

Roche honored with 2025 IMV ServiceTrak Clinical Laboratory Awards at ADLM for Customer Satisfaction, System Performance and Service Performance in Core Lab

- **Roche was recognized as No. 1 in seven of nine award categories.**
- **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, July 29, 2025 – Roche (SIX: RO, ROG; OTCQX: RHHBY) is the proud recipient of seven IMV ServiceTrak™ awards, presented this week at the Association of Diagnostics and Laboratory Medicine (ADLM) annual industry conference. These prestigious awards celebrate industry excellence by recognizing the top clinical laboratory manufacturers.

For the second consecutive year, Roche earned the No. 1 spot in all six Clinical Chemistry and Integrated Workstation systems categories, including Customer Satisfaction, System Performance and Service Performance. New for 2025, Roche earned the No. 1 award status in the Customer Satisfaction category for Immunoassay Systems, thus securing the top spot in seven of the nine categories overall.

“We are proud to be recognized as No. 1 across several IMV ServiceTrak award categories – an extraordinary achievement that speaks to the tremendous customer focus and expertise of Roche's Service and Support organization,” said Zack Fallowfield, vice president, Roche Support Network. “By prioritizing investments into our teams, technology and capabilities, we can continue to help our partners deliver trusted, timely results for the patients they serve.”

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About IMV ServiceTrak

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 2,000 clinical testing locations, representing 4,500 instruments. For over 25

years, IMV ServiceTrak has provided independent analysis of service trends and manufacturer ratings in laboratory diagnostics.

About Roche

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

For over 125 years, sustainability has been an integral part of Roche's business. As a science-driven company, our greatest contribution to society is developing innovative medicines and diagnostics that help people live healthier lives. Roche is committed to the Science Based Targets initiative and the Sustainable Markets Initiative to achieve net zero by 2045.

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

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