

SUSTAINABILITY REPORT 2024/2025



Maximizing our health impact by serving Patients, People and the Planet



## Edito

**Olivier Laureau,**  
President of Servier

**Across the world, sustainability has moved from aspiration to expectation.**

At global level, climate instability, demographic shifts, social inequalities and pressure on healthcare systems are reshaping economic and business models alike.

Companies are expected to deliver sustainable performance, integrating economic success with environmental and social responsibility.

In Europe, regulatory frameworks such as Corporate Sustainability Reporting Directive (CSRD) are raising the bar for transparency and accountability.

For Servier, this evolution resonates deeply with who we are. Governed by a non-profit Foundation, we are independent and long-term oriented, and structurally positioned to place the patient, the ultimate beneficiary of our action, at the heart of every decision.

Our vocation, committed to therapeutic progress to serve patient needs, naturally extends into a broader vision: to create a meaningful positive social impact for patients and for a sustainable world. This ambition is fully embedded in our 2030 strategy through three clear goals.

First, we aim to strengthen our contribution to sustainable health systems, advancing prevention, improving access to our innovations and supporting better treatment adherence.

Second, we are committed to fostering a safe, inclusive, and engaging work environment, where our people can develop, collaborate and contribute meaningfully to our mission.

Third, we are continuing the transformation of our industrial and operational models to reduce our environmental footprint, manage resources responsibly and contribute to climate and nature objectives.

These goals mobilize all our teams across functions and geographies, reflecting a shared commitment to embed sustainability into our daily decisions and operations. They embody our conviction that business resilience, scientific/medical excellence and sustainability are inseparable.

The challenges are collective. As a global healthcare company, we are determined to play our part with responsibility, transparency and long-term commitment.



## A word from the CSO

**Soraya Ramoul Blegvad,**  
Chief Sustainability Officer

I am delighted to present our latest Sustainability Report, which highlights our steadfast commitment to creating positive impacts for Patient, People, and the Planet. This report provides an in-depth look at our efforts and achievements over the past year, showcasing how we integrate Sustainability into our corporate strategy and daily business.

At Servier, we are driven by a profound commitment to therapeutic progress to serve patient needs (our vocation) and by our vision to serve health with a meaningful social impact for patients and for a sustainable world. In an era where sustainability is no longer a choice but a fundamental business imperative, it is intrinsically linked to our long-term success and resilience.

Our governance by a foundation allows us to adopt a long-term perspective, ensuring that our operations are not only enduring but also create value for society. Sustainability is the bedrock upon which we build trust with our stakeholders – patients, healthcare professionals,

investors, and regulators. Integrating sustainability into our daily operations strengthens our resilience, fuels innovation, and maintains our competitive edge.

With this in mind, I am proud to report that in 2024/2025, we proactively anticipated the CSRD new reporting requirement by working on several key components of our future sustainability statement, with the primary focus being the double materiality assessment.

To support our vision 2030, we also worked in 2025 on redefining our Sustainability roadmap and the initiatives it would take. Our Sustainability roadmap outlines how we define our responsibilities and improve our impact for the benefit of Patients, People and the Planet, and considers our impacts across everything we do.

It also defines the measures we will take to ensure effective Governance of our responsibility. Thus, it fosters our move beyond isolated initiatives to embed concerted actions across our value chain, and our daily operations and decisions to **maximize our health impact by serving Patient, People and the Planet.**

Our stakeholders are our partners in this journey. Each of them play a vital role in our long-term success. Together, we can make Servier a truly sustainable business that serves health for the benefit of all.

# Content



<b>p.3</b>	<b>Servier at glance</b>
<b>p.4</b>	<b>Our worldwide presence</b>
<b>p.6</b>	<b>Our value creation model</b>
<b>p.8</b>	<b>Our stakeholders</b>
<b>p.10</b>	<b>Sustainability at Servier</b>
<b>p.11</b>	<b>Our sustainability roadmap</b>
<b>p.12</b>	<b>Serving Patients</b>
<b>p.19</b>	<b>Serving People</b>
<b>p.28</b>	<b>Serving Planet</b>
<b>p.36</b>	<b>Governance and business ethics</b>
<b>p.41</b>	<b>Appendix</b>

This report sets out to present the Servier Group's sustainability roadmap, as well as the key developments and progress made during FY 2024/2025. It follows the CSR reports issued each year by the Group since 2021/2022, reflecting our commitments as a responsible and sustainable business.

We will continue to develop our sustainability reporting further in the coming years and will from the financial year 2025/2026 move towards the format required by the European Union's Corporate Sustainability Reporting Directive (CSRD).

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

# Servier at a glance

## 1. Who we are

### AN INDEPENDENT GLOBAL PHARMACEUTICAL GROUP

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

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

Our medicines are distributed to patients in more than 130 countries thanks to our 22,000 employees throughout the world and our partners.

### OUR THERAPEUTIC AREAS

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



#### CARDIOMETABOLISM

Heart failure, hypertension, type 2 diabetes, venous diseases



#### ONCOLOGY

Solid tumors and hematologic malignancies



#### NEUROLOGY

Neurological diseases



# Worldwide presence

## 3 clinical hubs

North and South America, Europe, Asia-Pacific

## 19 clinical development centers

Germany, Argentina, Australia, Belgium, Brazil, Canada, China, Korea, Spain, United States, France, Hungary, Italy, Japan, Mexico, Poland, United Kingdom, Russia, Sweden

## 6 research centers

France (Saclay, Orléans/Gidy and Bolbec), United States (Boston), Denmark (Ballerup), Hungary (Budapest)

## 14 production sites

Brazil, China, Egypt, Spain, France, Ireland, Hungary, Morocco, Poland, Russia



Our medicines treat  
patients in **more than**  
**130 countries.**



**VOCATION**

Committed to therapeutic progress to serve patient needs

**VALUES**

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

**VISION**

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

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

# Our value creation model

## INTERNAL RESOURCES

### Financial resources

- 100% of profits reinvested in the Group's development
- Nearly 20% of branded medicines revenue invested in R&D for the benefit of patients

### R&D resources

- 6 R&D centers (3 in France, 1 in the United States, 1 in Denmark and 1 in Hungary)
- 3 hubs (North & South America, Europe, Asia-Pacific) with 19 clinical development centers
- 58 R&D projects in the pipeline (January 2026)

### Human resources

- More than 20,000 employees (as of September 30, 2025)
- Women/men split: 58% women, 42% men
- 50% of managers are women

### Intellectual capital

- 6,413 patent applications and active patents (October 2025), 75% of which in oncology
- 12 PCT filings and 14 priority filings in 2025

### Industrial resources

- 13 manufacturing sites, including:
  - 2 chemical production sites
  - 8 branded medicines manufacturing sites
  - 3 generic medicines manufacturing sites

### Environmental capital

- 73% of our industrial sites are certified ISO 50001 or ISO 14001
- 36% of industrial sites are also certified ISO 45001

## EXTERNAL RESOURCES

- 177 international patient associations collaborated with Servier in 2024/2025
- More than 60 research partnerships and collaborations in 2024/2025

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**AN INDEPENDENT GROUP  
WITH A LONG-TERM VISION,  
ENABLED BY GOVERNANCE  
THROUGH A FOUNDATION:  
LA FONDATION INTERNATIONALE  
DE RECHERCHE SERVIER**

(1) The PCT (Patent Cooperation Treaty) means the "Patent Cooperation Treaty" and aims to facilitate the protection of a patent at the international level.

### **OUR PURPOSE**

Committed to therapeutic progress for the benefit of patients.

### **OUR VISION**

To make a meaningful social impact for patients and for a sustainable world.

### **OUR AMBITION FOR 2030**

- To be an innovative and patient-centric company, with a robust pipeline
- To be a resilient company, delivering profitable growth based on a balanced portfolio of therapeutic areas
- To be a company with a positive and measurable societal impact
- To be an attractive employer with proud, passionate employees

### **OUR THERAPEUTIC AREAS**

- Oncology
- Neurology
- Cardio-metabolism and venous diseases

## **VALUE CREATION AND DISTRIBUTION**

### **Financial value**

- 2024/2025 revenue: €6.9 billion
- EBITDA: €1.9 billion (28.2% of revenue)

### **Scientific and therapeutic value**

- 29 branded medicines
- Medicines distributed in more than 130 countries
- 1.3 billion boxes of medicines distributed worldwide
- 96.1% of active pharmaceutical ingredients for our branded medicines manufactured in-house, in France
- 68% of clinical trial protocols received patient input in 2024/2025
- 100% of non-technical summaries ("lay summaries") validated by patient representatives and translated into the language of all participating countries
- Top 10: Servier ranks in the top 10 out of 46 companies in the patient association ranking of companies that work with and/or know Servier
- 1<sup>st</sup> place out of 28 companies in the oncology ranking established by patient associations

### **Social value**

- 86% of employees recommend Servier as a company they like working for
- 4,35/5: Group's employees' engagement score
- First French company to receive the Gallup Exceptional Workplace Award for two consecutive years, in 2024 and 2025
- HSE training completed by more than 90% of employees and staff across the Group in 2024/2025

### **Environmental value**

- 2% reduction in greenhouse gas emissions (Scopes 1 and 2) vs. 2023/2024
- 29% renewable energy in the Group's global energy mix (+19 points vs. 2023/2024)
- 10 sites powered by 100% renewable energy

### **Skills-based volunteering and solidarity**

- 20 associations financially supported through the Servier Endowment Fund in 2024/2025
- 2,868 hours of skills-based volunteering delivered in 2024/2025 by Group employees

(2) PatientView Report 2024 survey on the reputation of pharmaceutical companies.

(3) Annual engagement survey conducted with the independent polling institute Gallup – 2025 results.

# Our Stakeholders

One of the keys to our success lies in our ability to meet the expectations of our stakeholders and to collaborate effectively with them.

## **PATIENTS, PATIENT ASSOCIATIONS AND PATIENT ADVOCACY GROUPS**

Patients are at the heart of our mission, providing essential feedback on the development of treatments. Patient associations play a key role in representing patient interests and raising awareness about diseases. Patient Advocacy Groups advocate for patient rights and equitable access to treatments.

Own workers: Our staff is at the core of the research, development, production, and marketing of our pharmaceutical products, and enables our business through support functions.

## **OWN WORKERS**

Our employees are at the core of the research, development, production, and marketing of our pharmaceutical products, and enables our business through support functions.

## **HEALTHCARE PROFESSIONALS**

Doctors and specialists prescribe our treatments and contribute to the evaluation of their risk/benefit ratio.





### COMMUNITIES

Local communities living near our sites are impacted by our social and environmental policies and actions. They can also benefit from socio-economic impacts and community programs of the company.

### INVESTORS, FINANCIAL AND NON-FINANCIAL RATING COMPANIES

Investors support our growth and expect a return on investment while being interested in our social and environmental impact. Rating agencies assess our financial performance and risk management.

### PUBLIC AUTHORITIES AND GOVERNMENTS

They develop treatment guidelines and public health policies. They regulate the pharmaceutical sector, ensuring the safety and efficacy of medications while establishing compliance standards.

### PARTNERS, SUPPLIERS AND CONTRACTORS

Strategic collaborations with other companies and organizations enhance innovation and market access. We also work with partners to contribute to health awareness and access to quality care. Suppliers and contractors provide the raw materials, technologies and services necessary for the production of high-quality medicines.

### R&D PARTNERS

Academic institutions and research centers participate in the development of new therapies and scientific innovation.

### MEDIA

The media relay information related to our company, contributing to transparent communication in the pharmaceutical sector.

# Sustainability at Servier

## ANTICIPATING CSRD REQUIREMENTS

The European Corporate Sustainability Reporting Directive (CSRD) regulation will come into effect for Servier starting from the fiscal year 2027/2028. Servier has proactively anticipated this new reporting requirement by working on several key components of its future sustainability statement, with the primary focus being the double materiality assessment.

Servier identified the relevant impacts, risks and opportunities (IRO) associated with its business model based on benchmarks, existing risk mappings within the Group, and its Duty of Vigilance impact mapping. This list was cross-referenced with the Application Requirement 16 appendix of the European Sustainability Reporting Standards (ESRS) to ensure no potential topic was omitted.

