crucial for advancing safe medical device development and fostering a secure healthcare technology ecosystem.

The governance structure of our cybersecurity program is designed to facilitate informed decision making and ensure adherence to applicable laws and standards, embodying our commitment to responsible corporate governance. We annually engage with external auditors for a comprehensive review of our cybersecurity measures and invite third-party experts to perform penetration tests on our critical systems and products. Moreover, cybersecurity management maintains a direct line to our Board, providing quarterly updates on cybersecurity risks. These initiatives are integral to sustaining the trust of our patients, partners, and investors, and they solidify our reputation as a leader in creating secure, reliable healthcare solutions.



Impact Through Innovation

We have a focused effort on understanding the environmental impact of our business, including the direct impact as an employer and manufacturer, as well as the impact on people using the products we offer.



Kara
diagnosed 1999

Emma
diagnosed 2008



Our Solutions

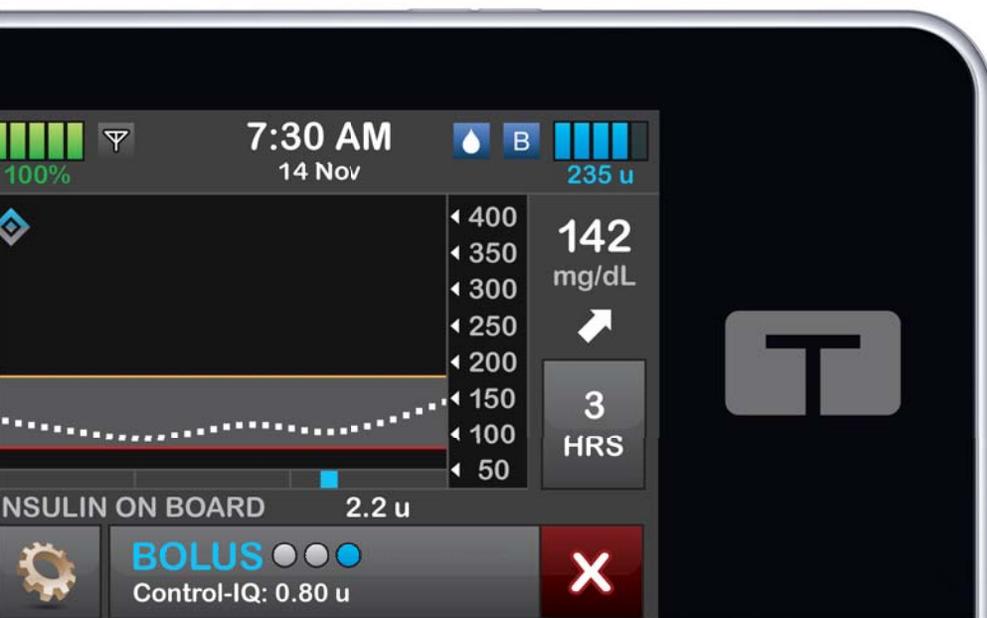
t:slim X2 Insulin Pump

True to its name, the t:slim X2 insulin pump is up to 38% smaller than other leading insulin pumps,* yet still holds up to 300 units of insulin. Other key features include a color touchscreen, CGM integration with multiple sensors, Control-IQ advanced hybrid closed-loop technology for automated insulin dosing, rechargeable battery, *Bluetooth*® connectivity for communicating with multiple external devices simultaneously, and mobile control of select insulin delivery.†



Tandem Mobi System

In 2023, we received FDA clearance for the Tandem Mobi system. Tandem Mobi is approximately half the size of our t:slim X2 pump and is designed for people who seek even greater discretion and flexibility with the use of their insulin pump. Its features include full pump control from our mobile application,‡ a 200-unit cartridge, a Pump button, and inductive charging. It uses the Control-IQ advanced hybrid closed-loop technology predictive algorithm.



* 38% smaller than MiniMed 780G. Data on file, Tandem Diabetes Care. † Bolus delivery from the t:connect mobile app requires a compatible smartphone model and operating system, an app update, a remote software update on the t:slim X2 insulin pump and additional training. Only available to customers who reside in the U.S. ‡ Our mobile apps require a compatible smartphone model and operating system (sold separately). Only available to pump users who reside in the U.S.

Key Environmental Design Features

The environmental impact of consumer use of our product offerings is also a focus for our company. This starts with innovation in our product design.

1

Rechargeable Battery

Our t:slim X2 and Tandem Mobi insulin pumps use rechargeable batteries, eliminating the need to use alkaline batteries. Each Earth Day we report on estimated batteries saved since our pumps became available in 2012. **We estimate that:**



27 million

disposable batteries have been kept out of landfills by our customers[§]



\$89 million
of saved battery expenses[§]



44 million

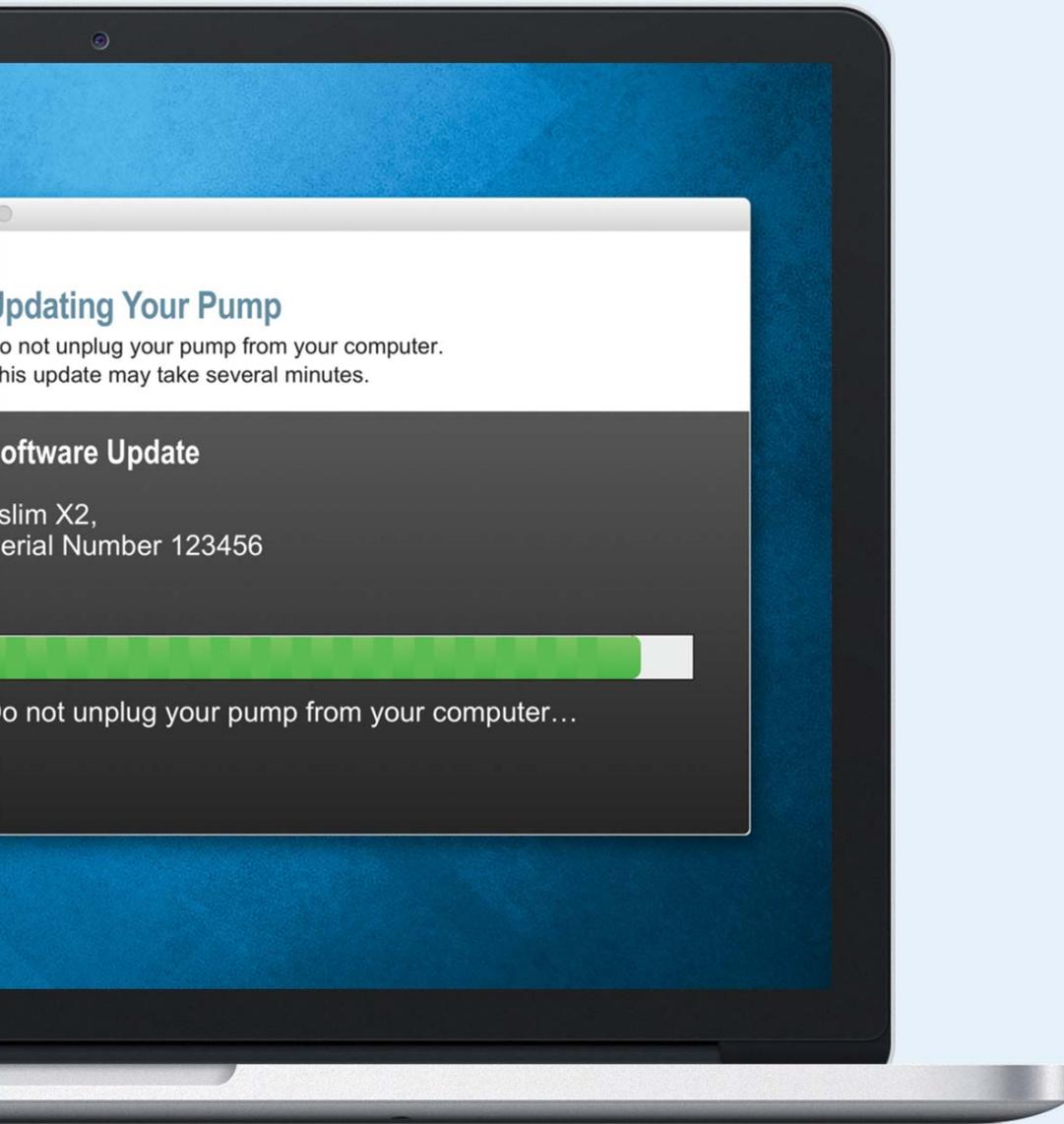
disposable batteries will be kept out of landfills during these customers' 4-year pump warranty[§]



\$143 million
of saved battery expenses[§]

[§] Estimation since Aug. 31, 2012, as of Dec. 31, 2023, assuming 20-day battery life of disposable batteries when used in other insulin pumps, and updated to reflect \$12.99 for 4-pack of lithium Energizer batteries. Data on file at Tandem Diabetes Care.

Key Environmental Design Features continued . . .



2

Software Updatable via Tandem Device Updater

Our durable insulin pumps are unique because our users can update software quickly and easily from a personal computer.* Historically, insulin pump upgrade programs had required a physical exchange of hardware. Yet, through the Tandem Device Updater, **more than . . .**

380,000

software updates have been performed

760,000

fewer UPS shipments

Fewer replacements of screens, circuit boards, and batteries

* Future updates for all or some Tandem products may not be developed and may not be offered everywhere and would be subject to applicable regulatory approvals. Software updates are only available to customers who are in warranty at the time they update their pump. Additional training may be required to access certain software updates. Charges may apply. Tandem may discontinue select software and features over time at its discretion.

Lean Principles

Tandem continues to achieve operational excellence through the use of lean principles – an ongoing company practice that defines the way we approach and act on our operations. We use this process, among other efforts, to continually identify and eliminate waste where possible.

Refurbishment Program

We have a refurbishment program that allows for the reuse of key components, thereby reducing electronic waste.

55,000

pumps were
refurbished in 2023

Packaging Reduction

2023 marked the first full year of Tandem using a new, recyclable cartridge packaging material that reduced packaging material weight by 45%.

20%

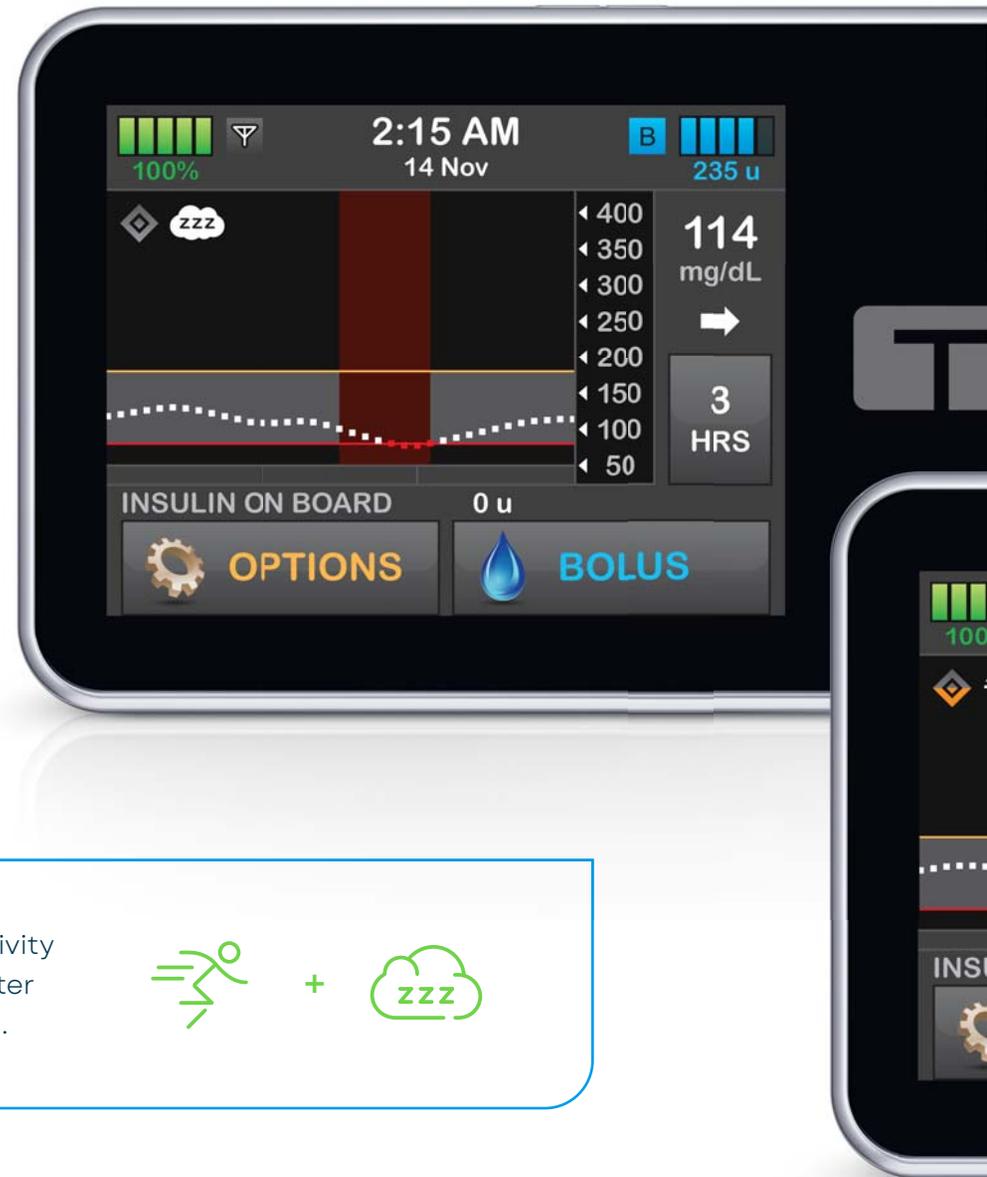
weight reduction for new
cartridge shipping pallets



