

Your HR Resource Guide



Introduction

This Guide covers a broad spectrum of topics within Human Resources which will enable you to be successful with leading your team. Topics and tools available to you surrounding the tactical as well as the strategic are covered.

By completing this overview, you will better understand the HR Teams, Your People, Total Rewards, Systems, and more tools to aid you in effectively leading your team.



Overview

HR Teams

Your People

Total Rewards

Systems



HR Teams

In this section you will learn more about the HR Teams supporting you, your people and your business.



Your People

TOPICS:

Review roster report

Recruiting Playbook

Interview Guides

Career Path

Employee Credentials (license and certification)

Tools to Manage Performance

Individual Development Plan

Associate Performance Record

Performance Improvement Plan

Corrective Action Record

Status Audit

Exit Interview

Compliance Requirements (i.e. Form I-9)

Workplace Harassment e-learning

Code of Ethics (acknowledge in Talent-EssilorLuxottica)

Employee Handbook (acknowledge in Talent-EssilorLuxottica)

Holiday Calendar

Organizational Chart via Talent-EssilorLuxottica

OneSight



Total Rewards

Talent Development

Performance Feedback

Compensation

Work-Life Balance

Benefits and Employee Assistance Program (EAP)

Tuition Reimbursement



Systems

My Personal Desk - Employee Self-Service and Manager Self-Service

HR Service Portal (chat or email with a HR Professional)

HR Solutions

e-Service - Employee Relations Management System

Leonard - e-Learning Digital Platform

Talent - EssilorLuxottica

Sedgwick - Leave of Absence

- Occupational Health

Kronos - Time Keeping

OneLuxottica



HR Teams

HR Teams

Your Human Resources Business Partner (HRBP) is a strategic partner to the field leaders and managers; and helps to ensure that business objectives and people strategies are aligned and support each other. HRBPs look for ways to enhance the employee experience for improved and sustained engagement, performance and behaviors.

Your HRBP helps to remove obstacles so that locations can achieve their business objectives and has an indirect impact on results and bottom line (vs direct). They help drive employee performance through talent management all stages of the employee life-cycle.

HR Teams

HRBPs provide education and coaching to managers and employees regarding sound HR practices, as well as EssilorLuxottica and business policies. They are a “sounding board” for the managers as needed.

Your HRBP is your partner in strategic people initiatives such as manpower/labor planning; controlling payroll expense; ensuring proper internal equity; and providing guidance to managers on HR-related / people matters.

They partner with managers to discuss actions to improve employee engagement and improve morale (monitor, report, and respond to concerns).

Your HRBP collaborates with managers to promote the business as an “employer of choice”; and focuses on helping to create an environment that attracts and retains top talent.

HRBPs mitigate risk to the organization; works to avoid EEOC charges, wage and hour claims, lawsuits; stays knowledgeable with Federal, State, and Local employment laws/regulations; and helps in maintaining a union-free environment.

HR Teams ~ Shared Services

EssilorLuxottica Shared Services HR Team is comprised of multiple areas to support the business and employees:

- Employee Relations and Labor Relations
- HR Operations, Technology and Payroll
- Benefits, Leave Administration and Occupational Health
- Compliance, Relocation and Immigration
- Compensation
- Talent Management and Recruitment
- Talent Development
- Diversity, Equity and Inclusion
- Employer Branding



**Your
People**

Your People

TOPICS:

Roster Review
Recruiting Playbook
Interview Guides
Career Path
Employee Credentials (Optical Brands)
Tools to Manage Performance
Individual Development Plan
Associate Performance Record
Performance Improvement Plan
Corrective Action Record
Status Audit
Exit Interview
Organizational Chart via Talent - EssilorLuxottica



Your People

Roster Review

Our People come first and it's important to know who they are, what role they hold and how they perform against set expectations.

Take the time to review your teams' roster at minimum once a week to ensure accuracy, but to also assess performance, plan succession, provide development and feedback.

Your HRBP will support you in the review and planning for people development, recruitment needs and accurate information in our systems.

Your People

Recruiting Playbook

We have a strong Talent Acquisition team that will partner with field leaders to source and recruit top talent for management roles. The EyeCare COE (Center of Excellence) Recruiting team will partner with leaders to source and recruit doctors as well as licensed opticians in challenging markets.

For all clinic positions below the manager level, each hiring manager and field leader is responsible for networking, sourcing and recruiting, interviewing, hiring, onboarding, developing and retaining top talent with the support of tools and resources available.

Refer to the Recruiting Playbook for details on effective ways to network, recruit, interview, hire and onboard top talent for your location(s).

The Recruiting Playbook is an all-encompassing guide that explains:

- how to proactively network and recruit top talent
- where to look for top talent
- the importance of building and developing an internal bench of talent before the need arises
- how to utilize Social Media effectively
- how to post a position for effectiveness (and not get quarantined by job boards)
- effective ways to interview candidates
- effectively navigate Talent - EssilorLuxottica ~ Recruiting (the system)
- the importance of effectively onboarding your new top talent

Your People

Career Path

This simple, yet comprehensive tool will help employees create a desirable path to their career. No matter where an employee works in the EssilorLuxottica world, they can really make an impact. Employees combine their personal talent with the opportunities for growth to create their own journey.

EssilorLuxottica's career development planning allows employees to assess themselves objectively and take an active role in developing the next steps on their career path. At EssilorLuxottica, we encourage our employees to broaden their horizons by considering a multi-brand approach to career development.

EssilorLuxottica offers unique experiences and learning opportunities. As an employee's career unfolds, having exposure and knowledge of how multiple brands/ business units operate is a skill in which many of our employees would greatly benefit. Diversity of thought and learnings is a unique and valuable skill that cannot be taught, only acquired through experience.

Employees should partner with their manager to help clarify a personal and unique career path, identify the competencies or skills for improvement, and create an innovative plan to exceed your personal development and business goals. As a manager, meet with your teams to plan their next career move.

Go to My Personal Desk > HR Solutions > Talent Management and People Development

Your People

Employee Credentials

Managers will be provided frequent reports regarding licensing credentials captured in My Personal Desk. Ensure you review it regularly for accuracy and update My Personal Desk as needed.

It is vital that all employees who have a license or certification capture their credentialing information correctly in My Personal Desk. Reporting is available to help monitor the accuracy of information. Below are tips on how to reconcile any inaccuracies (and continued on the next page).

If...	Then...
Employee is in a licensed role, but their license has expired	<ol style="list-style-type: none"> 1. Determine if the employee's license is actually expired. Employees and managers should be aware of when license credentials are going to expire and take the steps necessary to renew their license before it expires. 2. If the employee holds a valid, non-expired license, update the expiration date in My Personal Desk. 3. If the employee's license is expired, they should visit their state board website and follow reinstatement procedures to renew their license. The employee's manager should update their expiration date in My Personal Desk. 4. If the employee's license expired and they will not renew it, the employee needs to be moved out of the Licensed role and pay re-evaluated with the HRBP.
Employee is in a licensed role, but their license will expire in less than 90 days	<ol style="list-style-type: none"> 1. Ensure employees with upcoming expiration dates are alerted to the need to renew their license. Employees should follow the renewal procedures outlined on their state board website. 2. If the employee's license expires and they will not renew it, the employee needs to be moved out of the licensed role and pay re-evaluated with the HRBP.
Employee is in a licensed, apprentice, or student role, but is missing credentials in My Personal Desk	<p>Employees should provide credential information for their manager to enter in My Personal Desk. Credentials include, but are not limited to:</p> <ul style="list-style-type: none"> • For Licensed Opticians: Country, State/Province, License Number, License Effective Date and Expiration Date. • For Apprentices: Apprentice State, Apprentice ID number (if applicable), Apprentice Start Date, Lux ID of apprentice's supervisor (the licensed optician who is overseeing their apprenticeship). Note: employees cannot be in an apprentice job code until the effective date of the apprenticeship. • For Students: Name of School, Program Type, Start Date, Expected Graduation Date or Actual Graduation Date • ABO & NCLE Certificate Number, Date Exam was Passed, Expiration Date

Your People

Employee Credentials, *continued*

Below are additional tips on how to reconcile any reporting inaccuracies (continued from previous page).

