

COVID-19 Retail Operating Guidelines: Employee FAQs

(Updated January 2023)

These Frequently Asked Questions (FAQ) provide answers to EssilorLuxottica's COVID-19 Retail Operating Guidelines. Individual Brand protocols may differ based on location and/or business needs. Therefore, please check your Brand protocol for additional details or discuss with your manager. (Please note that throughout this document, "regulations" refers to any State, Provincial or Local regulations that differs from Federal law or EssilorLuxottica Policy.)

General Safety and Health Protocols

Q. Is there a limit to the number of people allowed in the store (on the sales floor) at one time, including employees?

A. No, we have discontinued limiting the number of people allowed unless required by regulation.

Q. Are there COVID cleaning requirements?

A. There are no COVID specific cleaning protocols. General cleaning should include the following, at a minimum:

- Daily cleaning (entry, sales floor, office, breakroom, bathroom, fitting room, etc.).
- High touch areas and items pieces (door handles, keyboards/mouse, countertops) should be cleaned and disinfected twice/daily.
- Doctors' areas should be cleaned and disinfected twice/daily.

Q. Is health screening still required? (i.e. Will there be questions in Kronos at each shift?)

A. Yes, however, we have limited the number of questions. As a reminder, if you do not feel well, stay home.

Q. Are we required to close the store for cleaning after a positive case?

A. No. This practice has been discontinued. Research shows the COVID-19 virus is not easily transmit from person-to-person by touch. In the event of a positive case, regular in-house cleaning is sufficient.

Q. Are there protocols surrounding break rooms and/or sharing of food with co-workers?

A. No, at this time there are no specific requirements prohibiting employees sharing food. As a best practice, employees should wash or sanitize hands before touching shared food and breakrooms should be cleaned daily. All leftover food should be thrown away or taken home after each shift.

Q. Am I required to be vaccinated or apply for an accommodation to be at work?

A. Vaccination is encouraged but not required for any areas of the business.

COVID-19 Retail Operating Guidelines: Employee FAQs

(Updated January 2023)

Face Masks

Q. Do I have to wear a face mask while at work?

A. In general, non-optical locations do not require face masks, however, a limited number of optical locations continue to require face masks because state or local law considers the locations as health care facilities. *Check the COVID-19 Mask Requirements section on HR Solutions to understand if you are required to wear one.*

Q. What if other retailers or optometrist offices in my area are not wearing masks and I believe the face mask guidance is out-of-date?

A. First make sure you are referencing the most recent version, which can always be found on HR Solutions. If you still have questions, notify your Ops team or email Retailsafety@luxotticaretail.com to ask and confirm.

Q. Can I wear a face mask even if I'm not required to?

A. Yes, all employees may opt to wear a face mask. The Company will continue to provide face masks for any individual who wishes or must wear a face mask. Personal face masks that comply with the Company dress code and [Personal Face Mask Use Requirements](#) may also be worn.

Q. Do customers / patients need to wear face masks?

A. We will continue to offer face masks and hand sanitizer for customers and patients at our locations, however, face masks are only required by regulation in a few locations. In addition, a doctor may reserve the right to request patients to wear a mask during an exam even when not required by the regulations. *Check the COVID-19 Mask Requirements section on HR solutions to understand if customers/patients would be requested to wear a face mask.*

Q. What if a customer refuses to wear a face mask where it is required?

A. If a customer refuses to wear a mask, even if required by law or company policy, and you are comfortable assisting the customer, you do not need to decline service.

Decision Tree: Positive Case Management and Testing

Always check the COVID-19 Decision Trees section on HR solutions for your location specific requirement. General guidance is provided below.

Q. I feel sick, but I'm not sure it is COVID. What do I do?

A. If you do not feel well, stay home and report your time off to your manager. Many viruses are easily transmittable. We want to keep our workplace healthy. If you are already at work, notify your manager immediately and prepare to return home. If necessary, consult your healthcare provider and consider taking a COVID test.

COVID-19 Retail Operating Guidelines: Employee FAQs

(Updated January 2023)

Q. I tested positive. What do I do? Do I need to quarantine?

A. First, stay home and report your time off to your manager. Check the COVID-19 Decision Tree on HR Solutions for the most up-to-date instructions on next steps, and report your positive test through CAMS (COVID-19 Confirmed Positive Report).

Q. Is COVID Emergency Pay still available if I test positive?

A. No, unless required by regulation. EssilorLuxottica's COVID Emergency Pay policy expired on December 31, 2022. Employees may use PTO or other applicable state/provincial or local paid sick leave to receive pay during absences that are related to COVID-19. Consult with your HR Business Partner for states or localities that may offer paid sick leave or public health emergency leave. If the state or locality does not have a paid sick leave or an active public health emergency leave do the following: Submit your leave through My Leave on [My Personal Desk](#) or by calling Sedgwick (866-431-8484 option #2). *Check with your HRBP if you have questions.*

Q. I tested positive, when can I come back? Do I need to take a COVID test prior to returning?

A. In most locations, you can return after isolating for 5 full days if your symptoms are improving and you are fever free for 24 hours without the use of fever reducing medications. When you return, a face mask must be worn for five additional days (i.e. 10 days from positive test). A COVID negative test is not required to return in most situations. *Check the COVID-19 Decision Tree section on HR solutions for your location specific requirement.*

Q. I had close contact with someone that has COVID. What do I do?

A. In most locations, as long as you are symptom-free you can continue to work but must wear a face mask for 10 days from exposure. It is also recommended (and in some situations required) to take a COVID test 3 to 5 days after exposure. *Check the COVID-19 Decision Tree section on HR solutions for your location specific requirement.*

OTHER:

Q. What if I have concerns an employee or manager is not following proper safety protocols?

A. Start by talking to your manager. If your manager is unavailable or you feel uncomfortable talking to them, your concerns can be reported by:

- By contacting your HRBP.
- Anonymously reporting through the Company Business Abuse and Compliance Helpline (EthicsPoint) at 1-888-88-SEE-IT (1-888-887-3348) or luxotticaspeakup.com.
- By emailing RetailSafety@luxotticaretail.com with your concern.

Regardless of the method of reporting, no employee will be retaliated against for reporting a concern or complaint.