The Sanofi Patient Community Promise Report
Reporting year 2024

Introduction

The Sanofi Patient Community Promise was launched in July 2023. The purpose was two-fold: to formalize our dedication to *integrating* partnerships with the patient community across the organization and to create a process to evaluate our progress towards this goal. The commitments within were developed with patients, caregivers, and patient advocacy groups around the world. And while the words we drafted together matter, at the heart of our Promise is an intention to continually work toward improvement, and to transparently report our progress along the way.

Change does not happen overnight. We are a huge organization, there is a lot of work to do, and we are continuing to learn along the way. There are areas of great success, such as the work done within Research and Development, and other areas where we still need to implement more simplification, most notably on our funding processes.

I want to come back to the concept of 'integrated'. Last year, we had the privilege of meeting a remarkable patient advocacy leader. She has a background in engineering but had left her job to advocate for a sick child. Over time she developed an organization that advocates for several diseases, all of which are deeply impacted by climate change. This led to a partnership with our Manufacturing and Supply division, advising on efforts to reduce our carbon footprint. This is what being integrated means - going beyond the traditional 'patient box' and understanding patients and advocates are not defined in one singular way, they simply have a shared passion.

Thank you to the patient community and those of you who have shared your insights, have spoken up about our shortcomings, and who have led us with your perspectives. Whether you participated in one of our Patient Councils or simply provided us with feedback over email - you are contributing to a stronger tomorrow.

We hope you enjoy this report on our progress in 2024.

Kersten Sharrock

Kersten Sharrock, Head of Global Patient Engagement

1 Our promise: we develop medicines that reflect patient priorities

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 is prioritized around the needs of the patient community.
- Our clinical studies are 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.
- Sanofi clinical trials will be representative of the communities they are meant to help.

2024 progress on section 1

100% of both Research and Development programs have patient priorities incorporated, and all clinical trial designs are informed by patient community insights[1]

Through an established framework within Research and Development, we systematically include direct patient insights* into all research and development programs. Examples include the need for earlier identification of high-risk asthma, prioritization of remission for patients with Crohn's disease, controlling pain for individuals with hidradenitis suppurativa, and the burden of injections to manage hemophilia type A.

53 **Patient panels[1]**

Individual interviews[1] *308*

4 **Average number of optimizations made to protocols after review by patient advisors[1]**

Examples of these optimizations include:

- ○ amendments to eligibility criteria to better reflect the patient population
- ○ reducing the number of procedures
- ○ allowing for home administration of a study drug

Additional work with patients enabled Patient Reported Outcomes to be positioned as primary endpoints or key secondary endpoints in Phase 3 programs.

78% of clinical trials completed in 2024 included remote and digital solutions that make it easier for patients to participate[2]

100% In 2024, 100% of clinical trials in the US were assigned representativeness goals reflective of real-world disease burden and 100% of clinical trials in the US were assigned operational goals to ensure inclusivity by design[3].

> *"Sanofi's openness to engaging with association delegates on the company's lines of research is quite noteworthy."*
> Patient advocacy group, Italy – Immunology/Inflammation

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*Direct patient insight is uninterpreted content from patients, while indirect insights are filtered through other sources or perspectives.

2

Our promise: we take a comprehensive approach to our partnership with the patient community

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

2024 progress on section 2: results from the Partnership Quality Survey

The 2024 Partnership Quality Survey was conducted by an independent, globally recognized research firm and encompassed *319* patient advocacy groups across *15* countries[4] and global organizations. All individual group responses were kept anonymous and confidential to encourage unbiased feedback. The annual survey provides insight and direction for overall partnerships and simplification efforts.

