



# Roche Diagnostics Australia Sustainability Report 2020/21

The Frontlines  
of Healthcare

## Overview

“ *Sustainable healthcare is high quality healthcare, made affordable and accessible to everybody.* ”

### Lance Little

Managing Director,  
Roche Diagnostics Asia Pacific



Home to 60% of the world's people, Asia Pacific (APAC) is a large and diverse region with a mix of markets at different stages of their healthcare journey. But hearteningly, the region is making progress toward providing greater health coverage to citizens, improving public infrastructure and services, and making healthcare more affordable and accessible to all, particularly the marginalised communities.

While the healthcare challenges facing the APAC region are myriad, so are its opportunities. Developed, high income markets are seeing rapidly ageing populations, with rising costs increasingly becoming core concerns. Yet this can be a catalyst for the healthcare industry to innovate, adopt new and more efficient technologies, and boost preventive health programmes. For developing or low-income markets that face rapid population growth and low access to essential health services, programmes to build capacity and establish basic healthcare access, particularly in rural areas, is the first step forward. Meanwhile, in medium-income markets, their unique

circumstances call for a targeted approach to tackle high burden diseases and underserved communities to plug potential gaps in a maturing healthcare system.

The impact of COVID-19 in 2020 and 2021 on healthcare systems across APAC cannot be underscored enough. The devastating effect of the pandemic not only cost nations thousands of lives but placed immense stress on hospitals and infrastructure. Overwhelmed and struggling with limited funds, many healthcare systems restricted or postponed access to essential services for patients, creating a shadow healthcare crisis that may plague the region in the years to come.

To overcome these challenges and create truly sustainable healthcare, APAC's healthcare systems must embrace both diagnosis and testing, as well as equitable access to these services. As COVID-19 has shown, identifying infections early and preventing them from spreading is the best way to protect the health of a population. These key preventive tools

raise people's overall health awareness, improve treatment outcomes, and reduce the strain on healthcare resources. In our partnerships with governments across APAC to strengthen healthcare systems, we worked to show how diagnostics can both be a powerful tool in creating better healthcare systems, as well as how it should be inclusive and accessible to all patients, including the poor, rural communities, and those at risk.

Roche Diagnostics works closely with its pharmaceuticals division to search for better ways to prevent, diagnose and treat diseases and make a sustainable contribution to society and improve patient access to medical innovations through partnerships with key stakeholders.

Health is the bedrock for societies and economies to thrive and prosper. In advocating for sustainable healthcare, we are collectively strengthening the foundation of socioeconomic growth and development, while ensuring that no patient gets left behind.



# Our Commitment to Sustainability



Sustainability has been an integral part of the Roche business for 125 years. We are now moving towards simpler, more focused sustainability goals that align with both business objectives as well as environmental, social, and governmental imperatives shared by the international community.

We have built up trust and reputation among our customers and successfully reached patients through total regulatory compliance. We can – and are – going far beyond simple compliance to proactively embrace and pursue greater impact in economic, societal and environmental areas.

We mapped our desired impacts of the business' four key pillars of sustainability – patients, society, environment, and people – to the United Nations' Sustainable Development Goals to ensure these objectives are fully integrated into our business strategy. Given our status as a global healthcare company, we resonate strongly with the goal of ensuring healthy lives and promoting wellbeing for all.



## PATIENTS

We are always innovating for patients, ensuring quality products, increasing accessibility to healthcare with improved distribution of our solutions, furthering scientific discovery with clinical trials, and operating at the forefront of personalised healthcare.



## SOCIETY

We want to improve the societies in which we operate, meeting the highest standards of business ethics and compliance, protecting human rights, supporting communities in need with humanitarian and social projects, and being a responsible and trustworthy partner.



## ENVIRONMENT

Environmental sustainability is central to humanity's future. We seek to minimise our carbon footprint in all our operations and products, protect the climate through recycling and waste reductions initiatives, and deliver robust corporate responsibility reporting.



## PEOPLE

Making Roche a great place to work is our goal. We strive to build up our people, ensure diversity and inclusion in our workforce, champion employee wellbeing, encourage open dialogue, cultivate leadership skills and promote women in leadership roles.

## APAC: Our Impact In The Fight Against COVID-19

“ *The COVID-19 pandemic has exacerbated the need for public and private sectors across the globe to work together. In these unprecedented times, we are more than ever committed to work in close collaboration with all global health actors to ensure that medicines and diagnostics reach the people who need them.* ”

Since the global outbreak of COVID-19 in January 2020, Roche has been at the forefront of Asia Pacific's battle against the coronavirus, working shoulder to shoulder with governments, front-liners and researchers to test, trace and contain the spread of infections.

As a partner to governments, we stepped up as a pillar of support, doing everything we could to support testing capacity by delivering a full portfolio of reliable diagnostic solutions and instruments in record time to meet urgent national needs. Together with other global pharmaceutical and diagnostics companies, we pledged to ensure that poorer countries could afford

the COVID-19 diagnostic products they need through donations and the distribution of products.

