



## JCR Pharmaceuticals Social Media Guidelines

JCR Pharmaceuticals Co., Ltd. (“JCR”) is a global specialty pharmaceuticals company that is expanding possibilities for people with neurodegenerative, rare, and genetic diseases worldwide. We understand and appreciate the importance of social media to connect with our key stakeholders, and we welcome the opportunity to hear from social media users. Due to the highly regulated pharmaceutical industry, there are several guidelines to help our social channels to be effective.

JCR’s current social media platform is LinkedIn: <https://www.linkedin.com/company/jcr-pharmaceuticals-co-ltd/>.

### **Our Social Presence**

Our social media channels serve to deepen relationships with social media users, including patients, caregivers, prospective employees, current employees, healthcare professionals, and business partners. The purpose of our social media is to deliver safe and accurate information about JCR, company updates and initiatives, our culture, community and patient stories, diseases we are investigating, and clinical trials.

The content posted on our social channel is NOT professional medical advice and serves educational and informational purposes only. If you have any questions about your health or products - ours or other companies’-, you should consult your physician. The content is not intended to compare treatment options, discuss safety or quality issues, or report side effects associated with JCR’s therapies in development.

If you choose to engage with JCR online, please note that by doing so you agree to JCR’s Social Media Community Guidelines.

### **Interacting with Our Content**

We aim to foster a safe and positive community on our social media channel and our users’ feedback is important to us. We ask that all users be respectful to others on our platform. If JCR comes across a user’s comment that does not align with our guidelines, we can remove the comment. If a user has a question beyond the platform discussion, please e-mailing [ir-info@jp.jcrpharm.com](mailto:ir-info@jp.jcrpharm.com).

We encourage interactions with the content that we post. However, as the pharmaceutical industry is highly regulated, we may not be able to respond to some posts and may delete interactions that:

- Do not align with the policies included in our guidelines
- Contain incorrect or inappropriate content
- Reference a product (ours or another company’s)
- Are promotional in nature (ex: promoting a therapy, offering and/or selling products or services, etc.)
- Include abusive, offensive, profane, or discriminatory content
- Contain language that is threatening, vulgar, or offensive, condone violence, discuss confidential information (including personal medical details), or legal, regulatory, or financial situations
- Solicit or attempt to provide medical advice

Please note that there may be other reasons not listed above that may require JCR to remove a comment. JCR reserves the right to delete any posting at its sole discretion.



### **Our Social Media Activity**

Comments and posts by users across all social media channels are not created or controlled by JCR, and JCR is not responsible for such content.

We are not responsible for user-generated posts, including statements that are factually incorrect or misleading or violate another parties' intellectual property such as copyrights, trademarks, or service marks.

### **Our Privacy Policy**

Please refer to the JCR Privacy Policy available [here](#) for information on how JCR handles personal information and the choices you can make about the way your information is used and collected.

### **Reporting an Adverse Event**

If you believe that you have experienced any side effects or adverse reactions while taking a JCR product, you should consult your physician, pharmacist, or other healthcare professionals immediately. You can also directly report a negative event experience to JCR by emailing [ir-info@jp.jcrpharm.com](mailto:ir-info@jp.jcrpharm.com).

### **Reporting Quality Issue**

If you believe that you have a problem with a JCR product, you should consult your physician, pharmacist, or other healthcare professionals immediately. You can also directly report a quality issue to JCR by emailing [ir-info@jp.jcrpharm.com](mailto:ir-info@jp.jcrpharm.com).

### **Help with Access to Our Products**

We are committed to helping people get access to JCR's products whenever possible. If you have any questions about access, please contact JCR by emailing [ir-info@jp.jcrpharm.com](mailto:ir-info@jp.jcrpharm.com).

Due to JCR being in a highly regulated industry, sometimes JCR cannot respond right away or answer a user's question. The information provided above is specific to all JCR social media accounts/pages.

Thank you for reading and being a part of the JCR social media community.

January 31, 2025