

Kaléo Corporate Community Guidelines - Updated August 2025

Kaléo Corporate Community Guidelines:

At Kaléo, our corporate digital platforms are designed to support, educate, and engage with the public, and we prioritize being accurate, authentic, and transparent in everything we share.

The following Community Guidelines apply to all our corporate digital platforms, including our social media channels and corporate web site.

If you choose to engage with Kaléo corporate social media channels, which we highly encourage, you are agreeing to abide by these Community Guidelines in addition to each channel's individual Terms of Service. Please head over to [LinkedIn](#), [Facebook](#), [YouTube](#), [X](#), [Instagram](#), and [Bluesky](#) to explore these terms.

1. Regulation and Endorsement

At Kaléo, we operate in an industry highly regulated by the United States and other governments, and subject to specific rules surrounding how we can engage with the public. Because of this, we may not be able to always address your comments or questions.

It is important for you to know that the views and opinions expressed by members of this community are not necessarily a reflection of the views and opinions of Kaléo. Kaléo does not explicitly endorse comments posted in this community and is not responsible for information and opinions shared by community members. This user-generated content is independent of Kaléo and has not been influenced or prompted by the company in any particular way.

2. Third-Party Content

Kaléo may proactively share information and when we do, we will do our best to make sure the information is relevant, balanced, informative and accurate. From time to time, we may also comment on or like certain comments shared by community members, and when we do, we will do our best to make sure we do so responsibly.

There may also be situations where community members share information that we, Kaléo, will choose not to comment on or endorse in any way. In other words, we are not responsible for this content. So, if we choose not to comment, please don't take it personally. It is important to understand that we operate in a highly regulated industry. We consider it a privilege to be in this industry and take our responsibilities to comply with all of the various laws and other guidance to our industry seriously.

3. Channel Engagement and Management

At Kaléo, we also believe patients should have options in choosing treatments for their life-threatening medical conditions. We respect the choices patients, and their healthcare providers make, even if those choices are for other products. One of our core Kaléo values is integrity, and to that end, we don't disparage other companies or competitive products, and if you choose to share information or opinions in this community, we ask the same of you. Please understand that if a disparaging or negative comment is posted about another product or company, we will remove it.

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We also reserve the right to remove any post or comment that violates each channel's Terms of Service. In addition, we request that you avoid posting comments that include any of the following:

- Medical advice
- Vulgarity or profanity
- Intimidation, threats, personal attacks, and predatory behavior
- Revealing other people's personal information or otherwise invading privacy
- Off-topic subjects that may be considered spam or advertising
- Discriminatory or derogatory comments
- Off-topic comments, such as politics or religion
- Promotion of illegal activity
- Infringement on copyrights, trademarks, or any other intellectual property or proprietary rights of any third party
- Disparaging comments about products or companies

4. Adverse Events and Products Complaints

If your post references a side effect or product complaint related to one of our products, including AUVI-Q® (epinephrine injection, USP), the community managers may contact you for more information. In order to monitor the safety of AUVI-Q products, we encourage reporting any side effects experienced while using AUVI-Q to its maker, Kaléo, at 877-30-AUVIQ (877-302-8847). Alternatively, you can report any side effects of prescription drugs directly to the FDA. Visit www.FDA.gov/medwatch or call 800-FDA-1088. Click for prescribing information: <https://dailymed.nlm.nih.gov/dailymed/fda/fdaDrugXsl.cfm?setid=6180fb40-7fca-4602-b3dace62b8cd2470&type=display>

5. Response Time

Our regular business hours are 9:00AM to 5:30PM ET, Monday through Friday. If a message is received outside of our regular business hours, including on weekends or holidays, we will respond as soon as possible when business hours resume. Please call 911 in the event of an emergency, as responses to your comment or inquiry may not be immediate.