THE YEAR IN PICTURES

EDITORIAL BY OLIVIER LAUREAU

PROFILE

AMBITIOUS STRATEGIC OBJECTIVES

SERVIER, AN INDEPENDENT GROUP
- Governance
- Financial results
- A comprehensive range of health care solutions
- Global footprint

ACCELERATING THERAPEUTIC INNOVATION
- A new agile and integrated R&D model
- High aspirations in oncology
- Open and collaborative R&D
- A pipeline full of promise

ACTING FOR AND WITH PATIENTS
- Involving patients throughout the life cycle of a medicine
- Providing health care professionals with the medical information they need

GUARANTEEING ACCESS TO HEALTH CARE FOR ALL
- A solid geographic footprint, building proximity with patients
- Generic medicines, an opportunity for the health care system and an asset for Servier

PREPARING PRODUCTION FACILITIES OF TOMORROW
- High quality production
- Preparing production facilities to drive the Group’s transformation

NUPTURING ENGAGEMENT
- Boosting engagement among a united collective
- Charitable initiatives around the world in response to Covid-19
- Increased social and environmental contribution
- Mécénat Servier: committed to solidarity
AS THE WORLD FACES THIS UNPRECEDENTED HEALTH CRISIS, I FIRST OF ALL WOULD LIKE TO EXPRESS MY RESPECT AND ADMIRATION FOR ALL THOSE WHO SPARE NO EFFORT IN TREATING AND SAVING THE LIVES OF PEOPLE WITH COVID-19 OR OTHER CONDITIONS.

SINCE THE VERY BEGINNING OF THE PANDEMIC, OUR GROUP HAS FOCUSED ON TWO PRIORITIES—TO CONTINUE SUPPLYING OUR MEDICINES TO PATIENTS THAT NEED THEM AND GUARANTEEING EMPLOYEE HEALTH AND SAFETY.

I AM PROUD OF AND GRATEFUL TO EVERYONE AT SERVIER FOR THEIR UNWAVERING COMMITMENT AS THEY CONTINUE TO CARRY OUT THEIR DUTIES AT THIS TIME.

THIS GLOBAL HEALTH CRISIS HAS REMINDED US JUST HOW ESSENTIAL OUR EFFORTS IN THE RESEARCH AND DEVELOPMENT OF INNOVATIVE THERAPEUTIC SOLUTIONS ARE FOR TREATING PATIENTS AND SAVING LIVES.

OLIVIER LAUREAU — PRESIDENT OF SERVIER
Since the start of the Covid-19 crisis, Servier has consistently prioritized supplying medicines to patients. The Group’s local structures made it easier to fulfill this promise, on the ground, to meet patients’ needs locally. As the second largest pharmaceutical Group in France, Servier has always actively chosen to maintain significant production capacity in Europe. As such, the Group produces nearly 2,000 metric tons of active ingredients each year in France at its Oril Industrie facility, which represents 98% of the active ingredients used in Servier brand-name medicines.

98% OF THE ACTIVE INGREDIENTS USED IN SERVIER BRAND-NAME MEDICINES ARE PRODUCED IN FRANCE.
April 2020. Servier employees demonstrated an outstanding ability to adapt as the pandemic accelerated the shift to telework and the use of digital technology. The Servier Group had already rolled out a system for teleworking in over 30 countries to empower employees and improve their work/life balance. The Group believes such new ways of working, which include cross-departmental management, collaborative working and communal spaces, to be of strategic importance in order to deal with the changes currently occurring. The idea is to create a pleasant working environment that enables everyone to find fulfillment, individually and as a group.

86% OF EMPLOYEES WOULD RECOMMEND SERVIER AS A GREAT PLACE TO WORK.

ANNUAL ENGAGEMENT SURVEY CONDUCTED WITH THE GALLUP INSTITUTE – 2020 GROUP RESULTS.
REDUCING THE GROUP’S CARBON FOOTPRINT

May 2020. As part of its “Servier Climate Commitment” project, the Group has pledged to reduce its total greenhouse gas emissions by 25% by 2030. Servier is now one of the 542 companies that have set emissions reduction targets in line with the objectives of the Paris Agreement, approved by the SBTI1. Many efforts have already been undertaken, such as improving the energy performance of facilities or stepping up the pace of the shift from air to sea freight to transport and distribute medicines.

SERVIER AIMS TO REDUCE ITS TOTAL CO₂ EMISSIONS BY 25% BY 2030.

1 The Science Based Targets initiative – benchmark international network of partners that uses climate science to set greenhouse emissions reduction targets.
EXCELLENCE BY SYMPHOGEN

➔ June 2020. The Servier Group acquired Symphogen, a biotech company founded in 2000 and based in Denmark. Symphogen has developed a cutting-edge research platform that can rapidly identify high quality monoclonal and bi-specific antibodies. It boasts strong early in vitro and in vivo development capabilities across oncology and immuno-oncology.

Symphogen has become the antibody center of excellence of the Group as its platform can deliver antibodies with unique functionalities providing best or first in class potential.

FROM 2020-2021, 50% OF THE SERVIER R&D BUDGET WILL BE INVESTED IN ONCOLOGY.
ONIVYDE® IN JAPAN

→ June 2020. Nihon Servier launched Onivyde®, a cancer treatment and the first medicine under its own name in Japan. This launch opens up new opportunities for the subsidiary as a provider of specialized treatments.

It is a first for Servier in the world’s second largest oncology market, after the United States, marking a new milestone in the Group’s strategy to become renowned on the international stage for developing innovative cancer treatments.

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6 SERVIER ONCOLOGY TREATMENTS AVAILABLE FOR PATIENTS THROUGHOUT THE WORLD.
HYPERTENSION IS THE #1 RISK FACTOR FOR DEATH – IT IS TIME TO ACT

“Now be a good little Grandma, and take your blood pressure medicine.”

#BecauseIsayso
September 2020. Servier launched the second component of its annual “Because I say so” campaign, rolled out in 70 countries in partnership with the International Society of Hypertension. The “Because I say so #Takeyourmedicine” campaign strives to raise awareness about the consequences of failing to keep up with antihypertensive treatment. Patients are encouraged to follow the advice they’re given by their doctor and take their antihypertensive medicine every day. Nearly half of patients living with hypertension stop their treatment within the first 12 months. The aim is to reduce such lack of discipline, which increases the risk of serious cardiovascular diseases (heart attack and stroke) by 30%.

Over the last 50 years, Servier has become a major global player in arterial hypertension.
"THE HEALTH CRISIS HAS FURTHER BOLSTERED OUR EFFORTS TO DRIVE THERAPEUTIC PROGRESS."

OLIVIER LAUREAU — PRESIDENT OF SERVIER

This year was struck by an unprecedented health crisis. What do you take away from it?

O. L. → First and foremost, my thoughts go to the people who have contracted Covid-19 and their families. But we also can’t forget patients with other health issues, who have been affected indirectly but no less seriously, having to wait to be screened and treated.

In light of the severity of the outbreak, Servier rallied to meet the needs of patients and health care professionals without disruption and guarantee the supply of all of the Group’s medications everywhere it operates. Meanwhile, we supported dozens of initiatives providing aid in 37 countries to offer assistance to patients and health care workers throughout the pandemic. Our teams carried out their duties with unwavering commitment in an exceptional situation. I am very proud of that.

What are the initial lessons you have learned from all of it?

O. L. → Internally, the crisis encouraged us to transform our working methods—where we work, how we collaborate together, and how we manage. It accelerated discussions we were already having at Servier about teleworking, particularly in relation to work/life balance. It also showed us just how much digital technology and robust data usage can speed up research and development of new treatments and, ultimately, improve their effectiveness.

At every stage, we need to ask ourselves the right questions. Right now, we need to consider how we can prepare for potential future crises, what resources we should invest and which priorities we should set for the health care sector overall and, more specifically, in pharmaceuticals. The pandemic particularly highlighted the extent to which Europe’s health industry is heavily dependent on the rest of the world, Asia in particular.
How can Servier, a French company, be involved in building health care sovereignty for Europe?

O. L. → We have consistently stood by the challenging choice of maintaining the majority of our R&D and a significant proportion of our production capacity in France and elsewhere in Europe, for example at our Arklow and Oril Industrie sites in Ireland and France, respectively. In 2020, the Arklow facility celebrated 30 years since it opened its doors, while Oril Industrie turned 60. Our chemical industry facility in Normandy actively contributes to European health care independence, producing 98% of active ingredients in our brand-name medicines, and we will soon be making significant investments to further develop its capacity. Meanwhile, our biological medicine production unit will enter into service in 2023 at our long-standing Loiret facility in France, in keeping with our conscious effort to maintain industrial roots in Europe.

By deciding to create value in France, Servier accounts for up to 36% of the French industry’s trade surplus.

Lastly, our new Servier Research and Development Institute, currently under construction at the Paris-Saclay hub for scientific and technological innovation, reflects our determination to raise the profile of French research internationally.

Other than the pandemic, what would you say were the main events of the year?

O. L. → In oncology we completed the acquisition of Symphogen, a Danish biotech company known for its cutting-edge expertise discovering monoclonal antibodies. In Japan, where we have operated for over 40 years through licensing agreements and monitoring clinical trials, we launched the first medicine under the Servier name—a pancreatic cancer treatment that paves the way for future Group expansion in the world’s second largest oncology market. We also began Phase 3 trials for new indications for Lonsurf® in a number of countries. Positive results would represent a step forward in the treatment of colorectal cancers. We also recently announced the signature of an agreement to acquire the oncology branch of US based Agios Pharmaceuticals, which marks a new key stage in our oncology roadmap as the acquisition will enable us to develop our drug portfolio and pipeline in oncology, all while consolidating our presence in the US. All these developments help boost our ambition to become a renowned innovator in oncology so that we can treat even greater numbers of cancer patients. Moreover, we are proud that patient groups recognize us as a partner of choice in this field, as proven by Servier’s 10th place in the PatientView Report 2019 rankings.

