



yes we can
help you

Luxottica's AODA Customer Service Plan

Serving customers with disabilities in Ontario

Policy

Luxottica is committed to providing equal access to quality eyewear by meeting the diverse needs of all of our customers. We're passionate about treating everyone with respect, dignity, and compassion. This includes being flexible about how we serve customers with disabilities who may need special assistance.

Our products and services will be provided in a manner that is based upon the principles of dignity, independence, integration, and equal opportunity for all of our customers. We encourage our customers to communicate with us about how we can serve their needs.

This Plan will be made available in alternate formats upon request.

Communication

Luxottica will communicate with customers in a manner that takes their disabilities into account. This means that our associates will communicate in a manner that enables customers with disabilities to communicate effectively for purposes of using, receiving, and requesting products and services from Luxottica. Luxottica will train associates who communicate with customers on how to interact and communicate with customers with various types of disabilities.

Assistive Devices

Luxottica is committed to serving customers with disabilities who use assistive devices to obtain our products and services. Customers with disabilities may obtain, use, or benefit from our products and services through the use of their own assistive devices. We will ensure that associates are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing products and services.

Service Animals

We welcome customers with disabilities and their service animals. Service animals are allowed in the areas of the store that are open to the public. Luxottica will ensure that its associates are trained in how to interact with customers who are accompanied by a service animal.

Support Persons

Customers with disabilities who are accompanied by support persons will be permitted to have their support persons accompany them in our stores.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to our services or facilities for customers with disabilities, Luxottica will strive to provide notice of the disruption promptly. The means of providing notice will vary depending on the nature and length of the disruption, but at a minimum will be placed at the entrance to the store. Other options include, but are not limited to, notice on Luxottica's website, or an outgoing telephone message. The notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services that are available, if any.

Training for Associates

Luxottica will provide accessibility customer service training to all store associates who serve customers. This training will be provided at the time of an associate's initial orientation, and as needed due to changes in the law or this Plan.

This training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- Luxottica's Plan related to the customer service standard;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use equipment and devices available in Luxottica's stores, or otherwise, that may assist with the provision of goods or services to persons with disabilities;
- What to do if a person with a disability experiences difficulty in accessing Luxottica's products and services.

Feedback Process

We welcome feedback from our customers with disabilities about our service and how we can further improve it. Feedback may be provided in person, by telephone, in writing, via email, or via other means, as needed. In addition to store associates, feedback should be directed to:

Luxottica Customer Care - Accessibility
855-592-2237 (855LXACCESS)
4000 Luxottica Place
Mason, OH 45040

Luxottica will use the feedback received to improve service. When possible, concerns will be addressed immediately. However, some concerns may require more time. Acknowledgment of a concern can be expected within five business days of receipt, though resolution of a concern may require up to 15 business days. Concerns will be addressed according to Luxottica's normal customer relations procedures.

Modifications To This Plan or Other Policies

Any policies of Luxottica that do not comply with this Plan will be modified or revoked.