If...	Then...
Employee is in a licensed role, with a valid license, but not for the state they currently work in	Employees must have a current and valid license for the state in which they work in to be considered a licensed optician in that state. If an employee is not utilizing a license on behalf of Luxottica they should not be in a licensed role, even if their license is valid. The employee needs to be moved out of the licensed role and pay re-evaluated with the HRBP.
Employee has a valid license, but is not in a licensed role (does not have licensed job title)	Employees who hold a valid license, and are working within the licensed state, should be placed in a licensed role with the word "Licensed" in their job title.
Employee is in an apprentice job code, with valid credentials in the system, but the supervisor they are apprenticing under has invalid credentials, or the apprentice does not have a supervisor listed	Apprentice opticians must provide the Lux ID of the licensed optician in their store who is overseeing their apprenticeship (also called a sponsor or supervisor). This is different than their supervisor whom they report to for work (i.e. Store Manager). Enter the supervisor's Lux ID in My Personal Desk. If the 'supervisor' changes, the apprentice's information needs to be updated in My Personal Desk.
Employee is in an apprentice job code, but has a future start date in which the apprenticeship starts	Employees should not be in the Apprentice Optician job title before they start the apprentice program. Employees must have a start date for their apprenticeship that is in the past. Enter the correct start date in My Personal Desk.
Employee is in apprentice job code, but the state does not permit apprentices	Employees cannot apprentice in a state that does not have formal apprenticeship requirements. Please refer to the state board website for additional details on training requirements to receive state optician license.
Employee's ABO and/or NCLE Certification is expired, or expiring in less than 90 days	<p>All ABO and NCLE certifications expire on December 31 every three years from when the employee obtained their certification. There are continuing education requirements to maintain ABO and NCLE certifications.</p> <ol style="list-style-type: none"> 1. Ensure the employee has entered the correct expiration date for their certification(s). 2. Determine if the employee is required to keep their ABO or NCLE certification current. Some states do not require ABO or NCLE certification to be kept current, as long as their license is current. Consult the state board's website for details. 3. If the certificate is expired, the employee should follow the reinstatement procedure found on the ABO website. <p>Information for ABO and NCLE certifications can be found at www.abo-ncle.org.</p>

Go to the American Board of Optometry and National Contact Lens Examiners website for details.

Your People

Tools to Manage Performance

Performance expectations, standards, development plans, and corrective actions should be applied evenhandedly. Employees in similar situations should be treated comparably. Be sure to review past practice so that you can remain consistent in your response to performance issues with all of your employees. Reach out to your HRBP with any questions.

Tools available to you as a manager:

- Individual Development Plan (IDP)
- Associate Performance Record (APR)
- Performance Improvement Plan (PIP)
- Corrective Action Record (CAR)

Your People

Tools to Manage Performance, *continued*

Individual Development Plan (IDP)

The Individual Development Plan (IDP) is a tool to assist employees in career and personal development. Its primary purpose is to help employees reach short and long-term goals.

An IDP is not a performance evaluation tool or a one-time activity. It should be looked at as a partnership between the employee and the manager. It involves preparation and continuous feedback.

IDPs help managers better understand the employee's professional goals, strengths and development needs resulting in more realistic development plans.

This unique approach allows the employee to assess themselves objectively and approach development planning the way he/she would approach business or project planning. The IDP is designed by the employee, in partnership with the manager to drive the development, knowledge, skills, and abilities to reach the employee's career aspirations.

Your People

Tools to Manage Performance, *continued*

Individual Development Plan (IDP), continued

Action Steps:

An Individual Development Plan (IDP) needs to be a collaborative approach between the manager and the employee.

Pre-Planning: The manager and employee prepare independently for the meeting.

The employee will specifically:

- Clarify career path
- Identify the competencies or skills for improvement
- Create an innovative plan to exceed personal development and business goals

Manager identifies suggested courses (formal learning) and on-the-job activities (informal learning)

Employee and manager meeting: discuss employee strengths, areas for improvement, interests, goals, and business initiatives/objectives

Prepare IDP: employee, in partnership with the manager, completes Plan for individual development

Implement Plan: employee pursues training and development identified in the Plan; the manager provides feedback along the way

Evaluate Outcomes: manager and employee evaluate the usefulness of training and development experiences

Your People

Tools to Manage Performance, *continued*

Individual Development Plan (IDP), concluded

It is imperative for the manager or employee to schedule regular touch-base meetings to provide and receive feedback; these meetings allow the manager to offer assistance and to identify any help or tools the employee needs to succeed.

The recommendation is for the manager to set the actual date for follow-up meetings after each touch base meeting - try not to reschedule a meeting and do not cancel a meeting.

Meetings, coaching and feedback sessions are best when in person, an alternative is Skype or phone. Do not provide coaching and/or feedback via email, text, Instant Message or through any social media option.

NOTE: DO NOT issue an IDP without having a constructive conversation with the employee (and continued meetings). This is not something to be passed along and essentially discarded.

To access an IDP go to **My Personal Desk > Talent-EssilorLuxottica > Development**

Your People

Tools to Manage Performance, *continued*

Associate Performance Record (APR)

An Associate Performance Record (APR) is a record to be used for documenting conversations that managers have with employees.

This tool will allow managers to evaluate trends in performance. This includes, but is not limited to: conversations on employee accomplishments, recognition, performance gaps, inappropriate behavior and attendance issues.

Share recognition and feedback regularly with employees. Coach to correct or enhance performance.

Your People

Tools to Manage Performance, *continued*

Associate Performance Record (APR), continued

Action Steps:

Provide on-the-spot coaching in the moment to all employees as needed. Coaching should be thought of as something to do to correct behavior/performance AND to reinforce positive behavior/performance.

Make a commitment to catch employees doing something right, even if it's a seemingly 'little thing'.

Get out of your office and in front of your team; interact with them in their environment.

Be concrete and specific when providing feedback. "Good job" is not as motivating for an employee as "Jane, I liked the way you took the time just now to ask that customer if they needed an annual eye exam. You picked up on their nonverbal cues and immediately acted to make sure they received the assistance needed."

Let the employee know when they have been coached! Many times people don't recognize it. You can simply ensure they know by ending the conversation with "Thanks for the coaching moment!"

Your People

Tools to Manage Performance, *continued*

Associate Performance Record (APR), concluded

Alternatively, an employee may struggle, and the manager will identify this as a development opportunity. This may be presented by the manager's observation or the employee's own self-awareness.

An employee may seek input from the manager when uncertain about how a particular situation was handled or may seek input prior to making a mistake in the handling of a situation.

Sometimes an employee may seek reassurance or confirmation and may already know the answer to the question being asked. A manager can enhance an employee's capabilities and self-esteem by asking what she/he thinks, and where possible, confirm that the answer is the correct path.

The manager's role is to strengthen an employee's competency. Avoid being tell-direct, assigning the task to someone else or taking over the task yourself.

Document any coaching opportunity on an APR. Retain a copy of the APR for easy access and reference. DO NOT issue or file away an APR without having a constructive conversation with the employee (and continue conversations as needed).

To obtain the APR form, go to My Personal Desk at **mypersonaldeskna.luxottica.com > HR Solutions > Performance Management Resource Library**

Your People

Tools to Manage Performance, *continued*

Performance Improvement Plan (PIP)

A Performance Improvement Plan (PIP) is a tool to correct behavior or poor performance.

