



Roche Diagnostics Pakistan 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 Pakistan

Championing the nation's Hepatitis C elimination plan



PAKISTAN IN 2020/2021

For Pakistan, with a population of 215.3 million in 2020, improving its healthcare infrastructure has been a priority as a signatory to the United Nations Millennium Development Goals. For 2019-2020, Pakistan's spending on health accounted for about 1% of GDP. The government is aiming to improve public health services, focusing on upgrading and strengthening primary and secondary healthcare facilities in the country by increasing the number of Basic Health Units and Rural Health Clinics with essential services. With a non-communicable disease mortality rate of 60%, the health authorities are also exploring ways to curb the rising burden of such diseases.

OUR COVID-19 CONTRIBUTIONS

Pakistan has come under pressure to ramp up its COVID-19 testing. To aid the nation in quickly scaling up testing capacity, we contributed 2.1 million tests to help the

nation craft a pandemic control strategy. We significantly boosted Pakistan's testing capacity by installing seven new testing instruments – in addition to six existing ones – and making seven different assays available immediately, and shared knowledge around COVID-19 diagnostic testing, critical care parameters and biosafety lab standards with the key medical organisations such as the World Health Organization's Pakistan chapter.

SUPPORTING THE PRIME MINISTER'S PLAN TO ELIMINATE HEPATITIS C

Viral hepatitis represents a major healthcare burden to Pakistan, which has one of the world's highest rates of Hepatitis C infections. Most patients are unaware they have the condition, as the infection can remain asymptomatic for decades.

Chronic Hepatitis carriers are at risk of developing cirrhosis and liver cancer, which contribute to 96% of the deaths associated with these diseases. To curb the heavy

burden on the national healthcare system, Pakistan's Prime Minister has launched a hepatitis elimination programme that aims to screen the nation's entire adult population of about 138 million by 2030 and treat an estimated 10 million positive cases.

To encourage dialogue among clinicians and the Pakistani public around the need for screening, we published a series of interviews around the Hepatitis C situation in Pakistan with key opinion leaders involved in the government's programme to eliminate Hepatitis B and C.

On World Hepatitis Day on July 15, we held a panel discussion around Pakistan's strategies and challenges in the journey to eliminating hepatitis, featuring industry experts as panelists. Around education, we supported the Working Women Welfare Trust in Karachi & Hub in holding hepatitis awareness sessions for the public to share information around disease management and timely diagnosis. We also on boarded The Health Foundation, a Pakistani organisation working to raise awareness of Hepatitis B and C and supply vaccines and medicines to the patients and offer free screenings for participants of these awareness sessions.

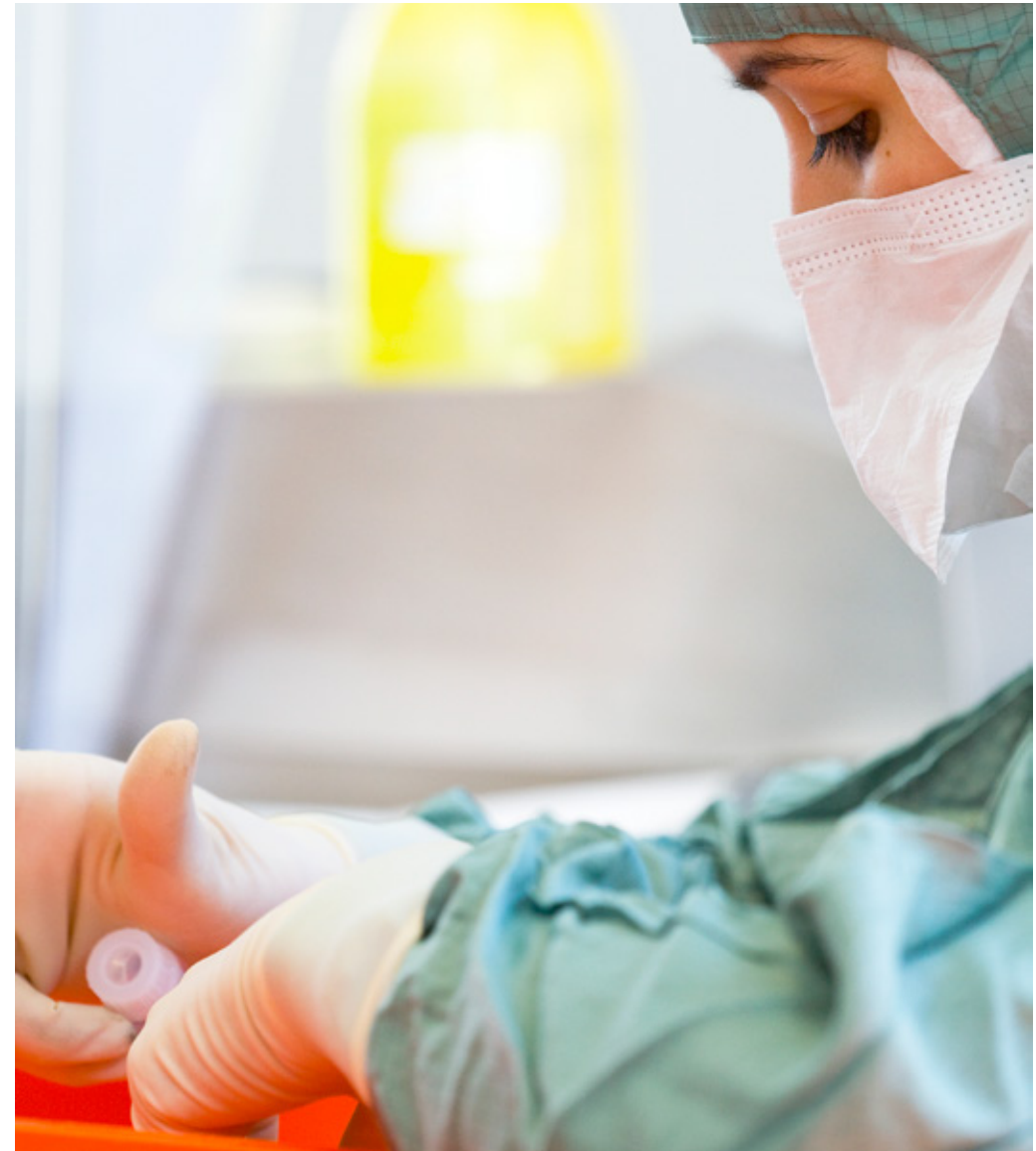
Apart from education, we directly supported the battle against hepatitis by partnering with the Aga Khan University Hospital and The Health Foundation in 2021 to implement