Control-IQ Technology

Control-IQ advanced hybrid closed-loop technology is an automated insulin dosing feature that is designed to help increase a user's time in targeted glycemic range (70-180 mg/dL).

It has been featured three times in the **New England Journal of Medicine**, is used by the majority of our customers worldwide, and offers both immediate and sustained clinical benefits to help ensure healthy lives across diverse populations. The t:slim X2 insulin pump with Control-IQ technology was the first automated insulin delivery (AID) system cleared by the FDA to deliver automatic correction boluses* in addition to adjusting basal insulin to help prevent high and low blood sugar.



Activity Settings

Control-IQ technology offers optional settings for Exercise Activity and Sleep Activity that adjust the algorithm parameters to better match the different physiological needs during these activities.



Independent studies show the effectiveness of Control-IQ technology – including publication in the New England Journal of Medicine.



Time Spent in Closed Loop

Average time Control-IQ technology study participants spent in closed loop over a six-month period.¹



Said it was Easy to Use

Percent of Control-IQ technology participants said the algorithm on the t:slim X2 pump was easy to use.²



Time in Range

Average time in range per day for real-world users of Control-IQ technology compared to 64% prior to Control-IQ technology use.³

* If glucose values are predicted to be above 180 mg/dL, Control-IQ technology calculates a correction bolus using the Personal Profile settings and a target of 110 mg/dL and delivers 60% of that value. 1. Brown SA, Kovatchev BP, Raghinaru D, et al. Six-month randomized, multicenter trial of closed-loop control in type 1 diabetes. *N Engl J Med.* 2019;381(18):1701-1717. doi: 10.1056/NEJMoa1907863. 2. Kudva YC, Laffel LM, Brown SA, et al. Patient-Reported Outcomes in a Randomized Trial of Closed-Loop Control: The Pivotal International Diabetes Closed-Loop Trial. *Diabetes Technol Ther.* 2021;23(10):673-683. doi: 10.1089/dia.2021.0089 3. Breton MD, Kovatchev BP. One year real-world use of the Control-IQ advanced hybrid closed-loop technology. *Diabetes Technol Ther.* 2021;23(9):601-608. doi: 10.1089/dia.2021.0097.



Digital Health Platforms

Our goal is to drive innovation across our digital health platforms by responsibly using the vast amounts of data that we collect. We intend to use cutting-edge technology, such as artificial intelligence and machine learning, to provide information and insights to people living with diabetes, their caregivers, healthcare providers, and insurance payers. Our key objectives include making these insights easy to understand, offering the data in real time, and providing the information in a flexible format with mobile or web apps. In addition, we are working to integrate health-related information from third-party sources and using our data to support current and future products under development.

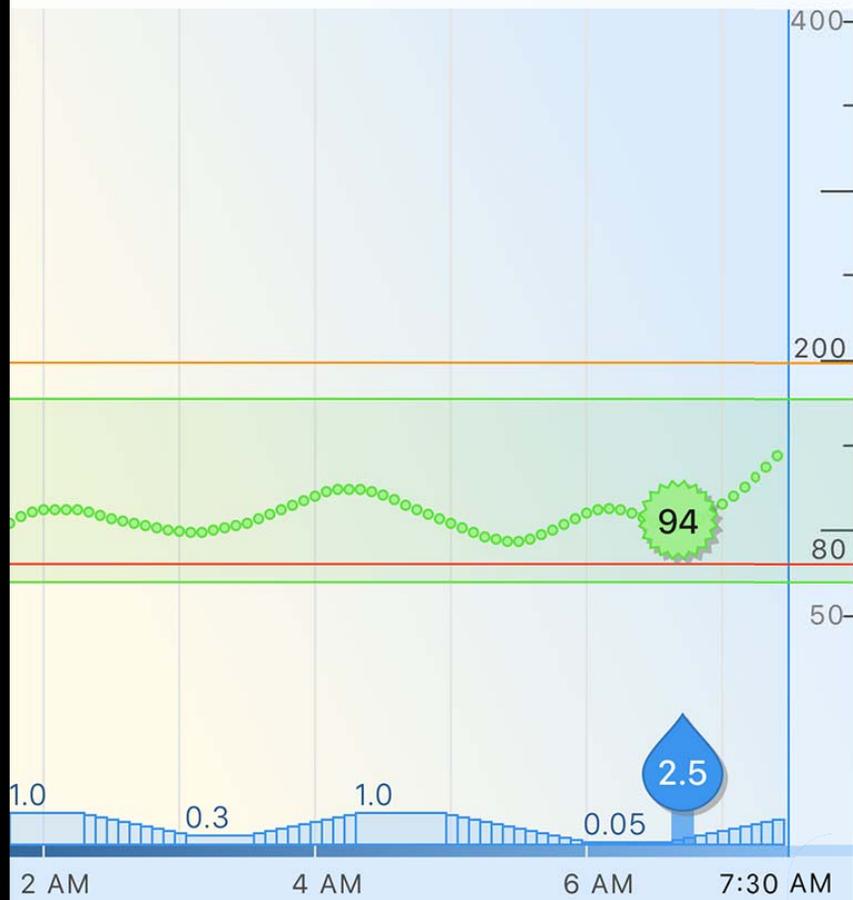
Tandem Source

This platform provides users, their caregivers, and their healthcare providers with a fast, easy, and visual way to display diabetes therapy management data from our pumps, integrated CGMs, and supported blood glucose meters. We have amassed more than half a million patient years of data from t:slim X2 pump users in the U.S.¹

1. As of April, 2024. Data on file, Tandem Diabetes Care.



Control-IQ: Active



CGM Data by [CGM Provider]



BOLUS IN PROGRESS

Control-IQ: 0.8 u



Dashboard



Bolus



Notifications



Settings

Mobile Apps

Our mobile apps provide Tandem pump users with convenient and discreet data display and alerts.*

In 2022, we received FDA clearance for a mobile bolus feature that allows t:slim X2 pump users to control a bolus of insulin through our mobile app using their personal smartphone. It is the first-ever FDA-cleared smartphone application capable of initiating insulin delivery on both iOS and Android operating systems. The Tandem Mobi mobile app allows users to control their Tandem Mobi system from their personal, compatible iPhone.

380,000

downloads of the mobile app by the end of 2023

* Uploads to Tandem Source do not take place in real time and should not be relied upon by healthcare providers or caregivers for remote patient monitoring. Standard carrier data rates may apply.



Future Innovations

t:slim X3 Insulin Pump

Advancing our flagship t:slim platform, the t:slim X3 is planned to include enhanced technology, such as greater processing power and capacity to support our advanced algorithms, as well as increased battery life and improved durability.

Sigi Patch Pump

The ergonomic, rechargeable Sigi pump is intended to reduce the burden of managing diabetes through its use of pre-filled insulin cartridges and compatibility with AID technology.

We continue to use innovative techniques to reduce environmental impact and deliver products that can change lives.

Tandem Mobi: Tubeless

This offering is intended to provide an alternative tubeless infusion site option for Tandem Mobi pump users. It will allow a Tandem Mobi pump to be worn completely on the user's body with no tubing. A goal of this design is to allow people living with diabetes to customize the way they wear their pump with each cartridge change, switching between tubed and tubeless wear configurations, to best suit their personal preferences and lifestyle.





Control-IQ Technology Advancements

We are continuing to drive innovation in our algorithms by emphasizing automation, personalization, and simplification to continue to improve therapeutic outcomes and provide a positive patient experience. In 2023, we began a pivotal study to support expanding indications to include people living with type 2 diabetes. In late 2023, our Control-IQ technology was cleared with additional features for people with type 1 diabetes age 2 and older. We are also researching the use of different insulins with our Control-IQ technology.

Extended Wear Infusion Sets

Infusion sets provide additional choice and flexibility to people living with diabetes. Our goals for infusion set innovations focus on solutions that extend wear time and enhance user experience, while reducing occlusions, body burden, and waste. In support of this effort, unique extended wear infusion set technology is expected to be part of our future portfolio.



Human-Centered Design

We develop our insulin pump technologies and related products and services with a human-centered approach. Our ongoing application of behavioral sciences enables an understanding of what people with insulin-dependent diabetes, their caregivers and healthcare providers need and want from their diabetes technology. We then look to modern consumer technology for inspiration and develop our hardware and software solutions. This approach has resulted in solutions that provide customers with useful, usable, and meaningful experiences with Tandem.

Human-centered design is a data-informed approach to design and development that is grounded in individuals' lived experience over time. Ours is an evidence- and principles-based practice aimed at bringing the benefits of automated insulin delivery to more people around the world.

Our guiding principles include:

-  Enable users to make data-informed decisions, but doesn't require users to be data-driven
-  Respect that humans' attentional resources are finite
-  Design in consideration of daily life, which varies between and within individuals over time
-  Design for behavior plus unmet needs
-  Burden the system, not the user



Improving Representation in Research Studies

Tandem is committed to serving individuals of all backgrounds who live with diabetes. We are aligning our clinical trial efforts with the FDA Draft Guidance, “Diversity Plans to Improve Enrollment of Participants from Underrepresented Racial and Ethnic Populations in Clinical Trials Guidance for Industry.”

In 2022, we included our first Race and Ethnicity Diversity Plan in a pivotal study application to FDA. This plan supports improved efforts to enroll and retain participants in our pivotal trial for type 2 diabetes, with updated training materials and enrollment goals that will allow us to generalize our results to the broader population at large. In the plan, we highlighted specific aspects of the trial designed to enroll and retain

minority populations, as well as including a diverse user base for evaluating our technology with participants of varied age, insulin use, and adjuvant medications. This example is part of an ongoing effort to ensure that Tandem studies reflect the diversity of the diabetes community and will help empower us to create products that can effectively serve their needs.

Research Study Recruitment Strategies and Platform

In partnership with Thrivable Insights, a research agency, we continue to bridge the gap between medical device companies and underserved communities. Each person with diabetes who volunteers to join Thrivable’s database is eligible to participate in all kinds of diabetes research, not just specific to Tandem. Additionally, we continue to liaise with community advocacy groups such as the Accessible Insulin Task Force (AITF) to increase diversity of participant groups.

Our People & Communities

Because we work alongside colleagues who are living with diabetes, our mission is personal. That connection helps fuel our passion and drives our commitment to serving the diabetes community.



