

# EssilorLuxottica

## RETURN TO OFFICE/HYBRID WORK POLICY FAQ – MARCH 2023

### **1. WHY ARE WE IMPLEMENTING A HYBRID WORK POLICY?**

At EssilorLuxottica, in-person collaboration is essential to our success as a world leader in the eyecare industry. In turn, we also recognize the value that flexibility brings to our employees and our company culture. By establishing a Hybrid Work Policy that allows employees the flexibility to work from home/remotely while still maintaining our personal and professional connections in the office, we are creating a work environment that fosters increased productivity and performance, enhanced employee recruitment and retention, and greater work-life balance.

### **2. TO WHOM DOES THE HYBRID WORK POLICY APPLY?**

This Hybrid Work Policy applies to all office-based employees working in a corporate office or operations facility. It does not apply to field employees working remotely.

### **3. I WAS CLASSIFIED AS “FIELD” OR “REMOTE” PRE-COVID, AM I EXPECTED TO RETURN TO THE OFFICE TWO DAYS A WEEK?**

If your role was considered “Field” or “Remote” pre-COVID, then you will still be considered “Field” or “Remote” for purposes of the Hybrid Work Policy. However, we encourage all employees working within a reasonable commuting distance to an EssilorLuxottica office or facility to consider spending time in the location to collaborate and connect with their colleagues.

### **4. MASON ONLY: I WAS GIVEN AN EXCEPTION TO WORK REMOTELY FROM (OR NEAR) MASON AS PART OF PROJECT TITAN. DOES THE HYBRID WORK POLICY APPLY TO ME?**

Unless your role was officially changed to a “field” role as part of Project Titan, you will be expected to return to the Mason office with other corporate employees at least two days a week. We are working to re-energize the Mason campus, and your presence will be key to making sure that we rebuild our personal connections and sense of community. However, if your circumstances have changed, and you no longer live within a reasonable commuting distance (i.e., 50 miles) from the Mason office, please speak with your manager and HRBP to discuss expectations going forward.

### **5. WILL I NEED TO BE AT THE OFFICE DURING SPECIFIC HOURS?**

We expect our employees to be at the office during core working hours to ensure everyone has the opportunity to connect with colleagues. Please work with your manager to identify office hours that work for you and the business.

### **6. MAY I CHOOSE WHAT DAYS I COME INTO THE OFFICE?**

We encourage you to choose an office schedule that works for you and your team. Please coordinate with your manager to ensure that you can collaborate with colleagues and make the most of your time in the office. If capacity becomes an issue on certain days, we will reassess how we can maintain flexibility, but also manage employee experience and effectiveness in the office.

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## **7. WILL YOU ASK US TO RETURN TO THE OFFICE MORE THAN TWO DAYS PER WEEK?**

We are asking our employees to be present in the office at least two days a week. We believe this is the right balance based on our experience over the past two years. We will continue to evaluate the success of this hybrid model over the next year, but we do not anticipate making any changes.

Please note that there are certain roles and projects that may require you to be in the office more than 2 days a week on a temporary or permanent basis. Please be sure to align with your manager on whether this may be needed for your role or projects.

## **8. SINCE WE STARTED WORKING REMOTELY, I MOVED FARTHER AWAY FROM THE OFFICE/FACILITY, AND I NOW HAVE A VERY LONG COMMUTE - AM I REQUIRED TO RETURN TWO DAYS A WEEK?**

Once our buildings re-opened after COVID, it was always our intention to bring employees back to our offices/facilities. Starting with a voluntary hybrid return, we took time to evaluate what options were best for our employees and the Company. We have now confirmed that a hybrid work model of at least two days a week in the office will be our permanent model go forward.

While we understand that our employees must make decisions that are best for themselves and/or their families, we were transparent that our re-opening strategies were evolving and could change as we better understood our new ways of working. Unless you were reclassified as “field” or given express permission to permanently work remote by your manager and HRBP, you will be expected to return to the office two days a week. We recognize that this will be a change for many, which is why we provided you two months to plan accordingly. If you have specific concerns, please discuss with your manager and HRBP.

