



# SUSTAINABILITY REPORT

FINANCIAL YEAR 2023-2024



**SERVIER**   
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Cover: Screenshot from the Access Cancer Treatment (ACT) for Children [video on the Servier YouTube channel](#)

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# ABOUT THIS REPORT

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**This report sets out to present the Servier Group's corporate social responsibility & sustainability strategy**, as well as the key developments and progress made during financial year 2023–2024. It follows the CSR reports issued each year by the Group since 2021–2022, reflecting our commitments as a responsible business.

We will continue to develop our sustainability reporting further in the coming years and will from the financial year 2025–2026 move towards the format required by the European Union's Corporate Sustainability Reporting Directive (CSRD). In this report, we are pleased to present the Group's main commitments and achievements during FY 2023–2024.

**In this report**, "Servier Group" includes the parent company Servier S.A.S. and its subsidiaries around the world (also "the Group", "Servier" or "we"). The "methodology note" at the end of this report gives further information on the preparation of this document.

# SERVIER AT A GLANCE \*

## 0.1 A DESCRIPTION OF OUR ACTIVITIES

### An independent global pharmaceutical Group

Servier is a global pharmaceutical group with a broad portfolio of high-quality treatments in cardiometabolism and venous diseases, in oncology and, tomorrow, in neurology. Our position as a Group governed by a non-profit foundation allows us to make our own strategic decisions, as an independent company, and adopt a long-term vision.

Our purpose as a Group is to serve patient needs through therapeutic progress. We focus on the needs of patients, working closely with them on innovations while constantly considering our impact on society and the environment.

Our medicines are distributed to patients in 139 countries thanks to our 22,000 employees throughout the world.

**Vocation:** Committed to therapeutic progress to serve patient needs

**Values:** Care/Dare to innovate/Commit to succeed/Grow by sharing

**Vision:** Founded to serve health, our Group aspires to make a meaningful social impact, for patients and for a sustainable world

#### Our therapeutic areas

Our research is focused on indications with high and unmet medical needs. Listening to patients enables us to develop therapeutic solutions to satisfy their needs in each of our therapeutic areas: oncology, cardio metabolic and venous diseases, neurology.



#### Oncology

Solid tumors and hematologic malignancies



#### Cardiometabolism

Heart failure, hypertension, type 2 diabetes, venous diseases



#### Neurology

Neurological diseases

# Worldwide presence

- Production sites
- Research centers
- Clinical development centers

North and South America hub (Boston)

**3**  
hubs (North and South America, Europe, Asia-Pacific) and **15 clinical development centers**

**6**  
research centers

**14**  
production sites

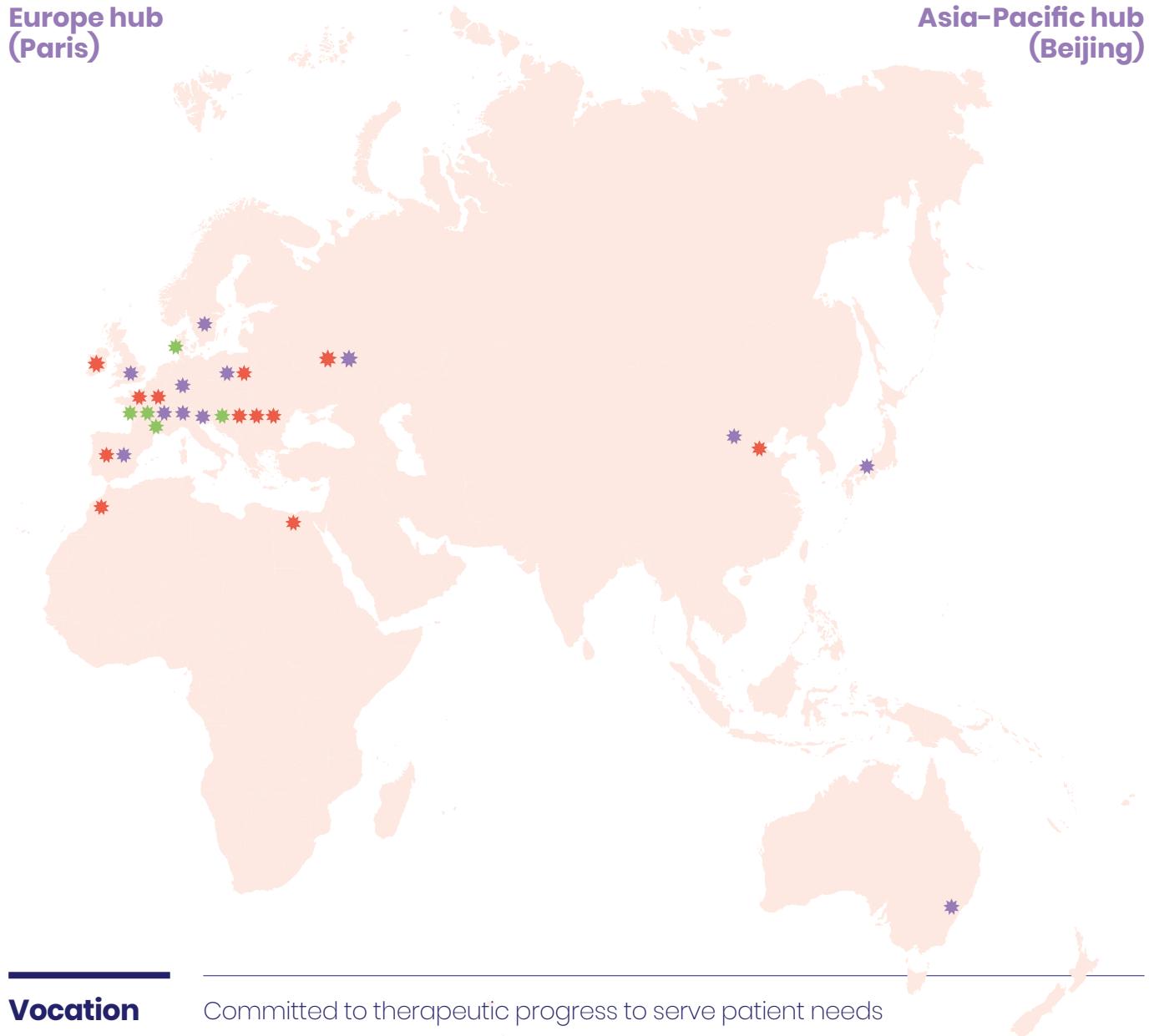
**€5.9 bn**  
2023-2024 Group revenue



## Our medicines treat patients in **139 countries**

**Europe hub  
(Paris)**

**Asia-Pacific hub  
(Beijing)**



### **Vocation**

Committed to therapeutic progress to serve patient needs

### **Values**

 Care       Dare to innovate       Commit to succeed       Grow by sharing

### **Vision**

Founded to serve health, our Group aspires to make a meaningful social impact for patients and for a sustainable world

Further information about the Servier Group's activities and strategy is available in our [integrated annual report](#).

## 0.2

# OUR CSR AND SUSTAINABILITY STRATEGY

### Our CSR and sustainability strategy is integrated in our corporate strategy Servier 2030

Sustainability is an integral component of our operations across our value chain, and our strategy in this area is integrated into our Group-wide Servier 2030 strategy. Our ambition is to create a measurable societal impact for a more sustainable world. Servier will take responsibility and create a positive impact for patients, people and planet. Our CSR and sustainability strategy is therefore based on these three pillars:

**Patients:** We are committed to meeting the needs of patients, innovating with them to create groundbreaking therapeutic solutions that satisfy unmet medical needs and deliver transformative medicines that improve their quality of life and foster adherence to treatment. We also aim to improve global health by reducing health inequities around the world, enabling even more patients to access quality healthcare.

**People:** We are committed to building a safe and inclusive work environment, focused on safeguarding the physical and mental health of our employees and empowering each individual to grow, develop and fulfill their potential.

**Planet:** Aware of the interdependence between human health and the health of our planet, we are committed to reducing greenhouse gas emissions and the impacts of our activities and our medicinal products on the environment. To ensure we reach our ambitions and measure the impact of our actions, sustainability objectives are incorporated into our Group and individual performance management system. Our social responsibility is enshrined in the Articles of Association of the Group's parent company (Servier SAS). For each of these pillars – patients, people and planet – the Group has defined ambitions, policies, concrete actions and tracking indicators that contribute to the Group's strategic ambitions towards 2030.

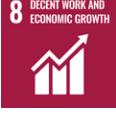
Pillar	Ambition	Objective
 <b>Patients</b>	Innovating with and for patients to meet their needs Improving access to treatments	<b>2030:</b> Patient feedback obtained for 100% of clinical research programs. Help achieve the World Health Organization target to increase the survival rate of children with cancer globally to at least 60% by 2030.
 <b>People</b>	<p>Strengthening employee health, safety and wellbeing</p> <p>Promoting diversity and fostering an inclusive workplace environment</p> <p>Continuing our commitments to local communities</p>	<p><b>2030:</b> &gt;40% reduction in lost-time occupational accident rate vs 2021-2022</p> <p><b>2025:</b> 600 managers trained on diversity and inclusion <b>2025:</b> 40% of Top Management positions held by women</p> <p>For more information: <a href="#">Mécénat Servier</a></p>
 <b>Planet</b>	<p>Combating climate change</p> <p>Reducing our impact on nature</p> <p>Integrating sustainability into the product lifecycle</p>	<p><b>2025:</b> &gt;16% reduction in Scope 1 &amp; 2 greenhouse gas emissions <b>2030:</b> 42% reduction in Scope 1 &amp; 2 greenhouse gas emissions and 25% reduction in scope 3 greenhouse gas emissions vs 2021-2022</p> <p><b>2030:</b> 100% of French sites hold a BiodiverCity Life or equivalent label</p> <p><b>2025:</b> 100% of new brand-name medicines integrate ecodesign principles for packaging <b>2030:</b> 100% of new brand-name medicines integrate ecodesign principles</p>
<b>Other</b>	Developing and maintaining a sustainable and responsible relationship with partners	<p><b>2025:</b> &gt;90% of our 100 most important suppliers assessed on sustainability criteria <b>2030:</b> &gt;90% of our 1,000 most important suppliers assessed on sustainability criteria</p>

Our commitments to business ethics and responsible business practices are the foundations of our strategy. These core principles include compliance with regulations, ensuring ethical business and adopting sustainable procurement practices. Our commitments and actions in this area are presented in section "4. Governing our responsibility" of this report.

## Contributing to the Sustainable Development Goals

The objectives of our CSR and sustainability strategy are aligned with the United Nations' Sustainable Development Goals (SDGs). More specifically, the Group contributes to 12 SDGs relating directly to its activities.