We worked tirelessly to obtain solutions approvals within days, moved quickly to obtain assay shipments ahead of official requests, supported research around efficacy testing, rapidly installed testing instruments in public healthcare facilities, and shared expertise with the industry and government officials. Combined, these efforts contributed significantly to the creation of an effective pandemic response and timely scale up and rollout of testing, ultimately bringing the COVID spread under control and preserving the lives of thousands.

**Severin Schwan**  
CEO, Roche



# Our Approach to Sustainability

## PATIENTS

While COVID-19 efforts were front and centre from 2020 to 2021, we did not let up on our commitment to improve the lives of patients amid these challenging times. In particular, our sustainability initiatives continued to address the most pressing non communicable diseases plaguing the Asia Pacific region, particularly cancer and cardiovascular disease, often the leading causes of death in nearly every APAC market.

With our systemic approach to raising awareness of these pressing diseases and establishing partnerships with government bodies to deliver medicines and diagnostics, we helped our affiliates create stronger, more sustainable healthcare systems where patients benefit from improved testing, treatment and care.

## SOCIETY

We believe in supporting the communities in which we operate, especially the most vulnerable groups, to strengthen our connection to local communities. In 2020 and 2021 our initiatives concentrated on women, children, and the elderly, with our people rallying as OneRoche to raise funds and marshall assistance for these groups in need.

Together, these philanthropic donations and humanitarian projects helped those most in need across Asia Pacific better tide through the turbulent changes wrought by COVID-19 and emerge stronger.

## ENVIRONMENT

At Roche, environmental commitments are at the centre of our sustainability goals for the coming decades. Across the region, our offices are working to minimise waste, reduce energy intensity, and slash our carbon footprint in ways large and small.

Our offices are migrating to paperless operations, promoting waste recycling with designated waste bins, switching to sustainable catering, and eliminating single-use plastics. As climate change and environmental pollution continue to be the world's most pressing concerns, we remain determined to responsibly operate green offices and supply chains through the entire product life cycle to be a truly zero emissions company by 2050.

## PEOPLE

At Roche, we view diversity and inclusion as an engine of innovation and key to our success. As one of the first major corporations in Europe to state our diversity and inclusion goals publicly, we have made substantial progress in achieving them – particularly around female representation, which is a notable achievement for the APAC region.

To look after the wellbeing of our people, the majority of our APAC offices rolled out wellness programmes amid COVID to protect their mental and physical health. This is part of our commitment to create a workplace where each individual is given the support they need to fully contribute their skills, experiences and perspectives.

# Our Impact in Australia

## Spearheading our climate commitment



### AUSTRALIA IN 2020/2021

**Australia is home to 25.7 million people that generally enjoy good health and long lives, thanks to a world-class healthcare system. But with nearly half the population suffering at least one chronic condition the nation's healthcare spend has been rising exponentially.**

**Climate change is a major threat to Australians' health and wellbeing. Over the past two years, the continent has been ravaged by a series of extreme weather events, from the massive "Black Summer" and bushfires, to the storms, cyclones and floods rampaging across the nation in 2021. These calamities not only have the potential to cause illness, they also exacerbate health conditions and cause rippling socioeconomic effects such as food shortages.**

### OUR COVID-19 CONTRIBUTIONS

Australia has been a global leader in its response to the COVID-19 pandemic, employing a targeted containment strategy that resulted in a low prevalence of infections. Effective and widespread testing were key to this success. We played a leading role in the scaling of national COVID-19 testing capacity, launching Australia's first automated commercial real time PCR test in March 2020 and utilising our large base of instruments to rapidly develop testing solutions for the country and providing laboratories instant capacity for testing.

### LAUNCHING THE ONEROCHE CLIMATE CHANGE TASKFORCE FOR A MORE SUSTAINABLE AUSTRALIA

Following the grievous natural disasters that ravaged Australia in 2020, we set up the OneRoche Climate Change Taskforce, spanning the Diagnostics, Diabetes Care and Pharmaceutical divisions, to supercharge our commitment to environmental protection. We also worked



collaboratively with our core customers to develop improved supply chain and logistics initiatives to reduce waste in support of our shared sustainability goals.

One-fifth of our local energy consumption now stems from renewable sources, a figure that is expected to rise to 75% by June 2023 on the back of fresh changes implemented as part of our transformation goal for Roche workplaces to run completely on renewable energy. We are well on track to meet our 100% Green Energy Target by 2025, supporting the group's progress toward our target of bringing Scope 1 and 2 greenhouse emissions, which are direct emissions and indirect emissions from downstream activities, down to zero by 2050.

