

From: Omar Ishrak

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Subject: A Message from Omar Ishrak and Carol Surface: Puerto Rico & Las Vegas Update

Medtronic

A MESSAGE FROM **OMAR ISHRAK**

Dear Colleagues:

We write to you today to communicate updates on the events in Las Vegas and the situation in Puerto Rico .

LAS VEGAS MASS SHOOTING

Yesterday, we woke to the terrible news of those killed and wounded in this senseless act of violence in Las Vegas. We have been able to confirm the safety and well-being of the 55 Medtronic employees who reside in the Las Vegas area. Unfortunately, some of our employees were present at this event, witnessed the attack and had friends who were impacted.

Our Medtronic Employee Assistance Program (MEAP) resources are available to employees and their immediate family members or if you are aware of anyone who could use this support, please call MEAP any time at 800-665-4463. Please keep our Las Vegas colleagues, their families and friends and the entire Las Vegas community in your thoughts.

PUERTO RICO—ONGOING DISASTER RELIEF

The situation for our Puerto Rico employees, their families, and the community at large remains very serious. The two recent hurricanes have damaged the island severely. Our Puerto Rico colleagues need help and we are responding. Here's an update on our relief efforts, as well as what you can do to help.

OUR PEOPLE. OUR PRIORITY: COMPANY EFFORTS TO HELP OUR MEDTRONIC FAMILY

Our main priority is verifying the safety and status of our more than 5,000 direct and contract employees and their families to aid in their well-being on the island. The communications infrastructure on the island is essentially gone—making this difficult—but we have been in contact with more than 50 percent of our employees and contingent workers, and are continuing aggressive actions to locate and verify the status of the rest.

Meeting basic humanitarian needs is the most urgent priority, and we are moving quickly to

families. We have organized teams to get these critical relief supplies to employees, and are utilizing our corporate plane and other contracted planes to deliver supplies on a near-daily basis. We have positioned teams on the ground to oversee immediate relief efforts and will continue to work through them to ensure the delivery of relief supplies continues over the coming days and weeks.

As previously communicated, Medtronic has established a Global Operations Support Command Center in Minneapolis and San Juan. This multi-function team meets daily to create and execute plans to restore our operations and aid our employees.

Additionally, MEAP and Employee Relations Teams have been deployed; are working to assess employee needs in the impacted areas; and are working directly with employees who need financial assistance. Given the communications challenges on the ground, our employees in Puerto Rico will receive information directly from local HR on how to apply for the numerous programs available to provide relief.

Finally, Medtronic recently created the Medtronic Employee Emergency Assistance Fund and made an inaugural contribution of \$250,000 to support employees impacted by Hurricanes Irma, Harvey, and Maria. These funds are currently being distributed. The company will continue to provide money to this Fund, knowing the needs in Puerto Rico are extensive and will continue.

WHAT EMPLOYEES CAN DO TO HELP

The best way to help our employees right now is through cash donations.

We understand many employees inside Medtronic want to contribute—it's part of who we are individually and collectively as a company, and it's fundamental to our Mission. While many employee groups have begun to consider or launch food, water, and goods drives, we highly caution against this activity at this time. There are significant logistical challenges that exist on the island, and given challenges with transport and distribution, we cannot guarantee the items gathered at local food and clothing drives will make it to our employees. There are some controlled activities in place with our Miami office around gathering supplies, which will continue under guidance from our senior leaders and supported by direct transportation.

In lieu of clothing and food drives, we encourage you to direct your efforts toward donating money for relief activities. There are two ways you can contribute via monetary donations:

1. *Donations to the Organizations Working on the Ground in Puerto Rico:*

To support the larger Puerto Rico community, we recommend donations to Medtronic Foundation partners, Americares and Direct Relief. Your donations to these nonprofit organizations should be directed through the [Mission in Motion](#) site so your donation can be matched through the Foundation's Matching Grants program. Recently, the Medtronic Foundation announced that it will direct an additional \$1 million dollars towards disaster relief. These funds will support long-term relief efforts.

2. *Donate Directly to our Employees (coming soon):*

We are working to ensure employees can contribute much needed financial support directly to our colleagues in need through the Medtronic Employee Emergency Assistance Fund. This Fund will allow employees to directly aid our Medtronic colleagues in the form of goods, services, and financial assistance delivered over time. Your contributions will be matched dollar for dollar by our Foundation. Details around this new fund will be announced soon.

We will continue to remain deeply engaged in the immediate relief and long-term rebuilding efforts in Puerto Rico. In the coming days and weeks, we will share additional information on our philanthropic efforts to support long-term relief plans on the island.

We know you have lots of questions and have attached a frequently asked questions document to address many of the questions we have received on Puerto Rico.

Please know that our employees, their families and the communities in which we live and work are always of paramount concern to us and we are committed to our Medtronic family in Las Vegas and Puerto Rico.

Sincerely,

Omar Ishrak
Chairman and CEO

Carol Surface
Chief Human Resources Officer