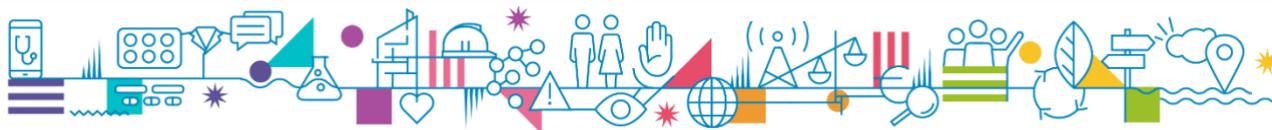


# Duty of Care Vigilance Plan

2020-2021 Fiscal Year



**The elements presented below have been prepared by the working group, composed of CSR, Finance, Risk Management, Internal Control and Assurance and Purchasing Departments, assigned to meet the legal obligations arising from the Duty of Care French Act.**

## Regulatory framework

In accordance with the provisions of the French Commercial Code, companies employing more than 5,000 employees in France or more than 10,000 employees worldwide are subject to French Law No. 2017-399 of 20 March 2017 on the Duty of Care. The scope of the Act includes: Activities of the parent company, subsidiaries and controlled companies within the meaning of Article II of Article L 233-16 of the French Commercial Code as well as the activities of subcontractors or suppliers with whom an established commercial relationship is maintained.

Article L 225-102-4 of the French Commercial Code obliges companies to draw up a Duty of Care Vigilance plan to identify and prevent serious risks and violations of human rights and fundamental freedoms, people health and safety and risks on the environment resulting from their activities as well as those of their subcontractors and suppliers.

The vigilance plan must include:

- Risk mapping focused on human rights and fundamental freedoms, health and safety, and the environmental;
- Regular assessment procedures of the situation of all Group subsidiaries, subcontractors and suppliers;
- Appropriate actions to mitigate risks or prevent serious harm;
- Alert and alert collection mechanism;
- Monitoring of the measures implemented and evaluation of their effectiveness.

## Governance and management of vigilance plan

Since the publication of the Duty of Care Act, the Servier Group has set up a working group, to meet the obligations arising from this law.

The progress of the project, the implemented actions and the resulting outcomes are presented to the Executive Committee.

## Identification methodology and prioritization

With the help of an external firm, the working group identified the best possible approach to take into account all of the Group's activities, as well as those of its subcontractors and suppliers. Given the major stakes of Duty of Care directly linked to: the activities of the Group, the countries of operations, the products manufactured and services provided, and after a preliminary scoping stage based on initial interviews, a benchmark and a documentary analysis, Duty of Care priority risk mapping initially focused on the following scopes:

- Production (including subcontracting) of Princeps medicines and their supply chains;
- Research & Development (including subcontracting) of Princeps medicines and their supply chains.

Fiscal year 20-21 allowed us to consolidate risk mapping on these two scopes and compete with risks in relation to the manufacturing activities/supply chain of Biogaran, the Group's generic drug French subsidiary.

The risk-mapping method is based on the requirements of ISO 31 000 and ISO 31 010 standards. The use of these standards is intended to ensure the robustness of the proposed method, which is as follows: Identification, Analysis, Assessment.

First, the working group, with the support of an external firm, defined the risk universe of the Servier Group, which consists of the following pillars:

- Environmental risks;
- Human risks, fundamental freedoms, health and safety of workers;
- Human risks, fundamental freedoms, health and safety of local communities;
- Human risks, fundamental freedoms, health and safety of patients.

Second, rating scales were established based on scales used for the Group's risk mapping:

- "Severity" scale, which measures the impact of the risk on third parties and the environment;
- "Probability" scale, which measures the occurrence of the risk;
- "Control" scale, which measures the level of control.

Finally, in addition to a documentary analysis, interviews were carried out in order to identify, analyze and evaluate the activities related to the priority scopes likely to have an impact on third parties and the environment.

