

Roche Diagnostics
Vietnam
Sustainability
Report
2018 - 2019

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OUR COMMITMENT TO THE UN SDGs

As a global healthcare company, we are committed to supporting a number of the 17 [United Nations Sustainable Development Goals](#) (SDGs) in line with our business strategy; in particular SDG 3, which aims at ensuring healthy lives.





ROCHE'S COMMITMENT TO SUSTAINABILITY

WHO WE ARE

Innovation is in our DNA at Roche. We work across disciplines and geographical boundaries to enhance scientific discovery and redefine the possibilities for patients' lives. We invest in understanding how diseases differ on a molecular level. This endeavour allows us to develop innovative and precise tests and medicines that prevent, diagnose and treat diseases effectively.

Using our combined strengths in diagnostics and pharmaceuticals, our personalised healthcare strategy aims to fit the right treatment to the right patient. As the world's largest biotech company, we design patient-centric solutions to improve the standard of care across oncology, immunology, infectious diseases, and more.

We are the world leader in *in vitro* diagnostics. Our track record allows us to build impactful, lasting and meaningful partnerships with research academia and public healthcare institutions across the world.

We remain dedicated to the highest standards of quality, safety and integrity. Our legacy is based on respect for the people, the communities and the world we live in.

OUR SUSTAINABILITY STRATEGY

At Roche, sustainability is a cornerstone of our vision, values and standards. For more than 120 years, we have continued our contributions to societies around the world by improving patients' lives, with the support from our internal and external partners.

As a sign of our dedication towards sustainability, all employees within Roche

are encouraged to integrate sustainable practices into their daily work, and balance their goals with the interests of society. We do so to ensure that the work we do brings positive value to society.

As a global healthcare company, Roche is committed to supporting the United Nations Sustainable Development Goals (SDGs), in particular, SDG3, which aims to ensure healthy lives and promote wellbeing for all.

We have woven several of these goals into our business strategy, and approach sustainability with the following guiding principles:

Delivering patient-centric innovation



As a global leader in the healthcare sector, we pride ourselves in our ability to redefine patient care through integrated diagnostic solutions. These innovations are designed to fulfil the needs of today while anticipating healthcare challenges of tomorrow. We enable clinicians around the world to make the right diagnosis and find the right treatment for patients.

We achieve this by investing heavily in research and development each year. In January 2019, Roche Diagnostics launched a universal digital pathology software. It is geared towards laboratory administrators, histotechnicians and pathologists. It is designed to improve efficiencies in case management by enabling case sharing to facilitate second opinions. The software's

patient-centric case viewing enables pathologists to produce a faster and more accurate diagnosis. In March 2018, we launched a slide scanner which creates high-quality digital images of tissues. This accurately reproduces what pathologists see under the microscope. New diagnostic tools like these make a significant contribution to society.

We also apply our deep knowledge of molecular science to empower our capabilities in diagnostics across medical fields such as oncology.

Our latest cloud-based tumor board software has proven to be a game-changer in transforming the way medical teams prepare, conduct and document clinical treatment decisions. The software's capabilities have been further enhanced with the launch of a clinical trial match solution and publication search applications. These applications signify the start of Roche's plans to enrich our digital application offerings with more platforms designed by Roche, our partners and third parties.

The success of these initiatives is a testament to the dedication of our employees in advancing revolutions in healthcare to improve patient outcomes across the globe.

Increasing access to healthcare and diagnostics



Early and accurate diagnosis can significantly increase patients' chances of living longer, healthier lives. However, diagnosis can be complex, and often requires specialist laboratory technicians or facilities that may not be accessible to many people. We partner with local organisations to equip and train personnel to improve diagnosis worldwide, as well as conduct screening programs.

We accomplish this by shoring up and maintaining a robust global presence. This ensures that we can meet the increasing demand for diagnostics and enable healthcare systems to support the challenge of access on a global scale.

Roche has a proud history of delivering advanced and integrated solutions in

diagnostic testing, laboratory efficiency and decision support. We continue to build on our strong foundation with numerous initiatives to improve access to diagnostics in low- to middle-income countries.

