

press release

Novo Nordisk Canada Inc. Response to COVID-19 – Supporting Canadians Living with Diabetes

MISSISSAUGA, ON – April 3, 2020 – We recognize that people with chronic diseases - including diabetes and obesity - are at increased risk of more severe health outcomes during this pandemic.¹ Novo Nordisk Canada understands the impact COVID-19 is having on all Canadians, the strain it is inflicting on our healthcare system, and the anxiety and fear it is creating for Canadians living with chronic diseases. During this time, it is essential to support patients, our local communities and our healthcare systems. We are taking action to help those in need.

Availability of insulin

Our priority is to protect and safeguard the continued supply of our lifesaving medicines and ensure Canadian patients have access to insulin. Our insulin production is operating at normal levels and our inventory across Canada is stable. We are working closely with our pharmacy and distribution partners to ensure a consistent and reliable supply of insulin is available at pharmacies across Canada.

Insulin price freeze

Novo Nordisk will not change the price of insulin in 2020. In line with provincial requirements, the request to change the price of our insulins was put forward several months ago, long before the COVID-19 crisis emerged in Canada. We recognize the tremendous strain this pandemic has placed on our patients. We have made the decision to revoke price changes previously confirmed.

Take Action volunteer program

Public health authorities and provincial healthcare systems are overwhelmed and experiencing critical gaps due to the evolving impact of COVID-19 across Canada. Supporting our local communities is more important than ever. Novo Nordisk Canada employs highly-qualified professionals with critical skills and healthcare capabilities including: medical doctors, registered nurses, pharmacists and diabetes educators. We launched the Take Action volunteer program so employees can offer their support to our healthcare system, primarily through remote tools while still receiving their salary from Novo Nordisk. Volunteering colleagues are being offered where they are needed as 'short-term surge support' given the current strain on both public health systems and community organizations; the Take Action program will not displace any existing jobs in Canada. The program is aimed at deploying employees who are underutilized. It will not compromise our business commitments to patients and healthcare professionals.

Novo Nordisk small business support

Our current policy regarding payment terms is 60 days. Understanding the impact COVID-19 has had on small businesses and their employees, effective immediately, upon receipt and approval, Novo Nordisk will release payments to small business partners. A small business is defined as those with less than 100 employees and less than CAN\$500,000 in annual income.

Keeping our employees safe

Serving patients means that our family of more than 300 employees must be available and healthy to ensure our continued operations. On March 16, following the guidance of local health authorities, our team began working remotely, allowing them to help those who count on us and their own families. Our field-based support team continues to be fully accessible to healthcare professionals and patients using digital tools and we can also be reached through our Customer Care Centre at 1-800-465-4334.

At our manufacturing facilities, we have implemented procedures to support the health and safety of our employees so they can continue production of our medicines 24/7.

Novo Nordisk is supporting other efforts globally to control the spread of COVID-19. More information can be found at [novonordisk.com](https://www.novonordisk.com).

About Novo Nordisk

Novo Nordisk is a leading global healthcare company, founded in 1923 and headquartered in Denmark. Our purpose is to drive change to defeat diabetes and other serious chronic diseases such as obesity and rare blood and endocrine disorders. We do so by pioneering scientific breakthroughs, expanding access to our medicines and working to prevent and ultimately cure disease. Novo Nordisk employs about 42,700 people in 80 countries and markets its products in around 170 countries. For more information, visit [novonordisk.ca](https://www.novonordisk.ca), [Twitter](#), or [YouTube](#).

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¹ Coronavirus disease (COVID-19): Prevention and risks. Vulnerable populations. Government of Canada. <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html>