## Description of challenges for the Servier group

### ► Human rights, Fundamental Freedoms, Health and Safety of Patients

The patient is the main focus of the Servier Group. The Group must ensure its clinical trials are ethical and transparent, and meet the legal and regulatory requirements in terms of the quality and safety of products throughout the drug life cycle. Servier respects and must ensure the protection of personal data and confidential information of every single person. The group is also committed to the fight against counterfeiting and the falsification of medicines to prevent as far as possible any risk to patient health. Moreover, the Group, through its generic drug activity that includes Biogaran, is facilitating access to quality treatments at accessible prices to patients.

### ► Human Rights, Fundamental Freedoms, Health and Safety of Workers

Workers' health and safety are stakes inherent to industrial activity with risks of occupational accidents or diseases (prolonged exposure to chemicals, musculoskeletal disorders, psychosocial risks, etc.). In addition, the Group must be attentive to the respect for human rights and fundamental freedoms in the countries where it operates, as well as in the countries where its suppliers and subcontractors are located.

### ► Human Rights, Fundamental Freedoms, Health and Safety of Local Communities

Servier Group sites, as well as those of some of its subcontractors and suppliers, include classified facilities for environmental protection (ICPE). Two of the Group's production sites are classified as SEVESO. Factories may expose residents to the risk of fires, explosions, gaseous or liquid effluent emissions as well as noise or odor disturbances. The Group is implementing specific risk prevention measures for its sites regarding the environment, residents and local populations.

### ► Environment

The activity of the Group's sites, as well as some suppliers and subcontractors, involve significant water consumption inherent to the pharmaceutical industrial activity, which can have an impact on the ecosystem in areas under stress, contributing to the weakening of resources. In addition, as part of their activities, the Group's sites, its subcontractors and suppliers generate waste and wastewater as well as greenhouse gas emissions which have an effect on climate change. Part of the emissions are linked to the combustion of fossil fuels depending on the energy mix of the countries where the sites are located.

## Vigilance measures on the activities of the company and its subsidiaries

### ► Human Rights, Fundamental Freedoms, Health and Safety of Patients

The pharmaceutical industry must meet a high level of quality and safety at all stages of a drug's life cycle, from research through development and manufacture to disposal.

- **Protection of patients in clinical trials**

Servier Group conducts clinical trials all around the globe and therefore makes sure to comply with national/international regulations and international standards, such as Good Clinical Practices (GCP) or the Declaration of Helsinki.

The Group also adheres to the five principles of transparency of the European Federation of Pharmaceutical Industries and Associations (EFPIA) with regard to clinical studies.

Organization:

Within the Group, clinical studies are managed by high level expert teams. The success of these studies requires organization involving teams in charge of international coordination and local teams present in 18 countries which help manage clinical studies around the world.

Audits:

Servier is subject to inspection by health authorities to ensure compliance with the ethical rules of the current legislation in force.

In order to verify compliance with the Quality standards of the company and the regulations in force, Servier has established an annual audit plan for clinical trials, related systems and subcontractors involved in conducting these trials, according to a *risk based* approach. This program complements subcontractor monitoring provided by business units.

- **Pharmaceutical production**

The Group is adopting responsible practices at each stage of the medicinal product chain.

Organization:

Servier Group's Industry Quality Department ensures continuous improvement of the quality standards of the Princeps medicine production sites. It also ensures product compliance with recorded specifications and that each of the Group's sites complies with national and international quality and traceability standards.

Audits:

In accordance with international regulations, Servier Group and its subsidiaries are subject to periodic inspections by competent authorities. Inspections of manufacturing activities allow health authorities to check the quality control of our medicines, verify compliance with Good Manufacturing Practices, compliance of batch records and operations carried out in accordance with the specifications recorded in the MA dossier and applicable standards

After an inspection, an action plan is systematically implemented and then monitored periodically by the Quality Department of each site.

At a central level, the Industry Department ensures transmission to all our Princeps products sites of observations notified by the authorities and ensures follow-up through "corporate" audits carried out on-site and periodic quality reviews carried out remotely.

