

CORPORATE SOCIAL RESPONSIBILITY REPORT 2020



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"I would particularly like to thank everyone at Servier for their unwavering commitment to continuing to supply medication to patients."

OLIVIER LAUREAU
PRESIDENT OF SERVIER

The pandemic we have now endured for over a year has reminded us just how essential our efforts in the research and development of innovative therapeutic solutions are for treating patients and saving lives. Above all, the health crisis has underlined the importance of Servier's vocation: committed to therapeutic progress to serve patient needs. Thanks to its unique governance approach, the Group can freely make large investments in its development and, particularly, R&D activities—all while preserving its independence. That approach is an asset that enables us to take a long-term vision, continuously improving our performance in terms of treatments, financial metrics and labor concerns.

Caring for people and the environment is a core value at Servier. Our ethics, underpinned by our compliance policy and corporate social responsibility (CSR) strategy, are enriched by the environment of open and transparent dialogue that we have created with all our stakeholders. I would therefore particularly like to thank everyone at

Servier for their unwavering commitment as they continue to carry out their duties at this challenging time. Thanks to them, the Group—while implementing all means necessary to ensure employees' health and safety—has always managed to supply medicines to patients in need.

A clear and robust CSR strategy secures companies' resilience during times of crisis; for Servier, it's also a way of building a world that can ensure access to quality health care for all.

PROFILE





WHAT DRIVES US

→ Our identity is based on a Vocation, which is driven by a Vision and reflected in our Values to drive success in serving patient needs.

VOCATION

Committed to therapeutic progress to serve patient needs

VALUES

-  **Care**
-  **Dare to innovate**
-  **Commit to succeed**
-  **Grow by sharing**

VISION

- Put patients and innovation at the heart of all our actions
- Foster our individual and collective commitment, the Group's driving force
- Guarantee our independence and ability for long-term investment
- Be a Group with global reach

Through our actions, we contribute to transmit to future generations a world that can ensure access to quality health care for all.

31st largest pharmaceutical group worldwide and 2nd largest pharmaceutical group in France. 6th leading pharmaceutical group in cardiology worldwide
IQVIA Analytics Link, December 2020

€4.7 BN 2019/2020 Group revenue

150 countries in which the Group's medicines are distributed

22,500
EMPLOYEES

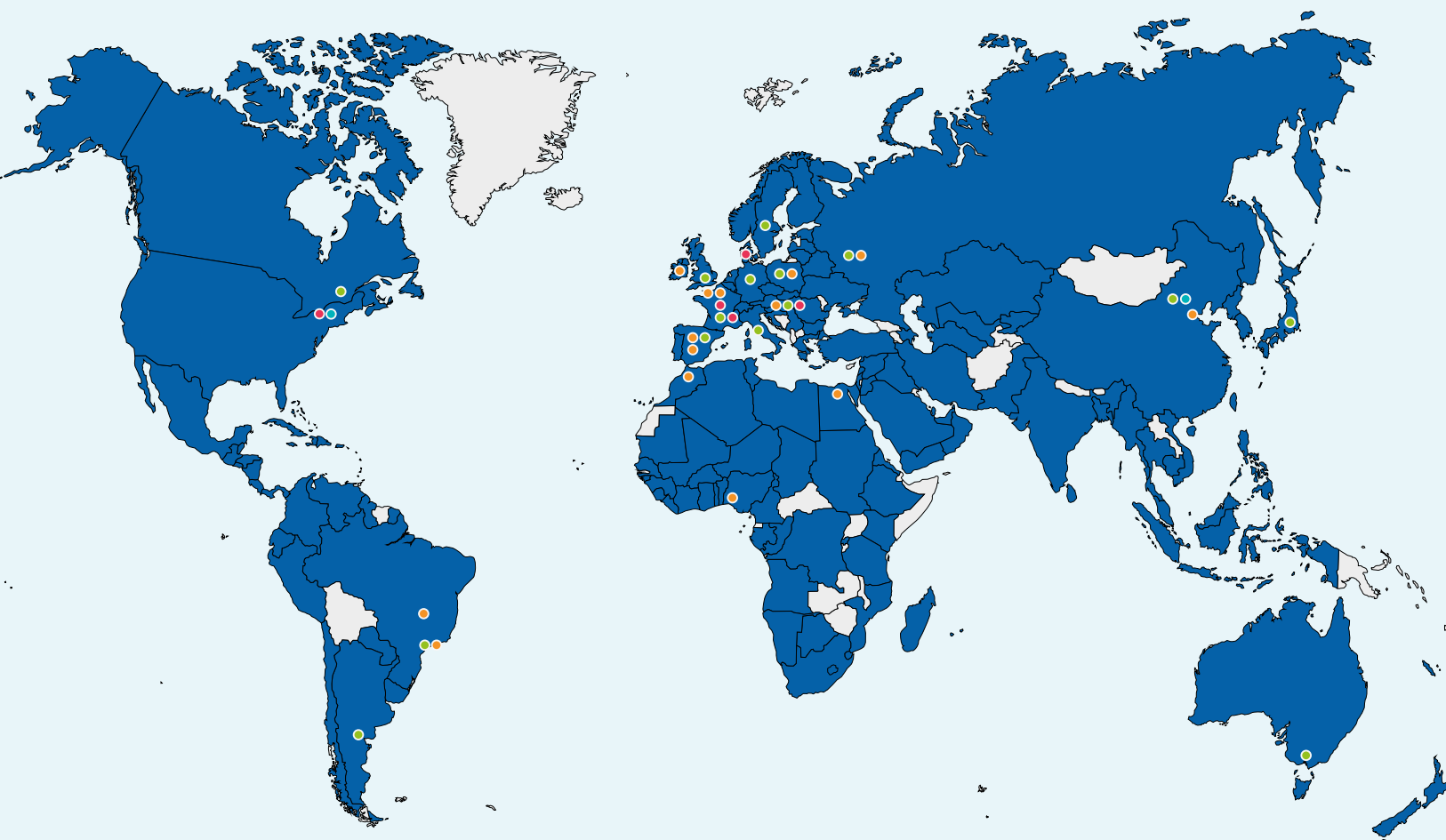
98% of the active ingredients of brand-name medicines manufactured in France

23% of Group revenue (from brand-name medicines) invested in R&D in 2019/2020

35 research programs (April 2021)

35 projects in clinical development (April 2021)

INFLUENCE OF A FRENCH GROUP ON THE WORLD STAGE



16

● Production sites

5

● R&D centers

15

● International Centers
For Therapeutic Research

2

● Servier BioInnovation
offices

KEEPING PACE WITH A CHANGING WORLD

SIGNIFICANT PRESSURE ON THE COST OF INNOVATION

Pharmaceuticals is one of the industries reinvesting the most of its revenue in R&D, at 10%, compared to 4% in other industries¹. The rising cost of innovation, however, is creating pressure on prices to increase too. A number of countries are therefore reforming their health care systems so they can provide affordable care for as many people as possible. At the same time, the emergence of disruptive new players like biotech companies has stepped up the pace of innovation, opening a new range of possibilities.



