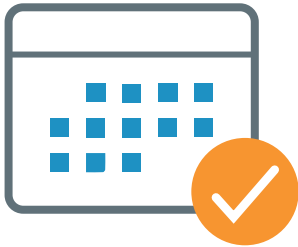


# Elacin Imprint Service

EN

## Checklist to prepare for an appointment

An appointment is always carried out by our trained and certified Service Engineers. We hereby follow the guidelines drawn up in accordance with the measures from the National Institute for Public Health and the Environment and the guidelines from the Dutch Association of Hearing Care Companies (NVAB). We aim to maintain 1.5 meters distance and minimal contact as much as possible.

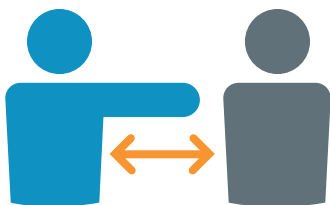


### Conditions for the appointment

- + If our sales employee has a cold or flu symptoms (coughing, sore throat or >+ 0.5 degrees fever), we will reschedule the appointment.
- + If one of your employees for imprint taking has a cold or flu complaints (coughing, sore throat or >+ 0.5 degrees fever), we ask you to make a new appointment in consultation with our sales engineer. This only applies to the employee in question (see "Questions about your state of health").

### Conditions for the work environment

- + We request that you create an imprint taking schedule based on 5 minutes with one employee at a time.
- + The ideal workspace, such as an office or canteen,
  - > has a floor space of 20m<sup>2</sup>
  - > is ventilated
  - > is equipped with a table - we will disinfect this 'work table' ourselves
- + We ask the employees to wash their hands thoroughly before taking the impressions.
- + We ask the next person in line to wait outside the designated area until our employee calls him / her in.
- + When entering the room, a short questionnaire queries the employees state of health (see "Questions about your state of health"). We maintain a physical distance of at least 1.5 meters.



### Conditions for imprint taking

- + During the imprint taking process, our sales engineer always wears a mouth mask. A face mask and safety glasses are within reach.
- + During the imprint taking process, the employee wears a mouth mask.
- + Before each individual imprint taking, we take the following hygiene measures:
  - > use a new pair of disposable gloves (on request)
  - > disinfect light pen
  - > replace otoscope tip
  - > The Service Engineer writes the name of your employees on the bag.

In addition, we have placed our imprint taking policy in A4 format.

We expressly ask you to inform us if a corona infection occurs within 2 weeks after our visit to your company.

Deviation due to stricter corona measures from the customer is possible in consultation with the manager.

### Elacin Service

Service or other questions will be answered via telephone or video conferencing as much as possible, or we maintain a physical distance of at least 1.5 meters.

For more information, please contact your regular contact person.

Or contact our Customer Service representatives on +31 (0)162 37 25 25 or [customerservice@elacin.com](mailto:customerservice@elacin.com).