The identified IROs were subsequently assessed during several thematic workshops. The panels included members of the Group CSR team, individuals from the Risk department to

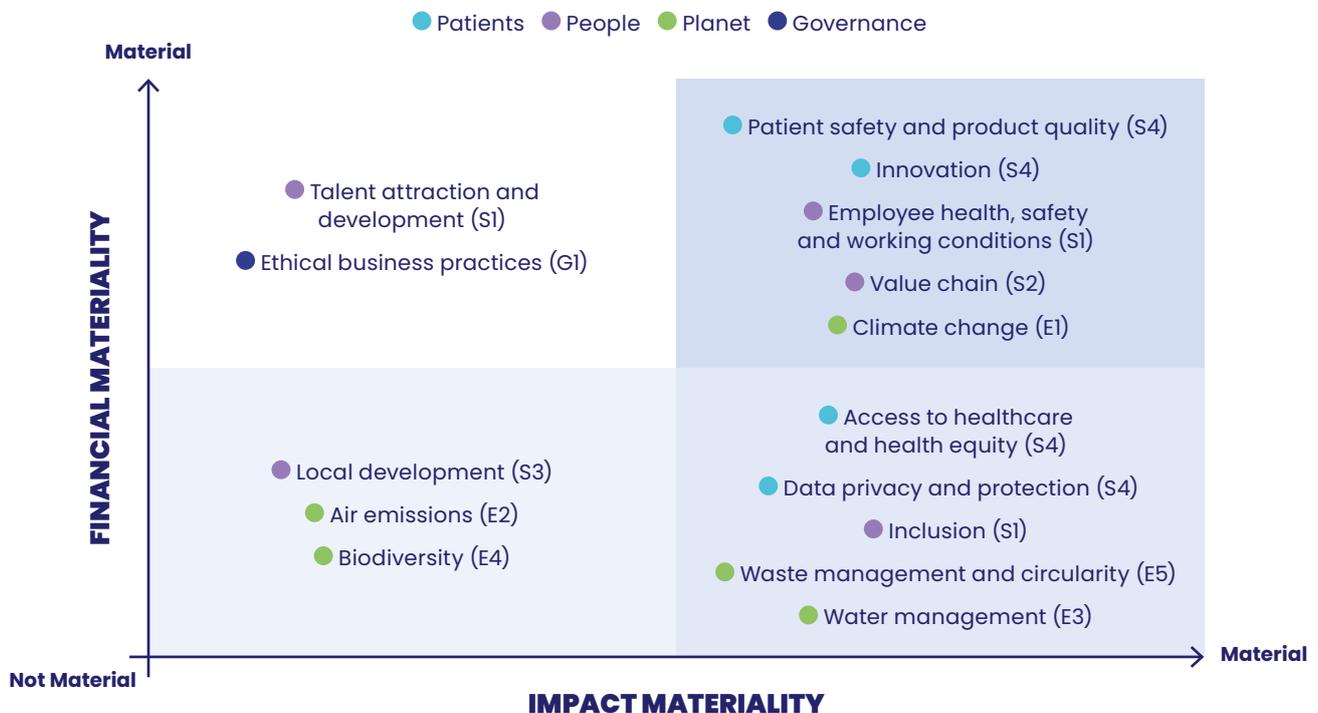
ensure consistency with the Group's risk map and experts from various departments to ensure a comprehensive coverage of Servier's activities.

The assessment was based on a scale from one to four, covering the recommended criteria:

- **Risks and opportunities:** financial impact and probability;
- **Negative impacts:** scale, scope and irremediability combined with probability;
- **Positive impacts:** scale and scope combined with probability.

Any of these criteria can render a negative impact material. For negative impacts related to human rights, only severity was considered for the scoring.

Based on the described methodology, Servier identified the material impacts, risks and opportunities listed in the relevant thematic chapters of this report, as well as the material ESG topics presented below:



This list was presented and validated by Servier's CSR Strategic Committee, a panel of Executive Vice Presidents of the Group whose function is to ensure a global vision of the CSR projects portfolio and take decisions on resource allocation. It will be reevaluated periodically to ensure its consistency with the Group's business model and strategy.

# Our Sustainability roadmap:

## MAXIMIZING OUR HEALTH IMPACT BY SERVING PATIENTS, PEOPLE AND PLANET

### PILLARS OF OUR SUSTAINABILITY ROADMAP

Corporate Social Responsibility (CSR) and Sustainability are rooted in our vocation as a Group governed by a non-profit foundation and committed to therapeutic progress to serve patient needs. Servier was founded to serve health, and it is our vision to have a meaningful social impact for patients and for a sustainable world. To support this vision for Servier's transformation towards 2030, the Group worked in 2025 on redefining its Sustainability roadmap and the initiatives it would take. As one of the four pillars composing the Servier 2030 ambition, CSR is an integral part of the Group global strategy.

The Sustainability roadmap outlines how we define our responsibilities and improve our impact for the benefit of Patients, People and the Planet, and considers our impacts across everything we do – in our business and value chain, in coordination with other frameworks such as the french Devoir de Vigilance. It is a framework for setting more detailed goals for the individual business areas based on realistic planning and assessments of costs and impact. It is based on three strategic pillars:

**- Serving Patients:** We strive to improve patients' lives. We continue to reach more patients with therapeutic innovation and extend our global health impact with prevention actions. We aspire to improve access to health by partnering for improved health outcomes, extending our efforts on prevention and putting in place actions in our access plans.

**- Serving People:** We build a health and safety culture grounded in proactive prevention measures. We roll out global and locally tailored inclusion initiatives, all fostering a sense of belonging for our employees. In the countries where we operate, we strive to create value locally and support local communities through health-focused volunteering actions.

**- Serving Planet:** We acknowledge the interdependence between human health and the health of the planet. We take climate actions by improving energy efficiency, using green energy and engaging our suppliers. We transform the way we develop our medicines and packaging by working towards eco-design of our medicines.

The roadmap defines the actions we will take to deliver on our commitments. It also defines the measures we will take to ensure effective Governance of our responsibility across all three pillars.

### SERVIER'S SUSTAINABILITY GOVERNANCE

The CSR and sustainability roadmap is approved by the Servier Group Executive Committee and overseen by the Group's Supervisory Board and the CSR Executive Committee. It is part of the Group Strategic Plan and included in the métiers' plans. It is an integral part of our corporate strategy Servier 2030 and its annual planning cycle, ensuring each business area owns actions contributing towards the roadmap and its objectives.

This roadmap rollout is validated by the executive CSR Strategic Committee. The Group CSR & Sustainability department is supported by a network of CSR leaders, who are responsible for rolling out the sustainability roadmap in the various business units. The roadmap is cascaded through our annual strategic cycle and mid-term planning. Sustainability goals are included in our performance management, and we are working towards fully integrating sustainability into our decision making committees.



# Serving Patients



Bringing our  
therapeutic innovation  
to more patients



Partnering for prevention  
& improving health  
outcomes



Contributing to expand  
access to health

# 1. Developing innovative treatments to reach more patients

## THE GLOBAL CHALLENGE

Scientific and medical research for innovation of new treatments in the cardiometabolism and venous diseases (CMVD), Oncology and Neurology have brought dramatic improvements in the patient care around the globe. But many diseases remain without adapted treatments and many patients still lack access to those that do exist. The growing prevalence of chronic diseases is among the biggest health challenges of

our time. Cancer is ever more prevalent with an estimated 20 million new cases each year, and cardiometabolic diseases still represent about 30% of deaths around the world. In addition, 300 million people worldwide live with a rare disease, and healthcare systems remain ill-equipped to meet their complex needs. Of the more than 7,000 known rare conditions, 95% have no dedicated treatment, and one in three rare disease patients has never received therapy tailored to their condition<sup>1</sup>.

### Servier's material Impacts, Risks and Opportunities

Material Impact, Risk or Opportunity (IRO)	ESRS STANDARD	NATURE	TIME HORIZON	LOCATION IN VALUE CHAIN
Violation of human rights of patients due to unethical practices during clinical trials	S4	Negative impact	Short term	Own operations

Servier performs clinical trials on patients as part of its R&D activities. Unethical practices such as misinformation of patients could have a negative impact on patients' right to free informed consent to medical and scientific experimentation, patients' access to quality information and patients' right to privacy.

## GROUP POLICIES

Oncology is a major therapeutic priority for us, accounting for close to 70% of our R&D investments. We currently have a portfolio of 8 medicines available to patients. Our major investments in cancer treatments are demonstrated through our robust pipeline of 33 oncology R&D projects.

As part of the Servier 2030 strategy, we are now focusing our R&D efforts on neurology in addition to oncology. To that end, we are targeting six families of neurological disease: refractory epilepsy, rare movement disorders, leukodystrophies, peripheral neuropathies, genetically driven autism spectrum disorders and neuromuscular diseases. To date, this pipeline includes 8 research projects and 3 development projects. These projects and the associated clinical trials are compliant with our Code of Conduct, as described in the Governance section of this report.

## KEY ACTIONS AND RESULTS FOR 2024/2025

This year, we moved forward with our strategy to develop treatments in our therapeutical areas and bring healthcare to people living with rare diseases.

In March 2025, we signed a strategic worldwide licensing agreement for a potential best-in-class targeted therapy for solid tumors. Under this global agreement, Servier will develop and commercialize a small molecule designed to address unmet medical needs in RAF/RAS-mutant solid tumors.

In May 2025, we acquired a potential best-in-class menin inhibitor in Phase 1/2 development for the treatment of acute leukemias. It is actually under development for the treatment of acute lymphoblastic leukemia (ALL) where the unmet medical need is high, especially for safer therapies in relapse/refractory conditions.

In September 2025, we signed an exclusive license agreement to bring a promising treatment for a rare eye cancer to patients worldwide. The molecule is currently being evaluated in multiple global clinical trials in the treatment of uveal melanoma (UM), a rare and aggressive form of eye cancer that originates in the uveal tract. Despite its rarity, this cancer poses significant risks due to its potential to metastasize to other parts of the body, particularly the liver.

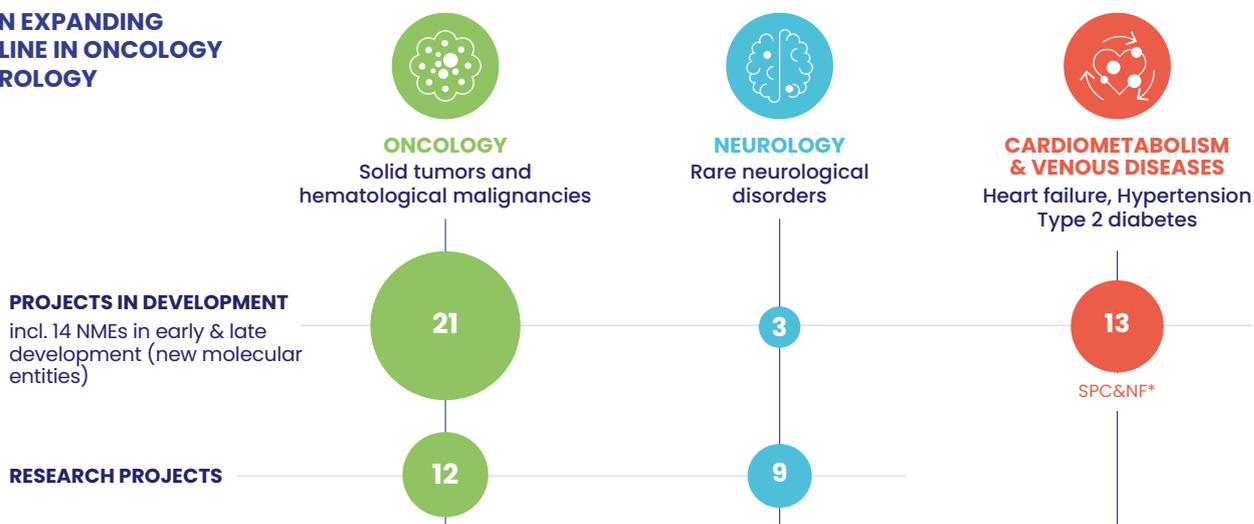
(1) Who.int - Rare diseases: a global health priority for equity and inclusion.

In line with our ambition of expanding our Neurology treatments, we also acquired a potential treatment for Fragile X syndrome (FXS), the most common genetic cause of autism spectrum disorder (ASD). There are currently no approved treatments for FXS, which accounts for approximately 1% of ASD and intellectual disability cases globally. This marks our first neurology asset acquisition and a key milestone in our Servier2030 strategy.

Innovation is also strongly linked with collaboration. The Spartners by Servier & BioLabs incubator was officially inaugurated on 11 June 2025 in our Saclay site. It is designed to house health-care biotech start-ups and is geared towards helping scientists focus on science in complete independence and accelerate the R&D for their projects. It currently hosts 13 start-ups.

Public-private partnerships (PPPs) are also a unique collaborative model, making it possible to pool expertise and resources and share risks to accelerate the discovery and development of new therapeutic solutions. In September 2025, we hosted the Servier PPP Day, an opportunity to bring together our community and representatives of the European Federation of Pharmaceutical Industries and Associations (EFPIA), and other pharmaceutical companies. To date, 37 PPPs are ongoing at Servier, covering all steps in the value chain of a medicinal product.

## FOCUS ON EXPANDING OUR PIPELINE IN ONCOLOGY AND NEUROLOGY



Data as of November 2025

\* Single Pill Combination & New Formulation



**"Our dedicated teams of researchers, clinicians, Global Medical and Patient Affairs, Global Product Strategy, Global Business Development and commercial development experts are ready to join forces to transform discoveries into effective treatments, with the shared goal of improving the lives of patients with rare neurological diseases."**

**Nitza Thomasson,**  
Global Head of Neurology  
Therapeutic Area

## 2. Contributing to global health

### THE GLOBAL CHALLENGE

Global health refers to the health and well-being of populations worldwide, encompassing the prevention, treatment, and management of diseases and medical conditions. Improving global health is a key part of the worldwide effort to achieve sustainable development, as outlined in the United Nations Sustainable Development Goal 3.

Health outcomes depend on many factors. Effective prevention, disease awareness and full adherence to treatments are all significant factors that can contribute to better health outcomes. Even in developed countries, approximately 50% of patients with chronic diseases do not take their medications as prescribed<sup>(1)</sup>. Poor medication adherence leads to higher rates of hospital readmissions, disease progression and mortality.