Throughout the various sections, this report details our contribution to each of these 12 SDGs:

SDG	Corresponding report section(s)
 3 GOOD HEALTH AND WELL-BEING	<b>Good health and wellbeing</b> See sections 01. Patients and 02. People (employees)
 5 GENDER EQUALITY	<b>Gender equality</b> See section 02. People
 6 CLEAN WATER AND SANITATION	<b>Clean water and sanitation</b> See section 03. Planet
 7 AFFORDABLE AND CLEAN ENERGY	<b>Affordable and clean energy</b> See section 03. Planet
 8 DECENT WORK AND ECONOMIC GROWTH	<b>Decent work and economic growth</b> See section 02. People
 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	<b>Industry, innovation and infrastructure</b> See section 01. Patients
 10 REDUCED INEQUALITIES	<b>Reduced inequalities</b> See section 01. Patients



### Responsible consumption and production

See sections 01. Patients and 03. Planet



### Measures to combat climate change

See section 03. Planet



### Life below water

See section 03. Planet



### Life on land

See section 03. Planet



### Partnerships for the Goals

See section 01. Patients

## Our CSR and sustainability strategy governance

The CSR and sustainability strategy is approved by the Servier Group Executive Committee and overseen by the Group's Supervisory Board. This strategy rollout is overseen by the executive CSR Strategic Committee. The Global CSR & Sustainability team is supported by a network of CSR leaders, who are responsible for rolling out the sustainability strategy in the various business units.

## Preparation for CSRD reporting

As part of the continued development of our strategy and reporting and our upcoming obligations to the European Union's Corporate Sustainability Reporting Directive (CSRD), we work by engaging our global organization to ensure compliance and alignment. The work that is underway includes a double materiality analysis, based on identifying and assessing the risks, opportunities, and the positive and negative Environmental Social and Governance (ESG) impacts relating to our activities. In line with the CSRD's principle of double materiality, we assess the impact of our activities on society and the environment and the impact of society and the environment on our activities. The Group's first CSRD report will be integrated in our annual financial report which will cover FY 2025-26 and will be published in 2027.

# PILLAR #1 PATIENTS\*



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**We are committed to therapeutic progress to serve patient needs.** Our status as an independent group governed by a non-profit Foundation enables us to reinvest all profits in the Group's development with a long-term patient-centric vision. **Today, our medicines are distributed in 139 countries.**

The sections presented below cover four particularly critical areas for Servier in terms of social responsibility: innovating with and for patients to meet their needs (section 1.1), improving access to treatments (section 1.2), improving health outcomes and impact of therapeutic treatments (section 1.3), and guaranteeing ethics in research and clinical trials (section 1.4).

Further information concerning our therapeutic solutions and our approach to global health challenges is presented in our [integrated annual report](#).

# 1.1 INNOVATING WITH AND FOR PATIENTS TO MEET THEIR NEEDS

## Challenges and outlook

Our goal is to accelerate access to innovative treatments aimed at improving patients' quality of life. To achieve this, we seek patients' knowledge, as their experience is essential to identify their specific needs and expectations. We believe that the quickest and most relevant innovations are achieved through continuous dialogue between all the stakeholders involved in the healthcare system, whether they are public, private, or non-profit organizations. This collaborative approach makes it possible to ensure that the solutions proposed are effectively aligned with patients' health challenges, while helping to accelerate the development of suitable treatments. By incorporating patient insights from the first research and development stages, we ensure that we provide access to the most innovative treatments.

## Group policies and key actions for FY 2023–2024

Servier puts innovation at the center of its corporate strategy, rolling out an R&D strategy to support the therapeutic impact for patients (presented in the [integrated annual report](#)).

FY 2023–2024 was marked by several major initiatives and achievements in terms of patient engagement, including:

- **PatientView survey.** In 2023–2024, Servier moved up three positions in the PatientView survey<sup>(1)</sup>, ranked 11<sup>th</sup> for its reputation with patient organizations. This ranking reflects Servier's sustained efforts to engage in constructive dialogue with them, particularly for oncology, where Servier achieved 3<sup>rd</sup> place globally and 1<sup>st</sup> place in the United States in various categories.
- **Creation of new Patient Advisory Councils (PAC).** These advisory councils have been set up to ensure that the voice of patients is incorporated into the medicine development

process. They represent 15 countries across five continents. Servier has put in place specific PACs, such as the Cardio Metabolic and Venous Diseases (CMVD) PAC and the Glioma PAC. These councils make it possible to collect valuable feedback from patients and their carers, with a view to creating therapeutic solutions that are increasingly aligned with their needs. An article<sup>(2)</sup> (centering on our Paris Saclay PAC initiative), published in the scientific journal *Research Involvement and Engagement*, highlights the drive to set up PACs and the importance of a patient-centric culture for the development of medicinal products and health strategies.

## WORLD TOUR OF PATIENT INITIATIVES

Our in-house platform "Patient Initiatives World" aims to bring together all the initiatives conducted for and with patients across all our operating countries. Among these initiatives, 154 projects were carried out worldwide in collaboration with patient organizations in 2024.

## FOR MORE INFORMATION: COLLABORATIVE MEDICINE AND ARTIFICIAL INTELLIGENCE

Servier's [integrated annual report](#) presents more broadly our vision for collaboration between patients and healthcare stakeholders in the field of medical innovation – against a backdrop of a strong acceleration in the development of treatments, supported by scientific advances and the increasing use of artificial intelligence.

**140** patient organizations work closely with Servier

**100%** of Servier Group clinical trial participants' informed consent documents were reviewed by patients in 2023–2024

**71%** of clinical research programs obtained patient feedback in 2023–2024, with the ambition to reach 100% by 2030

**100%** of our lay summaries are approved by patient representatives and translated into the different languages of all the countries taking part in the study

**154** initiatives liaising with patient organizations

(1) The PatientView 2023–2024 study was carried out with 2,500 patient organizations around the world. For further information, see [PatientView Report: Servier still on the podium for oncology](#) and [Servier Ranks 1st Across Several Categories in 2023–2024 PatientView U.S. Corporate Reputation Survey](#)

(2) [Embedding patient engagement in the R&D process of a life sciences company through co-creation with a patient expert R&D board: a case study](#)

# 1.2 IMPROVING ACCESS TO TREATMENTS

## Challenges and outlook

Access to healthcare continues to be a major challenge globally, especially in low- and middle-income countries (LMICs). At Servier, we are committed to reducing these inequities by improving access

to treatments wherever possible, throughout the medicine's lifecycle. This commitment includes providing not only affordable medication, but also solutions that facilitate the overall care available to patients, from therapeutic education to digital innovation. Our goal is to ensure that patients benefit from the best possible care, wherever they live and whatever their resources.

## Group policies and key actions for FY 2023–2024

2023–2024 was marked by our continued initiatives to further strengthen access to innovative treatments and care in countries where there is the greatest need. Servier's newest initiative is the **ACT for Children partnership initiative**.

# ACT FOR CHILDREN

(ACCESS CANCER TREATMENT)

Servier has joined forces with Childhood Cancer International (CCI), the IDA Foundation, the International Society of Pediatric Oncology (SIOP), Resonance, and World Child Cancer to address disparities in pediatric cancer recovery rates between high-income countries and low- and middle-income countries (LMICs), through the ACT for Children partnership. 80%<sup>(3)</sup> of children with cancer can be cured when childhood cancer services are accessible, yet only 29% of low-income countries report that cancer medicines are generally available to their populations (compared to 96% of high-income countries<sup>(3)</sup>).

Aligned with the WHO CureAll framework, this collaboration aims to transform the landscape of pediatric cancer care in LMICs by providing quality medical care, life-saving medications for pediatric acute lymphoblastic leukemia—the most common childhood cancer—and laying the foundation for long-term, sustainable impact. ACT for Children also works closely with the UICC (Union for International Cancer Control)-led Access to Oncology Medicines Coalition, driving a new model of equitable healthcare for children with cancer.



Four ACT for Children sites have already been set up in 2024 in Armenia, El Salvador, Guatemala, and Honduras, serving as key hubs for comprehensive care and improvement tracking.

The initiative was launched on International Childhood Cancer Day 2025 (February 12). For more information, see our [video](#) and [press release](#).

(3) [WHO – Childhood Cancer – Key facts](#)

# 1.3 IMPROVING HEALTH OUTCOMES AND IMPACT OF THERAPEUTIC TREATMENTS

## 1.3.1 Prevention and awareness

### Challenges and outlook

Building both patient and public awareness of the prevention, early detection and management of chronic diseases is essential for improving health outcomes. We know that patient awareness and engagement at every stage of the healthcare process significantly contribute to better overall health.

We conduct awareness campaigns in collaboration with various partners to encourage early diagnosis and proactive management of these conditions. Through our initiatives, we aim to further strengthen patients' knowledge, encouraging them to get screened and follow their treatments under optimum conditions. This is particularly important in regions with limited access to information and healthcare, as well as in high-income countries, where prevention and therapeutic adherence can be improved.

### Group policies and key actions for FY 2023–2024

Global awareness campaigns are regularly carried out, working with patient organizations, healthcare professionals and other public health stakeholders.

In 2023–2024, we ramped up our efforts to build public awareness of the risks of chronic diseases and the importance of early diagnosis. Examples include:

\* **Because I Say So campaign<sup>(4)</sup>:** For World Hypertension Day, Servier highlighted the importance of diagnosis for hypertension, a disease that is often silent, but has major impacts on patient health. This awareness campaign aimed to reduce the non-diagnosis rate, which concerns 46% of adults with hypertension worldwide.

\* **#ActNowForDiabetes campaign<sup>(5)</sup>:** This initiative, created in collaboration with international partners, concerns the fight against type 2 diabetes, which remains widely undiagnosed in a large proportion of cases. Through social media, this campaign encouraged the early diagnosis and better management of diabetes.

### Indicators and key figures

**#ActNowForDiabetes campaign:** Over 140 million online and offline views since its launch.

## 1.3.2 Improving health outcomes: Therapeutic adherence

### Challenges and outlook

Therapeutic adherence is one of the greatest challenges facing healthcare systems around the world. The term refers to the level of concordance between a healthcare professional's recommendations and a patient's behavior. Non-adherence is defined as when someone follows less than 80% of their treatment.

According to the World Health Organization, more than half of patients with chronic diseases do not follow their treatments correctly<sup>(6)</sup>, with considerable repercussions in terms of their health and quality of life. To illustrate this, some 12,000 deaths in France and 200,000 in Europe could be avoided if each patient followed their treatment to the letter<sup>(6)</sup>. It is therefore essential to take action to improve adherence, particularly for chronic diseases such as hypertension, diabetes or cardiovascular diseases.

