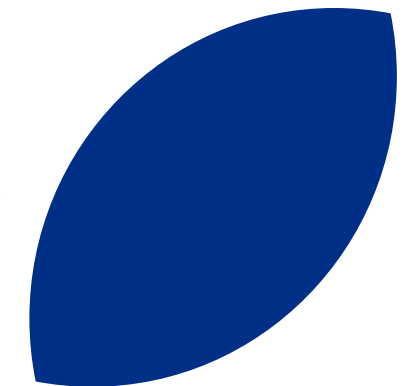
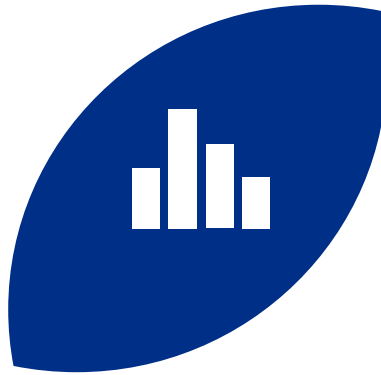




A world worth seeing

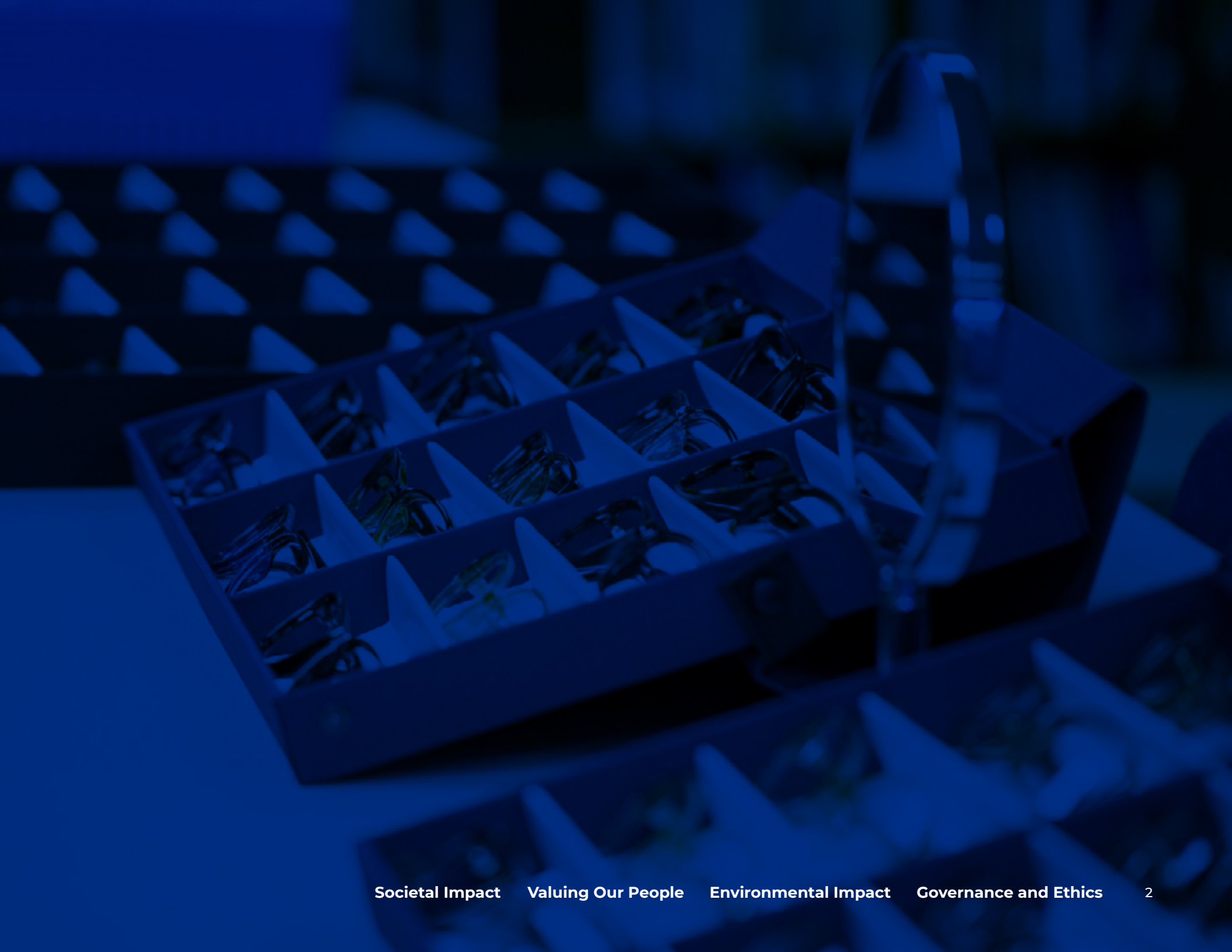
2020
Corporate Responsibility
Report





OUR MISSION

*We help people by making
quality eye care and
eyewear more affordable
and accessible.*



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About this Report

Corporate Responsibility (CR) is foundational to who we are as a company and what we care about as individuals. We are proud of the efforts and initiatives you will read about in this report, and we are dedicated to affecting lasting and meaningful change. This report demonstrates our commitment to increased transparency and going forward, we plan to issue an annual CR Report with updates on our progress.

This report covers National Vision's five retail brands – America's Best Contacts & Eyeglasses, Eyeglass World, Vision Centers inside select Walmart stores, and Vista Optical inside select Fred Meyer stores and on select military bases – as well as our dedicated e-commerce business operated by our subsidiary Arlington Contact Lens, Inc. (AC Lens). "National Vision" means National Vision Holdings, Inc. and its consolidated subsidiaries. This report also covers some activities of 20/20 Quest, a National Vision sponsored 501(c)(3) charitable foundation. At times we refer to the collective philanthropy of National Vision and 20/20 Quest.

Except where otherwise noted, the highlights and metrics in this report reflect our progress through the fiscal year ended January 2, 2021, and where possible, we provide multiyear data.

All financial information is presented in U.S. dollars and on a GAAP basis.

The information provided in this report is based on the outcomes of our sustainability materiality assessment, conversations with our executive leaders, and multiple stakeholder engagements. Our reporting is guided by the Sustainable Accounting Standards Board (SASB) and the Global Reporting Initiative (GRI) Standards, knowing these disclosures are relevant for specific stakeholder audiences. We also show how our work contributes to the UN Sustainable Development Goals.

We sought and received external assistance from a third party with respect to certain emissions information reported in this report. We did not seek or receive external assurance from third parties with respect to other National Vision information presented in this report.

If you have feedback regarding the information provided in this report or our corporate responsibility commitments and activities, we would like to hear from you. Please send your comments to CorporateResponsibility@nationalvision.com.

Forward-looking statements

This report contains certain forward-looking statements based on National Vision management's current beliefs, assumptions and expectations. These statements include, but are not limited to, statements related to our corporate responsibility strategy, targets, goals, commitments and programs and other business plans, initiatives and objectives. You can identify these forward-looking statements by the use of words such as "aim," "hope," "believes," "aspires," "expects," "potential," "continues," "may," "will," "should," "could," "seeks," "projects," "predicts," "intends," "plans," "estimates," "anticipates" or the negative version of these words or other comparable words. All such statements are intended to enjoy the protection of the safe harbor for forward-looking statements within the meaning of Section 21E of the Securities Exchange Act of 1934, as amended. Forward-looking statements are not guarantees and are subject to various risks and uncertainties, which may cause actual future results (including the achievement of our targets, goals or commitments) to differ materially from those projected or implied in forward-looking statements. Such factors include, but are not limited to, the risk factors discussed in Item 1A of our most recent Annual Report on Form 10-K and subsequent filings with the Securities and Exchange Commission

("SEC"), as well as, with respect to our corporate responsibility targets, goals, and commitments outlined in this report or elsewhere and the challenges, risks, uncertainties, factors and assumptions identified in this report. We urge you to consider all of the risks, uncertainties and factors identified above or discussed in such reports carefully in evaluating the forward-looking statements in this report. National Vision cannot assure you that the results reflected or implied by any forward-looking statement will be realized or, even if substantially realized, that those results will have the forecasted or expected consequences and effects. The forward-looking statements in this report are made as of the date of this report, unless otherwise indicated, and we undertake no obligation to update these forward-looking statements, whether as a result of new information, future developments or otherwise, except as required by law.