Brittney
diagnosed 2008

Hudson
helping since 2016



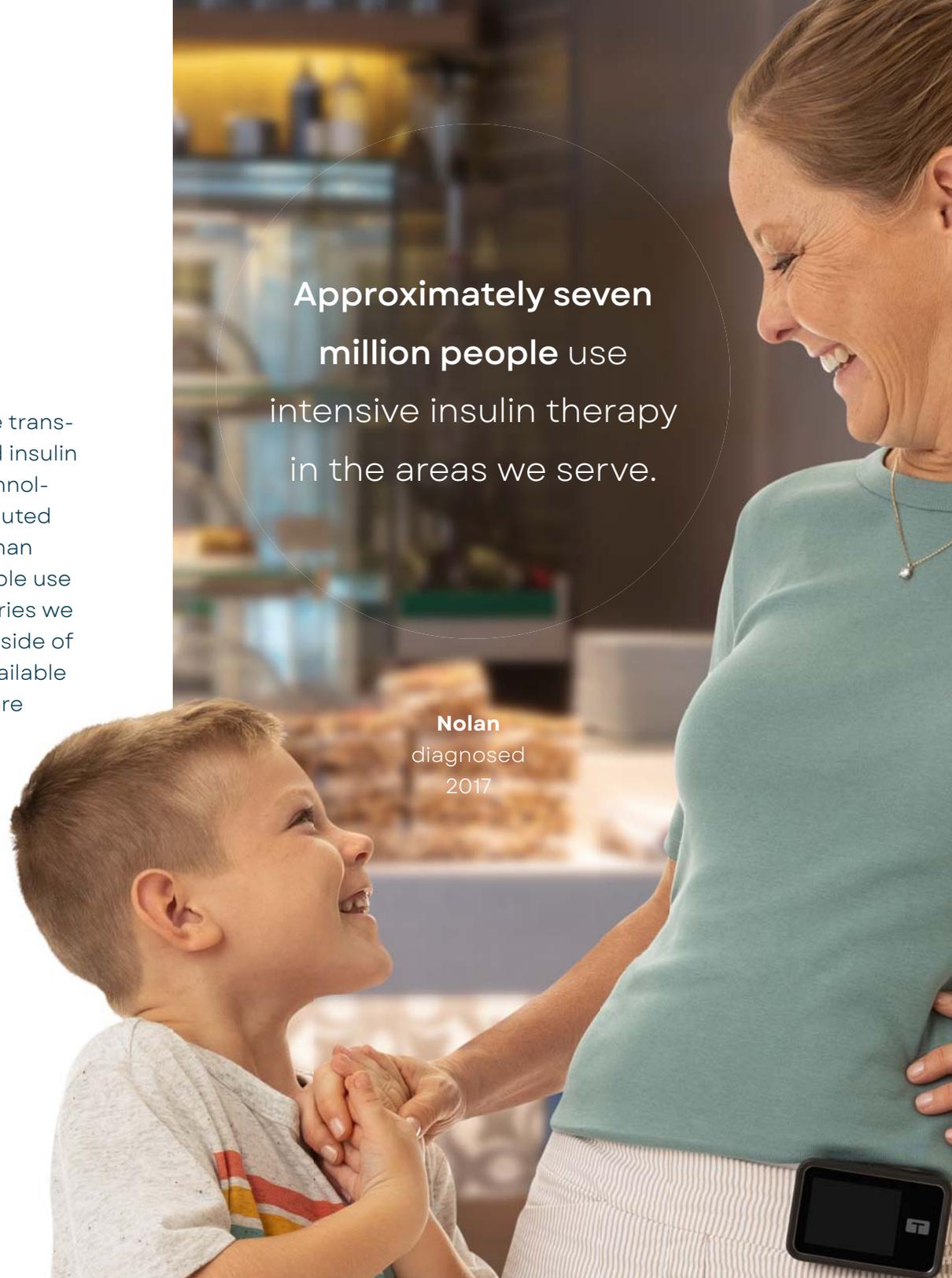
Our Customers

Since launching our t:slim insulin pump in 2012, we have transformed our company from a domestic, venture-backed insulin pump start-up to a self-sustaining, global diabetes technology company. As a result, we have meaningfully contributed to expanding the global insulin pump market to more than 1.3 million pumpers worldwide. More than 800,000 people use pump technology in the United States and in the countries we serve, about 500,000 people use pump technology outside of the United States. Our technology solutions are now available in 25 countries worldwide and we are proud to have more than 450,000 Tandem pumps currently in the market.

- + **More than 90% of our customers have type 1 diabetes**
- + **Wide age distribution**
- + **Equal mix of women and men**

Approximately seven million people use intensive insulin therapy in the areas we serve.

Nolan
diagnosed
2017





Maura
diagnosed
1978

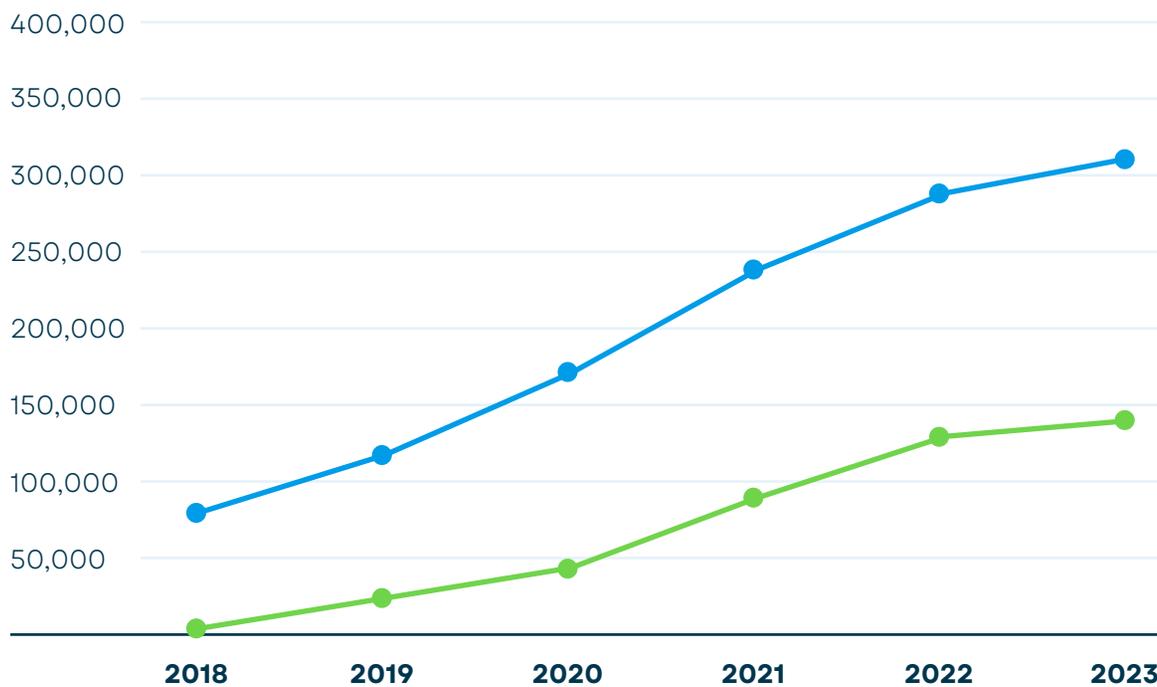
A Large and Growing Worldwide Market

Diabetes is a chronic, life-threatening disease for which there is no known cure. It touches people of different ages, races, and genders around the world. We consider our addressable market to be people diagnosed with diabetes who are living with either type 1 diabetes or with type 2 diabetes who require intensive insulin therapy.

In the geographies we serve, we estimate five million people live with type 1 diabetes, of whom, 1.9 million reside in the United States. We estimate two million people in the United States live with type 2 diabetes who require intensive insulin therapy.

In-Warranty Customer Installed Base

Estimate based on rolling 4-year U.S. (●) and international (●) shipments.



Committed to Customer Satisfaction

We are committed to providing our customers with a positively different experience. What enables us to do this is understanding what customers expect from our brand and how best to meet their needs. Throughout their journey with us, we seek feedback through surveys, focus groups, and training to understand opportunities for continual improvement.

We measure customer satisfaction in the U.S. through automated survey feedback across key time points within the customer journey, including sales support, training, technical support, and ongoing product use. In 2019, we began implementing new technology to automate the process for real-time feedback. This steady stream of customer insight enables company leaders to make business changes or improvements as needed. In 2023, we achieved our targeted metric for customer satisfaction in our short-term incentive compensation plan, and this component is included again in our plan for 2024.

Terance
diagnosed
2008



77

Net
Promoter
Score (NPS)

Our 2023 average NPS is a reflection of our brand loyalty and was the highest rating among integrated system insulin pumps.¹





Purchasing Process and Financial Assistance

Insulin pump therapy is an investment in your health. In the U.S., our insulin pumps and supplies are typically reimbursed through a customer's Durable Medical Equipment insurance benefit. After a new customer fills out a form to start the process of getting a t:slim X2 pump or a Tandem Mobi system, a Tandem representative reaches out to the customer's healthcare provider and insurance company(s) to help determine their benefits and communicates them to the customer.

In 2022, we launched an expanded Flexible Payment Plan in the U.S. so cost would not be a barrier for people adopting our technology. This plan is designed to provide customers with the option of making monthly payments to spread their pump or supply costs over an extended period of up to 48 months.

In 2023, we began developing the Tandem Charity Care Program, which is an expanded financial assistance program. This program is designed to help mitigate financial barriers to accessing Tandem's products for eligible customers regardless of the customer's age, disability, gender, race, religious affiliation, immigration status, sexual orientation, national origin, and whether or not the customer has health insurance coverage. We plan to launch this program in 2024.

In 2022, it was estimated that one out of every four U.S. healthcare dollars went towards diabetes.¹ At Tandem Diabetes Care, we look to improve the cost of diabetes care by improving clinical outcomes and reducing insulin-related adverse events.

Our Market Access efforts focus on navigating the complexities of healthcare reimbursement systems, payer policies, and regulatory requirements. To achieve this, we engage with payers and channel partners to ensure people living with diabetes can access the Tandem portfolio of products efficiently, expeditiously, and in the most cost-effective manner.

Our investment in Health Economics and Outcomes Research (HEOR) seeks to generate evidence that demonstrates value to payers, providers, and the people living with diabetes to whom we serve. We aim to demonstrate the value of the Tandem portfolio of products from an economic, clinical, and patient perspective using robust research methodologies that incorporate real-world data and health economic modeling.

In 2023, we presented data at the 83rd American Diabetes Association Scientific Sessions demonstrating that Control-IQ technology use improved HEDIS A1c (GMI) outcomes across all payer types, with the largest glycemic improvement seen in those with the highest A1c at baseline and for prior MDI

Continued on next page . . .



One-third of insulin-treated adult patients do not reach ADA recommended goal of A1c below 7.0%.²



46% of adults with diabetes mellitus treated with insulin experienced insulin-related hypoglycemia and errors leading to emergency room visits.³





GG

Diabetes doesn't rule my life. Control-IQ technology can help handle a lot of it for me. It has a brain. It's like wearing a pancreas. It helps you so you don't have to think about your diabetes as much.

Angie
diagnosed
1994

1. Parker ED, et al. Economic Costs of Diabetes in the U.S. in 2022. *Diabetes Care*. 2024;47(1):26-43. doi: 10.2337/dci23-0085. 2. Blonde L, Brunton SA, Chava P, et al. Achievement of Target A1C <7.0% (<53 mmol/mol) by U.S. Type 2 Diabetes Patients Treated With Basal Insulin in Both Randomized Controlled Trials and Clinical Practice. *Diabetes Spectr*. 2019;32(2):93-103. doi: 10.2337/ds17-0082. 3. Shehab N, Lovegrove MC, Geller AI, et al. US Emergency Department Visits for Outpatient Adverse Drug Events, 2013-2014 *JAMA*. 2016;316(20):2115-2125. doi:10.1001/jama.2016.16201.