At Servier, we recognize that therapeutic adherence is a decisive factor for treatment efficacy. We are committed to improving adherence among patients by incorporating this dimension into every stage involved in the development and distribution of our medicines. This includes optimizing treatments, providing personalized support for patients and using digital solutions to further strengthen their engagement.

(4) [Hypertension: Campaign focused on treatment adherence](#)  
 (5) [Diabetes: Our commitment to improving therapeutic adherence](#)

(6) [WHO: Adherence to long-term therapies: evidence for action](#)

## Group policies and key actions for FY 2023-2024

Servier adopts a proactive approach to improving therapeutic adherence by taking action in several areas. In 2023-2024, we ramped up our efforts focused on research and development and therapeutic education, with more than 50 projects, partnerships and digital solutions.

- ＊ **Partnership with Elfie:** Servier has extended its partnership with Elfie for a further 10 years. This digital solution enables patients to track their health independently and encourages them to adhere to their treatment. Through reminders to take medication, personalized advice and health monitoring, Elfie supports therapeutic adherence in Vietnam, Turkey, Egypt and Brazil. With over 330,000 users, Elfie has the potential to bring significant benefits to the patients who use it, and Servier plans to continue rolling out this partnership in other countries from 2025.
- ＊ **BEAMER project:** In partnership with academic institutions and other pharmaceutical companies, Servier is actively involved in the BEAMER project, looking to study patient behavior in order to offer solutions tailored to their needs. This project, launched in 2021, makes it possible to better understand the factors influencing adherence and develop strategies to address this.

## Indicators and key figures

- ＊ **Elfie:** 330,000 users in four countries, with extensions planned for 2025.
- ＊ **BEAMER:** 600 patients in five countries, with the participation of 28 European partners, seven pharmaceutical groups and three patient organizations.

# 1.4 GUARANTEEING ETHICS IN RESEARCH AND CLINICAL TRIALS

## Challenges and outlook

The Servier Group puts patient engagement at the heart of its R&D, adopting an inclusive and ethical approach. We aim to create innovative therapeutic solutions, while establishing a trust-based relationship with patients and ensuring compliance with international standards for quality and traceability.

Maintaining high ethical standards and being transparent with the patients involved in our research projects and clinical trials is essential if we want to be able to capitalize on the promising opportunities for innovation that are opening up for the development of new treatments. For our patients, we must be able to guarantee the strictest compliance with the ethical standards governing our activities, as well as access to the data and results obtained through their participation in our research projects.

## Group policies and key actions for FY 2023-2024

- ＊ **Inclusion in clinical trials:** Servier is launching initiatives to facilitate access to clinical trials for populations that are under-represented. Diversity plans are drawn up for each indication, with a particular focus on rare neurological diseases. A specific department is dedicated to ensuring regulatory compliance and the decentralization of studies.
- ＊ **Transparency of clinical trials:** The Group publicly shares the results of its clinical studies, whether they are positive or negative, in accordance with the transparency principles set by the EFPIA. Since 2004, the results of interventional studies have been published in public registers.
- ＊ **Patient-centric research:** Servier involves patients in all stages of research, from initial consultations to post-treatment care, to tailor treatments to their needs. More than 25% of clinical research projects include patients in the design and protocols for their studies. Additionally, 71% of clinical development projects involve patient participation.
- ＊ **Protection of personal data:** The confidentiality of the data of clinical trial participants is a priority. Although not regulated, the transparency and sharing of data help build confidence and trust, promote research and accelerate access to medicinal products.
- ＊ **Support for health literacy:** Servier is committed to improving health literacy by sharing clinical data and facilitating access to information to help patients make informed decisions. Trials are designed to minimize the burden on patients, particularly through the use of adaptive technologies. Further information concerning our ethics and compliance commitments can be found in our [integrated annual report](#).

## Key indicators

- ＊ **100%** of research projects have a diversity plan
- ＊ **100%** of informed consent forms signed on time
- ＊ **100%** of compulsory ethics training programs completed
- ＊ **100%** of pharmacovigilance reports sent on time

# PILLAR #2 PEOPLE



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**Our performance and capacity to innovate** for the benefit of patients relies on the Group's 22,000 employees throughout the world.

The Group's commitment to its employees is reflected in multiple initiatives focused on workplace safety and wellbeing, diversity and inclusion, and professional development.

We maintain a strong focus on the health, wellbeing and inclusion of our employees. Through initiatives such as the SAFE program and the promotion of diversity and inclusion, we aim to foster a respectful work environment where everyone has a sense of belonging. We also have strong commitments towards local communities where we operate either by supporting various charities and employee volunteering or through the Mécénat Servier Charity Fund, launched in 2016, that provides impact on education, health and culture around the world.

Our commitment to our employees was for the first time recognized this year with the Gallup Exceptional Workplace Award<sup>(7)</sup> in

March 2024. Servier became the first company in France to obtain such a distinction for its high level of employee engagement (11 times the global Gallup average). With an engagement score of 4.32/5 and 84% of employees who would recommend Servier as a good place to work, this prize shines a spotlight on the Group's initiatives to foster wellbeing at work.

For the second consecutive year, Servier was ranked second in the HappyIndex® Trainees World benchmark in the category for companies with 200 to 499 students, achieving an overall rating of 4.19/5 and a participation rate of 70%.

## Our performance indicators

### Workforce information [GRI 401-1]

	2021-2022	2022-2023	2023-2024
<b>Headcount</b> (CDI + CDD)	21,400	21,921	<b>22,120</b>

## 2.1 STRENGTHENING EMPLOYEE HEALTH, SAFETY AND WELLBEING

### Challenges and outlook

Our key priority is to ensure our people's safety, and to protect the mental and physical health of our employees.

We continuously work to ensure a strong "safety culture" positioning health and safety as an absolute priority, not only for the Group's employees, but also the subcontractors and suppliers who work on our premises each day.

### WHAT WORKS IN OUR COMPANY

"In our workplace, the attention paid to employees is above usual standards."

### Group policies and key actions for FY 2023-2024

#### Our ambition and objectives

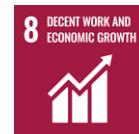
##### Ambition

**Strengthening employee health, safety and wellbeing**

##### Objectives

**2030:** >40% reduction in the frequency rate for occupational accidents resulting in time off work compared with 2021-2022

#### SDGs



(7) [Announcing the 2024 Gallup Exceptional Workplace Award Winners](#)

## Progressing towards zero accidents with the SAFE (Safety Always For Everyone) program

**[GRI 403-1]** The SAFE3 (Safety Always for Everyone, Everywhere, Every time) program aims to strengthen Servier's safety culture and help reduce accident frequency globally. It encourages employees to play an active role in ensuring their own safety and to be attentive to the safety of others. It also defines safety fundamentals to be put in place at the Group's sites and offers tools for employee engagement. The program's ambition is to progress towards zero accidents.

## Identifying workplace health and safety risks

**[GRI 403-2]** A Health, Safety & Environment (HSE) self-assessment tool is available on all sites to enable them to identify relevant HSE requirements. In 2023-2024, 100% of our brand-name industrial sites completed it. Based on this self-assessment, cross-functional internal audits were planned and carried out at our brand-name industrial sites, which will benefit from regular audits to help drive continuous improvements and reassess the requirements when relevant. All our R&D sites plan to complete it over the next year.

## Offering tools to employees

Tools include the Visit & Communication on Safety (VCS) site visits carried out by managers. The objective is to help managers identify good practices, behaviors to be improved, and any potential risks.

82% of our brand-name industrial sites have already rolled out the VCS approach. By 2025, we aim to deploy the VCS at all our industrial sites (for brand-name and generic medicines) and R&D locations. In addition, each employee will be covered by one VCS every year at our brand-name sites.

A new tool, "Stop-Think-Act", was also rolled out in 2024 to further strengthen safety culture, as vigilance is critical for reporting dangerous situations, adopting appropriate behavior, and respecting the rules and guidelines. This tool encourages employees to stop and check that all relevant safety measures are in place before starting an operation.

## Training employees

**[GRI 403-5]** We are working to roll out workplace safety management training modules. By 2025, 100% of managers at our industrial and R&D sites will be trained on safety leadership.

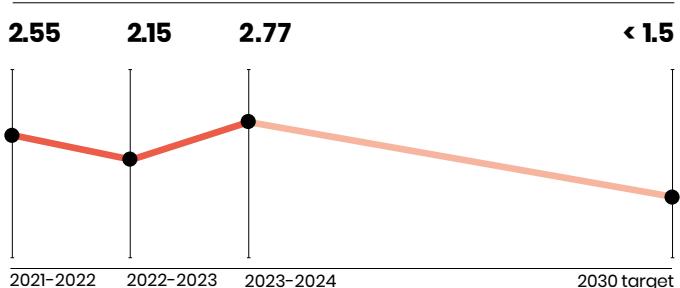
The Group's Safety results for 2023-2024 show a slight increase in lost-time occupational accident frequency rate (TF = Frequency rate) across subsidiaries, as well as our R&D and production sites.

### Accident frequency rate [GRI 403-9]

Indicator	2021-2022	2022-2023	2023-2024
Lost-time occupational accident frequency rate	2.55	2.15	<b>2.77</b>

Despite continuous efforts, environmental and safety risks remain. In response to incidents and accidents at our sites, we systematically carry out in-depth analyses and implement corrective and preventive actions, which are monitored and followed up as part of our continuous improvement programs. In addition, quarterly reviews are set up at our sites to monitor actions taken and assess performance.

### Change in lost-time occupational accident frequency rate [GRI 403-9]



## 2.2 PROMOTING DIVERSITY AND DEVELOPING AN INCLUSIVE WORKPLACE ENVIRONMENT

### 2.2.1 Diversity and inclusion

#### Challenges and outlook

We believe that diversity and inclusion are driving forces for innovation and performance. Our diverse perspectives enrich the company and each one of us. With operations around the world, Servier teams are made up of people from very different backgrounds. This diversity also reflects the diversity of the patients we work for each day. Inclusion is one of the pillars around which we build engagement among our employees, helping develop their sense of belonging and wellbeing.

