

## Delivering End-to-End for Patients

As a company, our role is much broader than discovering, developing, and manufacturing treatments for patients. We are invested in contributing to the full lifecycle of our medicines, from idea to post-prescription. We partner for innovation, we work with healthcare systems and governments around the world to make the biggest impact, and we work to ensure that patients who use our medications fully understand and use them properly, to ensure the treatments we produce have the most benefit for the patients that need them.

### UCB's Values

UCB is passionate about enabling people with chronic conditions to enjoy the highest quality of life possible. We believe in ensuring the treatments we develop are providing differentiated and sustainable patient value and respond to the significant remaining unmet medical needs of the patients we serve and their caregivers, of healthcare systems, and those of broader society.

We believe in fostering open innovation in our research and development efforts, with a commitment to patient education, empowerment, and shared decision-making. Our goal is to work collaboratively, recognizing that true innovation arises when we engage with patients as active partners in their healthcare journey. No one should be left behind. With patients at the core of everything we do, we understand that innovation extends beyond the mere creation of treatments; it involves ensuring that patients understand their options, feel empowered, and have a voice that is valued throughout their healthcare experience.

### UCB's Approach

At UCB, we understand that achieving better healthcare outcomes is not something that can be done in isolation. It requires a collaborative effort with various stakeholders, including patients and patient representatives, physicians, healthcare systems, payers, and other partners. That's why we actively seek partnerships and collaborations to ensure that our solutions reach those who need them the most. Through our collaborative efforts, we are constantly exploring new ways to address unmet medical needs and provide innovative therapies to patients. We work with both established and emerging biopharma and biotech organizations, patient representatives, public and academic partners, as well as big and small consortia to drive innovation and achieve better health outcomes for patients.

We work closely with patients and clinicians to gain insights into their needs and preferences. By doing so, we can develop tailored solutions and provide a dedicated service that supports patients throughout their treatment journey. As we continue to take on new challenges and expand our ambition to new patient populations, we remain committed to working collaboratively with our partners to make a positive impact on the lives of patients and society as a whole.

## UCB's Partnerships

At UCB, we focus on partnerships that generate knowledge to benefit society. We work with partners to challenge our thinking and find new ways to complement and inspire our strong internal research and development. We participate in public-private partnerships across the globe, looking for where we can bring value to patients and contribute to societal good. We participate in long-term projects on a range of topics to accelerate discoveries, from responsible data sharing to development of machine learning algorithms. Additionally, we work to better understand pathogenesis and diseases mechanisms, joining forces to create standards or identify biomarkers.

UCB Ventures, our evergreen strategic corporate venture fund, supports life science and technology start-ups as committed long-term investors, with the ultimate ambition to enable breakthrough scientific innovation in areas adjacent or even beyond UCB's core areas of focus.

UCB also runs a digital incubator, which focuses on supporting and developing digital tools to complement our portfolio. We also partner directly with patients and clinicians where appropriate, to support patients and healthcare professionals throughout the treatment journey.

## UCBCares®

At UCB, we work to support patients and healthcare professionals with education and understanding, providing access to information and resources that will enable optimum care and treatment outcomes. Our focus is on prioritizing patients' needs globally, with real people on the ground to answer questions about our treatments in local languages in addition to providing advice on what services exist and what we can offer to patients externally.

Every patient should have someone to turn to, and UCB is there when needed. Through UCBCares® we coach patients and their caregivers to support health literacy and give them the power to make informed choices, ensuring they have a full understanding of their diseases and treatment options. No patient should feel alone. Additionally, we work with physicians to answer their questions, but also to support them to empower their patients when appropriate.

## UCB Patient Support Programs

We partner with healthcare professionals to support in delivering medicines to patients through data led insights, enabling us to create meaningful patient support programs. At UCB we look at what additional support is needed to fill the gaps beyond bringing treatments to patients. For example, we work with healthcare systems to offer personalized support to patients in order to properly use our treatments.

Additionally, we ensure a multi-channel approach to patient support programs is maintained, including proper storage and administration of our treatments as necessary. We want patients to



get the full benefit of our medicines – at UCB this means supporting them throughout the course of their treatment.

