



## Re: disruption to orders

Dear valued customer,

Firstly, I want to offer my sincere and profound apologies for the disruption to your supply chain. Roche is proud of its role in diagnostics and healthcare delivery and has at its heart a clear purpose to improve the lives of the patients that we both serve. This is why we are extremely disappointed about the current position.

You may be aware that in September we moved from our old warehouse to a new automated warehouse capable of much higher volumes. However, during the transition we encountered some unforeseen issues and a very significant drop in our processing capacity. Since then we have worked around the clock to prioritise and manage orders as well as increase this capacity.

We are very aware that the current backlog will now be affecting and disrupting the services that you provide. We are doing everything we can to mitigate this temporary disruption and put in place a substantive solution, however, in the interest of transparency, the disruption you are currently experiencing may not be resolved for 2-3 weeks notwithstanding all the actions we are taking,

We advise you to activate your local contingency plans upon receipt of this message, and recommend that you look to prioritise essential services only, according to your specific situation. Once again, we fully understand the impact this has and are very sorry for this.

I am always happy to discuss the situation but would encourage you to speak to your local account manager or sales specialist. They are the quickest route for you to access information and updates.

We will continue to do our best to resolve this situation as quickly as possible. In the meantime, we will of course provide you with regular updates and please be assured we are doing everything we can to resume normal service as soon as possible.

Yours sincerely

Sharon Baxter  
Head of Customer Account Management