¹ Source: 2020 economic review by LEEM

NEW THERAPEUTIC APPROACHES

Biotechnologies and new therapeutic approaches—such as cell, gene and monoclonal antibody therapy—are highly promising. But to unlock their full potential, pharmaceutical companies must adapt their strategies, R&D resources and production facilities. Digital technology, and particularly explosive data growth and AI, are also creating a number of opportunities for personalized treatments as well as improvements to disease prevention.



² Source: World Cancer Report, "Cancer research for cancer prevention", February 2020

EVER-GREATER HEALTH CARE NEEDS

The combination of an aging population and our changing way of life have contributed to the rise of chronic diseases, and emerging economies are increasingly affected. Estimations by the World Health Organization (WHO) and the International Agency for Research on Cancer (IARC) indicate that cancer cases are set to increase by 60% over the next two decades². In addition to this rise of chronic diseases comes persistent unmet medical needs, which will be the focus of increased R&D efforts.



Six major trends influence the industrial landscape Servier works in, as well as its strategy and performance. Understanding them is key for the Group to continuously meet stakeholders' expectations while staying true to its Vocation.

ENVIRONMENTAL DAMAGE

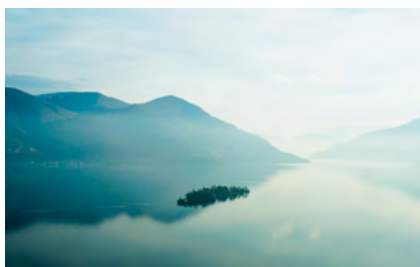
Climate change, biodiversity loss and deteriorating ecosystems have made the environment a major public health issue. These factors have led to a rise in the number of infectious diseases, pollution-related respiratory illnesses, and increasing incidences of malnutrition and problems related to water stress. In light of these pressures, companies are adopting measures to reduce their environmental footprint and carefully manage resources across the entire value chain.

GROWING EXPECTATIONS FROM COMPANIES

Civil society expects companies to make firm commitments to non-financial issues. That pressure is also being applied through regulations, with the aim of combining growth and sustainability. Equipped with heightened awareness, people are seeking greater meaning in their lives, particularly through their work. Companies are therefore adjusting their management practices to attract the best talent and foster engagement, making a shift to more empowerment, cross-divisional cooperation and collaboration.

GIVING PATIENTS AN ACTIVE ROLE IN THEIR HEALTH

Patients are taking more and more control of their own health care, becoming better informed and increasingly scrupulous. That is why pharmaceutical companies are increasingly adopting the "beyond the pill" approach, with services to guide patients and reinforce their position at the heart of the treatment journey, from the pre-diagnosis stage through to post-treatment. Medium and long-term partnerships are being developed with patient groups and patients themselves in order to provide solutions that suit their real needs as well as those of their friends and families.