% of respondents who find Sanofi is doing well or extremely well on addressing:

- Healthcare policy: *76%*
- Securing equitable access to medicines/immunizations: *71%*
- Identifying and addressing unmet patient needs: *78%*
- Understanding the patient's experience with the disease: *85%*
- Supporting patient education and disease awareness: *83%*
- Engaging in scientific dialogue: *74%*

When compared to other companies, the % of respondents who find the experience of working with Sanofi slightly better or much better regarding:

61%	The relative ease of working together
63%	Having a clear point of contact
49%	The process to submit funding requests
43%	The experience of contracting and/or requesting funding

"We have been in contact with our representative for many years. She supports our ideas and finds solutions for implementation, is very positive and respectful towards our work."
Patient advocacy group, Germany - Neurology

"So much digitalization is not within everyone's reach and is making dealing with Sanofi more impersonal."
Patient advocacy group, Spain - Rare Diseases

In response to both feedback from the Partnership Quality Survey and insights received via day-to-day conversations with partners, we have taken significant steps to improve our processes and to build partnerships that are meaningful for the patient community. Examples of our actions are below.

> *"The donation process could be further simplified for smaller amounts."*
> Patient advocacy group, France - Rare Diseases

1
dedicated person

We hired a dedicated full-time specialist to support our healthcare contributions funding tool, reducing issue resolution time from 2-6 weeks to 24 hours

700+

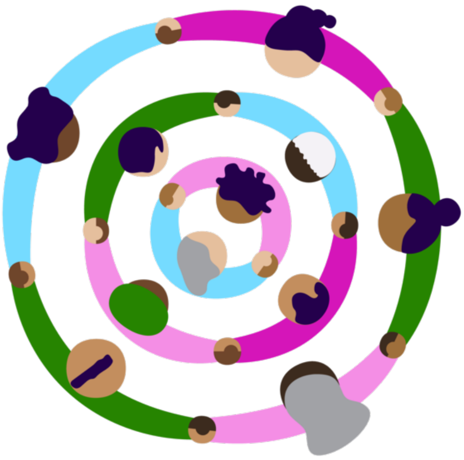
We trained over 700 employee across functions, departments, and countries to better support those who directly interact with patients[5]

3
new pay rates

Fair Market Value rates were expanded to be more reflective of the diversity of stakeholders included in the patient community

1
process removed

We removed due diligence requirements for individual patient engagements and simplified the questionnaire for patient groups



3
pages & minutes to complete

We dramatically reduced our contracting process by simplifying contracts from over 12 to 3 pages and implementing templates for simple engagements, reducing timelines from weeks to minutes *(US excluded)*

80+

Patient advocacy groups trained through our capability building programs, resulting in coalition building and increased patient engagement with Ministers of Health[6]

150+

As a result of simplifications, we were able to launch 150+ collaborative projects in 2024 across our therapeutic areas: 20% in rare diseases, 18% in immunology, 17% in diabetes, 15% in vaccines, 13% in oncology, and 17% in our other therapeutic areas[7]

> *"In the Route Training Program training contents were completely shaped according to the needs and opinions of patient associations. In accordance with our opinions the training contents were renewed, changed and became fully useful for our needs."*
> Patient advocacy group, Türkiye– Immunology/Inflammation

3 Our promise: we advocate for people-centered healthcare 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:

- We incorporate patient experience data in regulatory submissions and associated reimbursement dossiers.
- Our policy position papers and statements will reflect patient community feedback.
- We commit to meaningful multi-stakeholder dialogue across all healthcare systems.

2024 progress on section 3

> *"They made an effort to share the issues faced by patients, having talked with patients and participated in patient events."*
> Patient advocacy group, Japan - Immunology/Inflammation

> *"They invited associations and public authorities to discuss the respiratory syncytial virus."*
> Advocacy group, Brazil - Immunization/Vaccination

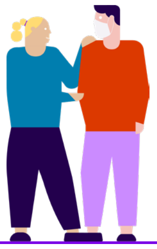
100% **of global regulatory filings submitted in 2024 across US, China, Japan and Europe had Patient Experience Data (PED) submitted as evidence[8]**

86% **of reimbursement dossiers in pilot countries with a mature Health Technology Assessment system had patient insights submitted as evidence[9]**

While we've tracked the frequency of Patient Experience Data (PED) and insights in official submissions, we realize this metric alone lacks actionable value, i.e. how this data influences decisions, or which types of patient insight data create the most impact.

