

To our Stakeholders

Our corporate social responsibility (CSR) commitments are dedicated to making a positive impact on humanity not just through our technology, but through our actions. During this global pandemic, our approach to global citizenship and environmental stewardship are more relevant and important than ever before.

We aim to share a reflection on our COVID-19 response and a look toward the future as we continue to support a global recovery. We have responded to the global pandemic with the following focus: our employee safety, continuity of support for our customers, and giving back to enable the greater good in our global community. This approach mirrors our corporate social responsibility (CSR) program, which gave us the framework to apply our action and response.

Our COVID-19 Recovery Framework, developed by the Illumina Global Emergency Management Team (GEMT), guides our safe return to work and customer sites.

The Recovery Framework aims to

- Protect the health and welfare of our employees.
- Enable a prudent return to business.
- Guard against the need for future escalation.
- Maximize lessons learned from available data.

We will continue to apply our culture of care with our employees, our purpose driven strategy with our customers, and work to magnify our impact with expanded engagement to our community.



Employee Focus



Employee Safety

- Environmental Health & Safety Teams led a risk-based framework to our global response.
- Existing emergency preparedness plans and business continuity plans were activated.

On-site Safety

- Enhanced cleaning procedures, restricted visitor access, and initiated thermal temperature scans.
- Added facility enhancements such as plexiglass barriers, no touch door handles, and anti-bacterial stations.
- Implemented lab density limits and expanded outdoor seating areas.
- Provided PPE for employees, applied social distancing, and encouraged CDC-endorsed personal hygiene practices including frequent handwashing.
- Deployed workforce separation practices to minimize physical interactions while maintaining social distancing.

Remote Work Safety

- Resources provided to help establish safe ergonomic working from home practices and how to optimize a working remote environment.
- Up to \$250 provided for keyboard, monitor, headset, etc. and ability to bring home ergonomic chairs and ergonomic equipment from the sites.
- U.S. field-based customer-facing teams, provided access to COVID-19 daily risk screening and at home testing.

Wellness

- Expanded range of virtual health and wellness classes.
- Employee Assistance program (EAP) for daily life assistance and emotional well-being support.

Communication

- Increased All Company Meetings up to 2 per month with extended open Q&A with CEO and Sr. Leadership.
- Established twice weekly meetings led by our Chief Medical Officer to provide technical expertise and updates on the science behind the virus and response.
- Dedicated internal communication channels to COVID-19.

Support for Employees

- Created resources to address working, leading and parenting during the Pandemic.
- Flexible work and alternate work supported around the globe.
- Offered training on leading teams remotely, maintaining employee engagement, and supporting co-workers.
- Virtual events ranging from team building, volunteering, happy hours and even a talent show.
- 93% of employee survey respondents satisfied with Illumina's approach to helping employees through the COVID-19 crisis and over 80% believe we will emerge stronger than ever when the crisis is over.

Pay

- \$1,000 COVID Care cash allowance distributed to all employees to help address unanticipated financial needs. (excluding VP and above)
- Employees working remote continue to receive pay as normal.
- To date, no COVID related furloughs or workforce reductions.
- Early distribution of annual \$500 Health & Lifestyle Allowance.
- Provided pay continuity for employees self-isolating (14 days).
- Premium pay provided to select employees whose work required them to be on-site and were critical to the making, testing or shipping of products in early weeks of pandemic.
- Provided a guaranteed bonus for first half of year. Split the annual bonus program into two measurement periods resulting in a mid-year payment.
- Additional week of PTO for onsite production workers.
- When Malaysia closed their borders, provided temporary lodging for those that could not depart from Singapore and compensation for employees that could not report to work.

Benefits

- Up to 30 days of paid leave available for employees to apply for under Illumina's compassion and care time off (CCTO) program.
- Increased number of days from 10 to 30 for emergency and back up childcare programs through Bright Horizons Crisis Care. (US employees)
- COVID-19 screening/testing, related office visits or in-patient services are covered 100% (US Medical Plans).
- Expanded access to telemedicine to encourage safety of our team members, their families and our frontline healthcare workers (US Medical Plans).

Customer Focus



Customer Support

- Due to our role in making, testing, and shipping products used in healthcare and in response to the global pandemic, we are identified as critical infrastructure delivering an essential service.

Supply Chain Protection

- Continued to produce, test, and ship our products to customers without sustained supply chain or other operational delays.
- Increased inventory levels to ensure availability of supply and materials, working closely with multiple material sources and suppliers.
- Increased planned safety stock levels of finished goods stored in the regional distribution centers.
- Worked closely with preferred and back-up transportation carriers and service providers to continue shipments.
- Implemented a system to monitor suppliers and mitigate risk due to COVID-19.