We also achieved considerable progress in cardiometabolism, an area where the Group has established its reputation.

One of our fixed dose combination medicines—making daily life a bit easier for patients with high blood pressure by associating three molecules in a single pill—became the most commonly prescribed triple combination in the countries where it is available. We also launched our leading venous insufficiency medication in China, which still has a promising future.

Lastly, I would like to highlight the approval by the Science Based Targets initiative (SBTi) of our strategy to reduce our carbon footprint by 25% by 2030. We also live up to our social responsibility through our commitment to play our part in combating climate change.
What are the main challenges facing Servier today and what is the Group doing to address them?

O. L. → Servier has always focused on researching and developing innovative medicines to meet the needs of patients in the Group’s therapeutic areas. Our unique governance model guarantees our independence, enabling us to invest significant resources in long-term research and development.

However, we operate in a market that has become increasingly competitive for both brand name and generic medicines. In particular, the conditions to access and remain in this market, in certain countries, make it increasingly difficult to incorporate the cost of innovation, be it incremental or a breakthrough, into drug pricing. Meanwhile, therapeutic needs are changing. Although we have not yet won the battle against chronic diseases such as cardiovascular diseases or diabetes, meeting the therapeutic needs of cancer patients has, at the same time, become crucial.

We therefore decided to adjust our strategy, setting ambitious targets for 2025 in order to improve our current performance and fund future development. To achieve them, we are going to ramp up the overall transformation of the Group in order to enhance our performance in terms of financial metrics, labor concerns and therapeutic treatments. We will also revolutionize our R&D to make it even more patient-focused through translational medicine, using digital technology and data processing for greater efficiency and concentrating on three therapeutic areas: oncology, cardiometabolism, and immune-inflammatory and neurodegenerative diseases. At every level of the Group (such as Human Resources, Industry and Operations), transformation programs are being carried out to safeguard our growth, long-term future and independence. Digital technology will be key to guiding us through these changes, so we will be relying heavily on our recently established Digital, Data and Information Systems Department.

Finally, as we truly believe that the commitment of our employees drives our performance, we have set quantifiable targets regarding engagement. To achieve them, we constantly strive to give meaning to our day to day work. In the context of the pandemic and heightened competition, it is our passion for what we do that will drive innovation.

How do you see the pharmaceutical industry globally?

O. L. → The pandemic reminded us just how essential our efforts in the research and development of innovative therapeutic solutions are for treating patients and saving lives. As Covid-19 continues to spread throughout the world, we should all seek to innovate. This will require an unprecedented push to further scientific collaboration, including public private partnerships, to encourage agile project management and showcase the value our industry creates for society.

Servier is determined to play a key role in this drive for open innovation which, because it is governed by a non-profit foundation, will ultimately primarily benefit patients.
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.

INDEPENDENT GLOBAL PHARMACEUTICAL GROUP

31st largest pharmaceutical group worldwide and 2nd largest pharmaceutical group in France1.
6th leading pharmaceutical group in cardiology worldwide

€4.7 bn 2019/2020 Group revenue

100 m patients treated each day worldwide with Servier Group medicines

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

150 countries in which the Group’s medicines are distributed

96% of Group revenue (from brand-name medicines) generated outside France

1 IQVIA Analytics Link, September 2020.
AMBITIOUS STRATEGIC OBJECTIVES FOR 2025

The success achieved over recent years bolsters Servier’s ambition to reconcile therapeutic, social and economic performance. To make this happen, Servier has set six objectives for 2025.

1. REACH €6.5 BILLION IN CONSOLIDATED REVENUE
   → The Group already possesses the growth drivers it needs to achieve this ambitious objective. Servier must maintain its position as leading provider of treatments in its core activities, such as venous and cardiometabolic diseases, where the Group enjoys a strong outlook with its medicines in fixed-dose combinations. Servier must also expand its activities in oncology, where it is already a renowned player with six medications on the market.

2. REACH EBITDA OF €1.3 BILLION
   → Servier seeks to double EBITDA over the next five years, which will enable the Group to make the strategic acquisitions it requires to grow, finance its investments—especially in R&D—and support the implementation of its digital strategy, which will make the Group more efficient and more competitive. To achieve this goal, Servier has started to transform its production facilities and its R&D efforts in order to improve efficiency and productivity.

3. LAUNCH ONE NEW MOLECULAR ENTITY EVERY THREE YEARS, INCLUDING ONE BY 2025
   → Servier continues to transform its R&D model in order to enrich its portfolio of candidate drugs and boost its commitment to achieving therapeutic progress for patients. With the Servier Research and Development Institute in Paris-Saclay, the Group positions itself as one of the most innovative medical laboratories in France and Europe.

4. STAY WITHIN OR REACH A TOP THREE POSITION IN EACH OF OUR INDICATIONS
   → Every day, 100 million patients are treated with the Group’s medicines. By strengthening its leading position across its entire therapeutic portfolio, Servier will consolidate its strong reputation among health care professionals and patients.

5. REACH €1 BILLION IN REVENUE IN ONCOLOGY
   → Oncology already represents a key growth driver for Servier (see page 36). As of the 2020-2021 financial year, the Group allocates 50% of its R&D budget to this field, while also continuing its geographic expansion in the main oncology markets of the US, Japan and Europe.

6. REACH OPTIMAL EMPLOYEE ENGAGEMENT
   → None of these objectives can be achieved without the buy-in and commitment of the Group’s employees. The second PULSE engagement survey, carried out by independent analytics firm Gallup, reflects the progress made, with an overall employee engagement score of 4.16 out of 5 in 2020, while the average in the pharmaceutical industry came out at 4.1 out of 5. The Group aims to achieve 4.4 out of 5 by 2025, while also stepping up its commitment to diversity and inclusion.
“The Covid-19 crisis has served to demonstrate just how important agility and the ability to reinvent ourselves are if we are to tackle unforeseen events. In a market that is volatile, uncertain, complex and ambiguous, the Group has set itself six objectives for 2025 to improve its performance, finance future growth and guarantee widespread access to high quality health care. To achieve these objectives, we are picking up the pace of our transformation in all our activities and across our entire organization. This holistic transformation concerns not only our processes, but also the ways we work as well as our individual and collective behavior. The engagement and buy-in of the Group’s 22,500 employees are essential; the vast diversity of their profiles is a powerful driver of performance. It is by pooling all our efforts that we will achieve the highest possible levels of performance in terms of treatments, financial metrics and labor concerns. We can catalyze engagement across the Group by clearly setting out and sharing our objectives, which also represent exciting opportunities for personal and collective growth.”

→ The Servier Group is keen to step up its digital transformation as an effective way to achieve its strategic objectives. That is why Servier set up a new Digital, Data and Information Systems Department in January 2020, headed by Virginie Dominguez, Group Chief Digital Officer. The new department is charged with harnessing the power of new technology to enhance efficiency across all the Group’s areas of activity. For example, R&D would benefit considerably from further exploiting data and artificial intelligence to accelerate the development of new medicines, more effectively draw learnings from real-life data, and improve decision making. Digital technology will also make it possible to rethink the experience of patients and health care professionals during clinical trials. The Group has undertaken work on production and supply chain to improve sales forecasts, stock management, production lines and distribution to guarantee maximum continuity of supply in the 150 countries in which Servier treatments are available. Sales and marketing teams have established a new omnichannel approach to relations with health care professionals, alongside many other digital services for patients, for example to improve diagnosis and adherence to treatment. Furthermore, digital technology also makes it possible to automate certain repetitive tasks, enabling Group employees to concentrate on work with higher added value. Servier’s digital transformation involves all the Group’s areas of activity, across the entire value chain.
SERVIER, AN INDEPENDENT GROUP

SERVIER IS AN INDEPENDENT GROUP, COMMITTED TO THERAPEUTIC PROGRESS TO SERVE PATIENT NEEDS.
A GOVERNANCE MODEL UNDERPINNED BY INDEPENDENCE AND A LONG-TERM VISION

The Servier Group is governed by a non-profit foundation, the Fondation Internationale de Recherche Servier (FIRS). Unique in the pharmaceutical industry, the Group’s governance structure preserves its independence, guarantees a long-term vision and enables it to reinvest all its profits into a single priority: therapeutic progress to serve patient needs.

MAINTAINING FREEDOM OF CHOICE THROUGH FINANCIAL INDEPENDENCE

→ Servier has chosen to remain independent by deciding to be governed by a non-profit foundation. In a volatile, uncertain, complex and ambiguous world, this structure enables it to remain focused on its vocation to champion therapeutic progress that serves patient needs. Free from shareholder pressure, the Group is fully committed, in a sustainable way, to discovering and delivering innovative solutions for patients.

SEPARATING DECISION-MAKING AUTHORITY AND CAPITAL

→ Decision-making authority is held by the FIRS, a non-profit foundation without capital. Its vocation is purely managerial; it has no financial connection to the Group but does have the power to appoint or dismiss the Group’s leaders. Three non-profit organizations governed by the French law of 1901, members of which are companies in the Group, own 48% of Servier SAS holding’s capital. These organizations focus on supporting medical research and spreading scientific knowledge to further progress in health care. The rest of the holding’s capital is held by the Group itself, i.e., the Group’s subsidiaries. No individual holds any stake in the Group’s capital.