In January 2018, we launched an easy-to-use sample collection device for human immunodeficiency virus (HIV) plasma viral load testing, which is the size of a credit card. The plasma separation card simplifies blood sample collection and transportation to enhance access to HIV testing in remote areas. Barriers to access are also further addressed through our strategy that focuses on four imperatives — affordability, value recognition, capacity and outcome certainty. In keeping with this strategy, we have amplified access through our Roche Global Access Program to aid countries hit hardest by HIV, while contributing to the Joint United Nations Programme on HIV/AIDS (UNAIDS) 90-90-90 goal.

Our approach has helped people around the world better meet their healthcare needs and gain access to life-saving diagnostics that would otherwise have been out of reach.

Fostering a great workplace for our people



Our people have more than just a job at Roche, they are at the core of our success, delivering healthcare innovations that touch the lives of millions. All Roche employees are an integral part of a vibrant global community with a shared purpose — doing now what patients need next.

We are committed to fostering a strong workplace culture so that we can attract and retain highly skilled people who are making a positive difference to the lives of people around the world. We also strive to ensure our employees enjoy a rewarding and sustainable work-life balance by fostering a culture of health and wellbeing to meet the needs of diverse individuals. Our flexible working policies allow employees to meet family needs and enjoy the work they are doing. We organise a “Live Well. Find Your Balance.” wellbeing week at sites to promote healthy lifestyles,

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for patients.”



nutrition and emotional wellbeing for our employees.

In recognition of our efforts, our headquarters in Switzerland and our offices around the world have garnered [awards](#) such as Fortune's “100 Best Companies to Work For”.

Meeting high standards of business ethics



We endeavour to instil a strong culture that upholds the highest standards in ethics and integrity while creating sustainable value for our stakeholders. We meet or exceed regulatory compliance requirements in every business area.

Our approach to compliance includes constant reviews and, when needed, redefined accountabilities

and responsibilities in keeping with expectations from governments and regulatory authorities.

Maintaining our licence to operate through the highest standards of governance means we can continue delivering innovations that positively impact patients and society. At Roche, we regard the access to and use of patient data as an important aspect of our efforts to uphold ethical standards.

In light of the new European Union General Data Protection Regulation (GDPR), we took the opportunity to evaluate our processes and develop a roadmap to ensure full compliance is achieved. In January 2019, we published our [position paper](#) on access and use of such data to drive healthcare innovation.

Our ability to establish such initiatives and build strong partnerships with government agencies, laboratories and hospitals show that we are their trusted partners in appropriate data handling.

Supporting communities



At Roche, we see our relationship with communities, which we operate in, as a fundamental aspect of our social licence.

We are among the world's top companies in *in vitro* diagnostics and have consistently outperformed the market. Our success enables us to focus on leaving a positive impact on the communities that we are a part of, particularly to improve the standard of care for women around the world. To that end, we have developed a suite of women's health diagnostics solutions in the fields of fertility, pregnancy, bone health, as well as breast, cervical and ovarian cancer and more.



Our efforts to boost the effectiveness of our diagnostics solutions are helping healthcare systems around the world manage their resources more effectively. This translates to more patients getting treated while keeping healthcare costs affordable.

We also help laboratories around the world succeed by providing continuous access to our innovative diagnostics, data analytics platforms and consulting services. These tools empower laboratories to thrive in an increasingly complex and rapidly changing healthcare environment.

On the wider community, we take steps to improve care for vulnerable groups around the world. Through our partnership with Selam, a non-profit

organisation, we have supported 110 children in Ethiopia, 60 of whom live in five orphan homes run by mothers.

Our employees have an important role in furthering our duty in supporting our communities. Worldwide, we join forces during the annual [Roche Children's Walk](#) to raise funds for vulnerable children. The money raised goes towards supporting projects in Malawi, with a focus on improving the lives of individuals and communities, both now and in the future. In 2018, 23,228 employees across 74 countries participated in this effort. With the matching contribution by Roche, more than CHF 1 million was contributed to support children's projects.

Minimising our environmental footprint



At Roche Diagnostics, we are aware that improving healthcare cannot take place at the expense of the environment. Hence, sustainable and safe environmental practices will continue to be an important cornerstone as we transform and upgrade our Diagnostics sites and offices around the world.

Our environmental risks are mitigated through the implementation of a multi-disciplinary environmental management system. It is a proactive compliance system which identifies and mitigates risks to our environment. This allows us to reduce costs, increase efficiencies and enhance our competitiveness.

