2025

Patient Community Promise

REPORT

Yaya and Xuanxuan, parents,
China, advocates for respiratory syncytial virus (RSV) infant protection

sanofi

— OUR PROMISE

Collaborating with *the patient community*

This second annual Sanofi Patient Community Promise report is the result of our commitment set in 2023: to embed meaningful partnerships with patient communities across our global organization and the drug life cycle.

This year, our model of integrated patient engagement has evolved and delivered even stronger results. Patient advocates contributed expertise in areas ranging from safety programs to sustainability initiatives and digital health solutions. The Sanofi Partnership Quality Survey continues to provide invaluable guidance and challenges us to remain present and agile. The results from these focused efforts are clear: ***91% of respondents report ease of working together, up from 61% in 2024.*** We worked hard to change how we operate and we are proud of the impact.

Other key achievements include:

- Increasing local partnerships to develop patient experience data
- Elevating patient organization capacity building work across low- and middle-income countries
- Collaborating on patient-reported outcomes development for clinical trials
- Co-developing frameworks for discussing health as an investment

As always, challenges remain. New internal processes risk our ability to engage in the way we need to and geopolitical changes may undermine sustainable access to healthcare.

To tackle these challenges, we will continue investing in our relationships: relying on our partnerships with the patient community, engaging in open dialogue, and counting on our internal foundations that prioritize this work.

To our partners – patients, caregivers, advocates, and organizations – your contributions are immeasurable. Your willingness to engage honestly, celebrating progress while holding us accountable, makes this work possible. Thank you.

Humbly,

Kersten Sharrock
Global Head of Integrated Patient Engagement

What's *in this report*

— OUR PROMISE

Our Patient Community Promise is organized across the product life cycle

We develop medicines that reflect patient priorities

1. *Research and Clinical Development*

2. *Product Launch Planning*

We take a comprehensive approach to our partnership with the patient community

3. *Regulatory and Market Access Activity*

We advocate for people-centered healthcare systems

4. *Post Launch and Real-World Impact*

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

Learn more about our promise

We develop medicines *that reflect patient priorities*

Collaboration is central to our research. We foster and maintain open dialogue with patient communities, identifying their needs and priorities and incorporating their feedback as we develop new treatments.

By incorporating patient insights we can better account for the outcomes that matter most to them, their caregivers, and their communities. For example, when patients pointed out barriers to attending in-person clinical trials, we enabled remote and digital access: ***92% of our clinical studies included at least 1 digital and decentralized clinical trial (DCT) element, representing a 14% increase compared to 2024.***

Our inclusion activities accelerated in 2025. We fulfilled ***84% of our diversity goals*** across the United States and Brazil and achieved a ***250% increase in US studies reaching all diversity goals*** compared to 2024. We also expanded our scope for measuring success by establishing diversity goals in South Africa and Canada.

Also in 2025, we launched a new initiative with our Patient Safety and Pharmacovigilance team: ***Patient Safety Experience Panels.*** Through this, we engaged ***more than 40 safety consultants*** across multiple therapeutic areas to better understand how patients weigh treatment risks and how we can improve safety communication.

98%

Indications (Ph1-3) with a patient-informed structured benefit-risk assessment (sBRA)

A patient and healthcare provider at a medical consultation ©Zoe Savitz

"Sanofi has engaged with our community on a variety of topics such as attitudes toward research participation, accessibility of clinical trial tools and materials, and unmet needs. They have also demonstrated a commitment to understanding and acting upon the needs and priorities of specific underrepresented and underserved populations within our community."

— Neurology-focused patient organization (USA)

— OUR PROMISE

Patient clinical trial engagement by the numbers

Medical consultation
© Zoe Savitz

"Patient priorities are the compass guiding every development milestone at Sanofi. We systematically integrate patient experience data across all R&D activities. This ensures our medicines address what patients truly need and reflect what matters most to them and their communities."

— Vicky DiBiaso,
Head of Patient Driven Medicines Development

100%

Sanofi clinical studies informed by patients

28

abbreviated protocols in 2025

One of the ways we ensure studies are informed is by reviewing study protocols with patients.

The 28 abbreviated protocols we reviewed in 2025 resulted in the following optimizations:

- ***28*** changes to endpoints
- ***22*** changes to procedures
- ***22*** changes in inclusion/exclusion criteria
- ***20*** changes to required study visits
- ***20*** changes to treatment administrations
- ***18*** changes in study durations

STORY

Transforming treatment for sickle cell disease

How can we improve treatment for people with sickle cell disease (SCD)?