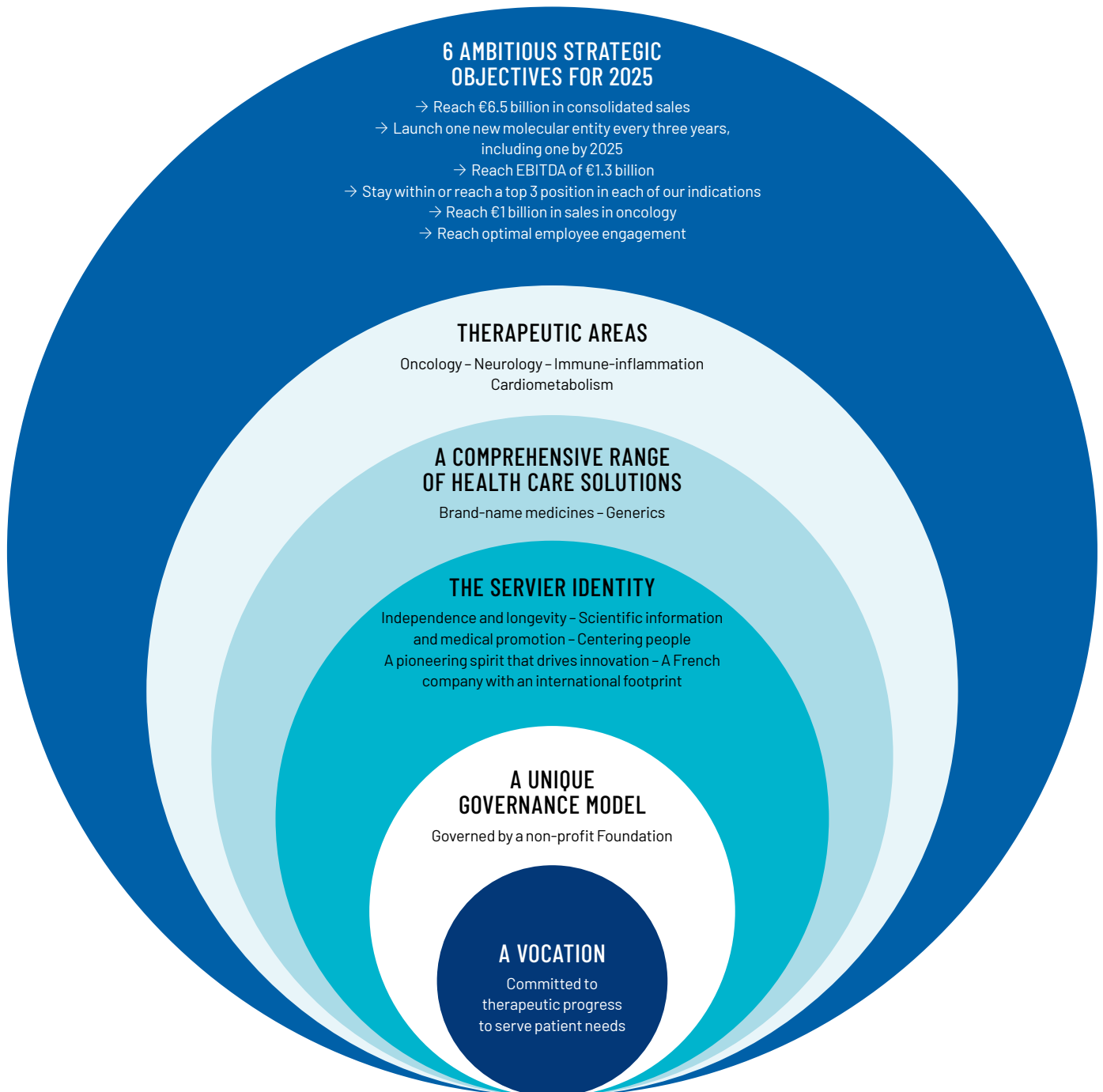


60%

**MORE CANCER CASES
IN THE NEXT TWO DECADES**

A MODEL FOR VALUE CREATION THAT DRIVES SOCIAL, THERAPEUTIC AND ECONOMIC PERFORMANCE

The Group's model for value creation defines how Servier leverages its resources and network to create value and contribute to therapeutic progress serving patient needs. Its unique governance approach, led by a non-profit Foundation, ensures the Group's independence and long-term vision—as does its pioneering spirit, which enables Servier to develop therapeutic innovation and a comprehensive range of health care solutions, while making them accessible to as many people as possible. Its strategy is founded on six ambitious objectives and aims to improve the Group's performance and step up its transformation in response to the major challenges (see p.6-7) shaping society and the pharmaceutical industry alike.



RESOURCES AND CAPITAL

DIVERSE AND COMMITTED TEAMS

- 22,500 employees
- 40% of Group managers are women (April 2021)
- 4.16/5: overall employee engagement score in 2020¹

LOCAL STRUCTURES TO MEET PATIENT NEEDS LOCALLY

- 5 R&D centers
- 15 International Centers for Therapeutic Research
- 2 Servier BioInnovation offices
- 150 countries where Group medicines are prescribed
- Collaborations with 18 international patient groups in 2019/2020
- >70 scientific partnerships and collaborations in 2019/2020

INVESTING FOR LONG TERM ENGAGEMENT

- 100 % of profits reinvested in Group development
- 23% of revenue from brand name medicines reinvested in R&D in 2019/2020
- 50% of the Servier R&D budget invested in oncology
- €68 million invested in the Gidy industrial facility in Loiret, France to produce biological medicine
- €377 million invested in the construction of the new Servier Research and Development Institute in Paris Saclay
- €100 million invested in the Bolbec Baclair industrial site in Normandy, France to double production capacity of the main active substance in Daflon®

AN INTEGRATED INDUSTRIAL MODEL

- 16 production sites, including 11 sites for brand name medicines
- 98% of active ingredients used in the Group's brand name medicines are produced internally in France

ECOSYSTEM

A LOCAL PRESENCE FOSTERING REGIONAL DEVELOPMENT

- Established in 75 regions
- 66 subsidiaries
- €1 million budget for the Mécénat Servier Charity Fund in 2019/2020

USING NATURAL RESOURCES CAREFULLY

- 6 industrial sites, as well as the Group's headquarters, with ISO 14001 and/or ISO 50001 certification
- 1,013,679 tons of CO₂ emitted (in comparison with reference year 2015/2016), i.e. 1.2 kg of CO₂/box of medicine²

¹ Source: annual engagement survey conducted with the Gallup Institute – 2020 Group results

² 859 million boxes produced over the 2015/2016 period (including Egis and Biogaran)

CREATING VALUE FOR STAKEHOLDERS

A STIMULATING AND POSITIVE WORK ENVIRONMENT

- 649 people recruited in 2019/2020 (including 155 people on work-study contracts and 211 interns)
- France: 79% of employees took training in 2019/2020, completing a total of 79,286 hours
- 3.2: Lost Time Injury Rate (LTIR)³

DRIVING SCIENTIFIC AND MEDICAL PROGRESS

- 35 research programs (April 21)
- 35 projects in clinical development (April 21)
- A range of over 1,500 generic medicines
- 100% of results from clinical trials carried out by Servier in Europe published on the European Union Clinical Trials Register (EUCTR) website

A RELIABLE AND HIGH QUALITY INDUSTRY, SERVING PATIENT NEEDS

- 596 million standard boxes of brand name medicines were produced in 2019/2020 (including 385 million in the European Union)
- Patient representatives involved in 25% of the Group's clinical trial protocols

ROBUST FINANCIAL PERFORMANCE

- €4,7 billion in Group revenue (including €3.3 billion for brand name medicines and €1.4 billion for generic activities)
- EBITDA of €626 million

AN ENHANCED SOCIAL CONTRIBUTION

- 215,731 jobs supported by the Group, including 16,781 direct jobs (in the 18 countries studied as part of LOCAL FOOTPRINT®)
- €7.1 billion in GDP generated in 18 countries in which the Group operates
- Servier accounts for up to 36% of the French pharmaceutical and chemical industry's trade surplus
- >30 associations supported by Mécénat Servier since 2016
- 1,815 employees commitments in Mécénat Servier's 4 areas of engagement in 2019/2020

A LIMITED ENVIRONMENTAL IMPACT

- Target of BiodiverCity® label for the Servier Research and Development Institute in Paris Saclay for 2023
- Objective: 25% less GHG emissions by 2030⁴
- EcoDesign process underway in order to better integrate eco design principles into the main stages of the medicine's life cycle

³ Employees worldwide on permanent or temporary contracts (excluding Swipha, Egis, CIRT and Servier marketing subsidiaries)
⁴ In comparison to the reference year 2015/2020

AN AMBITIOUS CSR APPROACH THAT IS INTEGRATED INTO THE GROUP'S STRATEGY



"The current situation not only sped up the shift to new ways of working; it also highlighted the purpose and value of our CSR commitments at Servier, as part of an open and collaborative approach with our stakeholders."