## Group policies and key actions for FY 2023-2024

### #ServierDiversity initiative

Through the #ServierDiversity initiative, we are committed to combating all forms of discrimination, promoting diversity and fostering an inclusive workplace environment. This initiative is built around four areas for action:

- ★ Supporting cultural change, through initiatives to raise awareness, training and good practice sharing, particularly during the annual Diversity & Inclusion Week.
- ★ Incorporating diversity and inclusion into HR processes and practices. For example, the Group-wide leadership principles of the Servier Leadership Model include behaviors such as "Learning from others and valuing diversity", "Being curious and open" and "Sharing knowledge and helping others to develop".
- ★ Carrying out specific actions aligned with local context, such as setting up Diversity & Inclusion (D&I) networks and committees.
- ★ Building on the Group's commitment, particularly through a "Servier Commitment for Diversity and Inclusion", which the Executive Committee signed in 2020. This commitment lays out what is expected of managers in terms of creating an inclusive environment and offers concrete actions.

## Diversity and inclusion awareness and training

### Building awareness throughout the company with the Diversity & Inclusion Week

Since 2020, Servier has organized a Diversity & Inclusion Week each year, deploying several actions to raise awareness. Around 900 employees representing more than 30 countries took part in at least one event during the Diversity & Inclusion Week organized in 2024.

As an example, a conference was organized on the following theme: "How can we create an inclusive work environment where each individual can be themselves? And to what extent can we be ourselves at work?". The Diversity & Inclusion Week events also included a roundtable on the role of companies in the inclusion of LGBT+ employees, with testimonials sharing some of the local actions within our subsidiaries.

### Training managers on diversity and inclusion

A diversity and inclusion training program was launched for all managers in France, aiming to train 600 people. More than 270 managers have already completed a training day focused on "Becoming an Inclusive Manager", featuring sessions on the importance of management, including awareness on individual bias and inclusive management.

### Partnerships for diversity and inclusion

Servier also engages in partnerships covering diversity and inclusion aspects in France, including the WILLA Boost for Women in Deep Tech boot camp for women entrepreneurs. Since 2021, the Group has funded and contributed to four events.

In addition, Servier is involved in the work of the AFMD - French association of diversity managers - to develop exchanges with other companies on diversity, equity and inclusion good practices.

### Indicators and key figures

Servier conducts an annual employee engagement survey, working with the independent research firm Gallup. In 2023-2024, the survey participation rate was down 2 points from the previous year to 91%. The total engagement score was 4.33 out of 5, slightly higher than the figure for 2022-2023.

This survey is based on 12 questions, including one that looks at how employees' opinions are taken into consideration. The score obtained for this question is tracked as an inclusion indicator by the Global CSR and sustainability department as part of the #ServierDiversity program.

	2021-2022	2022-2023	2023-2024
Score for the question "At work my opinions seem to count" in the annual measurement of employee engagement	4.10/5	4.19/5	<b>4.20/5</b>
% of respondents who gave a score of 5/5 for the question "At work, my opinions seem to count" in the annual measurement of Group employee engagement	45%	49%	<b>50%</b>

## 2.2.2

### Gender equality in the workplace

#### Group policies and key actions for FY 2023-2024

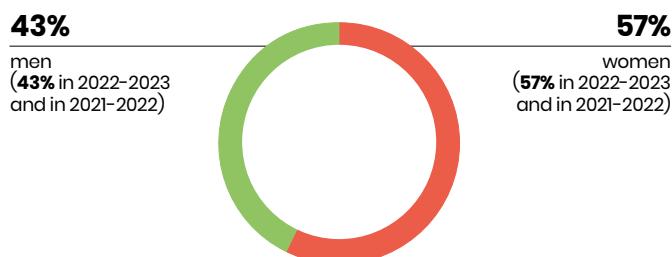
Our ambition and objectives	
Ambition	Objectives
Promoting diversity and fostering an inclusive workplace environment	<b>2025: 600</b> managers trained on diversity and inclusion
SDGs	<b>2025: 40%</b> of Top Management positions held by women
<b>5</b> GENDER EQUALITY 	<b>8</b> DECENT WORK AND ECONOMIC GROWTH 

As a global company, we comply with the laws of the countries within which we operate. All employment decisions are based solely on job-related factors, including the experience, skills and qualifications of the individual.

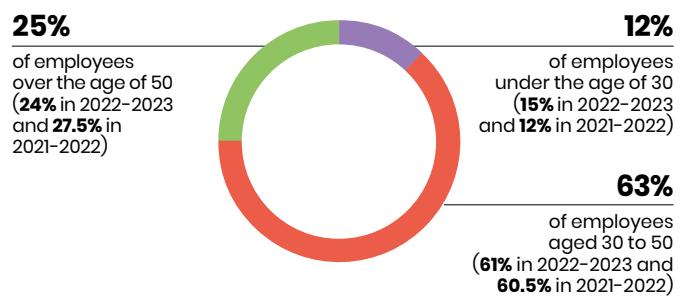
#### 2024 Women Leadership Summit in Paris-Saclay



#### Breakdown by gender



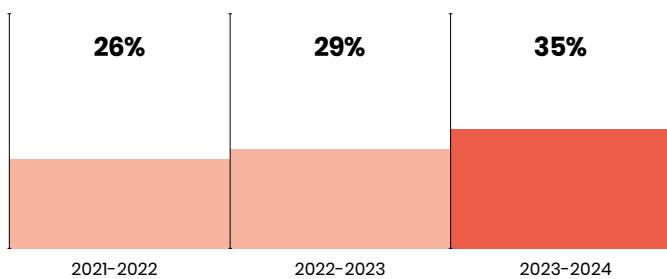
#### Breakdown by age



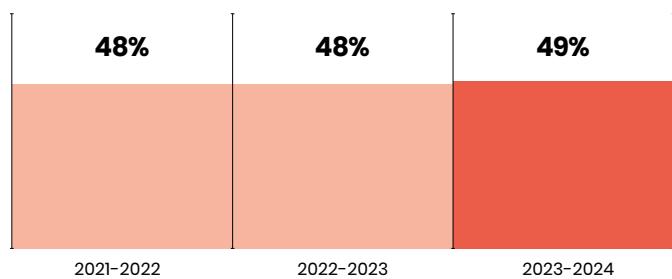
### Gender equality in the workplace [GRI 405-1]

	2021-2022	2022-2023	2023-2024
<b>Executive Committee members</b>			
% men	82%	83%	<b>73%</b>
% women	18%	17%	<b>27%</b>
<b>Top Management members</b>			
% men	74%	71%	<b>65%</b>
% women	26%	29%	<b>35%</b>
<b>Manager positions</b>			
% men	52%	52%	<b>51%</b>
% women	48%	48%	<b>49%</b>

### Change in the percentage of women in Top Management positions



### Change in the percentage of women managers



### 2.2.3

## Recruitment, integration and retention of employees with disabilities

### Group policies and key actions for FY 2023-2024

#### Taking action with the Disability Mission

The Disability Mission initiative in France, created in 2011, is built on five key areas:

- ✿ **Raising awareness and training:** Four conferences were organized during the year to inform, raise employee awareness and prevent prejudice and stigmatization.
- ✿ **Ensuring retention and offering career paths for employees with disabilities** with a dedicated budget each year for workstation adaptations, travel to and from work, skill reviews, training programs, relocations and study grants.
- ✿ **Recognizing disabled employee status (RQTH)** with employees with disabilities representing 3.53% of Servier's workforce in France in 2023 (end-2022 figure: 3.01%).

- ✿ **Further strengthening relations with the protected and adapted sectors:** in 2023-2024, the revenue earned by the Group through adapted facilities in France represented more than €367k, in addition to nearly €10k allocated for organizing awareness and communication actions carried out by self-employed professionals with disabilities.

### 2.2.4

## Support for employee caregivers

### Group policies and key actions for FY 2023-2024

For several years, the Group has been supporting employee caregivers:

- ✿ Providing them with information on the role and rights of caregivers, and putting in place targeted actions to raise awareness;
- ✿ Offering support suited to their particular needs;
- ✿ Providing them with guidance and advice, capitalizing on the network of stakeholders and organizations focused on support for caregivers.

The Servier Group provides support for employee caregivers based in France in the form of various arrangements, including measures to offer flexibility and organize their work, access to human and financial support through social welfare partners, as well as a solidarity fund to help employees facing financial difficulties, such as funding for medical equipment or education costs.

Employees also have access to support through the Occupational Health Department teams, psychologists and social workers, and benefit from specific leave entitlements for caregivers. The Group also offers caregiver group coaching workshops to help achieve a work-life balance.

We mobilize, regularly raise awareness and provide tools for our HR on:

- ＊ Changes in caregivers' rights and support arrangements,
- ＊ Expansion of caregiver support services, and the rollout of new internal programs,
- ＊ Employees' needs and expectations, to provide them with better support for their day-to-day lives as caregivers.

Thanks to these actions, Servier France was awarded the CAP'HANDEO label for three years in March 2023, recognizing companies that are committed to their employee caregivers.

community life. Its core mission is to provide support over the medium and long term for non-profit organizations. This support is made available in the form of financial and human resources. Since its launch in 2016, the Mécénat Servier Charity Fund has developed long-term partnerships targeting societal impacts. The Charity Fund supports a range of initiatives with partners, including: Un Stage et Après and three schools from the Espérance banlieues network in France, Enfance Maghreb Avenir in Morocco, Teach For Bulgaria and Teach For Romania, as well as the Fundación Juanfe in Colombia. Since 2016, the Mécénat Servier Charity Fund has supported nearly 60 initiatives around the world.

### Group policies and key actions for FY 2023-2024 [GRI 203-1]

During FY 2023-2024, Mécénat Servier Charity Fund supported 22 non-profit organizations. A notable example is Servier's long-standing partnership with the non-profit organization L'ENVOL<sup>(8)</sup>, which offers free and adapted holidays for sick children, as well as its humanitarian mission in Ukraine, helping supply essential medical equipment to hospitals in conflict-stricken areas<sup>(9)</sup>.

For several years, Mécénat Servier has offered four programs with opportunities for employees to get involved and take action: volunteering initiatives, Congé Solidaire® solidarity leave, solidarity seminars and, in France, micro-donations based on rounding down salary payments, called the *ARRONDI sur salaire*.

In 2023, Mécénat Servier Charity Fund also launched a long-term skill-sharing program specifically for senior employees in France. This initiative offers the possibility for eligible employees, who are six months to two years away from full retirement, to create a retirement transition project by spending 100% of their work time in a charity or non-profit organization.

Learn more at [mecenat.servier.com](http://mecenat.servier.com)

### Indicators and key figures

- ＊ **22** non-profit organizations supported
- ＊ **18** countries covered
- ＊ Nearly **€55,000** collected through the micro-donation scheme and Mécénat Servier Charity Fund's top-up contributions in France
- ＊ **1,884** commitments to volunteering programs by Servier Group employees
- ＊ **2,793** hours of volunteering

## 2.3 CONTINUING OUR COMMITMENTS TO LOCAL COMMUNITIES

In all our interactions with our stakeholders, from employees to partners or local communities, we strive to build relationships that are based on trust and responsibility. This commitment is reflected in concrete actions aimed at supporting and strengthening solidarity initiatives, helping deliver positive, lasting impacts with our local communities.