CEO Letter

National Vision seems to attract highly responsible and caring people who strive to be a source of positivity in their workplace, their community, their country, and the world.

We try to help the world in the ways that we are most “uniquely qualified.”

This manifests itself in many ways in both our business and our philanthropic efforts.

Our business inherently provides a social good.

An eye exam is an important part of a person’s health regime as it not only provides a prescription to help people see better, but it can detect hundreds of diseases.

Our various business formulas, combined with the locations of our stores, provide low and no cost eye exams to primarily uninsured Americans living on tight budgets. And the pricing of our products saves budget conscious Americans money on a product that they need to get by in life. In short, we are the low cost

providers of a medical necessity providing affordable access to eye exams, eyeglasses, and contact lenses.

And how we do this matters too. We strive to create workplace environments where responsible caring associates, regardless of backgrounds or educational attainment, can have fulfilling “life-giving” careers with more advancement opportunity for those who seek it than most other places. A subset of this is our long-standing commitment to diversity as embodied by the fact that for a while now National Vision has been a majority minority company with BIPOC individuals representing the majority of associates.

Our success as a business has fueled a variety of ever more impactful philanthropic initiatives.

Beyond the inherent contribution our business makes in the communities we serve, we also strive to help people with the greatest needs in a variety of ways (that this report will detail) including providing free eye exams and glasses to those for whom even our low cost products are unaffordable.

And on a broader national and international scale, we have long contributed both financially and operationally to a wide variety of efforts to get glasses to those in need throughout America and around the world. We have long been dedicated to and thought leaders in the effort to “eradicate” the problem of lack of access to eyeglasses for over 1 billion people on the planet and thus help everyone in the world be able to see.

And this work extends to how we organize our operations to give us the best chance for long-term success, including pursuing excellence in our environmental practices, as well as implementing best practices in our company’s governance.

We frequently talk about “doing work that we are PROUD to be associated with,” and this 2020 Corporate Responsibility Report is our first attempt to lay out in detail all the various ways that this has manifested itself and the impact that it has created.

These areas are each ripe with opportunities for us to pursue our mission at our greatest

capacity, so we have organized this report around these four key areas: Social, Employees, Environmental and Governance (SEE + G).

While pleased with our accomplishments to date, we feel that we are just getting started as there remains opportunity for impact all around us.

Thank you for the time you are devoting to better understand our philosophy, approach, activities, and impact.

We welcome any feedback you might have as to how we can do it even better.



Reade Fahs
Chief Executive Officer

Year at a glance

Introducing our new "SEE+G" corporate responsibility strategy

We are excited to share the focus areas and highlights from the "SEE+G" corporate responsibility strategy we developed in 2020.

The "SEE+G" framework outlines our key corporate responsibility pillars of social, employees, environment, and governance, and serves as the foundation of our corporate responsibility efforts to ensure we focus on the areas where we have the greatest opportunity to create positive impacts in our local and global communities while we grow a resilient business.

To learn more about our "SEE+G" strategy and how it was developed, please see the [Corporate Responsibility at National Vision](#) section of our report.



Social

Doing good is inherent in our business model.



Employees

Our people are our greatest asset.



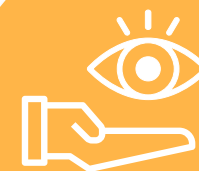
Environment

We are committed to environmental stewardship.



Governance

We earn stakeholder trust by meeting high standards.



Societal impact



Maintained low introductory price points to quality eye care and eyewear:

- 2 pairs of eyeglasses for \$69.95 and a free comprehensive eye exam in America's Best
- 2 pairs eyeglasses for \$78 in Eyeglass World
- Glasses from Walmart Vision Centers starting at \$38



Donated > \$2.3 million to strategic nonprofit partners to alleviate the global vision crisis



Provided > 1,900 vouchers to people in need of free eye care or eyewear through National Vision Cares program



Took leadership role in Coalition for Clear Vision to help address correctable vision loss across the globe



Through partnership with VisionSpring, helped launch Clear Vision Collective (CVC), an initiative to develop sustainable model and infrastructure for global vision care



Partnered with Black Eyecare Perspective to increase BIPOC representation in the field of optometry



Sponsored Optical Women's Association to champion female representation and leadership in the optical industry



Valuing our employees



Provided extended leave for associates during COVID-19



Increased amount of paid parental leave for associates



Granted > \$900,000 to associates and doctors in need through our Crisis Relief Fund



Provided personal finance management resource to assist all associates with budgeting and short and long term savings goals*



Launched new DEI strategy and goals

CEO **ACTION** FOR DIVERSITY & INCLUSION

Signed CEO Action Pledge for Diversity & Inclusion™*



America's Best Employers for Diversity (Forbes)*



America's Best Employers for Women (Forbes)*

*Performance highlight from Q1 2021



Environmental impact



Completed first GHG Inventory



Received “Leadership in Greener Purchasing” award from Office Depot



Updated environmental standards for retail facilities



Governance and ethics



Strong supply chain management program through Supplier Code of Conduct and Social Compliance Audit Program



Established “SEE + G” framework and focus areas



Added oversight responsibility for environmental sustainability, social justice, and corporate responsibility included in the charter for the Nominating and Corporate Governance Committee



Board Diversity

- 44% female
- 22% ethnically diverse



Recognized by 50/50 Women on Boards for our gender-balance among the independent directors on our board*



Stockholder approval of management proposals to declassify board and removal of supermajority voting provisions

*Performance highlight from Q1 2021

By the numbers in FY20

(For Fiscal Year ended January 2, 2021)



More than 12,000 associates, and a network of more than 2,000 optometrists



7.9 million customers served



2.4 million free eye exams given as part of the America's Best bundled offers



7 support facilities and 1,205 stores



Celebrated 30 years of business



57 stores opened



\$1.712 billion in net revenue



Nearly 200,000 lives impacted through philanthropic programs*

*Accounts for lives impacted via 20/20 Quest's charitable programs, National Vision Cares and other voucher programs, the Made Locally, Given Globally program as well as PPE donations.





About National Vision

Helping people see their best
to live their best.



About National Vision

Who we are

National Vision is the second largest and one of the fastest growing optical retail companies in the U.S. with over 1,200 stores in 44 states and Puerto Rico.

Our Retail Support Center (corporate headquarters) is located in Duluth, Georgia and serves our more than 14,000 associates and network of more than 2,200 optometrists (as of September 30, 2021).

Our purpose

We help people see their best to live their best through our optical products and services. For more than 30 years, we have been improving lives by providing eye care for value-seeking and lower-income consumers.

For so many people, a pair of glasses can change their lives, and an eye exam can detect hundreds of other serious medical conditions. Our mission is to help people by making quality eye care and eyewear more affordable and accessible. We do this as a business in the United States, while philanthropically, we believe it is our responsibility to help bring sight to the more than 1 billion people around the world living with vision loss. Our corporate responsibility strategy highlights the areas of focus that will enable us to reach as many of those people as possible.

Our brands

We reach patients and customers through a diverse portfolio of brands and several websites including the following:







Corporate Responsibility at National Vision

Driving progress on the
ESG topics that matter most
for our business.



Corporate Responsibility at National Vision

We are driven by our mission to make eye care and eyewear more affordable and accessible. We believe we can achieve positive societal impact and business success.

