

**Dear Valued Customer**

**UPDATE: COVID-19: Roche Diagnostics customer information regarding product availability and ongoing service support**

Further to our communication on 16<sup>th</sup> March, we want to update you about all that we are doing to ensure continuity of supply and ongoing service support to minimise any disruption.

**What we are doing**

We have set up a COVID-19 taskforce that is actively monitoring the situation at a global and national level to inform our response, actions and communications at speed. We are following the recommendations of the World Health Organisation and working alongside the UK government and Health Service Executive (HSE) in Ireland.

**Roche supply chain**

As you would expect, we are experiencing high global demand for product lines used in COVID-19 testing, and other products that are associated with testing critically ill patients. Roche is committed to delivering as many tests as possible to test patients in the most affected areas within the limits of supply. Due to the high demand on reagents and consumables the supply situation may be challenging in the short term in some cases, but we are doing everything possible to produce as many tests and products as we can. Where possible we will provide you with anticipated timelines for deliveries.

**Roche 3rd party suppliers**

Our third party supply chain is being monitored by our taskforce, to ensure that any change is identified quickly and our teams will be prepared to respond as required.

**Service support**

During these challenging times, it may be necessary for Roche to prioritise service activities to ensure our customers can meet the demands of healthcare emergencies. This could potentially cause some delays in preventative maintenance, non-essential service repairs or upgrades and application activities, as well as routine installations in some areas, as we focus our capacity in order to meet emergency needs.

We would like to reassure you that any prioritisation of support activities will be assessed on a case by case basis and all risks taken into consideration. During this time we ask for your understanding and request that you use the Dialog Case Management for all support requests including urgent ones and help us to solve as many service activities remotely as possible, leaving the phone lines open for us to call you back and assist.

If you do not have access to Dialog Case Management please contact your Roche representative.

We continue to request special measures for blood gas analysers, where we are asking for them to be decontaminated and relocated to non-patient-facing areas for service activities.

**Personal protection**

Where Roche personnel do need to make an essential visit to your location, we have asked them to speak to a senior member of staff to establish any important guidance they need to know about, request appropriate PPE as they normally would, and we have advised them to maintain social distance.

**What happens next?**

As the situation changes, we are ready to respond and are proactively learning from our colleagues in other countries to help inform our actions and minimise any disruption. At present, we are fully operational and are continually monitoring the situation. You have our assurance that we will continue to keep you informed during this time of uncertainty. Further updates to this communication will be sent via email where possible, and will be made available on [roche.co.uk](http://roche.co.uk) on the *Roche in the UK - Our role in diagnostics* page.



If you would like further information, please don't hesitate to contact [burgesshill.covid2019queries@roche.com](mailto:burgesshill.covid2019queries@roche.com).

Kind regards

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