We measure our total environmental impact using the eco-balance metric, which is a system that allocates points to ecologically relevant parameters, such as general waste, water consumption and more. Our strategic goal was to reduce our eco-balance by 10% between 2014 and 2019, which we achieved in 2016. Since then, we have been aiming to reduce our footprint further by 2% each year.

The decrease in energy consumption, air emissions, water consumption, and the weight of chemical waste have led to a further improvement of 3.3% in 2018, compared to 2017.

For 2019, for the eleventh consecutive year, Roche has been recognised as the most sustainable company in the pharmaceuticals index of the [Dow Jones Sustainability Indices](#). This is based on an in-depth analysis of economic, social and environmental performance.

In 2018, Roche invested CHF 181 million in environmental infrastructure and CHF 80.3 million in environmental operating costs, including services and personnel.




OUR APPROACH TO SUSTAINABILITY IN ASIA PACIFIC

Nearly half
of the world's cancer burden

48%
of new cancer cases




58%
of the global cancer mortality¹



Majority of global cervical cancer deaths¹

The second largest HIV burden after sub-Saharan Africa²

Half of the world's cardiovascular burden³



THE HEALTHCARE LANDSCAPE IN ASIA PACIFIC

Asia Pacific is home to 60% of the world's population. It is one of the most diverse regions globally with a complex mix of healthcare systems. As the fastest ageing region in the world, where those aged 65 and above will grow to over 520 million in 2027, healthcare systems are poised to face newer challenges. Chronic illnesses and age-related diseases – such as dementia – are on the rise.

Asia Pacific also experienced widespread economic development in the last decade, resulting in significant changes in the way countries approach healthcare. According to the [World Health Organization and the Organisation for Economic Co-operation and Development](#), healthcare spending in low- and middle-income countries was equivalent to 4.3% of its Gross Domestic Product (GDP), compared to 7.3% in high-income countries, in 2015.

The concerns of emerging markets are often centred around improving healthcare coverage, logistics and addressing limitations in infrastructures. Several countries have

rolled out new Universal Health Coverage initiatives, such as the Ayushman Bharat in India and Jaminan Kesehatan Nasional in Indonesia, and the demand for health services are expected to rise. In more developed countries with well-established healthcare infrastructures, the focus is primarily on driving affordability and doing more with less.

These trends are having a major impact on healthcare services around the region, many of which are already facing enormous pressure from increasing costs, budgetary restrictions and staff workloads. Patient expectations are also on the rise – not only for faster testing and diagnosis at lower costs, but also for personalised prevention and treatment solutions needed to live longer and healthier lives. All of these factors can be greatly exacerbated by the threat of epidemic and even pandemic outbreaks, such as the recent COVID-19. The rapid spread of such diseases places a huge burden on hospitals and laboratories to deliver fast diagnosis with limited resource. Faced with intensifying financial strain and demand, healthcare systems are struggling to deliver.

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Our wide presence in the region and our position as the leading *in vitro* diagnostics provider enable us to play a pivotal role in meeting the rising demand for better healthcare.”



ROCHE DIAGNOSTICS IN ASIA PACIFIC

Roche Diagnostics established its Asia Pacific presence in 1925. We now operate in 16 locations across the region including Australia, Japan and China with more than 5,700 people. Our wide presence in the region and our position as the leading *in vitro* diagnostics provider enable us to play a pivotal role in meeting the rising demand for better healthcare.

We made significant investments to address the growing demand of healthcare. In 2018, we invested CHF 450 million to launch the region's first diagnostic manufacturing site in Suzhou, China. The site addresses the continuously growing demand for diagnostic tests in China and the region. Beyond manufacturing, the site also serves as our research and development centre, ensuring that we continue pushing boundaries to redefine what is possible for patients.

We continue to invest heavily in what

we believe is crucial in our journey to achieve a more sustainable healthcare landscape. We invest more than 5,000 hours training laboratory professionals and employees annually at our regional Centre of Excellence in Singapore.

