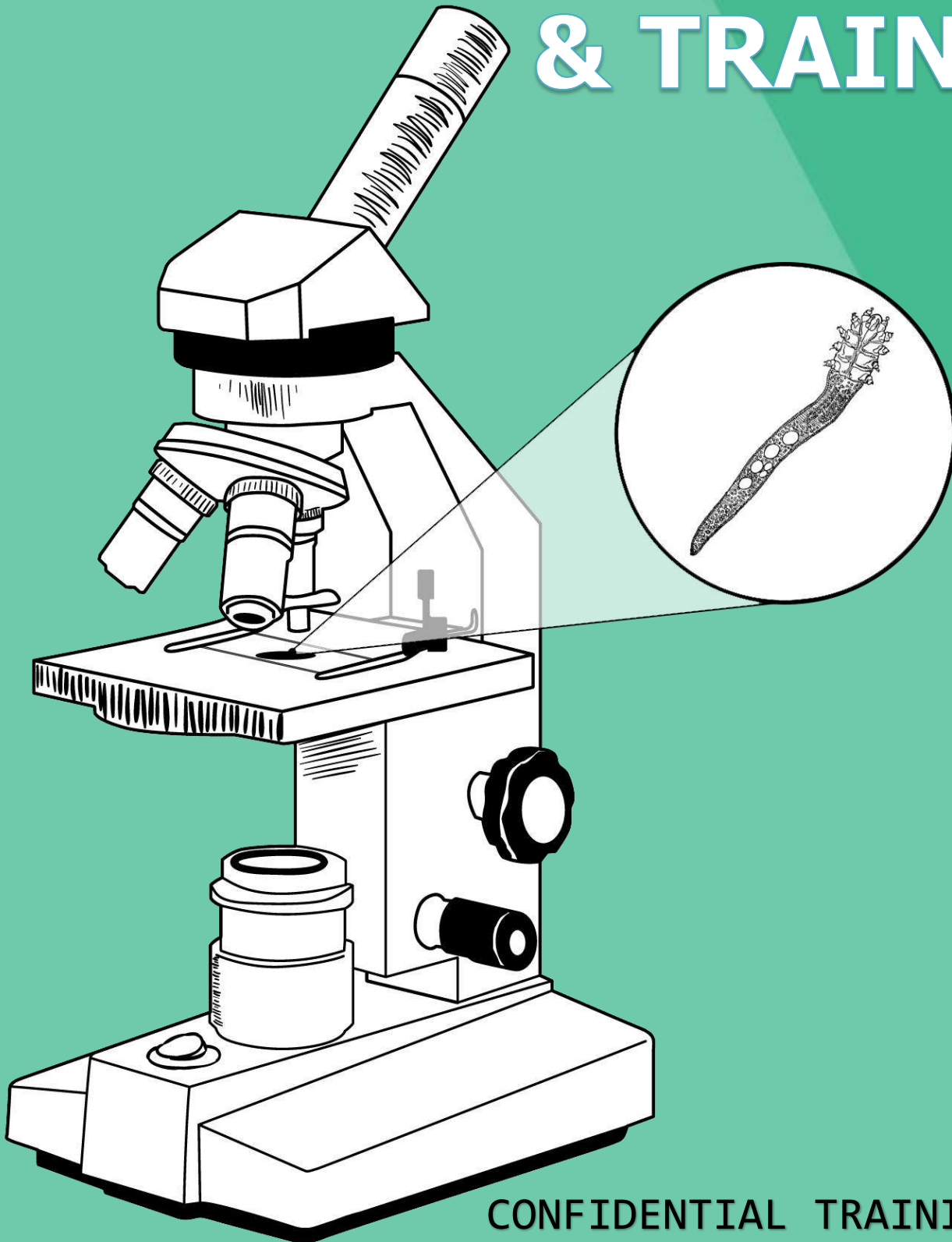


UNGEX AGENTS STRATEGY & TRAINING



CONFIDENTIAL TRAINING GUIDE

2019

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1. STRATEGY

Ungex Agents' Strategy

Double your profit as well as your customer's satisfaction!

