



GCC CSR REPORT 2020/2021





Contents

| | |
|--|-----------|
| GCC CSR TASK FORCE | 04 |
| FROM THE GM'S DESK | 05 |
| PROFILE IN THE GCC REGION | 06 |
| ADAPTING THE CORPORATE CSR APPROACH TO MEET LOCAL NEEDS | 08 |
| SERVIER DAY OF SERVICE LOCAL INITIATIVES AROUND THE GCC COUNTRIES | 09 |
| BEST PLACE TO WORK CREATING AN INCLUSIVE, APPEALING AND HEALTHY WORKPLACE | 10 |
| COMMITTING TO A SAFE RESPONSIBLE AND TRANSPARENT INDUSTRY | 14 |
| YOSR PROGRAM CREATING THERAPEUTIC, ECONOMIC AND SOCIAL VALUE FOR THE PATIENTS IN NEED | 15 |
| GREEN SERVIER LIMITING THE CARBON FOOTPRINT | 16 |
| THE EMPLOYEES VOLUNTEERING STORIES | 17 |

GCC CSR TASK FORCE

It is an absolute pleasure to welcome you to the first GCC CSR Annual Report. Servier's Corporate Social Responsibility is driven by its vocation—committed to therapeutic progress to serve patient needs. Our CSR strategy is aligned with the Sustainable Development Goals (SDG) and is structured around 4 CSR commitments covering 17 priorities and challenges.

Adapting our corporate social responsibility approach to our day-to-day activities is one of the key priorities to sustain for the future. To establish Servier GCC CSR, we started with a diverse and passionate committee, to raise awareness on CSR initiatives and its positive impact on our employees, environment & community by developing short, medium and long-term plans.

The CSR initiatives are meant to serve our commitment towards healthcare, caring about the employees, developing our business practices while having a positive footprint on the environment.

Join us in celebrating the efforts and hard work by each one of you through the year to make a difference in lives around us.

Corporate Social Responsibility is a collective responsibility that requires the engagement of all employees to succeed together, so let's engage.





FROM THE GM'S DESK

"We are proud to publish **'WE CARE'** Servier GCC Corporate Social Responsibility report for the first time this year. We will continue to improve our efforts on CSR initiatives to create a significant impact within our subsidiary and towards the society in the coming months and years.

I wish to thank the GCC CSR taskforce for their commitment towards establishing a successful CSR plan and initiatives for GCC subsidiary.

With great pleasure, we can say that the concept of 'giving back' to the society has always been a part of our company's culture. The CSR team together with entire GCC team will work closely on initiatives across GCC countries.

We strongly believe that no act is small. Every generous act makes a vast difference to our society, the environment, and the company's employees.

Anthony MALLET

General Manager GCC

PROFILE IN THE GCC REGION

WHAT DRIVES US

Our identity is based on a Vocation, which is driven by a Vision and reflected in our Values to drive success in serving patient needs.

Vocation

Committed to therapeutic progress to serve patient needs.

Values



Vision

-  Put patients and innovation at the heart of all our actions
-  Foster our individual and collective commitment, the Group's driving force
-  Guarantee our independence and ability for long-term investment
-  Be a Group with global reach



GCC FACTS

FIRST OPERATION IN THE GCC REGION
1977

THE GCC SUBSIDIARY IS
OPERATING ACROSS
6 COUNTRIES



170 EMPLOYEES

25 NATIONALITIES

1.8 Million
PATIENTS TREATED PER ANNUM

4 THERAPEUTIC AREAS



ONCOLOGY



CARDIOMETABOLISM



NEUROSCIENCE



IMMUNO-INFLAMMATION



ADAPTING THE CORPORATE CSR APPROACH TO MEET LOCAL NEEDS

Sustainability is often defined as the **“ability to meet the needs of the present without compromising the ability of future generations to meet their needs.”** Going beyond environmental sustainability, this concept now includes all types of social and environmental impacts.

As sustainability becomes a key focus for Servier and being a responsible employer, we choose to adopt a proactive policy for health, safety and well-being in the workplace. In order to give everyone, the best possible working conditions and opportunities to express their individual talents. Servier is fully committed to promoting diversity, equal opportunity and skills development to create a well-balanced work environment.