### Servier's material Impacts, Risks and Opportunities

Material Impact, Risk or Opportunity (IRO)	ESRS STANDARD	NATURE	TIME HORIZON	LOCATION IN VALUE CHAIN
<b>Loss of revenues resulting from interruptions in the distribution and/or recall of certain products in the event of incidents related to patient safety</b>	S4	Risk	Short term	Own operations Downstream
Insufficient product quality or other incidents related to patient safety, such as unsatisfactory regulatory inspections or judicial decisions, could end in decisions to interrupt distribution or recall products, which would incur a loss of revenues for Servier.				
<b>Risks to patients' health and safety provoked by insufficient safety standards, defects in product quality, or faulty information regarding treatments</b>	S4	Negative impact	Short term	Upstream Own operations Downstream
Insufficient product quality presents a risk of damage to patients' health and safety, including deterioration in health possibly leading to the death of the patient, as well as anxiety and other mental disorders in patients who have either taken the compromised treatment or another Servier treatment. This includes damage to patients' health in the event of consumption of expired drugs.				
<b>Violation of right to health and associated requirements that medicines should comply with safety, quality and effectiveness standards</b>	S4	Negative impact	Short term	Upstream Own operations Downstream
Insufficient product quality could impact patients' right to the highest attainable standard of health as defined by the Constitution of the World Health Organization, with the associated requirement that medicine comply with quality, safety and effectiveness standards.				
<b>Improvement of people's health through the use of treatments that comply with safety and quality standards from Servier</b>	S4	Positive impact	Short term	Own operations Downstream
The production of safe and high-quality treatments improves the health and quality of life of patients with unmet medical needs, and fosters adherence to treatment.				
<b>Deterioration and / or direct endangerment to patient health and safety in the event of usage of falsified/counterfeit medicine</b>	S4	Negative impact	Short term	Own operations Downstream
The usage of falsified or counterfeit medicine can lead to a deterioration of the patient's health due to the drug itself, the absence of the expected active substance or the inadequacy of the medicine or active substance, potentially leading to death.				

### GROUP POLICIES

Contributing to patients' health across the world is only possible if the medicine we supply complies with safety and quality standards. To ensure Servier's treatments meet the necessary quality requirements, we have implemented a complete and reliable Quality framework at every step of our manufacturing and distribution activities. Clinical trials in particular are audited by independent teams.

Servier is also invested in ensuring the supply chain of its treatments is robust. The downstream supply chain is included in the Group's business continuity considerations and monitored through both Sales & Operation Planning (S&OP) and Long-Term Industrial Planning (LTIP). These measures ensure that we continue to provide medications, addressing industrial constraints, quality, planning, and supply chain management, as well as business continuity at our sites.

The falsification of medications is a significant threat to public health, which not only undermines treatment efficacy, but also endangers patient safety. Counterfeit products represent a major global challenge, requiring increased vigilance on the part of all pharmaceutical industry stakeholders, and strong collaboration with health authorities. As a pharmaceutical company, Servier is actively committed to combating counterfeit medicines. For branded medicines, this initiative is managed

(1) Who.int - Adherence to Long-term Therapies: Evidence for Action.



**"Our focus in R&D is to address the significant unmet medical needs in Cardiometabolic and Venous Diseases (CMVD). We are focused on improving patient adherence to treatment by developing Single-Pill Combination with best-in-class molecules to reach control of their chronic cardiovascular diseases."**

**Emmanuel Arnaud,**  
Global Head of TA CMVD, R&D

by the Brand Management Department and supported by liaisons in the subsidiaries, the Local Responsible Persons for Falsification (LRPF). It also involves the Industry and Quality (Assurance) Departments.

Lastly, disease awareness, prevention, early detection and adherence campaigns contribute to better health outcomes.

## KEY ACTIONS AND RESULTS FOR 2024/2025

### > Product quality and supply chain

Guaranteeing quality for the manufacturing of medicinal products is a priority for Servier. More than 95% of the active ingredients used in the manufacturing of our medicines are produced in Europe, at our own sites. In November 2024, we inaugurated a new bioproduction unit in Gidy (Loiret, France). This will enable Servier to produce active ingredients in France derived from living cells for its preclinical and clinical studies as well as sterile and injectable finished products, thus ensuring strategic autonomy for the Group's clinical trials.

We manage quality risks in all our manufacturing operations through a global quality management system, ensuring our products' compliance at every stage in their lifecycle. Internal quality audits are performed annually in every department.

Distribution of medicine is also a key component in ensuring access to care that is compliant with quality and safety standards for patients around the world. To safeguard this process, Servier performs mid-term and short-term analysis between demand and capacity and evaluates its forecast accuracy. Patient critical stocks are defined for each product so we can anticipate and prevent any shortage through actions such as stock cover operations.

### > Anti-counterfeiting

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

- **Preventing counterfeit medicine:** The anti-counterfeiting and industry departments develop systematic serialization and tamper-evident packaging. Visual detection tools are installed in manufacturing sites to facilitate controls, and reinforce the traceability of products.

- **Detecting counterfeit products:** We perform tests to detect counterfeit medicine on the market, which include traditional market surveys, online test purchases and the use of AI to analyze packaging pictures. Our TES R&D site, located in Gidy (Loiret, France), acts as a major control laboratory with a proactive role in identifying counterfeit medicine. We work with local contacts in countries where we don't operate to ensure we cover all geographies.

- **Responding to counterfeiting:** Our participation in working groups such as the Pharmaceutical Security Institute, World Custom Organization or Interpol ensures an efficient networking with key law enforcement authorities.

As part of the G5 Health initiative, the first French pharmaceutical public-private partnership was initiated by Servier, in coordination with the Central Office for Combating Environmental and Public Health Offenses (OCLAESP). Its purpose is to combat the sale of illicit products marketed during the COVID-19 pandemic, and it has since been extended to all illicit products.

**26**  
quality audits  
performed  
in 2024/2025

## > Prevention and health promotion

In 2024/2025, we renewed our efforts to build public awareness of the risks of chronic diseases and the importance of early diagnosis. Examples include:

**- Because I Say So:** Each year in May, for World Hypertension Day, Servier highlights the importance of diagnosis for hypertension, a disease that is often silent but has major impacts on people's health. In September, we conduct a second campaign focused on adherence to treatment, which aims to increase awareness of the importance of regular blood pressure checks and proper treatment adherence.

**- Every Pill Matters:** In line with World Adherence Day, we conduct a campaign each year in June dedicated to Heart failure. This campaign is structured around three key components: Educating, to help people understand the importance of treatment adherence; Empowering, to provide patients with the tools they need; and Enabling, to provide practical advice and showcase innovative solutions for adherence.

## > Adherence

Therapeutic adherence is the patient's voluntary and active commitment to their care. In addition to its awareness campaigns, Servier adopts a proactive approach to improving therapeutic adherence by taking action in several areas.

A key action of this fiscal year was the launch of the first Adherence Day on March 27, an event organized by Servier with 14 partners from various backgrounds, dedicated to raising awareness and promoting strategies for better therapeutic adherence.

Servier also contributes to the project 'Behavioral and Adherence Model for improving quality, health outcomes, and cost-effectiveness of healthcare (BEAMER)'; a project started in 2011 which aims to address the issue of low patient adherence to prescribed treatments.

# 3. Taking responsibility for access to health

## THE GLOBAL CHALLENGE

A large section of the world's population lacks access to medicines. The medicines they need exists, but they are not able to access the relevant treatment due to lack of health-care financing, shortage of supplies of medicines as well as lack of insurance coverage and patient ability to pay. Socio-economic and geographic factors are the primary drivers of disparities that affect access to health services and medicines, resulting in poor health outcomes.

The challenge is global but most severe in low- and middle-income countries and the disparities exist within countries as well as between countries. According to the World Heart Report 2023<sup>(1)</sup>, around 4 in every 5 cardiovascular disease deaths occur in low- and middle-income countries and progress in cardiovascular health is increasingly concentrated in high-income countries. 70% of deaths from cancer occur in low- and middle-income countries. On average, in Europe, 26% of people in the lowest income segment did not have the care they needed due to costs compared to 8% of people with the highest income level<sup>(2)</sup>.

### Servier's material Impacts, Risks and Opportunities

Material Impact, Risk or Opportunity (IRO)	ESRS STANDARD	NATURE	TIME HORIZON	LOCATION IN VALUE CHAIN
<b>Restricted access to necessary treatments for patients due to Servier's decisions in terms of pricing, supply, patenting and market strategy</b>	S4	Negative impact	Short term	Own operations Downstream
Global access to healthcare continues to be a major challenge, especially in low- and lower middle-income countries where pricing, supply, patenting and market strategy decisions can prevent patients from accessing their necessary treatment.				
<b>Contribution to better health access and equity via Servier initiatives and programs such as adherence, early access programs, incremental innovation, as well as Servier's presence locally</b>	S4	Positive impact	Medium term	Own operations
Initiatives and programs can improve access to healthcare, such as health literacy programs that increase therapeutic adherence, early access programs that allow patients to have access to treatments before registration/evaluation, and incremental innovation based on patient experience that increases adherence.				
<b>Absence of suitable treatments for certain population of patients as a result of a lack of inclusion in clinical trials</b>	S4	Negative impact	Short term	Own operations
Failing to include considerations of differences between patients in clinical trials can limit the number of existing treatments for some populations.				

(1) world-heart-federation.org - World Heart Report 2023.

(2) oecd.org - Health for Everyone.

## GROUP POLICIES

The Health Equity team addresses the gap between medical advancements and patient needs by tackling health disparities. Its mission is to contribute to reducing health disparities and improving global health outcomes related to our therapeutic areas by integrating equity considerations into key aspects of the company's operations and strategies, in line with the company's sustainability goals. Our Clinical Development department is dedicated to conducting clinical trials in accordance with the regulatory, ethical and compliance rules.

Furthermore, Servier is launching initiatives to facilitate the access to our clinical trials to the largest population :

- We have made the information regarding these clinical trials accessible, with a description of useful information in simple language and direct access to up-to-date content.
- We are increasing the development of the decentralized clinical trial model, which facilitates the patient access to trials, irrespectively of their location. This is particularly important for patients who are far from the main health and research centers. This model has been successfully tested in some trials, and we expect to expand it in the future.
- We are developing a crossborder option to facilitate Clinical trials participation. This is of key interest for patients with rare conditions, as it allows them to participate in trials held in countries other than their own. This model is currently being tested.

## KEY ACTIONS AND RESULTS FOR 2024/2025

The year 2024/2025 was marked by our continued initiatives to further strengthen access to innovative treatments and care in countries where there is the greatest need. Servier's Global Access Plans are translated into Global access programs such as the ACT for Children partnership initiative, which aims to improve access to pediatric cancer treatment in low- and middle-income countries. The initiative was launched on International Childhood Cancer Day, February 12<sup>th</sup> 2025 by Servier and the other partners.

Five ACT for Children sites, were set up in 2024/2025 in Armenia, El Salvador, Guatemala, Honduras and Indonesia, serving as key hubs for comprehensive care and impact tracking. So far, the initiative has covered the training of 486 health professionals across three continents, and the number of children benefiting from treatment reached 1364 by the end of September 2025.

**"We believe that the ACT for Children partnership will contribute to improving child cancer outcomes, with the aim of reducing the disparity in survival rates of children with cancer in high versus low- and middle- income countries."**

**Manette Le Grange,**  
Corporate Social Responsibility  
Project Lead

This year saw a continuation in our commitment to inclusion and limitation of patient burden. A taskforce dedicated to addressing the complexity of clinical study protocols was created, leading to an action plan. As part of this plan, a mandatory elearning, entitled "Reducing Complexity of our Clinical Study Protocols", has been allocated to all relevant Servier employees.

The Managed Access Program (MAP) enables eligible patients with certain conditions to access a treatment not yet commercially available in all countries. Currently active in 8 countries, MAP creates a legal and ethical framework for early use, and enabled 1,803 patients to get treatment in 2024/2025.

<b>Key results</b>	<b>2024/2025</b>	<b>2023/2024</b>
Number of children reached through the ACT for Children program	<b>1,364</b>	<b>1,000</b>
Number of Low- and Middle-Income Countries reached through ACT for Children	<b>5</b>	<b>4</b>
Number of Healthcare Professionals trained through ACT for Children	<b>486</b>	<b>465</b>



We aspire to achieve our ambition to contribute to the cure of at least **15,000** children every year, from 2030 onward, through the ACT for Children program.



# Serving People



Ensuring health, safety  
& wellbeing at work



Fostering an inclusive  
culture



Creating value for  
communities

# 1. Safeguarding human rights and setting global labor standards

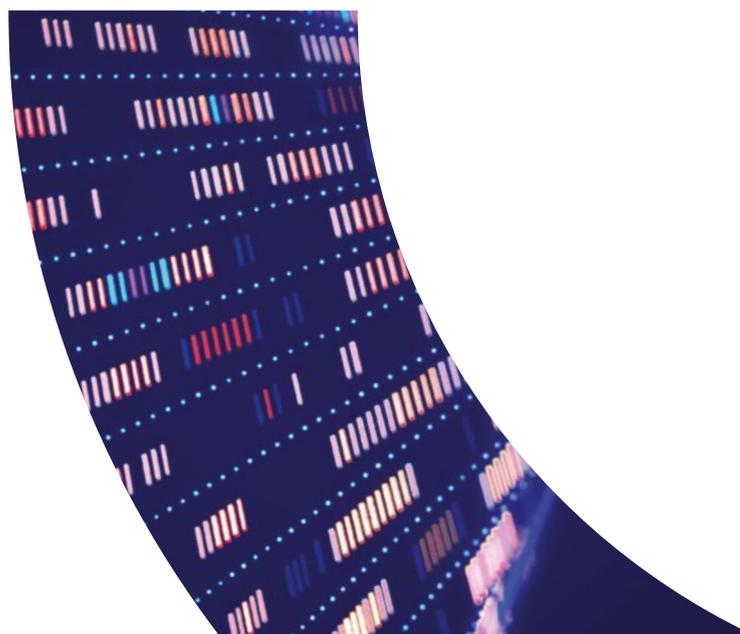
## THE GLOBAL CHALLENGE

Human rights safeguard the rights of each of us. The United Nations Universal Declaration of Human Rights and the supporting conventions provide an important foundation for developing a more sustainable world. In many countries, human rights are well protected by legislation, while other countries have less effective safeguards.