REINVESTING ALL PROFITS IN GROUP DEVELOPMENT

→ Servier SAS holding controls 100% of the Group’s operating subsidiaries worldwide. This governance structure enables Servier to reinvest all its profits in research and Group expansion.
MEMBERS OF THE EXECUTIVE COMMITTEE

1. Olivier Laureau  
   President of Servier

2. Claude Bertrand  
   Executive Vice President R&D

3. Nicolas Bouts  
   Executive Vice President Human Resources

4. Pascal Brière  
   Executive Vice President for Group Generic Activities

5. Philippe Gonnard  
   Executive Vice President Global Medical & Patient Affairs

6. Siham Imani  
   Executive Vice President Corporate Strategy

7. Pascal Lemaire  
   Executive Vice President Finance

8. Frédéric Sesini  
   Executive Vice President World Operations

9. Pierre Venesque  
   Executive Vice President Industry
2019-2020 FINANCIAL RESULTS

€3.285 BN
REVENUE FROM BRAND-NAME MEDICINES
→ 96% of revenue from brand-name medicines generated outside France
→ 22.8% of revenue from brand-name medicines reinvested in R&D
→ 643 million boxes distributed
→ 2.9% increase in the volume of boxes distributed

€4.688 BN
2019-2020 GROUP REVENUE
3.8% ANNUAL GROWTH
(AT CONSTANT EXCHANGE RATES)

€1.403 BN
REVENUE FROM GENERIC MEDICINES
→ Biogaran: €876 m
→ EGIS: €477 m
→ Others: €50 m
→ 539 million boxes distributed
→ 5.3% increase in the volume of boxes distributed

BREAKDOWN OF REVENUE BY BUSINESS SEGMENT

57%
CARDIOMETABOLISM

10%
ONCOLOGY

3%
OTHERS¹

30%
GENERICS

¹ Including the central nervous system.

€626 m
EBITDA² 2019-2020
I.E. 13% OF REVENUE, UP 20.9% ON THE PREVIOUS YEAR

² Earnings before interest, taxes, depreciation, and amortization.
MESSAGE FROM PASCAL LEMAIRE, EXECUTIVE VICE PRESIDENT FINANCE

“The results from 2019-2020 are solid and in line with our objectives, with revenue of €4.7 billion—up 3.6% at constant exchange rates on the previous year. Sales rose in brand-name medicines (up 2.9% in terms of the number of boxes distributed) and generic medicines (up 5.3%). The growth in brand-name medicines was driven primarily by strong performance in oncology (up 12.8%), with Onivyde® and Oncaspar® achieving very positive results. This progress confirms the Group’s ambition to position itself as an innovative and renowned player in this field. EBITDA came out at €626 million, up 20.9% on the previous year, in part as a result of the controlled investments made as a result of the prevailing health and economic situation. These results demonstrate the solidity and stability of the Group and its ability to achieve the targets set for 2025 as part of its transformation.”

BREAKDOWN OF REVENUE BY GEOGRAPHIC REGION

- **Américas**: 11.1% (€272 m)
- **Europe (Excl. EU)**: 12.3% (€119 m)
- **European Union**: 49% (€457 m)
- **Asia/Oceania**: 21.5% (€194 m)
- **Africa/Middle East**: 6.1% (€159 m)

TOP 5 REVENUE GENERATING COUNTRIES FOR BRAND-NAME MEDICINES

- **China**: €457 m
- **Russia**: €272 m
- **France**: €119 m
- **United States**: €194 m
- **Italy**: €159 m
A COMPREHENSIVE RANGE OF HEALTH CARE SOLUTIONS

Every day, 100 million people throughout the world are treated using the Group’s extensive range of brand-name and generic medicines. Servier’s WeHealth™ Digital Medicine division provides e-health solutions that benefit patients and health care professionals.

AN EXTENSIVE RANGE OF BRAND-NAME MEDICINES

1/ CARDIOVASCULAR DISEASES
- Carivalan®
- Coveram®
- Cosyrel®
- Coversyl®
- Euvascor®
- Hyperium®
- Implicor®
- Lipocomb®
- Natrilix®
- Natrixam®
- Preterax®
- Procoralan®
- Triplixam®
- Triveram®
- Vastarel®
- Viacoram®
- Viacorlix®

2/ METABOLISM
- Diamicron®

3/ NEUROPSYCHIATRIC DISEASES
- Valdoxan®
- Stablon®
- Trivastal®
- Arcalion®

4/ ONCOLOGY
- Lonsurf®
- Onivyde®
- Muphoran®
- Oncaspar®
- Asparlas®
- Pixuvri®

5/ VENOUS DISEASES
- Daflon®
GENERIC MEDICINES THAT ENHANCE ACCESS TO TREATMENT FOR ALL

Through its four specialized subsidiaries—Biogaran (France), Egis (Hungary and Eastern Europe), Pharlab (Brazil) and Swipha (Nigeria)—Servier provides patients with nearly 1,500 generic medicines to treat the majority of diseases.

In fields such as oncology and rheumatology, the Group also contributes to developing biosimilars, which are highly similar to another already approved biological medicine, known as a reference medicine. This increases the number of treatment options available to patients and potentially reduces health care costs through competition.

WEHEALTH™ DIGITAL MEDICINE, HARNESSING OPEN INNOVATION TO BENEFIT PATIENTS AND HEALTH CARE PROFESSIONALS

Since 2016, the Servier WeHealth™ Digital Medicine division develops digital solutions, on its own or in collaboration with partners, to improve the day-to-day lives of patients and health care professionals within the Group’s therapeutic fields of excellence. Through an open innovation strategy, start-ups and incubators benefit from the support of a multi-disciplinary team to develop, scale up and distribute their innovations.

The tools, software and applications deployed increase data collection and processing to enrich and enhance the patient journey. In order to continue better responding to the needs of patients and health care professionals, WeHealth™ Digital Medicine also works in close collaboration with other departments throughout the Group.
INFLUENCE OF A FRENCH GROUP ON THE WORLD STAGE

Servier's medicines are available in 150 countries, through its 16 production sites in 11 countries, 4 research institutes, 15 International Centers for Therapeutic Research (ICTR) responsible for conducting the Group’s clinical trials and 2 Servier BioInnovation offices.

Servier is the second largest pharmaceutical Group in France, employing 4,900 people throughout the country at its headquarters, two production sites (which produce 98% of the active ingredients used in the Group's brand-name medicines), two research institutes and one ICTR.

1,900 employees in the Americas
14,900 employees in Europe, 7,000 of whom within the European Union and 4,900 in France

4,600 employees in Asia

1,100 employees in Africa and the Middle East
### 16 Production Sites

Servier has chosen to base its 16 production sites geographically near to local patient needs in order to guarantee transport security and meet deadlines. All in all, 11 of the Group’s 16 production sites focus exclusively on brand-name medicines.

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### 4 Research Institutes

The Group’s research activities are based in France, Hungary, and Denmark following the acquisition of Symphogen in June 2020. The three research institutes in France (Suresnes, Croissy and Orleans) are specialized in developing new medicines in fields with considerable medical needs. The research institute based in Budapest, Hungary, conducts similar work and specializes in medicinal chemistry.

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### 15 International Centers for Therapeutic Research

Servier boasts a network of 15 International Centers for Therapeutic Research (ICTR), which are based in strategic locations throughout the world. The ICTR conduct local clinical trials in the Group’s therapeutic areas and are operated by teams of highly qualified Servier employees.

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### 2 Servier BioInnovation Offices

In line with its innovation strategy, the Group is gradually establishing the Servier BioInnovation network throughout the world. The idea is to identify the most favorable opportunities in terms of research partnerships, licensing agreements and acquisitions with the most prominent centers for biomedical and life science innovation.

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<td>United States</td>
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GLOBAL PRESENCE

→ The Group’s global footprint offers extensive geographic coverage. Servier teams operate in various regions (see below) to supply medicines to patients in 150 countries. The Group’s strategy to work out of local bases also means it is able to offer a range of therapeutic solutions to suit the specific needs of each country.

- Asia-Pacific 18
- Central and Eastern Europe 19
- Latin America
- Africa
- French overseas departments, regions and territories and Other Indian Territories 22
- Middle East
- North America
- Western Europe 16

INTERNATIONAL BODIES

→ To facilitate dialogue with key stakeholders in the countries and regions in which the Group is based, Servier is involved in a number of industry bodies. Servier is a member of the International Federation of Pharmaceutical Manufacturers & Associations (IFPMA), as well as the main pharmaceutical industry associations in Canada, Russia, Brazil, China and Turkey.

The Group is also a founding member of the European G5 Health Association and a member of its board of directors. It also contributes to the work of the British pharmaceutical industry (ABPI) and Farmaindustria in Italy. Furthermore, Olivier Laureau holds the office of Chair of the Innovative Medicines Initiative (IMI) Governing Board and Vice President of the European Federation of Pharmaceutical Industries and Associations (EFPIA) until July 2021.

In France, Servier is involved in the work of the French Healthcare association, France Industrie and the Health care Industry Strategic Committee (CSF). Servier is also a member of the France Biotech board of directors and the Health Industry Alliance for Research and Innovation (ARIIS).

In addition, Servier is a member of the Patient-Focused Medicines Development (PFMD) global coalition, member of the National Health Council (NHC) in the United States and sponsor of the European Patients’ Forum (EPF).
A Servier employee at the research institute in Croissy, France.
ACCELERATING THERAPEUTIC INNOVATION

P.34 – A NEW AGILE AND INTEGRATED R&D MODEL
P.36 – HIGH ASPIRATIONS IN ONCOLOGY
P.38 – OPEN AND COLLABORATIVE R&D
P.40 – A PIPELINE FULL OF PROMISE
Servier has recently initiated a plan to transform its R&D activities in line with the Group’s strategic objectives. It is built around three core elements that will drive progress and therapeutic performance.