In 2025, we took this question to those most affected. Partnering with SCD patient organizations, we asked the patient community about their unmet needs. They highlighted the importance of decreasing pain and fatigue, the need for more efficacious treatments, and a desire for more convenient treatment administration.

Improved ability to return to a productive and social life also rated high.

We integrated these insights into our research, implementing ***novel endpoints including an eDiary for patients to track pain crises, and patient reported outcome measures*** to gather data on changes in productivity and activities of daily living.

Anise and her mother, Acquired Thrombotic Thrombocytopenia Purpura (aTTP), USA © Chris Kirzeder Photography

STORY

Giving a voice to colorectal cancer (CRC) patients

Through patient panel interviews metastatic CRC patients shared their journeys, including their struggles, their needs, and their hopes for more tolerable treatments. Their voices are now shaping our path forward: from co-creating patient-facing materials for pivotal studies to embedding new PRO scales in our trials to ***measure what truly matters: tolerability.***

And we're not doing this alone. By partnering with patient organizations, we're expanding patient recruitment, raising awareness of the mechanisms behind two novel investigational therapies, and ensuring the right patients have access to the right information at the right time.

Learn more about *our clinical trials*

"Collaboration on research projects has been very productive and enriching. It's also worth highlighting the communication with the Sanofi team, which has been clear and efficient. The company has demonstrated a clear commitment to innovation and the development of new solutions."

— Immunology-focused patient organization (Spain)

"Sanofi is among the top when it comes to trying to understand the patient experience living with a disease and unmet needs, and attempting to incorporate those learnings into their development programs."

— Rare Disease-focused patient organization (USA)

— OUR PROMISE

We take a comprehensive approach to our partnership with the patient community

We work side-by-side with the patient community across all areas of our business. This includes addressing global inequities in access to healthcare and increasing scientific exchanges.

Vanessa Mahamat after her training in a pharmacy in Chad

Commitment to our science

In 2025, we focused on ***scientific exchanges with patient advocacy groups (PAGs),*** increased partnerships on shared policy interests, and improved interactions between patients and our researchers. In addition, we enhanced Patient Safety and Pharmacovigilance (PSPV) engagement with patient organizations, raising awareness of the value of PSPV data and how to support its development.

24

dedicated Patient Safety and Pharmacovigilance initiatives (+380% vs 2024)

Breaking barriers to care

As part of our work, we ***address access gaps*** by continuing to secure equitable access to medicines, building on significant efforts to deliver treatments and vaccines through local humanitarian organizations.

We reached a significant milestone:

1 million

individuals living with non-communicable diseases reached in 2025

We work across

40

low- and middle-income countries

Learn more about ***our work***

> *"Sanofi is honestly one of our favorite partners. They are easy to work with, value patients and advocacy, and bring senior leadership into discussion with advocacy partners in a way that I think is above most of their peer orgs."*
>
> **— Immunology-focused patient organization** (USA)

Our ***Partnership Quality Survey,*** which provides insight and direction from our PAG partners, showed the positive results of our efforts. Overall satisfaction rose dramatically in 2025.

However, progress is still needed. According to one global Rare Disease patient organization, ***"a lot of improvement can be made in areas like contracts with patient associations. They must be easy to understand and applicable to our mutual engagement."***

90%
Overall satisfaction with
Sanofi's approach to supporting patients

85%
Respondents reporting
Sanofi was doing "well or extremely well" on scientific exchange
(vs 74% in 2024)

7%
Increase
in how partners perceive our understanding of patient experience
(vs 2024)

"We are doing the hard work of meeting patients and caregivers where they are – in communities, in policy discussions, as advisors to our clinical trials, and throughout their journey through complicated healthcare systems. They have made us better for it, and we are proud of what we are building together."

— Amy Akers Teets,
Global Head Patient Strategy, Specialty Care

Géraldine, expert patient and mentor, France, living with COPD

STORY

Empowering patient-led data generation: *the MPS Registry partnership*

In 2025, we partnered with the National MPS Society to support development of a ***patient-controlled registry for mucopolysaccharidoses disorders.*** This innovative collaboration, ***publicly launched in February 2026,*** places data governance directly in the hands of patients and families, enabling individuals to contribute their health information to a platform they own and manage.