In Servier GCC, Sustainability practices pervade every aspect of doing business and need to be embedded across all levels of the organization and become an ongoing change process.

I request all GCC Team members to join hands with GCC CSR to create a better tomorrow.

Calogero CACCIATORE
Human Resource Director GCC



220+
TOTAL
PARTICIPANTS

SERVIER DAY OF SERVICE LOCAL INITIATIVES AROUND THE GCC COUNTRIES

Servier GCC organised a blood donation campaign across the 6 countries of the GCC as part of the company's continuous efforts to support the local communities and promote the values of social responsibility among its employees.

Despite the challenges posed by COVID-19 and while adhering to the guidelines of the health authorities, Servier GCC organised six blood donation events across the GCC countries to support the Blood Donation Centres for the urgent need of blood transfusion as part of COVID-19 management.

Every year a community service theme will be chosen to enable employees and their families to serve our local communities. This year's theme was this blood donation campaign "Donate Blood, Save Lives" The campaign, witnessed great response with a lot of employees and their families showing up in support of saving lives.

“ Giving back to the community is our top priority and we will continue to uphold our social responsibilities and provide a platform to our employees to actively participate in this noble cause. ”



Motaz GHALEB
Product Specialist,
GCC CSR Taskforce Leader

BEST PLACE TO WORK

CREATING AN INCLUSIVE, APPEALING AND HEALTHY WORKPLACE



Caring about people

The employees are the driving force behind our performance and our capacity to innovate for patients. They are also at the core of our need to be accountable. Servier is attentive to ensuring the health and safety of its teams, the quality of life at work, diversity, equal opportunity and proactive management. Because diversity is an asset for companies, the #ServierDiversity program reaffirms the Group's desire to fight against discrimination, promote diversity and develop an inclusive work environment that encourages our colleagues to express their ideas and talents. These values are backed by Servier's commitment towards Diversity and Inclusion.

GREAT PLACE TO WORK

Driven by the wish to continuously improve its HR processes and to develop employees' engagement and a caring work culture, Servier GCC has been ranked among the 5 best Pharmaceutical & Healthcare Companies in GCC by the Great Place to Work Institute.



Employee engagement program

- 01** Projects focusing on improving business practices, employee motivation & recognition
- 02** Voice of the team – Where team members are welcomed to attend a monthly management meeting to share their ideas, suggestions, concerns to collectively find a solution
- 03** GCC quarterly town hall address – To encourage transparency in communication, key achievements, future projects
- 04** Servier Academy – To foster future leaders

“ We are continuously improving a work culture where employees' passions can breed great innovation that ignites success individually and collectively. We wish to continue further enhancements to our commitment towards high-performing organization practices. ”



Calogero CACCIATORE
Human Resource Director GCC

#ServierDiversity

How is Servier GCC trying to promote Diversity & Inclusion?

Vidyani GUNATHILAKA

GM Assistant

As a diverse subsidiary with employees from different countries, cultures, religions, and such. Servier GCC leadership team acknowledges all of those differences and makes sure that everyone feels accepted and valued for who they are.

From celebrating festive holidays, to participation at different events that promote diversity & inclusion (D&I workshop, International Women’s Day, national holidays, religious holidays).

And to celebrate the World Day of Cultural Diversity this year, The CSR Taskforce published digital cookbook: **“Taste of the World”** featuring recipes and from diverse employees around the GCC countries.



LIVE WELL WORK WELL

How did Servier GCC launch its first ever wellness program? Can you tell us more about this program?