## **9. WILL THERE BE FLEXIBILITY FOR EMPLOYEES THAT NEED TO FIND CHILD OR DEPENDENT CARE BEFORE RETURNING TO THE OFFICE?**

Flexibility will be key for employees with caregiving responsibilities. We know that many employees adjusted their child/dependent care arrangements while working remotely during the past two years. This is why we gave employees two months’ notice to make necessary arrangements. In some cases, employees may adjust work hours to accommodate their needs, while others will prefer to adjust their days in the office. In either case, we are here to support you. If you have concerns about finding sufficient care options within the two-month timeframe, please speak with your manager and HRBP to understand what options may be available.

## **10. WILL WE RETURN TO ASSIGNED DESKS?**

To provide the greatest flexibility, we will continue to use unassigned seating in our offices. Facilities with different work environments may be able to provide assigned desks where space is available. If an employee has specialized hardware equipment that is not easily moved, then they can partner with an HRBP for accommodations.

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## **11. HOW CAN I RESERVE AN UNASSIGNED DESK?**

NYC, Port Washington and Mason will continue using the Welcome to EssilorLuxottica App to reserve a desk. Dallas will introduce the App with their Return to Office in April 2023. [CLICK HERE](#) for instructions on how to use the Welcome to Essilor Luxottica App.

## **12. DO I HAVE TO RESERVE A SEAT IN THE APP OR CAN I SELECT ONE WHEN I ARRIVE AT THE OFFICE?**

You are required to reserve your seat by using the 'Welcome to EssilorLuxottica' app. If you forget to book a seat in advance, reference the app upon arrival to ensure you don't take a seat that is already reserved.

## **13. IF THE APP SHOWS ALL SEATING IS FULL FOR THE DAY, WILL EMPLOYEES STILL NEED TO COME IN?**

If the App shows that seating is full for that day in the office (not just your team's section), then you may need to plan to work another day in the office. If this occurs, please contact your manager and consider reserving your seat further in advance.

## **14. HOW CAN I MAKE SURE THAT I SIT WITH MY TEAM?**

Talk to your manager and teammates to identify where your team can sit together in your designated section/floor. Where possible, plan ahead and book the same table on a consistent basis. Talk with other teams to coordinate seating and schedules. Also remember that you can reserve seats up to two weeks in advance.

We know that this may be tough for the first few weeks or months as we all return to the office. But we recognize the value of personal connections and believe that we will evolve and organically embrace our new hybrid way of working.

## **15. WILL THERE BE ENOUGH DESKS/WORKSPACE IN THE OFFICES WHEN EVERYONE RETURNS TO THE OFFICE?**

We have completed a detailed analysis that shows we have enough space to accommodate over 70% of the headcount every day in each location with seating changes and other adjustments. For example, we will be opening more seating in the NYC offices by removing social distance seating and opening additional space on certain floors.

## **16. WILL EACH DESK HAVE A MONITOR?**

Yes. We are currently in the process of installing one monitor per desk in all offices.

## **17. WHAT ARE WE DOING TO ENSURE THAT WE CAN STILL GET OUR WORK DONE WITH EVERYONE BACK IN THE OFFICE?**

We understand that working around people again may be distracting. All employees should use earbuds/headphones when on conference calls to minimize the noise. For the best performance, keep on Mute until you are speaking to eliminate background noises. You may also want to consider noise-cancelling headphones to reduce distractions.

## **18. WILL CONFERENCE ROOMS BE READILY AVAILABLE FOR USE?**

Conference rooms can be reserved in Outlook in advance of your meeting.

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Please be considerate of other employees in the office and do not “squat” in open conference rooms or block a conference room for the entire day. We will be evaluating additional space options for larger and all-day meetings/events in the future.

**19. HAS MICROSOFT TEAMS EQUIPMENT BEEN ADDED TO CONFERENCE ROOMS?**

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We have added TEAMS equipment to all conference rooms in NYC and Port Washington. Dallas and Mason have (10) units, and we will install more once the office updates are completed.

## 20. HOW DO I KNOW WHO TO CONTACT BETWEEN IT, ASSET PROTECTION AND FACILITIES?

See the table below for when and how to contact each of these departments in each office.

