Multi-Year Accessibility Plan 2025- 2028

Servier Institutional websites

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Our goal is to comply with the Web Content Accessibility Guidelines (WCAG) 2.1, Level AA, to make Servier institutional websites accessible to all.

UPDATE

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

Update	Date
Version 1.0	23 January 2023
Version 2.0	30 March 2023
Version 3.0	20 June 2025

SUMMARY

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ACCESSIBILITY POLICY

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

This commitment to digital accessibility is reflected in the development of a multi-year digital accessibility plan combined with annual action plans. The plans are designed to ensure compliance with the Web Content Accessibility Guidelines (WCAG) 2.1, Level AA, and provide progressive enhancements to the Servier institutional websites.

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

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

HUMAN AND FINANCIAL RESOURCES ALLOCATED TO DIGITAL ACCESSIBILITY

The Group's Digital Communications Department, as well as all developers working on the Servier institutional websites, must always take digital accessibility into account.
The human and financial resources allocated to digital accessibility are described below.
The role of the Group's Digital Communication teams and of the Information Systems Department is to:

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

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

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

DIGITAL ACCESSIBILITY FOCUS

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

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

Training and awareness

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

Awareness-raising sessions will be provided to all employees who create or distribute digital content for Servier institutional websites.

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

Use of external expertise

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

To date, Servier called upon ACCESSMAN in 2023, for help in evaluating the servier.com website and developing the accessibility statement, as well as

LICORN PUBLISHING for help with developing the multi-year plan and setting up the annual plans.
Servier has asked LICORN PUBLISHING, in 2025, to evaluate the other institutional websites and develop the accessibility statement.

Accessibility in procurement procedures

Digital accessibility and compliance with Web Content Accessibility Guidelines (WCAG) 2.1, Level AA, must form a comprehensive and binding clause and play a part in evaluating the quality of a service provider for requested work orders, particularly through Invitations to tender.

Recruitment

When creating job descriptions and onboarding procedures, particular attention must be paid to the digital accessibility skills of potential employees who will be involved in managing the Servier institutional websites.

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

Handling of user feedback

In accordance with the WCAG's provisions and users' legitimate expectations, a mean of contact has been set up on the servier.com corporate site to enable users with disabilities to report their challenges or difficulties: Contact Us - Servier

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

CONTROL AND VALIDATION PROCESS

The servier.com corporate site was audited in December 2022 following a redesign. The other institutional websites were audited in May 2025 by LICORN PUBLISHING based on the WCAG's recommendations.

After each substantial update, when standardizing operations have been completed, the site is also checked in order to substantiate a compliance statement in accordance with the law.

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

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

TECHNICAL AND FUNCTIONAL SCOPE

Scope

This multi-year plan only applies to the Servier institutional websites: servier.com, mecenat.servier.com, servier-cdmo.com, institut-servier.com, and all the local institutional websites – servier.at, servier.be, servier.bg, servier.de, servier.ee, servier.es, servier.fr, servier.gr, servier.hr, servier.hu, servier.ie, servier.it, servier.lt, servier.lu, servier.lv, servier.pl, servier.pt, servier.ro, servier.si, servier.sk, serviernordics.com

Planned intervention schedule

In view of the information collected during the development of this plan, the number of the websites, the priority ranking of the criteria to be corrected and their feasibility assessments, compliance operations will be launched site by site in accordance with the annual plan.

The corrective actions to be carried out following the latest reviews are detailed in the annual plan for 2025/2026. The actions will be updated in September 2026.

ANNUAL PLANS

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

2025/2026 Annual Action Plan

This present document is the 2025/2026 Annual Action Plan combined with the 2025-2028 Multi-Year Plan. Included are summary tables of the actions that have been or will be carried out in 2025/2026, their due dates if known, as well as their progress and completion status.

Compliance of Servier institutional websites

Type	Details	url	Implementation	Status
Compliance	Website redesign	servier.at	September 2026	Ongoing
Compliance	Website redesign	servier.be/servier.lu	September 2026	Ongoing
Compliance	Website redesign	servier.bg	September 2026	Ongoing
Compliance	Website redesign	servier.de	September 2026	Ongoing
Compliance	Website redesign	servier.ee	September 2026	Ongoing
Compliance	Website redesign	servier.es	September 2026	Ongoing
Compliance	Website redesign	servier.fr	September 2026	Ongoing
Compliance	Website redesign	servier.gr	September 2026	Ongoing
Compliance	Website redesign	servier.hr	September 2026	Ongoing
Compliance	Website redesign	servier.hu	September 2026	Ongoing
Compliance	Website redesign	servier.ie	September 2026	Ongoing
Compliance	Website redesign	servier.it	September 2026	Ongoing
Compliance	Website redesign	servier.lt	September 2026	Ongoing
Compliance	Website redesign	servier.lu	September 2026	Ongoing
Compliance	Website redesign	servier.lv	September 2026	Ongoing
Compliance	Website redesign	servier.pl	September 2026	Ongoing
Compliance	Website redesign	servier.pt	September 2026	Ongoing
Compliance	Website redesign	servier.ro	September 2026	Ongoing
Compliance	Website redesign	servier.si	September 2026	Ongoing
Compliance	Website redesign	servier.sk	September 2026	Ongoing
Compliance	Website redesign	serviernordics.com	September 2026	Ongoing
Control	Set up of a dedicated plugin	servier.at	September 2026	Ongoing
Control	Set up of a dedicated plugin	servier.be/servier.lu	September 2026	Ongoing
Control	Set up of a dedicated plugin	servier.bg	September 2026	Ongoing
Control	Set up of a dedicated plugin	servier.de	September 2026	Ongoing
Control	Set up of a dedicated plugin	servier.ee	September 2026	Ongoing
Control	Set up of a dedicated plugin	servier.es	September 2026	Ongoing
Control	Set up of a dedicated plugin	servier.fr	September 2026	Ongoing
Control	Set up of a dedicated plugin	servier.gr	September 2026	Ongoing