OUR SUSTAINABILITY STRATEGY

We are committed to ensuring that more people have access to healthcare innovations that better their lives, while promoting a sustainable healthcare system in the region. However, we fully recognise the challenges of improving healthcare access for patients, particularly in Asia Pacific, where each country faces unique obstacles of varying scales. Barriers that impede access to healthcare include low disease awareness, lack of diagnostic tests, weak healthcare infrastructure and insufficient reimbursements for crucial diagnostics tests.

Therefore, our commitment is as large and varied as the region itself, and we are encouraged by our strong partnerships with local stakeholders to develop tailored solutions that break down the barriers to healthcare.

From 2018 to 2019, we adopted a regional strategy to prioritise the highest unmet needs in the region: women's health, hepatitis, blood safety and cardiology. We tailored our initiatives to the needs of the local markets, and together with our partners, made progress in addressing the needs of the healthcare systems.

We are driven by our purpose to improve the lives of people, whenever and wherever needed – beyond delivering healthcare solutions. Our approach to sustainability encompasses making a positive impact on society in many ways: providing a great workplace, being a trustworthy partner, engaging our communities and supporting the environment.

Considering the needs of the region, we have adapted our sustainability approach using the following principles:

Delivering patient-centric innovation



With the rapidly evolving healthcare landscape, our commitment to diagnostic innovation has never been more vital. For nearly 90 years, we have provided hospitals and laboratories with the diagnostic tests required to better understand disease and patient biology.

One of the key challenges that doctors face today is diagnosing heart failure

based on symptoms alone. In up to 50% of cases, patients can be misdiagnosed, resulting in inappropriate care for patients and costs to healthcare systems. According to the [International Journal of Cardiology](#), Asian heart failure patients spend between 5 to 12.5 days in the hospital, spending an average of USD 813 in Indonesia to nearly USD 9,000 in South Korea on hospitalisation.⁴ This is where our cardiac biomarker comes in to address the gaps in diagnosis and management of heart failure.

With our innovations in diagnostics, we remove uncertainty in healthcare, providing fast answers to patients' most pressing questions and saving providers' money without compromising on delivering value to patients.

Increasing access to healthcare and diagnostics



Driving awareness

We are passionate about empowering patients with the power of knowing, as raising awareness of diseases and its symptoms are essential for screening and early detection. Across the region, we invest strongly in awareness campaigns and build strong partnerships with local stakeholders for diseases such as hepatitis, blood safety, human papillomavirus (HPV) and cervical cancer.

Between 2018 and 2019, we conducted over 20 disease awareness initiatives like hepatitis in China, cervical cancer in Singapore and Hong Kong, as well as diabetes in South Korea.



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The value of diagnostics

Our diagnostic solutions deliver increasingly precise information to save patients’ lives, prevent or control the risk of infection, and monitor treatment effectiveness. We help healthcare systems manage the rising demand for healthcare by bringing the most advanced and integrated solutions in diagnostic testing, laboratory efficiency and decision support tools for efficient disease management.

Between 2018 and 2019, we received over 6,000 regulatory approvals in the region. We are committed to empowering more doctors to make the right decisions for their patients at the right time, and

more patients to have better control over their health and wellbeing. This enables healthcare systems to know they are investing in solutions that make a real difference.

In Hong Kong, we collaborated with local charity organisations to launch Project TEAL, a multi-stakeholder program to reduce the cervical cancer burden, the seventh most common cancer among females locally. The program provided women in underserved communities with access to a Pap test along with our HPV DNA test. In 2018 alone, 150 eligible women received co-testing.

Strengthening healthcare capacity

As the demand for high-quality healthcare services continues to rise across the region, we aim to ease the strain faced by healthcare and laboratory professionals by equipping them with the support they need.

For example, we have pioneered an annual Chemical Pathology Course in Vietnam and Myanmar since 2008. Aimed at improving the quality and efficiency of laboratories, we trained more than 500 laboratory professionals on the latest diagnostics innovations and facilitated sharing from leading medical associations in 2019.

We believe the potential benefit of training healthcare professionals is enormous — reducing the financial pressures on healthcare providers, enabling crucial cost savings, laboratory growth and better preparation for the future.

Sustainable funding solutions

In vitro diagnostics have long been considered the “silent champion” of healthcare, influencing over 70% of clinical decision-making, while accounting for only about 2% of total healthcare spending.