Ungex has a flexible business model that easily unifies our agents with our business. Our strategy sees benefits for both Ungex and the respective agent; current customers from Ungex and new customers through the Demodex treatment will integrate and create a more loyal and established client base.

As our stockiest, you will be listed on our website and featured across all social media accounts. We at Ungex want to support our agents by pushing local traffic to you. We base ourselves off loyal and reliable customers who believe in what we do.

As a mutual benefit, in return, we want the opportunity to reach a broader clientele, who want to understand our unique business and philosophy. We recommend Demodex services and treatments to be featured on your website (if applicable) to seek potential clients locally.

If you would like to express your interest in this opportunity or would like to discuss further, please get in touch.

2. DEMODEX FAQ

Frequently Asked Questions (FAQs)

Q. What are Demodex mites and why should I be concerned about them?

A. Demodex mites are microscopic parasites that live under hair follicles and in oil glands. Although they are contagious, most people already have them without knowing and they may only become a problem when their populations grow out of balance with what the skin can handle.

Q. What are the common symptoms of Demodex infestation?

A. Everyone's skin reacts differently, however the most common symptoms are one or more of: Rosacea, itching, hair loss & thinning, itching, acne, enlarged pores, very dry or very oily skin, skin discolouration and more.

Q. How common are Demodex mites in humans?

A. Demodex mites are most common in people aged 20 to 30 years due to high sebum levels during this period. Older adults are more likely to have Demodex mites, and it has been studied to be more common in men than in women.

Q. What triggers Demodex mites?

A. Demodex mites are triggered by the state of your skin and hair follicles. They feed on sebum, yeast, and hormones, and in large numbers, they disrupt the clarity of your skin.

Q. How can I treat Demodex mites? Will they ever go away?

A. Mites are treated by establishing a good and effective skin and hair care regime. What needs to be done is to create a hostile environment through treatment for these mites on your skin to reduce their numbers and eventually make them go away.

Q. Can Demodex mites worsen skin conditions such as rosacea, eczema, etc.?

A. Yes, Demodex mites feed into dead skin cells and oil buildup, which worsens such symptoms, making them even more severe.

Q. Am I at risk of getting Demodex mites?

A. Everyone is at risk of getting Demodex mites. If you are already experiencing certain skin conditions, it may be worth looking into whether or not these mites are contributing to your issues.

Q. Can certain foods trigger Demodex infestation?

A. Everyone's skin reacts differently to certain foods. It is said that the overconsumption of sugar, wheat, and gluten, feed into our skin's oil production and in return, may trigger Demodex.

2. DEMODEX FAQ

Q. What kind of skin care products should I use? Are there any ingredients I should avoid?

A. It is best to stick to a natural-based skin and hair care regime, free of artificial colours, parabens, SLS and SLES.

Q. Is it still okay to wear makeup even though I could possibly have a serious mite infestation?

A. During treatment, it is best to refrain from wearing makeup as mites feed on anything we apply on our face. Dirt buildup from cosmetic products may risk the increase in Demodex population. However, when necessary, you may use PDT or coconut oil to create a layer of barrier between your skin and makeup to lessen the risks.

Q. Can Demodex mites exist anywhere else besides the human body (i.e. bed sheets, towels, makeup brushes)?

A. Yes, Demodex mites can transfer onto household items that we come in contact with daily. Pillowcases, towels, and hair brushes are the most at risk for Demodex infestation.

Q. If I avoid using Demodex targeted treatments, can they get worse over time? What would happen?

A. If treatment is avoided, symptoms caused by Demodex mites can worsen overtime. Your skin and hair will be stripped of its healthy state as these mites reproduce and multiply.

Q. Does my immune system play any part in the rising population density of these parasites?

A. Yes, the state of your skin and hair depends on your wellbeing. Poor health may trigger these parasites so it is important to lead a healthy lifestyle.

Q. (Cont.) What about my mental health?

A. Our mental health plays a huge role in influencing the way we live our lives. It coincides with our immune system greatly, so it does have a huge dependency on your wellbeing and how well you are taking care of yourself.