Companies operating globally are confronted with human rights conditions in various settings in which they operate. It is therefore an important element of corporate social responsibility to protect human rights within the company's sphere of influence. This includes human rights for employees and people affected in other ways by business activities.

### Servier's material Impacts, Risks and Opportunities

Material Impact, Risk or Opportunity (IRO)	ESRS STANDARD	NATURE	TIME HORIZON	LOCATION IN VALUE CHAIN
<b>Violation of employees' rights in case of indecent work conditions, including decent wages</b>	S1	Negative impact	Short term	Own operations
As an employer, Servier is responsible for ensuring its employees receive adequate compensation. A failure to take employees' working conditions and compensation into account could violate their right to decent work conditions and adequate wage, which are fundamental ILO rights.				
<b>Violation or infringement of employee rights in the event of non-compliance with conventions on social dialogue and freedom of association</b>	S1	Negative impact	Short term	Own operations
Failure to comply with convention on social dialogue or attempts to prevent freedom of association could violate Servier employees' fundamental ILO rights.				
<b>Loss of competitiveness, productivity and revenue, and additional costs in case Servier is unable to attract or retain talents, or to develop the expertise and skills necessary to support its activities, particularly in tense markets identified as strategic for the Group's growth</b>	S1	Risk	Short term	Own operations
Failure to ensure employees' fundamental rights and good work conditions could result in employees leaving the Group or potential employees to lose interest in joining the Group, which would incur costs associated with hiring and training as well as a loss of expertise and skills that are necessary to Servier's activities.				
<b>Increased competitiveness thanks to the development of cutting-edge expertise in Servier's highly competitive sector</b>	S1	Opportunity	Medium term	Own operations
The fast development of skills and expertise in pharmaceutical companies means there is a clear advantage to being able to secure employees with the right skills. Providing good work conditions and compensation could retain and attract skilled employees, which could lead to an increase in Servier's competitiveness.				



## GROUP POLICIES

Servier adheres to the United Nations Guiding Principles on Business and Human Rights, the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work, and the Organisation for Economic Co-operation and Development (OECD) Guidelines for Multinational Enterprises.

The Group's Human Rights principles are embedded in our updated Code of Conduct and HR Policy.

Our Code of Conduct sets out the rules of ethics and responsible conduct that all our employees and business partners must follow. It is a guide to acting and making ethical decisions on a daily basis.

The Code aims to:

- Define what is expected of anyone working within the Servier Group;
- Implement the values and principles of business conduct promoted by the Servier Group;
- Provide precise definitions and concrete examples.

This Code of Conduct supplements local laws and regulations, which always remain applicable. In the event of a contradiction, we apply the highest standard of integrity.

This Code applies to all employees of the Servier Group. It concerns all hierarchical levels, all functions and all types of contracts. It also applies to all sites and countries where the Group operates. We expect our partners, suppliers and sub-contractors to respect these principles.

Any employee confronted with a situation or behaviour that is contrary to the regulations and/or the provisions of this Code of Conduct, including human rights violation, may issue a whistleblower using the alert line ([servier.whispli.com](mailto:servier.whispli.com)) or through any other internal or external channel, as detailed in the Group "Whistleblowing Hotline" Standard.

The update of the Group HR policy includes sections related to Inclusion, Health & Safety, Quality of working life and People Lifecycle Management (including Performance management, Compensations and benefits as well as Learning & Development).

As an international company, Servier also publishes its Duty of Vigilance plan under the supervision of a cross-functional working group responsible for implementing the obligations arising from this law. It is composed of members representing the CSR & Sustainability, Finance/Purchasing, Risks, Insurance & Internal Control departments. The Group's risk mapping and its vigilance plan are updated annually, considering the measures applied and the risk mitigation plan for the coming years.

## KEY ACTIONS AND RESULTS FOR 2024/2025

### > Culture

A key action for the 2024/2025 year was the definition of our target culture with identified strengths and areas of improvement, and its deployment through a collective experience called Culture Up.

Servier's culture is the result of blended elements that define who we are (our history, Values and Vocation, behaviors with the Servier Leadership Model and engagement) and where we want to go (Servier 2030 and beyond).

Based on feedback from all employees through our 2024 Engagement Survey (PULSE) and on additional feedback from all managers through a culture survey, we identified strengths to build upon, such as our long-term vision, and shifts to highlight for our future success, such as transversal collaboration.

Culture Up builds on this legacy to help us reach our target culture (From-To) by engaging teams in a collective and business-driven journey. It is a collective experience designed to accelerate cultural shifts, as a driver of performance, innovation, inclusion and long-term impact.

Grounded in real-life situations, led by managers, and launched in March 2025, Culture Up activates existing strengths and assets, fosters cultural alignment, and creates the mindset needed to accelerate strategic execution.

At the end of September 2025, more than 92% of the targeted population had experienced the Culture Up workshop across 67 countries. 93% of the participants enjoyed the experience, and 97% declare themselves ready for change.

**"Winning the Gallup Workplace Award for the second year in a row is a moment of collective pride, reflecting our engagement. This recognition reinforces what we can achieve together."**

**David Hindley,  
Human Resources  
Vice-President**



### > New People Management Cycle

A new Servier People Management Cycle is also being launched, with the goal of better supporting performance, development, and long-term growth across the organization. The goal is to help all employees achieve Servier's objectives together, while enabling each employee to develop their skills, potential, and employability for a rewarding career in the spirit of Servier's cultural evolution. The People Management Cycle is composed of two dedicated moments between an employee and their manager during the year:

- The Performance Review, to reflect on achievements and past-year performance, with clear expectations on both objectives and behaviors.
- The Development & Career Conversation, a dedicated time to focus on the employee's growth, skills, career paths, and plan their development.

The new process of the Performance Review, started at the end of August 2025, took place until the end of November 2025. The new process for Development & Career Conversation is planned from April 2026 to June 2026.

### > Due diligence

As part of our Vigilance Plan obligations, we worked on building our risk cartography. About twenty interviews were performed with people representing various functions and activities within the Group to ensure a complete view of our activities. This allowed us to evaluate the consistency between the risks identified as part of the double materiality analysis and the risks identified as part of the due diligence process, notably regarding human rights.

A risk mapping dedicated to purchasing is planned for 2025/2026 in order to more precisely identify the risks related to the supply chain and subcontracting.

Key results	2024/2025	2023/2024
Total headcount	22,035	22,120
Number of employees – permanent contract	21,228	21,301
Number of employees – temporary contract	807	819
Number of employees – non-guaranteed hours	0	0
Number of non-employees	7,353	8,083
Employee turnover	13.3%	12.8%
Number of incidents of discrimination, including harassment, reported in the year	25	N/A
Number of complaints filed through channels for people in the undertaking's own workforce to raise concerns – excluding discrimination	39	N/A
Total amount of fines, penalties, and compensation for damages as a result of the incidents and complaints disclosed above (€)	0	N/A
Number of severe human rights incidents connected to the undertaking's workforce	0	0
Total amount of fines, penalties and compensation for damages for the incidents described above (€)	0	0
Average number of training hours per employee – Men	36	29
Average number of training hours per employee – Women	31	26

## 2. Ensuring health, safety and well being

### THE GLOBAL CHALLENGE

Adults use around one-third of their time at work. Conditions in the workplace have therefore a significant impact on people's health, safety and well-being. Globally, an estimated 2.78 million workers die annually from occupational accidents and

work-related diseases<sup>(1)</sup>. An increasing number of cases of stress-related diseases and mental health issues, particularly among office workers, make up a significant share of the health burden in many societies. Among physical workers, prevention of accidents and protection from hazardous substances remains a challenge in many countries.

### Servier's material Impacts, Risks and Opportunities

Material Impact, Risk or Opportunity (IRO)	ESRS STANDARD	NATURE	TIME HORIZON	LOCATION IN VALUE CHAIN
<b>Disruption to business continuity and associated costs in the event of safety incidents causing interruptions in operations, notably on industrial sites</b>	S1	Risk	Short term	Own operations
Most production processes cannot be automated on a large scale, requiring employees to be present on sites. A safety incident could cause an interruption in operations, which could result in additional costs to compensate the associated delays.				
<b>Risks to employees' safety and physical health in the event of accidents, exposure to dangerous substances or non-compliance with health and safety regulations</b>	S1	Negative impact	Short term	Own operations
Employees present on site are exposed to safety hazards, including proximity of heavy machinery, exposure to toxic and dangerous substances and other incidents on industrial sites, particularly Seveso sites.				
<b>Damage to the health and safety of workers within the value chain due to social malpractices or health and safety hazards</b>	S1	Negative impact	Short term	Upstream Downstream
Workers in the supply chain include employees of suppliers, contractors and subcontractors which include vulnerable populations, such as PhD students, fixed-term contracts and patients. Workers are exposed to risks resulting from environmental hazards and industrial accidents (exposure to chemicals, hazardous waste, etc.)				

### GROUP POLICIES

Servier's Group Health, Safety and Environment (HSE) revised policy was released in December 2024 with the purpose of sharing to all employees and stakeholders our commitment to health, safety, and the environment, as well as to outline our goals and ambitions for integrating HSE principles into our operations. The scope of this policy is worldwide.

Servier's safety culture program, called SAFE<sup>3</sup> "Safety Always for Everyone, Everywhere, Every time", aims to strengthen Servier's safety culture and help reduce accident frequency globally. It defines safety fundamentals to be put in place at the Group's sites and offers tools for employee engagement. The program's ambition is to progress towards zero accidents. It includes the following principles:

- The Safety Golden Rules defined by the Group must be respected by all employees of the company as well as employees of external companies working on our sites.
- Everyone is responsible for their own safety and that of others: in the performance of their duties, all internal and external employees must set an example and demonstrate the utmost rigor in risk prevention.

### Our Health & safety objectives:

◀ **0,30** Lost Time Incident Rate in 2030

0 Serious injury & fatality work-related event, each year

**"We want to make sure everyone goes home in the same condition they arrived – or even better!"**

**Laëtitia De Baene,**  
Group HSE Director

(1) [unglobalcompact.org](http://unglobalcompact.org) – A Safe and Healthy Working Environment

- All those who contribute to the Group's activities are proactive and must identify and report incidents or hazardous situations involving health, safety and the environment.

- Managers must show exemplarity and demonstrate their commitment to safety to ensure that this policy is applied.

### KEY ACTIONS AND RESULTS FOR 2024/2025

As a subscriber to the Institute for an Industrial Safety Culture (ICSI), our HSE actions follow three main pillars: technical reliability, safety management systems, and human and organizational factors.

#### > Reliability of facilities and equipment

To ensure technical reliability, we rely on our Industry and R&D governance to implement the annual site HSE plan in line with risk assessment, compliance requirements and action plans. Site reviews are performed quarterly to ensure they comply with Life Saving Rules and HSE requirements.

An HSE self-assessment tool is available and was completed on all sites to enable them to identify relevant HSE requirements. Based on this self-assessment, cross-functional internal audits were planned and carried out at our brand-name industrial sites, which will benefit from regular audits to help drive continuous improvements and reassess the requirements when relevant. Audits were also completed by all our R&D sites in 2024/2025.

#### > Policies, rules and standards

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

In 2024/2025, we wrote five new HSE standards to better cover our process. These include standards on audit and risk assessment.

Finally, Servier is working in favor of data quality to ensure a better monitoring of HSE actions and results. A new tool enabling local HSE correspondents to report actions and incidents directly to the central HSE team is scheduled to launch in December 2025 across all the Group's sites.

#### > Awareness and training

This year, we increased our efforts in favor of awareness and prevention through several key actions and events:

- The I Care For awareness campaign was launched in March 2025 in every site, with the aim of emphasizing the importance of taking care of physical and mental health while ensuring collective safety both at work and in private life.

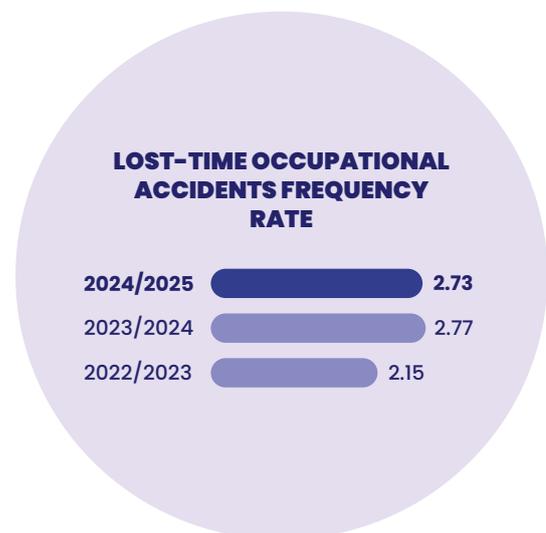
- In May, the Saclay and HQ sites organized their Road Safety Days, with immersive activities on road prevention.