- **Pharmacovigilance activities: patient safety guarantee**

The Group is committed to continuously ensuring the quality of our medicines and monitoring adverse reactions and at-risk situations for patient safety.

Organization:

The Servier Group's Therapeutic Safety department is in constant communication with the health authorities and has more than 200 employees worldwide that are dedicated to monitoring and assessing all risks related to taking our medicines. In addition to the detection and assessment of risks, the role of this department is to propose and develop measures to prevent these risks. Also, in addition to a central Pharmacovigilance role, each subsidiary has an internal Pharmacovigilance Manager.

Audits:

Inspections are regularly conducted by ANSM. Pharmacovigilance activity inspections are intended to control the pharmacovigilance practices of companies.

These inspections are managed by the Pharmacovigilance Manager with the help of the Pharmacovigilance department at Group level.

Locally, pharmacovigilance departments are audited at least every five years by the Regulatory Affairs Department.

Patient support thanks to dedicated services:

The Pharmacovigilance department uses service providers to accomplish certain operational tasks which allow information that may be subsequently made available to patients to be retained, such as:

- Scientific literature review;
- Archiving;
- Monitoring studies;
- Maintenance and monitoring of cases in databases.
- Maintenance of a 24/7 "hotline" also makes it possible to meet the information needs of patients

Continuity of activity:

Data collection of adverse reactions is always assured even in case of *force majeure* (E.g., pandemic, etc.), and degraded operation mode, so as to guarantee an optimal level of knowledge of the risks and benefits of the medicines. Adverse reactions are constantly collected, analyzed and processed.

Deployed activities and processes:

Moreover, at Servier, pharmacovigilance training is provided to all employees so that they are able to provide alerts on possible side effects of our medicines.

An alert mechanism for patients: alerts reported through the official channel to the MA holder. Doctors and patients alike can make case reports of adverse reactions by contacting the holder specified on the medicine box.

- **Protection of patient information**

Servier has a governance structure dedicated to privacy and protection of personal data with the appointment of a Data Protection Officer at group level, local data protection officers and compliance operational support in the subsidiaries responsible for coordinating all of these aspects. The group has adopted numerous internal procedures and policies to facilitate and ensure compliance with relevant rules within the organization.

The Servier group is committed, notably through its Privacy and Data Protection Policy, to maintaining the confidentiality and security of the personal data of any person whose personal data is processed: patients, candidates, employees, clients and other stakeholders such as healthcare professionals, medical representatives and pharmacists. To do this, Servier has adopted Binding Corporate Rules (BCR), with the objective to ensure the same level of protection across all entities, and regulate the transfer of Personal Data across the entire organization, especially to countries outside of the European Union, in accordance with the GDPR.

Servier ensures adherence to its Privacy and Data Protection Policy within the organization through ongoing training of employees.

- **Fight against counterfeiting**

Servier is actively committed in the fight against counterfeit medicines. This approach is ensured by the Department of Trademarks and operational support within the subsidiaries: Local Responsible Persons for Falsification (LRPF). It also involves the Industry, Quality (Assurance and Control), Pharmacovigilance and Regulatory Affairs Departments. The system set up by Servier is based on three pillars:

- **Early detection of** counterfeit medicines through systematic reporting of suspected cases by the group's employees and more specifically through its dedicated teams in both France and Internationally. The group has a contact person in each country and teams responsible for analyzing products at its industrial sites and its Technologie Servier laboratory.
- **Prevention** through awareness and training programs for employees, customs officers, law enforcement officers and even health authorities, and establishment of a dedicated operating procedure. The Group also relies on its enhanced serialization program which ensures the traceability, identification and integrity of medicines in Europe. Moreover, in order to prevent counterfeiting of its most sensitive products, Servier has implemented a solution in at risk countries to authenticate medicines using a smartphone (Securistamp).
- **Being proactive** by collaborating with other French, European and international laboratories and authorities (health, law enforcement and customs), such as EFPIA, WHO, INTERPOL and the WCO... SERVIER Group is also an active member of the Pharmaceutical Security Institute (PSI, international organization) and G5 Santé (comprising 8 French laboratories). These associations make it possible to carry out joint actions (e.g., Internet monitoring activities), identify cases of counterfeit medicines and share information between the various players.