NICOLAS BOUTS
EXECUTIVE VICE PRESIDENT HUMAN RESOURCES, SERVIER

As a people-led company, Servier aims to have a positive impact and create long-term shared value while remaining attentive to its employees, stakeholders and the environment. The Group therefore implements a CSR approach that is integrated into the Group's strategy, structured around four commitments and 17 challenges (see opposite). This approach was drawn up on the basis of ISO 26000 guidelines and interviews with around 50 stakeholders. Its ambitions are also identified with five of the United Nation's Sustainable Development Goals (SDGs): good health and well being (SDG 3); gender equality (SDG 5); decent work and economic growth (SDG 8); responsible consumption and production (SDG 12); and climate action (SDG 13).

DRIVING PERFORMANCE

In order to guide the implementation of its strategy, the CSR Department defines the Group's main guidelines and draws up action plans for the various departments and activities, while helping employees adopt the CSR approach. The CSR Department also leads five key programs that have ambitious objectives and combine opportunities for innovation, performance and value creation to meet stakeholders' expectations. As one of the Group's key performance indicators, CSR progress is regularly reported to the Executive Committee.

FULLY INVOLVING EMPLOYEES

In order to be successful, a CSR strategy must be adopted by as many people as possible. To boost employee engagement, Servier therefore deployed its CSR approach at all of its departments and sites through a four-step process:

- Raising awareness of management committees on CSR issues and identifying CSR coordinators to lead the strategy locally
- Determining the specific challenges for each business segment, country, activity, department and site
- Using a specific digital platform to list and share best practice and CSR initiatives already carried out by departments and facilities
- Implementing short, medium and long-term action plans

The pandemic stepped up this shift. Employees demonstrated exceptional commitment, enabling the Group to continue carrying out its activities and supplying medicines to its patients. Moreover, initiatives providing aid to society's most vulnerable were led in 37 countries.

4 COMMITMENTS AND 17 PRIORITY STAKES

● A COMPANY COMMITTED TO HEALTH CARE

→ Servier is committed to providing patients with innovative, high quality therapeutic solutions in the countries in which it operates.

CSR CHALLENGES

Product safety and quality/Anticounterfeiting/
Ecodesign/Global approach to health care

FOCUS

The **EcoDesign by Servier** program integrates social and environmental issues into different stages of the medicine's life cycle.

● FOCUSED ON ITS BUSINESS PRACTICES

→ Throughout its interactions with stakeholders—i.e., patients, employees, partners, suppliers, governments, institutions and civil society—Servier aims to establish a balanced relationship in accordance with the commitments made.

CSR CHALLENGES

Business ethics/Responsible purchasing/Ethics and transparency of clinical trials/Responsible marketing and promotion/Stakeholder engagement

FOCUS

The **Servier first class partner** program places collaboration and mutual respect for economic and ethical commitments at the heart of its relationships with our suppliers and partners.

● CARING ABOUT PEOPLE

→ The Group's employees are the driving force of its performance and ability to innovate to serve patient needs. They are also at the heart of its demand for responsibility.

CSR CHALLENGES

Health and safety at work/Employee well-being/
Diversity, Inclusion and equal opportunities/Managerial practices

FOCUS

The **#ServierDiversity** program combats discrimination and promotes equal opportunities in an even more inclusive workplace.

● AIMING FOR A POSITIVE FOOTPRINT

→ Servier aims to give as many people as possible access to quality health care and increase its positive impact on communities and countries in which we operate.

CSR CHALLENGES

Access to health care/Local development and community engagement/Climate change and responsible use of resources/Effluent and waste management

FOCUS

The **Servier Local Shared Value** project strives for a positive and sustainable social and economic contribution in the countries in which we operate.

The **Servier Climate Commitment** project contributes to fight against climate change.

PRODUCT SAFETY AND QUALITY/ANTI-COUNTERFEITING/ECODESIGN/
GLOBAL APPROACH TO HEALTH CARE

PROVIDING INNOVATIVE, HIGH QUALITY THERAPEUTIC SOLUTIONS

In all of its actions, Servier is driven by its vocation—committed to therapeutic progress to serve patient needs. The Group therefore strives to provide innovative, high quality therapeutic solutions. Every day, millions of people throughout the world are treated using its extensive range of brand-name and generic medicines. Servier has also adopted a comprehensive approach to health that applies not only throughout patient treatment but also before illness, in the form of prevention and awareness raising actions. The last part of the “Because I Say So” campaign, launched in collaboration with the International Society of Hypertension in September 2020, aimed to encourage people with hypertension to take their antihypertensive medicine every day and follow the advice given by their doctor.

BUILDING A SAFE AND RESPONSIBLE INDUSTRY

Servier has chosen to apply an integrated industrial model from the research and production stages through to medicine traceability and distribution. The Group's 16 production sites therefore meet the highest quality standards so they can provide reliable therapeutic solutions that suit patients' needs. The EcoDesign by Servier program aims to integrate eco-design principles into the main stages of the medicine's life cycle, from R&D to the choice of raw materials, production, usage and disposal (see opposite).

COMBATING COUNTERFEIT MEDICINES

Servier launched a serialization and traceability program that has now been rolled out in 45 countries to combat counterfeit medicines and comply with national regulations. As a member of the European Federation of Pharmaceutical Industries and Associations (EFPIA), the Group has also increased its prevention initiatives to raise awareness of counterfeiting and the subsequent risks among not only patients, but also health care professionals and other workers in the sector. The Group also works closely with the authorities, taking part in various training sessions with customs agents and police officers to give them all the tools they need to identify counterfeit medicines. The Covid-19 pandemic led to a huge increase in criminal activities such as the production of counterfeit medicines, the sale of medication and health products outside the legal channels, and attempted fraud. The G5 Health Association—made up of the main French health and bioscience companies, including Servier—therefore pledged in 2020 to work with the French Central Office for the Protection of the Environment and Public Health (OCLAESP) to combat counterfeit medicines and treatments. Through this partnership, two online monitoring operations contributed to the success of the European SHIELD operation—enabling the dismantling of 25 criminal organizations, the arrests of 700 people and the seizure of 25 million medications and various substances for doping purposes.



