

## HETERO SOCIAL MEDIA GUIDELINES

We use official social media accounts for sharing information about Hetero globally and in countries where we operate, and Hetero's Corporate Communications Team manages them.

These social accounts are primarily for discussing news, events, social impact, and other related topics, as well as employee, patient, and caregiver stories. We are excited to interact with you on social channels and look forward to a fruitful and engaging dialogue.

These social channels are not a forum to discuss products, treatments or conditions, or as a venue for reporting adverse events or side effects.

For Business Partners and Customers - If you have a specific question about our products or services, please send us an e-mail to [sales@heterodrugs.com](mailto:sales@heterodrugs.com).

If you are reporting an adverse event or side-effect relating to one of our products, please send us an e-mail to [ae.pvg@heterodrugs.com](mailto:ae.pvg@heterodrugs.com) or report at <http://form.heteroworld.com/>

If you are having a life-threatening emergency, please contact your physician or seek local emergency assistance.

We welcome your interactions, and we'll try to reply to questions in a timely manner. Due to the limitations of these social channels and the regulated nature of the pharmaceutical industry, our replies may be brief. When possible, we will try to direct you to additional relevant information or support.

Social media channels may occasionally be unavailable, and we accept no responsibility for lack of service due to the channel platform's downtime.

When interacting with Hetero on social media channels, we encourage you to be respectful and polite; and to avoid sharing fraudulent, personally identifying, or confidential content. We will not respond to foul language, disparaging, defamatory, or inflammatory comments; or topics unrelated to Hetero.

Hetero's social media accounts is monitored regularly and updated. For any urgent questions or issues, please contact us in your country or e-mail the queries to [corp.comm@heterodrugs.com](mailto:corp.comm@heterodrugs.com) or [sales@heterodrugs.com](mailto:sales@heterodrugs.com)

### Disclaimers

We will not share specific information about our products or treatments on our social media channels unless initiated and approved by corporate communications. For product-related information, please visit the relevant Hetero country website in your region to learn more or e-mail your queries to [corp.comm@heterodrugs.com](mailto:corp.comm@heterodrugs.com) or [sales@heterodrugs.com](mailto:sales@heterodrugs.com).

We cannot comment on or respond to issues related to legal and financial matters, regulatory matters, or proprietary information on our social media channels.

We may provide links to independent third-party sites in posts and tweets. Hetero has no way of controlling the content of third-party websites, nor does Hetero endorse, or is Hetero responsible for the content on third-party sites.

Hetero does not endorse and is not responsible for the content of any other social media accounts, which are followed by Hetero's official accounts.