



March 16, 2020

Roche Patient Assistance Program Health & Safety Update

At Roche, our priority is the health and safety of our employees, colleagues, business partners and most importantly, the patients whose care you have entrusted to our programs. During this global COVID-19 pandemic, we are working proactively with all of our associated clinics to keep your patients as safe as possible when receiving an infused Roche therapy through our programs. Several measures for prevention and protection that have been instituted across the network include:

- Patient screening in advance of the appointment using the screening tool provided by the Public Health Agency of Canada.
- All clinics are equipped with masks for staff and signage that encourages those who present with specific symptoms to put on a mask and identify themselves to nurses. The nurses will do an assessment and determine next steps.
- Enhanced cleaning measures throughout the day and in between patients.
- Hand sanitizer is available for patients and accompanying caregivers. Patients are welcome to wear or bring their own masks or other personal protective equipment if they choose.
- Per Health Authority guidance, all clinic staff who have recently returned from known impacted countries are asked to self-quarantine for 14 days after their return. If they have not travelled but are experiencing any flu-like symptoms (fever, cough and difficulty breathing) they are being asked to stay home and to follow-up with their healthcare provider.

Given the rapidly evolving and escalating Health Authority guidance and in the interests of the health and safety of their patients and staff, private infusion clinics may make the decision to close. Should this occur, our vendor network will assess all impacted patients and offer an appropriate alternative setting on a priority basis. Ultimately, we believe that all treatment decisions during the COVID-19 pandemic should be made between a patient and their treating physician or other medical professional based on a benefit/risk assessment specific to the individual patient.

Our organization regularly reviews and updates business continuity plans across our affiliates, international headquarters and manufacturing sites for situations such as these and we are taking active measures to ensure the ongoing administration of our medications to all of our Canadian patients. We have no supply constraints at this point in time and have a business continuity plan in place with our logistics and transportation providers to ensure the uninterrupted delivery of both commercial and clinical products.

The public health emergency of international concern is a prioritized area of attention for all of us and we greatly appreciate your efforts as the front-line workers supporting patients in this challenging situation. We are closely monitoring the evolving COVID-19 pandemic and following the guidance provided by public health officials, and will continue to keep you updated.