- Servier's Safety Week took place across the sites and subsidiaries in June 2025. It included workshops and trainings, such as the Working at Heights training organized in Nouaceur (Morocco), the workshop on Chemical Risk Prevention in Oril Industrie (France) or the lecture on fires in Servier Ukraine. A virtual Spot the Hazard challenge was also accessible to every Servier employee to help everyone identify hazardous situations.

In addition to these events, we built and deployed a Safety training with the aim of reaching all Servier employees worldwide and raising their awareness. At the end of September, its completion rate was over 90%.

Tools for employees also include the Visit & Communication on Safety (VCS) site visits carried out by managers. The objective is to help managers identify good practices, behaviors to be improved, and any potential risks. In 2024/2025, we deployed the VCS in all our industrial sites (for brand-name and generic medicines) and R&D locations. In addition, each employee is now covered by one VCS every year at our brand-name sites.

Key results	2024/2025	2023/2024
Number of fatalities as a result of work-related injuries and work-related ill health	0	1
Number of occupational accidents	103	105
Lost-time occupational accident frequency rate	2.73	2.77
Number of days lost	3,502	1,250



### 3. Fostering inclusion and belonging

#### THE GLOBAL CHALLENGE

Inclusion and belonging remain a challenge for society because historical inequalities, cultural norms, and barriers continue to limit equal opportunities for different population groups. Social and economic structures often reinforce exclusion, making it

difficult for some populations to fully participate in education, employment, and leadership. This lack of inclusion not only affects individuals but also limits innovation and progress. By understanding these broader challenges, companies can play a role in driving more equitable opportunities within their organizations and positively impacting the societies they serve.

#### Servier’s material Impacts, Risks and Opportunities

Material Impact, Risk or Opportunity (IRO)	ESRS STANDARD	NATURE	TIME HORIZON	LOCATION IN VALUE CHAIN
Violation of employee rights in the event of harassment, abuse or other cases of discrimination	S1	Negative impact	Short term	Own operations

As an employer, Servier is responsible for ensuring its employees are not submitted to harassment, abuse or discrimination. Failing to foster inclusion could lead to an increase of such events, which could violate the employees’ fundamental rights.

#### GROUP POLICIES

Servier is committed to fostering an inclusive culture in which every employee has a sense of belonging, feels respected, thrives and contributes to our collective success.

We encourage the respectful expression of ideas from all individuals working within the group.

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

Our Commitment to Inclusion states that the members of the Executive Committee are determined to fight discrimination, managers are expected to outlaw all forms of discrimination and exclusion and all employees should embody the Commitment.

Our Ethical Charter asserts that employees should operate in an environment free from all forms of harassment or discrimination.

Our Ethics Line Directive sets forth the process to issue an alert, including the reporting channels, and for the alert to be processed, investigated, and addressed.

#### KEY ACTIONS AND RESULTS FOR 2024/2025

We have implemented a long-term program to combat all forms of discrimination, promote differences and develop an increasingly inclusive workplace. The program is structured around four key areas:

- Drive cultural change, through awareness campaigns, training, and forums to share best practices, including those that fit local specificities, and role modeling.
- Continuously embed Inclusion in all HR and managerial processes, throughout Employees’ life cycle.
- Implement targeted actions that meet local needs, by encouraging local entities or jobs to identify their relevant stakes and define aspirations and action plans.
- Set up KPIs, monitor progress, identify areas for improvement and report.

Employee networks are set up in five different countries to promote Inclusion centrally and locally through a network of people who meet and work together to share best practices.

During the year 2025, Servier created an on-site mandatory training for our managers of more than two people based in France, titled “How to become an inclusive manager”. An e-learning on inclusion is under development, with a group-wide scope.

A special focus is dedicated to the fight against harassment in our French sites. Each elected committee for social dialogue appoints one of its members as their referent for sexual harassment and sexist acts, who have to follow a mandatory training. These referents, as well as members of the central HR team, health professionals and social lawyers, constitute a network of about 30 people. As part of their actions during the 2024/2025 fiscal year, they hosted Servier's first Fight Against Sexism Day, which took place on all our French sites. Resources are also available to all employees on Servier's intranet.

Key results	2024/2025	2023/2024
% of employees under 30 years old	11%	12%
% of employees between 30 and 50 years old (%)	63%	63%
% of employees over 50 years old (%)	26%	25%
Number of employees (%) – male	9,378 (43%)	9,441 (43%)
Number of employees (%) – female	12,657 (57%)	12,679
Number of employees (%) – other	0 (0%)	-
Number of employees (%) – not disclosed	0 (0%)	-
Number of employees in top management (%) – male	77 (66%)	75 (65%)
Number of employees in top management (%) – female	40 (34%)	40 (35%)
Percentage of own employees with disabilities (France) – December 31	3.83%	3.53%

## 4. Creating value for local communities

### THE GLOBAL CHALLENGE

Businesses affect local communities where they have sites and local offices in various ways. In areas with industrial operations, the positive impact in terms of taxes paid, employment and livelihoods can be important to the local community. Investing in communities, fostering good relations with neighboring businesses and households and leveraging the resources of employees to take local actions can, therefore, contribute to responsible business.

### GROUP POLICIES

The Mécénat Servier Charity Fund develops the Servier Group's charitable initiatives to improve health, education, culture and community life. Its core mission is to provide support over the medium and long term for non-profit organizations. This support is made available in the form of financial and human resources.

Since its launch in 2016, the Mécénat Servier Charity Fund has developed long-term partnerships targeting societal impacts. The Charity Fund supports a range of initiatives with partners, including: L'Envol, Un Stage et Après and three schools from the Espérance banlieues network in France, Enfance Maghreb Avenir in Morocco, Teach For Bulgaria and Teach For Romania, as well as the Fundación Juanfe in Colombia. Since 2016, the Mécénat Servier Charity Fund has supported nearly 60 initiatives around the world.

Additionally to the actions of the Fund, affiliates and sites act locally to contribute in philanthropic or volunteering projects. These actions are framed by global and local Donation Committees that review and approve donation projects to ensure their alignment with the Group strategy and the absence of conflicts of interest.

### KEY ACTIONS AND RESULTS FOR 2024/2025

During FY 2024/2025, Mécénat Servier Charity Fund supported 20 non-profit organizations.

In France, it celebrated 10 years of partnership with the non-profit organization L'Envol, which offers free and adapted holidays for sick children. Its humanitarian mission in Ukraine helped supply essential medical equipment to hospitals in conflict-stricken areas.

Overseas, Servier volunteers teamed up with the Juanfe Foundation, based in Columbia, to conduct workshops for 96 young mothers. The young women shared their stories while Servier volunteers offered tools and recommendations to help them develop their interpersonal skills, resulting in a rewarding and fulfilling experience.

For several years, Mécénat Servier Charity Fund has also offered several programs with opportunities for employees to get involved and take action: volunteering initiatives, Congé Solidaire® solidarity leave, solidarity seminars, and in France

micro-donations based on rounding down salary payments, called the ARRONDI sur salaire. Launched in 2023, the Mécénat Senior program allows eligible senior employees to initiate a smooth transition to retirement by experiencing a 100% immersive experience within a structure of general interest. This year, the first seven people joined the program, for a period of six months to two years before their retirement.

**"When we create these opportunities for connection, we share life experiences. This gives the young women we work with the feeling that they can broaden their horizons, which is truly valuable for them."**

**María Laura Rocha,  
Project Manager  
at Juanfe Foundation**

<b>Key results</b>	<b>2024/2025</b>	<b>2023/2024</b>
Number of partners who received a donation	20	22
% of workforce participating in local volunteering programs per year	5%	-





# Serving Planet



Taking action  
on Climate



Preserving Nature



Developing more  
sustainable medicines

# 1. Fighting climate change

## THE GLOBAL CHALLENGE

Climate change represents a significant challenge globally. The Paris Agreement from 2015 sets a goal of limiting the rise in global average temperature to 1.5 degrees, and the transition to a more climate-neutral economy will affect all productions globally.

As a global average, healthcare systems account for over 4% of CO<sub>2</sub> emissions. For most industrialized nations, that

figure is closer to 10% of national emissions<sup>1</sup>. Drugs and medical devices are responsible for more than half of these emissions.

Healthcare systems are also predicted to face an additional \$1.1 trillion burden due to climate-induced impacts<sup>2</sup>. Between 2030 and 2050, climate change is expected to cause approximately 250,000 additional deaths per year due to heat stress, malnutrition, malaria, and diarrhea<sup>3</sup>.

### Servier's material Impacts, Risks and Opportunities

Material Impact, Risk or Opportunity (IRO)	ESRS STANDARD	NATURE	TIME HORIZON	LOCATION IN VALUE CHAIN
<b>Additional costs and/or investments related to climate change mitigation actions and rising energy prices</b>	E1	Risk	Short term	Upstream Own operations
Servier performed an additional analysis to identify specific physical and transition risks related to climate change. The results are presented below this table.				
<b>GHG emissions on scopes 1, 2 and 3 contributing to climate change and the related consequences on the environment, such as increases in extreme climate phenomena</b>	E1	Negative impact	Short term	Upstream Own operations
As a company with industrial activities, Servier is responsible for both direct and indirect GHG emissions, which are known to contribute to climate change.				
<b>Additional costs and investments to adapt Servier activities, value chain and distribution networks to extreme climatic events resulting from climate change</b>	E1	Risk	Short term	Upstream Own operations Downstream
Servier performed an additional analysis to identify specific physical and transition risks related to climate change. The results are presented below this table.				
<b>Loss of revenues resulting from disruptions of operations, value chain and distribution in the event of extreme climatic events, especially regarding strategic locations, resources and stocks</b>	E1	Risk	Short term	Upstream Own operations Downstream
Servier performed an additional analysis to identify specific physical and transition risks related to climate change. The results are presented below this table.				

Servier performed an additional analysis to identify specific physical and transition risks, based on the scenario SSP5-8.5 – High-reference Scenario (Fossil-fueled Development). The study will help us reinforce our business continuity and resilience plan by identifying local risks related to droughts, tornadoes, tropical cyclones and floods across strategic sites by 2050. While not as high, the risks related to heat waves should also increase in the next years.

The analysis helped us identify transition risks, notably a short-term possible increase of operational costs and a shortage of solutions available to decarbonize the industry, and a long-term risk of financial consequences linked to increasing pressure on suppliers to align with Servier's decarbonization targets.

**"The link between public health and the environment is now broadly acknowledged. For us, the real challenge is to reconcile two seemingly opposing goals: treating a growing number of patients in a context of an aging population, while reducing our ecological footprint. "**

**Soraya Ramoul Blegvad,  
Chief Sustainability Officer**

(1) weforum.org - Here's how healthcare can reduce its carbon footprint

(2) weforum.org - Quantifying the Impact of Climate Change on Human Health

(3) who.int - Climate change

## GROUP POLICIES

As part of its Climate strategy, Servier's objectives are aligned with the Paris Agreement goals. For Scopes 1&2, our target is to reduce our GHG emissions by 42% by 2030<sup>1</sup>. For Scope 3, we have reviewed and updated our target to better align with our business transformation and to ensure better monitoring. The new target is to reduce our Scope 3 emissions per sales by 67% by 2035<sup>2</sup>, and to engage significant suppliers<sup>3</sup> in setting science-based decarbonization target by 2030. These new targets were validated by Servier's ExCom in September 2025 and will be submitted to the SBTi, the leading organization for the definition of climate targets by businesses.

A new Group Environmental Policy is set to be written in the next fiscal year and will be coordinated and monitored by the Group CSR & Sustainability department. It will include targets and policies relevant to various departments in the Group, such as Industry, R&D, World Operations, Procurement, Finance and Generics. The main orientations and choices are discussed with CSR representatives for all departments. This new Group Environmental Policy will encompass Servier's position and guidelines of not only climate, but also all environmental topics under the Planet strategy. For example, all strategic sites of the Group will need to integrate Climate Resilience in their Business Continuity Plan by 2030.

## KEY ACTIONS AND RESULTS FOR 2024/2025

To achieve its decarbonization targets, Servier is acting around four core levers: energy, mobility, purchased goods and services, product transportation and distribution.

### > Energy

To reduce our direct (Scope 1) emissions, which represent 6% of the Group's carbon footprint, we have rolled out several initiatives to decarbonize our energy consumption and limit our use of fossil fuels. The brand-name medicine industrial sites now include "Start & Stop" technologies, which make it possible to use energy installations only when necessary, thus improving energy efficiency. A guidance is under construction to define and share good practices for building management by defining minimum mandatory requirements in energy management systems.

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

In total, ten of our industrial and research sites use 100% renewable electricity: the Toledo site in Spain, Jacarepagua and Pharlab in Brazil, our Budapest research center in Hungary, Anpharm in Poland, Tianjin in China, Sophyno in Russia, Symphogen in Denmark and our industrial sites in France. At Group level, renewable electricity is up from 2023/2024, now representing 54% of our electricity mix (16% in 2023/2024).

In addition, we incorporate energy performance criteria into our projects to acquire new industrial equipment: for each major project, a list of impacts is written, also covering Patients (through business continuity), Safety, and Biodiversity impacts. This enables us to know and monitor the efficiency of our new equipment.

In 2024/2025, we expanded our Energy Management System to three additional sites (Oril in France, Morocco and Ireland), enabling us to measure all our consumptions, identify potential leaks and analyze the highest-consuming areas.