Feras KANAA
Sales Manager

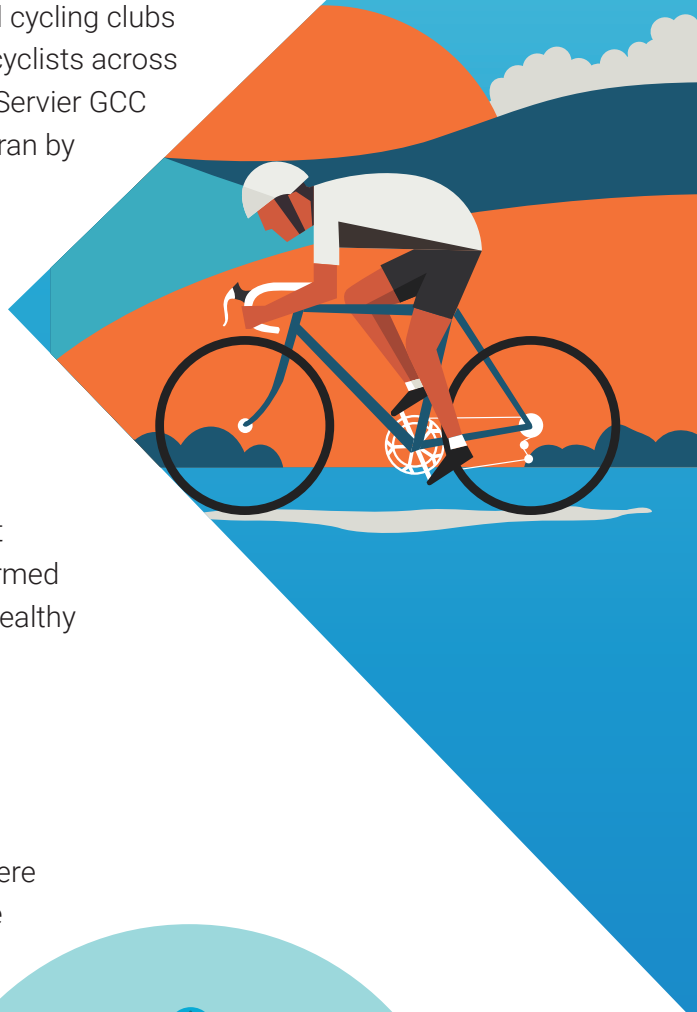
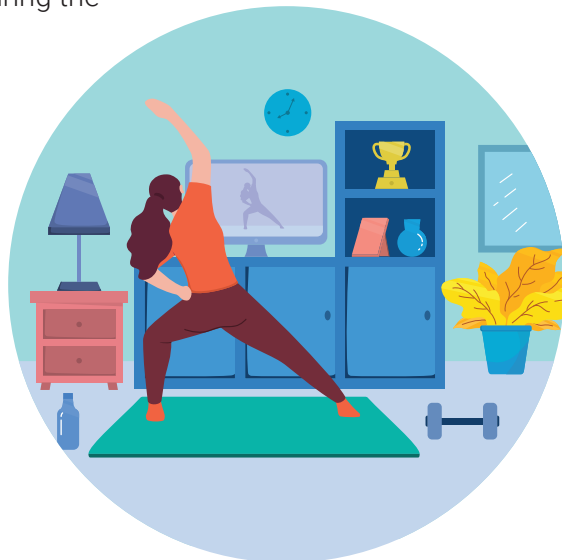
Servier GCC launched its wellness program **'Live WELL Work WELL'** that aims to improve the employees health and wellness. Virtual running and cycling clubs were formed where 73 runners and 23 cyclists across the GCC countries participated. The 1st Servier GCC Virtual Walkathon with 240 KM walked/ran by employees on 5th of March 2021.



A Nutrition Talk **'Eat Well'** was given by a certified nutritionist with high employee engagement to help everyone make informed food choices and develop healthy eating.

Also, online workout sessions by Certified Fitness Trainers were organized to encourage our employees to workout during the month of Ramadan.

This wellness program will continue next year and we're planning to expand it further to keep up the momentum.



