

OUR VALUES AS A FAMILY-RUN BUSINESS

The FAHL company - a trustworthy partner for patients and their carers, for clinicians in hospitals and in care facilities and for the specialist trade. To this day, the company's focus is on expansion. What started as a small office in 1992 has, over the past 30 years, established itself as an international role model and medical aid specialist in the fields of tracheostomy, laryngectomy and ventilation. The foundation of this success is based on high quality product, first class service and highly qualified and dedicated employees and partners.

The worldwide supply of around 4,000 medical devices is organised centrally from Cologne. The branch office was established in Berlin since 2002, with regional offices opened in Austria (2003), Sweden (2017) and Switzerland (2019). Starting with only a small number of employees when the company was founded, a total of more than

250 employees worldwide are now doing their best every day to provide seamless all-round care. Over the past three decades FAHL has provided needs-based care to over 150,000 patients in more than 80 countries.

Then as today, customers appreciate both the way we treat them as equals and the reliability of our service. We do our all to keep the FAHL promise and be a reliable partner, supporting you with aids which are suitable for everyday use.

To continue to meet our own high standards, far-reaching expansions both in the product portfolio as well as product variations are planned. Building on our decades of experience, the FAHL company exchange professional expertise with patients and their clinicians to aid this product development and refinement.

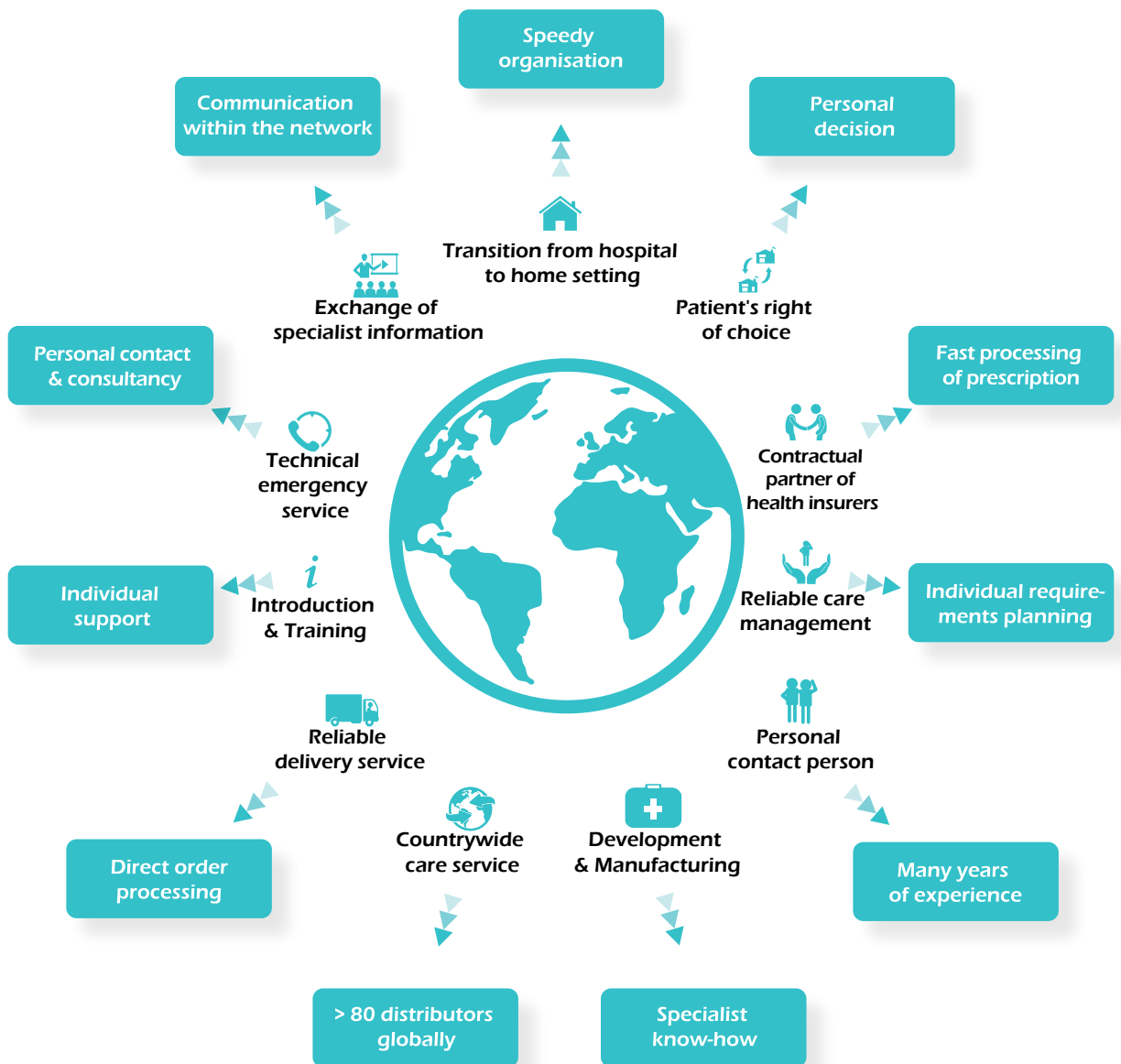


RANGE OF SERVICES

The FAHL promise guides our and our partners actions at all levels:

"A reliable partner in rehabilitation for coping with everyday situations"

For us, being a partner means meeting our clients at eye level, taking their concerns and needs seriously and responding to them with competence. As a result, we create appropriate solutions with the aim of offering high-quality and innovative products and services for our customers.



SALES AND DISTRIBUTION

FAHL provide a product portfolio that upholds our promise, we cater for all age groups of patients, clinics and the specialised trade. Our products are medical aids designed to support patient rehabilitation and to enable the individual to cope with the activities of daily living.

FAHL offer a starter set that provides the basic postoperative care of tracheostomised and laryngectomised patients, together with specialist ENT aids designed to support rehabilitation later in the patient journey. Individual requirements can be catered for, with custom-made versions of specific products manufactured in the company's own workshop. Special sizes of tracheostomy tubes or tracheostoma protection products are also available by arrangement.

Children, as a result of their physical development, have frequently changing needs; special products, adapted to meet the anatomical and physiological requirements of the child, round off FAHL's product portfolio.