“We aim to go even further in understanding patients’ needs, so we can provide them with the most suitable therapeutic solutions. That’s why we aim to include patients at every stage of the medicine’s life cycle. It’s a challenge we need to take on together, in all areas of activity—from research and development to marketing.”

BERTRAND RENAUD
CHIEF PATIENT OFFICER, SERVIER



NOVEMBER 2020

MY HEALTH PARTNER, AN INNOVATIVE PLATFORM FOR PATIENTS WITH CHRONIC DISEASES

→ This year, Servier launched My Health Partner, a website for patients with hypertension, coronary artery disease, high cholesterol and diabetes. Developed in collaboration with international patients’ association Global Heart Hub as well as doctors and nutritionists, the platform provides patients with easy access to large volumes of information about their illnesses, along with guidance on how to lead their daily lives while managing their conditions. The site also helps people adopt a healthier lifestyle, offering over 150 recipes per patient profile and highlighting the benefits of exercise and relaxation.

APRIL 2020

ECODESIGN, SUSTAINABLE INNOVATION ACROSS THE ENTIRE MEDICINE VALUE CHAIN

→ The aim of the EcoDesign program is to integrate environmental, social and patient issues across the entire medicine chain. One of the tools the Group uses to do so is the life cycle analysis methodology to assess the environmental profile of a medicine, covering the extraction of raw materials, design, distribution, usage and end-of-life disposal. It also organizes workshops that bring together business line representatives from every stage, enabling the identification of best practice and areas for progress. These findings are then used to produce a roadmap that aims to bolster the integration of eco-friendly social design principles in Servier projects.

HEALTH AND SAFETY AT WORK/EMPLOYEE WELL-BEING/
DIVERSITY, INCLUSION AND EQUAL OPPORTUNITIES/MANAGERIAL PRACTICES

CREATING AN INCLUSIVE AND APPEALING WORKPLACE

The commitment of the Group's 22,500 employees represents one of the major drivers of its performance and contributions to therapeutic progress. Servier is a responsible employer and, as such, chose to adopt a proactive policy for health, safety and well-being in the workplace. Furthermore, to give everyone the best possible working conditions and opportunities to express their individual talents, Servier has fully committed to promoting diversity, equal opportunity and skills development.

ENSURING HEALTH, SAFETY AND WELL-BEING AT WORK

Servier strives to provide a safe and healthy working environment for all its employees. To do so, it has defined an ambitious Health, Safety and Environment (HSE) policy. One of that policy's aims is to develop a strong safety-first culture through shared best practices. It was with this in mind that the SAFE (Safety Always For Everyone) program was set up. The task force behind SAFE drew inspiration from feedback given for safety programs rolled out at R&D sites in France and Hungary, as well as industrial sites in Arklow, Ireland, and Gidy and Bolbec, France. The program defines the safety fundamentals to roll out at Group sites and provides tools for everyone to get involved—giving employees an active role in their own safety and making sure they look out for others. HSE teams also worked on the front line during the Covid-19 pandemic, helping to protect employees on site by defining and ensuring the application of hygiene measures.

FOSTERING TRUST AND BOOSTING THE GROUP'S APPEAL

This focus on employees can also be found in the guidance people receive throughout their careers, in line with the wider context and expectations of the teams. Employees start out at Servier with an onboarding process followed by personalized training, which enables them to build inclusive, rich and varied careers through skills development. The Group has also pledged to combat discrimination and promote equal opportunity, an aim that constitutes the overriding ambition of the #ServierDiversity program (see opposite).

But it is also one of the aims of PULSE: a program launched to monitor and develop an environment that fosters team engagement, particularly in light of the Covid-19 pandemic, through methodology and surveys conducted by independent analytics firm, Gallup. In 2020, the engagement rate reached 55%—15 points higher than 2019—and 86% of employees that took part in the survey said they were proud to work for the Group.

Lastly, the Group invests so that it can rise to the changing expectations of job applicants and employees—particularly through Ways of Working, a program that aims to develop collaborative culture and social innovation by increasing flexibility in the workplace. In 2020, these processes and practices were recognized when the Group was awarded Top Employer Europe certification.



"Diversity and inclusion mean that everyone's value can be recognized so they can make a contribution to developing the Group, enabling us to reach higher levels of performance."

SIHAM IMANI
EXECUTIVE VICE PRESIDENT
CORPORATE STRATEGY



"As emphasized by Servier's commitment, diversity and inclusion are key to the Group's development and align perfectly with our values."

NICOLAS BOUTS
EXECUTIVE VICE PRESIDENT
HUMAN RESOURCES



"We must work together to foster a climate of trust and openness, so that everyone feels accepted for who they are."

DR CLAUDE BERTRAND
EXECUTIVE VICE PRESIDENT
RESEARCH AND DEVELOPMENT

#SERVIERDIVERSITY, MAKING DIVERSITY AND INCLUSION EVERYONE'S BUSINESS

→ With 22,500 employees across the world, Servier is made up of diverse profiles, united by a shared vocation: committed to therapeutic progress to serve patient needs. This diversity is an asset for Servier, driving innovation and forming a core component of its culture. The Group's long term CSR program, #ServierDiversity, has committed to combating all forms of discrimination while promoting diversity and developing an even more inclusive workplace. This belief was compounded in 2020, when Servier's Commitment to Diversity and Inclusion was signed by all members of the Executive Committee. That decision underlined the importance of the role of managers to act as ambassadors for fundamental values such as equal opportunity, the fight against self-censorship, and the prohibition of all forms of discrimination and exclusion. Meanwhile, in France, Servier also signed the *Charte de la Diversité* by the *Entreprises pour la Cité* network. To go even further, the Group launched a survey of over 10,000 employees in nine countries in December 2020. The aim is to gather ideas and expectations in relation to diversity and inclusion in order to enrich the #ServierDiversity program roadmap. Results are expected to come in 2021. The Group will also launch an e-learning course on diversity and inclusion.