4 **Internal Sanofi policy positions were informed by the patient community[10]**

These insights translate into actions we take. As an example, below are actions we implemented following conversations with patient advocacy group leaders regarding representativeness in clinical trials:



- We include socio economic status, health literacy, and comorbidities as social determinants of health,
- We regularly assess hidden bias in clinical trial exclusion criteria,
- And we continued a policy of support for accessibility measures to physical locations and decentralization of clinical trials.

Patient Councils enable us to have deep conversations on shared challenges, away from our day-to-day work. This has led to improvements in local clinical trial networks and awareness, better understanding of concerns around artificial intelligence, collaborations with Manufacturing and Supply teams on our environmental impact, and focused programs to support inclusion of disenfranchised populations in healthcare.

8 Patient Councils with *100+* participants from the patient community[11]

> *"I especially appreciate the ways in which Sanofi is working toward building community among patient advocacy groups (i.e. communities of practice). That's not as common among other pharma companies, and it should be!"*
> Patient advocacy group, US – Immunology/Inflammation

4 Our promise: we improve and adapt our medicines through real-world patient community insights

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

2024 progress on section 4

Once products are on the market, it is critical we continue to listen to the patient community.

Our Global Device and Packaging Unit conducts robust post-launch monitoring programs and *rapidly implements improvements* when applicable. Examples include[12]:

- Reducing an injection device’s activation force by 30%
- Leveraging patient complaints for targeted optimization of instructions and videos to guide the use of our devices

Once a product reaches the market, we continue researching its real-world performance through Integrated Evidence Generation Plans[13]. In 2024:

50%

- 50% of General Medicines* products incorporated direct patient insights into these plans
- 100% Specialty Care** products incorporated either indirect or direct patient insights (without distinction)
- We did not measure this metric for Vaccines during this period

We partnered to develop patient experience data and raise patient voice[14]

● *Eczema UK*

”Not just skin deep” investigated care disparities for moderate-to-severe eczema patients through research with patients & healthcare professionals. Partnering with groups, the initiative elevated the issue to parliamentary level, generating media coverage and political engagement.

● *Type 1 Diabetes & Celiac Italy*

Sanofi joined a multi-stakeholder alliance to publish research on national screening sustainability and cost benefits. This collaboration between authorities, patient advocacy groups, healthcare professionals, and industry established Italy’s first universal screening program for Type 1 Diabetes and Celiac.

● *Crohn & Colitis US*

Global Research & Development partnered with Crohn & Colitis Foundation to identify biomarkers and improve diagnosis. New Patient Reported Outcomes measurements were developed. Trial design was simplified: reduced travel burden, improved remote participation, addressed concern of placebo arms.

● *Type 2 Inflammation Spain*

In partnership with healthcare providers and patient advocacy groups a study was conducted to validate a 15-item screening questionnaire for the early detection of coexisting type 2 inflammatory diseases, such as asthma, atopic dermatitis, and chronic rhinosinusitis with nasal polyps.

*cardio-metabolic, transplant, diabetes ** immunology, neurology, oncology, rare diseases

2025

Going further in 2025

While we want to recognize where we have done well, it's also important to recognize where we fell short, or where we continue to have challenges. This was advice we received from the Sanofi Co-Lab, a group of international patient groups, policy leaders, and experts with whom we have worked for several years.

"Progress has to be iterative."

"Don't shy away from metrics that don't look good; provide proper context and try to improve against baseline."