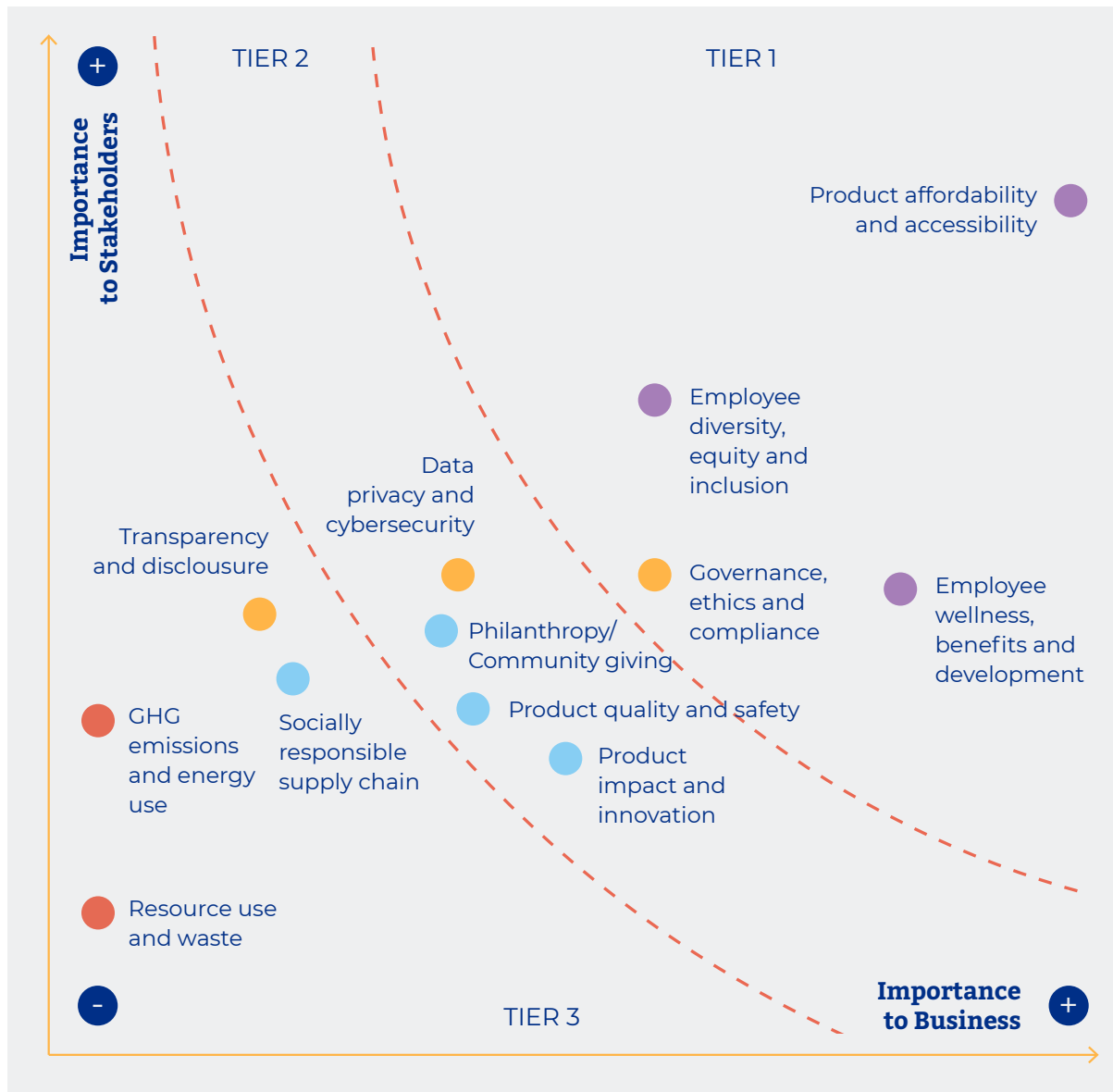
While a commitment to social responsibility has always been part of who we are, we recently developed a formal corporate responsibility strategy. This strategy covers the environmental, social, and governance (ESG) topics that help us drive impact while also delivering value to our shareholders and customers and creating economic opportunity for associates and suppliers.

Prioritizing ESG topics

In 2020, we conducted a sustainability materiality assessment to identify the ESG topics most significant to our business. The assessment consisted of the following steps:

1. Creating a list of important topics specific to National Vision from inputs including internal and external stakeholder interviews; benchmarking of peer and customer public reporting; research on best practices; and expectations of reporting frameworks and rater and ranker organizations.
2. Analyzing the topics based on both importance to external stakeholders and importance to National Vision.
3. Hosting a workshop with key stakeholders from National Vision to align on the prioritization of topics.





National Vision's Priority ESG Topics

The outcomes of our corporate responsibility prioritization assessment are shown in this matrix. We will manage these priorities, monitor how stakeholders' expectations evolve on these topics and make adjustments as needed.

Our "SEE + G" framework

In addition to the topic prioritization assessment, in early 2021, we performed a benchmarking exercise and a value chain review to build a comprehensive understanding of our ESG focus areas and establish the pillars of our corporate responsibility strategy.

From this work, we established our "SEE + G" framework outlining our key corporate responsibility pillars of social, employees, environment, and governance. This framework will serve as the foundation of our corporate responsibility efforts to ensure we focus on the areas where we have the greatest opportunity to create positive impacts in our local and global communities while we grow a resilient business.

We are also using this framework to guide our ESG reporting and disclosure efforts, driving us to discuss activities in the areas that we know are priorities to our stakeholders.



Social

Doing good is inherent in our business model.

We improve lives every day by providing access to affordable eye care and eyewear. We help bring the gift of sight to communities and people in need through our philanthropic partnerships.



Employees

Our people are our greatest asset.

We invest in programs that support the well-being, development and quality of life of our people. We are committed to fostering a culture of diversity, equity and inclusion.



Environment

We are committed to environmental stewardship.

We will run our operations and manage our supply chain in ways that minimize our environmental footprint.



Governance

We earn stakeholder trust by meeting high standards.

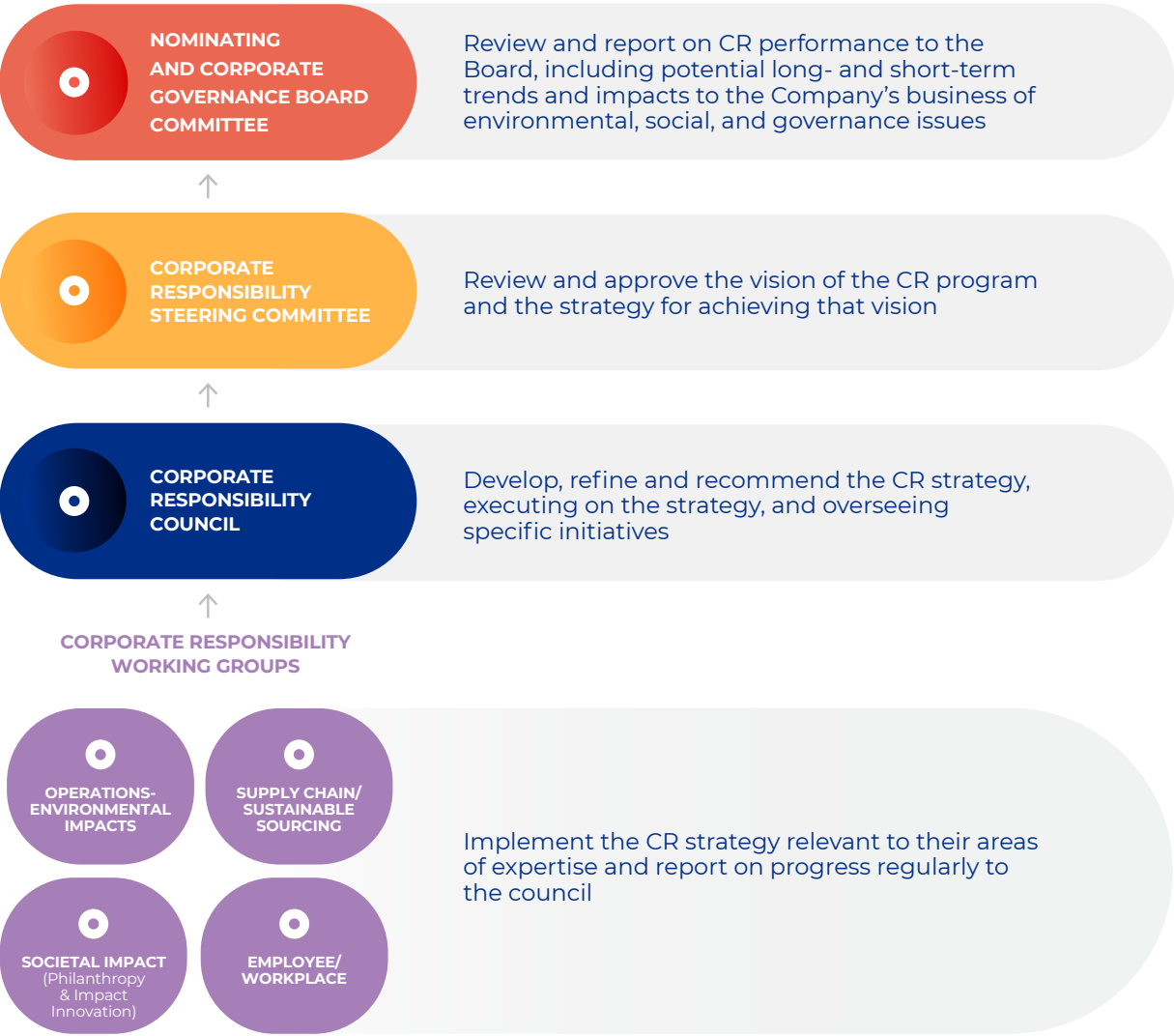
We adhere to the highest standards and best practices for compliance, data privacy and cybersecurity, as well as product quality and safety.