Purchasing Process and Financial Assistance continued . . .

users. In addition, we received a Gold Poster Award at the 2023 Academy of Managed Care Pharmacy annual conference for our data predicting the impact of switching from multiple daily injections to a hybrid closed-loop system on rates of high-cost adverse events for patients with type 1 diabetes.¹



Audrina
diagnosed
2016



1-point reduction in A1c and a **3-point reduction amongst high-risk individuals*** across all payer types.²



10-44% reduction in high-cost adverse events† over five years and 35-81% reduction amongst high-risk population.³

* High-risk population have A1c of 9% or higher. † High-cost adverse events included diabetic ulcers, stroke, CHF, MI and neuropathy.

Positively Impacting People's Lives



Tandem has taken a significant amount of stress off of my plate. I can still play sports without worrying as much about my blood sugar. Control-IQ technology puts my diabetes on the backburner.

Tristan

diagnosed 1997



I don't have to worry about waking up low. I don't have to worry about pulling out my pump at the playground with my kids. Tandem means less stopping and more living. I'm not avoiding my life.

Kara

diagnosed 1999



This pump is my best friend. I can put it almost anywhere on my body. It's so compact. When I turn over at night, it turns over with me. It makes me feel healthy. I don't feel like I have a chronic condition.

Marian

diagnosed 1990



1. Blonde L, Brunton SA, Chava P, et al. Achievement of Target A1C <7.0% (<53 mmol/mol) by U.S. Type 2 Diabetes Patients Treated With Basal Insulin in Both Randomized Controlled Trials and Clinical Practice. *Diabetes Spectr.* 2019;32(2):93-103. doi:10.2337/ds17-0082. 2. Patel BV, Alencar G, Wang SM, Leas S, Messer LH, Pinsky JE. HEDIS Glycemic Goals Achieved by Control-IQ Technology Users Across All Payer Types. *Diabetes.* 2023;72(Supplement_1):154-LB. 3. Zur R, Little A, Anaya P, Wang SM, Patel BV, Bilir P. Predicting the impact of switching from multiple daily injections to a hybrid closed loop system on rates of high-cost adverse events for patients with type 1 diabetes. *J Manag Care Spec Pharm.* 2023;29(No. 10-a Suppl.):S1-S138.



“In the tapestry of corporate responsibility, the threads of inclusion weave a narrative of strength, resilience, and progress. A company’s commitment to fostering diverse and inclusive communities is not just a metric; it’s the compass guiding us towards a sustainable future where every individual, regardless of background, contributes to the vibrant fabric of success.”

Leila Kater, VP, Human Resources



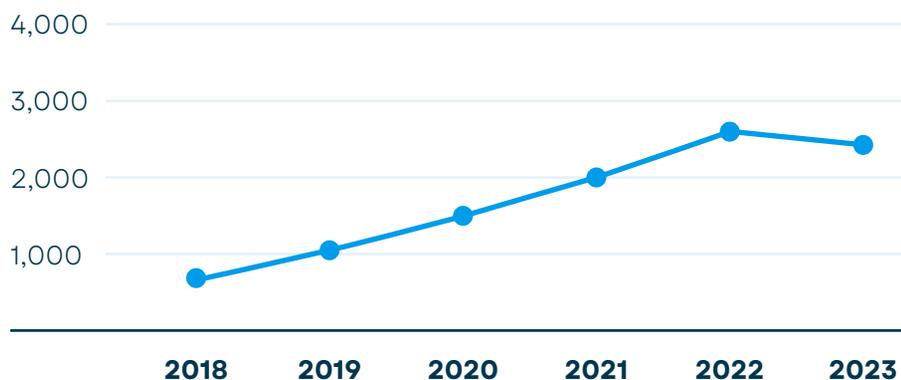


Employees

We are committed to creating and maintaining a safe, diverse, and inclusive community for all employees while we serve our customers and fulfill our mission to improve the lives of people with diabetes. As of December 31, 2023, we have approximately 2,400 regular full-time employees, all of whom work in the United States, Canada, or Europe.

We believe that a culture of Diversity, Equity, and Inclusion (DEI) enables us to create, develop, and fully leverage the strengths of our workforce to exceed customer expectations and meet our growth objectives. We also believe that fostering a DEI culture begins with our management team, and we regard diversity in our workforce as essential to serving our customers and communities as we execute our long-term strategies.

Full-Time Employee Headcount



We are committed to treating everyone equally without regard for personal characteristics including, but not limited to:

- + Race
- + Color
- + National Origin
- + Ancestry
- + Religion
- + Sex
- + Pregnancy Status
- + Sexual Orientation
- + Gender Identity or Expression
- + Marital Status
- + Age
- + Physical or Mental Disability
- + Medical Condition
- + Genetic Information or Characteristics
- + Veteran Status



Company Culture

Tandem Diabetes Care holds itself to the highest values of integrity, professionalism, and courtesy. But we also know how to have fun. We don't just say these words, we live by them so that we can create a positively different experience.

✓ Team Up

How we work as a team is as important as what we deliver. Transparency, honest communication, and partnering to solve problems are critical to our success. We bring people along to ensure we're all on the same path and create the space to respectfully challenge ideas.

✓ People First

Caring for the people who use our pumps is our top priority. We are fiercely loyal to them and the entire diabetes community. This starts with developing a deep understanding of their daily experiences, triumphs, and challenges. When making business decisions, we always ask ourselves and our partners, "How will this impact the people who count on us?"

✓ No Shortcuts

Making things more efficient and cost effective is great! Taking shortcuts is not. People's lives depend on us. Our partners trust us. So we hold ourselves to the highest integrity and ethical standards and deliver exceptional quality in everything we do. We do what it takes to get it right, and we're proud of it.



✓ Stay Awesome

We value and embrace every person at Tandem – their unique backgrounds, experiences, and perspectives. Here you can do great work and be yourself, flip-flops and all. Through universal respect and genuine care, we trust one another to do what's best for all of us.



The top three reasons employees say they love working at Tandem are: The People, Teamwork, and Awesome Purpose.

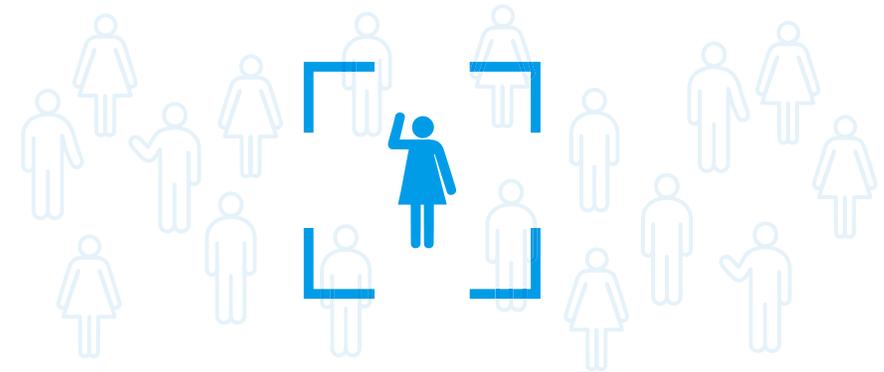
✓ **Innovate Every Day**

We rely on new ideas, and people who keep their minds open to how to make them happen, to deliver products and experiences that can change people's lives. When faced with a revolutionary concept or simply a better way, in any role, we try to say yes (or at least maybe) before we say no.

Survey Says

In 2021, we began conducting annual employee engagement surveys through Gallup, a leading global consulting firm. More than 90% of our employees have participated each year. The results reflected that we are a mission-driven company, with employees' responses towards our strength of purpose far exceeding Gallup's measurement for world class. **Our overall engagement levels exceed Gallup's averages worldwide, in the United States, and in life sciences.**





Talent Acquisition

Hiring and retaining top talent is the primary focus for the Talent Acquisition (TA) team. In support of this goal, the TA team set out in early 2022 to transform the way in which we attract, assess, and make decisions about talent. In 2023, we successfully implemented a structured hiring framework across the organization that provides hiring managers and interview teams a standardized and inclusive approach to recruitment and assessment, so equitable and data-informed hiring decisions can be made.

Additionally in 2023, the TA team remained focused on furthering our mission of attracting and hiring top talent by completing the following:

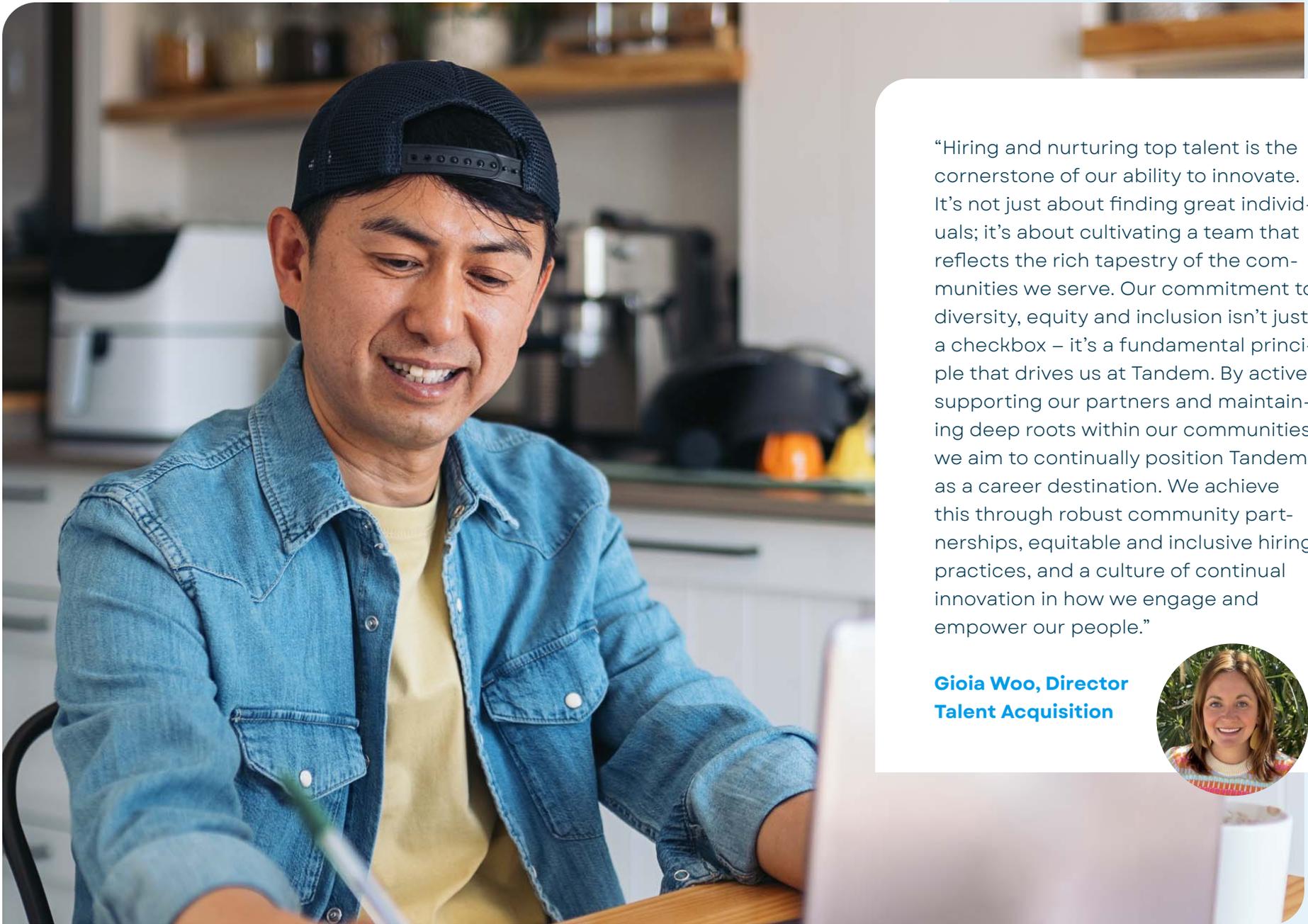
- + In partnership with DEI, completed an Inclusive Recruiting Fireside Chat series aimed at educating the organization on the benefits of a structured hiring framework
- + Rebranded the Tandem Careers website to include a more robust overview of benefits for U.S.-based employees, more insight into the Tandem commitment to learning and development, and to highlight the work of our DEI Council and expansion of inclusion communities throughout 2023
- + Established new TA partnerships in support of our goal of attracting and hiring top-tier talent with diverse experiences and perspectives

Talent Acquisition Partners

Our TA team partners with a variety of non-profit organizations to build connections, engage with talent, and establish Tandem as an employer of choice within the market. Additionally, our team is seeking new recruiting tools and resources to continue building diversified talent channels. We continue to work closely with several of our partners to support recruiting goals and to empower current employees who participate in the program offerings.