Diagnostics allows laboratories to be the reliable partners that healthcare professionals need. It empowers doctors to make the right decisions for their patients at the right time; it allows people to have improved control over their health and wellbeing; and it gives payers and policymakers the confidence that they are investing in the right solutions for patients and the future of healthcare.

Modern diagnostics reduce costs by diminishing subsequent health problems, reducing hospitalisations and avoiding unnecessary treatments. The future of sustainable healthcare depends on diagnostics.

We recognise the importance of public reimbursements for life-saving diagnostic tests to protect patients from financial burdens. While this may be a complex process, and require governments, insurers and industry players to work closely together, such arrangements are becoming more common in places like Hong Kong and Japan. We are encouraged to see improvements in access to healthcare and diagnostics as a result.

Fostering a great workplace for our people



Our people are the collective source of our innovation and the most critical factor in our ability to serve patients. We aim to make Roche Diagnostics a great place to work and to do this, we encourage an open, inclusive and innovative culture for our employees.

Across all our affiliates in the region, Roche Diagnostics has collectively developed our APAC Spirit, a series of principles that we embody every day. Through our APAC Spirit, we foster an environment of collaboration across the region as we work towards our shared vision for the future.

Diversity and inclusion is a top priority for us, and our success in creating a truly diverse and inclusive workplace is evident. Our regional office in Singapore is represented by 23 nationalities. Today, 40% of our Asia Pacific diagnostics leadership team comprise of females, and our operations in six markets (Australia, Philippines, Singapore, Malaysia, Myanmar and Hong Kong) are led by women.

We remain committed to providing an environment that helps our employees realise their full potential to contribute at the highest level. Our APAC Discovery Program is designed for mid-level managers to receive coaching to further develop in their roles. The program is a ten-year partnership with Nanyang Technological University's Executive Education Centre, and ensures that our leadership pipeline comprise of a diverse mix of high-performing professionals. We are proud to say that around 80% of our key roles are filled internally.

We also believe that employees who are engaged can deliver the highest standards to patients and the greatest levels of innovation. That is why we care about what matters to our employees' health and wellbeing.

As a collective region, we are actively supporting the global Live Well initiative, which comprises of numerous activities throughout the year addressing the physical and mental needs of our people.

We have been recognised by independent organisations between 2018 and 2019 for our commitment to our people. Our China and South Korea offices ranked 8th among the Best Workplaces in Asia 2019 by the Great Place to Work® Institute. In China, we were among the top 3 Top Employers in 2019 for outstanding performance in talent development and management. We are the only healthcare company in China to have won this award consecutively for nine years.

Meeting high standards of business ethics



Each of our 16 markets has a local compliance officer to ensure that we adhere to the highest standards of ethics and integrity. We invested nearly 40,000 hours to train all employees in the region on compliance.

Roche Diagnostics adheres to the Roche Group Code of Conduct and is a

corporate member of numerous industry associations, including the Asia Pacific Medical Technology Association (APACMed), the representative association for medical devices, equipment and *in vitro* diagnostics industry in Asia Pacific.

Supporting communities



We care deeply about improving patients' lives, and continuously dedicate our time to support causes that resonate with our work and help community projects succeed.

Among our focus areas are humanitarian and social projects that have long-term impact and benefits. Every year, our employees participate in various fundraising activities to help children in need as part of our Roche Children's Walk, our company's signature employee project. At Roche, we believe that children in need everywhere deserve a helping hand towards a brighter future. Employees raise funds for global projects through Re&Act, as well as local projects, in over 90 countries where we operate. Between 2018 and 2019, our regional offices collectively raised over CHF 700,000 to aid the health, education and development of children in Asia Pacific.

Minimising our environmental footprint



We have taken steps to reduce the consumption of resources across our offices in the region. Implementing smart

“As the fastest ageing region in the world, where those aged 65 and above will grow to over 520 million in 2027, healthcare systems are poised to face newer challenges.”

technologies, such as data register, energy saving and efficiency passive strategies, and a culture of responsible sustainability in the company, contribute to the better preservation of the planet. Globally, we implement many different technologies to improve the efficiencies of our offices such as efficient lighting, low water use and cooling and heating strategies.

