

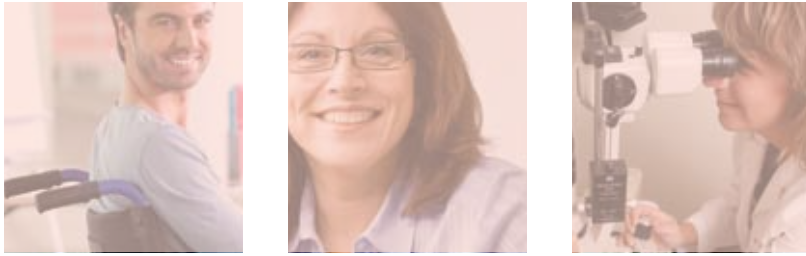
A young boy in a wheelchair is being assisted by a caregiver. The boy is smiling and looking towards the camera. The caregiver is wearing white gloves and is adjusting something on the wheelchair. The background is a soft, out-of-focus outdoor setting.

**LUXOTICA**

A close-up view of a wheelchair, showing the front wheel, the frame, and the seat area. The image is overlaid with a semi-transparent orange filter.

**LUXOTICA**  
Accessibility Guide  
Providing accessible service and support for all patients and customers.

**yes** we can  
help you



## as a global leader

Luxottica is committed to providing access to quality vision care and eyewear by meeting the diverse needs of all our patients and customers.

We're Passionate about treating everyone with respect, care, dignity and compassion. This includes being flexible about the best ways to serve people with disabilities who may need special assistance to get an eye exam or shop for eyewear.

When asked if we can accommodate a patient's or customer's special needs, the answer should always be, "Yes, we can help you!"

Just as every person is unique, the range of special needs and accommodations can be very individualized. You should always communicate with patients and customers about their individual needs. Following these best practices will also help you deliver outstanding service in some common situations.



yes  
we can  
help you

## luxottica accessibility hotline

If you need additional support to determine how to assist patients and customers with special needs, call Luxottica's Accessibility Hotline. You'll receive immediate assistance on how best to support your specific customer request.

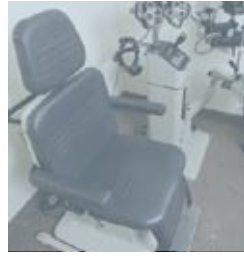
# 1.800.215.2020

providing  
accessible  
service and  
support for all  
patients and  
customers



luxottica accessibility hotline

1.800.215.2020



## the doctor should understand

the patient's needs and determine how best to accommodate those needs in providing the exam.

Patients in wheelchairs should be provided exam appointments according to the same timeline that other patients are offered exams.

They do not need to call ahead or make special arrangements in advance of their appointment if other patients are not required to do the same.

If a patient with special needs does call ahead to schedule an appointment, be sure to ask questions and understand the patient's concerns and requests, and then prepare for the visit accordingly. Do not ask specifics about his or her disability.

Patients should not:

- Be asked to bring someone with them to assist.
- Be told they have to be able to move out of their wheelchairs to have an exam.

Wheelchair Accessibility

## luxottica has started

a multi-year project to provide an exam chair mover and related equipment to all locations to make exam lanes more accessible. If your location has already received this equipment, please follow the instructions posted near the exam chair to help accommodate a patient.

If your location has not yet received this equipment, please be sure to make every effort to accommodate patients by modifying any pre-testing and exam protocol and equipment to accommodate a patient's specific needs. Some possible modifications include: pre-testing in the exam lane, trial lens refraction, and using handheld exam instruments.

*If you do not yet have a chair mover, you may offer a patient an exam at another nearby location that has received a chair mover or is otherwise better able to serve the patient's needs.*

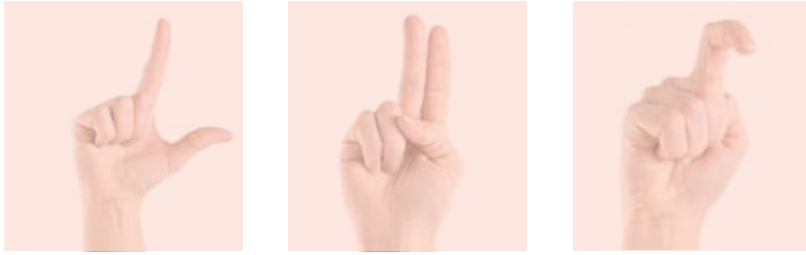
yes  
we can  
help you

no patient  
should ever be  
turned away  
because he  
or she uses  
a wheelchair



luxottica accessibility hotline

1.800.215.2020



## some patients and customers

who are deaf or hard of hearing may request we provide a sign language interpreter for their visit. We can offer to communicate with the patient or customer in other ways (e.g., typing, writing with pen and paper) when the exchange is short and straightforward. If the patient or customer believes that an interpreter is necessary for effective communication, the Company will pay for an interpreter (in employed doctor locations), even if the cost for the interpreter is more than the cost of the eye exam or the eyewear.

Sublease doctors should make their own independent determination as to whether an interpreter is needed for communicating effectively with the patient during an exam.

If the patient does not have an interpreter to recommend, please contact the hotline for assistance.

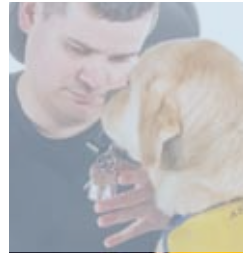
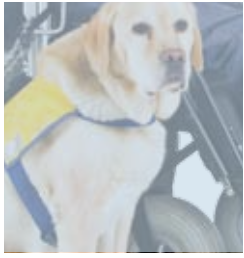
Maintaining face-to-face contact is important for communicating with a patient who reads lips.

## if a sublease doctor

would like to do so, stores can share the cost of the interpreter with the sublease doctor in order to provide the best experience for the customer's eye exam and eyewear selection.

the company  
will pay  
for an  
interpreter





yes  
we can  
help you

## service animals are

dogs of all sizes and breeds and miniature horses that are trained to perform tasks for people with disabilities, such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs or protecting a person who has seizures.

We must allow patients and customers to bring service animals into all areas of the store that are normally open to the public, and cannot request certification for the animal or that the service animal be separated from the patient or customer.

## customers should always

be allowed to bring service animals into areas of the store normally open to the public. Do not ask to separate a service animal from a patient or customer.

do not ask to  
separate a  
service animal  
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Service Animals

luxottica accessibility hotline

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