



Roche Diagnostics India 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 underscoring 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 repute 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 India

Enhancing healthcare access for rural women



INDIA IN 2020/2021

With a population of around 1.4 billion, a high non-communicable disease mortality rate of over 60%, and a public healthcare programme still in its formative stages, opportunities are abundant in India to improve healthcare delivery and help millions of patients live longer, better lives. India's public spend on healthcare stood at 1.2% of GDP in 2021, a figure the government aims to increase to 2.5% by 2025. In its 2021 Budget, India pledged to double its current healthcare spend by the next fiscal year to boost a sector besieged by COVID-19.

This represents a major boost in access to healthcare for people in rural areas, with visits to government health facilities among this group on the rise.

OUR COVID-19 CONTRIBUTIONS

With over 33 million infections, India ranks second in the world for COVID-19 cases, behind the US. India's second wave saw a devastating rise in cases in April and May 2021. As the leader in in-vitro diagnostics, Roche Diagnostics India worked with the Prime Minister's Office and government bodies to support overburdened hospitals and clinicians with biomarkers that would accurately determine infection, severity levels, and the future course of treatment in order to optimise limited resources. We expedited access to biomarkers critical for severe hospitalisation, working with global colleagues to ship stocks from warehouses in Brazil and South Africa via special chartered flights to India. We also worked with customs officials to secure same-day clearance and transport these biomarkers to hospitals and labs across the country, and supplied 2 million PCR tests to India within just 3 months to expedite COVID testing across the country.

FOR TRIBAL WOMEN AND CHILDREN, PROJECT ROSHNI SHINES A RAY OF HOPE

Roshni, meaning ‘Ray of Hope’ in Hindi, is our acclaimed community development project in India, bringing greater healthcare access to underserved anaemic women in Saphale’s tribal villages in the Palghar district of Maharashtra, the nation’s second-most populous state.

Despite making some progress with national initiatives, India has battled an anaemic crisis for decades, due in part to diets low in iron and vitamin B12. Furthermore, one-third of women in rural areas lack the finances to pay for medical treatment, as they do not have the ability to earn a stable wage.

To bring down anaemic levels in India’s villages, we launched Project Roshni in 2015, partnering with the Society for Human and Environmental Development to provide greater access to healthcare, better sanitation and improve the livelihoods of rural women.

Even with the additional challenges of COVID lockdowns, we did not let up on efforts to counter anaemic. On the healthcare front, we supplied 480 women from 14 clusters in Saphale with free blood tests, medical consultations and nutritional supplements. To boost their finances, we delivered financial knowledge and social awareness seminars to help improve their earning potential, tapping on over 40

community self-help groups to enhance their financial literacy, raise awareness of government aid schemes, provide assistance in obtaining identity cards and bank accounts, and impart vocational skills to help them create brand-new livelihoods for themselves.

Critical to combating anaemic and improving the general health of both women and children is sanitation and access to clean water. We installed 162 rainwater collection units across Saphale’s villages and launched a rooftop water collection initiative in Zilla Parishad Tribal School in the rural village of Borichapada, supplying its 200-odd students with a safe water supply to reduce disease and keep them in school to maximise their lifelong potential.

For 2020 and 2021, we also expanded the project scope to address the devastating impact of COVID-19 lockdowns on tribal communities, who endured challenges that significantly reduced access to necessities and a noticeable drop in quality of life. Apart from providing some 300 families in severe need with COVID-19 assistance, we helped maintain access to education for village children, supplying eight audio/visual learning system units to two district-run schools in Sonave village to facilitate online learning.

BOOSTING CERVICAL CANCER SCREENING WITH #ISUPPORTTEAL

After breast cancer, cervical cancer is



the second most common cancer among women in India, with 122,844 diagnosed and 67,477 deaths every year. What is particularly sorrowful about each of these deaths is that cervical cancer is fully treatable if diagnosed early.

To raise awareness around cervical cancer screening, we launched a month-long education campaign centred around the hashtag #ISupportTeal with a custom-designed social media frame to spark interactions among the wider audience on the importance of regular screening. The results of the campaign were incredibly encouraging: over 100,000 people applied the custom frame on their profile pictures on Facebook, LinkedIn, and YouTube, and we recorded well over 9,000 conversations on social media, representing a significant benchmark of interest. Having generated this initial boost in awareness, our outreach continues in the coming years to educate more women and save precious lives from being needlessly lost to the disease.

A NEW LEASE OF LIFE FOR OFFICE WASTE

Protecting the environment is a top priority at Roche Diagnostics. Part of our commitment to sustainability is the minimisation of waste across all operations by giving potentially useful material, including paper, plastic and metal, a new lease of life.

In 2021, we partnered with recycling and waste management firm RUR Greenlife to recycle over 2,000 used tetra paks from our Mumbai office into recycled composite sheets that were then made into durable, weatherproof tables, chairs, and garden benches. These were subsequently donated to less privileged communities and schools, benefiting the community and slashing our overall environmental footprint.

Moving forward, we set processes for 100% of the tetra pak waste generated from our Mumbai office to be recycled by RUR Greenlife, which will also recycle all our offices' paper, plastic and metal waste with its eco-friendly waste management solution, marking a milestone in our journey toward a fully green workplace.

Highlights *in Numbers*

SOCIETY



480

anaemic women in rural villages reached through Project Roshni

295

families supported with COVID-19 assistance amid lockdowns

PATIENTS



1,151

sessions conducted in 2020 to train India's lab, hospital and blood bank employees on advanced diagnostic solutions

600,000

patient goal for HIV program, now in its fourth year

ENVIRONMENT



40%

reduction in electrical energy consumption

800kg

of paper, plastic and metal waste recycled in 2020

PEOPLE



50%

increase in medical insurance for each employee, their spouse and up to 2 kids

83%

of roles filled with internal employees

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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