Control	Set up of a dedicated plugin	servier.hr	September 2026	Ongoing
Control	Set up of a dedicated plugin	servier.hu	September 2026	Ongoing
Control	Set up of a dedicated plugin	servier.ie	September 2026	Ongoing
Control	Set up of a dedicated plugin	servier.it	September 2026	Ongoing
Control	Set up of a dedicated plugin	servier.lt	September 2026	Ongoing
Control	Set up of a dedicated plugin	servier.lu	September 2026	Ongoing
Control	Set up of a dedicated plugin	servier.lv	September 2026	Ongoing
Control	Set up of a dedicated plugin	servier.pl	September 2026	Ongoing
Control	Set up of a dedicated plugin	servier.pt	September 2026	Ongoing
Control	Set up of a dedicated plugin	servier.ro	September 2026	Ongoing
Control	Set up of a dedicated plugin	servier.si	September 2026	Ongoing
Control	Set up of a dedicated plugin	servier.sk	September 2026	Ongoing
Control	Set up of a dedicated plugin	serviernordics.com	September 2026	Ongoing
Control	Set up of a dedicated plugin	mecenat.servier.com	December 2025	Done
Control	Set up of a dedicated plugin	institut-servier.com	December 2025	Done
Control	Set up of a dedicated plugin	servier-cdmo.com	December 2025	Done
Control	Set up of a dedicated plugin	servier.com	December 2025	To do

General Accessibility Guidelines audit

Type	Site	URL	Implementation	Status
Webagency control audit	Local institutional website	servier.at	June 2025	Done
Webagency control audit	Local institutional website	servier.be/servier.lu	June 2025	Done
Webagency control audit	Local institutional website	servier.bg	June 2025	Done
Webagency control audit	Local institutional website	servier.de	June 2025	Done

Webagency control audit	Local institutional website	servier.ee	June 2025	Done
Webagency control audit	Local institutional website	servier.es	June 2025	Done
Webagency control audit	Local institutional website	servier.fr	June 2025	Done
Webagency control audit	Local institutional website	servier.gr	June 2025	Done
Webagency control audit	Local institutional website	servier.hr	June 2025	Done
Webagency control audit	Local institutional website	servier.hu	June 2025	Done
Webagency control audit	Local institutional website	servier.ie	June 2025	Done
Webagency control audit	Local institutional website	servier.it	June 2025	Done
Webagency control audit	Local institutional website	servier.lt	June 2025	Done
Webagency control audit	Local institutional website	servier.lu	June 2025	Done
Webagency control audit	Local institutional website	servier.lv	June 2025	Done
Webagency control audit	Local institutional website	servier.pl	June 2025	Done
Webagency control audit	Local institutional website	servier.pt	June 2025	Done
Webagency control audit	Local institutional website	servier.ro	June 2025	Done
Webagency control audit	Local institutional website	servier.si	June 2025	Done
Webagency control audit	Local institutional website	servier.sk	June 2025	Done
Webagency control audit	Local institutional website	serviernordics.com	June 2025	Done
Webagency control audit	Mecenat website	mecenat.servier.com	June 2025	Done
Webagency control audit	L'Institut Servier website	institut-servier.com	June 2025	Done
Webagency control audit	Servier CMO website	servier-cdmo.com	June 2025	Done
Accessibility control audit	Corporate site	servier.com	March 2026	To do
Accessibility control audit	Mecenat website	mecenat.servier.com	September 2025	Ongoing

Multi-year plan and annual plan

Type	Actions	Details	Implementation	Status
Multi-year plan	Production and posting	Update of 2025-2028 multi-year plan	June 2025	Completed
2025 Annual plan	Production and posting	Creation of 2025 annual plan	June 2025	Completed

Procedure

Type	Actions	Details	Implementation	Status
Training and awareness	Contributor training	Set up a training space for contributors	December 2025	Ongoing
Purchase	Contractual agreement with an external auditor	Enable an audit by an external professional of all Servier institutional websites.	December 2025	To do
Purchase	Include accessibility clause	Include digital accessibility in future contracts for Servier Institutional websites	February 2026 Renewal of the contract	To do
Communication	Take user feedback into account	Test the email or contact for all customer complaints	June 2025	Completed