By providing initial sponsorship, Sanofi is helping create sustainable infrastructure that empowers the patient community to generate real-world data (RWD) on their own terms. This approach ensures ***data collection priorities reflect what matters most to those living with MPS,*** while providing researchers and regulators with valuable insights into disease progression and treatment outcomes.

STORY

In China, co-creation *gives a voice to hemophilia patients*

While patient journey maps often focus on clinical milestones, patients' lived experience is rarely so straightforward. Individuals with rare diseases can face social, emotional, and systemic challenges across the full spectrum of care.

With our Sanofi global patient council, the "Co-Lab," we co-created a comprehensive patient journey framework. One of the member organizations, the Chinese Organization for Rare Disorders (CORD), then applied this to the Chinese hemophilia community. ***Patients were invited to identify their pathway to and within healthcare, helping provide a framework for developing more informed solutions, and fostering greater dialogue within the rare disease community.***

In September 2025, this exceptional initiative was recognized at the 14th China Rare Disease Summit, winning the Golden Snail Award for advancing rare disease awareness.

The 14th China Rare Disease Summit, 2025

Hear from two of our partners

"Sanofi has been a steadfast partner with our patient organization for over a decade. They respect our contributions, and value partnerships and the lived experience of patients. Our working relationship is transparent, open, and valuable."

— Vaccine-focused patient organization (Canada)

"Our association is very satisfied with the quality of its collaboration with Sanofi. We particularly appreciate the relevance of the projects proposed to us. We also appreciate the quality of our exchanges, which are regular throughout the year, always constructive and based on trust."

— Immunology-focused patient organization (France)

— OUR PROMISE

We advocate for people-centered *healthcare systems*

Behind every healthcare policy is a person waiting for care. In moments of economic strain, healthcare systems may view health spending as a cost to be minimized. But we see health as an investment, a crucial contributor to social and economic well-being and a key area for innovation.

What does meaningful patient engagement in decision-making look like in practice? We prioritize ***consistent partnership with patients*** to capture real-world disease data and integrate patient experience into our regulatory submissions and reimbursement dossiers. This helps to foster meaningful multi-stakeholder dialogue across all healthcare systems about the issues that matter most to patients.

As we progress further into 2026, we are focused on addressing healthcare policy through co-created advocacy projects, ensuring patient experience and patient expertise drive change where it is needed. We are also committed to supporting regulatory submissions at the local level, ensuring patient needs and priorities are included in documentation.

100%
of our Phase 3 indications have a patient relevant drug label strategy, helping patients make informed treatment decisions

100%
of Regulatory filings including patient experience as evidence in 2025

77%
of reimbursement dossiers across 10 countries we monitor with mature Health Technology Assessments (HTAs) included patient-based evidence

L-R: Míriam Gifre, Corporate and digital communications with **Clàudia Fernández-Arévalo,** Corporate Affairs Graduate, Spain © Jordi Salas

"When patient voices are integrated into policy discussions, regulatory decisions, and reimbursement processes, healthcare systems become more responsive, more equitable, and more sustainable."

— Laura Gutierrez,
Head of Global Corporate Public Affairs and Policy

Xavier, filmmaker, US, living with autoimmune type 1 diabetes

STORY

Youth-focused programs *raise awareness of type 1 diabetes*

With type 1 diabetes (T1D) rising in young people, we are playing a proactive role in boosting awareness and early detection.

In Italy, we created D1VE, a working group of patient organizations, healthcare professionals, and institutions focused on pediatric T1D. In 2024, D1VE presented ***16 recommendations for optimizing T1D screening*** to the Chamber of Deputies, which were accepted in 2025. D1VE will now help implement Italy's National Screening Program.

In the UK, we ***co-created the world's first T1D pop group*** with patients and advocacy groups, inviting young people to share their experience. Their original song, ***Rise Up,*** generated more than ***59 million impressions*** online and was ***streamed 14,000 times.*** It even reached Parliament, prompting discussion about early detection of T1D.

STORY

Collaboration across *therapeutic areas centers on patient voices*

Across disease areas, our partnerships helped grow patient voices in healthcare systems worldwide. In ***transplant,*** we worked with global patient advocacy groups (PAGs), equipping communities with the knowledge and tools to advocate independently, which contributed to an ***EU regulatory re-examination dossier.*** Our shared work spanned quality of life surveys, horizon scanning, journal publications, and country-level manifestos.