The manager, with input from the employee, should develop the improvement plan. The purpose of the PIP is to help the employee achieve the expected/desired level of performance. Give the employee a Plan to become a more successful and valued contributor.

A PIP, in general, should be no less than 30 days and no more than 90 days, but can be modified on a case-by-case basis. The Plan should be long enough to provide the employee time to improve performance. The more complex the focus area or the need to improve in a multitude of areas, the longer the timeframe should be.

Contact your HRBP if you have questions or need guidance in determining the appropriate timeframe of the Plan.

Your People

Tools to Manage Performance, *continued*

Performance Improvement Plan (PIP), continued

Action Steps:

A Performance Improvement Plan (PIP) should:

- Include a statement of unacceptable performance; be specific and cite examples; modify based on employee feedback
- Specify a timeframe (start, anticipated end date)
- Describe the level of acceptable performance which must be maintained
- Identify and specify the support and resources you will provide to assist the employee
- Address your plan for providing feedback to the employee; the recommendation is for the manager to set the actual date for follow-up meetings after each touch base meeting – weekly or every other week
- Specify the measurements you will consider in evaluating progress
- Specify possible consequences if performance standards are not met (i.e. Corrective Action, demotion, termination of employment)

Your People

Tools to Manage Performance, *continued*

Performance Improvement Plan (PIP), concluded

- The manager is to follow-up at the designated times with the employee (try not to reschedule a meeting and do not cancel)
- Follow-up with performance feedback and discussions regularly throughout the length of the Plan
- Document each meeting with the date, time, conversation, meeting witness (if any), etc.
- Meetings, coaching and feedback sessions are best when in person, an alternative is virtual or phone. Do not provide coaching and/or feedback via email, text, Instant Message or through any social media options.
- At the end of the PIP, if performance is less than satisfactory, the next step would be to issue a Corrective Action Record (CAR) which is the last step prior to demotion or exit from the organization for continued poor performance/behavior.
- Forward appropriate documentation to your HRBP and retain a signed copy of the Plan for easy access and reference. DO NOT issue a PIP without having a constructive conversation with the employee. It is not something to be passed along via email, signed and essentially discarded.

To obtain a PIP, go to My Personal Desk at

HR Solutions > Performance Management > Resource Library.

Your People

Tools to Manage Performance, *continued*

Corrective Action Record (CAR)

A Corrective Action Record (CAR) is a more formal discussion with a written document that outlines the unacceptable performance and/or behavioral issues and the expectations of the employee going forward.

At this stage of coaching an employee's performance and/or behavior, the employee should be well aware that his/her performance or behavior is not acceptable, and failure to show immediate and sustained improvement may lead to further corrective steps, up to and including termination of employment.

Your People

Tools to Manage Performance, *concluded*

Corrective Action Record (CAR), concluded

Action Steps:

A Corrective Action Record (CAR) is issued to communicate with an employee to improve attendance, performance and/or behavior. You may take corrective action when other methods such as coaching and managing performance have not been successful.

Now that the employee has been issued a Corrective Action - don't stop there! The manager needs to continue to manage performance; assess and provide coaching and feedback to the employee. Don't count him/her out just yet. This is their last chance to reach for the stars and meet expectations.

Follow-up with performance feedback and discussions regularly throughout. Try not to reschedule a meeting and do not cancel a meeting.

Meetings, coaching and feedback sessions are best when in person, an alternative is virtual or phone. Do not provide a Corrective Action via email, text, Instant Message or through any social media options. DO NOT issue a CAR without having a constructive conversation with the employee. It is not something to be passed along via email, signed and essentially discarded.

Partner with Employee Relations before creating or issuing a CAR to an employee.

To obtain a CAR, go to My Personal Desk at
HR Solutions > Employee Relations e-Service

Your People

Status Audits

Purpose:

The Affordable Care Act ("ACA") became effective in 2014. It mandates that companies offer medical coverage to employees who work an average of 30 or more hours a week. If coverage is not offered, companies may be penalized.

To remain compliant, EssilorLuxottica conducts a Companywide status audit every six (6) months and a New Hire status audit for employees who gained six (6) months seniority in the organization.

If an employee averaged at least 30 hours of service per week during the Status Audit measurement period, they are required to maintain "minimum essential coverage" as defined under the Patient Protection and Affordable Care Act (PPACA) when submitting taxes. If they fail to show proof of coverage, they can be subject to a tax penalty.

Your People

Status Audits, *continued*

Status Audit Important Dates

EssilorLuxottica conducts a Companywide status audit every six (6) months.

Measurement or “Look Back” Period:

- The designated period used to average an employee's paid hours.

Companywide audit dates:

- Hours *paid* from: December 1 – May 31
- Hours *paid* from: June 1 – November 30

Administrative Period:

- Timeframe the company reviews results from the measurement period and moves employees into the proper status (FT, PT, Casual) based off the average hours paid.
 - Month of December and
 - Month of June

Stability Period:

- Timeframe that an employee is “locked” into medical coverage.
 - Stability Period: January 1 – June 30
 - Stability Period: July 1 – December 31

Your People

Status Audits, *continued*

Average Hours per Week

Full-time (FT): 30 to 40 hours

Part-time (PT): 20 to 29.9 hours

Casual Part-time (CPT): 19.9 hours or less

Terminations: 0 hours paid within the past six (6) months

If an employee exits from the company as a full-time employee and is rehired within 13 weeks at a different status, prior health benefits are reinstated and the employee will be included in the status audit calculation.

No Exceptions to the “30-hour” rule. EssilorLuxottica does not grant exceptions to the “30-hour” rule for employees who do not average 30 hours in a Status Audit measurement period. Extraordinary cases will be reviewed on a case by case basis.

Managers should review their hourly employees' schedules on a regular basis.

Your People

Status Audits, *continued*

Employment Classification Form (waiver): Employees who average 30 or more hours within a measurement period have the rights to medical coverage through their stability period.

If an employee voluntarily revokes their rights, they can complete the Employment Classification form located on My Personal Desk under “My Data”. Employees must attest to several requirements upon electronically signing the form. COBRA medical insurance is not offered when the employee signs the “waiver”.

Once the form is completed, an Alert is sent to their manager via email. The manager will be sent a notification to log into My Personal Desk where they would click on “My data” under *Manager's Tools* to view or update the Employee Classification form request.

When the manager makes the status change, they should enter the same status and effective date that the employee indicated on the (waiver) form.

Your People

Status Audits, *concluded*

EssilorLuxottica does not permit back-dated status changes that were affected by the results from the Status Audit.

An employee status cannot be changed for two (2) weeks after the status changes made by the audit results. If an employee is changed back to full-time status, their benefits and PTO will start over the first of the month following 30 days from the new full-time status.

Due to legal requirements, EssilorLuxottica is unable to back-date regular status changes or issue benefits premium refunds beyond 60 days.

For questions regarding the status submit an email or chat through the HR Service Portal on [HR Solutions](#) or call the EssilorLuxottica **Human Resource Center at 866.431.8484 (options 1,3,1).**

Your People

Exit Interviews

Employees who voluntarily resign from their position will be asked to complete a brief Exit Interview survey to provide feedback about their experience while working at EssilorLuxottica.

Individual employee responses are kept confidential, if preferred.

The Exit Interview is reviewed or conducted by the HRBP and shared at a high level with the brand leaders as needed.

Your People

HRBP to review with Field Leader/Managers the following:

Organizational chart in *Talent - EssilorLuxottica** > *Org Chart*
- If anyone is coded incorrectly, contact your HRBP

Employee Handbook: e-sign and ensure you read it under HR Solutions**

Manager Handbook: ensure you read it and refer to it often in HR Solutions**

*To access Talent EssilorLuxottica go to **<https://successfactors.luxottica.com/>**

To access the Handbooks in HR Solutions go to My Personal Desk (MPD) at **mypersonaldeskna.luxottica.com > **HR Solutions > Policies & Procedures**

Your People

OneSight

The OneSight EssilorLuxottica Foundation aims to eliminate uncorrected poor vision in a generation by creating sustainable access through an innovative approach to impact philanthropy, partnerships and raising awareness.

