

Dear Essilor Custom Contact Lens Specialist Customers,

We recognize the growing concern of the impact of COVID-19 on our industry. We are writing first and foremost to assure you, our valued partners, that you have our continued support for your business during this uncertain time.

We have a strong network of more than 100 optical laboratories in the US and more than 300 Rx worldwide partners. We also have 14 distribution centers around the world, including four in the US, 31 mass manufacturing plants worldwide, and we can leverage our supply chain network around the globe to continue to support you.

Our agility and scale allow us to respond quickly to leverage our network for support. All plants and labs are operational at this time. Should a site be impacted, we will leverage our production network and route work to other locations.

Essilor is working closely with our international and domestic freight forwarding companies, as well as our small parcel couriers to ensure minimal disruption in service. In addition, our four main suppliers of Contact Lenses have assured us there is currently no disruption in distribution or supply of product, and contingency plans are in place. No one is better positioned than Essilor to support you during this time of uncertainty.

In order to protect the health and well-being of our employees and yours, we've implemented the following actions:

- We are collaborating with janitorial services to ensure our facilities are cleaned as thoroughly as possible during this period.
- We have increased the frequency of cleaning and disinfecting all commonly used surfaces using antiviral cleaning agents.
- We have added social distancing protocols at our facilities.
- Where appropriate, telecommuting using remote access protocols have been established for eligible employees.
- We have stopped all non-essential domestic airline travel and all international travel for our employees.

We have activated a Crisis Response Team to monitor daily and hourly the COVID-19 situation and keep you informed of any new information. If you have any concerns related to specific products or services, please let us know and we can escalate to that team.

Thank you for your continued trust and partnership with Essilor. Together, we will help employees, communities and customers during this difficult time.

Please visit www.EssilorContacts.com for daily operational updates.

Rick Gadd
President, Essilor of America