



Roche Diagnostics Thailand 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 underscored 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 reputation 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 Thailand

Taking national cervical cancer screening to the next level



THAILAND IN 2020/2021

Thailand has implemented a universal healthcare system since 2002 that successfully improved the health of its people over the past decade. In 2021, the nation increased its universal healthcare budget for 2022 by 4.4% to 205 billion baht, which will afford health coverage to three quarters of the nation's 69.8 million people. Thailand's rapidly improving healthcare system has improved its mortality trends. The major cause of mortality was noncommunicable diseases, with the top causes of death in 2019 being heart disease, stroke and lower respiratory infections.

OUR COVID-19 CONTRIBUTIONS

We partnered with Thai authorities to bolster every stage of the nation's COVID-19 strategy, beginning in March 2020 when we were the first healthcare provider to install test instruments to detect COVID-19 within

a record four days to meet the nation's urgent need for screening and diagnosis.

In all, we supplied over a million test kits to five hospitals, public institutes, and corporations, working with key partners including the National Health Security Office, Chulalongkorn University's Department of Microbiology, and the Bamrasnaradura Infectious Diseases Institute to conduct community testing, set up testing sites and support COVID-19 research.

COLLABORATING WITH THE GOVERNMENT TO ELIMINATE CERVICAL CANCER

Cervical cancer is the third most common cancer among Thai women, with some 9,000 women diagnosed every year and about 4,700 deaths from the disease. In past years, only women from higher socioeconomic backgrounds could access cervical cancer screening, and patients often visited the doctor only when their

cancer was at an advanced stage, making treatment difficult and their recovery prospects poor.

Thailand aims to eradicate cervical cancer, a goal it has been pursuing since 2017.

To support the Thai government's efforts to advance the national cervical cancer screening programme, we partnered the Thai Gynecology Cancer Society to raise greater awareness among local obstetrics and gynecology doctors about the use of the HPV DNA test for nationwide primary screening of cervical cancer. This type of test is a molecular biology technique for the detection of HPV in cervical and vaginal cells. HPV, or human papillomavirus, is the virus responsible for the majority of cervical cancer cases. In 2020, in partnership with the epidemiology section of the National Cancer Institute, we ran a webinar educating gynecologists about the implementation of the HPV DNA test at our annual Roche Scientific Day, a scientific seminar Roche Diagnostics Thailand has held for the past two decades to update the medtech community on the latest innovative diagnostic technologies. About 1,100 medical technologists from across the nation – including lab users, managers, directors and healthcare professionals – attended the webinar, where we discussed Thailand's strategic direction and policies in the implementation of the HPV DNA test.

Our efforts to drive adoption of HPV DNA testing saw us collaborate with our regional and global teams to obtain and disseminate key data in support of HPV testing to key stakeholders and establish active engagement with expert consultants of the National Health Security Office (NHSO)'s Clinical Practice Guidelines team. Furthermore, we partnered with Chulalongkorn University Hospital on a local study that showed the test was cost-effective for full scale implementation of HPV testing as the means for primary cervical cancer screening in the country. As a result, the NHSO extended coverage under the National Health Security Act to include primary HPV screening in its reimbursement list, increasing access to better cervical cancer detection for Thai women, and from 2020 also began providing free HPV DNA tests to women.

PROMOTING WELLBEING AMONG OUR PEOPLE WITH THE ONEROCHE HEALTH CHALLENGE

At Roche, our workplace vision is to foster a culture of health and wellbeing. Our OneRoche Health Challenge initiative in 2020 and 2021 aimed to promote physical activity and encourage healthier lifestyle behaviors and diet among our people. In collaboration with the Network of Fatless Belly Thais (started by The Royal College of Physicians of Thailand), our 290 Thai staff participated in a 12-week campaign





comprising weekly group assignments by nutrition specialists and health coaches from the ThaiHealth Promotion Foundation around steps walked, exercise levels, and diet. In 2020, the average steps walked by the participants was 7,205 steps per person per day, and the total was over 162 million steps, or 113,906 kilometres.

EQUIPPING THAILAND TO TACKLE DIABETES

Diabetes is among the top 10 causes of mortality in Thailand. In 2019, an estimated 4.2 million Thais had diabetes, of which 1.7 million were undiagnosed cases.

On World Diabetes Day on 14 November 2020, we renewed our efforts to educate the public and healthcare professionals on the best methods for monitoring and long-term management of diabetes. Partnering with public and private hospitals and drugstores around the nation, we organised a roadshow to raise awareness about

diabetes management and emphasise the importance of blood glucose monitoring as a preventive tool.

Patients were taught the importance of monitoring their blood glucose levels before and after meals, as well as how to pay attention to their nutrition and exercise, as these directly influence blood sugar levels over time. In addition, we ran free diabetes screenings and introduced our diabetes management application to empower patients to manage their condition, and conducted virtual training for pharmacists around diabetes management care.



Highlights *in Numbers*

SOCIETY



>1.5 million baht

raised for underprivileged children in developing countries from 2020 to 2021

10,000

heart failure patients and caregivers reached with educational materials

PATIENTS



1,000

healthcare professionals reached through HPV screening initiative

30 million

people benefitted from diagnostic tools

PEOPLE



314

staff benefitted from wellbeing initiatives

162 million

steps walked by 290 staff in 2020 under the OneRoche Health Challenge

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