In 2023, Tandem Diabetes Care was proud to partner with the following not-for-profit organizations in support of furthering our diversity initiatives:

- | | |
|---------------------------|--|
| + 2U | + National Foundation for Autism Research (NFAR) |
| + San Diego Squared (SD2) | + Girls Inc. of San Diego County |
| + Tech San Diego (SD) | + Colleges & Universities (USD, SDSU, UCSD) |
| + AnitaB.org | |
| + CodePath | |
| + The Honor Foundation | |



“Hiring and nurturing top talent is the cornerstone of our ability to innovate. It’s not just about finding great individuals; it’s about cultivating a team that reflects the rich tapestry of the communities we serve. Our commitment to diversity, equity and inclusion isn’t just a checkbox – it’s a fundamental principle that drives us at Tandem. By actively supporting our partners and maintaining deep roots within our communities, we aim to continually position Tandem as a career destination. We achieve this through robust community partnerships, equitable and inclusive hiring practices, and a culture of continual innovation in how we engage and empower our people.”

**Gioia Woo, Director
Talent Acquisition**





Diversity, Equity, and Inclusion

Our DEI goals focus on cultivating and encouraging an inclusive and equitable culture where diversity of thought is represented and can thrive throughout our organization. We believe that a culture of inclusion and diversity enables us to create, develop, and fully leverage the strengths of our workforce to exceed customer expectations and meet our growth objectives.

DEI Program

At Tandem, people are at the heart of our success. We are dedicated to building a company that mirrors the diversity of the individuals we serve. Achieving this requires a commitment to honesty, authenticity, and continual pursuit of growth, knowledge, and improvement year after year. Most importantly, we aim to achieve these goals as a unified community. This past year marked continual growth for DEI:

- + Launched and established four new inclusion communities
- + Amplified voices from throughout the organization through inclusion events and our DEI Employee Blog
- + Continued to identify ways to further integrate DEI into our people, products, and business practices.

Our DEI efforts are focused on diabetes representation and access, representation in leadership, representation in technology roles, and inclusive practices. We are focused on cultivating our internal culture through diversity of thought, and a commitment to building and maintaining a diverse, inclusive workforce. We also engage in broader support and advocacy within the diabetes community.

Our DEI Vision

We are continuing to cultivate and encourage an inclusive and equitable culture. Our ability to safely and affordably deliver the most effective treatments for people living with diabetes relies on the diversity of our entire team and an equitable workplace that enables all employees to thrive. Our vision is to do this through focusing on:



Diversity IN Diabetes: Our goal is to ensure that future Tandem-funded and -led studies better represent the diabetes community that we serve and we remain focused on driving equitable access to our products.



Representation IN Leadership: Our goal is to cultivate a diverse workforce, representative at all job levels, of the communities we serve.



Representation IN Tech: Tandem seeks to encourage diversity by broadening the communities from within which we recruit, engage, and retain qualified top-tier talent.



IN it Together: We strive to continuously improve employee experience and belonging within Tandem by embracing a culture of inclusion.

IN Tandem is the foundation on which DEI at Tandem is built. IN Tandem represents unity and the commitment we all have to one another in building and strengthening relationships. It speaks to all of us working together to make Tandem a place that is welcoming and inclusive of differences, knowing that diversity is a driver of innovation. IN Tandem is how we show up each day, how we lead our teams, and how we work together to build safe and creative spaces for everyone. IN Tandem means we foster an environment that values differences and diverse perspectives so we can continue to fully support our mission to improve the lives of people with diabetes.

DEI Council

The Tandem DEI Council is comprised of employee representatives from different parts of our company and we encourage individuals from any part of our business to apply to these roles. Council members are a critical part of the DEI culture, ensuring the voice of the employee is always at the table. As an organization, we rely on the Council to provide feedback on policy creation, revise current practices, and ensure we're always keeping people at the center of our decision-making practices.

Continued on next page . . .

Diversity, Equity, and Inclusion continued . . .

Employee Resource Groups

Our Inclusion Communities Program is our Employee Resource Group initiative and is an integral component of our vibrant corporate culture. Inclusion Communities contribute to a workplace where diversity, collaboration, and support intersect, fostering an environment where every individual can thrive both personally and professionally. As we continue to grow and evolve, these communities stand as pillars of our commitment to creating a workplace that values and uplifts every voice. Inclusion Communities were given the name intentionally because they are designed to:

- + Be inclusive of all employees of Tandem, including allies
- + Encourage crossover and partnership between different communities to honor the multi-faceted nature of everyone at Tandem Diabetes Care

SWAGMIT (Supporting Women and Gender Minorities in Tandem) is focused on providing a community of support for women and gender minorities and their allies. The community focuses on creating a space for employees to work together to empower one another and strive for cultural growth within Tandem Diabetes Care to enable equity and lasting equality.

The **t:pride** community is where everyone, regardless of gender identity or sexual orientation, are welcome to learn about, engage with, and celebrate the LGBTQIA+ community. The group aims to inspire openness by connection and



SWAGMIT



t:pride



t:green



Parents @
Tandem



PACT



Team
Diabetes



BET

fostering a sense of unity between individuals from the LGBTQIA+ community and their allies.

The **t:green** community is focused on environmental sustainability. The group is committed to informing and empowering Tandem Diabetes Care employees and leadership to make bold, sustainable choices and championing the environment in both their personal and professional lives.

Parents @ Tandem is focused on connecting parents, guardians, and those who regularly care for kids with their allies to foster and develop diversity, equity, and inclusion at Tandem Diabetes Care. Their aim is to create a space where community members can form a support system and sounding board for all that comes with being a working parent or guardian.

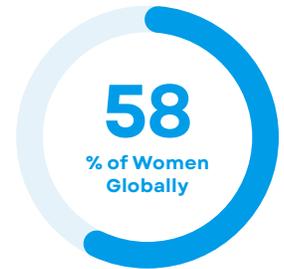
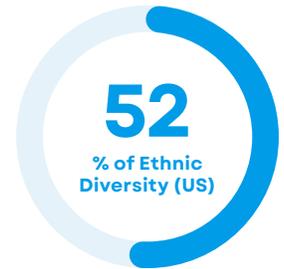
The **Pacific Islander and Asian Coalition at Tandem (PACT)** aims to connect individuals from the Asian American, Native Hawaiian, and Pacific Islander (AANHPI) communities with their allies within Tandem Diabetes Care.

Tandem Employee Diversity Summary

● 2022 ● 2023

Note: The Executive level includes Senior Vice President, Executive Vice President, Chief Financial Officer, and Chief Executive Officer positions. The Management level includes Supervisor, Principal Engineer, Senior Engineer, Manager, Senior Manager, Associate Director, Director, Senior Director, and Vice President positions. The Staff level includes Individual Contributor and Buyer positions.

LEVELS	Male	Female	Non-Binary	Male	Female	Non-Binary
Executives	64.3%	35.7%	0%	72.2%	27.8%	0%
↳ White	55.6%	80.0%	–	69.2%	80.0%	–
↳ Ethnic Diversity	44.4%	20.0%	–	30.8%	20.0%	–
Management	53.8%	46.1%	0.1%	55.7%	43.9%	0.3%
↳ White	63.7%	64.6%	100%	58.8%	65.0%	66.7%
↳ Ethnic Diversity	36.3%	35.4%	–	41.2%	35.0%	33.3%
Staff	36.0%	63.6%	0.4%	35.3%	64.3%	0.5%
↳ White	40.6%	43.8%	77.8%	38.9%	42.7%	63.6%
↳ Ethnic Diversity	59.4%	56.3%	22.2%	61.1%	57.3%	36.4%
OVERALL	40.6%	59.0%	0.4%	41.4%	58.2%	0.4%



New Employee Resource Groups

We are thrilled to introduce two new inclusion communities in 2024, further expanding our commitment to diversity, equity, and inclusion. **Black Employees at Tandem (BET)** is a community dedicated to celebrating and supporting the unique experiences and contributions of Black employees,

fostering a sense of belonging and empowerment. **Team Diabetes** is a community that provides a supportive space for employees living with diabetes. By fostering understanding, shared experiences, and promoting well-being, Team Diabetes at Tandem aims to create a network that uplifts and empowers individuals facing similar challenges.

Organizational Development

Attracting, developing, and retaining employees is critical to our long-term success. We have established a comprehensive training program to develop employees throughout the organization. Emerging Leaders and Leading in Tandem are examples of internal programs intended for high-performing individual contributors, and newly hired and promoted supervisors and managers, respectively. More than 95% of employees participating in these programs remained employed at Tandem as of the end of 2023.

Our leadership team also mentors rising talent on a more informal basis. This mentorship achieves a number of goals, including accelerating the development of top performers, increasing organizational learning, and improving employee retention. The executive team also commits substantial time to evaluating the bench strength of our leadership and working with our management to improve its performance.

400 employees
participated in our leadership
development programs in 2023



Rallying people to thrive and influence positive change



Igniting the Leader in You

How do I develop as a leader?



For individual contributors



3-plus months in role



Introducing individuals to leadership skills



Emerging Leaders

How do I lead?



For high-potential individual contributors



9-plus months in a role



Building foundational leadership skills



Leading in Tandem

How do I build my skills to lead others?



For people leaders new to management roles, either of people, projects, or programs



Developing foundational leadership competencies



Achieving Your Leadership Potential

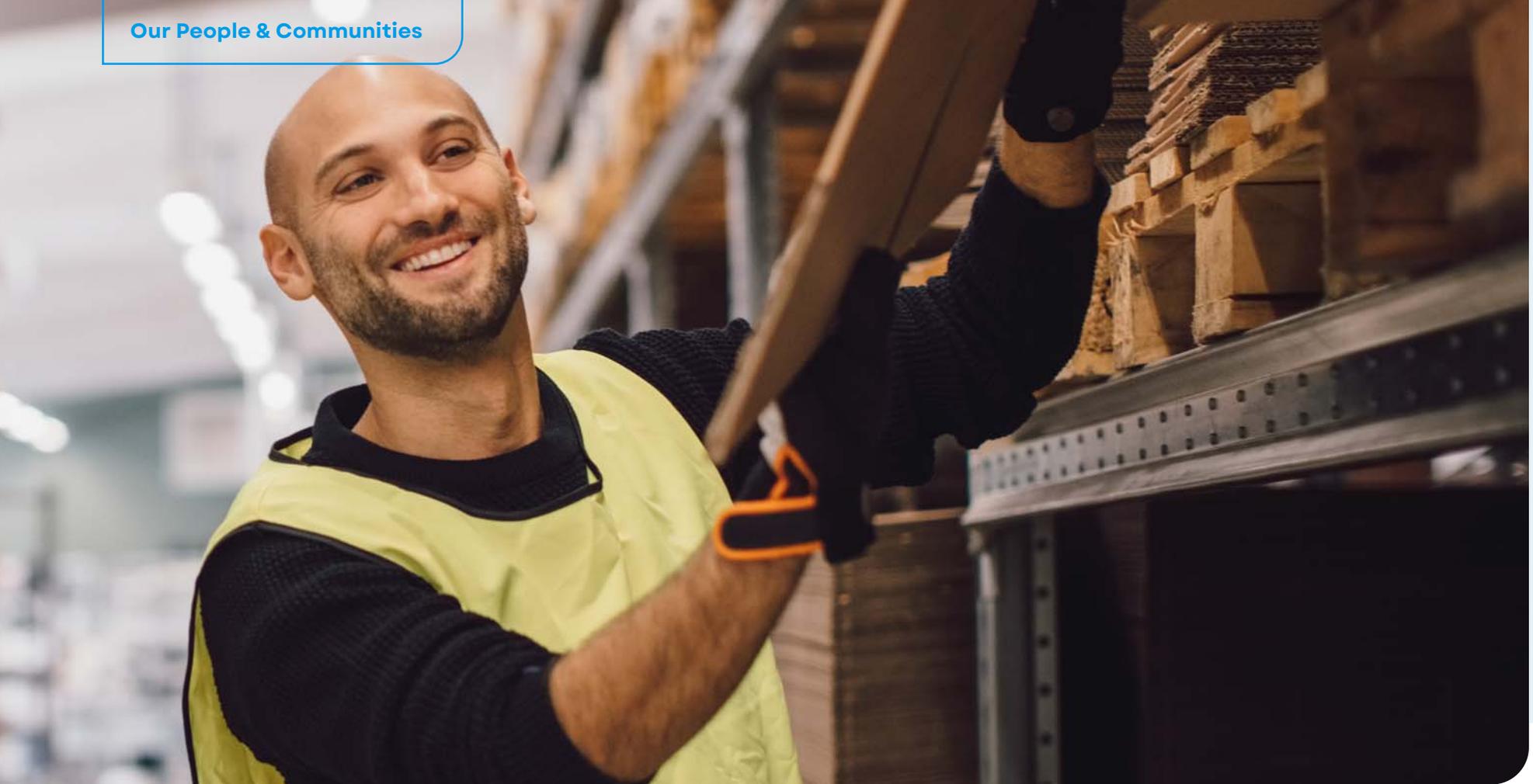
How do I advance my leadership skills?