Organizational structure for corporate responsibility

To help drive progress on our SEE + G focus areas, we developed a corporate responsibility (CR) organizational structure with executive leadership starting with the Chief Executive Officer and oversight coming from the Nominating and Corporate Governance Committee (NGC) of the Board of Directors. From there, responsibility cascades down through the structure with our CR Steering Committee, CR Council and a number of working groups with dedicated strategies. Our General Counsel serves as executive sponsor of our CR strategy, chairs the CR Steering Committee, and provides regular updates to the NGC and Board. The CR Steering Committee is made up of senior management members and meets several times a year to discuss initiatives and hear progress reports from the CR Council. The Council, composed of leaders from various business departments including Operations, Finance, Supply Chain, Merchandising and others, reports to the Steering Committee and works on prioritizing ESG issues and impact. The Committee improves strategies, performance and disclosure and shapes the evolution of our ESG strategy and agenda while also providing management and oversight of the working groups.

National Vision’s accountability structure and responsibilities

Responsibilities of each group are as follows:



Moving forward

We are proud of what we have accomplished so far regarding the development of our CR strategy. Moving forward, we plan to finalize a detailed road map to integrate our new strategy into our business and ensure ownership is embedded across the organization. For each of our strategic focus areas, we will establish management processes, define key performance indicators and supporting metrics, establish data management systems, and consider appropriate goals to drive improvements. We are also committed to disclosing updates each year on our progress, including in our CR report.



Our Response to COVID-19

Continuing to provide
essential eye care while
protecting associates
and doctors.



Our Response to COVID-19

The onset of the COVID-19 pandemic presented a range of challenges that impacted nearly every aspect of our personal and professional lives.

At National Vision, our top priority was finding a way to protect the health and safety of our associates and network of optometrists while also safely addressing the eye care needs of patients and customers. We closely monitor the guidelines established by the U.S. Centers for Disease Control and Prevention (CDC) as well as other health entities, including those specific to optometry, and frequently update our safety protocols accordingly. We established a Safety Committee that has met regularly since the onset of the pandemic to review our approach and consider the specific needs and concerns of our various stakeholders.

Keeping associates, doctors, customers, and patients safe

Every decision we make is guided by what is best for the safety of our associates, network of doctors, customers, and patients. In mid-March 2020, we decided to temporarily close our retail locations to the public. Following CDC guidelines, we safely staffed our locked stores with minimal teams to address urgent eye care needs. At that time, we also shifted to a remote work approach for our support teams, where possible. We provided IT equipment and general office resources to associates that shifted to working from home. To continue providing for our customers and patients, our labs and distribution centers remained open, but at limited capacity.

By early June 2020, in compliance with state and local protocols, we had safely reopened all our stores to the public.

To support the gradual reopening of our facilities we developed safety manuals for applicable operations. The manuals outline our best-practice standards and guidelines for pandemic-specific topics such as how to promote social distancing and cleaning tips for disinfecting throughout the day. We continue to update the manuals as our collective understanding of the virus and its corresponding risks evolve.



Safe reopening

National Vision implemented the following safety protocols to protect associates, doctors, customers, and patients during the COVID-19 pandemic:

- Providing personal protective equipment (PPE)
- Implementing physical distancing
- Creating and posting educational signage
- Requiring masks and making hand sanitizer available
- Purchasing ultra-sonic cleaning machines for eyeglass frames
- Implementing strict disinfectant and cleaning protocols
- Minimizing overall facilities capacity
- Applying mandatory temperature checks

Providing additional support for associates and doctors

In addition to safeguarding physical health and safety, we provided a variety of financial and mental health supports. These included:

- Frequent and transparent communication from our executive leadership team
- Additional leave of absence and paid leave options for those who were uncomfortable or unable to return to in-person work
- Centralized support to address COVID-19 questions and concerns, including those regarding the availability of vaccines
- Onsite vaccine access for associates at two of our corporate support offices
- One-time appreciation bonuses for customer-facing associates
- Additional company holidays
- Mental health support through our 24/7 Support Network
- Financial support for eligible team members through the National Vision Crisis Relief Fund
- Paid short-term incentive cash bonuses at target level for associates to reward their dedication and resiliency

To ensure the financial stability of the company during the initial economic slowdown created by the pandemic, we reduced compensation across the organization until the second quarter of 2020. These efforts included a voluntary salary reduction by the CEO to only \$1, voluntary 30 percent salary reductions by the other executive officers, and a voluntary election by the Board to forego their cash compensation for the second quarter. Our CEO returned to a full base salary only after all non-executive employees were back to 100 percent compensation. While we were fortunate to avoid any layoffs, we did have to implement temporary furloughs for some of our workforce. We made contributions so that associates and doctors could retain their healthcare benefits for the duration of their furlough.

Caring for our communities

Giving back and caring for those in need is part of our company culture, and we came together as an organization to support our communities in the face of the pandemic. In 2020, National Vision team members and our Board of Directors donated more than \$240,000 to National Vision's Crisis Relief Fund, which helps associates and optometrists facing financial hardship. To provide additional support through the pandemic, we offered an opportunity for associates and doctors to amplify their donations by matching their giving dollar for dollar. Since January of 2020, the Fund has granted more than \$900,000 to associates and doctors in need. For more information on the National Vision Crisis Relief Fund, please see the [Caring for Associates](#) section of this report. Also, as personal protective equipment was in short supply for frontline health care workers, we donated 40,000 respiratory and surgical masks to first responders.

In 2021, as the COVID-19 pandemic intensified in India, we donated \$100,000 to our longtime partner VisionSpring to fund emergency aid in the country. VisionSpring is leveraging our donation to provide PPE for frontline workers, including N95 masks, surgical masks, gloves, coveralls, and other essential supplies to a network of 400 hospitals, vision centers, and non-governmental organizations. Funds will also support a special procurement of oxygen concentrators, which extract oxygen from the air for immediate patient intake; the delivery of hand washing stations in health facilities; the distribution of cloth masks and hygiene kits to low-income communities; and the organization of a campaign to help individuals in vulnerable groups in India register for vaccination.

