

Supplier Code of Conduct

Intuitive was founded in 1995 to help advance minimally invasive care through innovative, advanced robotic-assisted systems that help empower physicians and hospitals to deliver a less-invasive approach to open surgery. Since the da Vinci surgical system became one of the first robotic-assisted systems cleared by the U.S. Food and Drug Administration for general laparoscopic surgery, it has taken robotic-assisted surgery from concept to reality. Additionally, Intuitive introduced the Ion endoluminal system that enables robotic assisted biopsy of small, hard-to-reach nodules.

Our mission: we believe that minimally invasive care is life-enhancing care. By combining ingenuity and intelligent technology, we expand the potential of physicians to heal without constraints.

With global operations, Intuitive is committed to the highest standards of business conduct and considers its suppliers an extension of our business. Intuitive expects the same demonstration of commitment to legal, ethical, environmental, and social responsibilities from external suppliers.

Key expectation pillars of our supply chain include:

- Putting product quality and performance first with commitment to continuous improvement
- Maintaining ethical business practices:
 - Upholding supply agreements terms, and meeting expected standards of confidentiality and integrity
 - Adherence to applicable regulatory, country, state, and local laws, statutes, ordinances, rules, regulations, directives, standards, and orders.
- Commitment to social responsibility
 - Employee engagement practices that include training and development, environmental health and safety, and human rights
 - Environmental stewardship

Intuitive further defines applicable performance expectations and requirements in the following supplier related documents:

- Master Agreements and associated Statements of Work (SOW)
- Supplier Quality Agreements (SQA)
- Global Supplier Manual (GSM)
- Purchase order terms and conditions (Ts and Cs)

Supplier facing documents and agreements also define specific in-scope areas of compliance across the noted expectation pillars that include, but are not limited to the following:

- Anti-Corruption (United Nations Convention against Corruption, U.S. Foreign Corrupt Practices Act (FCPA), etc.)
- United States Federal Acquisition Regulations (FAR)
- United Nations Resolutions and Conventions (for Human Rights, Rights of the Child, Discrimination, etc.)

- Modern slavery legislation (including the California Transparency in Supply Chains Act, UK Modern Slavery Act, and Australian Modern Slavery Act)
- Conflict minerals directives (OECD, Dodd-Frank Act, etc.)
- Global environmental laws and directives (RoHS, WEEE, Packaging, etc.)
- Intellectual property protection laws
- Confidentiality and data privacy laws (Global Data Privacy Regulation (GDPR), etc.)
- Local or regional health and safety laws and regulations
- Customs, exports, and transportation regulations (global trade and tax requirements for individual countries and international agreements)
- Inclusion, equity and diversity (U.S. Small Business Administration (SBA), fair compensation and equal opportunity, etc.)

Management systems and monitoring:

Suppliers are expected to have applicable management systems to support compliance, conformance, and plans to address identified risks toward meeting the noted expectation pillars. Company commitment is the starting point for implementing and maintaining management systems, including but not limited to business continuity planning, good documentation practices and quality management systems that help suppliers conform to Intuitive contractual requirements, product or service specifications, and regulatory controls.

All suppliers are expected to provide applicable training to their employees and have systems that monitor the effectiveness of their manufacturing and/or service processes, which may impact Intuitive toward continually improving quality, cost, delivery and service performance.

In addition, Intuitive expects its suppliers to support certification audits that drive ongoing improvements for specific focus areas of performance evaluation. *ISO 14001:2015 Certification* is an example of on-going commitment to an Environmental Management System. We ask suppliers to show documented evidence of implementing environmental management practices that help their organizations minimize how their operations affect the environment.

Direct material suppliers (i.e. providers of product related materials, components or manufacturing services) are expected to be certified to ISO 13485:2016 or the most current applicable quality manufacturing standards. Other standards may also be applicable depending on the products or services provided by a supplier to Intuitive.

Intuitive may engage in monitoring activities to confirm a supplier's performance and compliance to these standards and expectations, including on-site assessments, business reviews and through the use of third-party monitoring services. We may disqualify any potential supplier from consideration or terminate any relationship with a current supplier that fails to conform to defined performance expectations, standards, laws and/or other requirements.