We banned the use of single-use plastics in offices such as India and Pakistan, while promoting a paperless workplace in Myanmar and China. We work to reduce our impact on climate change across Asia Pacific by continuously innovating in the design of our facilities. Our Asia Manufacturing Facility in Suzhou, China, is sustainable by design, with photovoltaic roof panels that produce enough clean energy to cover 78% of the administration building's energy needs. We uphold high standards of clean production and green operations at the site to include paperless production and local purchasing of raw materials to reduce transportation. In our office in Sydney, Australia, we have efficient lighting and low water usage programs to help us keep our buildings as green as possible.

In recognition of the sustainability practices employed, we received the Leadership in Energy and Environmental Design (LEED) Platinum Certificate – the highest environmental standard from the US Green Building Council – and was named “Best Innovative Green Building” in the MIPIM Asia Awards 2018.

1 Bray, Freddie, et al (2018). Global cancer statistics 2018: GLOBOCAN estimates of incidence and mortality worldwide for 36 cancers in 185 countries. CA: A Cancer Journal for Clinicians, 68(6), 394-424.

2 UNAIDS (2018). 2018 Global HIV Statistics. Retrieved from: https://www.unaids.org/sites/default/files/media_asset/UNAIDS_Fact-Sheet_en.pdf [Accessed September 2019].

3 Ohira, T., & Iso, H. (2013). Cardiovascular disease epidemiology in Asia. Circulation Journal, CJ-13.

4 Reyes, E. B., Ha, J. W., Firdaus, I., Ghazi, A. M., Phrommintikul, A., Sim, D., ... & Cowie, M. R. (2016). Heart failure across Asia: same healthcare burden but differences in organization of care. International journal of cardiology, 223, 163-167.



VIETNAM

Present since
2001

2018 – 2019:

1,462+
*diagnostic products
received approval*



71.1+ million
tests conducted



THE HEALTHCARE LANDSCAPE IN VIETNAM

Vietnam is home to 97.4 million people. According to Business Monitor International, its healthcare market was valued at over VND 30 trillion in 2018. Approximately 89% of the population is covered by the country's public health insurance.

Vietnam is striving towards achieving Universal Health Coverage (UHC), with the country looking to expand its private hospital sector and explore new ways to improve quality and access to healthcare, such as via the use of digital platforms.

OUR CONTRIBUTION TO SUSTAINABILITY

We aim to create value for all our stakeholders – becoming a partner of choice; bringing significant medical benefit for patients, doctors and laboratories in Vietnam. Throughout 2018 and 2019, we have led numerous initiatives in benefit of our patients, people, partners and the environment, with a focus on improving access to healthcare, education, and humanitarian and social work.

To address the specific needs in the country, we worked with local partners including non-governmental organisations, healthcare organisations, the scientific community and government authorities.

OUR CONTRIBUTION TO THE UN SUSTAINABILITY DEVELOPMENT GOALS IN VIETNAM



In addition, we weaved the following guiding principles into our sustainability approach:

Increasing access to healthcare and diagnostics

Our priority is to improve access to healthcare and diagnostics that can save lives and transform the healthcare infrastructure. Our approach focused on disease awareness, screening and early diagnosis, healthcare capacity and sustainable funding solutions.



In 2018, we conducted and supported more than 150 scientific events that involved more than 16,500 healthcare professionals.

Together with the Vietnam Pathology Society and several hospitals in the country, our Pathologist Capability Support Program provided pathologists with trainings on the latest companion diagnostics and biomarkers, enabling better patient outcomes. Over the past two years, we have conducted 17 workshops and Continued Medical Education (CME) trainings, benefiting more than 450 healthcare practitioners and laboratory professionals.

Since 2008, we have partnered with numerous prestigious local and international medical associations to host the Vietnam Chemical Pathology Course. The initiative improves the quality and efficiency of laboratories in Vietnam and serves as a platform for healthcare professionals to exchange knowledge and best practices. More than 500 professionals participated in the course's 11th edition in 2019.

In line with the government's vision to modernise the country's health infrastructure by 2020, we launched Project Lean to transform laboratory practices using

the Lean Six Sigma approach. The program is designed to improve laboratories' quality standards through workshops that address specific local needs and challenges, raise the quality of laboratory results, reduce costs and shorten processing time. Project Lean will be ongoing until 2020 and is led in partnership with the Asia-Pacific Federation for Clinical Biochemistry, the Vietnam Association of Chemical Biochemists, the University Medical Centre and the Hanoi Quality Control Center – Hanoi Medical University.

