



Roche Diagnostics Hong Kong 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, frontliners 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.

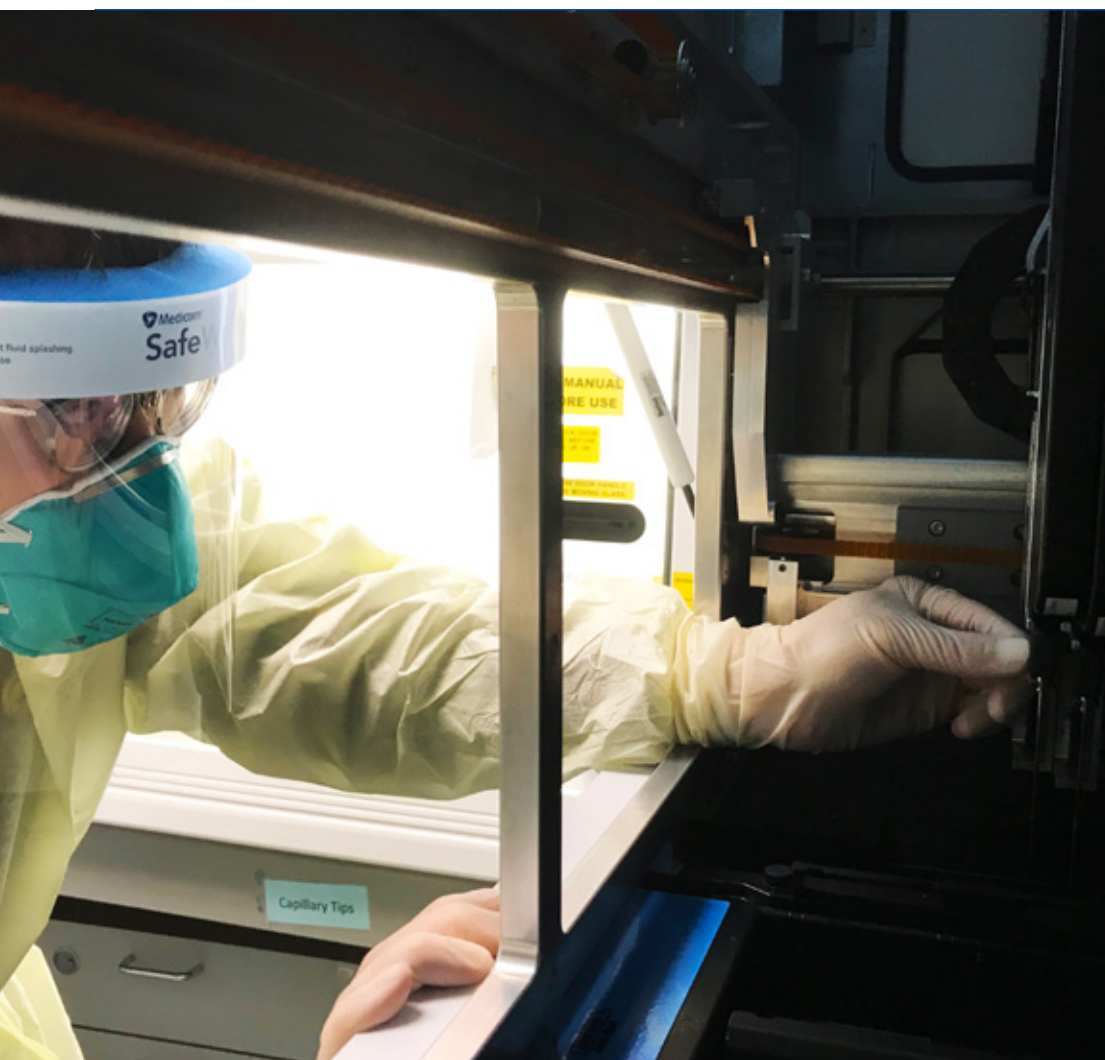
PEOPLE

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 Hong Kong

Boosting screening and diagnosis of diseases



HONG KONG IN 2020/2021

With a rapidly ageing population and low birth rates, Hong Kong is one of many developed cities working to combat rises in healthcare burdens on an expected leap in the number of seniors. By 2044, over a third of Hong Kongers are projected to be over 65 years old; combined with the increasing prevalence of chronic diseases, this looming super-aged society raises concerns about the long-term sustainability of the healthcare system. To alleviate the burden on the public healthcare system, efforts are underway to improve disease awareness and shift public mindsets from reliance on treatment to preventive healthcare.