We also supported the new French collective ***"Acting Together for the Recognition of Chronic GVHD,"*** which calls for chronic graft-versus-host-disease to be recognized as a rare disease, with dedicated funding and clear care protocols. This 2025 policy action is based on work conducted in 2024, including a quality of life study and input from healthcare professionals.

In Spain, we partnered with healthcare professionals, patient associations, and policymakers on a ***comprehensive report on COPD.*** It identified 15 priority gaps in diagnosis, treatment access, and integrated care. The initiative, endorsed by SEPAR and supported by FENAER, EPOC España, and APEPOC, contributed to policy dialogue while highlighting patient voices.

STORY

Tackling *shared challenges*

In 2025, we hosted *9 Patient Councils.* Our Patient Councils build authentic collaborations with patient communities, identifying pain points and working together to create solutions to strengthen patient voices in healthcare.

Members of the 2025 Italy Patient Council

Members of the Spanish Patient Council – November 2025

The 4th edition of the ***Sanofi Patient Council Iberia*** in Madrid reviewed progress on the 2022–2024 programs and discussed how to strengthen patient engagement.
The meeting included sessions with reimbursement experts on public advocacy and patient participation, and fostered dialogue on further integrating the patient voice.

Discover the 4th edition of the ***Sanofi Patient Council Iberia in Madrid***

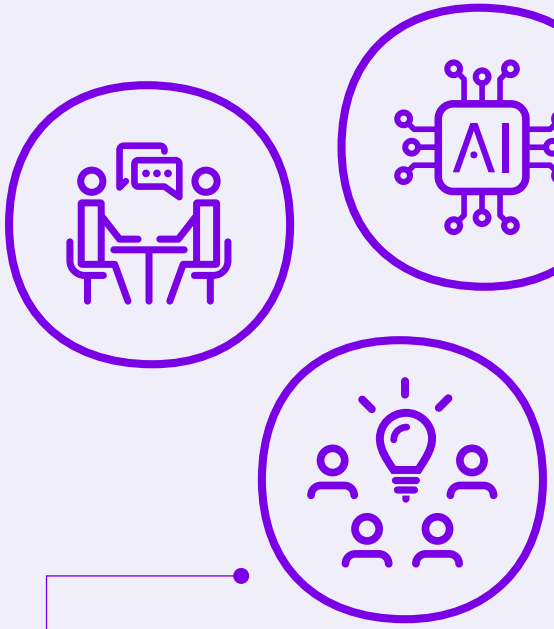
Italy's 2025 Patient Council successfully engaged 25 PAGs through webinars focused on AI integration in healthcare, aligning on the need to co-develop communication projects regarding the use of AI. The initiative demonstrated the need for balanced AI adoption and cross-functional collaboration between patients, regulatory teams, and digital transformation units.

STORY

Investing in *Capacity Building programs*

It's important that patient voices stand independent of Sanofi, able to advocate in a political and regulatory context for their own unmet needs and challenges. To support this objective, Sanofi invests in Capacity Building programs.

Danielle, Multiple Myeloma, USA



Türkiye:
ROUTE program

In Türkiye, our ***ROUTE program*** empowers patients to advocate for better policies. This ***Capability Building Academy*** partnered with ***8 patient associations across 5 disease areas,*** maintaining a focus on the key pillars of ROUTE: to empower, to partner, and to excel. PAGs grow through peer-to-peer support and learn how to strengthen organizational governance through hands-on learning. In 2025, Sanofi delivered interactive online sessions with assessments and practical exercises, combining global HTA perspectives with the Turkish healthcare context to support informed policy, advocacy, and access discussions.

> ***"The capacity-building initiative was a unique and highly enriching experience, and a commendable effort by Sanofi. It provided valuable exposure to global best practices in patient advocacy and delivered structured, hands-on training aimed at strengthening our capacities."***
>
> **— Transplant-focused patient organization** (India)

Thailand & Türkiye:
Patient advocacy

In 2025, Sanofi continued its partnership with ***United Patients and The Catalyst*** to deliver programs in Bangkok and Istanbul with ***52 advocacy leaders from 11 countries*** across rare diseases, diabetes, oncology, immunology, and multiple sclerosis. Through interactive sessions and collaborative work, participants strengthened their advocacy skills to build meaningful dialogue with healthcare stakeholders and decision-makers.