In 2024/2025, the Group's energy consumption levels increased by 4% compared with the previous year. This is linked mainly to a rise in our activity. However, thanks to the renewable energy sourcing, the emissions of scope 1&2 have decreased by 2% compared to last year and decreased by 16% compared to our 2021/2022 baseline.

### > Mobility

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



(1) With 2021/2022 as baseline year  
(2) Emissions from Direct Purchasing (Raw Materials, Packaging, External Manufacturing) and Princeps Transport, with 2023/2024 as baseline year  
(3) Suppliers covering 50% of emissions from Purchased Goods & Services

In 2024/2025, hybrid and electric vehicles accounted for 14% of the Group's fleet. In addition, 5% of the fleet runs on flex-fuel (ethanol), a solution that is particularly well suited to the Brazilian market, where ethanol is widely used as a fuel.

Electric vehicles - and the infrastructure required for their use - are being gradually introduced in subsidiaries located in Belgium, Portugal, Spain, France, the Netherlands, Germany and Hungary. These vehicles are replacing traditional combustion-engine models, helping reduce our carbon footprint. The percentage of diesel vehicles in the Group's fleet decreased from 34% in 2023/2024 to 23% in 2024/2025.

### > Purchased Goods and Services

Purchased Goods and Services represent 81% of Servier's carbon footprint. Our decarbonization roadmap was built focusing on the most carbon-intensive categories of purchases. Main suppliers are asked to provide information concerning their greenhouse gas emissions with the objective of incorporating climate criteria when assessing the parties' bidding for tenders.

Several actions have already been rolled out to reduce the emissions linked to purchases, such as replacing solvents with less polluting alternatives or regenerating solvents to reuse them.

In continuous improvement of carbon accounting, carbon measurements and specific emission factors communicated by suppliers are being incorporated directly into our ERP systems, with the aim of quickly and accurately measuring the carbon footprint of each purchase and integrating the concept of avoided emissions in purchasing reporting tools. These measurements make it possible to calculate the reductions in emissions resulting from the selection of new suppliers or the implementation of decarbonization initiatives with our existing suppliers.

### > Product transportation and distribution

Several projects are in place to reduce emissions linked to transportation. Eco Distribution is a project led by our Supply Chain department that aims to transform Servier's distribution network by creating regional platforms around the world, mutualizing our trade routes. For countries not included in the scope of these platforms, the Switch Air/Sea project works on incorporating shipping as an alternative to air transport.

For the transport of our products from our central distribution center based in Orléans, our GHG emissions have decreased by 15,5% in 2024/2025 compared to 2023/2024. For the inter-continental shipments, 62% of the mass was transported by sea (with 38% by air), which is 8% more than the level recorded in 2023/2024. This reduction of our emissions is mainly due to the increase of the sea freight for China and the decrease of emergency shipments.

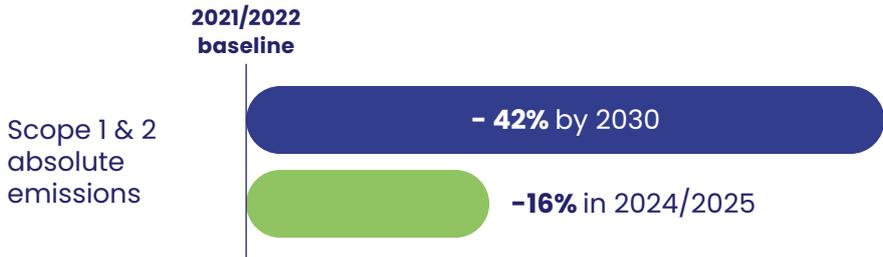
The EcoDesign project, focused on packaging and detailed in the "Developing sustainable products" section of this report, also contributes to decarbonization by reducing the weight of the packaging. Additionally, we implemented lighter protective packaging and are working on the use of cardboard pallets.

### > Carbon offset

We are offsetting part of our residual emissions through two projects contributing to the decrease of greenhouse gas emissions. The first project, "Floresta de Portel" in Brazil, aims to protect a fragile ecosystem and prevent its deforestation. The second project, "Windu Volkani" in Indonesia, involves building a geothermal power plant, helping decarbonize the local energy mix. 45,000 tCO<sub>2eq</sub> were offset in 2023/2024, and we reached 57,750 tCO<sub>2eq</sub> by the end of 2024/2025.

Key results	2024/2025	2023/2024
Total energy consumption (MWh)	460,517	441,399
- From fossil sources	227,717	223,567
- From renewable sources	133,344	45,874
• fuel from renewable sources	0	0
• electricity from renewable sources	128,779	33,521
• self-generated non-fuel renewable energy	4,565	2,891
Gross scope 1 GHG emissions (tCO <sub>2eq</sub> )	79,135	76,741
Gross scope 2 GHG emissions - location-based (tCO <sub>2eq</sub> )	42,748	41,984
Gross scope 2 GHG emissions - market-based (tCO <sub>2eq</sub> )	34,980	40,269
Gross scope 3 GHG emissions (tCO <sub>2eq</sub> )	1,177,845	1,112,602
- Scope 3.1 - Purchased Goods and Services	988,023	917,980
- Scope 3.2 - Capital Goods	63,353	49,202
- Scope 3.3 - Fuel and Energy-related activities not in Scope 1 or Scope 2	20,619	23,120
- Scope 3.4 - Upstream Transportation and Distribution	31,682	35,099
- Scope 3.5 - Waste generated in Operations	4,665	4,041
- Scope 3.6 - Business Travel	23,029	19,844
- Scope 3.7 - Employee Commuting	25,668	31,318
- Scope 3.12 - End-of-Life Treatment of sold products	20,807	20,913
Total GHG emissions - location-based (tCO <sub>2eq</sub> )	1,299,728	1,231,326
Total GHG emissions - market-based (tCO <sub>2eq</sub> )	1,291,961	1,229,611
GHG intensity based on net revenue (tCO <sub>2eq</sub> /M€)	189	208

# Climate

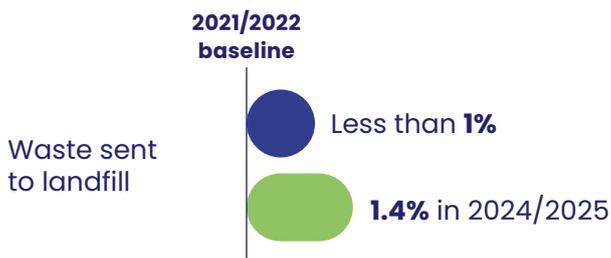
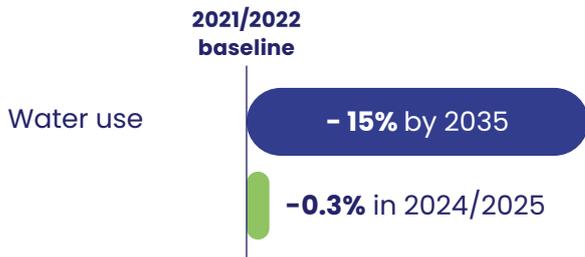


**Work with suppliers to set science-based targets by 2030**



**Include climate considerations in business continuity plans**

# Nature



# Ecodesign in medicines



**Integrate ecodesign principles in our products and packaging**

## 2. Protecting nature

### THE GLOBAL CHALLENGE

The pharmaceutical industry is based on researching into and exploiting the richness of biodiversity and complex relationships of nature to the benefit of human health. The improvements in global health we achieve through scientific progress and better treatments should not come at the expense of future generations.

The production of medicines requires natural raw materials and other resources such as water. It also takes up land and

may result in wastewater and solid wastes that can contaminate natural water system and soil.

Nature has a limited capacity for adapting to the impacts of industrial production. Local ecosystems as well as the planet as a whole set boundaries for the levels of resources that can be extracted from nature, as well as the levels of substances that can be led back into nature. Pharmaceutical manufacturing is therefore faced with the need to modernize and transform to bring it better into line with the boundaries of nature.

### Servier's material Impacts, Risks and Opportunities

Material Impact, Risk or Opportunity (IRO)	ESRS STANDARD	NATURE	TIME HORIZON	LOCATION IN VALUE CHAIN
Degradation and water withdrawal up to depletion of water resources caused by activities of Servier's operations and value chain	E3	Negative impact	Short term	Upstream Own operations Downstream
Violation of local communities' rights of access to water, including access to quality water, resulting for Servier's activities in own operations and value chain	E3	Negative impact	Short term	Upstream Own operations Downstream
Production, low recycling/reusing/recovery rate and mismanagement of hazardous and non-hazardous waste in the value chain (packaging and other waste)	E3	Negative impact	Short term	Upstream Own operations Downstream

As a pharmaceutical company with manufacturing activities, Servier has industrial processes that require the use of water. Other actors in our value chain, notably subcontractors, are also responsible for water consumption which could deplete natural resources.

Servier's own activities and its suppliers' and contractors' activities can generate pollution in water, which can decrease the water quality and negatively impact local communities' right of access to water.

As a pharmaceutical company with manufacturing activities, Servier has industrial processes that generate hazardous and non-hazardous waste. The Group's R&D operations also generate nuclear waste. The company in charge of discarding this waste is not always Servier, which can complicate the monitoring of these impacts.

### GROUP POLICIES

The Servier Group's sites, as well as certain sites of its subcontractors and suppliers, include Classified Installations for Environmental Protection (ICPE). Four of the Group's production sites are classified as SEVESO. That means the factories may expose nearby residents to risks such as fires, explosions, or emissions of gaseous or liquid effluents, as well as noise or odor nuisances. To manage the potential risks, the Group implements specific risk prevention measures for its sites to protect the environment, nearby residents, and local populations.

Meanwhile, we are conscious of water being a strategic resource for our manufacturing process and are particularly careful on the water consumption within water stress areas. Currently, 5% of the Group's water use comes from sites located in areas of high water stress.

As part of our new Sustainability roadmap, we aim to reduce the water consumption of the Group by 15% by the end of 2030<sup>(1)</sup>, and to ensure that less than 1% of our waste across all manufacturing activities is sent to landfill.

### KEY ACTIONS AND RESULTS FOR 2024/2025

To reduce water use, Water management audits have been performed and specific objectives have been set for each industrial site. Meanwhile, we plan to roll-out water management systems, in line with standards such as the Alliance for Water Stewardship and ISO 46001, to all industrial sites.

These management plans are followed at local level with various actions. For example, in 2024/2025, our Tianjin site in China started reusing discarded demineralized water for sanitary purposes, while our Cairo site in Egypt installed water meters and replaced its natural lawn with an artificial one to remove the need of watering. These initiatives are helping reduce water use and promote a circular economy.

We are also committed to bringing no harm to the local communities living near our industrial sites. Prevention audits are conducted in the Group's subsidiaries and with key third parties, such as subcontractors and suppliers, to assess the level of maturity regarding the preservation of buildings and equipment

(1) With 2021/2022 as baseline year

for the safety of people, the environment, and the Group's activities. These audits, carried out by internal or external auditors, can take the form of physical site visits or evaluation questionnaires sent via email.

To this date, five wastewater treatment plants using innovative technologies have been set up, with the last two being completed during 2024/2025 in Nouaceur (Morocco) and Arklow (Ireland), while a sixth is currently being built on our manufacturing site in Gidy (Loiret, France).

Additionally, Servier has implemented recommendations and defined best practices inspired by the work of EFPIA through internal guides on the management of liquid effluents impacting ecosystems and pharmaceutical residues. The next step will be to establish voluntary quantitative and qualitative targets for the reduction of aqueous effluents, as well as monitoring indicators related to water pollution.

The quantity of waste generated by our activities increased in 2024/2025 compared to 2023/2024, due to the new production line inaugurated in Oril (Normandie, France) and renovations on some of our sites, like the headquarters in Surval. However, we improved the treatment of our waste, with 47% of waste recycled or incinerated for energy recovery. The quantity of waste sent to landfill decreased by 52% and represents 1.4% of our total generated waste.

<b>Key results</b>	<b>2024/2025</b>	<b>2023/2024</b>
Water use (m <sup>3</sup> )	<b>1,273,768</b>	<b>1,279,053</b>
Water use in areas at water risk (m <sup>3</sup> )	<b>135,086</b>	<b>161,633</b>
Water use in areas of high water stress (m <sup>3</sup> )	<b>63,683</b>	<b>80,546</b>
Water intensity based on net revenue (m <sup>3</sup> /M€)	<b>186</b>	<b>217</b>
Quantity of waste generated (t)	<b>93,904</b>	<b>75,412</b>
- Non-hazardous	<b>12,532</b>	<b>9,210</b>
- Hazardous	<b>81,372</b>	<b>66,203</b>
- Radioactive	<b>0</b>	<b>0</b>
Recycled waste	<b>31,172</b>	<b>28,954</b>
Non-recycled waste (sent to landfill)	<b>1,360</b>	<b>2,878</b>
Waste incinerated with energy recovery	<b>13,384</b>	<b>10,555</b>
Waste incinerated without energy recovery	<b>47,989</b>	<b>32,735</b>



### 3. Developing more sustainable products

#### THE GLOBAL CHALLENGE

The production of medicines involves the use of chemical and biologic products to carry out research into the causes of disease, to support the discovery of new medicines, to manufacture of active pharmaceutical ingredients (APIs), and in the formulation of products. While APIs have positive effects when used in treatment, they often represent risks to health and nature if they are dispatched in the environment. Rising needs for medicines require a more sustainable approach for product development. Environmental considerations should be considered along the life cycle of product, from selection of raw materials, design of packaging, to manufacturing and logistic plans, until management of end of life of medicines with end users.

