

SANOFI UK PATIENT CHARTER



Life is a health journey, with ups and downs, which can be big or small, lifelong or momentary. We, at Sanofi, are there for those challenges, as a health journey partner.

As a health journey partner, Sanofi in the UK appreciates the important work patient organisations do to benefit the lives of patients. Sanofi UK recognises the importance of working collaboratively with patient organisations and strives to ensure that the patient voice is at the heart of everything we do.

Our Patient Charter outlines our pledges for working with patients and patient organisations. A number of UK patient organisations were consulted during the development of this Charter.

SANOFI UK WORKS TO:

Place patient needs at the centre of our activities

adopting an inclusive, supportive and collaborative approach which provides mutual benefit



Strive for the highest standards of transparency and integrity

acting courageously while fully embracing the spirit of the ABPI Code and UK law



Clearly communicate with patients and patient organisations

about our activities, how we operate, and why



IN PRACTICE THIS MEANS:



Patient organisations

WE RESPECT THE INDEPENDENCE OF PATIENT ORGANISATIONS and when working collaboratively we commit to clearly communicating and agreeing expectations from the outset of any project

WE LISTEN to the perspectives of patient organisations, seeking their input at the earliest possible stage when planning our activities

WE ENSURE ALL OF OUR ACTIVITIES ADHERE TO THE LETTER and spirit of the relevant Code of Practice and to UK law

WE WORK TOGETHER to undertake activities and develop resources that reflect patient needs and aim to improve patient outcomes

WE ENTER INTO OUR COLLABORATIONS BASED ON A MUTUAL UNDERSTANDING of teamwork, respect and trust, engaging in honest dialogue

WE COMMIT TO ENHANCE TRANSPARENCY by improving understanding of our objectives and activities, and providing information on why our procedures are in place

WE COMMIT TO OPEN COMMUNICATION about our clinical trial programmes within the scope of the relevant Code of Practice

WE DELIVER on the agreement we reach for our projects with patient organisations



Patients

WE BRING YOUR EXPERIENCE INTO OUR ORGANISATION to ensure we develop solutions that help meet your needs

WE ARE TRANSPARENT IN EXPLAINING OUR OBJECTIVES AND ACTIVITIES, providing clear information in a format that is accessible to you

WE SUPPORT DISEASE AWARENESS INITIATIVES to help you make informed decisions about your health

Life is a health journey, with ups and downs, which can be big or small, lifelong or momentary. We, at Sanofi, are there for those challenges, **as a health journey partner**. Many patients are depending on us. We aim to protect, enable and support people facing health challenges, so they can live life to its full potential.