

## Roche National Distribution Centre update: October 15<sup>th</sup> 2020

Please find an update on the latest situation with the National Distribution Centre (NDC) and how we are resolving our supply chain issues for this week and next.

The new NDC is now fully operational and we are meeting our planned daily shipment of products, increasing capacity and reducing the backlog.

### So what's happening?

- **Prioritising:**
  - Roche is continuing to work closely with customers to prioritise delivery of the products they are telling us are most urgent, as well as those used by critical services including cancer, cardiac and infectious diseases.
  - COVID-19: there has been no impact on the supply of COVID-19 tests and these were sent out last Thursday (8 October) and today (15 October) as planned.
  - The supply of Roche medicines and Diabetes Care products is continuing as normal.
- **Logistics:**
  - Last weekend (October 10/11) we dispatched 21 tonnes of products to laboratories in the UK and Ireland including two direct shipments of critical products (3,200 lines/16 tonnes in total) from our warehouse in Mannheim.
  - This week we're being supported by Mannheim to deliver approx 10,000 lines (30 tonnes) to further reduce our backlog. These shipments are under way and products will be delivered to customers from tomorrow Friday (October 16), over the weekend and early next week on Monday and Tuesday (October 19 & 20).
  - Orders being fulfilled by Mannheim are mainly large, scheduled agreements and these allow the NDC to prioritise urgent supply to sites where the need is most acute.
  - This additional volume from Germany is helping consolidate our recovery plan, relieve the pressure on the NDC, and will enable a more normal level of service to resume next week.
  - We have also put plans in place to pulse through further deliveries from Mannheim, if necessary, until, and even after, a normal delivery service is resumed.
- **Within our warehouse:**
  - The new NDC is now fully operational.
  - We have extended our operating hours by adding an additional third shift for as long as is needed.
  - We are able to share data with our customer-facing teams to keep customers up to date with where products are and when to expect delivery.
- **Communication:**
  - We are continuing to keep customers informed and holding our multiple daily calls with leaders in the HSE, NHS, DHSC and the system leaders of the devolved nations.

And finally, if there are specific queries related to current supply issues, please email the dedicated inbox [burgesshill.ndcqueries@roche.com](mailto:burgesshill.ndcqueries@roche.com). There's a team continuously monitoring this and actioning requests.