

MEDICAL EMERGENCIES

- Call 911 to get emergency medical assistance.
- If Mall Security or employee is First Aid trained, notify them after calling 911.
- Comfort an ill associate or customer until medical assistance arrives, but do not move.
- Report the incident (Ciao! AP Toolkit – Injury/Illness and Incident Reporting)

FIRE / BOMB THREATS

- Call 911 if immediate assistance is needed and it is safe to do so.
- Evacuate using the nearest emergency exit leading to the outside.
- Proceed to the outside assembly point and account for all associates.
- Only return to store when police or mall security declares an “All Clear”.
- Report the incident by calling the AP Command Center

TERRORISM

- Remain calm and pay attention to background noise.
 - Note person’s gender, accent, speech patterns and name, if given.
 - Ask for details such as: *Where threat will be/is located and When threat will take place.*
- After the call, immediately call 911 and Mall Security.
- Follow police or mall security instructions on evacuating the store.
- Report the incident by calling the AP Command Center

ACTIVE SHOOTER

- Remember Run Hide Fight
 - Run: If safe, everyone should exit the facility to avoid the threat.
 - Hide: If unable to exit safely, lock everyone in the current location and block the entrance to deny the shooter’s access.
 - Fight: If you are unable to run or hide, be prepared to defend yourself using what means available.
- Report the incident by calling the AP Command Center

CIVIL UNREST (VIOLENCE, RIOTS, UNCONTROLLED CROWDS)

- Call 911 or local police.
- Verify safety of all associates and customers, then call Mall Security.
- Report the incident by calling the AP Command Center

EARTHQUAKE

- Move away from all heavy or hanging objects.
- If possible, crawl under a counter, table or move near an interior wall.
- Hold your position until the earthquake is over.
- Evacuate when instructed to do.
- Once everyone is accounted, report to your appropriate Brand Operations contact.
- Report the incident by calling the AP Command Center

SEVERE WEATHER (TORNADO, THUNDERSTORM, HURRICANE)

- For forecasted weather, such as a hurricane, Brand Operations will provide guidance on whether to evacuate.
- For unplanned weather, follow guidance of weather service or mall management to take shelter or evacuate.
 - If an order to take shelter is made, move everyone to the designated interior shelter area. If possible, take a cell phone with you.
 - Once inside interior area, stay low to the floor. Remain in the shelter area until all danger has passed. Follow the evacuation procedure after the danger has passed if the store is damaged or appears unsafe.
- Report the incident by calling the AP Command Center

SPILLS (CHEMICAL / BODILY FLUID / SEWAGE)

- For small spills, first stop or minimize the spill. Prevent any spill from going down a drain. Collect paper towels/rags used to clean up and dispose according to instructions found in the EssilorLuxottica EHS Manual.
- For large spills, contact Store Maintenance
- Report the incident (Ciao! AP Toolkit – (Ciao! AP Toolkit – Injury/Illness and Incident Reporting)
 - For Lab Chemical Spills, also notify the Regional RX Ops Manager.

EssilorLuxottica Help Line: 1-866-LUX-HELP (1-866-589-4357)

Dial 911 if you have an emergency that threatens life, safety, or health. When calling the 1-866-LUX-HELP line, select from the following options:

- 1: Risk (All work-related Injuries)
- 2: Store Maintenance (Floods, Sewage)
- 3: POS issues
- 4: IT/ Telecommunications
- 5: Human Resources
- 6: Asset Protection (burglary, shoplifting, threatening calls)

CONTACT INFORMATION

(To be filled in per location by store manager)

	Name (person or local entity)	Contact Number / Email
Brand Operations Contact		
Store Manager		
Asset Protection Representative		
First-Aid Certified Associate (if applicable)		
Emergency Number	911	911
Fire Department		
Police Department		
Hospital		
Occupational Medicine - Urgent Care Facility		1-800-222-1222
Report Injuries (Employee and Customers accidents and incidents)	AP Ciao platform	Injury/Illness and Incident Reporting

REPORTING INCIDENTS:



Report injury/illness or store incidents such as chemical spills through the Ciao! Toolkit or the QR code found here:

- AP Icon
- Injury/Illness and Incident Reporting



Report all other emergencies by calling the AP Command Center:

- 1-866-589-4357
- Option 6