

Roche claims six 2024 IMV ServiceTrak Clinical Laboratory Awards at ALDM for customer satisfaction, system performance and service performance in Core Lab

- **Roche was recognized as No. 1 in service for both Clinical Chemistry and Integrated Workstation systems.**
- **Roche’s service team supports the largest diagnostics install base worldwide, and provides the unrivaled ability to scale access to testing for those who need it most.**

INDIANAPOLIS and CHICAGO, August 1, 2024 – Roche (SIX: RO, ROG; OTCQX: RHHBY) is proud to be the recipient of six IMV ServiceTrak™ awards, presented this week at the Association of Diagnostics and Laboratory Medicine (ADLM) annual industry conference. Roche was recognized as No. 1 in service for both Clinical Chemistry and Integrated Workstation systems. These prestigious awards celebrate industry excellence by recognizing the top clinical laboratory manufacturers.

“This is a tremendous achievement, and a testament to the focus, hard work and dedication of the Roche service teams,” said Zack Fallowfield, vice president, Roche Support Network. “We seek to ensure an excellent customer experience, and are continuously working to improve. We see this recognition as a signal that our efforts are paying off.”

The IMV ServiceTrak Clinical Laboratory Awards are the result of independent market research assessing manufacturer performance in the in-vitro diagnostics space. IMV’s [annual report](#) represents an independent analysis of customer satisfaction with instrument manufacturers, system performance and service received.

IMV’s ServiceTrak Clinical Laboratory Awards are based on feedback from laboratory testing professionals in 800 clinical testing locations, representing 1,160 instruments. For over 25 years, IMV ServiceTrak has provided independent analysis of service trends and manufacturer ratings in laboratory diagnostics.

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About Roche

Founded in 1896 in Basel, Switzerland, as one of the first industrial manufacturers of branded

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medicines, Roche has grown into the world's largest biotechnology company and the global leader in in-vitro diagnostics. The company pursues scientific excellence to discover and develop medicines and diagnostics for improving and saving the lives of people around the world. We are a pioneer in personalized healthcare and want to further transform how healthcare is delivered to have an even greater impact. To provide the best care for each person we partner with many stakeholders and combine our strengths in Diagnostics and Pharma with data insights from the clinical practice.

In recognizing our endeavor to pursue a long-term perspective in all we do, Roche has been named one of the most sustainable companies in the pharmaceuticals industry by the Dow Jones Sustainability Indices for the fifteenth consecutive year. This distinction also reflects our efforts to improve access to healthcare together with local partners in every country we work.

Genentech, in the United States, is a wholly owned member of the Roche Group. Roche is the majority shareholder in Chugai Pharmaceutical, Japan.

For more information, please visit www.roche.com.

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