We continue to be guided by a safety-first approach for associates, doctors, customers, and patients as we navigate the ongoing COVID-19 pandemic and its corresponding risks.



In 2020, National Vision team members and our Board of Directors donated more than \$240,000 to National Vision's Crisis Relief Fund.




As personal protective equipment was in short supply for frontline health care workers, we donated 40,000 respiratory and surgical masks to first responders.



Societal Impact

Providing eye care and eyewear that is accessible and affordable.





“At National Vision, we have long thought it is incumbent on every company and organization to consciously consider the question, in what way are we uniquely qualified to contribute to the greater good of the world?”

Reade Fahs, CEO

Societal Impact

Affordability and accessibility

At National Vision, the very core of our business is helping people by providing eye care and eyewear that is accessible and affordable to all Americans. This mission drives everything we do, and we take pride in offering value-seeking and low-income customers access to high quality eye exams, and a great selection of high quality frames, lenses and contact lenses. We also take pride in providing customers and patients with a high level of service and care when they visit our stores, interact with an associate, or see an optometrist practicing in one of our locations.

Quality products at low prices

Our low-cost operating model enables us to deliver exceptional value and convenience to our customers while maintaining one of the lowest price points in the industry and a wide selection of high quality, affordable products. We build patient and customer trust by providing them with eye care and eyewear so that they can see their best to live their best life. That means we help customers and patients keep their eyes healthy, and we offer stylish glasses and contacts at an affordable price.

We consider our mission of providing high-quality and low-cost eye care and eyewear in decisions we make across our business.

Examples include:

- **The footprint of our retail stores is light.** We keep our stores small relative to other retail spaces and we incorporate highly efficient lighting and heating and cooling systems to keep operating costs down.
- **We do business with fewer, larger vendors.** This helps us establish long-term relationships with suppliers whose values align with ours and allows us to maintain our low-cost profile.
- **We make investments in equipment and technologies to provide quality care efficiently and that enable our labs to run more cost-effectively.** We are always looking for ways to increase efficiencies and increase access to eye care and eyewear for more people, and that means staying abreast of the latest technologies in both optometric equipment and lab equipment. In 2020, we completed the roll out of retinal cameras in America's Best stores across the U.S., increasing the quality and efficiency of exams. We also added more automation in labs to drive continual improvement in production per square foot with more efficient machinery.

- **We vertically integrate our centralized lab and distribution network with our stores.** Our centralized lab and distribution center locations house our frame inventory and allow us to efficiently and effectively move inventory to different retail locations based on demand.
- **We protect our low-cost price point.** We have not increased our primary offers of two pairs for \$69.95 in America's Best or two pairs for \$78 in Eyeglass World in more than 10 years. Customers can also get high quality eyewear at one of our Walmart Vision Center locations starting at only \$38.

In addition to the efforts above, through our philanthropic efforts, we help underserved populations and those without financial means to see better by providing vouchers for free eye exams and eyeglasses. For more information about our philanthropic programs, please see the [Serving Unmet Needs](#) section of this report.



Leaving no one behind

We believe that everyone should be able to get the eye care and eyewear they need, no matter their budget or where they live. In 2019, we began testing remote optometry offerings in select locations to provide increased access to care for customers, which we continued throughout 2020.

We are continuing our efforts to test and expand remote optometry offerings to increase access to care for patients as well as expand the capacity to serve more people in need.



Ensuring product safety and quality

The optical industry is highly regulated in the United States. Frames or lenses sold in our stores must meet national and state standards for quality, durability, health, and safety. We also use a company-wide set of quality standards to guide the development of our products, and often, these quality standards exceed what is required by law. We communicate all quality standards to our vendors, and each vendor we partner with must pass an annual audit with an external third party to demonstrate they meet our quality standards.

Our quality audit process includes product testing for nickel and lead release, and we also put additional safeguards in place to protect the health of our customers, including regular testing for nickel and lead in our frames before we include them in our inventory. National Vision also makes every effort to purchase products from suppliers that do not contain known hazardous materials, and all products are appropriately labeled with warnings as required by law, such as California's Safe Drinking Water and Toxic Enforcement Act (also referred to as Proposition 65).

National Vision is also dedicated to sourcing all components and materials used to produce our

private label products from vendors that share our values and standards regarding human rights, environmental responsibility, and ethics. Our [social compliance audit process](#) assesses the health and safety practices in place at select vendors' facilities, and monitors practices across our factory network. Additionally, National Vision supports the goal of ending violence, human rights violations, and environmental devastation through adhering to a strict [Conflict Minerals policy](#).

Taking pride in high standards of care and service

We are proud of the customer service and patient care we provide, and we strive to constantly improve our offerings. Programs in place to drive improvements include our optometrist peer review process, our Clinical Advisory Panel, and our customer service training.

Peer review process

Optometrists practicing in the National Vision network are required by their respective employers to adhere to their relevant state board regulations and maintain the required licensing and credentialing. In collaboration with the



various practices, we have also established a peer review process above and beyond what is required by law, to hold doctors to a consistent and high standard of accountability. Area doctors annually assess the doctors practicing within their region. These assessments include chart audits and observation sessions to ensure that doctors in our network are providing quality care to all patients.

Clinical Advisory Panel

To keep National Vision up to date on the newest innovations in the optometry space, we have a Clinical Advisory Panel comprised of 10 doctors who evaluate all potential products, examination equipment, and clinical operating procedures before they are deployed to the optometry offices in our locations. Members of the Panel serve for one year and any optometrist practicing in the National Vision network may apply. Serving on the Clinical Advisory Panel helps doctors in our network build leadership skills and contribute positively to the patient experience.

Continuing education

Each year, we hold a Continuing Education (CE) Symposium for full-time optometrists practicing in the National Vision Doctor of Optometry network, where they have the opportunity to earn all required CE at one time for no cost to

them. The Symposium includes 22 hours of COPE-approved CE over a three-day period as well as an opportunity for doctors to hear business updates and network with peers and company leadership. While traditionally held in-person, in 2020, these meetings were held virtually, and in 2021, we hosted three separate regional events with both virtual and in-person attendance options.

Customer service training

Our associates are also an important part of a person's experience at all National Vision stores. As part of the onboarding process, associates must complete a training course on customer service, and we introduce new learning offerings each year focused on customer service and other topics of emerging importance.

Listening to our customers

We want to create experiences where each customer feels genuinely cared for across National Vision locations. We work hard to make available the training, information, and tools needed to provide exceptional customer service. Because we have high expectations in this area, it is critical that we continually monitor how satisfied our customers are with their experience.

We have set up multiple listening posts at key points in the customer journey to better understand how our customers feel about their experience with our brands. We measure our net promoter score as well as customer satisfaction across various customer touchpoints to ensure that we are delivering a high-quality experience that will foster new customer acquisition as well as retention. We also regularly monitor and respond to customer inquiries on our brand social media accounts.

To manage calls that come into the National Vision Customer Care Center, we have a customer service ticketing system that segments incoming customer inquiries to allow for greater efficiency in our response efforts. In 2020, to better manage the increased number of inquiries related to COVID-19, we created a Health and Safety response team dedicated to answering customer inquiries, freeing up store teams to respond to in-person customer needs. Additionally, we updated our Customer Service phone queues with brand identifying information to improve response times.



Serving unmet needs

Inherent in the National Vision business model is the desire and imperative to help people see. We believe that we have a responsibility to help solve the world's vision crisis by expanding access to affordable eye care for underserved people and providing free eye care to those who need it most, both in the U.S. and abroad.

In 2020, we strengthened our commitment to this effort by developing a strategy that will help us scale our positive impacts and support the creation of the infrastructure needed to treat people with vision loss in areas where it does not exist. We are expanding our impact in the U.S. through our National Vision Cares program and through collaboration with RestoringVision and Americares. Globally, we are expanding our impact through strategic partnerships with organizations like the International Agency for the Prevention of Blindness, VisionSpring and the Clear Vision Collective.

