

## **QUALITY POLICY**

Luxottica, leader in the design, production and distribution of sunglasses and eyeglasses, aims to satisfy the increasingly demanding requests of customers and global markets offering an excellent quality product with the following objectives:

1. Highest Quality of the product, found by having the best characteristics in:
  - a. Aesthetics: a constant search for beauty and perfection of details
  - b. Comfort: the pleasure of a perfect fit
  - c. Performance: technical characteristics of the materials and lenses
  - d. Functionality: perfect functioning and fluidity of movements
  - e. Reliability: duration over time
  - f. Safety: full regulatory compliance and customer protection
  - g. Technological evolution: continuous improvement as a result of feedback received from the market
2. High level of Customer service, in terms of prompt delivery and after sales assistance;
3. Price, as a competitive and market penetration lever
4. Profitability in order to guarantee investments and constant growth for Company over time.

These parameters are taken as a reference in order to define quality objectives to be assigned to the relevant Departments of the Company to guarantee the continuous improvement of the Company processes; such objectives are fixed and constantly monitored by the Management through the periodical review of the progress and effectiveness of the Quality Management System.

The Management provides all the necessary resources for the fulfilment and continuous improvement of the whole System.

The Management takes particular responsibility for promoting all the initiatives and ensuring that such Policy is understood, implemented and sustained at all Company levels.

### QUALITY AS CULTURE, COMMITMENT AND RESPONSIBILITY

Luxottica considers the quality of the product an essential value for the success of the Company. This implies that every employee must do the job with a sense of responsibility, demonstrating competence and respecting the rules and methods of work indicated in the Operating Instructions. Quality must be the prerogative of everybody, and all Luxottica employees and Department must actively participate in the achievement of Quality objectives.

Luxottica is committed to drawing inspiration from the requirements of the Medical Device Regulation (EU) 2017/745 and the Quality Management System standards EN ISO9001:2015 and EN ISO13485:2016, as well as existing best practices in the Industry.

This Quality Policy must be re-evaluated at least once every two years and, if necessary, its contents will be updated as an output of the Management Review.

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Group Quality Frames & Plano Lenses Director