► **Human Rights, Fundamental Freedoms, Human and Environmental Health and Safety.**

Corporate Social Responsibility Department

The mission of **the CSR Department** is to propose a strategy and guidelines on **Corporate Social Responsibility and Health, Safety and Environment**. It ensures their deployments across the departments and business units. It also provides tools to allow each team and each employee to take ownership of the process. The CSR Department also monitors the progress of action plans, achievement of targets and non-financial indicators, previously defined with the Group's departments.

To ensure the implementation of its roadmap and alignment with the Group's strategy, the CSR Department relies on several bodies: the CSR Strategy Committee and the CSR Operational Committee. CSR also features among the Group's key performance indicators and is subject to regular reporting to the Executive Committee.

**The HSE Corporate function**, within the CSR Department, is responsible for managing and coordinating the HSE policy. Most Production and Research sites rely on a **local team of HSE specialists** responsible for putting in place the appropriate technical, organizational and human resources to control risks to people health and safety.

## CSR and HSE policies

Following the ISO 26000 guidelines and its 7 core issues, the Group formalized its CSR strategy in 2016. Based on a materiality analysis involving interviews with more than 50 internal and external stakeholders, and existing approaches and practices in the company, the Group identified its major CSR challenges. 4 commitment areas and 17 challenges were identified in order to address topics as broad as product safety and quality, clinical trials, access to therapeutic care, health and safety at work, non-discrimination, and the impact of sites' activities on the environment and climate. 5 key projects validated and regularly monitored by members of ComEX have enriched the Group's CSR roadmap:

- Ecodesign program, *EcoDesign by Servier*, to strengthen integration of social and environmental issues into the drug life cycle stages;
- *#ServierDiversity* demonstrates the Group's commitment to fighting discrimination, promoting diversity and developing a more inclusive working environment.
- With the *Servier 1st class Partner* project, we defined a partnership model that places collaboration and reciprocal respect for economic, ethical and responsible commitments at the forefront of our relations with suppliers and partners;
- *Servier Local Shared Value* for a positive and sustainable social and economic contribution in the territories;
- *Servier Climate Commitment* to contribute to the fight against climate change through a low-carbon strategy aimed at reducing greenhouse gas emissions by 25% by 2030.

The Group-wide Health, Safety and Environment (HSE) policy updated in February 2020, presents the main principles and guidelines that apply to all subsidiaries. It is associated to a document system (reference document, guide, procedures).

The CSR Report is published annually to report on the progress of CSR/HSE projects and non-financial performance. The information and publications on the group's CSR approach are available to employees and any external stakeholders at the following address:

<https://servier.com/fr/engagements/demarche-rse/>

## Roll out process

Deploying the CSR/HSE strategy across the Group's subsidiaries is a key step in the CSR Department's roadmap. In a continuous-improvement approach, the roll out of the CSR/HSE strategy is aimed at incorporating social and environmental aspects into all of the Group's activities, regardless of country of operation. In this context, the R&D, Industry and Purchasing Departments and the Biogaran subsidiary have short-, medium- and long-term CSR/HSE action plans to achieve the group's CSR/HSE program objectives.

In addition, many good practices were identified within the subsidiaries during the risk mapping exercise. A tool dedicated to identifying good practices is now in place with a view to their gradual roll-out at Group level.

### **► Protection of Human Rights, Fundamental Freedoms, Health and Safety of Workers.**

Servier reaffirmed the importance of protecting the health and safety of employees in its new Health, Safety and Environment (HSE) policy. In April 2021, the Group launched its "safety culture" program SAFE which aims to deploy common elements of a safety culture and reduce the risk of accidents. It includes an e-learning and a "Visit & Communication on Safety" tool.