### 2.3.1 Further developing the Group's non-profit initiatives

#### Challenges and outlook

The Mécénat Servier Charity Fund develops the Servier Group's charitable initiatives to improve health, education, culture and

(8) [10 years of partnership with L'ENVOL: why is this unique? — Mécénat Servier Charity Fund](#)

(9) [Civil Protection equips Kharkiv traumatology hospital with a bone densitometer: interview with Dr Taras Stanaev](#)

# PILLAR #3

# PLANET\*



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Mindful of the impact of our activities on the environment, we are committed to reducing our greenhouse gas emissions and the impact of our medicines and our activities on the environment. **We have launched several initiatives to improve water management, manage our energy consumption effectively and, more generally, reduce environmental impacts throughout the value chain.** Today, 50% of our industrial sites are ISO 14001 or ISO 50001 certified.

To engage employees, we also launched the “Servier Climate School” during the 2023 Servier Sustainable Development Weeks. The training programs provide a better understanding of the environmental stakes involved and their impacts on society and our activities, while providing insights into how we can all act, both privately and professionally. The Servier Climate School is available on the Group’s training platform and is open to all employees worldwide.

# 3.1 COMBATING CLIMATE CHANGE

## Challenges and outlook

The climate crisis and ecosystem degradation require the pharmaceutical sector, like all industrial stakeholders, to further strengthen its commitments and actions. Servier, like other companies in the sector, is directly exposed to the consequences of climate change, involving major stakes such as maintaining our supply and production chains and the risk of raw material shortages, and the repercussions of these on public health. We must therefore ramp up the decarbonization of our activities, across our entire value chain.

## 3.1.1 Decarbonization roadmap

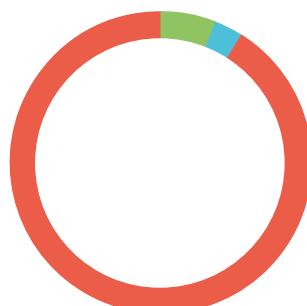
As part of our Servier Climate Commitment program, our objectives are aligned with the Paris Agreement goals. Our target is to reduce our Scope 1 & 2 emissions by 42% by 2030, and to reduce our Scope 3 emissions<sup>(10)</sup> by 25%, compared with 2021-2022. To achieve this, we are taking action around four core pillars: energy, purchased of goods and services, product transport and distribution, and mobility. These new targets will be submitted to the SBTi, the leading organization for the definition of climate targets by businesses.

(10) The Scope 3 decarbonization target concerns GHG Protocol Category 1 ('Purchased Goods and Services'), Category 3 ('Energy-related emissions not included in Scopes 1 & 2'), Category 4 ('Upstream freight') and Category 6 ('Business Travel') emissions.

## Servier Group 2023-2024 carbon footprint by scope

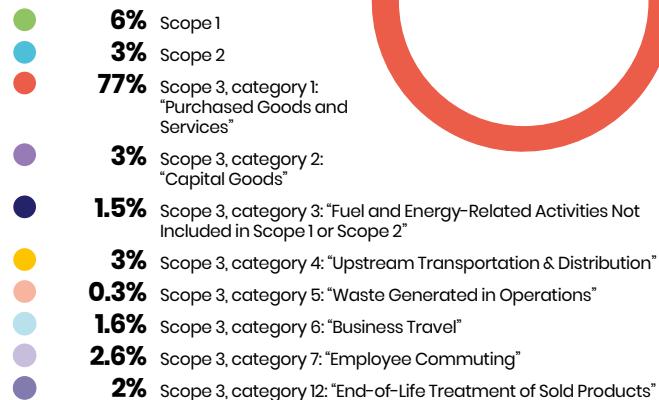
1.21 million tCO<sub>2</sub>eq

- 6% Scope 1
- 3% Scope 2
- 91% Scope 3



## 2023-2024 Servier Group carbon footprint by category of emissions

1.21 million tCO<sub>2</sub>eq



## 3.1.2 Reducing emissions linked to our direct operations (Scopes 1 & 2)

### Group policies and key actions for FY 2023-2024

#### Decarbonizing our energy supplies

To reduce our direct emissions, which represent 6% of the Group's carbon footprint, we have rolled out several initiatives to decarbonize our energy consumption by limiting our use of fossil fuels.

To reduce our Scope 2 emissions, linked to our electricity consumption, we are increasing the percentage of renewable energies within our energy mix each year. Currently, nine of the Group's industrial sites have solar panels in place to provide electricity for their own use: Gidy in France, Toledo in Spain, Arklow in Ireland, Anpharm in Poland, Cairo in Egypt, Swipha in Nigeria, and the three Egis industrial sites in Hungary. Alongside this, several industrial or R&D sites and subsidiaries source renewable electricity from external suppliers.

[GRI 302-1] In total, five sites have 100% renewable electricity supplies: the Madrid and Toledo sites in Spain, Jacarepagua and Pharlab in Brazil, and our Budapest research center in Hungary.

At Group level, renewable electricity is up from 2021–2022 to represent more than 19% of our electricity mix.

## Reducing our energy consumption

Alongside this, we are working to improve energy efficiency across all our sites. For example, at our brand-name medicine industrial sites, we have deployed "Start & Stop" technologies, which make it possible to use energy installations only when necessary.

In addition, we incorporate energy performance criteria into our projects to acquire new industrial equipment, ensuring that the replacement facilities are more energy-efficient.

In 2023, we also deployed an Energy Management System at three of our sites (China, Egypt and Gidy in France), enabling us to measure all our consumption levels, identify potential leaks and analyze the highest-consuming areas.

**[GRI 302-4]** In 2023–2024, the Group's energy consumption levels increased by 5% compared with the previous year. This is linked mainly to an increase in production: since 2021–2022, our energy consumption in MWh per million euros of revenue has dropped from 101 to 77 (a 24% reduction over two years).

More than half of our industrial sites (eight sites: Oril and Gidy in France, Arklow in Ireland, Anpharm in Poland, Toledo in Spain, Cairo in Egypt, Sophyno in Russia and Tianjin in China), in addition to our

Suresnes headquarters in France, are ISO 50001 or ISO 14001 certified. Our objective: to achieve ISO 50001 or ISO 14001 certification for 80% of our industrial and R&D sites by 2025, then 100% by 2030.

## Decarbonizing our mobility

Part of the Group's Scope 1 emissions are linked to vehicles from its fleet, which are essential to our medical visitors. Servier, collaborating with its various partners in this area, is working to build an energy transition strategy for its vehicle fleet, adapted to the market characteristics of its various subsidiaries. This is based on actions such as increasing the percentage of hybrid and electric vehicles within the fleet.

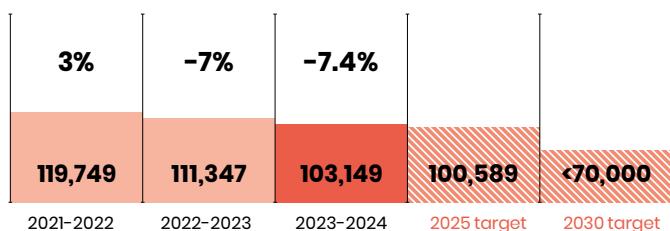
In 2024, hybrid vehicles accounted for 10% of the Group's fleet, while electric vehicles made up 1%. In addition, more than 6% of the fleet runs on flex-fuel, a solution that is particularly well suited to the Brazilian market, where ethanol is widely used as a fuel.

Electric vehicles – and the infrastructure required for their use – represent a challenge in terms of making changes across the company. However, they are being gradually introduced in subsidiaries located in Belgium, Portugal, Spain, France, the Netherlands, Germany and Hungary. These vehicles are replacing traditional combustion-engine models, helping reduce our carbon footprint. The percentage of diesel vehicles in the Group's fleet decreased from 41% in 2023 to 34% in 2024, and this trend is continuing.

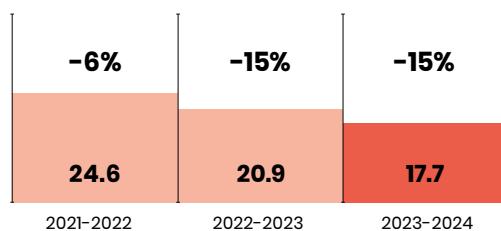
## Greenhouse gas emissions Scopes 1 & 2 [GRI 305-1] [GRI 305-2] [GRI 305-4]

	Unit	2021-2022	2022-2023	2023-2024
Greenhouse gas emissions Scopes 1 & 2	tCO <sub>2</sub> eq	119,749	111,347	<b>103,149</b>
Scope 1	tCO <sub>2</sub> eq	79,995	74,915	<b>70,101</b>
Scope 2	tCO <sub>2</sub> eq	39,754	36,432	<b>33,048</b>
Group revenues	tCO <sub>2</sub> eq/M€ revenue	4,876	5,327	<b>5,902</b>
Change in scope 1&2 greenhouse gas intensity per unit of Group revenue	tCO <sub>2</sub> eq/M€ revenue	24.6	20.9	<b>17.7</b>

## Change in the Group Scopes 1 & 2 greenhouse gas emissions [GRI 305-5]

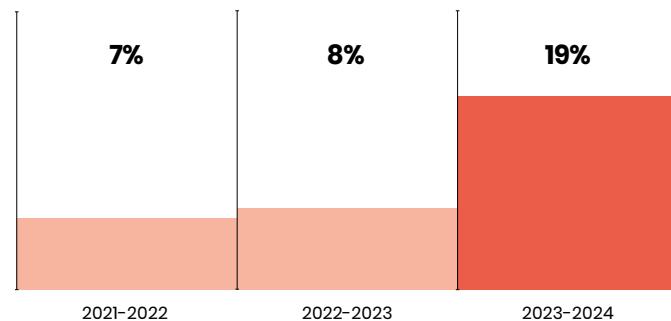


## Change in Scopes 1 & 2 greenhouse gas intensity compared with Group revenue [GRI 305-4] [GRI 305-5]



Note: Some data were reprocessed following publication, resulting in minor differences between the figures reported retrospectively for 2022–2023 and those presented in our more recent publications.