Uncorrected poor vision affects 1 in 3 people around the world. 90% of these people live in developing communities where there is limited access to vision care and awareness of vision issues. That's why our work focuses on partnering with governments, NGOs and like-minded private organizations to create sustainable access to vision care, provide free eye exams and glasses for those most in need, fund local vision care programs and raise awareness of poor vision among policy makers and at a community level.

Our work

Since 2013, we have provided 656 million people with access to sustainable vision care through 24,900 sustainable access points and 228 vision centers. Together with our philanthropic activities, these efforts have helped correct and/or protect vision of 65 million people.



63

million lives improved



656

million people with access



24,900

sustainable access points

***To learn more about OneSight, EssilorLuxottica Foundation go to <https://OneSight.essilorluxottica.com>**

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Total Rewards

Total Rewards

Talent Development

Performance Feedback

Compensation

Work-Life Balance

Benefits and Employee Assistance Program (EAP)

Tuition Reimbursement



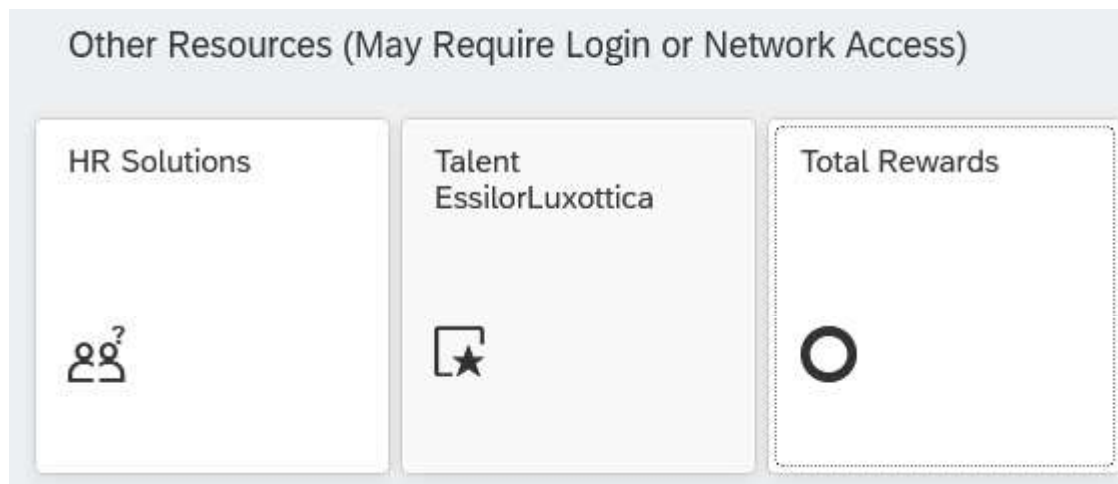
Total Rewards

At EssilorLuxottica, we recognize hard work with competitive pay, commissions, excellent benefits, and many other perks! We provide our employees with a comprehensive benefits program with a variety of plans, because we believe your benefits should cover more than just your health; they should also cover you in all aspects of your life and work. That's why we offer benefits that enhance your financial wellbeing and offer access to additional programs and discounts.

Total Rewards represents the offerings that may be available to you including competitive base pay and benefits, work-life balance, recognition, performance feedback and talent/career development along with great perks, a fun culture, and unique opportunities to give back to our communities.

You can find information regarding Total Rewards in My Personal Desk at **mypersonaldeskna.luxottica.com > Total Rewards**.

It's important to become familiar with all of the offerings available in our Total Rewards package to take advantage yourself and communicate in discussions with current employees for retention purposes and in networking and recruiting top talent.



Total Rewards

Talent Development: *Helps managers recruit, retain, develop, recognize and reward employees*

- Leonardo, e-Learnings
- Live Virtual Classroom Training via Leonardo
- Comprehensive Onboarding
- On-the-job Training
- Coaching
- Mentoring
- Project Work
- Stretch Assignments
- Job Shadowing
- Cross-Brand / Department Lateral Opportunities
- Promotional Opportunities
- Individual Development Plan (IDP)
- Career Path Tool
- Exposure with Leadership
- Job Swap/ Job Rotations

Total Rewards

Performance Feedback: *Helps managers measure the performance of employees based on key performance indicators and behaviors against set expectations*

Ongoing performance feedback is an important element in assisting employees to improve their performance, develop their careers and achieve success with the Company.

Managers provide direction and feedback to employees to develop them and help them meet the performance and behavior expectations of the Company.

Your HRBP will explain the **annual performance management cycle** (starts in December and ends in March) and those roles included in the formal review and merit allocation process versus those employees who do not receive a formal review and are eligible for a 'market-based' increase not tied to individual performance.

Ask your HRBP for details about your individual objectives and those of your teams for the year - which are established by each business unit/location.

Go to My Personal Desk > Talent-EssilorLuxottica

Total Rewards

Compensation, *continued*

Base Pay

Our base pay methodology is constructed on market-competitive data and is built to also reward individuals based on performance and competencies. Setting goals, having regular performance discussions and measuring results through the performance management process are examples of how you partner with your manager and EssilorLuxottica to achieve career and financial success.

Market-Competitive Pay: How Does it Work?

The starting point for determining your pay is the job you do. Each job is assigned a market reference point (MRP) based on the value of that job in the market. Multiple salary surveys of what other employers pay for the same or similar job are used to arrive at this “going rate,” or MRP.

The MRP assumes an employee is fully competent in their job. It is typical for newer employees and those just learning their role to generally be paid lower than the MRP or 50th percentile (P50) of the role. Pay for employees whose contributions, experiences and performance significantly exceed what is required to do the role may be above the MRP or 50th percentile (P50) of the role.

Total Rewards

Compensation, *continued*

Compensation Guidelines for New Hires and Promotions:

Minimum to 25th percentile (P25) of the hiring range:

- for those candidates with minimum or no experience

25th percentile (P25) to Midpoint (P50) of the hiring range:

- candidate with some experience

Midpoint (P50) of the hiring range:

- candidate fully competent to do the job

Midpoint (P50) to 75th percentile (P75):

- reserved for exceptional candidate fully competent and highly qualified to do the job

Any new hire or promotion being considered for over the 75th percentile (P75):

- requires next level manager **and** HRBP approval

Total Rewards

Compensation, *continued*

Compensation Guidelines for Lateral Moves and Demotions:

- Lateral Moves: Increases to pay are not required for lateral moves. If the business needs warrants an increase, review with your next level manager and HRBP. Increases should be minimal, between 2-3%, if approved by the HRBP.
- Demotions: employees who take a step down in position should also receive a decrease in pay. The employee is to be moved to the 75th percentile (P75) of the range of the new position. If necessary, pay can go lower than the 75th percentile (P75) based on review of internal equity.

Any offer that remains over the 75th percentile (P75) of the new position requires next level manager approval **and** HRBP approval.

Total Rewards

Compensation, *continued*

Off-Cycle Pay Adjustments

A request for an off-cycle increase (of any amount) is not permitted; it may be considered on an exception basis only.

The exception would include an employee with a competitive offer who is currently and consistently meeting or exceeding expectations.

Practice Managers do not have the functionality to enter off-cycle pay adjustments in the system.



STEP 1: Practice Manager recommends a pay adjustment for an employee to their next level manager and presents written justification.

STEP 2: Upon next level manager approval; gain top level approval.