Addressing eye health challenges is also a critical component of making progress on the [United Nations SDGs](#).

*We believe that lack of access to vision care is an equity issue as much as it is a healthcare issue, and our ambition is to serve these unmet needs and ensure that no one is left behind. We aim to **double our philanthropic contributions**, and our reach in terms of lives impacted, in just two years.*



The Global Vision Crisis At-a-Glance*



1.1 billion people globally live with vision loss³



90% of vision loss is preventable or treatable³



In the U.S., **16 million people** have vision loss^{3, 4}



Vision loss increases the risk of **premature mortality**²



Vision loss causes **\$410.7 billion in lost productivity** annually¹



Children with vision impairment have **poorer educational outcomes**¹



Poor vision contributes to **inequalities**¹

1. Burton, M., Ramke, J., Marques, A., Bourne, R., Congdon, N., Jones, I. et al. Lancet Global Health Commission on Global Eye Health: Vision Beyond 2020. The Lancet Global Health (2021)
2. Ehrlich, J. R. et al. Association between vision impairment and mortality: a systematic review and meta-analysis. The Lancet Global Health (2021)
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*Sourced from IAPB's [Vision Atlas](#)





Alignment with the United Nations Sustainable Development Goals

The United Nations adopted 17 Sustainable Development Goals (SDGs) in 2015, as part of its 2030 Agenda for Sustainable Development. These SDGs are a universal call to action to end poverty, protect the planet and improve the lives and prospects of everyone around the globe. We support this call to action and see close alignment of many of our activities.

SDG**TARGET****NATIONAL VISION ACTION/INITIATIVE**




Ensure healthy lives and promote well-being for all at all ages

3.8: Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all

- Business model of providing access to affordable products and services
- Made Locally, Given Globally program in partnership with RestoringVision
- Service and donations provided through National Vision Cares Program
- Partnership with RestoringVision and Americares
- Sponsorship of Prevent Blindness Georgia
- Robust health benefits, including physical, financial, and mental health
- National Vision Crisis Relief Fund
- National Vision Support Network

3.D: Strengthen the capacity of all countries, in particular developing countries, for early warning, risk reduction and management of national and global health risks

- Advocacy work and leadership through membership in the International Agency for the Prevention of Blindness (IAPB)
 - Partnership with RestoringVision
 - Partnership and governance efforts with VisionSpring and the Clear Vision Collective
 - Member of EYElliance
 - Support of VOSH (Volunteer Optometric Services to Humanity) International and SVOSH (Student VOSH)
-

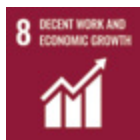
SDG	TARGET	NATIONAL VISION ACTION/INITIATIVE
 <p>Achieve gender equality and empower all women and girls</p>	<p>5.4 Recognize and value unpaid care and domestic work through the provision of public services, infrastructure and social protection policies and the promotion of shared responsibility within the household and the family as nationally appropriate</p>	<ul style="list-style-type: none"> Increased amount of paid parental leave for associates* Provided extended leave for associates during COVID-19
	<p>5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life</p>	<ul style="list-style-type: none"> Launched new DEI Strategy, including goals to increase representation of women at leadership levels Sponsorship of, and engagement in, Optical Women's Association Signatory to CEO Action Pledge for Diversity & Inclusion™* America's Best Employers for Diversity (Forbes)* America's Best Employers for Women (Forbes)* Award from 50/50 Women on Board for gender balance on Board of Directors*

*Highlight from 2021

SDG

TARGET

NATIONAL VISION ACTION/INITIATIVE



Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value

- Launched new DEI Strategy, including goals to increase representation of minorities at leadership levels
- Sponsorship of ABO and NCLE professional certification for associates
- Training Store Manager program
- OD Tuition Reimbursement program
- Sponsorship of Black Eyecare Perspective program
- Sponsorship of Salus University's Pennsylvania College of Optometry Summer Enrichment program
- Scholarships for BIPOC optometrists
- Allyship training for all National Vision Vice Presidents and above

8.6 By 2020, substantially reduce the proportion of youth not in employment, education or training

- Sponsorship of Prevent Blindness Georgia, including screening programs for children ages 3-5 in select daycares and schools
- Through our America's Best Contacts & Eyeglasses brand, we partnered with the Boys & Girls Clubs of America (BGCA) between 2016 and 2019 to provide vision services to underserved youth across the country





Increasing our ambition: 2020 Highlights

National Vision's philanthropic efforts focus on three strategic areas which contribute to our overarching impact strategy



Improving vision within the U.S.



**Collaborating with partners to
meet the needs of underserved
populations around the globe**



**Working with partners in the
optical ecosystem to create
broadscale, sustainable
solutions for care and access
around the world**

Since launching National Vision Cares in 2019, we have provided more than 11,000 vouchers to people in need, and our goal is to help more than 25,000 people per year through this program.

National Focus

In the U.S., we activate our mission to help people through our National Vision Cares Program, a partnership with RestoringVision and Americares, and supporting community partners in hyper-local efforts targeting specific populations with higher needs.

National Vision Cares Program

Through our domestic National Vision Cares program, we empower doctors and associates to support people in need in their local communities. Each month, we provide stores with vouchers for a free eye exam and pair of glasses to give to patients, customers, or individuals in the community in need of vision care and who do not have vision insurance or participate in governmental healthcare programs. Stores are encouraged to reach out to local organizations, schools, and other entities to help identify people that need assistance.

RestoringVision and Americares

Millions of people in the U.S. lack healthcare and are under-insured. In 2021, through our long-time partnership with RestoringVision, we launched a new collaboration with Americares to provide support to people who are significantly below the poverty line. Those in need can visit any of the nearly 1,000 Americares clinics and health centers across the U.S. and receive free glasses along with many other health offerings provided by Americares and its partners. Our goal for this program is to help 500,000 of our country's most vulnerable to see better by 2023.

Prevent Blindness Georgia

In addition to our contributions to the national Prevent Blindness organization, National Vision has long been the largest corporate sponsor of Prevent Blindness Georgia, an organization targeting vision improvement across the

state. Since 2010, we have donated more than \$500,000 to this program, which has helped approximately 42,000 people to see better. Prevent Blindness Georgia directly serves our community through initiatives such as a mobile clinic that offers free eye exams and low-cost eyeglasses to uninsured or low-income adults living at shelters and senior centers, and running screening programs for children ages three to five in daycares and schools across the state. We continue to look for similar hyper-local initiatives where we can make a difference.



“We are incredibly grateful for National Vision’s ongoing support of our work and care for the people we serve. We are honored to be one of your longest and most successful global non-profit partners. We look forward to continuing our work together to create a world where everyone who needs glasses has them, especially for those who live in impoverished communities without available, affordable access to this life-changing and vision-saving tool.”

Pelin Munis,
Executive Director, RestoringVision



Global Focus

We are proud of our long-lasting relationships with several international organizations that share our values, ambitions, and commitment to doing more than just giving money.

RestoringVision

Since 2007, National Vision has partnered with [RestoringVision](#) to advance its mission to empower lives by restoring vision for millions of people in need. We have made significant and consistent contributions through several philanthropic programs including mission trips, employee giving, glasses sponsorships, and in-kind donations of glasses. We have also played a vital role in helping the organization build a sustainable supply chain and set strategic priorities through our participation on the RestoringVision Board, including our Senior Vice President Kevin Hassey joining in 2020 as Chair of the Board of Directors.

During our partnership with RestoringVision, National Vision has and directly helped more than 800,000 people living in poverty across the globe to see clearly and protect their sight through an eyeglasses delivery program.

VisionSpring

Through a partnership with VisionSpring, National Vision helped launch the Clear Vision Collective (CVC), an initiative to bring together committed parties across the optical industry to set up a sustainable model for vision care. The CVC focuses on vision care in Bangladesh, and through the pandemic, CVC continued to provide [COVID-safe vision screenings](#) and distribute eyeglasses to those in need in rural communities.