A more patient-focused approach to R&D

Integrating the patient into every stage of R&D leads to closer ties between basic and clinical research, giving rise to what is known as translational research. This approach has two major advantages—better understand the disease and speed up the process of moving candidate drugs through the various clinical phases. It relies in particular on the use of innovative biomarkers that provide information about the effect of treatment on the disease for different groups of patients. Translational medicine takes clinical observations and patient needs as a starting point to be able to evaluate new molecules more quickly. Servier has formed a new department specifically to focus on the collaboration between researchers and clinicians and apply the learnings to its projects to increase the probability of success.

A more effective structure

The R&D Department has been restructured in order to foster a more collaborative approach. Digital technology and data increase agility, efficiency and productivity to speed up the research process, the iterative molecule identification procedure and clinical trials, while also developing a more detailed understanding of patients. SCORE, the program that digitizes clinical trials, falls within this ambition as it encourages remote dialogue between patients and medical and scientific teams by enabling them to access data in real time, therefore making it easier to make decisions. The Federates platform that is currently under development will improve the communication of information and data in real time and accelerate the various research stages. Furthermore, building stronger relations with the production side in order to approach innovation in terms of usage will streamline the Chemistry, Manufacturing and Controls (CMC) activity. The Chief Medical Officer gathers patient feedback and passes it on during medical R&D missions.

Three target areas of expertise

To maximize the success of its therapeutic innovations while also preserving the specificities inherent to their development, Servier has chosen to channel its efforts in three therapeutic fields. In oncology, where the Group endeavors to become a renowned and innovative player, the aim is to concentrate on the most difficult cancers to treat. In immune-inflammatory and neurodegenerative diseases, Servier will primarily address targeted diseases to respond to the as yet unmet medical needs of patients. In cardiometabolism, the Group will focus on Life Cycle Management (LCM) to capitalize on its medicines and expertise in incremental innovation, in particular by developing Single Pill Combinations.
“To achieve the objectives the Group has set for 2025, R&D has developed an initial three-year action plan that focuses on three core activities. De novo innovation is about discovering and developing new treatments to address critical needs in oncology, on the one hand, and neurology and immune-inflammation on the other. Life Cycle Management is designed to boost the Group’s existing business, in particular in cardiometabolic diseases. Employees working in R&D have demonstrated remarkable agility and commitment since the start of the Covid-19 pandemic, which has enabled us to continue our activities without suffering any delays to our clinical trials. This is very encouraging as the transformation project we are embarking upon relies on the ability of our teams to bounce back.”

A Group-wide hackathon gave rise to a new research program into venous diseases. This innovation, which is officially recognized as a preclinical candidate, enables Servier to continue its efforts to offer new therapeutic solutions to patients with venous diseases.

Servier has taken the decision to terminate its collaboration with Amgen regarding omecamtiv mecarbil. The overall efficacy results of GALACTIC-HF have fallen short of what was envisioned and expected with regard to treatment effect. Servier is grateful to the trial investigators, site personnel, patients, and caregivers who participated in GALACTIC-HF, and is pleased to have collaborated with Amgen and its partner Cytokinetics on one of the largest heart failure trials ever conducted to investigate this novel therapy in patients with heart failure. Above all, Servier would like to thank all staff members for their commitment and for the work done on omecamtiv mecarbil.
Cancer causes more than one in four of all deaths, making it the second leading cause of death in the world, and numbers are on the rise. To respond to the growing need for therapeutic solutions, Servier has made oncology one of its foremost priorities, investing 50% of its R&D budget in the field as of 2020-2021. The Group endeavors to become renowned for developing innovative cancer treatments by initiating therapeutic progress where the needs are greatest.

Responding to unmet patient needs
As a company committed to improving patient health, Servier has chosen to focus on developing treatments for cancers that are difficult to treat and for which therapeutic needs are generally not yet met, such as gastrointestinal, hematologic, pancreatic and pediatric cancers. To develop effective treatments, the R&D teams continue their work on existing medicines. Two Phase 3 trials are currently underway for Lonsurf®, with results expected by 2023-2024. Such work represents considerable progress in the treatment of certain digestive cancers.

Becoming a renowned and innovative player in oncology
Servier concentrates its R&D programs in oncology in two promising areas—immunotherapy and apoptosis. Immunotherapy involves stimulating the patient’s immune system to improve their natural ability to destroy cancer cells, for example using monoclonal and bi-specific antibodies that trigger a targeted response against the aggression in order to protect the body. To accelerate therapeutic progress in this field, Servier and Pieris Pharmaceuticals, partners since 2017, announced their decision to focus on their two most advanced immunotherapy programs. By concentrating their efforts on bi-specific antibodies, which are able to attack cancer cells in an even more targeted manner, the two companies are continuing their research into innovative treatments for people with cancer. The acquisition of Symphogen, a Danish-based company specialized in monoclonal antibodies, complements Servier’s expertise in this field (see opposite).

Apoptosis is a natural form of programmed cell death, the loss of which allows cancer cells to survive longer. Servier’s therapeutic approach involves developing target molecules to restore the ability of cancer cells to die from apoptosis. That is why Servier extended its partnership with Vernalis Research, UK-based biotech company, for a further three years in order to jointly distinguish and develop medicines related to several proteins identified as potential therapeutic targets. The partnership has already led to a number of successes for both parties, which have discovered a certain number of drugs that are currently undergoing clinical trials.
In June 2020, Servier completed the acquisition of Symphogen, a biopharmaceutical company leading the field in therapeutic antibody discovery. Founded in 2000 and based in Denmark, Symphogen has developed a cutting-edge research platform that can rapidly identify high quality monoclonal and bi-specific antibodies. It is supported by comprehensive early development capabilities and boasts strong early in vitro and in vivo capabilities across oncology and immunotherapy. Symphogen becomes the Servier Group antibody center of excellence, which are particularly effective in identifying and neutralizing cancer cells.

For the last 20 years, the people at Symphogen have demonstrated a remarkable drive for innovation, having released one preclinical candidate each year. “Servier has a lot to learn from Symphogen. Indeed, after just a few months of close collaboration, the Group has already benefited from its expertise, agility and flexibility. This synergy will facilitate the development of innovative therapeutic solutions for patients with cancer and auto-immune diseases,” said Claude Bertrand, Executive Vice President Research and Development. Through its teamwork and commitment to developing innovations that benefit patients, Symphogen is perfectly aligned with the Group’s values.

The merger was also driven by the complementary nature of the two companies, as from 2023, the Servier Bio-S facility at Gidy, France, will be equipped with the technology required to produce biomedicines for pre-clinical and clinical trials. Drawing on a biological source such as a raw material of the active substance they contain, biomedicines represent a major step forward in treatment, especially in oncology.
Servier has continued to extend and diversify its web of partnerships to form a global, multidisciplinary network, which today includes academic institutions, pharmaceutical groups and biotech companies, all committed to working with Servier over the long term. The Group strongly believes that collaboration and constant dialogue between those involved in health care in both the public and private sectors is the best way to achieve fast-paced innovation oriented to meet patient needs.

Being a partner of choice
Servier draws an essential advantage from its reputation among key players in the pharmaceutical and scientific community. This reputation is built on the Group’s extensive experience in clinical development, including extensive trials, a high level of engagement and expertise within its teams and the significant resources invested in R&D. It is further enhanced by its employees in France, Denmark, Hungary, the US and China, as well as its four research institutes, 15 International Centers for Therapeutic Research and two Servier BioInnovation offices throughout the world. The Group is involved across the entire medicine chain, from research through to marketing, drawing on its very detailed understanding of markets and patient needs. Servier’s independent governance model safeguards its long-term vision and guarantees stability for all its partners.

Furthermore, the Group’s presence in 150 countries and its long-standing roots in countries with the most promising growth prospects, such as the US, Japan, China and emerging markets, opens up the possibility of new local, regional and national agreements. The success of Servier’s partnership strategy is partially due to the mutually beneficial sharing of expertise.

An integrated ecosystem fully focused on innovation at Paris-Saclay
By choosing the Paris-Saclay cluster to establish the Servier Research and Development Institute, the Group demonstrated its commitment to open R&D that champions performance and excellence. The facility already combines 15% of France’s public and private research and is ranked as one of the top eight innovation hubs in the world1. In 2020, the Paris-Saclay University came 14th worldwide in the Shanghai Ranking2. It is in the heart of this very high level scientific, technological and academic hub that Servier has chosen to bring together 1,500 of its employees working in R&D. By 2023, they will be able to take advantage of an environment conducive to synergies. The Servier Research and Development Institute will include an incubator for start-ups in the health industry in order to catalyze and nurture innovation as well as back the most promising projects to develop new therapeutic solutions. It will also be responsible for championing the reputation of French research excellence and the Group throughout the world. Servier will be the only global pharmaceutical group to integrate this unique innovation hub.

1 Technology Review ranking – Publication: Massachussets Institute of Technology (MIT).
2 Academic Ranking of World Universities by Shanghai Jiao Tong University.
ACTIVE PARTNERSHIPS AND OVER 40 RESEARCH COLLABORATIONS THROUGHOUT THE WORLD

September 2020

A TRANSATLANTIC PARTNERSHIP BUILT TO LAST BETWEEN MASSBIO AND SERVIER

Servier BioInnovation (SBI) joined MassBIO, a global life sciences and health care hub with over 1,500 members. Based in Massachusetts, United States, MassBIO supports projects that prevent, treat, and cure diseases through transformative science and technology. To mark the move, Servier BioInnovation organized an event with 28 of the Group’s most important partner companies to present Servier and its strategy, which also gave those present the opportunity to establish strategic contact with universities and hospitals. The Group thereby integrated the local network and furthered its bid to become a partner of choice in the United States.

