



# Roche Diagnostics Indonesia 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 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 Indonesia

## Strengthening Indonesia's healthcare industry and access



### INDONESIA IN 2020/2021

**Indonesia, home to 273.5 million people in 2020, was growing fast before COVID-19. However, the pandemic has hammered the 10th-largest economy in the world. Healthcare, particularly in remote areas, is difficult to access for many Indonesians due to limited infrastructure, while the death of some 950 doctors and nurses during the pandemic due to limited quantities of personal protective equipment for healthcare providers has created a shortage of medical personnel. Nevertheless, COVID-19 saw the acceleration of telemedicine as the government simplified regulations and kickstarted local manufacturing of products to allow services to reach the population faster.**

### OUR COVID-19 CONTRIBUTIONS

We took the initiative to bring in COVID-19 tests before the government announced the pandemic in March 2020, to ensure

adequate supplies were available ahead of time. As a result, we supplied the nation with its first batch of tests immediately and have delivered some 9 million tests in all since the beginning of the pandemic.

Our contributions also included building industry testing capability. We worked with the Ministry of Health, Ministry of State-owned Enterprises, COVID-19 National Task Force, and molecular biology research centre Eijkman Institute to provide COVID-19 testing in national COVID-19 management sites, expanding our testing radius from Sabang to Merauke.

### STRENGTHENING INDONESIA'S MEDTECH SCENE THROUGH ASSOCIATION INVOLVEMENT

In Indonesia, we are consistently working to collaborate and engage in active dialogue with the rest of industry to further our collective understanding of the medical device landscape and drive regulatory and policy advocacy around medical device

strategies tailored for the nation's unique needs. Across 2020 and 2021, we actively participated and took up key roles in medtech associations, including the Asia Pacific Medical Technology Association (APACMed) and Gakeslab Indonesia.

APACMed represents the manufacturers and suppliers of medical equipment, devices and in-vitro diagnostics, industry associations and other key stakeholders associated with the medical technology industry in Asia Pacific. Together, its 140 members put forward recommendations that ensure optimal care pathways for patients, from diagnosis to treatment. Roche Diagnostics was appointed country chairman of Indonesia for APACMed's Regulatory Central of Excellence workstream, and a working group member of its In-vitro Diagnostics Centre of Excellence and Government Affairs & Market Access Centre of Excellence, where we organised joint events with the Indonesian health ministry around regulatory capacity building for new technology products.

Meanwhile, Gakeslab Indonesia is a national association established in 1977 whose approximately 1,000 members are firms involved in the medical device, in-vitro diagnostics and laboratory equipment businesses. In 2020 and 2021, we proactively worked on strengthening our participation in the association as part of our efforts to increase engagement

with Indonesia's government and key stakeholders. We took up a position as head of the Regulation, Industry and International Relationship Division, where our contributions helped drive strategic initiatives around regulatory advocacy, including capacity building programmes to benefit Indonesian patients.

Beyond this, we also advocated for industry-wide digitalisation and simplification of procurement systems to improve Indonesia's overall healthcare scene, and ran key events to benefit the industry, such as pre market training for Indonesian researchers and universities, a webinar on the online, single submission risk-based approach and its implication on the medical device and in-vitro diagnostics business environment, and a socialisation initiative for the new Ministry of Health Decree No. 14 in June 2021. Together, these efforts ramped up our involvement in Indonesia's medtech industry and saw our increased contribution to building up its medtech capacity to give patients a better healthcare experience.

#### **RAISING 246 MILLION RUPIAH FOR CRITICALLY ILL CHILDREN**

To increase access to healthcare for children in need, we have since 2019 been funding Rumah Harapan Indonesia, a shelter for underprivileged children with critical illnesses. It provides temporary housing and facilities in five Indonesian cities – Jakarta, Bali, Makassar, Bandung, and Semarang





– for young patients under 17 living in small cities who need to constantly shuttle between their homes and hospitals in larger cities for treatment, ensuring they can not only access healthcare services, but also have the opportunity to play and learn. In 2020, 100 Roche Diagnostics Indonesia employees and their families walked virtually together at the Roche Children’s Walk, raising over 246 million rupiah – 76% more than the previous year – to fund the shelter’s daily operations. This sum enabled Rumah Harapan Indonesia to provide lodging, transport for hospital visits, food, entertainment, and even burial services for some 150 children.

**BOOSTING INDONESIA’S PUSH FOR GREATER HEALTHCARE ACCESS**

To support Indonesia’s goal for greater access to healthcare and quicker procurement of good quality medical products, we conducted a slate of training

programs with healthcare stakeholders in 2020 and 2021. In 2021, we conducted a market access talk with expert practitioner professor Dr Hasbullah Thabrany on the role of diagnostics in Indonesia’s healthcare strategy, unique hurdles, and market opportunities for its particular healthcare context. We also launched talks around COVID-19 mitigation, invested in research and education programmes and took an active role in national association talks around the critical role of diagnostics in COVID-19 management. Our regulatory-centric talks touched on topics including pre and post-market issues such as barriers to access of advanced treatments and good products, the importance of open access to obtaining innovative digital health products, and the support required to simplify regulatory processes. All these aimed to increase access to affordable, safe, and high-quality products for Indonesians to improve their health.

# Highlights *in Numbers*

**SOCIETY**



> 246 million  
rupiah raised for critically ill children

**ENVIRONMENT**



0  
single-use plastic utensils in offices

**PATIENTS**



140  
diagnostics solutions approved in 2021

200,000  
blood donations screened across 40 blood banks

**PEOPLE**



26%  
increase in GEOS score to 74%

14  
employee initiatives between 2020 and 2021



## 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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