International Agency for the Prevention of Blindness

National Vision is an active supporter of the global eye health agenda through membership in the [International Agency for the Prevention of Blindness \(IAPB\)](#). At the end of 2020, we made the decision to significantly enhance our engagement and leadership role within the global network and through this partnership, we support important global advocacy work linked to a World Health Assembly Resolution – including the setting of targets for refractive error and supporting efforts that resulted in the first ever vision resolution at the United Nations passing in 2021.

Additionally, we have taken an active leadership role in a new IAPB global coalition for addressing correctable vision loss, the

Coalition for Clear Vision, including our Senior Vice President Jacqueline Grove serving as interim executive director. The ambition of the Coalition is to catalyze and leverage the strength of industry and NGOs to deliver new market strategies and effective delivery models that support and enable equitable access to essential vision services in low-income countries, where the need is greatest.

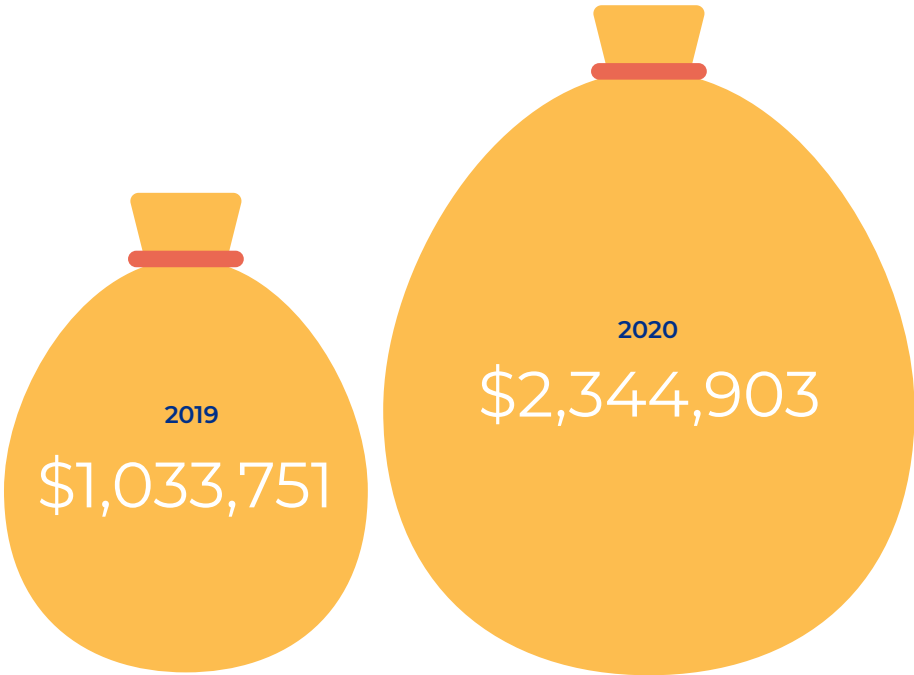


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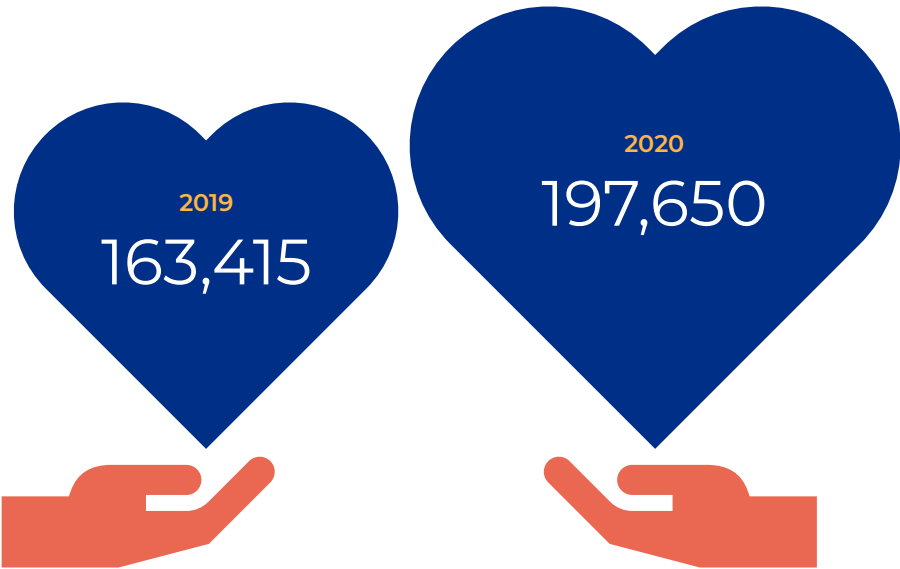


Total giving in 2020

In 2020, National Vision contributed more than \$2 million to community partners and nonprofit organizations, doubling our philanthropic giving from 2019. It is our goal to annually increase our giving, reach, and impact.



DONATIONS



LIVES IMPACTED*

* Accounts for lives impacted via 20/20 Quest's charitable programs, National Vision Cares and other voucher programs, the Made Locally, Given Globally program as well as PPE donations in 2020.





Valuing Our People

We recognize
our people are
our greatest asset.



Valuing Our People

National Vision is a people-focused organization. We want to ensure National Vision is a place people can build fulfilling careers and know they will be taken care of. The hard work and dedication of each associate and doctor practicing in our network makes it possible for National Vision to care for customers and patients. In appreciation, we invest in programs that support the wellbeing, development, and quality of life of associates and affiliated doctors.

Caring for associates

We take pride in providing a robust benefits and comprehensive wellness program designed to keep our associates, and their families, healthy, safe, and secure. Our Benefits team works hard to create offerings that meet the needs of our associates throughout their careers and gathers feedback regularly through benefits surveys to ensure our offerings align with their priorities.

We take a comprehensive approach when developing our benefits plans, considering the physical, mental, emotional, and financial wellbeing of our associates and their families.

In direct response to feedback collected in the 2020 benefits survey, in early 2021 we introduced an enhanced parental leave policy and increased our communication efforts related to mental health. We also developed a personal finance management resource, which launched early in 2021, to support associates

with budgeting and spending habits, short- and long-term savings goals, student loan management, and retirement planning.

In 2019, we implemented a robust Employee Assistance Program, referred to as our Support Network. The program is free for National Vision associates and their families and is administered by a third-party provider that helps connect associates with confidential support for everyday obstacles. Available resources offered 365 days a year include short-term counseling, legal services, expert referrals, financial services, and technology resources.

The COVID-19 pandemic presented unique obstacles that challenged our associates and network of doctors in their home and work lives. From the early days of the pandemic, we implemented frequent touchpoints with our associates and affiliated doctors to understand what support they need most. In 2020, we responded to associate feedback by introducing



new benefits and flexibility specific to the emerging needs of our teams. We offered up to two weeks of paid leave for any associate who tested positive for COVID-19 and extended paid leave for associates who were not comfortable coming back to work during the pandemic. We also adjusted our policies so associates could use advanced paid time off to care for themselves or a loved one. Learn more about how we [assisted our associates and network of doctors](#) through the COVID-19 pandemic.

In addition to our robust benefits plan, we also host a range of programs to promote the health and wellness of our associates.



National Vision benefits at-a-glance

Health & Wellbeing Benefits

- Medical and dental coverage
- Health Savings Account (HSA) with company contribution
- Flexible Spending Accounts (FSA) - medical and dependent care FSA
- Employee Assistance Program
- Company-paid basic life insurance
- Associate, spouse and child supplemental life insurance
- Other ancillary benefits such as accident, critical care, legal and identity theft shield
- Short- and long-term disability insurance
- Holidays and paid time off
- Smoking cessation program
- Wellness programs
- Health fairs

Financial Benefits

- Retirement savings programs with company match
- Associate eyewear/gift coupon
- Wellness incentive program offered to associates participating in the medical plan
- Non-tobacco user discount for those enrolled in the medical plan
- Exclusive discount program on products, facilities, and services

Education Programs

- Doctor of Optometry (O.D.) Tuition Reimbursement Program available to associates interested in pursuing a career as an optometrist
- Scholarship program offered to associates' and doctors' children enrolling in college

For 15 years, National Vision has provided scholarships to family members of associates and doctors to help cover educational costs. In 2019, we increased the number of scholarships awarded from five to eight. We were proud to present eight deserving students with a total award of \$10,000 (\$2,500 per year on a renewable basis over 4 years).