BUSINESS ETHICS/RESPONSIBLE PURCHASING/
ETHICS AND TRANSPARENCY OF CLINICAL TRIALS/RESPONSIBLE MARKETING
AND PROMOTION/STAKEHOLDER ENGAGEMENT

COMMITTING TO A SAFE, RESPONSIBLE AND TRANSPARENT INDUSTRY

As an international pharmaceutical Group, Servier focuses in particular on its practices and interactions with all stakeholders—patients, health care professionals, employees, partners, suppliers, governments, institutions and civil society.

AIMING TO LEAD BY EXAMPLE

Medicine is not just a product like any other; that is why the pharmaceutical industry is subject to extremely high quality standards and stringent codes of practice all over the world. Moreover, Servier's compliance policy was established in line with its vocation, helping all employees to act with integrity and lead by example. Employees can therefore rely on the two fundamental guidelines, the Ethical Charter and Code of Conduct, as well as a set of rules provided in writing, alongside the training courses that form an integral part of the Group's compliance program. These rules apply to anyone working either for or on behalf of Servier. Furthermore, the Group strives to act ethically in its work with partners through the Servier 1st class partner program, developing long term and transparent relationships based on collaboration. Servier has also committed to a responsible purchasing approach inspired by ISO 20400; in 2020, it published a charter defining the shared principles to be adhered to not only by Group purchasers, but also suppliers and sub-contractors. An e-learning course was therefore launched in late 2019, helping purchasers all over the world incorporate this

accountability into their day-to-day work. Lastly, Servier uses the EcoVadis platform to assess its suppliers according to financial, ethical, social and environmental criteria.

COMMITTING TO TRANSPARENCY AND SUSTAINED DIALOGUE WITH HEALTH CARE PROFESSIONALS

Servier is meticulous about its medical communication. In all countries where the Group operates, its teams are recognized for their high level of expertise. They work hard to deliver information to the medical community in a transparent, precise and objective manner. Scientific congresses and symposiums are an opportunity for participants to report on advances in scientific and medical knowledge, driving therapeutic progress. Attending virtual events in 2020 enabled the Group to maintain contact with health care professionals. The transparency of clinical trials is another core component to enhancing public health and medical knowledge while protecting patient integrity. Servier shares reports from its trials, as well as information regarding its research protocols, in plain language on clinicaltrials.servier.com.



“We are giving all Group purchasers the opportunity to take an e-learning course that teaches them to ask themselves the right questions—why are you making this purchase? What are you purchasing? Who are you purchasing from? And how are you purchasing? We’re convinced that involving all employees in our approach to responsible procurement produces the best results.”

ALEXIS WŁODARCZYK
RESPONSIBLE PURCHASING DIRECTOR

APRIL 2021

MEDIATOR

→ The Mediator trial opened on September 23, 2019 with the referral of Laboratoires Servier and the Agence nationale de sécurité du médicament et des produits de santé to the Paris Criminal Court. It closed on July 6, 2020. This trial allowed Les Laboratoires Servier to defend themselves publicly. The court delivered its judgment on March 29, 2021. Les Laboratoires Servier were acquitted of the offences of improperly obtaining marketing authorizations and their renewals, of fraud, and of most of the offences of breach of probity with which they were charged. However, the court found Les Laboratoires Servier guilty of aggravated deception and manslaughter and involuntary injury. On April 8, 2021, Les Laboratoires Servier acknowledged the decision of the Paris Public Prosecutor’s Office to appeal the acquittals of Laboratoires Servier for the offences of improperly obtaining a marketing authorization and fraud. This decision requires a new trial for which the Paris Public Prosecutor’s Office is responsible. Les Laboratoires Servier were willing to accept the court’s judgment, which they consider unfounded as to the sentences handed down, in order to put a definitive end to this legal case. As a result of the decision of the Public Prosecutor’s Office, Les Laboratoires Servier have decided to appeal their convictions for the offences of aggravated deception and manslaughter and involuntary injury.

On 31st March 2021, 3,889 patients received offers of compensation for a total amount of 200.5 million Euros, 179.4 million of which have already been paid.

DECEMBER 2020

JOHN, A CHATBOT SPECIALIZING IN DATA PROTECTION AND GDPR

→ Servier’s R&D teams process large volumes of health-related personal data. Given the sensitive nature of this information, the teams are particularly vigilant in its handling and scrupulously obey the General Data Protection Regulation (GDPR). To answer questions that may arise in different scenarios, the Group’s R&D data governance department created a chatbot named John. It answers people’s questions without consulting an internal specialist, saving employees precious time.

81%

**OF GROUP PURCHASERS (EXCL. GENERIC ACTIVITIES)
HAD COMPLETED AN E-LEARNING COURSE
ON RESPONSIBLE PURCHASING AT 31/12/2020**

ACCESS TO HEALTH CARE/LOCAL DEVELOPMENT AND COMMUNITY ENGAGEMENT

CREATING THERAPEUTIC, ECONOMIC AND SOCIAL VALUE FOR TERRITORIES

As a company committed to health care, Servier aims to give as many people as possible access to high quality medicine by leveraging its solid geographic footprint, delivery of innovative treatments, or development of generic activities. The Group also endeavors to create economic and social value in all countries where it operates.

MEETING PATIENT NEEDS LOCALLY

Servier harnesses the medical and scientific expertise of its local teams operating across its notable geographic footprint. By adopting a cross-disciplinary approach, the Group identifies different patient profiles and their needs in order to provide the most suitable solutions. Driven by its vocation, Servier also aims to make it easier for people to access high quality, yet affordable, medical treatment. Through its four specialized subsidiaries, Biogaran, Egis, Pharlab and Swipha, Servier provides over 1,500 generic medicines to treat most diseases. In 2020, Biogaran confirmed its leading position in generics in France. Meanwhile, the expansion of the Pharlab factory in Brazil, inaugurated in 2020, has enabled the site to deliver 100 million boxes of medicines for patients in Latin America. The Group is also increasingly present in biosimilars. These products are highly similar to other already approved biological medicines, known as reference medicines, therefore making innovative therapeutic solutions more accessible.