"Patient communities appreciate transparency.“

In that spirit, below are our areas of focus throughout 2025 and into 2026:

- The definition of what constitutes patient informed or patient experience data is, at best, fuzzy. The Food and Drug Administration (FDA) tends to take a broad approach, whereas the European Medicines Agency (EMA) is more explicit that there should be no interpretation of a patient's experience or voice. Today, it's not always clear which definition we are using. Moving forward we want to measure our work using the higher standard of direct patient insight.
- Our Partnership Quality Survey continues to reflect that Sanofi can be difficult to work with, with some processes taking too long or having multiple steps. We call this "Organizational Readiness" and have targeted many areas for continued improvement.
- We need to broaden our reach with respect to cross functional training within Sanofi. Change management takes time and reinforcement, and more support for some teams is needed.
- It will be important to track how both regulatory bodies and payers actually use the patient experience data we submit, and what types of data are more meaningful for their reviews. Currently this is not a clear picture.
- While many countries reported exceptionally impactful partnerships with the patient community and other healthcare stakeholders, we need to do more to support the development of meaningful patient experience data. This includes resourcing for these types of projects, internal and external training, and partnerships with groups at the forefront of patient experience data leadership.

Again, thank you to the patients, advocates, and groups who have worked with us and raised your voices. Please keep the feedback coming!

We look forward to our next Sanofi Patient Community Promise Report in 2026!

Appendix: Reference Table

Note: quotes from groups included in the report come from open response sections in the Partnership Quality Survey (as mentioned in section 2).

Item	Definition/Comment
SECTION 1	
1	The Sanofi Global Patient Informed Development team tracks all patient integration work via SharePoint (Forms and Lists), Excel, and Power BI.
2	The Clinical Sciences and Operations team tracks data in a centralized Excel file. Seven out of 9 clinical trials completed in 2024 included remote and digital solutions.
3	The Diversity In Clinical Trials team tracks assignment of representativeness goals via an internal tool referred to as DIMO (Diversity & Inclusion Metrics Overview).
2024 reporting in this section does not include vaccines.	
SECTION 2	
4	Countries covered in the Partnership Quality Survey: Australia, Brazil, Canada, China, Columbia, France, Germany, Italy, Japan, Korea, Russia, Spain, Turkey, UK, and US.
5	The Sanofi Global Learning team tracks the number of Sanofi employees assigned/completed virtual learning via our internal online training platform. The Global Patient Engagement team leads in-person trainings with global and local teams and tracks these via attendance.
6	The Global Patient Engagement team monitored PAG attendance at capability building workshops, delivered both in person (Istanbul) and virtually (across South Central Europe and Turkey).
7	The Global Patient Engagement team consolidates numbers reported by the Public Affairs team in all Sanofi markets via a centralized Excel file.
SECTION 3	
8	The Global Regulatory team tracks all patient integration via Smartsheet.
9	Together with Local Market Access teams, the Global Access Catalyst team performed a retro-active collection of integration of patient insights into reimbursement dossiers in pilot markets (Australia, Canada, France, Germany, Netherlands, Sweden, and UK represented by England) via a centralized Excel file.
10	The Sanofi Science Policy team held several consultations with the patient community in 2024 on the following: update of the Sanofi internal position paper on "*Diversity in clinical trials*", the development of the Sanofi internal narrative on "*Reducing carbon emissions in the healthcare system*", the development of the Sanofi internal policy position on "*Return of data to patients*", and the Sanofi policy position on *"Use of artificial intelligence"*.
11	The Global Patient Engagement team tracks the number of local patient councils (Global, Spain, France, UK, US, Italy, China, and the Netherlands) as reported by local Public Affairs teams in all Sanofi markets. As well, the Global Patient Engagement team hosted a global patient council.
SECTION 4	
12	The Global Device and Packaging Unit leads a monthly cross-functional forum that covers 100% of injectable treatments to review data, identify trends, and drive improvements.
13	The Global Medical teams in General Medicines and Specialty Care Global business units track all patient integration work via a centralized Excel file.
14	The Global Patient Engagement team selected cases submitted by email by various local Public Affairs teams from all Sanofi markets.