A EUROPEAN CONSORTIUM TO SHAPE THE FUTURE OF CLINICAL TRIALS

EU-PEARL is a consortium striving to improve clinical trials by enhancing patient engagement. EU-PEARL brings together 36 members from the public and private sectors, including universities, hospitals, SMEs, regulators, patient groups, and ten members of the European Federation of Pharmaceutical Industries and Associations (EFPIA). Work began in November 2019 and will conclude in April 2023.

GLOBAL BUSINESS DEVELOPMENT FORUM—PARTNERSHIP AS THE KEY TO SUCCESS

The Servier Global Business Development Forum is an annual event that contributes to the Group’s transformation. Over two days, it brings together Servier employees, outside speakers, industry experts and influencers, with a view to extending and enhancing Servier’s network of partners. The event offers a unique opportunity to shine a spotlight on the strategic partnerships that have in recent years helped to boost the Group’s influence locally or internationally, as well as bring together the people who have made these partnerships happen. Following the success of the second annual event, the third edition has already been planned for 2021.
A PIPELINE FULL OF PROMISE

With 33 research programs and 27 projects in clinical development, including 16 new molecular entities in January 2021, Servier’s R&D focuses on therapeutic fields with considerable needs.

ONCOLOGY

SOLID TUMORS AND HEMATOLOGIC MALIGNANCIES

NEW MOLECULAR ENTITIES, NEW INDICATIONS

→ **Preclinical phase**
  - 1 project in solid tumors
  - 1 project in hematologic malignancies

→ **Phase I**
  - S64315 Mcl1 Inhibitor hematologic malignancies
  - S65487 Bcl2 Inhibitor hematologic malignancies
  - S68587/S95023 UCART 19 hematologic malignancies
  - S95019** CART 19 hematologic malignancies
  - S95016xS95017 Anti PD1xLAG3
  - S95016xS95018 Anti PD1xTIM3 solid tumors
  - S95016xS95017xS95018 Anti PD1xLag3xTIM3 solid tumors
  - S95024 Anti CD73 solid tumors

→ **Phase II**
  - S95027 Anti MET non-small cell lung cancer
  - S95026 Anti EGFR colorectal cancer

→ **Phase III**
  - S95005 colorectal cancer 1st line
  - S95005 colorectal cancer 3rd line
10* PROJECTS IN CLINICAL DEVELOPMENT

CARDIOMETABOLISM

NEW MOLECULAR ENTITIES, NEW INDICATIONS

→ *Preclinical phase*
  → 1 project in venous diseases

NEWS FIXED-DOSE COMBINATIONS, NEW FORMULATIONS

→ *Phase I/III*
  → S5162 Perindopril/Indapamide/Atorvastatine
  → S5164 Trimetazidine/Bisoprolol
  → S5166 Perindopril/Amlodipine/Bisoprolol
  → S5168 Perindopril/Indapamide/Bisoprolol
  → S5682 Daflon “chewable”
  → S5180 Perindopril/Atorvastatine/Bisoprolol
  → S5181 Perindopril/Indapamide/Amlodipine
  → S5179 Perindopril/Indapamide/Bisoprolol/Amlodipine
  → S5182 Perindopril/IndapamideSR
  → S5183 Perindopril/IndapamideSR/Amlodipine

* Including 9 SPC
** opt-in to be confirmed

2 PROJECTS IN CLINICAL DEVELOPMENT

IMMUNE-INFLAMMATION

NEW MOLECULAR ENTITIES, NEW INDICATIONS

→ *Preclinical phase*
  → 1 project in lupus and Sjögren’s syndrome

→ *Phase II*
  → S95011 Anti IL7R Sjögren’s syndrome/UC

1 PROJECT IN CLINICAL DEVELOPMENT

NEUROLOGY

NEW MOLECULAR ENTITIES, NEW INDICATIONS

→ *Phase III*
  → S95008 Autism

NEURODEGENERATIVE DISEASES

* Including 9 SPC
** opt-in to be confirmed
Servier's R&D teams develop medicines for and with patients.
PART 2

ACTING FOR AND WITH PATIENTS

P.44 — INVOLVING PATIENTS THROUGHOUT THE LIFE CYCLE OF A MEDICINE
P.46 — PROVIDING HEALTH CARE PROFESSIONALS WITH THE MEDICAL INFORMATION THEY NEED
Involving the entire health care sector—not only researchers and health care professionals, but also patients and their families—in development is the best way to ensure the effectiveness of new therapeutic solutions. Servier has adopted this approach and endeavors to listen to the patient at every step, from research through to post-medical treatment care.

Involving patients throughout the life cycle of a medicine

Servier strives to support patients and improve how they are treated by taking them into account at every stage of decision-making. In R&D for example, patient representatives are already involved in 25% of Group clinical trial protocols in order to make sure all aspects of a disease and any inherent constraints are accounted for. Servier also listens carefully to patients and their needs everywhere the Group operates. In the US and within Servier’s Russian and Brazilian subsidiaries, expert patient groups have been set up to gather opinions and recommendations from patients and their families as well as patients’ associations before making any decisions regarding treatments. Servier has also launched specific programs such as SHAPE, through which it collaborates with the Digestive Cancers Europe (DICE) coalition and health care professionals to develop tools to improve the quality of life for patients with gastrointestinal cancers and support them, as well as their family, throughout their journey. The initiative led to the publication of four brochures (see opposite). This tried and tested method has been applied in other areas, for example for the Group’s first application for diabetes patients, Diabetes Words, developed in collaboration with patients from all over the world. Meanwhile, Servier Russia worked with patients to design ifyoucare.ru, a platform for cardiovascular diseases.

Raising patient awareness

Raising awareness of chronic diseases is a major public health challenge. In the absence of obvious symptoms, these conditions may never be diagnosed. The situation could be further exacerbated by the serious consequences of patients failing to take their medication as required. The number of patients with chronic diseases who have stopped treatments has risen significantly since the start of the Covid-19 pandemic; in Europe, the figure stands close to 10%1. To combat this, Servier is stepping up its awareness campaigns for the general public. In 2020, the second component of the “Because I Say So” campaign, #TakeYourMedicine, aimed to encourage people with hypertension to keep up with their treatment. Servier also launched its first worldwide campaign to raise awareness of diabetes, #actnowfordiabetes, in November 2019. The initiative was primarily rolled out in emerging economies.

1 Carenity survey, May 2020 (Europe and US).
The Mediator trial began on September 23, 2019 with Laboratoires Servier and French drug regulator, Agence nationale de sécurité du médicament (ANSM), being brought before the criminal court. The trial closed on July 6, 2020 after having given Laboratoires Servier the opportunity to defend itself publicly. Olivier Laureau, President of Servier, expressed the importance of the Mediator affair and reiterated the sincere regret of Laboratoires Servier for the patients who suffered as a result of this tragedy, as well as their families. They are the primary concern for Laboratoires Servier, which pledged to compensate victims back in 2011.

The process is now nearly over, and the Paris criminal court is set to issue its decision on March 29, 2021.

Servier's SHAPE program—which stands for Support Harmonized Advances for Better Patient Experiences—aims to develop solutions to improve the quality of life for people with metastatic colorectal cancer. Expert patients, representatives for patients with digestive cancers and health care professionals have also taken part in designing and developing two programs, each rolled out in two versions—one for patients and one for health care professionals: MyMood, which includes practical advice to help patients manage their emotions during their cancer journey, and MyDialogue, to guide them through their conversations with health care professionals.

Servier has jumped up nine places, ranking 32nd in the Corporate Reputation of Pharma report prepared by PatientView in 2019 in collaboration with patient groups throughout the world. The report looked into various criteria such as transparency, patient engagement in R&D, and the existence of services other than medication. Servier was recognized in particular as a partner of choice in oncology; the Group came 10th in the ranking established by the patient groups with which it works in this field.

Almost 264 million people all over the world suffer from depression according to the WHO, a condition that can have serious repercussions. Servier and GAMIAN-Europe, a pan-European organization that advocates for the interests and rights of people affected by mental illnesses, organized a workshop with patients and patient representatives. Following this event, two information brochures were published, outlining practical advice people can apply to their daily lives to try to get better (see servier.com).
It is essential that health care professionals are able to access accurate, clear and relevant information. At a time when the digital revolution is creating new opportunities for communication and dialogue, Servier is reinventing the way in which it interacts with the medical community in order to accelerate therapeutic progress.

Supplying reliable medical information
Servier strives to provide reliable, objective and accurate medical information to health care professionals and the medical community worldwide in order to ensure its medicines are used safely. As such, Servier’s Department of Medical Information works 24 hours a day, seven days a week to answer the thousands of questions sent in each year by patients, caregivers and doctors about its products and studies.

Investing in digital technology
The Group also shares information about its therapeutic solutions with the medical community at scientific congresses, in compliance with the professional codes of conduct in force. In light of the Covid-19 pandemic, the health care industry had to adapt and access to reliable information was crucial. Digital technology has brought about significant progress in terms of connecting health care professionals through virtual congresses and online symposiums. For example, the annual congress of the European Society of Cardiology (ESC), the world’s largest gathering of cardiovascular professionals, organized an entirely digital experience for the first time in August 2020. The Group took advantage of the event to present its range of therapeutic solutions in 3D to health care professionals. Other major medical information events that usually take place in a face-to-face setting were organized remotely in order to maintain contact with the medical community. The success of these events has paved the way for new initiatives as the Group pursues its digital transformation.