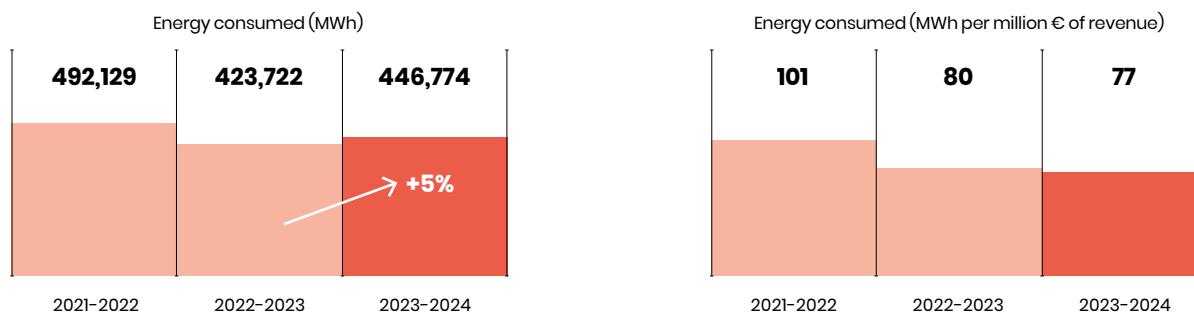
**Change in the percentage of renewable electricity in the Group's electricity consumption**



**Breakdown of Servier Group energy consumption (in MWh) [GRI 302-1] [GRI 302-4]**

	2021-2022	2022-2023	2023-2024
<b>Fossil fuels</b>			
Natural gas consumption	242,706	188,134	<b>193,741</b>
Heating oil consumption	6,329	5,114	<b>6,643</b>
<i>Subtotal fossil fuels</i>	<b>249,035</b>	<b>193,248</b>	<b>200,384</b>
<b>Electricity</b>			
Non-renewable electricity consumption	204,697	194,977	<b>183,184</b>
Renewable electricity consumption	16,281	17,832	<b>42,983</b>
<i>Total electricity</i>	<b>220,977</b>	<b>212,808</b>	<b>226,167</b>
<b>Heating networks</b>			
Heat consumption from district heating networks	22,116	17,665	<b>20,223</b>
<i>Subtotal heating networks</i>	<b>22,116</b>	<b>17,665</b>	<b>20,223</b>
<b>TOTAL</b>	<b>492,129</b>	<b>423,722</b>	<b>446,774</b>

**Change in Group energy consumption and energy intensity per unit of revenue [GRI 302-1] [GRI 302-3] [GRI 302-4]**



Note: Some data were reprocessed following publication, resulting in minor differences between the figures reported retrospectively for 2022-23 and those presented in our more recent publications.

### 3.1.3 Reducing emissions within our value chain (Scope 3)

#### Group policies and key actions for FY 2023-2024

In 2023-2024, the Scope 3 emissions of the Group increased compared to the baseline of 2021-2022, attributable in part to business growth. Limits in calculation methods to valorize all reduction efforts further explain the increase. Scope 3 emissions remain a challenge, and our continuous improvement includes regular reviews of our calculations, which are refined year-on-year.

#### Decarbonizing our purchased goods & services

As purchases represent 77% of the Group's carbon footprint, we have drawn up a decarbonization strategy, targeting our most carbon-intensive categories of purchases. We ask our suppliers to provide information concerning their greenhouse gas emissions and systematically incorporate climate criteria when assessing the parties bidding for tenders.

Several actions have already been rolled out to reduce the emissions linked to purchases, such as replacing solvents with less polluting alternatives. In addition, the EcoDesign program has made it possible to reduce the emissions associated with packaging purchases.

In 2024-2025, we plan to roll out specific actions to reduce emissions in our purchasing categories with the highest emission contributions, with a view to defining concrete steps for decarbonization with our purchases and business lines.

By incorporating carbon measurements into our ERP projects, we will be able to more quickly and accurately measure the carbon footprint of each purchase and integrate the concept of emissions avoided in our purchasing reporting tools. These measurements will make it possible to value the reductions in emissions resulting from the selection of new suppliers or the implementation of decarbonization initiatives with our existing suppliers.

The purchasing decarbonization roadmap also includes training and awareness actions for our purchasers based on various formats, such as the Climate Fresk and e-learning modules.

#### Indicators and key figures

100% of buyers in France were covered by training or awareness actions in 2022-2023. In 2023-2024, the specific Servier Climate School module for purchasers was extended to include purchasers from our brand-name medicine activity in other countries, as planned.

#### Decarbonizing the transportation and distribution of our medicines

We use shipping as an alternative to air transport to prioritize more environmentally responsible means of transport to serve our subsidiaries, distribution platforms and direct clients. In 2023-

2024, 54% of intercontinental shipments were transported by sea (with 46% by air), which is lower than the level recorded in 2022-2023. This reduction is linked to the greater reliance on air transport to urgently supply certain markets and meet patient needs. However, despite a 9% increase in shipment volumes to Southeast Asia, greenhouse gas emissions decreased by 31%.

Lastly, we are offsetting part of our residual emissions, through two projects to avoid greenhouse gas emissions. The first project, "Floresta de Portel" in Brazil, aims to protect a fragile ecosystem and prevent its deforestation. The second project, "Windu Volkani" in Indonesia, involves building a geothermal power plant, helping decarbonize the local energy mix. 45,000 tCO<sub>2</sub>eq were offset in 2023-2024. By 2025, the aim is to offset more than 58,000 tCO<sub>2</sub>eq.

## 3.2 REDUCING OUR IMPACT ON NATURE

### 3.2.1 Reducing the impact of our medicines and our activities on biodiversity

#### Challenges and outlook

Our company and our economic activities are rooted in nature. We know that the health and resilience of people and our company depend on the health and resilience of natural ecosystems and their biodiversity. That is why Servier is working to reduce its dependence on natural resources, in addition to reducing its impacts on nature.

#### Group policies and key actions for FY 2023-2024

#### Making commitments with the Act4Nature initiative

In 2021, we joined Act4Nature International, an initiative for voluntary commitments supporting biodiversity. Launched in 2018 by the French association EpE (Entreprises pour l'Environnement) and several partners, this alliance between companies, public authorities, scientists and environmental associations aims to create a genuine international collective dynamic to protect, enhance and restore biodiversity, thanks to the involvement of leaders from all sectors.

Through this approach, we have adhered to the 10 core commitments set out by Act4Nature, in addition to making individual commitments, which are in line with our CSR strategy. They are built around four pillars:

- ✿ Assessing and reducing the impact of medicines on biodiversity,
- ✿ Reducing the impact of our sites on biodiversity,
- ✿ Raising awareness of biodiversity issues and developing relevant skills,
- ✿ Participating in biodiversity protection projects.

These four priority pillars are the result of an impact analysis carried out within the Group in 2021 by an independent expert organization. The SMART (specific, measurable, attainable, relevant, time-bound) nature of these commitments was validated by a committee of partners including environmental NGOs, business networks and scientific partners.

Our ambition and objectives	
Ambition	Objectives
<b>Reducing our impact on nature</b>	<b>2030: 100% of French sites hold a BiodiverCity Life® or equivalent label</b>
<b>SDGs</b>	
	
	

## Reducing the impact of our sites on biodiversity

By 2027, Servier aims to achieve biodiversity labels for 100% of its French sites, and the Research and Development Institute in Paris-Saclay was the first site to receive the BiodiverCity® label this year. This model will support the accreditation of other sites in France.

The project incorporates a multicriteria approach focused on biodiversity, with outdoor spaces including 5,000 sq.m of gardens, 9,000 sq.m of green roofs, and a 100 sq.m collaborative vegetable garden. These developments respect local fauna and flora, while promoting biodiversity and employee wellbeing.

Alongside this, Servier is working to reduce the water effluents resulting from its activities. We are contributing to European research on the environmental impact of drug substances, par-

ticularly through the PREMIER project. Various recommendations and good practices have been put in place to manage liquid effluents and pharmaceutical residues. By 2025-2026, quantitative and qualitative objectives for reducing effluent levels will be established. According to the WWF Biodiversity Risk Filter, the pressure of our industrial and R&D sites on biodiversity is moderate.

## Building employee awareness on biodiversity protection issues

Our Biodiversity roadmap also includes actions to raise employees' awareness and develop their skills relating to biodiversity issues. With the Servier Climate School's international launch in September 2023, all Group employees now have access to e-learning courses on environmental topics, and biodiversity in particular.

## Indicators and key figures

To date, more than 80% of the Group's HSE and CSR correspondents have taken part in the Biodiversity Fresk initiative. To date, more than 11,000 employees have completed a training module on biodiversity.

## 3.2.2 Management of water resources at our sites

### Challenges and outlook

Servier continues to reduce its water consumption, particularly in areas where water stress is high, while optimizing its management and recycling systems to ensure the sustainable use of this resource.

### Group policies and key actions for FY 2023-2024

#### Water-consumption reduction approach

Servier has launched various initiatives to reduce its water consumption by 10% and improve the consistency of its water quality measurements. Currently, less than 3% of the Group's water consumption comes from sites located in areas of high water stress. Specific objectives have been set for each site, particularly Oril and Gidy, which account for 49% of total consumption and are conducting studies to reduce their water usage. Some projects, such as the one in Cairo, have achieved reductions of up to 30%. Water management plans have been implemented in line with standards such as the Alliance for Water Stewardship and ISO 46001. In addition, three wastewater treatment plants using innovative technologies have been set up, while a fourth is currently being built.

#### Example: Toledo site

The Toledo site has put in place several measures in response to the drought in Spain. Rainwater collection makes it possible to

recover up to 6,000 liters per day, which is used for cooling and production. A drinking water recycling system also reuses 6,000 liters per day. These initiatives are helping reduce water consumption and promote a circular economy.

### Our performance indicators

#### Water consumption in m<sup>3</sup> [GRI 303-5]

	2021-2022	2022-2023	2023-2024
Water consumption	1,277,735	1,129,165	<b>1,279,053</b>

## 3.3 INTEGRATING SUSTAINABILITY INTO THE PRODUCT LIFECYCLE

### Challenges and outlook

Ecodesign takes into account the product's entire lifecycle, from R&D to end of life or disposal, including the purchase of raw materials, manufacturing, logistics, distribution and use. It is not limited to rationalizing the use of raw materials, but also includes selecting processes and materials with lower environmental impacts. Incorporating circular economy practices into our activities and value chain represents a potential driving force for innovation and a major source of value creation for Servier.