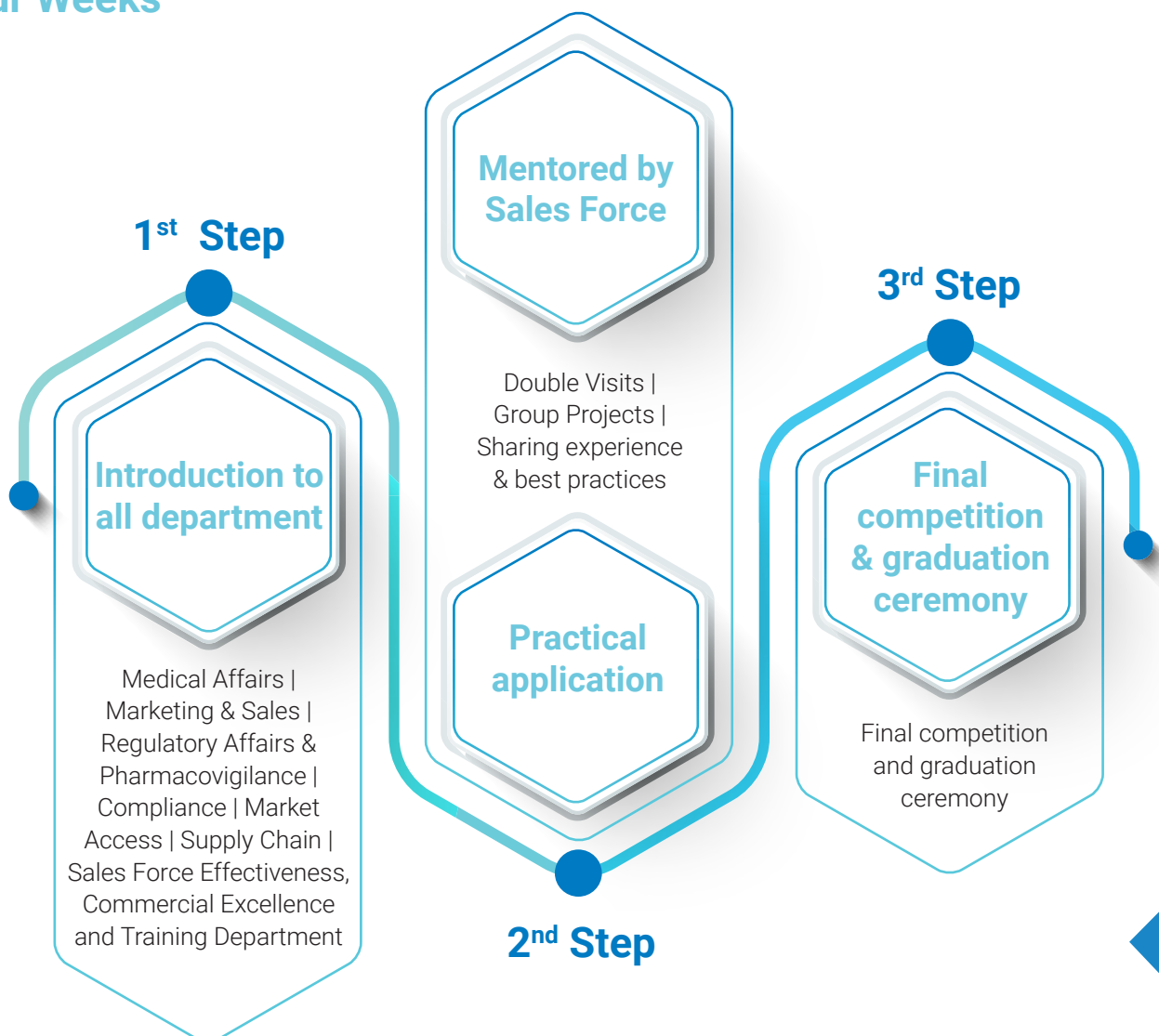
SERVIER SUMMER INTERNSHIP PROGRAM - KSA

As part of Servier GCC's commitment towards the community we have collaborated with the Pharmacy college at King Abdulaziz University to train students for a period of four weeks as an internship project. It was a rich experience, wherein 46 Servier employees contributed from all departments were involved.

The program objective was to take the students through the medication journey from factory till prescription for the right patients.



Four Weeks



COMMITTING TO A SAFE, RESPONSIBLE AND TRANSPARENT INDUSTRY

Servier GCC Compliance Program’s mission is to promote an organizational culture that encourages ethical business behavior and a commitment to compliance with all applicable laws, regulations, and professional industry codes, locally, regionally, nationally, and internationally, driven by our vocations and consistent with our obligation to integrity, transparency, and fairness.

Servier Code of Conduct forms part of Servier’s Ethical Charter; it defines the guidelines common to the Servier group and applicable to all employees and all persons working for Servier or in its name. Our Code of Conduct is the foundation of our Company’s interactions and engagements with Healthcare Professionals (HCPs), Healthcare Organizations (HCOs), Patients, Patient Groups, Business Partners, and Competitors. These values and standards apply globally, wherever our Company does business. Our Compliance Program operates across five fundamental elements through which we strive daily to fulfill our mission.



