

Multi-Year Accessibility Plan

2023– 2025

<https://servier.com>

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Article 47 of Law No. 2005-102 of 11 February 2005 on Equal Rights and Opportunities, Participation and Citizenship of Disabled Persons makes it mandatory for any online public communication service to be accessible to all.

UPDATE

This plan may be updated without notice. The online version is the only version that can be referenced.

Update	Date
Version 1.0	23 January 2023
Version 2.0	30 March 2023

SUMMARY

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ACCESSIBILITY POLICY

Digital accessibility is a major concern linked to the development and provision of websites by Servier Group's Communication Department.

This commitment to digital accessibility is reflected in the development of a multi-year digital accessibility plan combined with annual action plans. The plans are designed to ensure compliance with General Accessibility Guidelines (*RGAA - Référentiel Général d'Amélioration de l'Accessibilité*) and provide progressive enhancements to the servier.com corporate site.

Developing, monitoring, and updating the multi-year plan are the responsibility of the Group's Digital Communications Department and Servier Group's Information Systems Department.

Their joint objective is to promote accessibility by disseminating guidelines and best practices, to provide support to internal teams through training initiatives, to monitor and ensure the application of the aforementioned law of 11 February 2005 by conducting regular audits (either directly or through the intermediary of specialists), and to ensure the handling of user requests and, in general, the quality of service provided to users with disabilities.

HUMAN AND FINANCIAL RESOURCES ALLOCATED TO DIGITAL ACCESSIBILITY

The Group's Digital Communications Department, as well as all developers working on the servier.com corporate site, must always take digital accessibility into account.

The human and financial resources that have been allocated to digital accessibility are described below.

The role of the Group's Digital Communication teams and the Information Systems Department is to:

- Support skills development of contributors and content creators.
- Ensure team support on digital accessibility with expert partners in the field.
- Carry out audits and verify that anomalies have been properly corrected.

Each new assessment may lead, where appropriate, to an update of the plan at the end of the process.

Resources dedicated to digital accessibility may be set up annually, depending on audit results, in order to carry out the control and correction of technical anomalies.

DIGITAL ACCESSIBILITY FOCUS

Making sure to always take digital accessibility into account requires adapting the internal organization of producing and managing websites and any related applications, providing appropriate support to employees, modifying tender procedures and, finally, taking care of those with disabilities when they report difficulties or challenges.

The Servier Group will focus on the following important points to improve the digital accessibility of all websites and applications.

Training and awareness

Throughout the plan's application period, training and awareness-raising initiatives will be held to enable employees working on the servier.com corporate website to create and put online accessible content.

Awareness-raising sessions will be provided to all employees who create or distribute digital content for servier.com.

Training courses will also be provided to people in charge of creating content (audiovisuals, documentaries, graphics) or distributing content (web contributors, community managers) depending on their needs and the creation and dissemination tools used.

Use of external expertise

Whenever necessary, Servier Monde relies on external stakeholders to assist with implementing a digital accessibility policy.

To date, the Servier Group has called upon ACCESSMAN for help in evaluating the servier.com website and developing the accessibility

statement, as well as LICORN PUBLISHING for help with developing the multi-year plan and setting up the annual plan for 2023.

Accessibility in procurement procedures

Digital accessibility and compliance with General Accessibility Guidelines must form a comprehensive and binding clause and play a part in evaluating the quality of a service provider for requested work orders, particularly through Invitations to tender.

Recruitment

When creating job descriptions and onboarding procedures, particular attention must be paid to the digital accessibility skills of potential employees who will be involved in managing the servier.com corporate site.

In the absence of pre-existing skills, new employees will be provided an awareness and training course.

Handling of user feedback

In accordance with General Accessibility Guidelines' provisions and users' legitimate expectations, a means of contact has been set up on the servier.com corporate site to enable users with disabilities to report their challenges or difficulties: [Contact Us - Servier](#)

In order to respond to these requests, a specific assistance procedure has been set up with all departments and personnel involved.

CONTROL AND VALIDATION PROCESS

The servier.com corporate site was audited in December 2022 following a redesign. After each substantial update, when standardizing operations have been completed, the site will also be checked in order to substantiate a compliance statement in accordance with the law.

To guarantee the authenticity and independence of the aforementioned control, it will be carried out by a specialized external party.

Control operations to establish or update a compliance statement are set to take place throughout the life of the projects.

TECHNICAL AND FUNCTIONAL SCOPE

Scope

This multi-year plan only applies to the <https://servier.com> corporate site.

Planned intervention schedule

In view of the information collected during the development of this plan, the complexity of the site, the priority ranking of the criteria to be corrected and their feasibility assessments, compliance operations will take place in 2023.

The corrective actions to be carried out following the December 2022 audit are detailed in the annual plan for 2023. The actions have been updated following the March 2023 control audit.

ANNUAL PLANS

The multi-year plan must be accompanied by an annual action plan that details the operations scheduled and implemented for the current year as well as the status of follow-up actions.

2023 Annual Action Plan

This present document is the 2023 Annual Action Plan combined with the 2023-2025 Multi-Year Plan. Included are summary tables of the actions that have been or will be carried out in 2023, their due dates if known, as well as their progress and completion status.

Compliance of <https://servier.com> corporate website

Type	Relevant criteria	Details	Implementation	Status
Compliance	[Criterion 7.1] Scripts	Add <alt> on block: news	January 2023	Completed
Compliance	[Criterion 1.2] Images	Remove <alt> tag	January 2023	Completed

Compliance	Criterion 1.3] Images	Modify <alt> tag	January 2023	Completed
Compliance	[Criterion 6.1] Videos	Modify <alt> of videos	January 2023	Completed
Compliance	[Criterion 12.9] Other keyboard traps	Add attribute role = "button"	January 2023	Completed
Compliance	[Criterion 12.9] Videos	Add attribute role = "button"	January 2023	Completed
Compliance	[Criterion 9.2] Structure	Add <nav> to main navigation menu	January 2023	Completed
Compliance	[Criterion 8.2] Mandatory elements	Modify <id> of form pages	January 2023	Completed
Compliance	[Criterion 6.1] Links	Modify <title> and <alt> of components in HEADER and FOOTER	January 2023	Completed
Compliance	[Criterion 1.6] Images	Add detailed description via <longdesc> tag	January 2023	Completed
Compliance	[Criterion 4.13] Multimedia	Add <alt> tag on media action button	January 2023	Completed
Compliance	[Criterion 3.2] Colors	Increase contrast or text size	February 2023	Completed
Compliance	[Criterion 1.6] Images	Add relevant long descriptions for infographics	March 2023	Completed
Compliance	[Criterion 1.2] Images	Remove alternative texts for decorative images	March 2023	Completed

General Accessibility Guidelines audit

Type	Site	URL	Implementation	Status
Accessibility audit and statement	Corporate site	https://servier.com	January 2023	Completed
Control audit	Corporate site	https://servier.com	March 2023	Completed

Multi-year plan and annual plan

Type	Actions	Details	Implementation	Status
Multi-year plan	Production and posting	Creation of 2023-2025 multi-year plan	January 2023	Completed
2023 Annual plan	Production and posting	Creation of 2023 annual plan	January 2023	Completed

Procedure

Type	Actions	Details	Implementation	Status
Training and awareness	Contributor training	Train employees working on servier.com corporate site	March 2023	Completed
Purchase	Include accessibility clause	Include digital accessibility in future contracts for servier.com	February 2024 Renewal of the contract	To do
Communication	Take user feedback into account	Set up an email or contact for all 2022 customer complaints	January 2023	Completed