### 3.3.1 Ecodesign for medications and packaging, and the management of waste generated by our activities

#### Group policies and key actions for FY 2023-2024

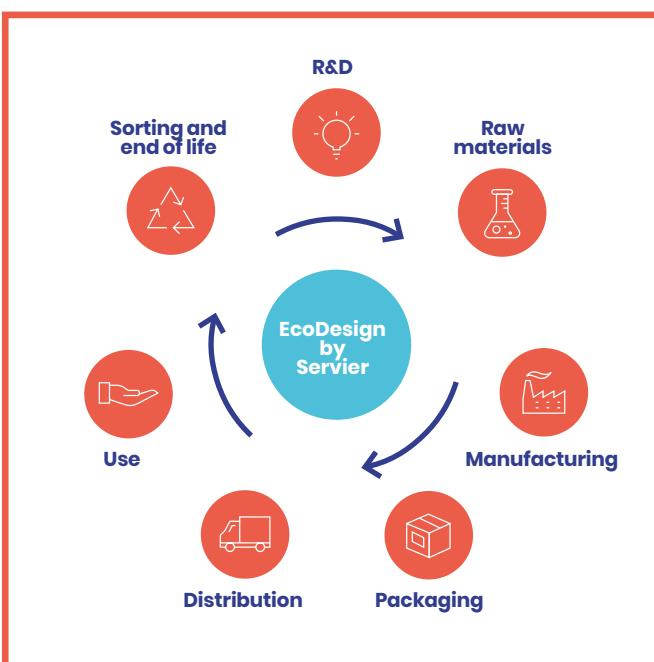
#### Incorporating environmentally responsible design into the entire lifecycle of medicinal products with the EcoDesign program

In 2020, Servier launched the EcoDesign by Servier program to incorporate environmental concerns into the entire lifecycle of

(ii) Respecting pharmaceutical requirements

medicines, while respecting therapeutic safety and efficacy requirements. This program enabled us to carry out an initial lifecycle assessment to identify the main environmental impacts of a medicine.

This analysis led to two major initiatives: the development of a Greenscore Chemistry tool and a Greenscore packaging tool, focused on reducing the environmental footprint of these two stages in its lifecycle. The EcoDesign by Servier program, which has an inherently transverse focus, also relies on the engagement of the various teams involved, expertise development, and a gradual integration of ecodesign into our processes.



### Our ambition and objectives

#### Ambition

Integrating sustainability into the product lifecycle

#### Objectives

**2025:** 100% of new brand-name medicines integrate ecodesign principles for the packaging<sup>(ii)</sup>

**2030:** 100% of the brand-name medicines integrate ecodesign principles<sup>(ii)</sup>

#### SDGs



## Building optimal packaging design recommendations for designers

To encourage more virtuous environmental choices, our industrial sites are working to build “packaging recommendations” for packaging designers. A packaging review was carried out in May 2022 at our main pharmaceutical site (Loiret), by an expert from Adelphe. The findings from this audit confirmed the possibilities identified and were incorporated into the “packaging recommendations” distributed in FY 2022-2023.

## Incorporating the principles of green chemistry and ecodesign into synthesis activities

We have rolled out a new version of our in-house tool “Green Score”, which aims to incorporate green chemistry and ecodesign principles into synthesis activities for our medicines. Their manufacture requires chemical processes, whose carbon footprint and biodiversity impacts vary depending on the substances and solvents used. Thanks to the new version of “Green Score”, we will assess these environmental impacts for 100% of our new industrial chemical synthesis products.

## Training employees on ecodesign

EcoDesign by Servier also aims to develop a shared culture and train the Group's teams. 80 employees have been identified as key players for this initiative within the R&D, Industry and Marketing departments. 100% of them have already been trained, particularly on how to use the “Green Score” tool for green chemistry and ecodesign for packaging.

## Managing the waste generated by our activities

The quantity of waste generated by our activities was reduced in 2023-2024 thanks to several initiatives rolled out in various areas, including ecodesign. The quantity of waste was reduced by 7% across all our sites, with more than 9% of waste recycled or incinerated for energy recovery, compared with the previous year. We reduced the quantity of waste incinerated without energy recovery by more than 20%, and the quantity of waste sent to landfill by 28% (see chart).

## Indicators and key figures

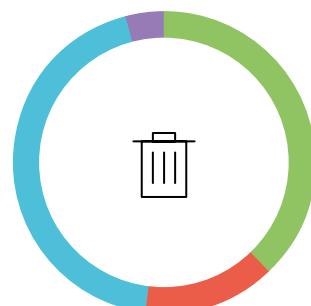
### Quantity of waste generated in tons [GRI 306-3]

	2021-22	2022-23	2023-24
Hazardous waste	60,994	66,456	<b>66,202</b>
Non-hazardous waste	15,818	14,309	<b>8,580</b>
<b>Total waste generated</b>	76,811	80,765	<b>74,782</b> -7%

### Waste treatment in tons [GRI 306-3] [GRI 306-4] [GRI 306-5]

	2021-22	2022-23	2023-24
Recycled waste	30,682	25,929	<b>28,324</b>
Waste incinerated with energy recovery	8,620	9,636	<b>10,555</b>
Waste incinerated without energy recovery	33,684	40,979	<b>32,735</b>
Waste sent to landfill	3,825	3,999	<b>2,878</b>

### Breakdown of waste generated by type of treatment



- **38%** Waste recycled
- **44%** Waste incinerated without energy recovery
- **14%** Waste incinerated with energy recovery
- **4%** Waste sent to landfill

# GOVERNING OUR RESPONSIBILITY\*



In all our interactions with our stakeholders, we aim to establish and develop relationships based on mutual trust and responsibility. We engage in dialogue with employees, healthcare professionals, patient organizations, partners and public authorities as we seek to serve patients and contribute positively to a more sustainable development wherever we operate.

## 4.1 Business ethics

### Challenges and outlook

As medicines are essential for peoples' health, the pharmaceutical industry is subject to strict rules and regulations worldwide. Ensuring legal compliance and ethical behavior is central to the Group's activities, fostering a culture of ethical behavior among our employees and strengthening the reliability of our sector in its service to patients.

### Group policies and key actions for FY 2023-2024

Servier has rolled out a compliance program, in line with its legal obligations and the Group's purpose. The Group's Code of Conduct and Code of Ethics set out a framework of ethical principles that all employees around the world must follow. These principles are based on one core guideline: zero tolerance for all forms of corruption.

Building on these ethical principles, Servier has introduced detailed procedures to guide employees in their activities, including conflict-of-interest, third-party evaluation, and whistle-

blowing procedures. To ensure compliance and promote a transparent work environment, Servier has a dedicated Group-wide whistleblowing platform. This platform enables all employees to report, with complete confidentiality, any breaches of the Group's ethical principles.

Servier guarantees full protection for whistleblowers, ensuring that no retaliatory measures will be taken against them, which helps foster open and constructive dialogue.

### Indicators and key figures

- \* **23** different languages for the Code of Conduct
- \* **1** dedicated whistleblowing platform rolled out for the entire Group (Servier Ethics Line)
- \* **6** compliance e-learning courses deployed for the entire Group
- \* **1** live training session on compliance for all new arrivals
- \* **Over 100** compliance points of contact worldwide
- \* **23,000** people trained since 2023

## 4.2 Product safety and the fight against counterfeit medicine

### Challenges and outlook

The management of pharmaceutical products' quality plays a crucial role in protecting patients. A medicine's quality is linked

directly to its manufacturing process and the quality control measures in place at each production site. Ensuring product quality, while complying with international regulations and registered specifications, is a core priority for Servier. Since patient safety is our primary objective, every stage, from manufacturing to distribution, must be carried out with the utmost attention to quality control.

The falsification of medications is a significant threat to public health, which not only undermines treatment efficacy, but also endangers patient safety. Counterfeit products represent a major global challenge, requiring increased vigilance on the part of all pharmaceutical industry stakeholders, and strong collaboration with health authorities. Safeguarding the supply chain and ensuring access to safe, high-quality care remain absolute priorities for protecting the health of patients around the world.

### **Group policies and key actions for FY 2023-2024**

To ensure the safety of medications and to combat counterfeiting, Servier has a Group-wide patient safety policy based on four key pillars:

- 1. Guaranteeing quality for the manufacturing of medicinal products:** More than 95% of the active ingredients used in the manufacturing of our medicines are produced in Europe, at our own sites. We therefore have effective control over our supply chain, helping ensure its quality.
- 2. Detecting and preventing counterfeit medicine:** The Group deploys advanced traceability technologies and reinforced control systems throughout the distribution chain to quickly identify suspicious products.
- 3. Collaborating with stakeholders:** Servier works closely with health authorities, anti-counterfeiting organizations and other industry stakeholders to promote a strict regulatory framework and closer monitoring of the market. We also manage quality risks in all our manufacturing operations through a global quality management system, ensuring our products' compliance at every stage in their lifecycle.
- 4. Raising awareness and providing training:** Regular training programs are provided for both employees and external stakeholders to raise awareness about the risks linked to counterfeit medicines and good practices in pharmacovigilance. These training modules also cover risk management practices and continuous improvement for quality management.

In addition, we invest in innovation, integrating advanced technological solutions, such as digital labeling and near-infrared (NIR) spectroscopy, to further strengthen medicine traceability and guarantee product authenticity.

### **Key indicators**

- \* Internal and inter-site audits to ensure the harmonization of quality and compliance practices within manufacturing processes
- \* 100% of employees trained each year on patient safety and counterfeit medicine prevention
- \* Compliance rates with medicine traceability requirements and safety measures, ensuring product integrity throughout their lifecycle

## **4.3 Data privacy**

### **Challenges and outlook**

The Servier Group is fully committed to safeguarding the privacy of patients, employees and all third parties it interacts with. This commitment applies in all the countries where it operates, in strict compliance with local regulations, including the General Data Protection Regulation in Europe. Data privacy is a core pillar of the Group's ethical approach.

### **Group policies and key actions for FY 2023-2024**

The Servier Group has put in place a solid structure to ensure the protection of personal data through dedicated teams and various compliance tools:

- \* **At headquarters:** An in-house team, including the Data Protection Officer for the French entities, as well as IT and Data Privacy Contacts in each main department.
- \* **Around the world:** Personal data privacy and compliance coordinators are present in each region around the world, and specific data protection contacts are nominated in each subsidiary.

In 2023-2024, the Group rolled out a compliance map and a management tool to monitor and support teams with their projects. The Servier Group's entities are compliant with the standards set by the French data protection agency (CNIL) and have obtained four authorizations to process patient data, in accordance with French legislation.

Regular training is offered to all employees, including specific modules for certain departments (human resources, pharmacovigilance, public affairs, etc.), as well as more general sessions through e-learning programs and during Data Privacy Day events. The Group is also actively involved in changes to the regulatory framework for data protection and is a member of professional organizations such as the French association of personal data protection correspondents (AFCDP) and working groups set up by the European Federation of Pharmaceutical Industries and Associations (EFPIA).