STEP 3: Upon top level approval; gain HRBP approval.

STEP 4: Upon HRBP approval, hiring manager's manager enters pay adjustment in appropriate system; Practice Manager extends offer to candidate.

Total Rewards

Compensation, *concluded*

New Hire / Rehire offers, Promotions, Demotions and Transfers (with increased volume/responsibilities)

Hiring manager can extend offers up to the 75th percentile (P75) with next level manager approval; any wage over P75 must be approved by the next level manager **and** HRBP.

Demotions should include a pay decrease to 75th percentile (P75) or below of the new role. Offers over 75th percentile (P75) requires next level manager **and** HRBP approval.

Offers at or below P75

- Step 1: Hiring Manager enters pay for offer; workflow is routed to the next level manager who will review the offer
- Step 2: Upon next level manager approval, Hiring Manager extends offer

Offers above P75

- Step 1: Hiring Manager enters pay for offer; workflow is routed to the next level manager who will review the offer
- Step 2: Upon next level manager approval, workflow routes to HRBP for review
- Step 3: Upon HRBP approval, Hiring Manager extends offer

Any increase resulting in more than a 15% increase regardless of percentile in the range of the new position requires next level manager approval and HRBP approval

Total Rewards

Work-Life Balance: *Provides you the opportunity to do what you love when you want to*

Work-life balance is an ongoing process in which we creatively choose where to invest our energy so that work and life don't compete with each other, but support and enrich one another.

Just like some of our competitors, EssilorLuxottica has day, evening, and weekend work hours. However, we continue to offer full-time, part-time and casual part-time schedules, working with employee availability while also supporting employees' pursuit of educational and personal goals.

EssilorLuxottica differs from many competitors, by offering:

- Opportunities to participate in domestic or international OneSight Clinics ~ bringing eye care where it's needed most
- Ability to engage with the community where you live and work
- Effective tools to ease the work you do!

Total Rewards

United States

Benefits: Benefits to cover your health and wellness, including your financial security and well-being

Manage Your Health:

- Medical/ Prescription Drug Insurance
- Free annual vision exam for you and your enrolled dependents
- Dental Insurance
- Contact Lens Plan
- Employee Assistance Program (EAP)
- Holidays and Paid Time Off*
- Flexible Leave Policies
- Health Savings and Flexible Spending Accounts*
- FREE VISION INSURANCE!

Protect Your Home:

- Employee Basic Life/ Accidental Death and Dismemberment Insurance
- Supplemental Life Insurance for you and eligible dependents*
- Short Term and Long Term Disability*
- Business Travel Accident
- Voluntary benefits (critical illness, hospital indemnity, accident insurance)
- Universal Life Insurance

Visit benefits.luxottica.com to learn more about available discounts and for more in-depth benefits information.

Employee Discounts:

- Free annual eyewear certificate
- Free milestone anniversary eyewear certificate(s)
- Numerous discounts for travel, entertainment, hotels, auto, beauty and spa
- Yearly discount coupons for friends and family
- Legal services and identity theft protection
- Online Discount Marketplace
- Adoption Assistance*
- Commuter Benefits
- Tuition Reimbursement

Build Your Financial Income:

- 401(k) Plan and Company Match
- Credit Union

Engage Wellbeing App:

- All your medical and Rx information in one place
- Search for doctors
- Get reviews
- Compare costs
- Download the app at:

**Full-time employee benefit*

Note: Hawaii and Puerto Rico participants may have different Plan options available.

Total Rewards

Benefits Options

Access Benefits Options at benefits.luxottica.com

Access this website for New Hire Enrollment, Qualified Life Event (QLE) Changes and Annual Enrollment.

New Hires: Medical, dental and certain other benefits are effective the first of the month following date of hire or date in full-time employment status. You must enroll prior to this date or you will not have coverage.

Vision benefits, 401(k), Business Travel Accident and the Employee Assistance Program (EAP) become effective on your date of hire.

If you have questions about your benefits, please visit benefits.luxottica.com or call the Human Resources Service Center at 866.431.8484. Spanish and interpreting services for other languages are available. Or contact the providers shown below once you are enrolled.

Benefit	Provider	Phone Number	Website
Medical and Prescription Drug	MCS	888-758-1616	medicalcardsystem.com
Dental	MCS	787-758-2500	medicalcardsystem.com
Vision	EyeMed	844-345-0578	eyemedvisioncare.com
Employee Assistance Program (EAP)	Anthem	800-865-1044	anthemeap.com (enter "Luxottica" to log in)
Life Insurance	Anthem	866-551-0315	anthem.com
Short Term Disability	Sedgwick	855-857-0360	sedgwick.com
Long Term Disability	Aetna	866-277-8113	aetna.com

Total Rewards

Employee Assistance Program (EAP)

The Company offers access to an Employee Assistance Program (EAP) as part of our commitment to provide comprehensive, quality benefits. This benefit is provided to all employees, regardless of status, and at no cost to employees.

EAP is a confidential support and referral service with resources to help employees maximize productivity while balancing life's realities and challenges, such as child care and parenting, aging parents, financial and legal concerns, work, career, emotional well-being, addiction and recovery and more.

Ask your EAP for a coupon code for FREE online therapy visits with LiveHealth Online. Counselors on LiveHealth Online can help you with stress, anxiety, depression, relationship or family issues, grief and panic attacks. The EAP representative will tell you more about therapy options, including video visits using LiveHealth Online on your computer, smartphone or tablet.

All employees and household members in the U.S. and Puerto Rico: call 800.865.1044 (Company Name: Luxottica).

All employees and household members in Canada: call 877.847.4525 (Company name: Luxottica).

For additional details go to My Personal Desk at **mypersonaldeskna.luxottica.com** > **HR Solutions** > **Employee Assistance Program/EAP**

Or visit EAP at **www.anthemEAP.com/**

Total Rewards

Tuition Reimbursement

In support of our employees, EssilorLuxottica has established the Tuition Reimbursement Program to financially assist employees who take steps to improve their job-related knowledge and skills through outside coursework.

Eligibility: all full-time employees are eligible to apply on the first of the month following 30 days of full-time employment.

There is a pre-approval requirement for employees pursuing either a degree program or a non-degree program, such as completing courses toward an opticianry certification or license.

Review the policy for full details at **benefits.luxottica.com**

Total Rewards

Tuition Reimbursement, *concluded*

Introduced in January 2020, there is a tuition reimbursement program for **part-time employees** who want to pursue a degree in Opticianry.

If you have an employee who is looking to further develop their Opticianry career, earning an accredited Associate's Degree is one of the best ways to invest in their future. Successfully completing an approved course of study in Ophthalmic Dispensing has many benefits.

It can help:

- meet the educational requirements to become a Licensed Optician faster than through certain apprenticeship programs
- prepare to succeed on ABO, NCLE and State Board exams
- qualify to sit for state board exams in other states if relocating (assuming other state prerequisites are met)
- learn new and relevant opticianry skills, techniques and best practices

Part-time employees are not eligible for tuition reimbursement under this program for education towards an alternative degree or discipline.

This new benefit offers a quicker path to licensure since it can take part-time employees between 25% and 60% longer to become licensed through apprenticeship programs.



Systems

Systems

My Personal Desk (MPD) - Employee Self-Service and Manager Self-Service

HR Service Portal

HR Solutions

e-Service - Employee Relations Management System

Leonardo - e-Learning Digital Platform

Talent - EssilorLuxottica

Sedgwick - Leave of Absence

- Occupational Health

Kronos - Time Keeping

OneLuxottica



Systems

My Personal Desk: <https://mypersonaldeskna.luxottica.com>

As an employee, it is an all-in-one solution that connects you to your pay, personal data (physical home address, phone number and personal email address), and leave of absence information. As a manager, you have access to your team's personal data and can view and manage specific actions for them. Complete the e-learning and review job aids for details.