ADVANCING CERVICAL CANCER TESTING FOR DISADVANTAGED WOMEN WITH PROJECT TEAL

For the past decade, cervical cancer has been one of the top 10 cancers among

women in Hong Kong. Yet it is one of the truly preventable cancers, and can be combated with a combination of regular screening and vaccination.

One of the factors contributing to the relatively high cervical cancer rate in Hong Kong is low motivation for women to get tested for the cancer; as of 2020, a whopping 57% of women have never gone for a cervical cancer screening. With the clear and urgent need to step up coverage and access to testing in the public sector, we launched project TEAL in 2017 to help eradicate cervical cancer and provide treatment advice in line with the latest medical guidelines.

To date, project TEAL has benefitted more than 300 women between the ages of 30 and 60. The first two phases of the project in 2017 and 2018 were focused on active outreach, with hundreds of women screened and educated on the prevention of cervical cancer.

The third phase of the project in 2021 saw the introduction of self-testing, which is not yet part of the standard screening process in Hong Kong, but widely adopted as part of routine cervical cancer screening in nations including Australia and the Netherlands. Together with charity organisation Christian Action, the Karen Leung Foundation, the University of Hong Kong and the Family Planning Association of Hong Kong, our initiative provides underprivileged women who do not attend regular screenings with free access to PAP smears and our HPV DNA tests.

The administration of screening tests is simple. Women receive a self-sampling kit in the mail and take their own cervical sample at home. They can then bring this sample to be processed at one of five clinics under the Family Planning Association of Hong Kong, or have the sample sent to the lab for testing through a free courier service.

The third phase of the project will potentially benefit up to 500 women and so far 80 foreign domestic workers have successfully self-administered the test. We also supplied them with information and resources around how to better protect themselves against cervical cancer in the future.

By addressing the gaps in education and access to screening, we are spearheading efforts in Hong Kong to lower the incidence of highly-preventable cervical cancer and protect the lives of women, particularly

those in underserved communities, so they can continue to live healthy, fulfilling lives.

RAMPING UP HONG KONG'S COVID-19 TESTING CAPACITY

Roche Diagnostics has been a cornerstone of Hong Kong's COVID-19 response. At the outset of the pandemic in January 2020, we supplied Hong Kong with its first batch of test kits for emergency screening and worked closely with the Department of Health and 7 Hospital Authority (HA) clusters to kick start their COVID-19 surveillance programme, delivering reagent supplies within 2 weeks. As Hong Kong further ascertained its testing volume needs, our tests supported large-scale testing, and aided in criteria-based screening and early isolation of patients. Despite large order volumes and tight allocations for both testing instruments and reagents globally, we rose to the challenge of delivering installation, training, and service support to meet intense demand from customers, working with urgency, passion, and purpose to protect Hong Kong's population. In all, we have been a key player in supporting professional testing sites and home testing, in the process forging long-term partnerships with the government sectors and buttressing the city's COVID-19 testing service.

A GREEN OFFICE OVERHAUL

To take proactive steps toward truly carbon-free operations, we overhauled our Hong





Kong office in 2020 to drive more sustainable practices. Core to the renovations was the installation of energy efficient features that reduced our electricity consumption in 2020 by 35%. We installed LED lights, motion-sensor light switches, and energy-saving light sensors that conserve light use in the day. A new layout eliminated individual offices, placing meeting rooms in the centre of spaces and employing glass partitions to allow more sunlight into shared workspaces to save energy.

Within the office itself, new practices helped us realise a 60% reduction in paper consumption. These include the use of e-signatures for most process approvals, the installation of recycling bins in common areas, and the elimination of paper letters and notifications to customers, which were replaced with their digital counterparts.

Our overhaul marks an important milestone in our endeavours to reduce the consumption of materials and energy, and contribute positively to sustainable development.

Highlights *in Numbers*

SOCIETY



HK\$ 1 million

donated to 5 charities from 2020 to 2021 to help the underprivileged

300

women screened for cervical cancer

ENVIRONMENT



35%

reduction in office electricity consumption in 2020

60%

decrease in office paper consumption in 2020

PATIENTS



1,000

healthcare professionals trained in areas such as high-medical value marker

60,000

patients benefitted from novel heart failure diagnosis solution in public hospitals

PEOPLE



55%

of women employees

72

employees engaged in 6 workshops on agile transformation, creative leadership

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.

*Join us in doing
now what patients
need next.*





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Published by:

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