Central & South Europe:
AI Unlocked

Also in 2025, Sanofi teams kicked off ***AI Unlocked,*** a comprehensive educational program designed to empower patient organizations with practical AI capabilities that directly benefit patient communities. The initiative addresses key unmet needs identified through surveys, including:

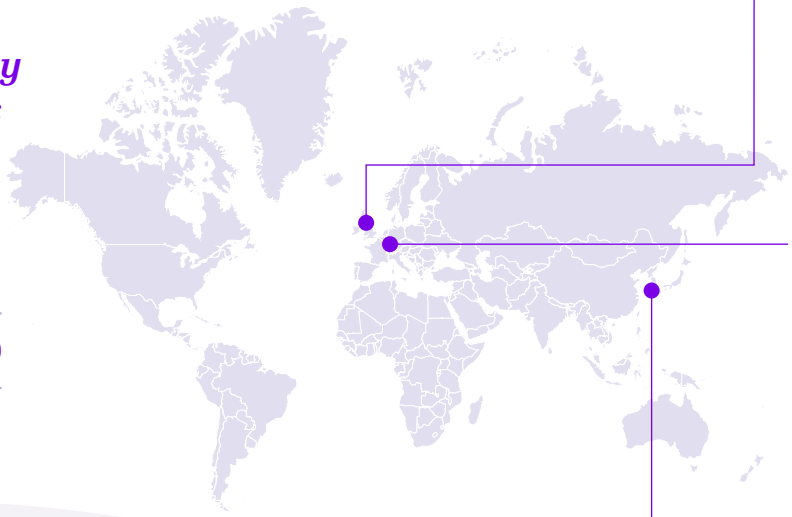
- Inequalities in access to information across regions
- Language and comprehension barriers in healthcare communication
- Proliferation of health misinformation

— OUR PROMISE

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

The life cycle of a medicine does not stop with its market launch – it continues every day, with every patient. For us, this makes improving existing medicines just as important as developing new ones. Our teams use integrated evidence generation plans to collect data on treatment use and long-term benefits.

In 2025, patient insights crucially informed our educational efforts



Global

Fabry Disease

Together with the Fabry International Network, we co-created an educational webinar series for Fabry disease.

Learn more

UK & North Europe

Type 1 Diabetes (T1D)

Patient feedback also helped direct our type 1 diabetes (T1D) focus. In North Europe, engagement with T1D communities inspired two studies: one on early screening attitudes, another on family reactions. In the UK, a comprehensive survey of 63 patients revealed key onboarding challenges for treatment and we developed patient support tools in response.

Belgium

Graft-versus-host-disease (GVHD)

In Belgium, through active engagement with individuals who have experienced GVHD, ongoing evidence generation determined there was a gap in education on early detection. We partnered with patients and a physician to develop a booklet to help increase awareness of early symptoms.

South Korea

Rare Blood Disorders

In South Korea, our engagement with patients living with rare blood disorders highlighted a gap in awareness around subclinical bleeding and its long-term impact on joint health. In response, educational efforts were initiated to improve understanding of early risks and support prevention of progressive joint damage.

Medical devices

Comprehensive monitoring programs quickly gather and implement feedback. As well, we work to increase product sustainability through eco-design, aiming to minimize the environmental footprint of our medicines and vaccines, while adapting to ongoing climate challenges.

Eco-design

Starting in 2025,

100%

of our new medicines and vaccines adopted an eco-design approach

STORY

For multiple sclerosis patients, EM Festival brings *an opportunity to discuss the impact of Artificial Intelligence (AI)*

Can AI improve care for patients with multiple sclerosis (MS)?

In October 2025, patients, neurologists, researchers, and technology experts gathered at the EM Festival (EM is the Spanish abbreviation for MS) in Madrid to seek an answer. Hosted by Sanofi, FEM Madrid, and the Fundación Ramón Areces, the event explored *how AI is transforming MS research and care.* Key topics included AI's role in predicting disease progression, AI for mental health, the power of digital communities, and challenges faced by women with MS.