Leadership & Governance

The Compliance Team, supported by the GCC Compliance Executive Committee, oversees the compliance program’s implementation and regularly discusses compliance issues that strengthen and improve the program.



Written Directives & Procedures

Policies and Procedures are written and communicated to aid the employees to comply with laws and regulations and internal rules. They also set the standards for compliant business conduct and help to identify instances of noncompliance.



Training & Education

Regular training and education are provided to ensure employees are knowledgeable about the Company’s policies and procedures and proper business behavior.



Messaging & Communication

Various communication methods are applied throughout the year to raise awareness of compliance issues and strengthen its culture. It also provides lines for seeking guidance or reporting actual and suspected violations.



Compliance Monitoring & Auditing

Internal and cyclic monitoring and auditing and evaluate our Compliance Program’s effectiveness and identify improvement areas.

| Compliance Training | Completion Rates 2020 |
|-----------------------------------|-----------------------|
| Code of Conduct & Ethical Charter | 99% |
| Anti-Corruption and Anti-Bribery | 99% |
| Conflict of Interest | 99% |
| GDPR & Data Privacy | 90% |
| Interactions with HCPs & HCOs | 99% |

YOSR PROGRAM

CREATING THERAPEUTIC, ECONOMIC AND SOCIAL VALUE FOR THE PATIENTS IN NEED

“YOSR” is an Arabic word which resonates EASE and creating impossible to be possible.

“YOSR” initiative endorses SERVIER’s responsibility towards the community, through this initiative we aim to alleviate anguish of patients who cannot afford their annual treatments. Implementation of YOSR Program, will be the first patient support program for Servier GCC. This Affordability Program aims to provide medicines that are provided by Servier to patients in the United Arab Emirates who are financially incapable to suffice medication and having no access to health insurance to cover their prescribed medication subject to any indications.

“YOSR” initiative help patients with their treatments for colon or rectal cancer, stomach cancer, arterial hypertension and stable angina. Further increasing the commitment towards patients for their treatment according to the plan of the treating physician. In a short span of time, the project could reach to more than 80 HCPs, and started to support patients who has financial barriers to obtain medication.

YOSR objectives

Help patients with treatment for colon or rectal cancer, stomach cancer, arterial hypertension and stable angina by providing medication to patients who are unable to afford the treatment.

Through this initiative SERVIER commits towards social responsibility through supporting Patients unable to afford annual treatment to alleviate their suffering.



GREEN SERVIER LIMITING THE CARBON FOOTPRINT



WE CARE | Corporate Social Responsibility
A project of Servier GCC

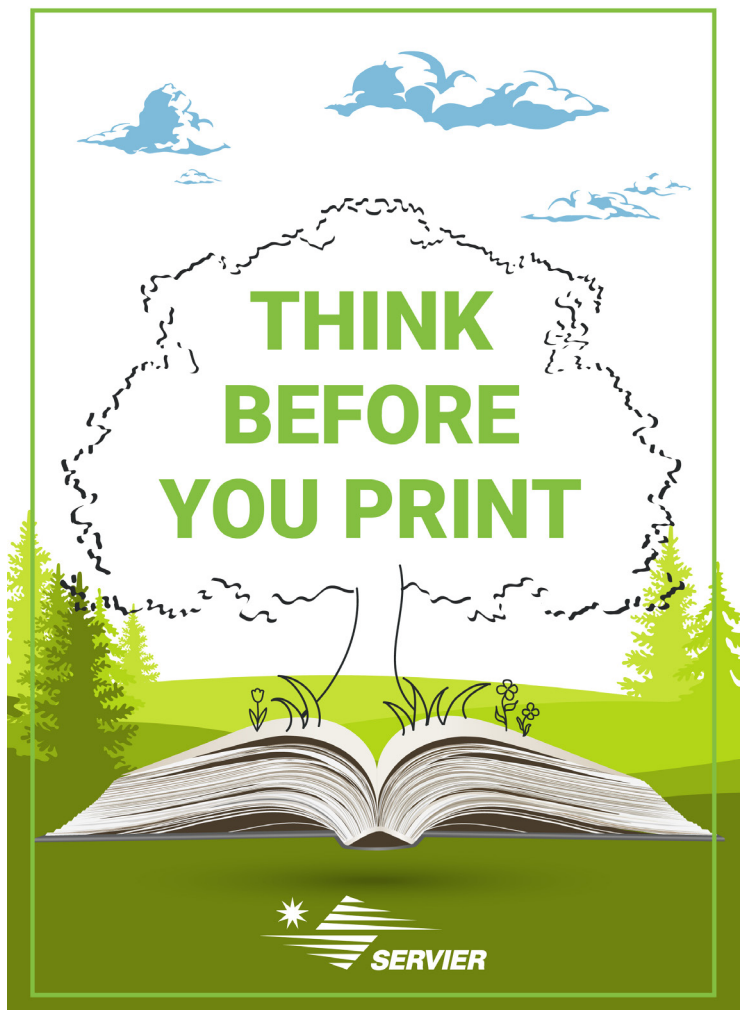
The aim of Green Servier is to reduce the overall environmental impact or ecological footprint of our employees and our offices.