COVID Pricing Match Program

- Provided a pricing match program for our customers working on COVID related projects, including a 50% discount from list price and capped to a \$100,000 value on specific sequencing consumables.

Field Support

- Sustained support of essential services such as installations and repairs.
- Field team personnel remained available for customers who need on-site support and adhere to heightened precautionary guidelines.

Innovation for COVID

- Received FDA Emergency Use Authorization for COVIDSeq™ test.
- Collaborative environment released for COVID-19 host response research. The SARS-CoV-2 Data Toolkit, freely accessible on BaseSpace™ Sequence Hub, making it easier for researchers to detect and identify the viral sequence in their samples and contribute their findings to critical public databases.

Supporting the Global Response

We are humbled to see our technology powering scientists and researchers with 6,600 sequencing customers in 115 countries, providing technology and support to track transmission, conduct surveillance, develop therapies and vaccines, and ensure long-term global safety and security.

- Providing the system used to sequence the first COVID-19 genome in Wuhan. Illumina's (NGS) technology was used, in combination with other sequencing technologies, to characterize the virus genome of the nCoV in China, as published in the New England Journal of Medicine.
- Provided more than \$2M to COVID-19 research related efforts with partners including Adaptive and Stanford University.
- Joined an alliance of innovators at XPRIZE to find unconventional solutions to pandemic threats.
- Provided resources and links for COVID workflows and applications.
- Partnered with Genomics England, Genetics of Mortality in Critical Care (GenOMICC) consortium and the National Health Service (NHS) to provide sequencing to further understanding of the pandemic through genomics and the role of genetic factors in susceptibility to COVID-19.
- Identified one of the first COVID-19 clusters in the US with the help of Illumina NextSeq™ 550 and reagents.
- Partnered with IDbyDNA to deliver next generation sequencing for infectious disease such as COVID.
- iSeq™ 100 metagenomic platform allowed characterization of Cambodian COVID-19.
- Collaborated with The Institute of Genomics & Integrative Biology (IGIB) in New Delhi for commercial validation of COVIDSeq working to address the global need and scalability required to fight the COVID-19 pandemic.

Community Focus



Philanthropy

- Illumina, Inc. and the Illumina Corporate Foundation committed more than \$8M to support the communities where we live and work.
- Illumina Corporate Foundation awarded more than \$3M in philanthropic donations, of which \$1M has gone to the CDC Foundation COVID Emergency Response Fund, and \$2M to local community-based initiatives in the areas where we operate.
- Over \$2M of funds were provided to the regions to ask employees to decide where to give back with the intent to give back in the most meaningful way to address local needs. Employees voted on regional grants resulting in over 20 nonprofit donations around the globe.
- Half of the regional donations were directed to San Diego, the community where our headquarters are located.
- \$1M was donated to the San Diego Foundation COVID-19 Community Response Fund to support distance learning and connectivity for grades K-12, address food security concerns in the region and provide PPE for frontline healthcare professionals.
- Partnered to fund the Africa Centre of Excellence for Genomics of Infectious Diseases as well as the Milken Institute to develop global surveillance networks.
- \$2.5M donated to Testing for America, nonprofit working to support a response to the COVID-19 testing crisis in US and safely reopen Historically Black Colleges and Universities (HBCUs).
- \$500k donated to XPRIZE competition to support incentive competition related to COVID-19 testing innovations.

Employee Volunteer and Match Program

- Expanded volunteer paid time off from 2 days to 10 days for 2020.
- The Illumina Foundation offered a special 200% giving match opportunity raising more than \$160,000 for various global COVID-19 response organizations.
- A database of over 40+ global virtual volunteer opportunities deployed to enable employees to safely volunteer from home.

Giving Back is in our DNA

Employees have given back to the communities where they live and work all over the globe.

- Illumina teams came together to create plexiglass shields for frontline health care workers using Illumina 3D printing machines.
- Employee led efforts to make masks to donate to health care workers including communities with special needs.
- Illumina sponsored the Same But Different initiative to create masks for children affected by rare disease.
- Illumina manufacturing teams turned their fill lines into creating hand sanitizers for distribution to onsite workers and donation to neighboring businesses.
- Employees volunteered their time to virtually connect with students via Skype a Scientist.
- Teams around the globe are helping deliver STEM education content for our youngest stakeholders.
- Curated a video message of Hope to demonstrate our support for the Rare Disease Community.

Diverse Supplier Support

- Conducted an outreach campaign to our diverse supplier network offering support with improved payment terms where applicable.

STEM Education

- Created lessons, activities and videos to support distance learning and highlight STEM Education and Genomics Literacy.
- Expanded virtual career panel offerings bringing Illumina scientists into remote learning classrooms around the globe.
- Celebrated DNA Day with a special Kids Chat with Illumina Chief Medical Officer. Presentation included STEM lessons on Genomics and COVID.