

# Luxottica Employee Relations

## When to Involve Employee Relations

### When Does an Issue Get Escalated to Employee Relations?

When issues arise in the workplace, it may be necessary to escalate the situation to Employee Relations for additional support. The chart below outlines what Field Management handles versus when situations require Employee Relations partnership.

<b>When to Involve Employee Relations</b>			
<b><u>Issue</u></b>	<b><u>Field Management</u></b> (May involve submitting for Corrective Action via e-Service Portal)	<b><u>Partner with Employee Relations</u></b> (You must submit via e-Service Portal for Employee Relations support for the following issues)	<b><u>Human Resources Business Partner</u></b>
<b>Accommodation</b> (a reasonable accommodation is a modification or adjustment to a job, the work environment, or the way things are usually done during the hiring process for medical reasons, religious beliefs and/or disabilities)	<ul style="list-style-type: none"> <li>Short-term low risk accommodations (ex: short term = 2 weeks or less, scheduling accommodation for doctor appointments, lifting restrictions, etc.), field manager and/or store manager partner with HRBP</li> </ul>	<ul style="list-style-type: none"> <li>Complex issues</li> <li>Business objections to making requested accommodation</li> <li>Ambiguous request               <ul style="list-style-type: none"> <li>i.e. employee mentions medical conditions as reason for non-performance, but fails to make specific request for accommodation</li> </ul> </li> <li>Employee has performance issues or other risk factors (i.e. discrimination/harassment)</li> <li>Involves modification of job duties and restrictions</li> </ul>	<ul style="list-style-type: none"> <li>Partnership with the field for short-term, scheduling accommodations, etc.</li> <li>HRBP partner with VP-HRBP as needed for escalated issues</li> </ul>
<b>Asset Protection Investigations</b>	<ul style="list-style-type: none"> <li>Contact Regional Manager Asset Protection for all Asset Protection violations</li> <li>RMAP will submit investigation through e-Service if ER partnership is required</li> </ul>	<ul style="list-style-type: none"> <li>RMAP will submit for Employee Relations partnership through e-Service</li> </ul>	<ul style="list-style-type: none"> <li>HRBP partner with VP-HRBP as needed for escalated issues</li> </ul>
<b>Attendance</b>	<ul style="list-style-type: none"> <li>Basic attendance issues for all store level employees</li> <li>First level formal corrective action for unsatisfactory attendance including late store openings, NCNS, improper call-out and continuing unsatisfactory attendance via e-Service Request for Corrective Action</li> </ul>	<ul style="list-style-type: none"> <li>Termination request due to ongoing attendance issues</li> <li>Attendance concerns involving risk factors including: alleged discrimination, harassment, retaliation, a known disability, Leave of Absence (LOA), or an open door against a manager</li> <li>Example: medical condition causing someone to have attendance issues</li> </ul>	<ul style="list-style-type: none"> <li>HRBP partner with VP-HRBP as needed for escalated issues</li> </ul>

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<b>Benefits/ Compensation/ Payroll/ATS/ My Personal Desk/Store Support/ADP/ Kronos</b>	<ul style="list-style-type: none"> <li>Contact appropriate department for support, if you are unsure, contact your Regional Manager and HRBP for assistance</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>HRBP partnership for escalated issues</li> <li>HRBP partner with VP-HRBP as needed for escalated issues</li> </ul>
<b>Current Employee Criminal Activity/ Background Check Issues After Hire</b>	<ul style="list-style-type: none"> <li>Store or Field Manager submits any concerns for Consultation Request to receive Employee Relations support</li> </ul>	<ul style="list-style-type: none"> <li>Post-employment background check process or issues</li> <li>Allegations of criminal activity by active employee</li> </ul>	<ul style="list-style-type: none"> <li>Redirect to submit concerns to Employee Relations e-Service portal for support</li> </ul>
<b>Disputes of Employment Actions</b>	<ul style="list-style-type: none"> <li>Redirect employee to submit concerns to Employee Relations e-Service Portal</li> </ul>	<ul style="list-style-type: none"> <li>Dispute of Performance Management/Corrective Action</li> <li>Dispute of Rehire Eligibility</li> <li>Dispute of Termination</li> </ul>	<ul style="list-style-type: none"> <li>Redirect to submit concerns to Employee Relations e-Service portal for support</li> </ul>
<b>Discrimination</b>	<ul style="list-style-type: none"> <li>Store or Field Manager submits any concerns for Consultation Request to receive Employee Relations support</li> </ul>	<ul style="list-style-type: none"> <li>Harassment, retaliation, discrimination, sexual harassment</li> </ul>	<ul style="list-style-type: none"> <li>Redirect employee to submit concerns to Employee Relations e-Service portal</li> <li>HRBP partner with VP-HRBP as needed for escalated issues</li> </ul>
<b>Host Store Issues</b>	<ul style="list-style-type: none"> <li>Run the business issues or questions about maintaining our relationship with the Host</li> </ul>	<ul style="list-style-type: none"> <li>Complex issue (e.g. employee banned from Host store, accusations of bad behavior by employee towards Host employee, and harassment or other behavior by a Host employee)</li> </ul>	<ul style="list-style-type: none"> <li>Brand support for how to run the business or resolve basic issues within the Host Store environment</li> </ul>
<b>Leave of Absence (LOA / FMLA)</b>	<ul style="list-style-type: none"> <li>All Leaves of Absence must be submitted to Sedgwick</li> <li>General and procedural LOA questions, updates on leave for an employee, and eligibility for leave questions should be directed to Sedgwick and/or Benefits</li> <li>Contact Sedgwick at: 866-431-8484 option 2; My Leave Via My Personal Desk</li> </ul>	<ul style="list-style-type: none"> <li>If employee's release to return to work involves restrictions or accommodation requests, partner with Employee Relations.</li> <li>Job Fill requests must be submitted through the Job Fill option in e-Service.</li> </ul>	<ul style="list-style-type: none"> <li>Job fill – partner with HRBP to begin process.</li> <li>Non-responsive employee or employee fails to respond to communication from Sedgwick and/or Benefits (Canada)</li> </ul>