Going green is an opportunity to use resources efficiently while creating healthier environments for employees to work in.

Developing an eco-conscious organisation begins on the ground level with our workforce, as it is crucial for our people to believe in the goal and practice environmentally-friendly habits in the office in order for our mission of sustainability to signal out accordingly.

The program kicked off this year with internal email campaign promoting the participation at Earth Hour on 27/3/2021 to encourage employees to turn off lights for our planet and raise awareness on climate change. Celebrating Earth Day on 22/4/2021 and sharing a message of reducing food waste in Ramadan and participating at a "Food Waste" webinar organised by WWF & the UAE ministry of climate change.

The program will continue with many initiatives and practices to reduce plastic consumption, efficient use of offices electricity, water, and also to reduce our digital cloud carbon print.



WE CARE | Corporate Social Responsibility
A project of Servier GCC

THE EMPLOYEES VOLUNTEERING STORIES

Being a Past President of Rotaract Club of Dubai, and actively taking part in Rotary activities in the United Arab Emirates have enabled me to volunteer in different community service projects throughout the last 10 years. 2020-2021 was full of events in which helping hands were needed. In response to the COVID pandemic, we organised vaccination drive in collaboration with the Health Authorities to support the national vaccination campaign. Also this year in collaboration with the UAE Red Crescent, I volunteered to pack UAE Aids to support the Lebanese Red Cross after the drastic Beirut Port Explosion. Volunteering to help the people in need is such a rewarding experience that elevate the soul and provides a meaning to life.



Motaz GHALEB
Dubai

My family & I volunteered with a local group for beach clean up. This was a very important event to mitigate the problems caused by ocean debris and dangers inflicted to marine life as a result of plastic pollution. Volunteering helps me to get away from my routine work and experience something new that makes a difference.



Ramez NAEEM
Oman

My volunteering story took place in 2013-2014 with the Syrian Fraternity Association in the war-devastated country of Syria. The Syrian civil war started in 2011 (more than a decade ago) which caused brutal internal and external waves of refugees to seek shelter in other safer municipalities or nearby countries. Our association had a collaborative program with the UN World Food Program (UNWFP) and the work had focused on the distribution of assigned nutrition portions (Nutrition Baskets) to asylum seekers and families in need in the city of Latakia. We were a big team of Latakia youth, and we had no intention but to give minimal help to people in real demand of basic food needs. I left Latakia in 2014 but I'm still proud that Latakian people are still taking part and volunteering in this association not to only provide food support but to expand their efforts to provide psychological support to children of war and support children with serious and rare medical conditions to be catered with financial and non-material support.



Kays AL AMAR
Abu Dhabi

In Egypt, I volunteered in Ayala El Mostakbal Hospital for Cancer patients. I was responsible for patients transportation to the hospital and back. I really enjoy Helping others to be healthier and happier. I see volunteering as an activity that enrich my soul and help me to get a break away from materialism.



Michael SOBHY
Dubai

During my Annual leave, specifically on August 2021 I volunteered a 110 hours as a vaccinator for Covid-19 vaccine in one of the vaccine centers of the Ministry of health. I was exposed to a new field, a new experience and I gained a huge value to my self first as well as to our health system.




Essra SAFIRADDIN
KSA



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