This program will be gradually rolled-out across all of the group's entities, particularly the industrial and research sites. At some sites, including 3 that are ISO 45001 certified, it will strengthen the safety management and systems already in place and revitalize programs that have already been launched. The group measures the frequency of work-related accidents in its research and production sites. This indicator is complemented by an analysis of hazardous situations and events to increase understanding of risks and how to prevent them.

Servier is firmly committed to combating discrimination, promoting diversity and developing a more inclusive working environment. As part of the *#ServierDiversity* program, an awareness week was organized on this theme in 2020 (and renewed in January 2022) and an e-learning program on this topic was launched in 2021. In addition, an international survey on diversity and inclusion covering nine countries and more than 10,000 employees allowed us to collect perceptions and expectations on diversity and inclusion in order to enrich the roadmap of the *#ServierDiversity* program. The results, with

a participation rate of over 70%, revealed a strong culture of inclusion in all countries surveyed. Lastly, in order to contribute to a better gender balance at all levels and fight against the glass ceiling, the Gender network for headquarters was launched at the end of 2021.

## ► Protection of Human Rights, Fundamental Freedoms, Health and Safety of Local Communities

### • Prevention of Industrial Risks

#### Organization

The overall management approach to risks is led and coordinated by the Internal Control and Assurance, Risk Department, which aims to identify, assess and minimize major risks which may hinder the execution of the strategy, achievement of the Group's objectives and limit the impact on third parties and the Environment. This approach is formalized through the mapping of major risks for the Group.

A Risk Committee brings together representatives from different business units and functions, including the CSR Department, with the mission of regularly monitoring risk assessment and associated action plans. It coordinates the activities of the community of Risk Owners.

Risk mapping and action plan monitoring updates are periodically reported to the Executive Committee.

A Group-wide Health, Safety and Environment (HSE) policy outlines the main principles and guidelines in this area. Different actions within the technical, organizational and human areas are carried out across the sites with dedicated specialist teams, to ensure control of these risks.

#### Process

Besides regulatory monitoring, compliance with relevant requirements (ICPE, SEVESO, REACH, Environmental Codes and Labor Codes, etc.), the Servier group has implemented, for many years, risk prevention actions, with the main objective of preventing accidents from occurring. This involves staff training, drafting of procedures, design of facilities, maintenance of equipment, process safety, ownership of safety approaches by all teams in the industrial network and regular checks on compliance with procedures and good practices. In addition to prevention measures, there are also protection measures in case of accidents, such as automatic fire protection (fire detection, sprinkler systems, etc.), with the main objective of protecting people and minimizing the consequences of an insurance claim for the Group's facilities and environment.

#### Prevention audits

"Prevention" audits are carried out on Group subsidiaries and third parties (subcontractors and suppliers). The purpose of these audits is to assess the level of maturity with regard to the preservation of buildings and equipment for the safety of people, the environment and our activities; and if necessary, recommendations can be made with a view to continuous improvement. These audits, carried out by internal or external auditors, can take the form of physical visits to sites or evaluation questionnaires sent by email.

### • Access to medicines

Through four specialized subsidiaries, including Biogaran in France, Servier is making close to 1,500 generic medicines available to patients which cover most pathologies. This activity, which is under constant development, increases the number of therapeutic alternatives available to patients. In areas such as oncology and rheumatology, the Group is increasing development of biosimilars. These biosimilars are similar to reference biologic drugs and allow more patients access to innovative therapies.

### • Socio-economic impact

In addition, the Group's ambition is to create economic, social and civic value in each of the territories where the sites are located, through its activities, communication with elected officials and local communities. As part of the key Local Shared Value CSR project, in 2020, the Group measured its socio-economic footprint in 18 countries using the recognized methodology, Local Footprint®. These results illustrate the commitment of Servier to create value on the territories where it is located (increase of GDP, jobs, local purchasing, etc.).

## ► Environmental protection

Conscious of its impact on the environment, Servier has undertaken several actions to reduce its environmental impact across the entire value chain. Seven of our industrial sites and the Group's headquarters in France are certified or in the process of being certified ISO 14001 (environmental management system) and/or ISO 50001 (energy management system).