For leaders at the Director level or above



Mastering leadership competencies to lead self and others, across and up



Training

We have comprehensive safety training programs that ensure our employees know how to do their jobs safely and in compliance with laws and regulations. We operate in modern, efficient, and safe facilities and have had minimal accident and injury rates company-wide. Despite this success, however, our goal remains the same: Zero accidents.

Areas of Safety Training

- + Personal Safety and Facilities
- + Ladder, Electrical, Laser, and Lifting Safety
- + Ergonomics and Healthy Workplace
- + Warehouse and Load Dock Safety
- + Equipment Safety Essentials and Machine Guarding
- + Power Tools, Motorized Pallet Truck, and Handcart Safety

Health and Safety Performance

The health and safety of our employees is our highest priority, and this is consistent with our operating philosophy. We have integrated our employee health and safety efforts with our human resources functions to create a corporate culture with a shared commitment to the well-being of our professionals.

Key Environmental Health & Safety (EH&S) Initiatives

- + Required ergonomic training customized for all employees
- + Fire extinguisher, CPR, and first aid training offered annually
- + Periodic fire drills, at least annually, at all facilities
- + Digital chemical management system for safety data sheets
- + EH&S participation in management meetings to highlight our health and safety programs
- + Composting in California offices
- + Launching annual E-Waste recycling event for disposal of personal electronic waste

- + Chemical Hygiene Plan, Hazard Communication, Hazardous Waste, and Accidental Release Procedures
- + Lock Out Tag Out
- + Emergency Action Plan
- + Personal Protective Equipment Awareness
- + Hearing Conservation Program Procedure
- + Travel Safety
- + Injury and Illness Prevention Program Procedures
- + R&D Safety Training

Total Reportable Incident Rate (TRIR)

Data	2022	2023
TRIR*	1.54	0.83
Industry Average TRIR†	1.4	–
Experience Modification‡	58	51

* TRIR for 2022 and 2023 includes Covid cases. † Based on NAICS code 339112: Surgical and medical instrument manufacturing, 2023 data not available until later in the year. ‡ The experience rating compares the experience of Tandem with average employers in the same classification – 100 or (1.0) being the average and a rating under that would reflect better than average experience and result in a premium credit.

Areas of Compliance Training

- + Anti-Harassment
- + Anti-Bribery and Anti-Corruption
- + Code of Ethics and Insider Trading
- + Corporate Governance and Fraud Prevention
- + Compliance Standards
- + Cybersecurity
- + Data Privacy Regulations
- + Federal, State, and Company Policies and Procedures



Total Rewards

Our compensation program is designed to align employee compensation with performance and market-competitive pay, providing the right mix of base pay, bonus opportunity, and equity to attract, retain, and motivate employees to achieve superior results. The structure of our compensation program balances competitive base pay and incentives for both short- and long-term performance.

Base pay increases and incentive compensation are based on company performance as well as each individual's contribution to the results and are documented through our talent management process as part of our annual reviews. We provide employees with competitive salaries that align to job responsibilities, performance, skill levels, experience, knowledge, and geographic location.

To foster a strong sense of ownership, restricted stock units are provided to eligible employees under our broad-based stock incentive program. We also offer a competitive employee stock purchase plan that allows employees to purchase our company stock at a discount.

How We Stay Competitive

We engage in nationally recognized, external compensation and benefits firms to independently evaluate the effectiveness of our compensation and total rewards programs and

Continued on next page . . .



We Pay for Performance

Mix of diversified long- and short-term performance metrics to incentivize and reward the achievement of our operational and long-term business strategy objectives.

Long-term equity incentive awards feature a three-year vesting schedule and have evolved from 100% stock options to include use of restricted stock units.

No single-trigger cash severance or automatic vesting of equity awards based solely upon a change of control of the Company.



We Seek to Mitigate Compensation Risk

Annual compensation assessment; retain independent compensation consultant.

Clawback policy covering both cash and equity incentive compensation.

Stock ownership guidelines for directors and members of executive management.



Total Rewards continued . . .

to provide benchmarking against our peers within the industry. We review our compensation and benefits programs annually to ensure competitiveness within the marketplace.

Job Framework

In 2023, we implemented a new job framework, which applies structure by categorizing and leveling our jobs based on job duties, responsibilities, qualifications, and expectations of each role, providing clarity for both employees and managers. The new job framework gives us the ability to market price every job and helps to ensure that compensation is fair and equitable across the organization. Tandem complies with new transparency legislation, and by implementing a new job framework and providing pay transparency, we are creating an equitable workplace, providing clarity for career growth opportunities, and building trust with our employees.

Employee Assistance and Wellness

Our employee assistance and wellness programs offer a range of benefits and services. For example, as a benefit to our employees and their eligible dependents, we provide access to personal and job-related counseling and assistance resources for addressing concerns such as emotional well-being, family and relationships, legal and financial matters, healthy lifestyles, mental health, substance abuse, and work and life transitions.

Mind and Body

Because we emphasize a healthy body and mind, we provide a robust offering of virtual and in-person wellness sessions and benefits. In 2023, we introduced a new employee wellness platform, FitOn, that now has nearly 1,000 registered users.

Be Yourself

Diversity among our team members makes our culture stronger and the products Tandem creates better. Together, we live our values.

American Heart Association

In 2023, we received Silver recognition from the American Heart Association for our focus on internal collaboration to increase the reach of wellness within Tandem. This is a notable improvement following the Bronze recognition we received in 2022 for our implementation of quality workforce health and well-being programs and culture of health best practices.



Comprehensive, Relevant, Innovative Benefits

- + Health insurance
- + Paid time off
- + Paid and unpaid leaves
- + Retirement plan
- + Employee stock purchase plan
- + Health savings accounts
- + Flexible spending accounts
- + Life and disability coverage
- + Voluntary accident coverage
- + Voluntary critical illness coverage
- + Voluntary hospital indemnity coverage
- + Legal and identity theft coverage
- + Employee discount program
- + Employee loaner pump program
- + Voluntary pet insurance
- + Comprehensive employee assistance program
- + Travel assistance program





Community Outreach and Impact

For many people with diabetes, peer support plays a key role in successful diabetes management. To help fulfill this need, we work with a broad spectrum of people and organizations providing peer support and education through diabetes communities and programs. Our employee community outreach efforts include donations and volunteer work, serving on boards and advisory committees, and other corporate and individual actions. Examples of our corporate giving efforts include:

- + Corporate support of diabetes scholarship programs including the Donnelly Awards and Diabetes Hope Foundation

- + Launch of Bright Funds Employee Giving & Volunteering platform, which provides employees a choice of where they direct giving and volunteering time for causes of significance to them
- + JDRF annual employee fundraising campaigns in support of diabetes research
- + Virtual Spanish Summit hosted by our community partners, JDRF and Beyond Type 1, designed to reach the Spanish-speaking type 1 diabetes population in the United States
- + Diabetes camp partnerships with Camp Conrad Chinnock and Camp Kudzu that specifically support underserved communities and where our employees volunteer

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We strive to be a good corporate citizen in the communities in which our employees live and work.





Tandem Diabetes Care
at the JDRF One Walk.



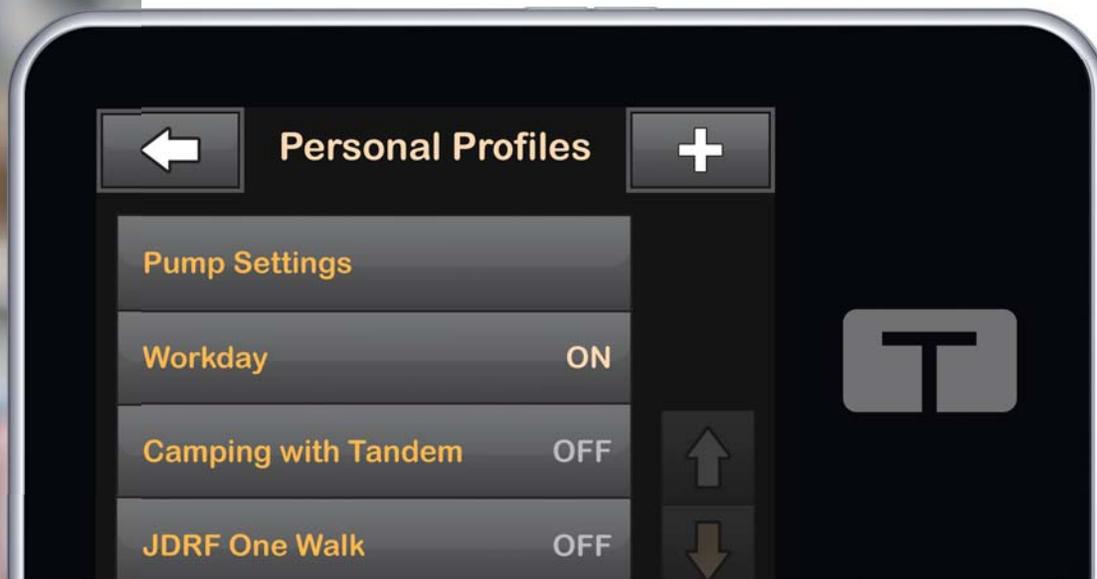
Community Outreach and Impact continued . . .

Community Events

We also support and attend regional diabetes events hosted by various organizations in the United States and Canada:

- + American Diabetes Association
- + Children with Diabetes
- + Connected in Motion
- + Diabetes Canada
- + Diabetes Education and Camping Services
- + iChallenge Diabetes
- + JDRF
- + JDRF Canada
- + PADRE Foundation
- + The DiaTribe Foundation
- + Taking Control of Your Diabetes

Tandem Diabetes Care with Beyond Type 1 at the NYC Marathon.





The leading global organization funding type 1 diabetes (T1D) research to keep people healthy and safe until a cure for the disease is found.



Through platforms, programs, resources, and grants, Beyond Type 1 is uniting the global diabetes community and providing solutions to improve lives today.



Riding on Insulin empowers, activates, and connects the global diabetes community through shared experience and action sports.



A Canadian charity that creates a culture of support and engagement in diabetes self-management through peer-based experiential diabetes education, sport, and outdoor adventure.



