

Social Media Community Guidelines

Celltrion Healthcare encourages community engagement and sees social media as an opportunity to share what is important to us, and also to stay close to our community and hear your voices. We intend to use these platforms to share company news and announcements, provide corporate information and live updates from medical conferences, and participate in important community outreach and advocacy efforts. We do our best to stay connected with you and respond quickly to your comments and feedback.

In order to keep our channel and conversations focused, we created the following guidelines. If you engage with us online, this implies that you are agreeing to abide by our Social Media Community Guidelines.

Also, this Community is English-speaking only, and as such, any non-English language may not receive a response and will be removed.

Articles or replies posted by you on social media channels are the responsibility of the author for their content and compliance with related regulations. The Company continuously manages the posts and comments by channel users, but we are only responsible for the content we create. Therefore, we cannot be responsible for the accuracy or reliability of any comments or materials posted by users. Celltrion Healthcare does not control or endorse this third-party content and makes no representations regarding its accuracy.

It is our goal to interact with as many social media users as possible when appropriate. However, any comments, content, or off-topic comments that do not adhere to these guidelines may be deleted if it contains:

- Health or medical advice;
- Disparaging, threatening, condone violence, or illegal behavior;
- Profanity, defamatory, libelous, offensive, abusive, discriminatory, or demeaning content (including images, videos, and links);
- Advertising or spamming in nature;
- Proprietary, confidential, sensitive, or nonpublic information;
- Violating another's copyright or intellectual property;
- Information that is false, inaccurate, or misleading;

Engagements performed by our social media channels in relation to other individuals or organizations on social media (follow, share, like, reply) do not equal an endorsement of all activity and views expressed through those accounts.

Statements about adverse events or side-effects, whether expected or not cannot be posted. However, if you believe that you have experienced any medical side effects from our products, please contact us at <https://www.celltrionhealthcare.com/en-us/contactus/inquiry>. We reserve the right to contact you if such information is posted in this public forum.