Our Vietnam Centre of Excellence continues to equip approximately 800 customers serving in the frontlines of care every year with accurate diagnostics information and knowledge on good laboratory practices, translating to quality patient care.



In 2018 and 2019, we worked with the National Blood Transfusion Association and the National Institute of Haematology & Blood Transfusion (NIHBT) to support blood transfusion safety and efficiency at hospitals in 12 northern provinces. The nucleic acid testing (NAT) screening program was implemented in blood banks throughout the country, helping to screen over 30,000 blood units per year and enhancing patient safety. In addition, we helped the NIHBT automate their workflows, reducing turnaround time by 50% and minimising operational errors.

In 2019, we also collaborated with the National Serological Reference Laboratory of Australia to conduct educational initiatives for NIHBT, equipping laboratory professionals with the knowledge and skills to carry out and manage *in vitro* diagnostics (IVD) and infectious diseases (ID) testing

and ensuring good manufacturing practices for blood bank services.



We partnered with the National Hospital of Tropical Diseases to raise awareness of hepatitis B and offered free screening, diagnosis and follow-up treatment on World Hepatitis Day in 2018 and 2019. Approximately 6,000 people in Northern Vietnam benefited from the initiative.



We are supporting the implementation of Roche's Global Access Program to expand access to quality, sustainable diagnostic testing for human immunodeficiency virus (HIV), contributing to the Joint United Nations Programme on HIV/AIDS (UNAIDS) 90-90-90 goal. Since 2016, we have been working with the Ministry of Health to improve disease management by monitoring patients' responses to therapies.

Fostering a great workplace for our people

We aim to offer a great place to work for our employees, and in 2018 and 2019, we engaged all 250 of our employees through several key initiatives.

We participated in the Live Well week for the first time in 2018 to foster a culture of health and wellbeing among our employees. As part of this initiative, we provided helmets to all our staff to promote awareness of traffic safety in Vietnam, where motorcycle accidents are a significant issue. In 2019, we organised Survival Skills Awareness Training for all employees to enhance their Safety, Security, Health and Environmental protection (SHE) knowledge and awareness.



We strive to continuously improve our workplace environment. In response to our Global Employee Opinion Survey results, we held learning and development sessions for all employees to strengthen their soft skills. The training is part of our long-term commitment to foster strong and collaborative teams that are open to new ways of working.

Meeting high standards of business ethics

We adhere to Roche's established policies and procedures, holding our employees and partners accountable to meet the highest standards of business ethics. We conducted regular virtual and in-person trainings for all employees to ensure compliance with our governance policies. We also evaluated and monitored our distributors and providers, as well as high-risk vendors, to ensure transparent and ethical practices. In 2018, we implemented the APACMed code to guide our compliance and fair business approach

as we continue to support the healthcare sector in Vietnam.

Supporting communities

We are committed to strengthening the communities in which we operate. In 2018 and 2019, we supported healthcare education for women in rural areas as well as the development of disadvantaged children. During this period, we conducted ten community initiatives that benefited approximately 1,300 people. In addition, our employees dedicated over 950 hours to volunteerism.

In 2018, we organised an educational workshop, "With her today. With her for life," in partnership with HCMC women's magazine to raise awareness of reproductive health and gynaecological disease prevention. More than 300 low-income women were educated in Ho Chi Minh City, Thanh An Island and Can Gio suburban district. As part of this initiative, we also donated VND 300 million to the publication to support sustained disease

awareness and education for five years.

We continued our commitment to support the annual Roche Children's Walk in promoting children's development and healthcare in Vietnam. In 2019, besides participating in the walk, all employees coordinated various fundraising activities, including organising a flea market and creating T-shirts to finance a new computer laboratory in Ya To Mot Village in Dak Lak province. In November 2019, employees volunteered their time to set up a new classroom to provide students with a better learning environment. In total, 320 students at Le Quy Don Secondary School benefited from this initiative.

Minimising our environmental footprint

In a bid to make Ho Chi Minh City greener, 100 Roche employees along with the Management Board of Can Gio Defensive Forest planted 1,000 trees in the forest located in the city in 2018.

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