

# EssilorLuxottica

**EssilorLuxottica**, a fully integrated player, designs, produces, and distributes high-quality eyewear products (frames, ophthalmic lenses, sunglasses), wearable devices, med tech technologies, and services worldwide; our mission is to correct and protect the vision and health of every person on the planet evolving our MEDTECH DNA. The diversity of our portfolio and the vision we have to serve our Customer push us all to manage innovation challenges while ensuring the highest standards of Quality Assurance and Regulatory Compliance.

## **Our Commitments to Quality Excellence:**

- **Deliver Products and Services that Meet or Exceed Expectations**

We are committed to exceed Customer and Consumer expectations by ensuring highest Quality of the product, characterized by:

- i. Aesthetics: a constant pursuit of beauty and perfection in details
- ii. Comfort: the pleasure of a perfect fit
- iii. Performance: superior technical characteristics of the materials
- iv. Functionality: optimal functioning for the intended use of the products
- v. Reliability: durability over time
- vi. Safety: full regulatory compliance and customer protection for the intended use of the products, supported by the adoption of the latest advancements in regulatory and technical standards
- vii. Technological evolution: continuous improvement driven by the market feedback and the integration of cutting-edge innovation

- **High level of Customer care and experience**

We are dedicated to provide exceptional customer service by ensuring on-time delivery of products, anticipating customer's needs and offering effective solutions to enhance their experience and provide comprehensive after sales assistance.

- **Agility in Quality Processes with a Risk based approach**

We actively tailor our quality processes based on the product's risk profile and life cycle stage. We adapt our processes to meet the specific needs of each product, ensuring flexibility and responsiveness. This approach enables us to remain compliant, mitigate risks, drive profitability, foster continuous growth, and support competitive positioning while enabling successful market penetration.

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- **Full Compliance Across the Entire Product Life Cycle**

By adopting best practices, we comply with all relevant laws, regulations and with the state-of-the-art in the industry, inspired by ISO 9001, ISO 13485, and similar standards. Our practices in quality integrate advanced technologies, regulatory expertise, and sustainable approaches to ensure excellence, accountability, and environmental responsibility at every stage, supporting our ongoing transformation and commitment to sustainability.

- **Ensure Reliable and Verifiable Delivery of Our Promises**

We define clear value propositions for each customer segment and ensure fulfillment through accountable, reliable, and compliant product delivery, accompanied by ongoing after-sales support.

## **QUALITY AS CULTURE, COMMITMENT, RESPONSIBILITY, AND CUSTOMER OBSESSION**

EssilorLuxottica views quality in both product and service as a fundamental value for the success of our Company. This principle emphasizes that every employee, driven by a deep commitment to our Customers, must perform their duties with a sense of complete responsibility. Quality is not only a shared responsibility but also a customer-focused mindset that guides our actions and decisions. Every EssilorLuxottica employee and department must actively participate in achieving quality objectives while always placing Regulatory Compliance and the needs and expectations of our customers at the center of what we do.