Our product portfolio at a glance:

- ▶ Initial care
- ▶ Secretion management
- ▶ Inhalation and air humidification
- ▶ Ventilation and oxygen therapy
- ▶ Tracheostomy tubes and accessories
- ▶ Tracheostoma protection
- ▶ Voice rehabilitation
- ▶ Cleaning and care
- ▶ Emergency products





MANUFACTURING AND DEVELOPMENT

One reason for our success is the expertise that FAHL has gained over the past 30 years as a manufacturer, distributor and service provider of medical devices in the field of ENT medicine, specialising above all in the needs-based provision of aids for tracheostomised, laryngectomised and ventilated patients. This expertise is reflected in our extensive product portfolio, in the development and manufacture of our own FAHL products and in our high-quality service levels.

Close collaboration with the patient and clinical community has enabled FAHL to create patient-oriented, needs-based products that support rehabilitation. An example of this is the LARYVOX® EXTRA HME: four different densities of Heat and Moisture Exchange

(HME) filter that provide variations in breathing resistance to suit the activity being undertaken by the individual laryngectomee. All four LARYVOX® EXTRA HME cassettes ensure the necessary heating, humidification and filtering of respiratory air, required to replace the lost upper respiratory function. The expertise in FAHL's product development, evident in the LARYVOX® EXTRA HME range is reflected in the design and manufacture of all FAHL products. More than 100 granted patents, as well as registered designs/utility models, guarantee products that stand out in terms of function, form, design and colour. Exciting developments are pending too - numerous applications have been filed with the German Patent and Trade Mark Office for future product innovations.

QUALITY MANAGEMENT

The provision of high-quality products was a founding principle of FAHL and this remains of utmost importance to us, to ensure we can always guarantee the safety of our customers. Quality management has been in place since the company was founded in 1992. Quality standards, for products, as well as in all upstream or downstream organisational processes, are met and maintained.

To guarantee consistent quality, our quality management system has been accredited by an independent certification body since 1998. In accordance with DIN EN ISO 13485:2016 and Annex II as well as Annex V of the European Medical Device Directive 93/42/EEC, ANDREAS

FAHL MEDIZINTECHNIK-VERTRIEB GmbH is regularly inspected and certified by an independent body in line with clearly defined and generally binding standards. The implementation of the new European Medical Device Regulation 2017/745 (MDR) has been completed and this ensures conformity with the applicable medical device legislation.

"Quality is reflected in stable and safe products in an ergonomic form."

For us, this quality standard means the development of products that are safe and state of the art in terms of form and function.