Q. Are Demodex mites contagious? Could a friend (who is infected) possibly affect me?

A. Yes, they can be transferred through physical contact and the sharing of personal care items (i.e. towels, hair styling tools, bedding, etc.).

2A. TESTING

Equipment Checklist		
Item	Function & requirements	Checklist
Microscope	- magnification 4x, 10x, 40x (x 10 eyepiece) - Mechanical stage	<input type="checkbox"/> Y <input type="checkbox"/> N
Lens Camera	View, record and capture images.	<input type="checkbox"/> Y <input type="checkbox"/> N
Slides	Secure sample.	<input type="checkbox"/> Y <input type="checkbox"/> N
Cover glass	Secure sample.	<input type="checkbox"/> Y <input type="checkbox"/> N
Acne hook	Take oil scraping from skin and pick up mites.	<input type="checkbox"/> Y <input type="checkbox"/> N
Baby oil	Separates sample on slide to improve visibility.	<input type="checkbox"/> Y <input type="checkbox"/> N
Monitor/tablet	Must take USB. Connects view of microscope with screen for easy viewing.	<input type="checkbox"/> Y <input type="checkbox"/> N
Gloves	Standard.	<input type="checkbox"/> Y <input type="checkbox"/> N
Oil dropper	Distribute baby oil onto slide	<input type="checkbox"/> Y <input type="checkbox"/> N

2B. TESTING

Clients ideal skin condition

To maximize the microscopic test's accuracy. There are a few things we can do to encourage a positive test result.

Ask clients:

- Not to wash the face or scalp for 24 – 48 hours (longer the better)
- Not to wear any opaque products or cosmetics
- To wear a head covering appointment (optional)

As mites avoid sunlight and spend most of their lives tucked up under the skin, we want to do everything possible to encourage their presence on the skin's surface. Testing involves taking skin scrapings from various affected areas and viewing the transparent oil removed from the skin to see if it contains any signs of Demodex mites. These mites are shown under the microscope and can confirm a positive test result.

If the skin is not in its ideal condition or is simply too dry it may not reflect an accurate result and either treatment or retesting at a later date may be recommended.

What to charge:

This is based on the clinic's discretion.

As a guide Ungex recommends a price (cost) range between A\$90 - \$150.

2C. TESTING

Performing the test:

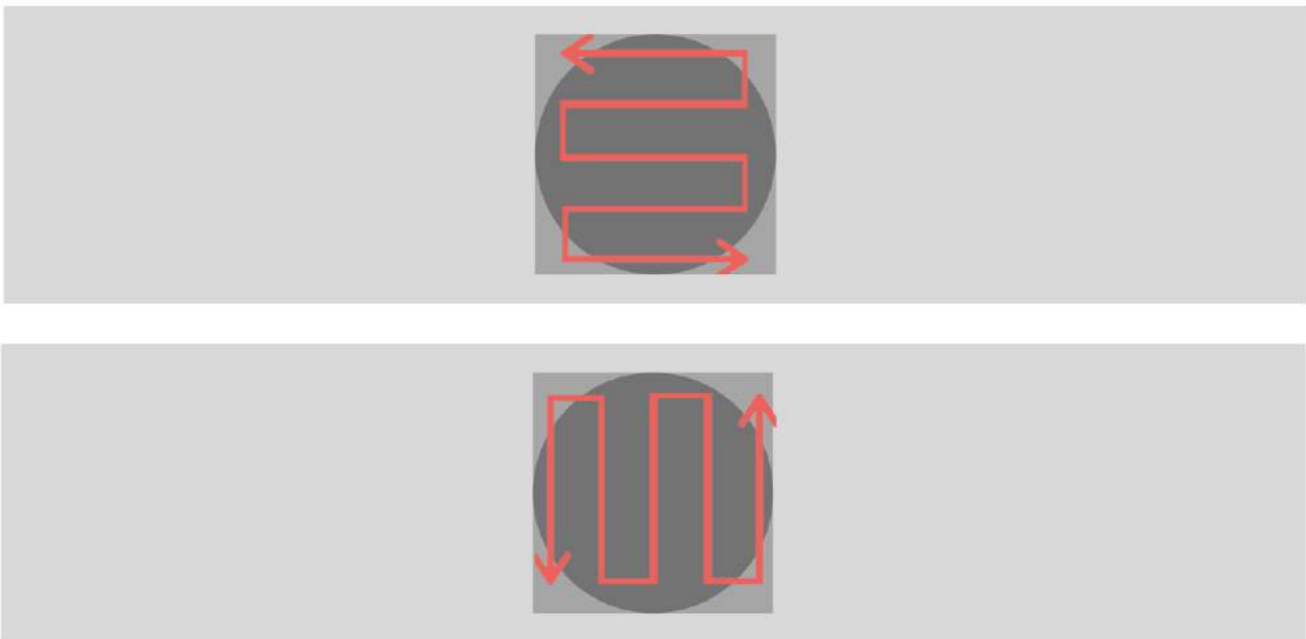
- Prepare a slide and cover glass, if testing both face and scalp two separate slides may be used.
- Drop a small amount of baby oil with a dropper onto the centre of slide.
- Take the acne hook and demonstrate to client what you are going to do.
- Hold the acne hook with thumb and forefingers at a 45-degree angle to the skin.
- Press the acne hook to the skin and drag it across the surface applying light pressure. Repeat in same area a few times and gradually increase the pressure until a good amount of oil has been collected.
- Deposit the sample into the baby oil of slide with the help of the sharp end of an acne hook.
- Repeat this procedure to take samples from all over the area to maximize accuracy.
- Put a cover glass on it and press down with fingertip until the sample has been evenly distributed.