More on-the-ground initiatives also recorded significant progress, among them the push for a paperless workplace, with digital collaboration tools and electronic signature software now the norm. We boosted the use of environmentally friendly bathroom supplies, installed dedicated recycling bins, and introduced a sustainable catering initiative across all sites, helping us identify and remove single-use plastics from catering and rationalised ordering processes, ultimately reducing food waste. Working with our waste and recycling providers to minimise end-of-life instrument and packaging recycling options, we successfully diverted 92% of our waste

across 2020 and 2021 away from landfills. To further complement these efforts, we are working with suppliers to increase the recycled content of our local packaging, per our commitments under the Australian Packaging Covenant.

Tightened borders amid the COVID-19 pandemic helped us significantly exceed our target of a 20% reduction in air travel. With our global project team, dubbed "Operation Small Foot", we fully expect to continue this progress in slashing our travel footprint post-pandemic through service models that encourage remote technical support options, minimising carbon-intensive air and road travel. We have also revamped our Roche vehicle policy to reflect a preference for energy-efficient vehicles, such as eco-friendly electric and hybrid options.

Beyond policy-led initiatives, our people stepped up in a big way to protect our Earth. In both 2020 and 2021, we marked World Environment Day as OneRoche, with employees launching grassroots initiatives to reduce carbon emissions around flights, packaging, and recycling, and continuing to volunteer – albeit virtually – at climate change and conservation charities amid the pandemic during our OneRoche Volunteer Week.

#### **RAISING \$12,000 AUD AT THE ROCHE CHILDREN'S WALK 2021**

Due to stay-at-home orders amid the



COVID-19 pandemic, our annual Roche Children's Walk was adapted in 2020 to be conducted individually and at home, where we encouraged employees to fundraise and hold staff competitions. In 2021, with the easing of restrictions, we managed to hold the walk at our Sydney head office to great success, raising over \$12,000 AUD in employee contributions. Proceeds went to Camp Quality, a non-profit Australian charity that helps children aged 15 and under cope with a cancer diagnosis, or the diagnosis of a sibling or parent.

The funds will support Camp Quality's services and programs, including therapy, hospital entertainment, funeral support, school cancer education.

Our 2021 walk, which saw the participation of many new joiners for the first time, allowed colleagues to connect and witness from Camp Quality representatives how their efforts would contribute to improving the lives of families and children affected by cancer.

#### LEADING ASSESSMENTS OF DIABETES PATIENTS AT RISK OF STROKE, HEART DISEASE

Diabetes accounts for 2.2% of Australia's overall disease burden, and cardiovascular diseases like heart disease and stroke are among the leading causes of death among diabetes patients, with some 1.2 million patients hospitalised each year due to cardiovascular disease.

Yet existing risk assessment tools remain at the population and not individual level, contributing to an urgent need for earlier identification of diabetes patients at significantly higher risk of cardiovascular issues. In response, our Diagnostics and Diabetes Care divisions launched a project to identify patients at risk earlier and prevent their re-hospitalisation through better disease management.

We partnered with organisations including Diabetes Australia, NSW Health, AstraZeneca, Heart Foundation, Hunter Medical Research Institute and CSIRO to develop new treatments and funding

model proposals and are working to build awareness of the risks with the support of healthcare advocates, guideline writers, and key opinion leaders. Our commitment to creating better outcomes for everyone in Australia, including the communities within which we work and live, is demonstrated by our support for some key healthcare and charitable organisations. This includes our support for the 22q Foundation to raise awareness for 22q11.2 deletion syndrome, as well as our Conquering Cancer partnership with Moonlight, working towards the noble goal of eliminating cervical cancer in Australia by 2030.

Roche Diagnostics has played a critical role in aiding Australia's response to the COVID-19 pandemic by partnering with businesses, advocacy, and the State and Federal Governments to keep everyone safe and healthy.



## Highlights *in Numbers*

### SOCIETY



**> \$12,000 AUD**  
raised at Roche's Children's Walk 2021

### ENVIRONMENT



**92%**  
of waste diverted from landfills to alternate fuel sources

**20%**  
of local energy consumption from renewable sources

### PEOPLE



**42%**  
women employees

**37.5%**  
women in leadership team, including the Managing Director



## What's Next

*There is still much more that can be done before sustainable healthcare becomes a reality for each APAC citizen. We know this is a huge undertaking that cannot be achieved alone. That is why we have always partnered with stakeholders and engaged in open, constructive dialogue with industry and peers to collectively advance innovation, refine processes, and make progress.*

Partnership is at the heart of our sustainability strategy. Our strong and deep relationships with governments, public healthcare institutions, industry associations, research partners, and non-governmental organisations have seen us co-create frameworks for sustainable healthcare and strengthen national health systems. As the world emerges from COVID-19, now more than ever do we need public and private stakeholders to work together to ensure healthcare access for all, and good health and wellbeing for every person a reality, both now and in the future.

Together, we can craft solutions crucial to closing inherent gaps in the standard of care in the APAC region, and help it address its most pressing challenges, without sacrificing the interests of the planet or people.

**Doing now what patients need next.**





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