



Roche Diagnostics New Zealand 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 New Zealand

Enabling better access to disease monitoring and screenings



NEW ZEALAND IN 2020/2021

New Zealand's 5.1 million people enjoy free or subsidised healthcare under its publicly-funded universal healthcare system. For 2020/2021, New Zealand earmarked some NZ\$20.3 billion for healthcare, with efforts centred around disability support services, and bowel, breast, and cervical cancer.

New Zealand has achieved one of the world's best results around COVID-19 containment, with just 28 deaths and under 5,000 total cases since the pandemic started. With little community transmission, New Zealand's healthcare system has been able to withstand the increased demand for services, even as the pandemic hammers other sectors like business and tourism.

OUR COVID-19 CONTRIBUTIONS

In 2021, we were recognised as the best performing organisation in a health partnerships supplier report around how well healthcare suppliers performed during COVID-19.

We met demand for semi-automated PCR testing from the very outset of the pandemic in March 2020, delivered the nation's first fully-automated testing platform in May 2020, and supplied 570,000 PCR tests to the nation's pathology market, which combined with pooled testing accounts for about 38% of the national testing conducted to date.

Amid the wave of Delta infections in 2021, we were selected as the provider of choice to the Ministry of Health's nominated COVID-19 saliva testing provider.

BOOSTING NEW ZEALAND'S CPAMS SERVICE AT COMMUNITY PHARMACIES

Cardiovascular disease is one of New Zealand's largest disease burdens, accounting for an estimated 40 percent of deaths. With advances in prevention and treatment solutions, and more people surviving acute cardiac events, the health ministry is spearheading both population-wide and risk-based strategies to better manage patients with the condition.

To combat New Zealand's high cardiovascular disease rates, we worked with the Pharmaceutical Society of New Zealand, University of Auckland School of Pharmacy, and anticoagulant management service INR Online to roll out CoaguChek test systems to bolster the nation's Community Pharmacy Anticoagulation Monitoring Service (CPAMS). The CPAMS service allows New Zealanders to have their warfarin treatments monitored at a local pharmacy. Warfarin is a type of anticoagulant used to treat patients with heart-related conditions, and prevent the formation or worsening of blood clots. With CPAMS, accredited community pharmacists can perform tests with a point-of-care device, counsel patients, and adjust their warfarin dosage with help from an online decision support system, making the management of cardiovascular disease quicker and more convenient for thousands.

CPAMS has since been implemented in over 160 pharmacies. In particular, the service benefits patients suffering from venous access and mobility issues, have poor health literacy or poor medication compliance, show poor attendance at clinics and hospitals, or who are uncontactable by clinics and hospitals to receive their test results.

In all, over 6,000 patients now enjoy better accessibility to warfarin management, a lower risk of warfarin-related adverse medication events, and a better understanding of their medication. For the healthcare sector, CPAMS also reduces the burden on medical practitioners, and fosters improved collaboration between pharmacists and medical practitioners.

ADVANCING LIVER SCREENING BEST PRACTICES AMONG HEALTHCARE PROFESSIONALS

Liver cancer is one of the ten most commonly diagnosed cancers among New Zealand's Maori people. The most common type of primary liver cancer is hepatocellular carcinoma, which is often caused by chronic hepatitis B, a viral liver infection. Efforts to reduce liver cancer therefore include screening in patients with chronic hepatitis, which can result in early detection of the cancer and improved survival rates.



We currently screen patients at risk of liver cancer with a variety of tests. Standard of care currently is an AFP test and Ultrasound to estimate the likelihood of hepatocellular carcinoma. As part of our Roche OneLiver initiative, we will be publishing an article for primary healthcare professionals to increase their knowledge and understanding of the use and interpretation of liver function tests. The piece will be published by Best Practice Advocacy Centre New Zealand, which advocates for best practices in healthcare treatments across a range of service delivery areas. In addition, we are proposing a prospective study using PIVKA and GALAD usage to generate robust evidence in the

New Zealand patient population for liver function tests, in the hopes of improving early discovery and better treatment outcomes for all, particularly the Māori community.

SUPPORTING OUR PEOPLE THROUGH COVID AND WFH

To exercise our responsibility as an employer to care for staff, we launched a slate of wellbeing initiatives amid the pandemic.

For physical wellbeing, we offered our people online gym memberships and activities like high-intensity interval training. In the emotional area, we provided mental health support, including talks

around emotional wellbeing and free and confidential consulting.

Around financial support, we educated employees on how to manage their finances at various life stages, while our community support built on our current CSR efforts to give back to society. As for career wellbeing, we rolled out a slate of learning and development initiatives and provided resources for employees to cultivate greater fulfillment, personal accountability, and productivity.

In the first two quarters of 2021, we focused on mental resilience, supporting our team in their transformation and adaptation to

new ways of working through dedicated workshops with external facilitators. For the final two quarters of 2020, we held workshops introducing staff to the concept and execution of agile ways of working, with more workshops to follow in 2022.



Highlights *in Numbers*

ENVIRONMENT



10 tonnes

of landfill space saved with the introduction of reusable chilled packaging made of natural materials

86%

packaging reuse rate, with > 80% of customers now using this packaging

PATIENTS



6,000

patients benefitted from community pharmacy anticoagulant monitoring service

PEOPLE



45

permanent employees reached with wellbeing initiatives

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