Tip: Take more samples from areas with symptoms, as these areas usually have a higher concentration of Demodex mites. You may also ask the client if they have any location with symptoms such as itching, hair loss, etc. to take additional samples.

2D. TESTING

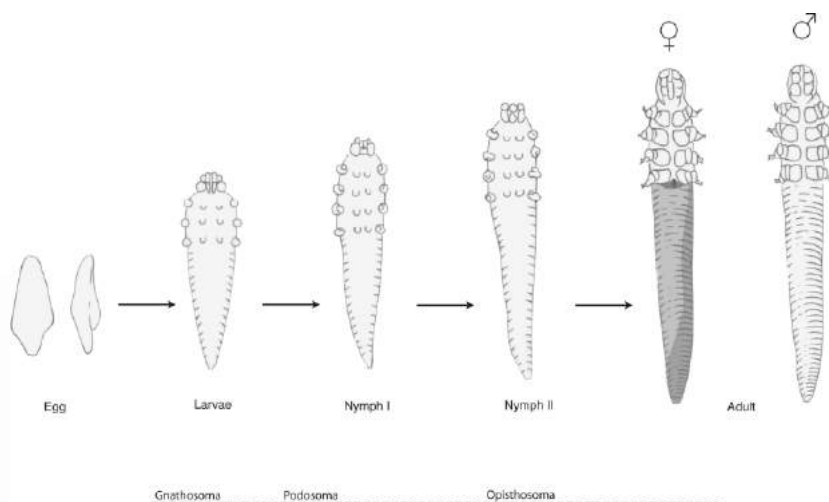
Identifying mites:

Once the samples have been collected, the microscopic identification may begin. Searching the slide thoroughly is important and may take 5-10 minutes in order to complete.



While this is happening you may talk to your client about mites and how they relate to their skin condition and a possible treatment plan for mites and beyond (a good place to mention future treatments your clinic can offer after mites have been eliminated with Ungex).

This is the right time to recommend an Ungex treatment plan based on their needs.



2D. TESTING

Identifying Demodex mites



Figure 1: *D. folliculorum*, adult stage.



Figure 2: *D. brevis*, adult stage.



Figure 4: Larva of *D. folliculorum*.



Figure 5: Nymph of *D. folliculorum*.