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<b>Open Door</b> (Process for an employee to bring a concern to management's attention without fear of retaliation)	<ul style="list-style-type: none"> <li>Open Door concerns from employees brought forward to SM, RM or other field manager regarding: Scheduling, pay, PTO, transfers, benefits, beginning concerns in stores with minimal risk factors</li> <li>Follow normal process for addressing first time behavior or performance concerns.</li> </ul>	<ul style="list-style-type: none"> <li>Open Door issues involving the following risk factors:               <ul style="list-style-type: none"> <li>- Alleged retaliation by any management-level positions</li> <li>- History of Open Door concerns</li> <li>- Leave of Absence/ Accommodation</li> <li>- Race/Age/Sex Harassment or Discrimination claims</li> </ul> </li> <li>Whistleblower: Employee that reports Company misconduct</li> </ul>	<ul style="list-style-type: none"> <li>HRBP partner with VP-HRBP as needed for escalated issues</li> </ul>
<b>Performance</b>	<ul style="list-style-type: none"> <li>Store level employees with no risk factors for retaliation claim: ICAR/Coaching/APR, Resets, FCAR</li> </ul>	<ul style="list-style-type: none"> <li>Performance issue that may involve termination of employment</li> <li>Involves potential claim for discrimination or retaliation:               <ul style="list-style-type: none"> <li>- History of Open Door concerns</li> <li>- LOA/ADA/Medical Conditions</li> <li>- Race/Age/Sex Open Door</li> <li>- Accommodation request</li> <li>- Whistleblower</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>HRBP partner with VP-HRBP as needed for escalated issues</li> </ul>
<b>Drug/Alcohol Free Workplace – Reasonable Suspicion of employee under influence at work</b>  Contact Emergency Employee Relations On-Call <u>while</u> behaviors are observed: <b>513-765-6871</b>	<ul style="list-style-type: none"> <li>Field Manager gather information on why the supervisor believes the employee is under the influence at work.</li> <li>Reasonable Suspicion process and documents can be found on the HR Solutions website. (<b>ONLY</b> complete Observation Checklist prior to speaking with Employee Relations.)</li> </ul>	<ul style="list-style-type: none"> <li>Observation checklist review, fitness for duty evaluation review, and decision making on whether test to be requested of employee</li> </ul>	<ul style="list-style-type: none"> <li>HRBP partner with VP-HRBP as needed for escalated issues</li> </ul>