HR Service Portal: <https://hrc.luxnacc.com/> or via My Personal Desk > HR Service Portal

Initiate either an email or on-line chat (no phone) with an HR Representative. The HR Service Portal is also accessible via My Personal Desk > HR Service Portal.

HR Solutions: My Personal Desk > HR Solutions

Is designed to assist you in answering many of the HR questions you may have. It is the central location for Employee Relations and other HR topics, documents, and resources that will empower you to resolve employee questions/concerns and deliver positive business results.

e-Service: My Personal Desk > HR Solutions > Employee Relations e-Service

As a manager, you have resources available when you need to address Attendance Issues, Unprofessional Behavior, Policy Violations, or general Performance Management.

Talent EssilorLuxottica: My Personal Desk > Talent EssilorLuxottica

Performance Reviews, Individual Development Plan (IDP), recruiting, job openings, organizational charts and more!

Leonardo: My Personal Desk > Leonardo

Digital e-learning

Sedgwick: My Personal Desk > My Leave

Manage leaves of absence (LOA) for self and team

Kronos: <https://luxottica.kronos.net/wfc/logon>

Time Keeping System; go to My Personal Desk > HR Solutions and search Kronos for more information, FAQs, Reference Guide and Training Videos

Concur: <https://concursolutions.com/>

Travel and Expense Reimbursement

Systems

My Personal Desk (MPD)

From My Personal Desk you can access the following internal resources:

- Employee Self-Service: My Pay, My Data, My Leave, Job Aids
- Manager Tools: My Data Approvals, My Team, Additional Tools

Other Resources:

- HR Solutions
- Talent - EssilorLuxottica
- Total Rewards
- Pre-Boarding, Managers Only (complete I9s)
- OneLuxottica
- Employee Relations
- Leonardo
- HR Service Portal

Systems

My Personal Desk, *continued*

Any changes in roles from Hourly to Salary and vice versa **MUST** be made effective on the first Sunday of the Pay Period – no exceptions.

Use the Job Aids on the homepage for trouble shooting.

Leaders covering a region where there is no field leader should partner with their HRBP to have updates made in My Personal Desk or have a manager make the change.

Any edits/corrections pertaining to a reporting structure within a location requires a request submitted through **Helpdesk Advanced (HDA)**.

- Example: When looking at employee information within My Personal Desk (or reviewing a roster), you notice that one employee is reporting into the wrong location and/ or manager. Submit a HDA ticket, noting the correct information. The ticket should be resolved within five (5) business days. The field manager should also submit an HDA ticket for:

- Supervisor changes work locations
- Transfers (beyond 60 days, and to support large change request)
- Position Creation (to support transfer)

There are a multitude of job aids to help navigate My Personal Desk. Log into My Personal Desk at **mypersonaldeskna.luxottica.com**

Connect with your HRBP to request an HDA ticket.

Systems

My Personal Desk, *continued*

It is important to code the reason for a change accurately in My Personal Desk.

When to Use:

Change of Basic Pay - only available at the field leader level and above.

Use this Action Type when the only change is pay rate and all other categories remain the same (i.e. job title, job code, supervisor, brand, etc.) or for pay correction due to wrong data entry.

For example, if someone receives a competitive offer, you may be able to provide an internal equity adjustment with a "Change in Basic Pay". This is considered an off-cycle pay adjustment due to no change in position.

Another example, if someone is provided a pay increase due to a promotion (which results in a job code and job title change), you must select "Organizational Transfer".

Systems

My Personal Desk, *continued*

It is important to code the reason for a change accurately in My Personal Desk.

When to Use:

Organizational Transfer

Use this Action Type for one of the following reasons:

- Promotion
- Demotion
- Transfer Department (no pay change)
- License Change
- Lateral Job Change (typically no pay change)
- Supervisor Change (no pay change)
- FT to CPT (no pay change)
- FT to PT (no pay change)
- PT/CPT to FT (no pay change)

When Organizational Transfer is used, the position code/ID must also be updated in My Personal Desk. If the position code/ID is not changed you will receive an error message.

Job Aids are available in My Personal Desk.

Systems

My Personal Desk, *continued*

It is important to code the reason for a change accurately in My Personal Desk.

When to Use:

Terminations

Use this Action Type only when someone is leaving EssilorLuxottica. If the employee is *transferring* to another brand use "Organizational Transfer".

Additionally, when someone leaves the organization, the appropriate reason code must be selected. For example, if someone leaves due to another job opportunity because they were dissatisfied with hours - select "Dissatisfied with Hours" rather than "Job Opportunity" as their reason for leaving.

The reason for leaving is utilized in reporting and needs to be the most accurate description.

Systems

My Personal Desk, *concluded*

It is important to code the reason for pay change accurately in My Personal Desk.

Increase to Minimum: Only use when an employee is below the minimum of the range for the position and is receiving an increase to the minimum of the range.

Pay Adjustment: When pay changes due to an internal equity review and there is no change to position.

Promotion: Should only be used when an employee is moving to a higher level role that is considered a promotion. When an employee obtains a license, in a licensed state in which they work, code this change as a promotion.

- Note: if someone moves from part-time to full-time in the same role, that is not considered a promotion; that is a status change.

Demotion: When the employee is demoting to a lower level position, pay needs to adjust to at least the 75th percentile (P75) of the new role.

Lateral: No change to pay is recommended.

Transfer Department: Only to be used when an employee is transferring from one location to another or to another brand. If someone is being transferred with a promotion (job code change to higher level) it should be coded as Promotion, not a Transfer.

Systems

HR Service Portal

First level support of payroll questions addressed in-house with your questions being answered by the North America Call Center (NACC).

You can submit payroll inquiries using the HR Service Portal for your convenience, just as you submit requests today for other HR related questions.

In the HR Service Portal you can initiate either an *email or chat* on-line (no phone) with an HR Representative. The Portal is accessible through My Personal Desk at **mypersonaldeskna.luxottica.com**

- Benefits of in-house support via the HR Service Portal:
- Instead of calling and waiting on hold, you will visit the website to initiate either an email or chat on-line at
- no login required
- An HR Representative will respond quickly and courteously
- 24/7 access ~ You will be able to submit most HR related inquiries when it's convenient for you!
- The website is mobile friendly so you can ask all of your questions from your preferred device
- The link is available on My Personal Desk making it your one stop shop

Systems

HR Service Portal, *continued*

If you need assistance with any of the following, go to <http://hrc.luxnacc.com/> to chat on-line or email the HR Service Center directly from the portal.

You can start an on-line chat or submit an email 24 hours a day, 7 days a week about:

- Paid Time Off (PTO)
- Diversity Day
- Other Time Off Balances
- Accrual Assistance
- Leave of Absence/Disability
- Term in Error
- Rehire Eligibility
- Date of Hire Change
- Status Audit
- Kronos edits or paycheck issue/questions
- Manager Unable to Make Changes
- Direct Report
- Position Creation
- W2
- Paycheck Accrual
- Final Paycheck
- Immediate Pay
- Pension FAQs
- Access My Personal Desk
- Talent - EssilorLuxottica
- Leonardo
- Address change, name change, "My Data" changes

Systems

HR Service Portal, *concluded*

To access the HR Service Portal go to My Personal Desk > HR Service Portal

Business hours are 9am to 5:30pm ET

If you need more information, contact the HR Service Center at:

- phone: 866.431.8484
- email:

If you have questions regarding garnishments, contact the ADP Wage Garnishment Solution Center at:

- phone: 866.324.5191
- website:

Systems

HR Solutions

HR Solutions strives to encourage employees to use their skills and knowledge to improve the well-being of others. This community is designed to assist you in answering many of the HR questions you may have. It is the central location for Employee Relations and other HR topics, documents, and resources that will empower you to resolve employee questions/concerns and deliver positive business results.