- **EcoDesign by Servier Program**

The aim is to increase the integration of environmental issues, across the entire medicine value chain, while taking account of the specificity of our industry where therapeutic efficacy and safety are paramount. In addition, the Group, wanted to integrate the social and patient dimension into this project.

The Group uses the Life Cycle Analysis (LCA) methodology. It evaluates the environmental profile of the medicine: extraction of raw materials, design, distribution, use and end of life... Analysis of the life cycle has helped to identify the most impactful steps (raw materials and manufacturing, packaging, transportation...) and the first lines of action. Gradual inclusion of the eco-socio-design principles will apply to future products as well as existing products according to the possibilities and opportunities.

- **Reducing greenhouse gas emissions**

With its Servier Climate Commitment program, the Group is committed to a low-carbon strategy, validated at the end of 2019 by the *Science Based Target initiative* (SBTi), aimed at reducing its carbon footprint by 25% by 2030. This approach began with a comprehensive review of emissions to put in place a relevant action plan involving all the Group's sites and activities. An update of the Group's carbon footprint Scope 1 and 2 is performed every year, and every two to three years for all Scopes.

In order to reach its reduction target, Servier has initiated several approaches: regeneration of solvents, energy efficiency upgrades of buildings, purchasing or production in situ of renewable energy as well as increased use of maritime transport in relation to air transport, for delivery and distribution of medicines. As part of a partnership with EcoAct, the Group also offsets a proportion of its incompressible residual emissions by funding two projects for taxing or restricting carbon emissions.

- **Protection of biodiversity**

At the end of 2021, the Group also joined the Act4Nature International initiative for the preservation of Biodiversity.

<http://www.act4nature.com/wp-content/uploads/2021/11/SERVIER-VF-2.pdf>

In addition, to reduce the volume of waste produced each year, Servier has produced a guide to good practices aimed at encouraging their promotion and limiting the use of landfill.

## Health context

Faced with the Covid-19 pandemic, Servier has had two priorities: to continue delivering medicines to patients while maintaining the smooth operation of the industrial facilities and to ensure the safety of all employees.

A crisis unit was set up at headquarters to organize the continuity of production and distribution. The activity on the production sites was also adapted to the circumstances (restructuring of teams or use of temporary staff to expand the function of existing teams, ...). The distribution of essential medicines, notably for the treatment of chronic illnesses, took place without interruption.

To preserve health and ensure the safety of employees, the group adapted the organization and working methods to the health risks, by applying strict health and safety rules to all sites and promoting remote working as soon as this was possible.

## Vigilance measures on Suppliers and subcontractors

- **Clinical trials**

To verify compliance with the company's Quality standards and the regulations in force. Servier defines, for its Princeps medicines, an annual plan of the subcontractors involved in conducting these trials. This program complements subcontractor monitoring provided by business units.

- **Regulatory Requirements for Industrial Subcontractors**

The "Quality" management of our subcontractors of Princeps medicines is provided by the Industry Quality Department and the quality structures of Servier production sites, and meets the requirements of national and international provisions in force, such as *Good Manufacturing Practices*, European Directive 2003/94/EC, and the risk management process (ICH Q9).

These "Quality" rules are enforceable and their correct application on industrial sites is assessed during periodic inspections of manufacturing activities carried out by the health authorities of each country. Compliance with these rules is also periodically assessed during audits carried out internally on the sites of our subcontractors and critical suppliers. The frequency of these audits is defined on the basis of a quality risk analysis.

With regard to Biogaran, audits are carried out every three years by the Manufacturers of drug products and active ingredients. In the case of a manufacturer that purchases the active ingredient directly, Biogaran requires the supplier's audit report.

- **Responsible Purchasing and supplier Risk Management**

### Organization

The Servier Group is committed to a responsible purchasing process and ensures that its suppliers are selected based on their ethical and compliance practices, and that they develop a responsible relationship with them.

In 2019, a Responsible Purchasing Director for the Group was appointed with the objective of deploying the principles of Responsible Purchasing within the scope of Princeps based on the ISO 20400 standard. As part of this initiative, the buyers were sensitized to the risks covered by the Duty of Care Act through an *e-learning* module on responsible Purchasing.