Pharmaceuticals enter the environment mainly from patient use, where some can pass through our bodies and into waterways. APIs are biologically active molecules and may interact with and impact wildlife when in the environment. Drug manufacture and the improper disposal of unused medicines can also add to the trace levels of pharmaceuticals in rivers, lakes, soils, and sometimes drinking water.

#### GROUP POLICIES

The manufacture of medicine requires chemical processes, whose carbon footprint and biodiversity impacts vary depending on the substances and solvents used.

In 2020, Servier launched the EcoDesign by Servier program to incorporate environmental concerns into the entire lifecycle of medicines, while respecting therapeutic safety and efficacy requirements. To develop the eco-design roadmap, the Group particularly relies on the Life Cycle Assessment (LCA) methodology. It evaluates the environmental profile of the medication: extraction of raw materials, design, distribution, use, and end-of-life. Since the launch of the program, an LCA was conducted on one of our most sold medications. This allowed us to identify the most impactful stages such as raw materials and manufacturing, packaging and transport, as well as key action

points. We have implemented several improvement points on both the solvents used and the production process, which will help us to reduce our carbon footprint.

As part of our Sustainability roadmap, we aim to integrate ecodesign principles in the development of all new medicines through Servier Ecodesign Scorecard, and assess 100% of our key APIs and products through an LCA by 2029/2030 for products on the market to identify the most impactful actions of improvement. In addition to the product-specific LCA, workshops bringing together representatives from each stage of the medication life cycle have helped identify existing best practices within the Group.

#### KEY ACTIONS AND RESULTS FOR 2024/2025

Integration of Ecodesign principles is supported by two major initiatives: a Greenscore Chemistry tool, of which we released a second version including biodiversity impacts and carbon footprint indicators, and a newly operational Greenscore Packaging tool. Both serve the purpose of reducing the environmental footprint in our products' lifecycle, for active pharmaceutical ingredients and packaging, respectively. 100% of our new processes are assessed through the Greenscore to outline the optimization levers toward greener manufacturing during clinical development. The latest version of the Greenscore Chemistry was quoted and recognized in the Organic Process Research & Development (OPRD) journal.

As an example of a 2024/2025 action based on these tools, the Solvent Substitution Guide developed in R&D will be used to propose substitution possibilities in chemical reactions to use greener solvents.

In 2024/2025, an Ecodesign Scorecard was built by capitalizing on the two Greenscore initiatives. The Scorecard aims to offer a global vision of products' lifecycle and consolidate initiatives across departments. It will be tested next year with the aim of adjusting it to all of our products categories. Our target is to integrate ecodesign principles through our Scorecard for 100% of new processes and products by 2027.

**"With our industrial development and innovation programs, we aim to lower the carbon footprint, particulate emissions and water consumption of the active drug substance production, but also to allow teams to benefit from more ergonomic workstations thanks to an optimized manufacturing process."**

**Alexandra Petit,**  
HSE & CSR Industry Lead





# Governance and business ethics



Integrating Sustainability in our decision making



Ensuring business ethics and transparency



Driving more sustainable procurement

# 1. Embedding CSR in our decision making

Environmental, social and ethical considerations should continue to be part of the decisions we take. We aim to include CSR considerations in our long term and medium-term strategies: Group Strategic Planning, asset plans, large infrastructure investments projects and Servier Program On Target (SPOT) programs.

The Group Risk Management informs the Group strategy and is fundamentally linked to environmental, social and governance factors. Risks identified during our Double Materiality analysis are compared to the Group's risk cartography to ensure they are covered by our policies and considered in future decisions.

In addition, CSR-related targets are defined annually for board members, ranging between "must-succeed" targets and "performance" targets which define the percentage of achievable incentive for that year.

## Key results

	2024/2025	2023/2024
Composition of Servier's Supervisory Board		
- Gender ratio (female to male)	25%	25%
- Number (%) of independent board members	8 (100%)	8 (100%)
Composition of Servier's Executive Committee		
- Gender ratio (female to male)	25%	25%

# 2. Ensuring business ethics and improving transparency

An increasing number of regulations seek to encourage responsible practices and set legal requirements on many of the issues covered by our sustainability roadmap. We will keep monitoring this development to ensure we comply with

regulations wherever we operate. As a general approach, we will in key areas seek to define our own minimum standards reflecting the values of the Servier Group.

## Servier's material Impacts, Risks and Opportunities

Material Impact, Risk or Opportunity (IRO)	ESRS STANDARD	NATURE	TIME HORIZON	LOCATION IN VALUE CHAIN
<b>Litigation, fines, additional costs, and damage to reputation, trust, and attractivity in the event of past or future, suspected or proven non-compliance with business ethics regulations or unethical practices</b>	G1	Risk	Short term	Own operations
As medicines are essential for peoples' health, the pharmaceutical industry is subject to strict rules and regulations worldwide. Ensuring legal compliance and ethical behavior is central to the Group's activities, fostering a culture of ethical behavior among our employees and strengthening the reliability of our sector in its service to patients.				
<b>Use of animals in testing and operations with potential impacts on their life and wellbeing</b>	G1	Negative impact	Short term	Upstream Own operations
Pharmaceutical research includes testing performed on animals. Servier could have a negative impact on the life or wellbeing of the animals if it fails to follow the applicable standards.				
<b>Violation of rights of patients in the event of the loss, theft, misuse or abusive use of their personal data</b>	S4	Negative impact	Short term	Own operations
As a pharmaceutical company in contact with patients, patient associations and health professionals, Servier has access to patients' personal data. Failure to ensure the safety of this data could result in damage for patients.				
<b>Violation of rights of stakeholders other than patients in the event of the loss, theft, misuse or abusive use of their personal data</b>	S1, S2	Negative impact	Short term	Own operations
Servier is part of an ecosystem where we interact with employees, partners, suppliers, and other stakeholders. Failure to ensure the safety of these stakeholders' personal data could result in damage for them.				

**"Compliance is a collective energy dedicated to supporting the business. Its role is to connect expertise, streamline processes, and create the conditions for shared success."**

**David Roux,**  
Global Compliance & Business  
Support Director

## GROUP POLICIES

Servier has rolled out a compliance program, in line with its legal obligations and the Group's purpose. Building on our ethical principles, Servier has introduced detailed procedures to guide employees in their activities, including conflict-of-interest, third-party evaluation, whistleblowing procedures and data privacy.

Compliance officers and relays are identified in each site or subsidiary and are responsible for the local implementation of policies. With the local management, they constitute local compliance steering committees.

### > Anti-bribery and anti-corruption

The Group's Code of Conduct, reviewed in 2024/2025, and its Code of Ethics set out a framework of ethical principles that all employees around the world must follow. These principles are based on one core guideline: zero tolerance for all forms of corruption.

### > Whistleblowing

To ensure compliance and promote a transparent work environment, Servier has a dedicated Group-wide whistleblowing platform. This platform enables all employees to report, with complete confidentiality, any breaches of the Group's ethical principles. Its principles are described in the Ethics Line Directive. Servier guarantees full protection for whistleblowers, ensuring that no retaliatory measures will be taken against them, which helps foster open and constructive dialogue.

### > Data privacy

Servier has established a dedicated governance framework for the protection of privacy and personal data with the appointment of a Data Protection Officer at the Group level, local Data Protection Officers, and compliance liaisons within subsidiaries responsible for coordinating all these aspects. The Servier Group is committed to preserving the confidentiality and security of personal data processed: patients, candidates, employees, clients, and other stakeholders such as healthcare professionals, medical visitors, and pharmacists.

### > Animal welfare

As a pharmaceutical company with research and development activities, we need to work with animals for the purpose of developing medicine. Our first responsibility is to use animals only as a last resort, favoring alternative models whenever possible, combined with modeling based on preclinical and clinical data. When animal use remains essential, it is strictly in accordance with European regulations.

We are a signatory of the French Transparency Charter on the use of Animals, and comply with the 3Rs rule, which provide a framework to the use of animals for scientific purposes:

- Replace animals whenever possible.
- Reduce the number of animals used to the strict minimum.
- Refine practices to minimize the impact on the animal.

Additionally, we wrote an internal Ethics and Animal Welfare Policy overviewed by the Animals & Biologics Compliance team based in Saclay.

This culture of animal protection applies to all of the Group's research and development programs and is gradually being extended to our suppliers and subcontractors. The supplier selection process also includes the 3Rs component for our new Contact Research Organizations.

## KEY ACTIONS AND RESULTS FOR 2024/2025

### > Anti-bribery and anti-corruption

Employees that are considered "at risk", including Servier's top management, are trained every year on ethics, anti-bribery and anti-corruption topics. The list of relevant people is reviewed annually to ensure the exhaustiveness of this training. All new arrivals are also assigned a mandatory training session on compliance.

Key results	2024/2025	2023/2024
Number of confirmed incidents of corruption or bribery	0	0
Number of confirmed incidents in which own workers were dismissed or disciplined for corruption or bribery-related incidents	0	0
Number of confirmed incidents relating to contracts with business partners that were terminated or not renewed due to violations related to corruption or bribery	0	0

### > Data Privacy

Servier takes actions to ensure the data privacy of its patients, employees and stakeholders. The data sharing is organized and controlled, and statistical tools are used to reduce the patient burden.

In 2024/2025, we reviewed our cookies management practices. Additionally, a dedicated elearning was deployed to all relevant functions, covering the basic concepts and obligations related to data safety.

### > Animal welfare

To facilitate the development of the 3Rs culture, a new organization has been set up in 2024/2025: the 3Rs Committee, which includes senior management. Each year, this committee will define the strategy, action plan and communication activities on this subject, and evaluate our progress.

### 3. Moving towards sustainable procurement

#### Servier's material Impacts, Risks and Opportunities

Material Impact, Risk or Opportunity (IRO)	ESRS STANDARD	NATURE	TIME HORIZON	LOCATION IN VALUE CHAIN
Disruption of business, limited supply/capacity of certain treatments, and subsequent loss of revenues and additional costs arising from dependencies on actors of the value chain	G1	Risk	Short term	Upstream Downstream

As a company, we are part of an economic ecosystem where we impact our suppliers and contractors' business models while they impact ours. Being dependent on a third party would be a risk for Servier, with possible disruptions in our production or logistical chains if one of them failed to provide the resources we need, or additional costs in case of price increases.

#### GROUP POLICIES

The Group Ethics Charter includes a section dedicated to partners, suppliers and competitors, which defines our relationships with business partners. It specifies that the Servier Group ensures that it acts ethically with its business partners.

Our relationships with suppliers and contractors are specifically defined by our Responsible Procurement Charter, an internal policy defining our expectations towards third parties and our decision process for contractualization. Sustainability considerations are also part of various internal policies, such as the Procurement Policy, Sourcing Standard, and Supplier Relationship Management. Our target is for Sustainability factors to weight 10% in the final rating of suppliers, which will include criteria related to their energy policy, measurement of carbon footprint, mitigation actions, EcoVadis rating, waste production, location and subcontracting practices.

To ensure people working for our suppliers and contractors have an open communication channel with us, and to ensure we have a global view of any possible action that could go against our values, an Ethics Line is available to all third parties through Servier's website.

#### KEY ACTIONS AND RESULTS FOR 2024/2025

In 2024/2025, we worked on our Human Rights risk analysis, which includes the potential impacts and risks linked to procurement. We organized and performed our first CSR onsite audit and are drafting a Standard CSR Annex that will be included in contracts signed with our suppliers.

We continued our evaluation efforts, investigating and documenting our key suppliers' EcoVadis rankings. As part of the new Sustainability roadmap, we reevaluated our targets: we aim to assess 100% of our Preferred Suppliers List by 2030, and to implement Improvement Action Plans for any supplier that scores less than 45/100 in EcoVadis. The average score of Servier's princeps suppliers is 64.4/100.

Additionally, we deployed an e-learning called "I work in Procurement" which describes Sustainability criteria in purchases. At the end of September 2025, over 90% of the Group buyers had completed the e-learning.

#### Our objectives:

**100%** of competitive bidding include a sustainability weight of at least 10%, starting from 2026/2027

**100%** of at-risk suppliers Tier 1 have an action plan by 2030



## 4. Engaging with stakeholders

### Servier's material Impacts, Risks and Opportunities

Material Impact, Risk or Opportunity (IRO)	ESRS STANDARD	NATURE	TIME HORIZON	LOCATION IN VALUE CHAIN
<b>Loss of market share, revenues and attractivity in the event of Servier's inability to design and implement a R&amp;D strategy built on and oriented toward patient needs and engagement</b>	S4	Risk	Long term	Own operations
Solutions not sufficiently aligned with patients' health challenges could generate a loss of revenue and damages to Servier's reputation. This situation could occur because of insufficient patient engagement or a perceived or proven lack of consideration of patients' needs during development phases.				
<b>Business development, increasing revenues and higher competitiveness thanks to ethical R&amp;D practices based on and built for patient experience and needs</b>	S4	Opportunity	Long term	Own operations
Innovation and development, notably using previously unexploited patient data, could enable a better understanding of patient needs which could in turn result in more relevant treatments and subsequent business development.				

### GROUP POLICIES

Our goal is to accelerate access to innovative treatments aimed at improving patients' quality of life. To achieve this, we seek patients' knowledge, as their experience is essential to identify their specific needs and expectations. By incorporating patient insights from the first research and development stages, we ensure that we provide access to the most innovative treatments.