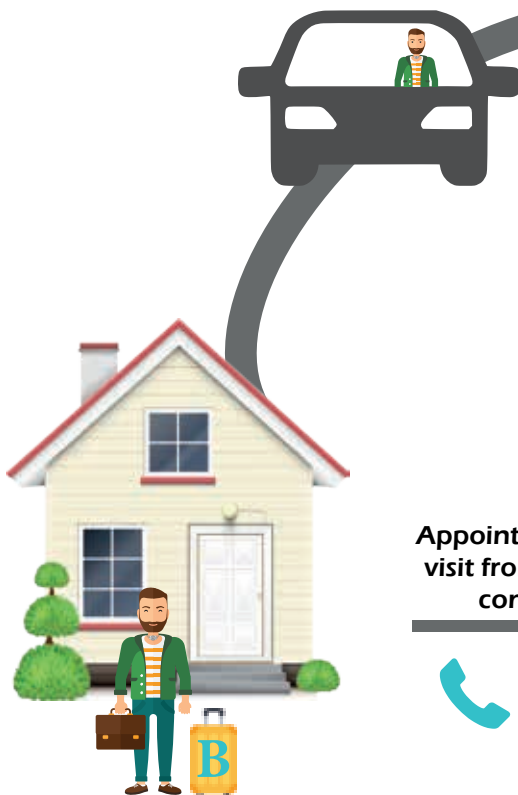


GENERAL DISCHARGE/CARE MANAGEMENT

Choosing your medical aid supplier



Instruction in the use of the initial aids



Appointment for a home visit from your personal contact person



Individual guidance and answers to specific questions at home and by phone

DISCHARGE/CARE MANAGEMENT

New laryngectomy patients are inundated with information, especially around the time of their surgery. There is a lot that needs to be considered before informed decisions can be made. The post-operative rehabilitation process equips the new laryngectomee to adjust to their new situation and gain independence. To help achieve this goal the patient needs to decide, with the help of their clinician, which tracheostoma care devices they will need and which supplier they will work with. The FAHL company and their partners strive to become a provider of tracheostoma care products that you can trust from the outset.

“A trustworthy partner helping you to manage those everyday situations”

The medical device supplier tends to be chosen during your stay in hospital so that you have everything that you require on discharge. In general, the new laryngectomy has a choice in terms of provider and their clinician can help guide them through the decision on which supplier to choose. Once in the community, your products will be sourced for example from a Dispensing Appliance Contractor who will be able to process orders and deliver the products that you need. You will discuss the choice of which products are appropriate with a member of the Speech & language/Clinical Nurse Specialist teams in the hospital pre-discharge. It is important to choose an independent Dispensing Appliance Contractor who can ensure that you get the choice of products that you require.





ORDERING INFORMATION

The entire product portfolio from ANDREAS FAHL MEDIZINTECHNIK-VERTRIEB GMBH consists of close to 4,000 products. Although these products can be ordered directly from our local partner, most of your requirements will be listed in your healthcare system. Those products will be sup-

plied via your Dispensing Appliance Contractor of choice and in most cases a prescription will be required for this. The representatives of that Dispensing Appliance Contractor will be able to guide you through the process from script to order to delivery.

QUICK AND EASY OF ORDERING YOUR MEDICAL AIDS

01

Issuing a prescription

Your clinician /general practitioner will be able to write you a prescription for your tracheostoma care devices



02

Sending the necessary documents

The prescription is then submitted to your Dispensing Appliance Contractor of choice who will be able to advise you on availability and delivery times and ensure that product reaches you as quickly as possible.



03

Always a suitable solution

If necessary, our international partners in conjunction with your clinician can advise on the right aids for your circumstances.



04

Ordering your medical aids

You can place an order directly with your Dispensing Appliance Contractor and they will then send you your products as quickly as possible.



05

Speedy delivery of your order

The ordered products will be sent to you within the shortest possible time, usually by mail. This way we ensure a continuous supply.



COMING HOME SAFELY

The FAHL partners have many years of experience and so they are able to provide industry leading support to both the patient and clinician communities in the countries that they serve.

This includes training, education and technical support in the choice and use of the medical devices that they supply on our behalf. The aim is to be a reliable partner during and after the rehabilitation process, helping patients adjust to and live as laryngectomees.

The benefits that they provide include:

- ▶ Active support of clinical teams to help support the patient's transition from hospital to the home environment
- ▶ Helping clinicians in making the correct choice of medical device(s) to meet their patients' needs
- ▶ Consultation with the attending clinical teams, including education and training
- ▶ Support and consultation during patient clinics
- ▶ Good networking with other specialists and coordination of further care services

