



Roche Diagnostics Japan 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 Japan

Bringing hope to children with intractable disease



JAPAN IN 2020/2021

Japan is well known for having a super-aged society. Due to the proportion of elderly, Japan's healthcare and pharmaceutical markets have one of the world's highest per capita expenditures. Healthcare spend in 2020 stood at 42.2 trillion yen, mainly on hospitalisation and out-of-hospital care.

Japan's vaccine rollout and COVID measures have seen 1% of cases leading to deaths, or some 18,000 of the 1.7 million infected patients. After postponing the Tokyo Olympic Games in 2020, the nation held the sporting event in 2021, leaning heavily on testing and social distancing restrictions to avoid triggering a new wave of infections. Thanks to these measures, it successfully kept both visiting athletes and its citizens safe.

OUR COVID-19 CONTRIBUTIONS

We supported Japan's COVID-19 containment strategy through the supply of diagnostics products to a variety of stakeholders, including local governments, hospitals, public health institutes, sports and entertainment events organisers. As early as 4 February 2020 – when the total number of confirmed cases was just 16 – we had already begun to deliver our PCR assays to Japanese laboratories and hospitals. These assays were evaluated by the National Institute of Infectious Diseases, listed in its “Manual for the Detection of Pathogens”, and covered by public medical insurance as early as Mar 6.

YUMEIRO SHOES PROJECT: SPECIAL SHOES FOR CHILDREN WITH INTRACTABLE DISEASE

We regularly support sick children through various charity initiatives, particularly our

annual global Roche Children’s Walk. With the 2020 theme of “helping children walk on their own”, our Japan office wanted to do more for children in need amid COVID, particularly for those suffering from intractable diseases who require long-term care.

To uplift the lives of these children, we launched a new initiative, named Yumeiro (meaning “dreamy colours”) Shoes Project to encourage children undergoing treatment for intractable diseases and give them hope for the future. The project, executed in collaboration with Yokohama Children’s Hospice in 2020 and then Tsurumi Children’s Hospice in 2021, gave young patients the opportunity to design original shoes

for themselves on paper, which were then replicated onto actual shoes.

Tsurumi Children’s Hospice is Japan’s first community-type children’s hospice that supports children and their families living with life-threatening illnesses, while the Yokohama Children’s Hospice has just opened a home support facility, named “Yokohama Children’s Hospice – Umi to Sora no Ouchi (a home of sea and sky)”, offering sick children a place to stay beyond their homes or the hospital. Both these hospices support the growth and dreams of sick young patients, offering them experiences in education, music, and art even as they cannot go out due to their illness.

“ *This is a wonderful event consisting of many layers of happiness, including the joy of colouring, the joy of waiting for the shoes to be made, the joy of putting on the shoes, and the joy of going out to play in them.* ”

Hisato Tagawa

Representative director, Yokoyama Children’s Hospice
(quote from *The Mainichi*)



We envisioned the Yumeiro Shoes Project bringing positivity and hope to children suffering from physical and psychological burdens. In 2020, 35 children participated in the project. To prevent the spread of COVID-19 to this at-risk group, staff from our Japan office participated virtually. At the class, children coloured in shoe designs on paper boards with colouring pens, and selected patterns including flowers, dinosaurs and fruits. These designs were then hand painted on actual shoes by a professional shoe writer. Two months later, the children received the final product. In 2021, we continued the Yumeiro Shoes Project with the two hospices, with doubled participation. In all, 114 children received these special shoes across the last two years.

Empowering Japanese women to better manage their health As part of our work to impact vulnerable groups including women, we focused on women's health in 2021, rolling out a slate of initiatives to encourage Japanese women to proactively take control of their health through two initiatives.

The first, called the Blue Star Project, aimed to raise awareness among Japanese women about the preventability of cervical

cancer and promote the importance of early screening. Cervical cancer is curable if detected in its early stages, yet the screening rate for cervical cancer in Japan is only around 42%, the lowest among the OECD countries, due to a lack of awareness. Since 2019, we have been actively educating women on the importance of early screening, and from 2020 to 2021 ran social media campaigns to deepen engagement with younger women in their 20s – the age group with the lowest screening rate – through initiatives such as an Instagram Live session with a gynaecologist and influencer to talk about women's health.

The second initiative, W Society, was launched in September 2021 and will in its initial stages focus on raising awareness about the Anti-Müllerian Hormone test, a fertility test for egg count. We organised hybrid online and offline events to encourage more women to proactively get tested, and provided health information via two talks in Oct 2021 with womens' health ambassadors, such as Japanese influencers and a famous athlete. Our efforts in this area will continue with more events.

Highlights *in Numbers*

SOCIETY



114
children benefitted from Yumeiro Shoes Project

16,267
women reached at cervical cancer screening talk

PATIENTS



33
diagnostic solutions approved

22
diagnostic solutions secured public reimbursements

ENVIRONMENT



318
petrol vehicles switched to hybrid vehicles in 2020

PEOPLE



71%
employee satisfaction rate in GEOS Pulse Survey

1,080
employees and their families vaccinated under workplace vaccination programme in Tokyo headquarters

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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