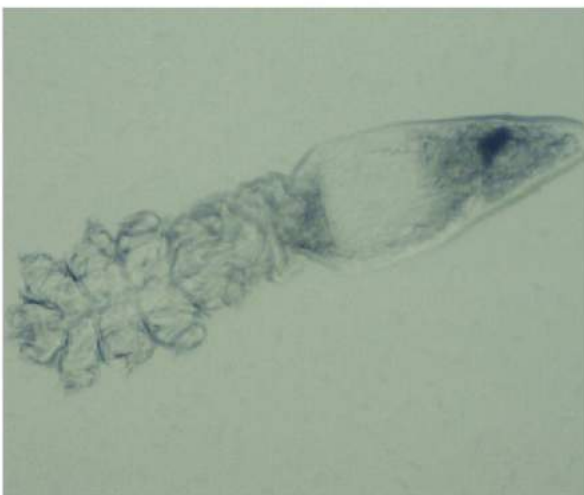


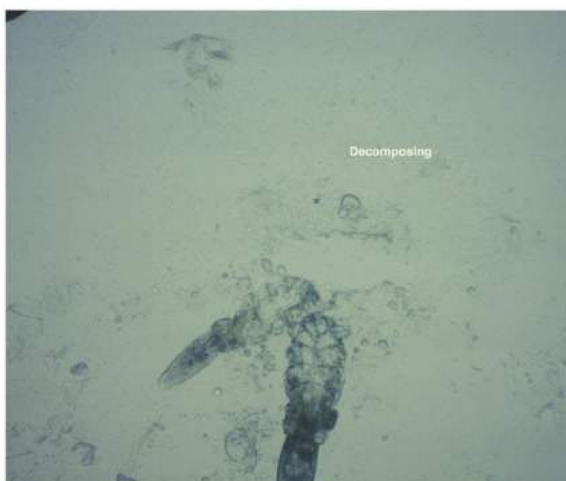
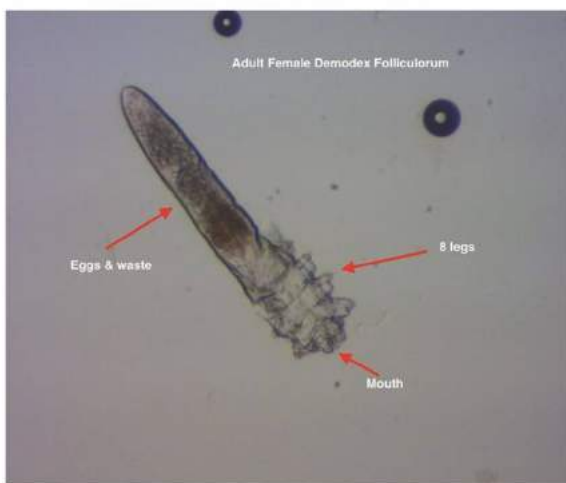
Figure 5: *D. folliculorum*, hatching.



Figure 6: Egg of *D. folliculorum*.

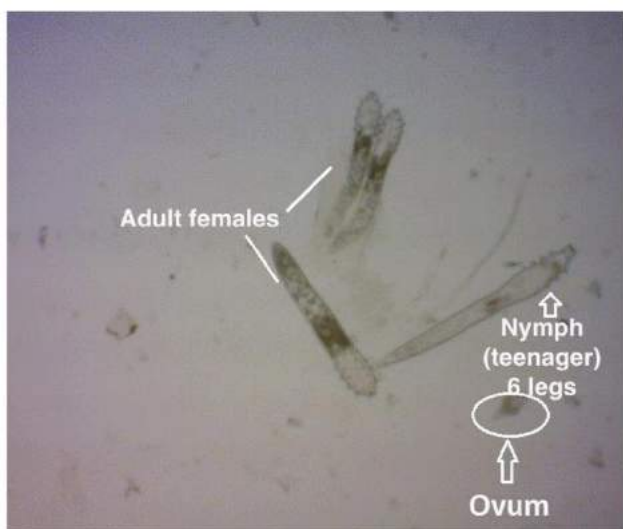
2D. TESTING

Identifying Demodex mites:



2D. TESTING

Identifying Demodex mites:



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