the Roche Global Access Programme in Pakistan. Together, these partnerships are expected to benefit 36,000 Pakistani patients in the next two years.

As part of the government efforts under the Hepatitis Control Programme, we ran a first-of-its-kind training programme in 2021 on Plasma Separation Cards for the teams in the Balochistan & Punjab provinces. These were conducted in Quetta & Lahore city, under the banner of the Chief Minister's Program for Hepatitis-free Balochistan & Punjab Hepatitis Control Programme, respectively.

Attendees were introduced to the role of Plasma Separation Cards in the elimination of hepatitis, and comprehensive training was conducted to strengthen the capacity of healthcare professionals to screen for hepatitis, thereby helping the nation achieve its ambitious hepatitis elimination goals.

By using Plasma Separation Cards, we are exploring means for the safe transportation of blood samples from remote areas to central labs without compromising their integrity. This will allow Pakistan to effectively extend testing to the rural communities most in need of healthcare services. In addition, our ongoing Health Economics Study for Hepatitis in Pakistan is evaluating low-cost diagnostic solutions for the disease, with the aim of offering these solutions to the nation at optimised costs.



MANAGING DIABETES THROUGH HOLISTIC GLYCEMIC SURVEILLANCE

Pakistan has one of the highest rates of diabetes in the world. As of 2019, over 19 million adults in Pakistan are estimated to be living with diabetes. To offer patients better management of their condition, Roche Diabetes and Roche Diagnostics Pakistan joined hands to introduce the holistic glyceemic surveillance concept to the nation's healthcare community in 2021. Holistic glyceemic surveillance is a structured approach to real time patient self-monitoring of blood glucose and longer-term monitoring of HbA1c levels. We aimed to raise awareness among clinicians and diabetes patients about this surveillance approach, supported by integrated personalised diabetes management tools. In 2021, we conducted our first session on hyperglycemia in pregnancy, attended by leading gynaecologists and consultants, in collaboration with the Society of Obstetricians and Gynaecologists of Pakistan on the back of their recently published guidelines on hyperglycemia in pregnancy, which were endorsed by the Diabetes in Asia Study Group and supported by the Pakistan Endocrine Society.

CELEBRATING WORLD BLOOD DONOR DAY WITH EDUCATION AND BLOOD DONATIONS

Safe blood and blood products for transfusion are critical aspects of care in public health. Blood transfusions, so often

needed in hospitals, save millions of lives, and improve the health of many patients every day, yet diseases like Hepatitis B and C, as well as HIV can be easily passed from person to person due to poor practices, such as the sharing of syringes.

Pakistan's Ministry of Health, in collaboration with the German government, has established a Safe Blood Transfusion Services Programme to restructure the blood transfusion system, replacing the existing system with an internationally recommended centralised model with the aim of preventing and controlling the

spread of communicable diseases through blood transfusions.

In 2021, we celebrated World Blood Donor Day 2021 by using the opportunity to educate Pakistanis about safe blood and blood products for transfusion. Our webinar on safe blood transfusions was attended by key opinion leaders, clinicians and pathologists across Pakistan. In addition, we held a blood donation drive in collaboration with the Indus Hospital, which saw 16 employees donate blood to aid 48 patients in need.



Highlights *in Numbers*

SOCIETY

48
patients benefitted from blood donations

36,000
patients to benefit from Hepatitis C initiatives in the next two years

ENVIRONMENT

33,697kg
of CO2 emissions saved per year in 2020 and 2021

313 kg
of paper saved in 2020 with use of e-signatures and e-statements

PATIENTS

15
systems installed nationwide for easier access to Hepatitis C testing

1,500
healthcare practitioners engaged across 32 educational events

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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