

Sanofi Patient Community Promise

September 2024



At Sanofi, we chase the miracles of science to improve people’s lives. Our determination to find solutions for patients, caregivers, and families motivates us to develop breakthrough medicines and vaccines and work tirelessly around the world to bring these innovations to patients and communities.

Sanofi is a company that listens, acts, and leads with the patient community. We are committed to dialogue and maintaining open lines of communication.

We continue to improve the quality of our engagement with patient communities grounded within and by the local environment and realities in which we work. We conduct ourselves in a manner reflective of individuals expectations to be seen, heard, and felt, and in a manner consistent with our ethical values.

Our commitment goes beyond our medicines and vaccines. Sanofi recognizes that patients and individuals are more than their illness, disease, or vaccine interest, and we care about the broader, societal commitments of companies. We aim to build a healthier, more resilient world for our patients, communities, and our employees while minimizing the impact we, and our products, have on the planet.

This Promise deepens our commitments to the global patient communities we serve and formalizes our accountability in this regard. It was developed in collaboration with patients, caregivers, and patient advocacy organizations. As we continue to evolve both our commitment and our metrics to better monitor our progress, we will always consult, involve, and work with these same communities.

1 *We develop medicines and vaccines that reflect patient priorities and unmet needs*

Through collaborations with patients and caregivers, and by leveraging innovative, fit for purpose, real-world data, health related goals are identified and incorporated into our research and development programs.

- Sanofi’s research will be prioritized around the needs of the patient community.
- Our clinical studies will be designed to reflect assessments and outcomes that matter most to patients and individuals, while making it easier for individuals to participate via remote and digital capabilities and reducing, where possible, the number of visits and procedures required.

We will report on the following metrics:

- Percent (%) of pre-clinical research programs where patient insight on patient unmet need is incorporated
- Clinical trials demonstrate improved accessibility, inclusivity, and diversity through:
 - % of clinical trial designs informed by patient community insights
 - % of clinical trials that include remote and digital solutions that make it easier to participate
 - % of clinical trials achieving their diversity recruitment goal
 - Number of countries with a clinical trial literacy program

2 *We partner with the patient advocacy community to better support them and the people they represent*

- We will maintain lean, efficient internal policies and processes to appropriately engage and build partnerships with patients, caregivers, and patient advocacy organizations.
- We will consistently train internal patient community engagement professionals at every level to ensure best-in-class execution.
- We will engage in meaningful and timely dialogue with patient advocacy organizations on our science related to the disease area of interest for the organization.
- We will partner with patient advocacy organizations on areas of shared policy interest.
- We will design patient community programs and educational resources with patient, caregiver and patient advocacy organization input either through meetings and dialogues or through formal collaborations.
- We will collaborate with the patient community to identify and address barriers in the patient and caregiver pathways with respect to access to care and treatment.

We will report on the following metrics:

- The number of employees trained on patient community engagement via in-person/ virtual learning or via online training platforms
- Performance as expressed by patient advocacy organizations in the annual Sanofi Partnership Quality Survey in the following categories:
 - Sanofi efforts on addressing healthcare policy, securing equitable access to medicines/immunizations, identifying and addressing unmet patient needs, understanding the patient's experience with the disease, supporting patient education and disease awareness, engaging in scientific dialogue
 - Experience of working with Sanofi regarding: the relative ease of working together, having a clear point of contact, timeliness and relevance of communications, the process to submit funding requests, frequency of scientific updates, collaborative engagement on shared topics of interest
 - Sanofi communications on its science, and support for access and patient focused healthcare policies
 - Contracting and/or funding request with Sanofi compared with other biopharmaceutical companies on system's ease of use, response time, and communications
- All financial interactions with patient advocacy organizations
- Qualitative reporting of key partnerships addressing areas of unmet need

3 *We improve and adapt our medicines and vaccines through real-world patient community insights*

- We will continually enhance our products and associated devices where possible and relevant for patient communities based on feedback we receive.
- We will generate ongoing insights and data, or evidence, on our products that is reflective of patient and caregiver interest and need.
- We will partner with patient advocacy organizations to define data gaps and generate innovative patient experience data.

We will report on the following metrics:

- Number of actions taken following patient feedback on marketed products and devices
- Continued research on our marketed treatments, vaccines, and devices will be directly informed by the patient communities they are meant to serve and measured by percent of 'Integrated Evidence Generation Plans' that acted on patient community insight
- Qualitative reporting on real-world and patient experience data projects
- Number of advisory boards and/ or roundtable discussions with the patient and/or patient advocacy organizations

4 *We advocate for people-centered health care systems*

We partner with the patient communities in the locations where we operate to advocate for public healthcare policies that prioritize patient insights and access to transformative medicines and vaccines:

- We will incorporate patient experience data in regulatory submissions and associated reimbursement dossiers.
- We commit to meaningful multi-stakeholder dialogue across all healthcare systems.

We will report on the following metrics:

- Percent of regulatory filings where patient experience has been submitted as evidence
- Percent of reimbursement dossiers where patient experience data has been submitted as evidence
- Number of Sanofi corporate advocacy or position papers and statements that are informed by patient communities