IT HelpDesk		Asset Protection	Facilities
Areas of Coverage	Assistance with conference room equipment, computer hardware, software support, the Welcome to Luxottica app and printer/MDF support	Assistance with Company ID badge, building access for employees and visitors, loss prevention and fire, and safety emergency response	Assistance with food and beverage service, janitorial service, HVAC services, pest control, mail, and packages
<b>NYC 1W 37th</b>	513-765-2222 or put a ticket in through the Service Desk	Located at Front Desk <a href="mailto:AssetProtectionNYC-PW@luxotticaretail.com">AssetProtectionNYC-PW@luxotticaretail.com</a>	Located on 4 <sup>th</sup> Floor <a href="mailto:NYC-1W37-Facilities@luxottica.com">NYC-1W37-Facilities@luxottica.com</a>
<b>NYC 420 5<sup>th</sup> Ave</b>	513-765-2222 or put a ticket in through the Service Desk	Located on 18 <sup>th</sup> Floor <a href="mailto:NYC-420-Facilities@luxottica.com">NYC-420-Facilities@luxottica.com</a>	Located on 18 <sup>th</sup> Floor <a href="mailto:NYC-420-Facilities@luxottica.com">NYC-420-Facilities@luxottica.com</a>
<b>Port Washington</b>	513-765-2222 or put a ticket in through the Service Desk	Located at Lobby Desk <a href="mailto:AssetProtectionNYC-PW@luxotticaretail.com">AssetProtectionNYC-PW@luxotticaretail.com</a>	(516) 860-8498
<b>Dallas</b>	1-866-215-0274 or put a ticket in through the Service Desk	Located at Front Desk <a href="mailto:AssetProtectiondallas@luxotticaretail.com">AssetProtectiondallas@luxotticaretail.com</a>	<a href="mailto:dallas.facilities@essilorusa.com">dallas.facilities@essilorusa.com</a>
<b>Mason</b>	513-765-2222 or put a ticket in through the Service Desk	Located at Front Desk <a href="mailto:Assetprotection@luxottica.com">Assetprotection@luxottica.com</a>	Located at 1 West Wing <a href="mailto:Mason-CSC-Facilities@luxottica.com">Mason-CSC-Facilities@luxottica.com</a>

## 21. I TEND TO HAVE WIFI CONNECTION ISSUES WHEN I WORK IN THE OFFICE. IS ANYTHING BEING DONE TO FIX THIS?

Yes, we are working with IT to address the WIFI connection issues in our offices. The plan is to have most issues addressed by April, but some upgrade work will continue into 2024. In the meantime, please contact the IT Help Desk to report such issues so they can research and plan for improvements (see chart above for contact information by office).

## 22. WHAT IS OUR DRESS CODE IN THE OFFICE?

Like it was pre-COVID, we ask that you dress for your day. Jeans are fine every day but keep a professional business casual appearance.

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## 23. WILL MY LEGACY BADGE STILL WORK AT THE OFFICE?

With the exception of the Dallas Creekview office, your legacy badge will still work for office access and follow-me printing. Please remember to bring it with you!

For Dallas employees, you should keep your legacy badge (Essilor logo) for ITC access and follow-me printing. If you need access to Creekview or need a new legacy badge for ITC/printing, you will need to request a new badge from Asset Protection. [Click here](#) for additional information on Dallas badges.

## 24. WHAT DO I DO IF I LOST OR NEED A NEW BADGE?

Contact Asset Protection at your office and they can provide you a new badge. [Click here](#) to access the Badge Request Form and send the completed form to the AP email address for your office (see chart above). To avoid delays on your first day back, please submit the form at least 72 hours prior to your return.

## 25. WHAT DO I DO IF I FORGOT MY BADGE IN THE MORNING?

In most offices/facilities, you can go to the EL reception desk upon arrival for a temporary badge. **The exception is the NYC 420 Fifth Ave building.** Because we are one of many tenants in the building, building security will not allow you on the elevators until you have been entered into the visitor system. To start this process, please send an email to [NYC-Facilities@us.luxottica.com](mailto:NYC-Facilities@us.luxottica.com).

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**26. ARE YOU OFFERING ANY PERKS FOR RETURN TO OFFICE?**

We will be planning several fun and engaging events at the office to help you reconnect with your colleagues. We will also be looking at various ways to upgrade our offices to make your time in the office easier and more appealing.

**27. WHAT ARE THE CONSEQUENCES IF AN EMPLOYEE DOES NOT RESPECT THE HYBRID WORK POLICY?**

As with any other Company policy, we expect all employees to comply. Please refer to [the policy](#) for more information.