A team dedicated to referencing and evaluating third parties was also created within the Finance Department to meet new regulatory obligations (Duty of Care, GDPR, Sapin II Law) and to support, inform and empower the business units on risks when selecting suppliers and subcontractors. The unit coordinates the Supplier Risks Identification and Assessment Program.

### Supplier risk Identification and Assessment Program

To manage supply chains risks, the Servier Group carries out supplier and subcontractor referencing and evaluations. This assessment procedure involves, as a first step, purchases paid from France (excluding Generic Drugs), which fall within the scope of the Purchasing Department. As part of this, the following are subject to it:

- New suppliers (legal entity);

- Contract renewals;
- Finalist prospects in a call for tenders.

Supplier evaluations are carried out regarding the following types of risk:

- Financial health and economic dependency
- Preventing corruption and influence peddling
- Respect for human rights, health and safety, and the environment
- Compliance with personal data regulations
- Measures against illegal/undeclared work
- IT Data security

The program is designed firstly to identify potential risks based on criteria related to the amount contracted, the category of purchase, and the country of production or service performance. Depending on the outcome of this preliminary phase, the supplier may be subject to a more in-depth assessment on potential risk(s) identified. Elements pertaining to the evaluations are archived in the supplier evaluation program tool and replicated in the group's supplier repository.

To assess the CSR practices of suppliers and subcontractors, Servier has chosen Ecovadis platform. An independent evaluation is conducted by Ecovadis experts and involves an analysis of the responses provided by suppliers and subcontractors, and verification of the data with external resources (reports or appeals from NGOs, unions, governments, databases, the media, etc.). At the end of this assessment, and depending on the level of risk, prevention and mitigation measures are proposed.

It is intended, over the long term, to include in the referencing and evaluation system, suppliers and subcontractors pertaining to purchases paid by France that are not covered by the Purchasing Department as well as the international and generic scopes. The Group's program and reference documents are readily available on the Servier.com website, under the heading *Supplier Relationships*: <https://servier.com/fr/engagements/relation-fournisseurs/>

- **Contractual provisions**

To secure its contractual relationship with third parties on CSR aspects, Servier has inserted a specific appendix relating to Corporate social responsibility in its general terms and conditions of orders. The content of this clause, available in French and English, invites the parties to subscribe to the principles outlined on the Servier Group's CSR website available at the following address: <https://servier.com/fr/engagements/demarche-rse/>.

In the long term, the Group plans to insert this clause in all contracts.

## Alert and alert collection mechanism

An alert line is accessible to all Servier Group employees and third parties allowing them to confidentially report situations that may affect the health and safety of employees and facts/occurrences (within the Group or externally) that may be contrary to the Group's legal obligations and/or ethical principles. This system covers the risks covered by French law on the Duty of Care.

Accessible via a link; the ethics alert line is a platform which preserves the anonymity of the whistleblower and protects the identity of the individual.

The Ethics Alert Line Contact is the Ethics Office. It is responsible for processing and investigating where appropriate, alerts. The Ethics Office ensures that all reported facts are adequately examined and documented and implements all means necessary to process and investigate alerts by carrying out the necessary verification activities.

In addition to this system, Servier has set up specific alert mechanisms to ensure the quality of its medicinal products and the monitoring of adverse reactions and situations that could affect patient safety.

## Monitoring of the measures implemented and evaluation of their effectiveness

Servier, through its annual non-financial report, monitors the effectiveness of the actions taken. To find out more about the measures and related indicators, see the CSR Reports available at [www.servier.com](http://www.servier.com)

In parallel, the working group is continuing to implement the legal obligations on the Duty of Care Act in order to gradually cover all activities of the Group, its subsidiaries and subcontractors. The establishment of action plans and additional measures is in progress, as part of the CSR deployment strategy within the Departments, so as to guarantee the consistency of the risks identified across the areas already covered by the action plans.