Supporting health care professionals effectively
Servier not only develops medication; it also works with doctors to improve patient care. That is why the Group is a preferred partner to the world’s leading network of experts in acute lymphoblastic leukemia, the most common type of childhood cancer. The fully digital program provides doctors, pediatricians and hematology departments with a forum to discuss their practices and improve therapeutic approaches. Real-life studies, which involve observing the direct efficacy of drug treatments for patients as part of daily practices, represent another major challenge for health care professionals. The real-world data, in addition to clinical trials, are extremely valuable to health care professionals. In 2020, Servier carried out a study of this type in collaboration with the University of Leicester. Their findings reaffirmed the efficacy of a treatment developed by the Group for patients with uncontrolled type 2 diabetes.
“In 2020, our efforts to listen, advise and prevent proved more important than ever. We rallied to support and help doctors and patients, who can easily get lost in the huge amounts of information—and misinformation—available. We shared best practice with doctors and raised awareness among patients with underlying conditions, who are particularly vulnerable to Covid-19. But 2020 taught us a lot; it revealed the solid, long-standing connections between health care professionals and their patients. It also dramatically increased our digital communications, which allowed us to take huge strides forward in our relationships with all our stakeholders.”
Servier teams are committed to driving therapeutic progress to meet patient needs.
PART 3

GUARANTEERING ACCESS TO HEALTH CARE FOR ALL

P.50 — A SOLID GEOGRAPHIC FOOTPRINT, BUILDING PROXIMITY WITH PATIENTS
P.52 — GENERIC MEDICINES, AN OPPORTUNITY FOR HEALTH CARE SYSTEMS AND AN ASSET FOR SERVIER
S
ervier responds to the vast range of health care needs through its notable geographic footprint, which enables the Group to interact with patients and health care professionals locally and adapt to the specificities of the 150 countries where its medicines are prescribed. In line with its vocation, the Group continues to strengthen its presence in areas with major medical needs.

Highly qualified teams to better identify and respond to patient needs

In every country it operates in, the Group relies on its teams’ proven scientific expertise in multiple areas (market access, medical affairs, marketing, etc.) in its therapeutic fields of excellence. A strong medical and scientific approach completes the Group’s methodology, which involves always putting the patient at the heart of everything it does. Servier teams are therefore well placed to best understand the different patient profiles that may benefit from the Group’s medicines in each country and therefore provide the most suitable solutions for their needs. The teams have also always managed to establish solid long-term collaborations across the board within local health care sectors. Throughout the Covid-19 pandemic, Servier confirmed its leading role in health care by continuing to provide its therapeutic solutions to patients and by harnessing digital communication channels to maintain contact with health care professionals.

An expanding global footprint

For over 60 years, Servier has prioritized the fight against cardiovascular diseases—the leading cause of death worldwide. As the world’s fifth leading pharmaceutical company in cardiology, the Group invests considerable resources into expanding its range of therapeutic solutions in this field and making them accessible to as many people as possible. Moreover, a blood pressure medication launched by Servier in 2014 and distributed in 89 countries became the most commonly prescribed fixed-dose triple combination in the world. In June 2020, having receiving approval for a cardiometabolic treatment in Tanzania, the Group further expanded access to therapeutic solutions, now available in 150 countries across the globe.

In oncology, the Group’s portfolio includes six medications that are distributed all over the world. Servier operates in particular in the two countries with the most considerable oncology needs, the US and Japan. In summer 2020, Servier launched Onivyde®, a treatment for digestive cancer, in Japan. This first medication distributed under Servier Japan’s name opens up new opportunities for the subsidiary as a provider of specialized treatments. Servier is pursuing its oncology development strategy in other key countries—China, Brazil and Russia—all while consolidating its presence in Europe.

1 IQVIA Analytics Link – 74 countries – September 2020.
2 IMS – January 2020, excluding Japan and the US.
FRÉDÉRIC SESINI, EXECUTIVE VICE PRESIDENT WORLD OPERATIONS

“The pandemic caused our teams all over the world to go into lockdown, starting in Asia and specifically China, where the Group’s largest subsidiary is based. Suddenly unable to meet health care professionals in person, Servier teams reacted quickly. Despite difficult conditions, they demonstrated responsiveness and creativity while harnessing the most suitable means of communication. We mostly used digital tools to maintain contact with the entire health care chain—for example by organizing virtual visits. This was made easier with the restructuring of our management team, enabling us to step up interaction between local teams and the rest of the Group. Employees in our subsidiaries also rallied to support patients and health care professionals. A number of charitable initiatives were set up in 37 countries.”

APRIL 2020

SERVIER CHINA RECOGNIZED FOR DEVELOPING A DIGITAL PLATFORM DURING THE COVID-19 PANDEMIC

In China, lockdown measures made it difficult for people to access health care services. Servier China therefore developed a digital platform for the residents of Hubei province, including free teleconsultation for people with underlying conditions. To make supplying medication easier, a bar code tracking system was added to the packaging so that patients could find their closest pharmacy. The innovative initiative was recognized by Ali Health, a subsidiary of global leading e-commerce site Alibaba.

DAFLON®: WORLD’S NUMBER ONE MEDICATION FOR VENOUS INSUFFICIENCY, IN TERMS OF BOTH VALUE AND VOLUME

3 IQVIA database, Q4 2019.
With over 1,500 generic medicines distributed in 60 countries through four subsidiaries, Servier facilitates access to a number of therapeutic alternatives for as many people as possible.

Exceptional cooperation throughout the pandemic
Throughout the Covid-19 pandemic, generic activities addressed the urgent situation at hand by continuing to manufacture and provide medication for patients. Those efforts were especially crucial given that the production of a number of medicines recommended for the treatment of respiratory diseases needed to be increased to care for patients suffering with the virus. For example in Brazil, Pharlab managed to keep up with medical requirements by doubling the quantities manufactured of an antibiotic prescribed to people affected by the virus. Biogaran in France, Egis in eastern Europe and Russia and Swipha in Nigeria also maintained their activities. They even managed to increase availability of these medicines at the peak of the pandemic by swiftly and effectively reorganizing their processes.

Success for generic activities
In 2020, Biogaran confirmed its leading position in generics in France. Manufacturing 90% of its proprietary medicines in Europe, Biogaran is a huge contributor to the continent’s health care sovereignty. The horse chestnut seed extract range for healthy venous circulation was also successfully relaunched this year. Meanwhile, the future Pharlab factory in Brazil will, in collaboration with the R&D center that specializes in generic medicines, be able to deliver 100 million boxes throughout the country, making it easier for people to access high quality and affordable medical treatment. In Hungary and all of eastern Europe, Egis has maintained strong momentum while pursuing its expansion strategy, completing the development of a new 4,000 m² production unit at its site in Körmend.

Ambitious goals for the future
The future of generic activities is bright. A development strategy pursued for a number of years means Pharlab now possesses the industrial infrastructure and portfolio of products it needs to ramp up its expansion. In Nigeria, Swipha has been working to obtain certification from the World Health Organization and marketing authorization for medication targeting widespread diseases, such as malaria. Biogaran also saw a third consecutive year of growth in Over The Counter (OTC) medicines, a changing market. Lastly, in 2021 Egis will deploy a growth plan and open a new dermatology franchise.
“The Covid-19 pandemic proved the agility and resilience of our employees and production systems. In addition to maintaining our generic activities, we have produced unprecedented resources to provide emergency medicine. The crisis also demonstrated the importance of generic medicines—valuable allies in treating the symptoms of the virus. In addition, by facilitating access to high quality treatments at a low cost, generics help combat the use of counterfeit medicines. More than a therapeutic solution, generic medicines represent a major solution for public health—and one that we want to be part of.”

The Brazilian company Pharlab was founded in 2000 and specializes in the production and distribution of generic and OTC medicines for dispensaries and hospitals. After inaugurating its R&D center in 2019, Pharlab completed work on a new factory that is set to open in 2021. Meeting extremely stringent quality and safety standards and incorporating cutting-edge technology and innovation, the factory will be able to produce up to 100 million boxes of medicine for patients in Latin America.

#1

Biogaran is the number one provider of generics in France for the second consecutive year.

1 Source: GERS
An employee at Servier's production facility in Brazil.
PART 4

PREPARING PRODUCTION FACILITIES OF TOMORROW

P.56 – HIGH QUALITY PRODUCTION
P.58 – PREPARING PRODUCTION FACILITIES TO DRIVE THE GROUP’S TRANSFORMATION
Wherever Servier medicines are distributed, patients can be sure to have access to treatment that consistently offers the same levels of quality, efficacy and safety. The Group’s integrated model guarantees this, as Servier chose to internalize research and development, production as well as the distribution of most of its products. This structure enables the Group to control all stages of the medicine’s life cycle and demonstrate agility and flexibility.

A strong industrial network

Constantly striving to better meet patient needs in an ever-changing global landscape filled with uncertainty, Servier can rely on its integrated industrial model, which offers high standards of quality across all production sites. The Group draws a considerable advantage from its network of 16 facilities around the world (Brazil, China, Egypt, France, Hungary, Ireland, Morocco, Nigeria, Poland, Russia and Spain) and reliable supply chain when it comes to supplying the 150 countries in which the Group’s medicines are prescribed. Even though the globalization of trade has led to the offshoring of whole industry sectors, Servier is an exception, manufacturing 98% of the active ingredients in its brand-name medicines in France. Servier’s presence in France and the rest of Europe (385 million standard boxes of brand-name medicine out of 596 million are manufactured in the European Union) sets it apart and guarantees the reliability of Servier’s production and its teams’ expertise.