## Indicators and key figures

- Number of data privacy contacts in the subsidiaries: 73 out of 78
- 100% of employees trained on data protection through compulsory training programs

## 4.4 Sustainable procurement

### Challenges and outlook

We ensure that collaboration with our suppliers and partners is built upon mutual respect. We apply a responsible purchasing approach to maximize the creation of shared value, while minimizing the negative impacts for the company, its stakeholders and the environment, ensuring that our practices respect social, environmental and ethical standards.

Our ambition and objectives	
Ambition	Objectives
Developing and maintaining a sustainable and responsible relationship with partners	<p><b>2025:</b> &gt;90% of our 100 most important suppliers assessed on sustainability criteria</p> <p><b>2030:</b> &gt;90% of our 1,000 most important suppliers assessed on sustainability criteria</p>
SDGs	<p>8 DECENT WORK AND ECONOMIC GROWTH</p>  <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p> 

### Group policies and key actions for FY 2023-2024

- A responsible purchasing approach formalized as a charter:** We position ourselves as a vigilant partner, ensuring that our suppliers adhere to the principles of sustainable development and respect human rights, health and safety, and the environment. The Group's responsible purchasing charter, inspired by ISO 20400 defines the core principles for our purchasing teams, their suppliers and their subcontractors.
- Assessing supplier sustainability:** Since 2019, Servier has rolled out a referencing and assessment tool for suppliers and subcontractors. The sustainable aspect is assessed using the EcoVadis platform. The average rating for our suppliers assessed through EcoVadis is 62.1, which is 8.9 points higher than the pharmaceutical sector benchmark. Actions to mitigate risks or prevent serious infringements are in place, such as

systematically including a minimum core framework of sustainability elements in our invitations to tender (specifications, selection, contract) with a weighting of at least 10% in our choices. For 2024-2025, the aim is to incorporate this into 50% of our invitations to tender for brand-name medicines.

## Indicators and key figures

93% of our 100 most important suppliers are assessed using EcoVadis.

857 suppliers with an average rating of 62.1, which is 8.9 points higher than the pharmaceutical sector benchmark.

Number of partners	Overall	Environment
857	62.1 +8.9*	64.2 +10.2*
Labor & Human Rights	Ethics	Sustainable Procurement
63.5 +8.0*	59.9 +8.4*	54.9 +10.8*

\* compared with the benchmark

### By October 2024:

50% of our 1,000 most important suppliers are assessed using EcoVadis.

6 at-risk suppliers have followed action plans making it possible to move out of the at-risk zone (at risk = EcoVadis rating <45).

### Progress:

609 suppliers were reassessed using EcoVadis during the year. 70% saw their score increase by an average of 4.1 points.

578 partners had a reassessment between 2023-10 and 2024-09	Overall	Environment
402 of them improved in overall score (70%)	+4.1 60.4 → 64.5*	+4.7 62.7 → 67.4*
Labor & human Rights	Ethics	Sustainable Procurement
+3.3 62.2 → 65.5*	+3.9 58.1 → 62.0*	+5.4 52.6 → 58.0*

\* Change in average score

# APPENDIX

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## METHODOLOGY NOTE

### Consolidation scope for the indicator

The Servier Group's financial year runs from October 1 to September 30.

Unless indicated otherwise, the indicators presented in this document are consolidated for a Group scope and therefore cover both the brand-name medicines and the generics activities. They include the following business units:

- ✿ 3 headquarters: Group headquarters in Suresnes (France), Biogaran's headquarters in Colombes (France) and Egis' headquarters in Lehel (Hungary).
- ✿ 16 industrial sites active in 2023-2024, with:
  - ✿ 11 for the brand-name medicines: Anpharm (Poland), Arklow (Ireland), Gidy and Bolbec (France), Jacarepaguá (Brazil), Cairo (Egypt), Madrid and Toledo (Spain), Nouaceur (Morocco), Sophyno (Russia) and Tianjin (China).
  - ✿ 5 for generic medicines: the three Egis sites (Hungary), the Pharlab site (Brazil) and the Swipha site (Nigeria).
- ✿ 6 Research Centers: Servier Research and Development Institute in Paris-Saclay (France), Boston (United States), Budapest (Hungary) and the Symphogen site (Denmark). This figure also includes our CMC activities, located in Orléans, and our Technologie Servier Research and Development activities, located at the Gidy site, in the scope for consolidation.
- ✿ 3 hubs (North and South America, Europe, Asia-Pacific) with 15 clinical development centers.
- ✿ All of our subsidiaries around the world.

### Workforce indicators

#### Headcount

Unless otherwise indicated, all of the HR data are consolidated under the Group scope, covering all of its business units.

The workforce indicators reflect the situation on September 30, 2024 and include permanent and temporary contracts.

Top Management corresponds to the Executive Committee hierarchical levels and their direct reports (excluding assistants), representing a population of 124 people.

"Definition of Top Management: Executive Committee + Olivier Laureau's direct reports + Executive Committee direct reports + direct reports of Olivier Laureau's direct reports + dotted line within the Executive Committee leadership team (excluding assistants). Note: the definition changed in March 2024. The previous definition was: The Executive Committee hierarchical levels and their direct reports (excluding assistants)".

Managers correspond to employees who supervise at least one other member of staff, representing a population of 3,684 people.

#### Training time

The indicator relating to the average number of hours of training per person trained is consolidated for a Group scope. It includes synchronous training for people on permanent and fixed-term contracts, and asynchronous training programs such as e-learning.

## Employee turnover rate

The employee turnover rate is consolidated for a Group scope. The calculation of the turnover rate corresponds to the ratio:

- ＊ between the number of departures of employees on permanent contracts (all reasons for departures combined) and the number of recruitments on permanent contracts during the year, divided by two;
- ＊ and the average headcount, corresponding to the consolidated monthly headcount over the financial year, divided by 12 months;

all multiplied by 100.

## Health and safety at work indicators

### Frequency rate for occupational accidents resulting in time off work

The frequency rate for occupational accidents resulting in time off work corresponds to the number of accidents resulting in more than one day off work per million hours worked. The indicator is consolidated for a Group scope.

## Environmental indicators

### Greenhouse gas emissions

The Servier Group uses the Greenhouse Gas Protocol methodology to calculate its greenhouse gas emissions. The emission factors used are taken from French Agency for Ecological Transition (ADEME) Base Carbone® databases and the International Energy Agency. They were updated to calculate the carbon footprint for FY 2021-2022 (the baseline for comparisons in this report). The indicators relating to greenhouse gas emissions include all of the Group's business units, following the consolidation approach based on operational control.

The Scope 1 emissions include, for all of the Group's business units, the emissions relating to:

- ＊ gas consumption;
- ＊ heating oil consumption (with the exception of Group subsidiaries, for which the emissions linked to heating oil consumption are not significant);
- ＊ use of vehicles from the fleet controlled by Servier (including both owned and leased vehicles);
- ＊ refrigerant gas leaks (with the exception of Group subsidiaries, for which the emissions linked to refrigerant gas leaks are not significant).

The Scope 2 emissions, relating to the consumption of electricity and the consumption of heat from urban networks for all of the Group's business units, are calculated in line with the market-based methodology.

As the data are not available for certain subsidiaries, around 5.3% of the total Scope 1&2 emissions for FY 2023-2024 have been extrapolated.

The Scope 3 emissions presented in this document for 2023-2024 include the following indirect emission categories:

- ＊ Category 1 ("Purchased Goods and Services")
- ＊ Category 2 ("Capital Goods")
- ＊ Category 3 ("Fuel- and Energy-Related Activities Not Included in Scope 1 or Scope 3")
- ＊ Category 4 ("Upstream Transportation & Distribution")
- ＊ Category 5 ("Waste Generated in Operations")
- ＊ Category 6 ("Business Travel")
- ＊ Category 7 ("Employee Commuting")
- ＊ Category 12 ("End-of-Life Treatment of Sold Products")

## Other environmental indicators

The energy consumption indicator is consolidated for a Group scope. It includes all types of energy consumption (electricity, urban heating, gas and heating oil).

The indicators relating to water consumption and the quantity of waste generated are consolidated for a Group scope. As the data are not available for certain subsidiaries, around 4.5% of the total water consumption for FY 2023-2024 has been extrapolated. The percentage of extrapolation concerning the waste-related indicators for FY 2023-2024 is not significant (0.6%).

# INDEX FOR GLOBAL REPORTING INITIATIVE (GRI) STANDARD CONTENT

The Servier Group has provided the information indicated in this index for GRI standard content for 2023–2024 with reference to the GRI standards.

The GRI 1 standard used is GRI 1: Foundation 2021.

GRI standard	Item of information	Location/Additional indicator
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	<a href="#">Mécénat Servier</a>
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	Completion rate for Compliance e-learning courses: <b>95%</b>
GRI 302: Energy 2016	302-1 Energy consumption within the organization ----- 302-3 Energy intensity ----- 302-4 Reduction of energy consumption	P. 21-23
GRI 303: Water and Effluents 2018	303-5 Water consumption	P. 25-26
GRI 305: Emissions 2016	305-1 Direct GHG emissions (Scope 1) ----- 305-2 Indirect GHG emissions (Scope 2) ----- 305-4 GHG emissions intensity ----- 305-5 Reduction of GHG emissions	P. 21-24
GRI 306: Waste 2020	306-3 Waste generated ----- 306-4 Waste diverted from disposal ----- 306-5 Waste directed to disposal	P. 27-28
GRI 308: Supplier Environmental Assessment 2016	308-2 Negative environmental impacts in the supply chain and actions taken	P. 30
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	P. 14-15 Employee turnover rate: <b>12.78%</b>

GRI standard	Item of information	Location/Additional indicator
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	P.14-15
	403-2 Hazard identification, risk assessment, and incident investigation	
	403-5 Worker training on occupational health and safety	
	403-9 Work-related injuries	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Average number of hours of training per person trained: <b>21 hours</b>
	404-3 Percentage of employees receiving regular performance and career development reviews	Total percentage of employees covered by a performance and career development review: <b>95.9%</b> Percentage of men covered by a performance and career development review: <b>97.4%</b> Percentage of women covered by a performance and career development review: <b>94.9%</b>
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of corporate governance bodies and employees	P.18
	405-2 Ratio of basic salary and remuneration of women to men	<a href="#">Gender equality index</a>
GRI 414: Supplier Social Assessment 2016	414-2 Negative social impacts in the supply chain and actions taken	P.30

**Servier: March 2025**

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