



Roche Diagnostics Vietnam 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 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 Vietnam

Enhancing heart attack diagnosis and response time



VIETNAM IN 2020/2021

With 90% of Vietnam's population of 97.3 million covered under its Social Health Insurance scheme, the nation's main focus in recent years has been to shore up its healthcare budget and upgrade and expand its facilities to meet the needs of a growing middle class. The nation's healthcare budget is expected to hit an estimated 530 trillion dong by end 2021. Noncommunicable diseases are an increasing burden on the system, accounting for 73% of all deaths in Vietnam in 2020; the top causes of death were stroke, heart disease and lung cancer.

CRAFTING TECH SOLUTIONS TO ASSESS HEART ATTACKS IN HOSPITAL EMERGENCY DEPARTMENTS

Heart disease is one of Vietnam's top three causes of death. Hanoi Medical University Hospital, for example, sees about 100 patients a day in its Department of Emergency and Intensive Care, including

for symptoms suggestive of acute coronary syndrome, which includes life-threatening conditions such as heart attacks.

One of the most important priorities of the emergency department is to triage patients with heart attack symptoms as soon as possible, and make the appropriate clinical decision whether to rule-in a heart attack and send patients for treatment, or rule it out and simply monitor them further. The European Society of Cardiology recommends the use of the 0/1-hour algorithm to rule out heart attacks in emergency department patients by testing for high-sensitivity cardiac troponin (hs-cTn), a cardiac enzyme, and obtain results within 1 hour. However, this algorithm is still relatively new to Vietnam's medical industry and not yet widely adopted in hospitals.

To improve diagnostic accuracy of heart attacks and obtain critical information for clinical decision-making for patients with heart attack symptoms, Hanoi Medical University Hospital sought to adopt the

0/1-hour algorithm in its emergency department. To tackle the potential challenges of managing a new workflow for staff, we worked with the hospital to build a customised integrated tech solution connecting the emergency department with the lab for smoother implementation of the algorithm. Blood samples from the emergency department and hs-cTn testing were prioritised in order to obtain the test results in the shortest time possible – often well under 30 minutes. An algorithm enabled monitoring of patient results via color coding (red for rule in, or blue for rule out), with twin screens in both the lab and emergency department. To further assist the hospital in deploying the algorithm into clinical

practice, we also organised a workshop to align hospital staff with the new workflow.

“Moving away from manual workflow to systematic solutions provides support to connect two departments into a single workflow – which enables the lab and clinicians to have reliable and useful information for better patient management and outcomes,” said Hanoi Medical University Hospital Department of Emergency and Intensive Care head Hoang Bui Hai.

BOOSTING CERVICAL CANCER SCREENING RATES POST-COVID

Cervical cancer is among the top 10 cancers among women in Vietnam. During



“ *This lab IT solution plays a pivotal role in saving patient lives especially in the department of emergency and intensive care. These patients can now receive a rapid and accurate diagnosis with the appropriate treatment in a timely manner.* ”

Hoang Bui Hai
Hanoi Medical University Hospital



2008-2016, the nation's cervical screening rate hovered at around 2% due to the shortage of financial support, manpower and follow-up schedules.

We launched several initiatives in 2020 to increase awareness of the disease, promote screenings, and educate healthcare professionals about cervical cancer tests available. First, we reached out to reputable obstetrics and gynaecology hospitals in Vietnam with a high volume of patients to engage their clinicians to encourage women to get screened early.

Beyond patients, we established partnerships with healthcare organisations to educate clinicians about the use of HPV testing to screen for cervical cancer. HPV, or the human papillomavirus, is responsible for the majority of cervical cancer cases, and HPV tests are sensitive and effective in detecting precancerous lesions. We engaged with the Ho Chi Minh City Obstetric and Gynecological Association and the Vietnam Association of Gynecology and Obstetrics about the scientific value

of HPV testing, and our efforts saw the adoption of HPV tests at four obstetrics and gynaecology hospitals.

BUILDING A SUSTAINABLE PLANET THROUGH GREENER OFFICES

At Roche, we are committed to protecting the planet and making conscious business decisions for more sustainable outcomes, including limiting the environmental impact of our operations. Our efficient and green Ho Chi Minh office, for example, obtained the gold standard certification in 2017 from Leadership in Energy and Environmental Design (LEED), the most widely used green building rating system in the world.

Between 2020 and 2021, our sustainability efforts focused around reductions in plastic waste. We slashed the use of water bottles in our three Vietnam offices, and replaced all plastic water bottles with refillable glass bottles, recording savings of 15,624 plastic bottles in 2021. We also worked with food and beverage service providers to use only recyclable materials, such as cutlery and plates, for catering services.



Highlights *in Numbers*

SOCIETY



100 million dong
donated to health check programmes for typhoon victims

ENVIRONMENT



15,624
plastic bottles avoided with the use of glass bottles in our offices

PATIENTS



2,050
approvals for diagnostic products

110.5 million
tests conducted

PEOPLE



244
employees benefitted from virtual Live Well series

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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