Committing to a safe, responsible and transparent industry

The Industrial Quality Department ensures compliance with national and international standards. It continuously improves the quality standards of the Group’s production facilities, coordinates internal audits, audits between different countries and audits for suppliers of raw materials and helps combat counterfeiting through targeted programs. The Matrix serialization program, in place since 2019, enables each box of medicine to be traced by recording it in a European database. On January 9, 2020, Servier and its partners in the G5 Health Association pledged to the French Central Office for the Protection of the Environment and Public Health (OCLAESP) that they would help combat counterfeit medicines. The Group’s manufacturing excellence also incorporates environmental performance criteria. Replacing solvents with eco-design products and treating effluent are major areas for improvement that have been identified and carried out by Servier over time (see opposite).

1 The G5 Health Association, the voice of French health industries, is a think tank that brings together the leaders of the main French health and bioscience companies.
At the end of 2019, Servier Russia began a process to serialize boxes in a bid to improve the traceability of medicines. A data matrix barcode on all packaging gives the patient information on the manufacturer, production date and legal status of the medicine, making the entire supply chain more transparent. The track & trace system means that this information is available at any time on a mobile app. This initiative is part of the Matrix program rolled out by Servier in 40 countries worldwide.

Located 50 miles from Dublin, Servier’s production facility in Arklow, Ireland celebrated its 30th anniversary in December 2019. Employing 450 people and exporting 160 million boxes to over 100 countries, it is the Group’s second largest industrial facility in terms of production volume. Servier Arklow has gained ISO 14001 (environmental management system) and ISO 50001 (energy management system) certifications. It has achieved zero waste to landfill since 2013.
In a globalized world undergoing profound economic, environmental, social and technological changes, production facilities must become more agile than ever before. This ability to react and adapt also provides an opportunity to innovate, particularly by harnessing digital technology.

Guaranteeing production during the health crisis
Servier had two priorities during the Covid-19 pandemic—to continue to supply medicines to patients by ensuring production facilities continued to run smoothly, as well as to guarantee the safety of all employees. When the virus hit the Tianjin area in China, where one of the Group’s facilities is located, a crisis unit was very quickly set up at headquarters to organize continued production and distribution. Teleworking was rolled out for employees that can work remotely, while increased health protocols were introduced in facilities to enable teams to work in a safe environment—for instance, surgical masks and alcohol-based hand sanitizer was provided and social distancing was put in place. As the pandemic progressed, a guide of best practices applied in China was shared with other countries where the Group has production facilities. Working methods were also adjusted on site given the circumstances: teams were reorganized, work was carried out at night and on weekends, and temporary workers were brought in to support the permanent teams. The full mobilization of all employees and the responsiveness of the Information Systems Department and all entities ensured continuous distribution of essential medicines, including those that treat chronic diseases. Employee engagement and their commitment to serving patient needs played a decisive role in managing the crisis.

Transforming industrial processes to meet patient needs
To provide patients with more personalized treatments and streamline its production facilities, Servier aims to develop its production methods, for instance by having specialized plants for different types of medicine, manufacturing single pill combinations for patients taking complementary treatments, as well as planning production flows to optimize delivery processes. Meanwhile, the Group is also reviewing the way in which its supply chain works. Servier aims to provide an end-to-end supply chain driven by patient demand and minimize its carbon footprint. This approach would not be possible without digitization and data processing, which enable real-time monitoring of each stage of the industrial process—from order through to delivery. Additionally, innovative technologies such as predictive maintenance or tools to manage and monitor production will help the Group become more efficient and agile.
PIERRE VENESQUE, EXECUTIVE VICE PRESIDENT INDUSTRY

“Across all facilities in every country in which we operate, our teams once again showed their commitment to serving patients by finding ways to tackle the pandemic, individually and collectively. This mobilization has been crucial, as medicines must continue to be supplied despite the circumstances. This is our day-to-day mission. As a company, our commitment to therapeutic progress also requires us to look further afield and put in place conditions to improve the life and comfort of patients while striving to improve our CSR approach. Precisely managed production processes, a smooth and efficient supply chain, as well as innovations—particularly digital ones—across the entire value chain enable us to continue to develop our agility to meet patient demand.”

BIO-S: FINAL STEPS BEFORE OPERATIONS BEGIN

→ BIO-S, the future biological medicine production unit spanning more than 3,000 m² at the Gidy facility in le Loiret, France, will produce and package preclinical batches of monoclonal antibodies for research and clinical batches to be tested in humans. With active ingredients produced from biological processes, this new generation of medicines opens up new possibilities in the treatment of many forms of cancer, rare diseases and chronic illnesses. The installation of equipment has begun and bioengineering activities will begin in 2023.

THE TIANJIN FACILITY DOUBLES ITS PRODUCTION CAPACITY

→ Operating in the Chinese market for over 40 years, Servier China has built up a strong reputation in the medical and scientific community. Since it agreed to enter into a joint venture with Huajin Pharmaceutical Factory in 2002, the Group has conducted production operations at the Tianjin facility. The third largest Servier facility in terms of production volumes of brand name medicines, Tianjin will see its capacity doubled as a result of extension works worth up to €40 million in investments. This development further strengthens the Group’s local presence.
A united collective ready to take on future health challenges.
PART 5

NURTURING ENGAGEMENT

P.62  —  BOOSTING ENGAGEMENT AMONG A UNITED COLLECTIVE READY TO TAKE ON FUTURE HEALTH CHALLENGES
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P.69  —  MÉCÉNAT SERVIER: COMMITTED TO SOLIDARITY
Boosting engagement among a united collective ready to take on future health challenges

Human Resources teams play an essential role in stepping up the Group’s transformation. They help the business units implement their road maps by making sure that all Group employees have the means to showcase their skills.

Guaranteeing employee health and safety during the health crisis
Back in January 2020, Servier set up a crisis unit to coordinate its business units as the pandemic spread and provide teams with regular updates on any developments and the impact on their activities. The Human Resources Department and the Digital, Data and Information Systems Department very quickly coordinated to provide employees with the most effective managerial and technical tools, ensuring they could work remotely in the best possible conditions. Social distancing and protective hygiene measures were introduced for employees whose duties required them to be physically present on site in order to keep everybody safe. This organization helped maintain continuity within the Group’s production capacities. To stay in touch and make daily life that bit easier for everyone, the Human Resources Department came up with several regular internal communication mechanisms, including newsletters, practical advice available on the Group’s intranet (covering topics such as teleworking parents, ergonomics and the right to disconnect), as well as support for managers to give them all the tools they needed to keep in contact with their teams remotely. In some countries, special psychological support helplines or communication channels were also set up to support employees in need.

Sustaining and strengthening engagement
Employees that took part in the second PULSE 2020 survey commended Servier on the way it handled the health crisis. PULSE is the name of the engagement program Servier launched in 2019 with independent analytics firm Gallup. The five-year program aims to measure and strengthen team engagement to support long-term performance across the board, in terms of therapeutic treatments, financial metrics and labor concerns. In 2020, PULSE recorded a response rate of 90% for its second survey measuring engagement within the Group. Employees were asked questions about the Covid 19 pandemic and their responses highlighted a widespread ability to adapt: 73% of respondents said they had received a clear action plan to face the pandemic. Overall, the engagement rate reached 55%, i.e., 15 points higher than the previous year. The overall engagement score increased to 4.16 out of 5 in 2020, while 86% of employees that took part in the survey said they were proud to work for the Group.
“In the midst of an unprecedented global crisis, we were able to count on the unwavering motivation and mobilization of all the teams. To successfully transform the Group, we need to maintain and strengthen this engagement to respond to environmental challenges together. The Human Resources Department is therefore counting on a more flexible and agile structure in which dialogue between business units gives rise to solutions that meet employee needs and expectations. This also involves giving meaning to employees and giving them the tools they need to fulfill their potential. We firmly believe that being attentive to the people that make up Servier is key to us remaining a competitive and responsible company with a long future ahead of us. This social contract, along with our pioneering and entrepreneurial spirit, will also enable us to transform ourselves while staying true to our vocation and our values.”

2018-2020

SERVIER RECOGNIZED FOR ITS EFFORTS TO IMPROVE QUALITY OF LIFE AT WORK

→ Servier’s efforts to provide the best working conditions for its employees were recognized yet again this year. The Group received several certifications and HR awards, including Reliable Employer in Poland (2020), Best Small Workplace in Switzerland (2020), Best Employer in Slovakia and Turkey (2020), Top Employer in Greece and Italy (2020), Great place to work in Italy (2019), the United Arab Emirates (2020), Saudi Arabia (2020), Spain (2020) and Brazil (2020), Best place to work in Romania (2020) and Happy Trainees in France (2020). Servier China also received several awards and certifications, including China Healthy Workplace, Best Award for HR Projects Management and Best Employer Branding Technology Award.

NOVEMBER 2020

SUPPORTING THE GROWTH OF TELEWORKING

→ Although teleworking had already been rolled out across many of the Group’s sites, it increased as a result of the lockdown measures introduced in many countries worldwide. In light of this, an internal survey was conducted to gauge employees support for the practice. Group-wide findings were positive, with an overall teleworking satisfaction score of 4.27 out of 5. Additionally, 75% of managers who took part in the survey said they trusted this form of working.
Being an employer of choice

The Human Resources Department puts its goal to provide a unique experience while supporting the professional development and career of employees at the heart of its mission. HR teams therefore strive to provide everyone with a stimulating work environment and the opportunity to develop their potential throughout their career. Focusing on the professional and personal development of Group employees is an asset that helps us to respond to the challenges of attracting and retaining new recruits. This challenge is even more crucial as new jobs emerge and activities go digital. It also involves harnessing new working methods based on empowerment and trust to facilitate collaboration and agility. Therefore, following on from the Ways of Working program launched in 2019 and based on the initial lessons learned from the health crisis, serious thought has been given to redesigning managerial practices and the organization of work since July 2020. At present, the full potential of digital technology is being explored, workspaces are being reorganized and teleworking is being increased.