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<b>RIF (Reduction in Force)/Severance /Restructures</b>	<ul style="list-style-type: none"> <li>Partner with HRBP to determine next steps</li> </ul>	<ul style="list-style-type: none"> <li>Separation Agreements (performance based separation) in partnership with HRBP</li> <li>Existing Legal Alert</li> </ul> <b>Canada:</b> <ul style="list-style-type: none"> <li><b>Position Eliminations</b></li> <li><b>Brand Restructures</b></li> </ul>	<ul style="list-style-type: none"> <li>HRBP partner with VP-HRBP as needed for escalated issues</li> </ul>
<b>Staffing/ Records/Exits Interviews/Disputes</b>	<ul style="list-style-type: none"> <li>Automated Rehire Eligibility Check</li> <li>Exit Interviews</li> </ul>	<ul style="list-style-type: none"> <li>Dispute of Corrective Action</li> <li>Termination Dispute</li> <li>Rehire Eligibility Status Change</li> </ul>	<ul style="list-style-type: none"> <li>Exit Interviews</li> </ul>
<b>Sexual or Other Forms of Harassment</b>	<ul style="list-style-type: none"> <li>Store or Field Manager in receipt of complaints submits concern for consultation request for Employee Relations support</li> </ul>	<ul style="list-style-type: none"> <li>Employee Relations support required for any Sexual or other form of Harassment allegations</li> <li>See Luxottica Employee Guide for harassment definitions (pages 4-6)</li> </ul>	<ul style="list-style-type: none"> <li>HRBP partner with VP-HRBP as needed for escalated issues</li> </ul>
<b>Sublease Doctor Involved</b>	<ul style="list-style-type: none"> <li>Run the business issues or questions about maintaining our relationship with Sublease Dr or office</li> </ul>	<ul style="list-style-type: none"> <li>Allegations of any concerns regarding Sublease Dr or office employees</li> </ul>	<ul style="list-style-type: none"> <li>Brand support for how to run the business or resolve basic issues with Sublease Dr or office</li> </ul>
<b>Third Party Investigations (State optician board, EEOC, DOL, government agencies)</b>	<ul style="list-style-type: none"> <li>Report immediately through e-Service consultation request</li> </ul>	<ul style="list-style-type: none"> <li>All issues with Legal partnership</li> </ul>	<ul style="list-style-type: none"> <li>Report immediately through e-Service consultation request</li> </ul>
<b>Union Issues</b>	<ul style="list-style-type: none"> <li>Report immediately through e-Service consultation request</li> </ul>	<ul style="list-style-type: none"> <li>Handles all store union issues in coordination with Human Resources Business Partner</li> </ul>	<ul style="list-style-type: none"> <li>Report immediately through e-Service consultation request</li> </ul>

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<b>Unprofessional Behavior &amp; Policy Violations</b>	<ul style="list-style-type: none"> <li>• Unprofessional behavior with no risk factors (profanity without threat, disruptive behavior)</li> <li>• Reset of expectations, initiation and follow up if needed</li> <li>• First-level formal corrective action or resets for performance - no Employee Relations partnership required.</li> </ul>	<ul style="list-style-type: none"> <li>• Any issues resulting in potential termination</li> <li>• Harassment, retaliation, discrimination, sexual harassment</li> <li>• Reasonable Suspicion (employee may be under the influence of drugs or alcohol)</li> <li>• Acts or threats of violence including: verbal and physical or weapons in the workplace</li> <li>• Incidents involving police reports and or restraining orders, arrests, incarceration</li> <li>• All issues involving social media</li> <li>• Hostile work environment - Open Door filed due to multiple examples or issues</li> <li>• Principles of Conduct violation</li> </ul>	<ul style="list-style-type: none"> <li>• HRBP partner with VP-HRBP as needed for escalated issues</li> </ul>
<b>Violence, Act or Threat of</b>  Contact Emergency Employee Relations On-Call <u>while</u> behaviors are observed: <b>513-765-6871</b>	<ul style="list-style-type: none"> <li>• Store or Field Manager submits any concerns for Consultation Request to receive Employee Relations support</li> </ul>	<ul style="list-style-type: none"> <li>• Acts or threats of violence including: verbal and physical or weapons in the workplace</li> </ul>	<ul style="list-style-type: none"> <li>• HRBP partner with VP-HRBP as needed for escalated issues</li> </ul>

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<b>Wage and Hour</b>	<ul style="list-style-type: none"> <li>• Travel Expenses and Travel Pay process questions</li> <li>• General issue resolution</li> <li>• Policy question on Meal/Breaks, recording work time or working off the clock</li> <li>• Final pay processing and issue resolution</li> <li>• First-level formal corrective action or resets for performance - no Employee Relations partnership required.</li> </ul>	<ul style="list-style-type: none"> <li>• Time card falsification</li> <li>• Off the clock work claimed by employee and payment is owed to employee. Regional Manager will complete declaration of hours paperwork**</li> <li>• Wage and Hour cases escalated from the Field, may involve termination of the employee(s)/ Management</li> <li>• Multiple employees in store(s) or unit affected</li> <li>• Regional level or involvement by Regional Manager of wage and hour issues/violations</li> <li>• Pervasive Wage and Hour issues through the region that could lead to termination</li> </ul>	<ul style="list-style-type: none"> <li>• Brand Support for escalated wage and hour issues (correcting pay, status, etc.)</li> <li>• HRBP partner with VP-HRBP as needed for escalated issues</li> </ul>