ENACTING TANGIBLE ACTIONS FOR REGIONS

In order to measure and optimize socioeconomic benefits for regions as part of its Local Shared Value program, Servier has carried out an impact assessment using the LOCAL FOOTPRINT® methodology. It found that, in the 18 countries studied, the Group supports 215,731 jobs, including 16,781 direct jobs. These results demonstrate Servier's firm commitment to creating value in the countries in which it operates. Moreover, all areas of activity and subsidiaries are stepping up initiatives with schools, associations and public bodies in an inclusive and participatory manner (see Local initiatives, p.24). By choosing this approach, Servier acts in line with its values while helping to maintain long-term relationships based on trust with local partners. Meanwhile, the Mécénat Servier Charity Fund assists general interest initiatives related to health, education, culture and community in the countries in which the Group operates. Other forms of non-financial support, such as skills-based sponsorship and Congé Solidaire®, encourage employee engagement and help bolster the Group's geographic footprint, as well as its relationships with local communities.

¹ Argentina, Australia, Brazil, Canada, China, Egypt, France, Germany, Hungary, Ireland, Italy, Japan, Morocco, Poland, Romania, Russia, Spain, Turkey



“All of our CSR initiatives center around transparent communication with our partners, and we strive to contribute to local socioeconomic development. In Russia, 25% of our employees are already involved in our volunteer program, lending a hand in a variety of areas including public health, education and childcare and the environment.”

JÉRÔME GAVET

MANAGING DIRECTOR OF SERVIER RUSSIA



APRIL 2020

SOCIAL IMPACT STUDY

→ In 2020, the Mécénat Servier Charity Fund carried out its first impact study. Multiple interviews were conducted with employees and partner organizations, offering some initial insights into the projects carried out since 2016. Employees enjoy being able to take part in meaningful charity initiatives, while the beneficiary organizations appreciate the invaluable support they receive to expand their activities and maximize their impact.

DECEMBER 2020

MEDICINE DONATED FOR CHILDREN WITH LEUKEMIA IN LEBANON

→ Successive crisis events in Lebanon have had a significant impact on the country's pharmaceutical supply chain. In light of the challenges in caring for young patients with acute lymphoblastic leukemia, Servier donated multiple units of a medicine used to treat the illness, making it possible to meet most patients' needs for six months. The Group would like to congratulate employees, who got involved in this initiative on a massive scale, for their commitment.

€7.1 BILLION

**IN GDP GENERATED IN 18 COUNTRIES
STUDIED AS PART OF LOCAL FOOTPRINT®**

CLIMATE CHANGE AND RESPONSIBLE USE OF RESOURCES/
EFFLUENT AND WASTE MANAGEMENT

LIMITING THE ENVIRONMENTAL FOOTPRINT OF THE GROUP'S ACTIVITIES

Servier is fully aware of its impact on the environment and has therefore pledged to reduce its greenhouse gas emissions (GHGs) through the Servier Climate Commitment program (see opposite). The Group has also launched a number of initiatives to improve waste management, cut down on energy usage and, more generally, reduce the environmental impact across the entire value chain.

REDUCING GREENHOUSE GAS EMISSIONS

Five years after the Paris Agreement, thousands of companies have set ambitious GHG reduction targets to help keep the global temperature rise well below 2°C. Using 2015/2016 as a reference year, Servier started measuring its emissions in order to rise to this considerable challenge and establish a specific action plan. Emissions are divided into three scopes:

- Scope 1: direct Group emissions (fuels, industrial processes, etc.)—i.e., 6% of its total emissions
- Scope 2: indirect Group emissions arising from energy usage (use of electricity, heating, etc.)—i.e., 5% of its total emissions
- Scope 3: all other indirect emissions (purchase of raw materials, goods transportation, waste management, employee travel, etc.). Scope 3 accounts for 89% of the Group's total emissions

WORKING TO THE HIGHEST ENVIRONMENTAL STANDARDS

In order to reduce the amount of waste produced every year, Servier created a guide of best practices to encourage reusing more materials and sending less to landfill. The Arklow site in Ireland, for example, has ISO 14001¹ and ISO 50001² certification and has sent zero waste to landfill since 2013. As a Group that actively considers its impact on biodiversity, Servier also ensures ecosystems are protected while carrying out its regional activities. That aim is clearly demonstrated by the future Servier Research and Development Institute in Paris-Saclay. This site aims to obtain BiodiverCity® accreditation—the first international label that takes biodiversity into account in real estate projects, assessing not only the commitments made as part of a site's design, but also how it benefits users and the environment. Servier is therefore investing in green spaces that foster local flora and fauna while contributing to employee well being. What's more, the Servier Research and Development Institute in Paris Saclay is striving to obtain the WELL Building standard® and the High Environmental Quality (HQE) certification, which both incorporate stringent environmental criteria.

¹ Environmental management system

² Energy management system



CYNTHIA CUMMIS
MEMBER OF THE SBTi STEERING COMMITTEE

“Ambitious corporate climate action is growing rapidly. Between 2015 and 2020, over 330 companies reduced their absolute emissions by an average of 25% as part of the Science Based Targets initiative (SBTi). Companies must significantly reduce their scope 1 and 2 emissions as the first step to help build a more sustainable future.”

60.93%

**OF WASTE FROM THE GROUP'S
INDUSTRIAL R&D SITES WAS
RECYCLED IN 2019/2020**

SERVIER CLIMATE COMMITMENT: -25% GREENHOUSE GAS EMISSIONS BY 2030

→ With the Servier Climate Commitment program, the Group has pledged to reduce its carbon footprint by 25% between 2016 and 2030. Its strategy to do so was approved in late 2019 by the Science Based Targets initiative (SBTi), a well-known international organization that guides companies through the climate transition in line with the objectives of the Paris Agreement outlined at COP21; namely, keeping the 2030 global temperature rise below 2°C. “We must set objectives to reduce our impact in a number of areas—energy, transport and the purchase of raw materials—and get all Group departments and employees involved,” said Vincent Minvielle, Group CSR Director. This comprehensive strategy harnesses the commitment of all Group departments and employees across the world. A number of initiatives have already been undertaken, such as the regeneration of solvents at chemical sites, the shift from sea to air freight to transport and distribute medicines, the energy renovation of buildings, the purchase of green energy in Spain, and the installation of solar panels at the Anpharm (Poland), Arklow (Ireland) and Toledo (Spain) facilities. The results are encouraging; for example, the energy usage of production and R&D sites in France remained constant (down slightly by 1.25%³) in the 2019/2020 financial year, even though production increased. These efforts equally apply to the amount of water used at these sites, which in turn fell by 4.58%⁴. Servier also aims to offset some of its irreducible or residual emissions. In partnership with EcoAct, the Group has committed to contributing to the fight against climate change over time by funding carbon capture and emission reduction projects. This year, for example, Servier supported the Floresta de Portel reforestation initiative in Brazil as well as the construction of the Windu Volcani geothermal power plant in Indonesia—not only offsetting 15,000 tons of CO₂ equivalent, but also creating local employment and development opportunities.

