



Roche Diagnostics Taiwan 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 Taiwan

Going the extra mile for our partners and people



TAIWAN IN 2020/2021

For Taiwan's ageing population of 23.4 million, the National Health Insurance system and social assistance for the poor, ill, and those in urgent need provide the people with easy access to healthcare. With rising incomes, better nutrition and advances in medicine, Taiwan's increased life expectancy has given rise to a rapidly ageing populace, with over 15% of its people aged 65 and up.

Taiwan's top causes of death in 2019 were cancer, heart disease and pneumonia. To combat its silver wave, Taiwan is accelerating the development of long-term care, and installing policies to boost the birth rate.

OUR COVID-19 CONTRIBUTIONS

Taiwan, being one of the first in the world to tighten borders, enjoyed early success in containing COVID-19 infections. We assisted

with COVID-19 assay development and supply of tests to Taiwan from as early as January 2020, helping it successfully avoid the global supply challenges that arose in the months following.

In March 2020, our cobas 6800 SARS-CoV-2 Tests went live at the Taipei Veterans General Hospital. And as Taiwan battles its second wave of infections in 2021, we continue to be its key supplier of COVID-19 assays, supporting the community with timely and customised implementation of 145 testing sites.

A SPECIAL LUNAR NEW YEAR DELIVERY FOR TAIWAN

From the start of 2020, while the coronavirus was still new to the world, our Taiwan office had already begun to strategically evaluate the potential impact of COVID-19 should it arrive on local shores.

In collaboration with the CDC, we worked to preemptively validate assays for the

identification of SARS-CoV-2 variants offered by Roche Diagnostics-owned test-making firm TIB Molbiol in January 2020. The TIB Molbiol test, the world's first research-use-only SARS-CoV-2 detection test, was rolled out at the onset of the pandemic, just days after the coronavirus was first sequenced.

Just two weeks after the assays had been validated, COVID-19 had begun to take hold of Taiwan. With the number of early cases rapidly rising, demand for tests saw a sudden and continued surge as community transmission began. As COVID-19 began to creep into the borders of nations around the world, CDC sought to place an order of TIB Molbiol reagents – which are a key component of tests – ahead of the Lunar New Year holiday to ensure adequate national stocks in case of emergency.

Despite advance planning, the shipment was stuck in Guangzhou, leaving a panicked CDC fearful of running out of tests in the face of burgeoning patient numbers. Jumping into action, our Taiwan team, including staff from the commercial and logistics divisions, did their utmost to release the shipment, but failed to make contact with delivery firm Fedex as businesses across much of the region were closed ahead of the holiday.

Thinking fast, the team crafted a contingency plan to deliver a backup batch of reagents via another firm – DHL. This

second shipment arrived safely at Taipei Airport a mere two days before Taiwan's COVID-19 test stocks were completely depleted. But at the airport, another roadblock awaited: none of the official courier services were running during the break. Stepping up to the plate, Roche Marketing Manager and Diagnostics Value Lead Charlie Chang made arrangements with Taiwan customs to collect and hand-deliver the tests to the CDC.

Our efforts in navigating difficulties to ensure the successful and timely delivery of precious reagent supplies earned glowing thanks from Taiwan's government. For us, being powerful regionally starts from being strong locally, and core to that is walking in our customers' shoes. From supporting the validation of assays to the collection and delivery of reagents, we are proud to have gone above and beyond so that Taiwan's healthcare system could fight COVID-19 in the best possible shape.

SPONSORING MEALS FOR INDIGENOUS CHILDREN

Since 2016, our core contributions to supporting Taiwan's vulnerable centre around our efforts to uplift aboriginal children. Through our nonprofit partner Socio-Medical Service & Education Association, we sponsor the food and education of hundreds of children attending the Little Sun Tribe Hualian of Socio-Medical Service & Education Association.

“ *From Lunar New Year's Eve, we had been busy trying to find any possible way to get the reagents delivered to Taiwan. When we had finally overcome the shipping issue, a logistics colleague called me in the early morning saying there was no transportation service available from customs. Knowing the value of our tests and the urgency of delivering accurate results, we have to ensure our customers receive our reagents with no delay.* ”

Charlie Chang
Diagnostics Value Lead,
Roche Diagnostics Taiwan



“ *This is the first time in history that a vendor has gone this far to support us. Roche is a true partner for infection control in Taiwan.* ”

Taiwan Centers for Disease Control

Already disadvantaged due to their cultural and educational differences from mainstream society, the finances of aboriginal people living in remote villages were hit especially hard by COVID-19, with many families entering severe financial difficulty. To urgently address the needs of underprivileged children from these families, we donated over NT\$208,000 to sponsor the meal allowances of 130 students for two months, including the provision of utilities and supplies such as rice, cooking oil, hand sanitizer, and thermometers. By financially supporting these children, we are protecting the most vulnerable





among Taiwan's next generation from the pandemic's impacts, enabling them to continue their education for a better future.

CARING FOR EMPLOYEE WELLNESS AMID COVID-19

Over the past two years, COVID-19 has made life challenging not just for patients but also workers around the globe, including our own people.

To keep our staff and their loved ones safe amid COVID-19, we launched several initiatives to make life safer for them amid the pandemic. Every fortnight, we distributed personal protective equipment to our staff and their families, and rolled out COVID-19 insurance and flu vaccination

subsidies of NT\$1,000 to as well as free COVID-19 vaccinations, PCR tests, and self-test kits.

As the pandemic escalated and social curbs were implemented, we sent each employee four boxes of food supplies to help tide them through lockdowns. During this time of isolation, we also offered work-from-home subsidies of NT\$8,000 to each staff member. To recognise the contributions of our frontline employees in particular, we offered double overtime pay, special allowances to field service drivers working additional night shifts due to increased workloads, and fully subsidised hotel stays for staff to recuperate after their shifts.

Highlights *in Numbers*

SOCIETY



NT\$309,767

employee donations to Saint Joseph Social Welfare Foundation (Roche Children's Walk 2021)

NT\$977,000

donated to Little Sun Tribe Hualian of Socio-Medical Service & Education Association and the Food Bank of Christian Relief Association from 2020 to 2021

PATIENTS



7,000

women to be studied to understand better ways of screening for cervical cancer

ENVIRONMENT



2.08

metric tons of carbon dioxide reduced

1,993

GJ reduction in overall energy consumption

PEOPLE



51%

of women employees in 2020

44%

of women in management positions

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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Published by:

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