Our communication with patients is conducted in agreement with our Patient Engagement Global Guideline, which defines how to interact with Patients and Patient organizations, and our Global Medical and Patient Affairs policy, which defines the role of Patient Affairs at global and local levels.

Servier Patient Advocacy & Relations Community (SPARC) is a cross-functional global solution led by Global Patient Affairs and includes representation across all core functional areas that touch advocacy and patient communities, including: Global Patient Affairs, Local Patient Affairs Referents (LPAR) from all affiliates, Ambassadors from all departments, R&D Ambassadors and key cross-functional subject matter experts. At R&D level, the Project and Study Patient Plan procedure ensures the incorporation of patient-centric activities and patient voice into the different steps of the clinical programs. The Clinical Study Protocol describes the patient's information and consent process.

### KEY ACTIONS AND RESULTS FOR 2024/2025

The Dialogue with Patients initiative is an integral part of Servier's commitment to patient centricity. Dialogue with patients is facilitated through participation in the Patient Engagement ecosystem, including patient associations such as European Patients' Academy on Therapeutic Innovation (EUPATI) and the Workgroup of European Cancer Patient Advocacy Networks (WECAN), consortiums like PFM and the Innovative Health Initiative (IHI), as well as various European initiatives.

During the year 2024/2025, we have reinforced our collaboration with different Patient Associations on disease understanding, protocol design, patient facing material preparation, study feasibility and set-up (KCNTI-DEE program, Spinocerebellar ataxia program, etc.) As an example, all three of the new R&D protocols for the year 2024/2025 were discussed with Patients Associations.

We have also established specialized Patient Advisory Councils (PACs), such as the Cardio Metabolic and Venous Diseases (CMVD) PAC and the Glioma Patient Committee in 2024, followed by the creation of an Oncology PAC scheduled to launch in 2025. These councils represent 15 countries across five continents. They promote interaction with a mix of individual patients and caregivers, patient associations, international patient groups and coalitions, either directly or with the help of appropriate third-party agencies. They coordinate actions such as surveys to get patient feedback at the end of clinical studies, and the development of decentralized hybrid studies.

Some key actions in 2024/2025 include the creation of the SPARC Toolbox, a collection of resources, tools, and references designed to support patient engagement across the organization. This year also saw the launch of our first Patient Week, dedicated to celebrating and showcasing the inputs, improvements and breakthroughs inspired by patient experiences worldwide.

Various local initiatives in favor of patients are also taken in the Group's sites and subsidiaries. These are shared with the whole community through an internal tool, which fosters discussion and inspiration through good practices. For the year 2024/2025, 216 initiatives were reported, such as the consultation of patients to gain insights into the patient journey regarding Parkinson, conducted in Germany, or the publication of a book and documentary by patients for patients, featuring testimonials from oncology patients-survivors in Greece.

Thank to these actions and continuous investment, Servier's position went up in patient associations' rankings in 2025.

### Key results

	2024/2025	2023/2024
Number of patient association that work closely with Servier	316	140
% of informed consent of clinical trial participants that were examined by patients	100%	100%
% of clinical research programs that obtained patient feedback	68%	71%
% of lay summaries approved by patient representatives	100%	100%
PatientView ranking - patient associations we work with	8 <sup>th</sup>	11 <sup>th</sup>
PatientView ranking - patient associations who are familiar with Servier	9 <sup>th</sup>	19 <sup>th</sup>
PatientView Cancer ranking - patient associations we work with	1 <sup>st</sup>	3 <sup>rd</sup>

**"We believe the best way to achieve fast-paced innovation oriented to meet patient needs is through collaboration and constant dialogue between those involved in healthcare in the public, private, and non-profit sectors."**

**Nicolas Garnier,**  
Chief Patient Officer





# Appendix

## METHODOLOGY NOTE

This report is established for the fiscal year starting October 1<sup>st</sup>, 2024 and ending September 30<sup>th</sup>, 2025.

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

- 3 headquarters: Group headquarters in Suresnes (France), Biogaran's headquarters in Colombes (France) and Egis' headquarters in Lehel (Hungary).
- 14 industrial sites active in 2024/2025, with:
  - 10 for the brand-name medicines: Anpharm (Poland), Arklow (Ireland), Gidy and Bolbec (France), Jacarepagua (Brazil), Cairo (Egypt), Toledo (Spain), Nouaceur (Morocco), Sophyno (Russia) and Tianjin (China).
  - 4 for generic medicines: the three Egis sites (Hungary) and the Pharlab site (Brazil).
- 6 Research Centers: Servier Research and Development Institute in Paris-Saclay (France), Boston (United States), Budapest (Hungary) and the Symphogen site (Denmark), CMC activities in Orléans (France), and our Technologie Servier Research and Development activities in Gidy (France).
- All of our subsidiaries around the world.

Swipha, our subsidiary located in Nigeria, was sold in September 2024. It is therefore excluded from our 2024/2025 report.

Pharlab, our generics production subsidiary located in Brazil, was sold in November 2025. Consequently, the metrics presented in this report include Pharlab employees and activities up to September 30, but it is excluded from the Group presentation.

Some metrics include estimates. Notably, the environmental indicators (Scope 1 and 2 GHG emissions, Business travel, Water, Waste) are estimated based on surface or headcount for sites outside of our reporting scope, such as offices and subsidiaries. This represents around 5% of the total Scope 1 & 2 emissions, around 11% of water consumption and around 2% of waste production for FY 2024/2025.

In 2024/2025, the following metrics have been restated due to improved calculation methodology: Scope 1, 2 and 3 GHG emissions.

The notions of "short-term", "medium-term" and "long-term" refer respectively to time horizons of less than a year, one to five years and more than five years.

## WORKFORCE INDICATORS

### > Headcount

Unless otherwise indicated, all of the HR data is consolidated under the Group scope, covering all of its business units. The workforce indicators reflect the situation on September 30, 2025 and include permanent and temporary contracts.

Top management corresponds to the Executive Committee hierarchical levels, their direct reports (excluding assistants) and their dotted line reports (excluding assistants), representing a population of 115 people.

### > Training time

The indicator describes the average number of hours of training per person trained. It includes synchronous training for people on permanent and fixed-term contracts, and asynchronous training programs such as e-learning.

### > Employee turnover rate

The calculation of the turnover rate corresponds to the ratio:

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

This definition was changed to align with CSRD requirements. The previous reports calculated the turnover including the number of departures and recruitments of employees on permanent contracts.

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

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

## ENVIRONMENTAL INDICATORS

### > Greenhouse gas emissions

The Servier Group uses the Greenhouse Gas Protocol methodology to calculate its greenhouse gas emissions. The emission factors used are taken from the French Agency for Ecological Transition (ADEME) Base Carbone<sup>®</sup>, Eco-invent and the International Energy Agency's database. They were updated to calculate the carbon footprint for 2021/2022 (scope 1 & 2 baseline). The indicators relating to greenhouse gas emissions include all of the Group's business units, following the consolidation approach based on operational control.

The Scope 1 emissions include, for all of the Group's R&D and industrial sites, the emissions relating to:

- refrigerant gas leaks;
- gas consumption;
- heating oil consumption;
- halogenated solvents consumption;
- use of diesel, fuel and LPG in vehicles from the fleet controlled by Servier (including both owned and leased vehicles);
- use of diesel, fuel and LPG in vehicles in mobile engines.

For the Group subsidiaries that consist of offices and sales representatives, the Scope 1 emissions include emissions linked to:

- gas consumption;
- heating oil consumption;
- use of diesel, fuel and LPG in vehicles from the fleet controlled by Servier (including both owned and leased vehicles).

Additionally, the Scope 1 includes direct emissions from the chemical transformation process of our industrial site in Toledo (Spain). This is an industrial site dedicated to chemical operations which are responsible for the direct production of greenhouse gas. We are currently working on estimating the corresponding emissions on our other industrial sites performing chemical transformations (Oril, Normandy, France

and Egis Keresturi, Budapest, Hungary). As these emissions represent around 2% of Toledo's total Scope 1 and 2, and there are only two other sites performing chemical transformations, we estimate this will not have a significant impact on our total GHG emissions. We will nonetheless integrate them in our Scope 1 if our investigation reveals additional emissions.

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

Renewable electricity is identified and consolidated with the use of certificates obtained from our suppliers. Some of the supported documentation, covering a calendar year, is not available at the time of our annual reporting and is estimated. This may lead to corrections of historical data in subsequent reports.

The Scope 3 emissions presented in this document include the following indirect emission categories:

- Category 1 ("Purchased Goods and Services")
- Category 2 ("Capital Goods")
- Category 3 ("Fuel- and Energy-Related Activities Not Included in Scope 1 or Scope 3")
- Category 4 ("Upstream Transportation & Distribution")
- Category 5 ("Waste Generated in Operations")

- Category 6 ("Business Travel")
- Category 7 ("Employee Commuting")
- Category 12 ("End-of-Life Treatment of Sold Products").

Emissions linked to category 3.8 ("Upstream Leased Assets") are included in our Scope 1. Emissions linked to transportation up to wholesalers are included in category 3.4. Scopes 3.10 ("Processing of sold products"), 3.11 ("Use of sold products"), 3.13 ("Downstream leased assets"), 3.14 ("Franchises") and 3.15 ("Investments") are estimated as either non-applicable or non-significant due to the nature of our activities and our business model, and are therefore excluded from our calculation.

Scope 3.1 and 3.2 emissions associated with the purchase of goods and services are estimated using a monetary emission factor when the physical data is not available. Intercompany purchases are excluded from the calculation, only external purchases are considered.

### > Water

Water use refers to the quantity of water purchased by our sites. Areas at water risk and areas of high water stress are identified based on the WWF Risk Filter database.

## 6. GRI Index

Servier has reported the information cited in this GRI content index for the period 2024/2025 with reference to the GRI Standards. The GRI 1 standard used is GRI 1: Foundation 2021.

GRI STANDARD	DISCLOSURE	LOCATION
<b>GRI 2: General Disclosures 2021</b>	2-1 Organizational details	P. 3 - 5
	2-2 Entities included in the organization's sustainability reporting	P. 41
	2-3 Reporting period, frequency and contact point	P. 41
	2-4 Restatements of information	Footnotes
	2-6 Activities, value chain and other business relationships	P. 6 - 7
	2-7 Employees	P. 22
	2-8 Workers who are not employees	P. 22
	2-9 Governance structure and composition	P. 9
	2-22 Statement on sustainable development strategy	P. 9
	2-23 Policy commitments	P. 12, P. 19, P. 28
	2-26 Mechanisms for seeking advice and raising concerns	P. 38
	2-27 Compliance with laws and regulations	P. 38
	2-29 Approach to stakeholder engagement	P. 10 - 11
	<b>GRI 3: Material Topics 2021</b>	3-1 Process to determine material topics
3-2 List of material topics		P. 8
3-3 Management of material topics		P. 8

<b>GRI STANDARD</b>	<b>DISCLOSURE</b>	<b>LOCATION</b>
<b>GRI 102: Climate Change 2025</b>	102-4 GHG emissions reduction targets and progress	P. 29 - 32
	102-5 Scope 1 GHG emissions	P. 31
	102-6 Scope 2 GHG emissions	P. 31
	102-7 Scope 3 GHG emissions	P. 31
	102-8 GHG emissions intensity	P. 31
<b>GRI 103: Energy 2025</b>	103-1 Energy policies and commitments	P. 29 - 32
	103-2 Energy consumption and self-generation within the organization	P. 31
	103-3 Upstream and downstream energy consumption	P. 31
	103-5 Reduction in energy consumption	P. 32
<b>GRI 203: Indirect Economic Impacts 2016</b>	203-1 Infrastructure investments and services supported	P. 26 - 27
<b>GRI 205: Anti-corruption 2016</b>	205-2 Communication and training about anti-corruption policies and procedures	P. 38
	205-3 Confirmed incidents of corruption and actions taken	P. 38
<b>GRI 303: Water and Effluents 2018</b>	303-1 Interactions with water as a shared resource	P. 33 - 34
	303-3 Water withdrawal	P. 34
<b>GRI 306: Waste 2020</b>	306-1 Waste generation and significant waste-related impacts	P. 33 - 34
	306-2 Management of significant waste-related impacts	P. 33 - 34
	306-3 Waste generated	P. 34
	306-4 Waste diverted from disposal	P. 34
	306-5 Waste directed to disposal	P. 34
<b>GRI 308: Supplier Environmental Assessment 2016</b>	308-2 Negative environmental impacts in the supply chain and actions taken	P. 31
<b>GRI 403: Occupational Health and Safety 2018</b>	403-1 Occupational health and safety management system	P. 23 - 24
	403-2 Hazard identification, risk assessment, and incident investigation	P. 23 - 24
	403-5 Worker training on occupational health and safety	P. 23 - 24
	403-9 Work-related injuries	P. 24
<b>GRI 404: Training and Education 2016</b>	404-1 Average hours of training per year per employee	P. 22
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of governance bodies and employees	P. 22, P. 37
<b>GRI 406: Non-discrimination 2016</b>	406-1 Incidents of discrimination and corrective actions taken	P. 22
<b>GRI 414: Supplier Social Assessment 2016</b>	414-2 Negative social impacts in the supply chain and actions taken	P. 39
<b>GRI 416: Customer Health and Safety 2016</b>	416-1 Assessment of the health and safety impacts of product and service categories	P. 13 - 16

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