³ Electricity and gas: 202,094,542 KWh in 2018/2019 against 199,555,548 KWh in 2019/2020

⁴ 651,607 m³ in 2018-2019 against 621,737 m³ in 2019/2020

THE EMPLOYEES BATTLING COVID-19 ON THE FRONT LINE

In 2020, Servier employees across 37 countries demonstrated exceptional levels of mobilization and solidarity while battling Covid-19.

37

COUNTRIES IN WHICH THE GROUP IS PRESENT HAVE BENEFITED FROM SOLIDARITY INITIATIVES SET UP BY EMPLOYEES TO ACCOMPANY CARE WORKERS AND ASSOCIATIONS IN THE FIELD.



"I decided to volunteer with the French medical reserve to help my health care worker colleagues in hospitals. For me, staying at home during the pandemic was unimaginable—that would be betraying the Hippocratic Oath. I am very proud to have been able to participate in this national show of solidarity thanks to Servier."

HERVÉ CHROSTEK, FRANCE



ANDREEA VIDEANU
ROMANIA

"We set up a CSR committee in response to the crisis, which meets every week to propose tangible actions. As a result, we have carried out 30 projects supporting hospitals, patient groups and NGOs all over Romania. We distributed a total of 75,000 masks, 4,000 face shields and 2,000 pairs of shoe covers. The entire subsidiary got involved, with employees organizing a fundraiser. What's more, through the #PlatesOnDuty initiative, we distributed 600 meals to health care professionals working on the front line tackling Covid-19 in four hospitals in Bucharest."



TATIANA VALENTE
BRAZIL

"At the start of the pandemic in Brazil, we set up a committee with representatives of each entity, as well as doctors, to take measures ensuring the health and safety of all employees. In the face of great uncertainty regarding the risks and the spread of the virus, the doctors on this committee and their colleagues specialized in occupational medicine also went live on social media, providing employees with reliable information and reassurance."



JIE GUO
CHINA

"During the pandemic, Servier China took part in a public health operation to facilitate free online hospital appointments. Prescriptions and medication were then delivered to patients' homes. Meanwhile, Servier China and Alibaba Health developed a tracking system for medication. Patients just scan a bar code on the packaging to find the closest pharmacy with it in stock."

LOCAL INITIATIVES AROUND THE WORLD

OVERVIEW OF SOME OF THE ACTIONS TAKEN

Servier takes a collective and participatory approach in its social engagement initiatives, involving all areas of activity and subsidiaries in order to meet Group targets.

01

FRANCE THE BOLBEC FACILITY STRIVES TO INTEGRATE ISO 26000 GUIDANCE

→ This advanced level demonstrates the facility's highly developed CSR approach, in line with the seven themes covered by ISO 26000.

02

SLOVAKIA A NUTRITION GUIDE FOR CANCER PATIENTS

→ Servier Slovakia produced a guide to help all patients with gastrointestinal cancers eat well while undergoing treatment.

03

CHINA COMBATING COUNTERFEIT MEDICINES ONLINE

→ Servier China and JingDong, a Chinese e-commerce platform, have formed a three-year partnership to combat the sale of counterfeit medicines online, implementing a specific proactive monitoring system to detect illicit offers.

03

SPAIN A SEMINAR BY PATIENTS, FOR PATIENTS

→ In November 2019, Servier Spain sponsored the first patient seminar organized by Fundación Economía y Salud. Seventy patients were given the opportunity to talk about their experience of illness as well as their specific needs; this information was collected to be shared with health authorities.

04

FRANCE ESSENCI'ELLES, THE CAREERS NETWORK FOR WOMEN AT THE GIDY FACILITY

→ Since 2018, the Essenci'Elles network has organized meetings, debates and mentoring opportunities in order to promote career progression for women at the Group and improve gender equality and diversity at work.

05

EGYPT, SPAIN AND IRELAND ISO 45001 CERTIFICATION

→ This standard provides a clear framework for workplace health and safety management systems with the aim of improving risk prevention.

06

CANADA PROMOTING ENVIRONMENTALLY FRIENDLY BEHAVIOR ON THE ROAD

→ The teams responsible for managing Servier Canada's vehicle fleet provided additional education focused on environmentally friendly driving habits, and organized an inter-regional competition to inspire sales teams to adopt new habits.

07

UNITED ARAB EMIRATES, SAUDI ARABIA & GULF COUNTRIES NEW COMPLIANCE AND MEDICAL DEPARTMENTS

→ Created in October 2019, these two new departments now set a benchmark for business ethics.

08

ARGENTINA, BRAZIL, COLOMBIA, COSTA RICA, ECUADOR, MEXICO, PANAMA AND PERU HOMES FOR FAMILIES LIVING IN EXTREME POVERTY

→ Mécénat Servier has teamed up with the TECHO NGO, which aims to build quality housing for families living in extreme poverty.

09

BULGARIA SERVICE DOGS FOR PEOPLE WITH DIABETES

→ Servier Bulgaria supports Eyes on Four Paws, a foundation that trains service dogs to use their sense of smell to detect hypoglycemia in people with diabetes, including children.

10

UNITED KINGDOM REDUCING DANGER ON THE ROAD

→ Servier UK assessed a number of drivers, identifying training they would need in order to better reduce risk factors on the road.

11

KAZAKHSTAN RISING TO THE RECYCLING CHALLENGE

→ Servier Kazakhstan aims to reduce waste generated by its industrial processes and commercial activities by recycling and upcycling wherever possible.

SERVIER - MAY 2021

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