Servier also offers highly comprehensive training that is adapted to meet the needs of each employee. It aims to develop their skills in their profession and help them to understand the major strategic challenges facing the Group and the pharmaceutical sector. During the global health crisis, the Group adapted to continue to provide employees with all of its training courses remotely and added new e-learning modules to integrate new recruits.

Successfully transforming the Group together

The success of the Group’s transformation hinges mainly on its ability to create the conditions for performance. The Human Resources Department therefore monitors the business units to ensure their resources and skills fully fit needs on the ground and adopt a suitable recruitment and training strategy based on this. This is the aim of the new management structure, which is more integrated and closer to the ground as well as the business units, facilitating dialogue and project monitoring between each department. Additionally, the Human Resources Department contributes to the Group’s transformation by giving each manager the means to involve their teams in building the company of the future together. This is the purpose of the Servier Leadership Model launched in 2020, which provides a frame of reference in terms of management principles and conduct shared by all employees based on the Group’s values. It aims to develop leadership in each of its employees to step up their contribution to the Group’s transformation and performance.
CHARITABLE INITIATIVES AROUND THE WORLD IN RESPONSE TO COVID-19

Servier employees across 37 countries have demonstrated exceptional levels of mobilization and solidarity throughout the Covid-19 crisis.

FRANCE
SERVIER JOINS THE HEALTH INNOVATION COALITION
→ In March, Servier joined the Health Innovation Coalition, which brings together partners from the public and private sectors to accelerate projects that provide solutions to patients with chronic diseases. The coalition strives to develop and implement innovative digital health care solutions that respond to specific needs identified and expressed by health care structures, health care professionals and patient groups.


CANADA
100,000 MASKS DISTRIBUTED
→ Through its partnership with Innovative Medicines Canada, Servier donated 100,000 masks to health care workers in Canada.

KAZAKHSTAN
1,250 ANTIHYPERTENSIVE PILLS DISTRIBUTED
→ Servier donated 1,250 antihypertensive pills to four hospitals in Almaty, Kazakhstan, along with other essential medicine to the biggest hospitals in the country. The subsidiary also offered its support to the Kazakhstan Association of International Pharmaceutical Manufacturers (AIPM) and the France Kazakhstan Chamber of Commerce, which works with charities to help hospitals in the country.

SPAIN
THE INDUSTRY MOBILIZED
→ The Toledo factory donated 100 liters of ethanol, required to produce hand sanitizer. The employees from Servier Spain made a video “Gracias a todos” to thank and support their colleagues in the industry who continued to travel to their place of work in order to carry on producing medicine for patients.

INDIA
DONATIONS FOR HEALTH CARE WORKERS
→ Servier India made a donation to the global non-profit organization AmeriCares to pay for 300,000 masks and 7,500 bottles of hand sanitizer to support health care workers in the country.

NIGERIA
SUPPORTING VULNERABLE PEOPLE
→ The teams from Swipha organized food parcels for 500 families in Lagos to assist them during lockdown, when they struggled to access basic necessities.
SERVIER pursues an ambitious and proactive corporate social responsibility (CSR) strategy that is integrated into the Group’s strategy. CSR drives overall performance and is a vehicle for engagement that enables Servier to enhance its positive social, economic and environmental impact.

An approach structured around four commitments
Servier’s CSR policy is structured around four commitments and 17 challenges which meet the social expectations of both the pharmaceutical industry and the Group.

A company committed to health care: Servier is committed to providing patients with innovative, high quality therapeutic solutions. This is reflected in its commitment to product safety and quality, a comprehensive approach to health care, programs that combat counterfeit medicines, as well as eco-design principles present in different stages of the medicine’s life cycle.

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. Servier therefore strives to provide them with a working environment where health and safety, skills development, well-being, diversity and equal opportunities are fundamental to the corporate culture (see page 62).

Focused on its business practices: throughout its interactions with stakeholders, Servier aims to establish a balanced relationship in accordance with the commitments made and the regulations in force. Servier therefore seeks best practice in ethics, transparency and cooperation, particularly with its suppliers and partners.

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 regions. In each of its activities, the Group seeks to optimize its long-term value creation, while limiting the impact of its activities on the environment.

Responsibility and engagement key to handling the health crisis
Since the beginning of the Covid-19 crisis, Servier has reasserted its role as a responsible health care stakeholder through two priorities. Its first priority is patients, as it continues to supply medicines and remains particularly vigilant against counterfeit medicines, which surged during the pandemic. The Group also prioritizes protecting employee health and safety by adapting work organization and methods based on health risks, encouraging teleworking wherever possible, as well as enforcing strict hygiene and safety rules across all sites to ensure the protective measures were effective and avoid contamination risks.
SERVIER AIMS TO REDUCE ITS GREENHOUSE GAS EMISSIONS BY 25% BETWEEN NOW AND 2030

In response to the climate emergency, Servier has committed to reducing its greenhouse gas emissions. The Group’s targets were approved at the end of 2019 by the Science Based Targets initiative (SBTi), a benchmark international network of partners specialized in greenhouse gas emission reduction pathways. The SBTi provides a framework for companies to set targets to reduce their carbon footprint in line with the Paris Agreement which aims to keep global warming below 2°C between now and the end of the 21st century.

Supported by consultancy EcoAct, Servier structured its low-carbon strategy and measured its direct and indirect emissions in comparison with the reference year 2015-2016. Once it had done this, Servier set itself an ambitious target to reduce its overall CO₂ emissions by 25% between now and 2030, i.e., a decrease of 251,282 metric tons of CO₂ equivalent (t CO₂e). Overall emissions comprise ‘scope 1’ (fuels, emissions from Group vehicles, etc.), ‘scope 2’ (use of electricity, heating, steam, etc.) and ‘scope 3’ (purchase of raw materials, goods transportation, waste management, employee travel, etc.). Scope 3 emissions represent the Group’s largest source of emissions, accounting for 89% of its total emissions. Today, Servier pursues its reduction strategy in all its departments and entities.
Significant progress in five key projects

In addition to the four CSR commitments and 17 CSR challenges spearheaded by the entire Group, the CSR Department is leading five symbolic projects which have already begun to bear fruit.

The purpose of the EcoDesign by Servier program launched by a multidisciplinary team is to innovate by incorporating eco-design principles into different stages of the medicine’s life cycle. This team’s primary aim is to develop a road map and frame of reference for the Group’s future medicines.

The Servier first class partner program adopts a partnership approach. For this reason, one of the Group’s aims is to choose its suppliers based on their ethical practices—one of the principles of the Responsible Procurement Charter formally outlined in 2020.

The cornerstone of the #ServierDiversity program, Servier’s Commitment to Diversity and Inclusion was signed by the members of the Executive Committee in October 2020. Recognizing that diversity is an asset to Servier, this commitment highlights the role and responsibilities of the Group, its leaders, managers and employees to promote a respectful and inclusive workplace for all. Additionally, Servier helps create economic and social value in all regions where the Group operates while limiting the impact of its activities on the environment. In 2020, the Servier Local Shared Value impact assessment showed that, in the 18 countries studied, 215,731 jobs are supported by the Group, including 16,781 direct jobs (i.e., an employment multiplier of 12.9), generating €7.1 billion in GDP.

A study conducted in France (using data from 2018) revealed that Servier’s activities helped create €2.6 billion in wealth and supported 36,350 jobs, including 4,564 direct jobs (i.e., an employment multiplier of 8).

“These results reflect our culture and our strategy for establishing a presence in a country or region: a long-term commitment and a presence that is built for the long term and based on a relationship of trust with local partners,” said Vincent Minvielle, Group CSR Director.

Lastly, Servier endeavors to integrate new standards that are more respectful of the environment, biodiversity and occupant well-being into building the Servier Research and Development Institute in Paris-Saclay, which aims to obtain the BiodiverCity® label, as well as the WELL Building Standard® and High Environmental Quality (HQE) certification.
The Mécénat Servier Charity Fund brings together and develops the Group’s charitable initiatives to improve health, education, access to culture and community spirit. It supports almost twenty organizations in France and the rest of the world and encourages individual and collective engagement among employees. There are several forms of engagement, including skills-based sponsorship, Congé Solidaire® and solidarity seminars. For example, the Group’s employees rallied to continue the skills-based sponsorship remotely during the Covid-19 pandemic. Since October 2019, employees in France have also been able to round down their salary to make a micro donation—ranging from a few cents to €10—to a partner organization, which is deducted directly from their salary and matched by Mécénat Servier. All Group employees can also suggest Mécénat Servier partners with an organization of which they are a member to work on a specific project.

International work
In 2018, Mécénat Servier launched International Joint Initiatives, which aims to support long-term general interest projects jointly developed with subsidiaries. As such, Servier Latin America is helping to build emergency housing in favelas with non-profit organization Techo, while Servier Russia is working with the Arithmetic of Good Foundation. Meanwhile, Servier Vietnam has joined forces with Helen Keller International to set up ChildSight, which aims to provide underprivileged children with access to eye care services. Three new organizations will be chosen as part of the second edition of Joint Initiatives in 2021.

1,815 employees have been involved in skills-based sponsorship, Congé Solidaire®, solidarity seminars and have made donations by rounding down their salaries.

€48,136.78 was collected in 2019-2020 from employees rounding down their salary and Mécénat Servier matching their donations. This money was split between Action Enfance, L’Envol and La Chaine de l’Espoir.

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