EM Festival takes a unique approach, combining science, data, and empathy in an open, participatory format. Interviews with attendees were aired by Spanish news and healthcare outlets, promoting patient voices and clinical expertise. Beyond the live event, EM Festival also maintains active social media channels to continue the conversation and facilitate community support.

STORY

Better understanding *patient experience with atopic dermatitis (AD)*

What is most important to patients living with AD?

To learn the answers, we launched a survey via our Global Allergy & Airways Patient Platform (GAAPP). We received responses from more than *1,100 participants in the US, Germany, France, the Gulf Region and Japan.* Questions focused on unmet needs, understanding the chronicity of AD, changing patient concerns, and improving resources and education.

Responses showed that unmet needs remain high. Participants expressed interest in understanding the safety, mechanism, and duration of new treatments. They also raised the possibility of minimizing some of the most challenging symptoms.

Direct or indirect patient insights incorporated in

100%

of integrated evidence generation plans **for Specialty Care marketed medicines**

Direct patient insights incorporated in

100%

of integrated evidence generation plans **for autoimmune type 1 diabetes and transplant products in the General Medicines business unit**

Jade, adventurer, France, living with atopic dermatitis

Glossary Definitions

Abbreviated protocol — Study protocols are reviewed multiple times across their development; this is one particular subset of this ongoing work.

Capacity building program — Structured training programs delivered by experts external to Sanofi that are intended to help strengthen patient advocacy groups (PAGs) through classroom learning and practical application, peer-to-peer support and review of case studies, and academic understanding of effective governance structures.

Clinical trial endpoint — A clinical trial endpoint is a specific, measurable outcome that researchers define before the trial begins to answer the central question: "Did this treatment work?" It is the primary metric in the study, designed to evaluate the safety and efficacy of an investigational drug.

Digital and decentralized clinical trial (DCT) — A DCT is a digital and decentralized clinical trial. By using telehealth, home healthcare, e-Consent, and wearable devices, DCTs expand patient access and provide convenience.

Integrated evidence generation plan — The integrated evidence generation plan is our internal roadmap and plan for gathering data throughout the life cycle of a product.

Patient experience data (PED) — Patients have the full day-to-day experience of their medical condition. They experience the daily ups and downs of their medical care and how the condition impacts their everyday life. Patient experience data is the term used to describe evidence which captures all of these experiences. Healthcare research can use this evidence to design better ways of managing a person's condition and providing the most appropriate care. Learn more ***here.***

Patient relevant drug label strategy — This means we seek labels that include data patients have indicated as important to them.

Real-world data (RWD) — Real-world data is data relating to patient health status and/or the delivery of healthcare routinely collected from a variety of sources. Examples of RWD include data derived from electronic health records, medical claims data, data from product or disease registries, and data gathered from other sources (such as digital health technologies) that can inform on health status. Learn more ***here.***

Scientific exchange — Scientific exchange refers to joint discussions between clinical research or medical staff and patient advocacy group (PAG) leaders on scientific topics of mutual interest to Sanofi and the patient community. This can include review of recent product publications, pipeline developments, and clinical trial progress.

Structured benefit-risk assessment (sBRA) — An sBRA is a systematic evaluation of the positive therapeutic effects of a drug against its potential adverse effects, safety and other elements of patient preference.

Glossary Acronyms

AI — Artificial Intelligence

APEPOC — Spanish Association of Patients with Chronic Obstructive Pulmonary Disease

COPD — Chronic obstructive pulmonary disease

CORD — Chinese Organization for Rare Disorders

CRC — Colorectal cancer

CT — Clinical trials

EPOC España — Enfermedad Pulmonar Obstructiva Crónica (e.g. COPD Spain)

EU — European Union

FENAER — Federación Nacional de Asociaciones de Enfermedades Respiratorias

GVHD — Graft-versus-host disease

HTA — Health Technology Assessment

MPS — Mucopolysaccharidoses

MS — Multiple sclerosis

PAGs — Patient advocacy groups

Ph1-3 — Phase 1 to phase 3 of clinical trials

PROs — Patient reported outcomes

PSPV — Patient Safety and Pharmacovigilance

R&D — Research & Development

SCD — Sickle cell disease

SEPAR — Spanish Society of Pulmonology and Thoracic Surgery

T1D — Type 1 diabetes

TA — Therapeutic area

Sanofi France Cancer & Work
Global Roll-Out Team
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Miwako and her daughter,
Immunology Disease, Japan © 1998
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