It is organized to help you efficiently navigate through your subject of interest, specific to where you work. We also offer Employee Relations e-Service and a contact list for you to access and reach out to a subject matter expert.

To access HR Solutions go to My Personal Desk at **mypersonaldeskna.luxottica.com > HR Solutions**

Systems

HR Solutions, *continued*

To access HR Solutions go to My Personal Desk at **mypersonaldeskna.luxottica.com** >

HR Service Portal

Resource for the following:

- Accommodation Requests
- Attendance & Scheduling Guidelines
- Benefits, PTO & Holidays
- Compensation, Payroll, Wage & Hour
- Hiring Practices
- HR Emergencies
- Leave of Absence
- Open Doors, Conduct & Behavior Concerns
- Operations
- Performance Management
- Policies & Procedures
- Termination, Resignation & Job Abandonment
- Transfer, Promotions & Demotions

Systems

HR Solutions, *continued*

To access HR Solutions go to My Personal Desk at
mypersonaldeskna.luxottica.com > HR Service Portal

Training Resources~ Kronos

- For guidance on submitting time off requests in the Kronos timekeeping system, please see the Quick Reference Guide hosted on HR Solutions as well as the additional e-learnings and FAQs:

- Kronos Time-Off Request FAQ
- Manager Navigation for the Web
- Manager Timecard Review for the Web
- Manager Time-Off Requests for the Web
- Mobile Navigation
- Mobile Managing Timecards
- Mobile Time-off Requests

Systems

For assistance and most update to date information on "Who To Contact" go to My Personal Desk > HR Solutions > Contact List

Who To Contact

Area	Topic	Support Source	Path	Resource For:	
				Employee	Supervisor or HRBP *
Benefits	401K Plan	Fidelity	800-742-4015 or www.401K.com	X	
Benefits	Aetna Dental Benefits	Aetna	877-238-6200 or www.aetna.com	X	
Benefits	Annual Eyewear Certificate Replacement	Alight	compeyewear@alight.com		X
Benefits	Anthem Medical	Anthem	866-251-1701 or www.Anthem.com	X	
Benefits	Canada Benefits	SEB	866 431 8484	X	
Benefits	Canada RRSP/DPSP Retirement	Penmore	866-229-2212 or retirement@penmore.com	X	
Benefits	Cigna Dental Benefits	Cigna	800-244-6224 or www.mycigna.com	X	
Benefits	COBRA Benefits	Alight	866-431-8484 or www.benefits.essilorluxottica.com	X	
Benefits	Discount and Voluntary Benefits	BenefitsHub	866-431-8484 or www.benefits.essilorluxottica.com	X	
Benefits	Employee Assistance Program (EAP) US & PR	Anthem	833-914-0267 or www.anthemep.com	X	X
Benefits	Employee Assistance Program (EAP) Canada	Anthem	877-847-4525	X	X
Benefits	HSA Balances or Distributions	Fidelity	800-742-4015 or www.401K.com	X	
Benefits	HSA Enrollment or Contribution Changes	Alight	866-431-8484 or www.benefits.essilorluxottica.com	X	
Benefits	Leave of Absence	Sedgwick	866-431-8484 or logon to MPD>My Leave	X	X
Benefits	Optum Rx	Optum	866-868-0333 or www.OptumRx.com	X	
Benefits	US Full Time Benefit Questions	Alight	866-431-8484 or www.benefits.essilorluxottica.com	X	
Benefits	US Part Time Benefit Questions	Benefit Hub	866-664-4621 or customercare@benefitshub.com	X	
HR Technology / Data	Date of Hire Change	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X
HR Technology / Data	Direct Reporting Issue	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X
HR Technology / Data	My Personal Desk	HR Technology Team	MPD>HR Service Portal>Chat or Email	X	X
HR Technology / Data	Personal Change: address, marital, DOB, name, SSN/SIN	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X
HR Technology / Data	SAP HCM	HR Technology Team	See MPD and HDA End User Tool_V2		X
HR Technology / Data	SuccessFactors System Related Issue	HR Technology Team	HRis_support@luxotticaretail.com	X	
HR Technology / Data	Termination in Error	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X
IT & Telecom	IT & Telecom	IT	513-765-2222; Legacy Essilor 866-215-0274	X	

EssilorLuxottica

Who To Contact

Area	Topic	Support Source	Path	Employee	Supervisor or HRBP *
Payroll, PTO	PTO Donation/Give A Day	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	
Payroll, PTO	Tax Questions	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	
Payroll, PTO	W2/T4 Online	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	
Payroll, PTO	Direct Deposit Reject	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X
Payroll, PTO	Immediate Termination Pay Request	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X
Payroll, PTO	Issues Logging into My Pay	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X
Payroll, PTO	Missing Payment/Stop Payment	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X
Payroll, PTO	Payroll/Paycheck Question	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X
Payroll, PTO	PTO Accrual/Kronos Issue	Direct Supervisor	Direct Supervisor or HRBP	X	X
Payroll, PTO	PTO/Diversity/Other Time Off Balances	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X
Pre-Employment	Preboarding (new hire documents)	Equifax/HR Services Team	Preboarding@Luxotticaretail.com	X	
Pre-Employment	I-9 Management	Equifax/HR Services Team	Preboarding@Luxotticaretail.com	X	X
Pre-Employment	Pre-Employment Screening - escalation	HR Services Team	Backgroundscreens@luxotticaretail.com	X	X
Talent EssilorLuxottica	Talent EssilorLuxottica>Create Position	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X
Talent EssilorLuxottica	Talent EssilorLuxottica-Performance	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X
Talent EssilorLuxottica	Talent EssilorLuxottica-Recruiting	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X
Various	Former Employee Resources	Website	www.formeremployee-luxottica.com	X	
Various	Travel & Expense	GBS	webte@luxotticaretail.com	X	
Various	Verification of Employment - US & PR	Thomas & Company	www.thomas-and-company.com or 1-800-791-8943 (Code LUX122)	X	X
Various	Verification of Employment - Canada	Thomas & Co/HR Services	Canada employment verifications are requested through the HR Service Portal	X	X
Various	Verification of Employment - Escalation	HR Services Team	Unemploymentandwve@luxotticaretail.com	X	
Various	Severance	Compensation	compensation@luxotticaretail.com		HRBP
Various	Unemployment	Thomas & Co./HR Services	HDA>HR NORTH AMERICA>HR Services>Unemployment	X	HRBP
Various	Employee Shareholding Programs	Compensation	compensation@luxotticaretail.com	X	X
Various	HDA Access	HDA Team	HDA>HDA USER SUPPORT>User/GROUP CREATION		X
Various	Leonardo	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X

Systems

HR Solutions, *continued*

Other important contact information can also be found on My Personal Desk > HR Service Portal

Human Resources

- Ethics and Compliance Hotline 888.88.SEE.IT, 888.887.3348
- Worker's Compensation 513.765.3987
- The Work Number (U.S. Verification of Employment) 1-800-367-5690,
Lux Code #11567

Benefits Contacts

- ADP 844.206.8401
- Aetna 800.872.3862
- Aetna Disability 866.277.8113
- Anthem (US Medical Provider) 866.251.1701
- Alight 866.431.8484
- Benefits Hub (The Marketplace Discounts) 888.887.3348
- Employee Assistance Program (EAP) - US/PR 800.865.1044
 - Fidelity Investments 800.742.4018 or www.401k.com
- Motivano 866.664.4621
- Sedgwick (Leave of Absence) 855.857.0360

Systems

HR Solutions, *concluded*

To access HR Solutions, go to My Personal Desk

Other Resources

- Central Purchasing	866.589.9272
- Complimentary Eyewear Certificate	
- Credit Union (located in CSC)	513.765.6075
- Customer Care	800.343.5594
- Customer Service / iCare	877.486.6486
- Give a Day Program (Donate PTO)	
- Guardian Angel Fund	
- IT and Telecom	513.765.2222
- Optical Relations	513.765.4482
- Relocation/ Immigration	513.765.3551
- Sales Audit	513.765.2525
- 'Store' Maintenance	513.765.3500
- Support Center	866.406.5499
- Travel and Expense (T&E)	

Systems

Employee Relations Management System

Commonly referred to as e-Service.