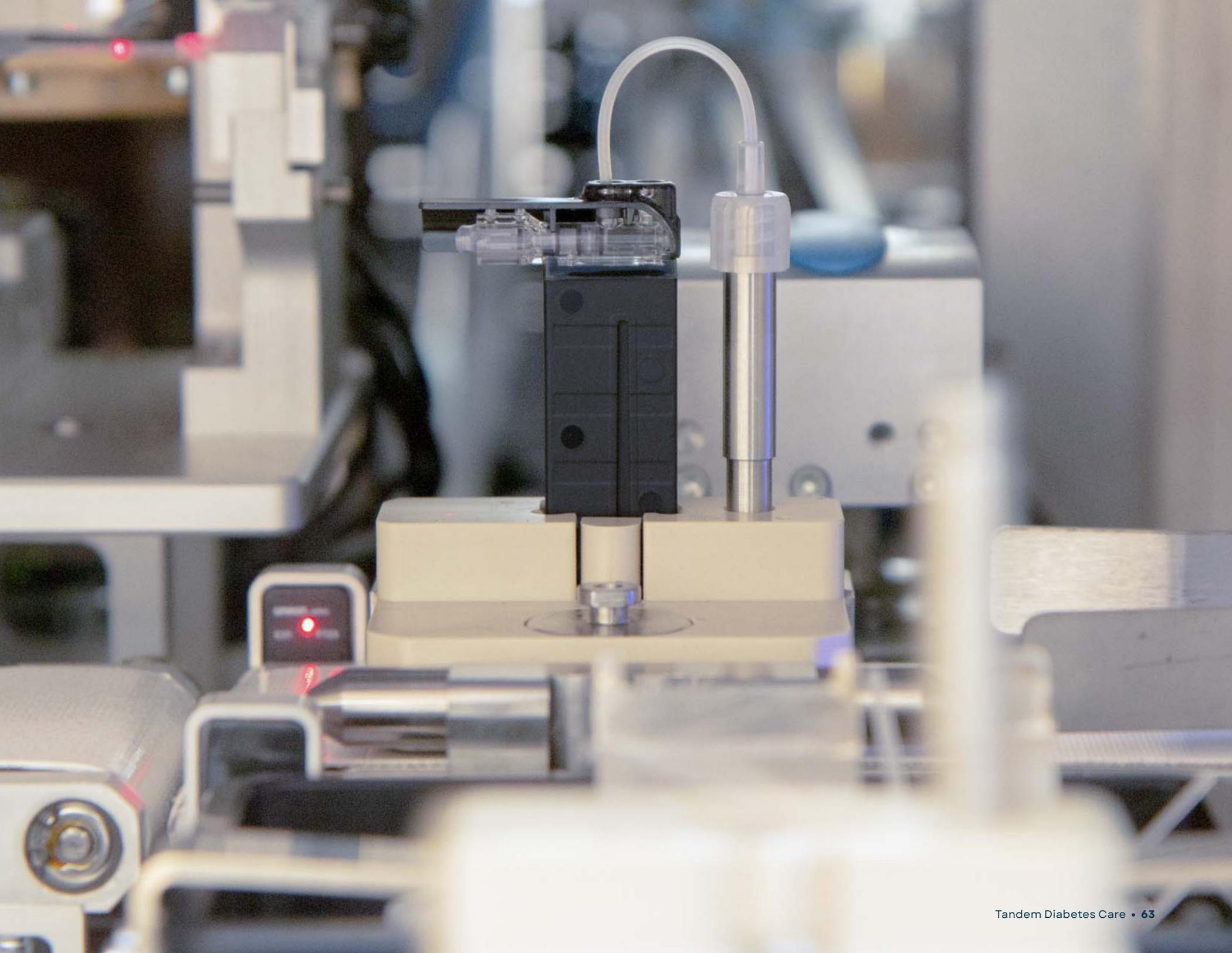
Diabetes camps encourage, educate, and motivate children to live well with diabetes. DECA works on behalf of children with diabetes by providing leadership and support to all diabetes camps worldwide.



The mission of Touched by Type 1 is to elevate awareness of and educate the community about the realities of living with type 1 diabetes, raise funds to find a cure, and inspire those with diabetes to thrive.

Operating Responsibly

We are working to develop environmental programs that span our operations with the intent to conserve natural resources, reduce emissions, minimize waste, and prevent pollution.





Climate Change

To achieve our objectives, we look to adopt innovative solutions for continual improvement in our operational and site management practices, as well as our working relationships with suppliers and contractors.

In 2024, we continue our road map for future emissions reduction strategies. We are working to understand domestic and international climate change topics, trends, and laws, as well as carbon emissions so that these may be factored into our near- and longer-term plans. Our initial efforts will focus on the areas of our Company that we anticipate may have the greatest impact, including our manufacturing, supply chain, and facility operations. Gradually, we envision that all departments will contribute towards identifying our climate risks and opportunities.

In 2023 we began working with third-party advisors to develop a road map for calculating our greenhouse gas (GHG) emis-



sions footprint. We anticipate that this continuing exercise will support future emissions reduction strategies and will also contribute to our understanding of our climate-related risks and opportunities. We continue to work to understand domestic and international climate change topics, trends, and laws, as well as carbon emissions so that these may be factored into our near- and longer-term plans. Our initial efforts are focused on the areas of our Company that we anticipate may have the greatest impact, including our manufacturing, supply chain, and facility operations. In 2024, our company goals once again include driving economic efficiencies and process improvement with environmental impact in mind.



Reducing Energy Use

Total kWh	
2022	3,429,333
2023	3,393,293
kWh/Ft ²	
2022	1.05
2023	0.84*

Energy Consumption

We aim to reduce our global energy consumption each year through continued execution of energy conservation initiatives. We have dedicated efforts toward reducing energy use in our lighting. We have actively pursued rebates from San Diego Gas & Electric to fund energy improvement projects, and our facilities use LED lighting, motion sensors, or both, to reduce energy consumption. We are also working to reduce energy consumption for air conditioning and heating through occupancy scheduling.

In the Spring of 2023, we began operating out of an about 144,000 square feet of additional general administrative,

laboratory, and research and development office space. This building is Energy Star certified, and certified under the U.S. Green Building Council’s Leadership in Energy and Environmental Design (LEED). Energy use and environmental impact were key factors in the selection of our new facility. This facility features a solar-generating power system for our operations that are currently located at four separate buildings, which resulted in more efficient energy use and reduced consumption of resources.

* Using square footage of Headquarters building and omitting Roselle buildings due to relocation during mid year. A correction was made to the square footage calculation used in the energy consumption metrics previously disclosed for 2022.



Reducing Water Use

HCF	
2022	3,962
2023	3,277

Water Consumption

While Tandem is not a significant user of water, and our manufacturing processes are not water intensive, we recognize the value of water as a limited and valuable natural resource. We are committed to acting in an environmentally responsible manner by maintaining and continually improving our sustainability and management systems, including water stewardship, to support our business and the communities where we operate. Being headquartered in San Diego means the risk of drought and changing water quality exist, however, at this time, there is no anticipated substantive impact to our business. Still, we strive to conserve water consumption in our operations and use hands-free automatic sink faucets and automatic toilet flush valves in all buildings. In 2022, we established a baseline for our water consumption that can be used for future management and comparison.

Waste Consumption

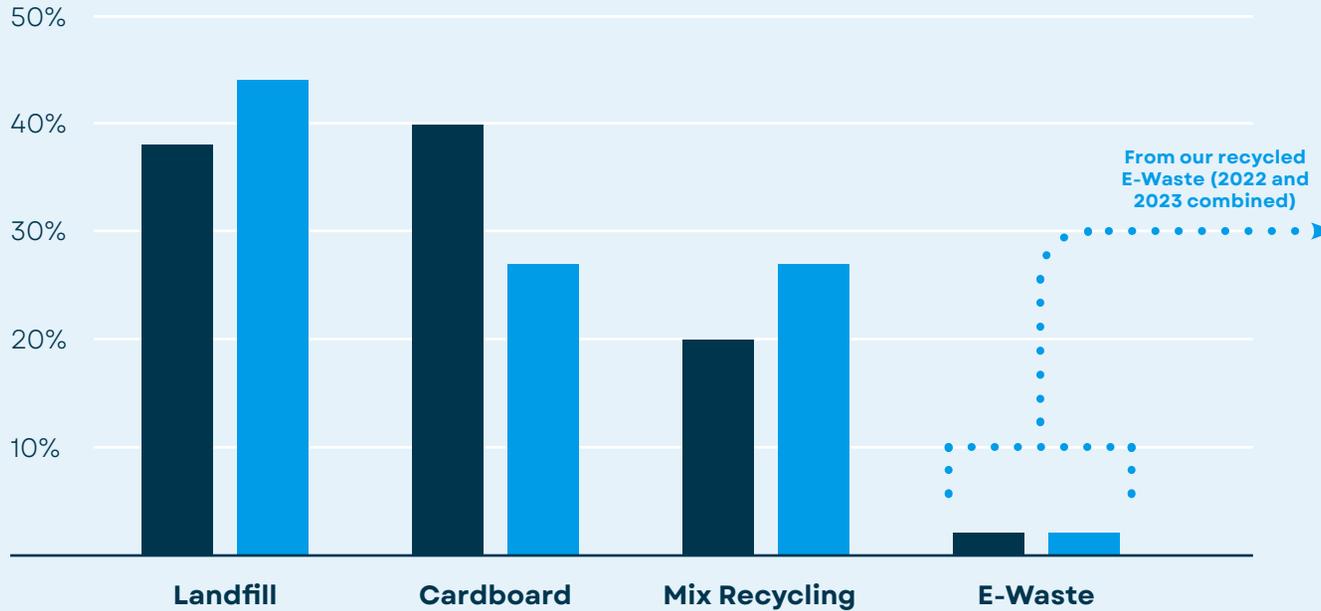
Tandem is focused on continual improvements to make incremental forward progress in creating greater sustainability across our business. We have made concentrated efforts to understand our waste consumption, which includes baselining and monitoring our weight of waste, including non-hazardous, hazardous, biohazard, universal, and recycling.

In 2023, we launched a new compost initiative for our San Diego locations as part of our environmental program to reduce landfill waste. As a result, 5,980 pounds (0.36%) was diverted from landfills in 2023. We aim to consistently analyze our processes that generate waste and look at ways to continually improve. For example, steps are taken at every

Total U.S. Non-Hazardous Waste Recycling

● 2022 ● 2023

Note: Landfill data (62% of waste recycled in 2022 vs. 56% in 2023) is not comparable between 2022 and 2023. Landfill data for 2022 does not include waste generated from four buildings we previously occupied, as the data was not available. These buildings were consolidated into our new headquarters beginning May 2023, and is included in our landfill waste reporting.



144,000 lbs

CO₂ emissions reduced

2,975 lbs

Toxic metals reduced

134,000 lbs

CO₂ saved from assets inventoried/resold

possible stage to reduce the amount of waste and identify alternate methods of use or disposal to limit the impact on the environment.

With this approach, we've had successes that range from reducing landfill waste by baling and recycling our cardboard,

to putting a commingled recycling program in place. We are also taking steps to move toward a circular economy model for our products. An example of our circular economy commitment is our pump refurbishment program that reduces the impact of our devices on the environment as discussed in the "Impact Through Innovation" section of this report.



Supply Chain

Our responsible sourcing philosophy is driven by our belief in doing business the right way. Thus, we are working to understand how our suppliers adhere to environmental and social responsibility principles that align with those valued by Tandem.

Strong partnerships with our strategic suppliers, including a shared commitment to leadership in sustainable practices, technology, and business operations, ensure we can provide high-quality and responsibly manufactured products to our customers.

We are mindful of the environmental impact of our supply chain efforts. Our supplier agreements provide that products sold to us are manufactured in compliance with applicable national, provincial, state, and local environmental health and

safety statutes, acts, ordinances, rules, codes, standards, and laws.

- + We use sea freight for a majority of our international shipments, which has lower emissions than road or air
- + We use electronic forklifts and repeat pallet use in our warehouse operations
- + We receive annual conflict mineral disclosures from our suppliers

We value partners who are making commitments to reduce their environmental impact.

- + Omni, our third-party logistics provider, signed the Climate Pledge in the third quarter of 2021 committing to net zero carbon by 2040
- + Convatec, our primary third-party infusion set manufacturer, has set a goal to achieve net zero carbon by 2045
- + Flex, our third-party contract manufacturer, made a commitment in the third quarter of 2022 to reach net zero greenhouse gas emissions by 2040

We believe we have a responsibility to source our materials in a legal and ethical manner. As part of the Company's commitment to supply chain transparency, and in compliance with the California Transparency in Supply Chains Act, we are transparent in our actions to prevent and address slavery and human trafficking in our supply chain.



