



Roche Diagnostics Malaysia 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 Malaysia

Tackling low cancer survival rates



MALAYSIA IN 2020/2021

Non-communicable diseases such as cardiovascular disease, cancer, diabetes, mental health disorders and obesity, have emerged as leading causes of death among Malaysia’s population of 32.6 million. As part of a plan to improve its healthcare system, the Ministry of Health in 2020 launched its Strategic Framework of the Medical Programme 2021 - 2025 as a guide to achieving universal health coverage, with a particular focus on tackling mental health and cancer treatment.

By 2040, the nation will have transitioned into an ageing population, which is expected to further tax its public healthcare infrastructure as demand for resources to treat chronic diseases rises.

OUR COVID-19 CONTRIBUTIONS

Misinformation and low testing levels in 2020 contributed to the spread of COVID-19 on Malaysia’s shores. The country has recorded 2.4 million infections and over 28,000 coronavirus-related deaths.

Before the World Health Organisation declared COVID-19 a global health emergency, our Malaysia office recognised the potential threat the virus posed and began procuring test supplies from as early as January 2020. Since the start of the pandemic, Roche Diagnostics tested more than 500,000 patients with our tests, including supplying rapid antigen tests for regular screening of workers in high-risk areas such as factories. We also set up more than 10 testing labs in the public and private sector, and supplemented labs with more than a million COVID tests as demand soared.

EXPANDING SUSTAINABLE CANCER CARE WITH THE CITY CANCER CHALLENGE

Despite its status as an upper-middle-income country and the existence of a well-structured health system, Malaysia suffers from lower cancer survival rates. Cancer is the second leading cause of death in Malaysia as of 2018, and contributed to 16,000 deaths. With reductions in the healthcare budget for oncology and pathology, Malaysia also lags behind other countries in the region in the adoption of personalised healthcare. As such, personalised healthcare services such as genomic testing and key companion diagnostics tests are often unavailable in most public hospitals.

Part of our goal for Malaysia was to develop innovative solutions for cancer care to help tackle the growing cancer burden, reduce deaths, and ensure sustainable healthcare infrastructure.

Following Malaysia's hosting of the 2018 World Cancer Congress in Kuala Lumpur, our Malaysia Office supported the University of Malaya (UM) and the National Cancer Society of Malaysia (NCSM) in their effort to win the city's bid to join the City Cancer Challenge in late 2019.

The City Cancer Challenge (C/Can) Foundation established by the Union for International Cancer Control in

2017 supports cities in the design, planning and implementation of cancer treatment solutions¹. It is a concrete response to political commitments to battle cancer, such as the United Nations Sustainable Development Goal target of reducing premature mortality from non-communicable diseases, such as cancer, by one-third by 2030, and will see us working with 20 cities to develop and pilot a globally scalable model of cancer engagement².

The Greater Petaling area comprises Petaling Jaya, Subang Jaya, and Shah Alam in Selangor, Malaysia's most developed state. The City provides cancer care services to a population of just over 1.4 million.

As a strategic partner, Roche aspires to strengthen the City Cancer Challenge by collaborating with the initiative and all the stakeholders involved – Greater Petaling Committee, UM, NCSM, the City Councils of Petaling Jaya, Subang Jaya, and Shah Alam; as well as other key stakeholders to close the gaps in cancer care services, improve access to sustainable cancer treatments and deliver locally-led, sustainable care solutions.

PROGRAM ROSE REMOVES OBSTACLES TO CERVICAL CANCER SCREENING

Cervical cancer is one of the three most common cancers among Malaysian women.

The main barriers discouraging women from getting tested are fear, embarrassment and inconvenience. To expand testing access to more eligible women, we supported Program ROSE with studies and the execution of a pilot project for HPV DNA testing, named "Give a ROSE", to educate women about the need for HPV testing, and the importance of early detection and regular testing. ROSE (Removing Obstacles to Cervical Screening) is an international collaboration between Australia and Malaysia that has increased cervical cancer screening rates in Malaysian women, with the aim to reach women in both urban and rural settings.

Our initiative saw us supplying the ROSE lab with a HPV testing system, and the women with self-sampling kits. This self sampling made collection of samples easier, and saved women the embarrassment or inconvenience of seeing a doctor. In all, we tested 5,000 women for HPV.

“ We hope to streamline the parallel public and private health systems already in place in Greater Petaling to provide better solutions in terms of early diagnosis and treatment, which will finally result in better patient outcomes³. ”

Dr Nur Aishah Taib

Director, University of Malaya Cancer Research Institute

¹ <https://citycancerchallenge.org/>

² <https://www.roche.com/about/sustainability/access-to-healthcare/city-cancer-challenge>

³ <https://citycancerchallenge.org/malaysias-greater-petaling-joins-city-cancer-challenge/>

FASTER DIAGNOSIS, BETTER EDUCATION TO TACKLE HEART FAILURE

Cardiovascular disease is the leading cause of death in Malaysia, with over 18,000 deaths each year due to heart failure alone. Despite this, many major hospitals are not equipped with cardiology services, and their resource-starved emergency departments may not stock the tests required to diagnose heart failure. To reduce the incidence of late diagnosis and improve the patient experience, we conducted a series of educational events in 2020 and 2021, reaching over 300 healthcare professionals on topics including heart condition diagnosis tests, clinical practice guidelines on congestive heart failure and internal medicine.

To improve heart failure diagnosis rates, we also ran a patient access programme in collaboration with partner pharmaceutical companies to increase the access to natriuretic peptide tests at clinics, primary care facilities, and hospitals, benefitting over 400 patients. Furthermore, we supported an APAC multicentre study in collaboration with the National Heart Institute, National Emergency Department, and a university hospital to generate local data on the feasibility and efficacy of accelerated diagnosis algorithms in acute coronary syndrome management, with the outcome being that over 70% of patients will be diagnosed within an hour in the emergency department.



Highlights *in Numbers*

SOCIETY

34,100 ringgit
raised for Rumah Solehah in 2020, benefitting 60 children with HIV

5,000
women screened for cervical cancer with Program ROSE

PEOPLE

51%
women employees

55%
female leaders

PATIENTS

11
healthcare education initiatives, benefitting 600 healthcare providers

30,00 ringgit
invested into patient initiatives, double of 2018/2019

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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Roche Diagnostics Asia Pacific Pte Ltd
8 Kallang Avenue
#10-01/09 Aperia Tower 1
Singapore 339509

diagnostics.roche.com