Log into My Personal Desk > HR Solutions > Employee Relations e-Service

Managers should partner with Employee Relations for escalated Issues such as:

- Open Door/ Employee concerns
- Accommodation Requests ~ American's with Disabilities Act (ADA)
- Family Medical Leave of Absence (FMLA)
- Reporting of workplace harassment
- Discrimination and workplace violence concerns
- Employee theft and/or dishonesty (Partner with Asset Protection)
- Terminations
- Union Activity
- Violence concerns*
- Reasonable Suspicion*

****For any incidents regarding reasonable suspicion and workplace violence, please email EmployeeRelations@luxotticaretail.com immediately! Do not wait to report it; any lost time will jeopardize employees' well-being and the case.***

Systems

Leonardo ~ digital e-learning

Leonardo is the new EssilorLuxottica learning platform that combines Essilor University and Luxottica University. The creation of this new open platform is another important step in the integration where we can harness our collective knowledge and expertise to create best-in-class content taught by experts in the field.

The platform is named and inspired by Leonardo Da Vinci. Known for his knowledge and curiosity, Da Vinci is a universal symbol of innovation that continues to influence us today. Leonardo launched May 27, 2021 and is open to employees across North America.

The company believes in the continuous learning of its employees as a tool to develop and strengthen individual skills and build leaders who will shape the future of the Group. To do this successfully, the training must be done without neglecting the wealth of values, knowledge and experience that each individual brings with them to the company.

We believe in investing in YOU, discovering your talents and doing everything we can to support your personal development. In order to grow as an industry, we must first grow as individuals.

This is a new beginning, where we bring experts together and are committed to sharing our values, knowledge and heritage, making the industry bigger and better.

Through online courses which vary from Foundation to Advanced to Professional, we support your personal and professional growth.

Go to **My Personal Desk > Leonardo**

Systems

Talent - EssilorLuxottica

Talent - EssilorLuxottica is the global platform for all Recruiting and Performance needs.

- **Recruiting** enables consistency and compliant hiring practices for all brands, business units and functions, including an integrated pre-boarding solution.

Talent - EssilorLuxottica - provides you with access to the following:

- **Home:** easy access tiles

- *To Do:* Update Your Profile, Review Performance

- *My Team:* Manage My Team, Team Summary, Org Chart, Compensation, Calibration, Reports

- *My Profile:* enter your personal and professional experience and education; and maintain it throughout your career; view the profiles of your team and ensure their Profiles are updated, too

- *My Objectives:* enter your annual objectives agreed upon with your manager

- **OneCareer:** allows employees to look at internal jobs/careers

- **Recruiting:** view all requisition statistics and candidates; access Help & Tutorials for job aids on the many tools available (managers only)

- **Company Info:** view your org chart of direct and indirect reports

Systems

Sedgwick

The company's **Leave and Disability Center** has a website to complete many leave related tasks ~ Sedgwick.

To login, go to My Personal Desk > My Leave

Important Note for Employees and Managers:

Manager must contact the Leave and Disability Center at 866.431.8484 (follow Leave of Absence (LOA) prompts) on the employee's first day back to work following a leave of absence to inform of employee's return.

Failure to make this notification call will result in the employee remaining on a leave of absence in the system and the employee will NOT be paid for hours worked. If this happens, the employee will need to wait until the next pay cycle to be paid as manual/off-cycle checks will not be processed.

Ensure you, as the manager, and your employee understand each other's responsibilities for a leave of absence.

Systems

Sedgwick, concluded

Types of Leaves of Absence (LOA):

- FMLA ~ Family Medical Leave Act
- Leave approved under state or local regulations
- Medical
- Personal
- Military
- Jury Duty

Reporting and LOA Guidelines:

- Employees are to call Sedgwick at 1.855.857.0360 to request a leave of absence, only exception is Jury Duty
- Sedgwick will always create or establish a claim (one for leave and one for disability, pending eligibility)
- If a leave request is denied it doesn't mean the disability pay component will be denied
- Employee is to submit all paperwork for a leave of absence, even if the leave was denied
- Employee may be required to use available Paid Time Off (PTO) depending on type of leave being requested
- Return to Work (RTW): can't be reported in advance, documentation from the treating physician must be submitted and reviewed prior to the employee's first day back to work

Systems

Occupational Health (Workers' Compensation)

Instructions for work-related injuries and seeking medical treatment

Step 1: Administer first aid if necessary

Step 2: Contact Nurse Line to assist with treatment 866.350.9080

Step 3: Injury/Illness that requires more than first aid send to nearby occupational health or urgent care facility posted medical panel

Step 4: Contact Workers' Compensation carrier Sedgwick to report a claim at 866.350.9080

Step 5: Employee completes Associate Report of Incident/Injury

Step 6: Supervisor completes Supervisor Report of Incident/Injury

Step 7: Manager contacts leave administrator if employee misses more than three (3) consecutive calendar days

All questions need to be directed to Occupational Health at 513.765.6965; Fax 513.492.6965

If employee is admitted to the hospital this must be reported with 24 hours of hospitalization.

For a Medical Emergency – Call 911

Systems

Occupational Health (Workers' Compensation), *concluded*

Proof of Workers' Compensation Certificate must be posted in an area of each location that all employees are able to access.

If a location is missing its Workers' Compensation coverage certificate, or the certificate is not current, contact the Workers' Compensation Department at 513.765.6965.

Work-Related Incident/Injury/Illness Absences

If an employee needs to take time off of work beyond the date of an incident as a consequence of the work-related incident/injury/illness, contact the Workers' Compensation Department at 513.765.6965.

In the event of a work-related incident/injury/illness. If a life threatening condition call 911.

Administer first aid, if care beyond first aid is needed call the 24/7 Nurse Line at 866.350.9088.

Step-by-step timeline applicable to the state where your office is located and forms can be found by accessing My Personal Desk > HR Solutions

Systems

Kronos ~ Time Keeping

This is where you will clock in/out, make requests for time off, view, review, and approve timecards, etc. Refer to the user manual for details. All employees own their time! This includes hourly and salary employees clocking in/out correctly ~ including Meal Breaks as required by law. All employees are to “Approve” their time in Kronos time keeping when they work.

A manager within the location must approve payroll for the office at the close of business every Saturday. Managers should check Kronos daily to ensure all employees are clocking in and out correctly and that they are approving their time after each shift, the manager needs to make corrections as needed.

When employees work in different locations hours must be transferred properly. The “Ciao Reference Guide” provides time keeping functionality for managers and employees.

Timecard edits from previous weeks: field leaders will need to log into Kronos in order to edit timecards from previous week. Edits can be made for the first week of the pay period while you’re in the second week of the pay period. Edits **cannot** be made in a new pay period for the previous week (second week of previous pay period) because payroll is processing. Edits pertaining to PTO amounts or edits beyond 60 days require a Helpdesk Advanced (HDA) Request from the field leader.

Systems

OneLuxottica

OneLuxottica is our digital workforce.

This intranet was created with the aim of providing all employees with:

- Global and local editorial content
- Tools and useful features to support daily work activities

News can be found in the following sections:

- Global news
- Local news
- Local HR news

Tools and features may be found in the following sections:

- People & Communities
- File Library
- Meetings and Events
- Bookmarks
- Apps & Tools