As part of our effort to provide transparency, we conduct the following:

✓ **Assessment**

Tandem is working to engage in the verification of its supplier and contract manufacturer supply chain to evaluate

and address supplier risks. Preliminary risk assessments are performed by Tandem on potential suppliers with Supplier Qualification Surveys. Upon review of the survey, as determined appropriate, Tandem may follow up with an in-depth assessment, which may include assessing the risk related to the potential for slavery and human trafficking.

✓ **Audit**

In 2023, we developed new template supplier agreements obligating that all products sold to us comply with all codes, standards, and laws. After a top-level supplier is approved, a Supplier Scorecard and ongoing Supplier Performance Evaluations are conducted by the Supplier Management Team at scheduled intervals. The evaluations focus on quality management system compliance and quality performance and are conducted by Tandem. Suppliers are required to follow Supplier Corrective Action Requests that outline how the supplier will resolve any issues uncovered in an evaluation.

✓ **Accountability**

Tandem maintains and enforces internal accountability standards and procedures for employees through a Code of Business Conduct and Ethics

for Employees and Directors. We work to hold suppliers and contract manufacturers accountable through contractual agreements. In the case of non-compliance or suspected non-compliance, Tandem reserves the right to review the specific situation and develop a best possible strategy for resolution. Tandem may terminate a business relationship if any such standards are not upheld.

✓ **Agreements**

Our written supply agreements require a supplier to comply with all applicable laws.

✓ **Training**

All Tandem employees are required to comply with our Code of Business Conduct and Ethics. All Tandem employees participate in annual training on the Company's Code to ensure understanding and compliance with the requirements of the Code. This training includes ethical decision making and upholding laws and regulations. In addition, Tandem maintains a compliance program that conducts audits of certain requirements under the Code and other compliance policies, investigates potential violations, and takes disciplinary action when necessary.

Appendix

The Sustainable Business Report for Tandem Diabetes Care was created to begin aligning our disclosures with the Sustainability Accounting Standards Board (SASB) Medical Equipment and Supplies Standards. All data presented is as of December 31, 2023, unless otherwise noted.

Contact: Please send any comments or questions about this report to IR@tandemdiabetes.com

SASB Medical Equipment and Supplies Sustainability Accounting Standard

Disclosure		Location or Response
Affordability and Pricing		
HC-MS-240a.2	Description of how price information for each product is disclosed to customers or to their agents	The t:slim X2 insulin pump and its supplies are typically reimbursed through customers’ Durable Medical Equipment insurance benefit in the United States. After a new customer fills out a form to start the process of getting a t:slim X2 pump, a Tandem representative reaches out to their healthcare provider and insurance company(s) to help determine their benefits. When they are ready to order an insulin pump, our insurance verification team will help the user through the process and work to get the lowest out-of-pocket cost.
HC-MS-240a.3	Percentage change in: (1) weighted average list price and (2) weighted average net price across product portfolio compared to previous reporting period.	While reimbursements differ by customer insurance plan, geography, and product, Tandem discloses our estimated net pricing in our quarterly company overview.

Disclosure		Location or Response
Product Safety		
HC-MS-250a.1	Number of recalls issued, total units recalled	In 2023, Tandem did not initiate any field actions
HC-MS-250a.2	Products listed in any public medical product safety or adverse event alert database	<p>The FDA’s MedWatch Safety Alerts for Human Medical Products database has the following Tandem products that had at least one MedWatch Report submitted in 2023:</p> <ul style="list-style-type: none"> + t:slim Insulin Pump + t:flex Insulin Pump + t:slim G4 Insulin Pump + t:slim X2 Insulin Pump + t:slim X2 G5 Insulin Pump + t:slim X2 Pump with Basal-IQ Technology + t:slim X2 Pump with Control-IQ Technology + Tandem Mobi System
HC-MS-250a.3	Number of fatalities related to products as reported in the FDA Manufacturer and User Facility Device Experience	There were 28 MedWatch reports submitted by Tandem Diabetes Care in the calendar year 2023 associated with a death. Submission of a MedWatch report is not an admission that a product, user facility, importer, distributor, manufacturer, or medical personnel caused or contributed to the event.
HC-MS-250a.4	Number of enforcement actions taken in response to violations of good manufacturing practices (GMP) or equivalent standards, by type	Tandem had no warning letters, seizures, or injunctions issued in 2023

Disclosure		Location or Response
Ethical Marketing		
HC-MS-270a.1	Total amount of monetary losses as a result of legal proceedings associated with false marketing claims	Tandem had no monetary losses in 2023 as a result of legal proceedings associated with false marketing claims
HC-MS-270a.2	Description of code of ethics governing promotion of off-label use of products	Tandem has an Interactions with Healthcare Providers (HCPs) Policy to ensure our communications, including any business meetings or trainings, with HCPs must be intended to train or educate HCPs only in a manner consistent with the FDA-cleared product labeling. Tandem also has a Patient Interactions Policy to ensure that our communications to patients and the public are truthful, not misleading, and that our employees do not engage in any off-label promotion with our patients or the public. Our Policies are posted on the Company intranet and apply to all employees so that they may understand their individual obligations to ensure that their communications about Tandem products are truthful, not misleading, and consistent with the FDA-cleared product labeling and FDA and FTC regulations.
Product Design and 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	Sustainable Business Report 2023, Impact Through Innovation

Disclosure	Location or Response	
Product Design and Lifecycle Management (continued)		
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	In 2023, Tandem refurbished approximately 55,000 t:slim X2 pumps
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	100% for entity's facility and Tier 1 suppliers
HC-MS-430a.2	Description of efforts to maintain traceability within the distribution chain	Available through electronic device history records and proof of delivery records
HC-MS-430a.3	Description of the management of risks associated with the use of critical materials	Controlled by procurement team with open purchase orders, quarterly business reviews, safety stock, alternate suppliers, and appropriate storage in warehouse

Disclosure		Location or Response
Business Ethics		
HC-MS-510a.1	Total amount of monetary losses as a result of legal proceedings associated with bribery or corruption	Tandem had no monetary losses in 2023 as a result of legal proceedings associated with bribery or corruption
HC-MS-510a.2	Description of code of ethics governing interactions with healthcare professionals	Tandem has an Interactions with Healthcare Providers (HCPs) Policy to ensure our collaborative relationships with HCPs meet high ethical standards. Tandem adopts and adheres to the AdvaMed Code of Ethics, which is incorporated into our Policy by reference, though in certain instances Tandem policies and procedures are more restrictive than the guidelines set forth by AdvaMed. Our Policy is posted on the Company intranet and applies to all employees so that they may understand their individual obligations to act ethically and compliantly when interacting with HCPs.
Activity Metric		
HC-MS-000.A	Number of units sold by product Category	In the four-year period, ended December 31, 2023, we shipped approximately 450,000 insulin pumps, which is representative of our in-warranty global installed customer base assuming the typical four-year reimbursement cycle



Except where specifically noted otherwise, the reporting period of the Tandem 2023 Sustainable Business Report covers subject matter and data for the Tandem fiscal year ended December 31, 2023 and is limited to the operations owned and/or operated by Tandem. References to Tandem, our, we, or the Company mean Tandem Diabetes Care, Inc. and its subsidiaries, unless the content indicates otherwise. Data associated with the operations of acquisitions completed during or after the fiscal year are not included in the reported metrics, including the operations of Capillary Biomedical, LLC and AMF Medical SA. Goals, targets, intentions, ambitions, or expectations described in this report, are aspirational and subject to change and are not guarantees or promises that all goals, targets, intentions, ambitions, or expectations will be met. There can be no assurance that our sustainability or ESG policies and procedures as described in this report will continue; such policies and procedures could change, even materially. We are permitted to determine in our discretion that it is not feasible or practical to implement or complete certain of our sustainability or ESG initiatives, policies, and procedures based on cost, timing, or other considerations.

Safe Harbor Statement under the Private Securities Litigation Reform Act of 1995: Statements in this report that relate to future events, expectations, and trends involve factors that are subject to change and risks and uncertainties that could cause actual results to differ materially. These risks and uncertainties are difficult to predict and often are outside of the control of the Company.

When used in this report, the words “may,” “could,” “anticipate,” “target,” “plan,” “continue,” “goal,” “commit,” “achieve,” “project,” “intend,” “estimate,” “believe,” “expect,” and similar expressions are intended to identify forward-looking statements, although not all forward-looking statements contain such words. Forward-looking statements are subject to certain risks and uncertainties that could cause actual results to differ materially from our historical experience and our present expectations or anticipated results. Forward-looking statements are neither historical facts nor assurances of future performance.

Instead, they are based only on the company’s current beliefs, expectations, and assumptions regarding the future of its business, strategic objectives, projections, anticipated economic changes and trends, and other conditions. Forward-looking statements in this report may include, but are not limited to, estimates of addressable market size statements regarding the Company’s operational strategies; equipment designs that optimize performance outcomes for customers; efforts regarding energy, water, and emissions; and the development of mechanisms for tracking sustainability metrics. Important factors that could cause the company’s actual results to differ materially from those indicated in the forward-looking statements include, among others, the following: (i) compliance with and changes to global and regional environmental, health, safety, and human rights laws, including emissions and noise regulations, and other ethical business practices; (ii) compliance with and changes to greenhouse gas emissions and other standards related to climate change; (iii) production, design, and technological innovations and difficulties, including capacity and supply constraints and prices; (iv) availability and price of raw materials, components, and whole goods; (v) attracting, developing, engaging, and retaining qualified employees; (vi) weather conditions and natural calamities; (vii) availability of enabling technologies; (viii) network security breaches and disruptions; (ix)

compliance with privacy and data-protection laws and regulations; (x) global and regional trade laws, regulations, and policies; (xi) governmental banking, monetary, and fiscal policies; (xii) global tax laws; (xiii) demand for the company’s products; (xiv) global political, economic, and social events and uncertainty; (xv) competitors’ actions and competitive pressures; (xvi) adapting products to customer preferences around the world; (xvii) infringement of the company’s intellectual property; (xviii) economic conditions weakening demand and/or limiting access to funding and higher funding costs; (xix) ability to realize the anticipated benefits of our business strategies including acquisitions, joint ventures, divestitures, or new product or efficiency initiatives; (xx) public health threats; and (xxi) general global macroeconomic conditions, including but not limited to inflation, slower growth or recession, higher interest rates, and currency fluctuations. The company, except as required by law, undertakes no obligation to update or revise any forward-looking statements, whether as a result of new developments or otherwise. The forward-looking statements speak only as of the date of this report, and undue reliance should not be placed on these statements.

Certain information contained herein has been obtained from third parties, and in certain cases has not been updated through the date hereof. We have not independently verified the data from these third-party sources in every instance and make no representation with regard to the verification of third-party data, unless explicitly otherwise indicated. While these third-party sources are believed to be reliable, we make no representation or warranty, express or implied, with respect to the accuracy, fairness, reasonableness, or completeness of any of the information contained herein, and we expressly disclaim any responsibility or liability therefor. The information contained herein is only as current as the date indicated and may be superseded by subsequent market events or for other reasons. Tandem is not under any obligation to update or keep current the information contained herein. Statistics and metrics relating to ESG matters are estimates and may be based on assumptions or developing standards. This report may contain links and references to other Internet sites. Such links or references are not endorsements of any products or services in such sites, and no information in such site has been endorsed or approved by the company. The inclusion of information in this report should not be construed as a characterization regarding the materiality or financial impact of that information. Further information concerning the company and its businesses, including factors that could materially affect the company’s financial results, is included in the company’s filings with the Securities and Exchange Commission (SEC) (including, but not limited to, the factors discussed in Item 1A, Risk Factors of the company’s most recent annual report on Form 10-K, and quarterly reports on Form 10-Q).

Visit tandemdiabetes.com/safetyinfo for important safety information about Tandem products.

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