National Vision Crisis Relief Fund

In 2019, National Vision launched a Crisis Relief Fund to support associates and doctors in need. The focus of this effort is to help those facing financial hardship as a result of a natural disaster, family emergency, illness, or other unexpected events. We work with a third-party vendor to manage donations, review applications, and distribute resources. All donations to the fund go directly toward helping National Vision associates and optometrists in our network.

Members of the National Vision leadership team provided the initial donations in 2019 to establish the fund (totaling \$250,000), illustrating the respect and genuine appreciation held for associates and doctors. In 2020, the fund expanded substantially through donations from associates, doctors, and outside organizations. National Vision amplified the generosity of our network by offering a 1:1 donation match for our team members and directing a portion of our

corporate donations to this cause. This resource became an important means to provide additional assistance to associates and doctors facing difficult situations introduced by the COVID-19 pandemic.

Associates and doctors can visit the fund's [website](#) to determine their eligibility and submit an application for support. Associates and doctors can also use the site to contribute to the fund or sign up to donate through regular payroll deductions.

Since its creation in 2019, the National Vision Crisis Relief Fund has provided over \$900,000 to associates in need.

Occupational health and safety

Protecting the safety of associates and doctors is of critical importance to National Vision. Compliance with all state laws and regulations is paramount. At each of our labs and distribution centers, there are specific leaders responsible for the management of associate safety to applicable leaders. For example, lab directors organize and run safety trainings for local associates, some of which are conducted through our Learning Management System and others through in-person instruction. For our retail locations, we provide support to managers and field leaders in understanding and adhering to all applicable laws and regulations.

During the COVID-19 pandemic we implemented an enhanced set of safety protocols across all our locations. For more information on National Vision's response to COVID-19, please see the [dedicated section in our report](#).



In 2020 alone, we were proud to support 244 National Vision associates who passed their ABO or NCLE national exams and achieved their certification.

Developing our associates

We are on a continuous journey to strengthen our culture and expand our training and development programs to support our associates throughout their careers, from onboarding to achieving their professional goals. While we typically rely on a mix of instructor-led training and web-based training to engage associates, in response to COVID-19 we shifted our efforts to web-based learning.

All modules are housed on our online Learning Management System (LMS). We use the LMS to conduct onboarding training for new National Vision associates and to administer required annual refresher trainings for existing associates. We also use the LMS to provide trainings to help new associates learn the specific responsibilities of their role. In 2020, we refreshed our onboarding training by incorporating a greater focus on the National Vision workplace culture and values.

To ensure our training programs support the skills development most relevant to our business and associates, we regularly conduct assessments and solicit feedback on the offerings. By collaborating with different groups across the organization, the people development team identifies gaps and areas of interest and designs specific trainings to meet emerging needs.

The examples that follow provide a snapshot of career development opportunities we provide to associates.

ABO / NCLE Preparation Course

In 2020, we announced a program to provide associates looking to become certified by the American Board of Opticianry (ABO) or the National Contact Lens Examiners (NCLE) with access to examination preparation and a grant to cover related fees. Associates are invited to apply to participate in the preparation course

and are eligible to receive a compensation increase if they pass the certification exams.

Doctor of Optometry Tuition Reimbursement Program

The National Vision Doctor of Optometry (O.D.) tuition reimbursement program provides reimbursement of education expenses, up to \$20,000, towards an O.D. degree from an approved and accredited U.S.-based college of optometry. Any current National Vision associate who has worked on a full-time schedule for a minimum of one year, or on a part-time schedule for two years, is eligible to participate in the program. This benefit allows participants to receive reimbursement for money spent on academic fees, books, exams, and coursework successfully completed towards an O.D. degree.



Championing diversity, equity & inclusion

We understand that deep integration of diversity, equity, and inclusion (DEI) into an organization requires thoughtful effort, ongoing attention, and continual learning. At National Vision, we want every associate and doctor in our network to feel comfortable bringing their full selves to work each day. We focus on fostering allyship, advocacy and awareness for diversity of thought, race, ethnicity, background, sexuality, religion, and gender.

The renewal of the racial and social justice movement in the U.S. in 2020 helped refocus the national conversation on DEI. National Vision established a DEI Council composed of a diverse group of field leaders, doctors, and corporate support team members. The Council's objective was to research best practices for DEI and consider what aspects would be the

best fit for our company, our associates and network of doctors. As a result of the diligent work completed by the Council, we launched an official DEI department with a dedicated team and led by a senior executive, in August 2020.

Jacqueline Grove, our senior vice president (SVP) of talent development; culture; DEI; and philanthropy oversees National Vision's DEI strategy and provides regular updates to the Board of Directors. Building on the foundation established by the Council, the DEI department created a DEI plan to guide our activities. The plan will drive the expansion of our DEI disclosure; bolster our efforts to build a diverse talent pipeline; introduce additional training for associates and doctors; and direct more philanthropic support to organizations and

causes that positively impact Black, Indigenous, and People of Color (BIPOC); women; LGBTQ+; and other minority populations in the communities we serve.

Our commitment to building an inclusive workplace begins at the top. The National Vision Board is committed to championing DEI across our organization and demonstrates this in part by maintaining balanced representation of men and women independent directors. Additionally, in early 2021, CEO Reade Fahs, signed the [CEO Action for Diversity & Inclusion™](#) pledge. The pledge outlines a specific set of actions the signatory CEOs will take to cultivate a trusting environment where all ideas are welcomed, and employees feel comfortable and empowered to have discussions about diversity and inclusion.

Engaging associates on DEI

We clearly communicate our stance on and approach to DEI through our Nondiscrimination Policy. In 2020, we launched training courses covering DEI topics such as why diversity matters, how to identify unconscious bias, and how to manage biased customers. We are integrating these modules into the annual refresher trainings assigned to all associates. Also in 2020, we launched allyship training required for all associates at the vice president level and above.



We believe all our team members have a role to play in upholding the National Vision DEI objectives, which include:



2020 Highlights

Our DEI department organized a range of initiatives to provide support across our associate base and to take time to listen to team members and gain understanding from their various perspectives based on their background and experience.

DEI Calendar



The DEI department develops an annual calendar highlighting specific days and months of observance important to different racial, ethnic, and cultural groups. The calendar provides an overview of events like Pride month, Dr. Martin Luther King, Jr. Day of Service, and Women's History month, to help raise awareness. At the beginning of each month, members of our DEI department create an infographic with more detail on each event and share the resource with all associates.

Lunch and Learns



During monthly lunch and learn events, a panel of speakers – including a National Vision executive sponsor – present in detail on a DEI topic. The conversations we hosted in 2020 focused on areas such as why diversity matters, how to listen and act with empathy, understanding pronoun preferences, identifying microaggressions, and global cultural awareness.

Associate Resource Groups



As part of our DEI Council, we created four Associate Resource Groups focused on important areas of our people and business: Recruitment and Employment Branding, Training and Education, Mentoring and Career Development, and Community Services and Activities. These groups were critical in helping develop our strategic focus areas for DEI.

DEI Terms and Definitions Guidance



The DEI Council released a comprehensive set of terms and definitions to introduce common vocabulary, prevent misunderstandings and misinterpretations, and promote open dialogue around equity and inclusion.



In early 2021, National Vision was listed as one of Forbes' Best Employers for Diversity. The final list of 500 companies ranks employers that not only received the most recommendations from 50,000 Americans surveyed working for businesses with at least 1,000 employees, but who also have high levels of diversity at the Board level and in executive ranks, and proactive diversity and inclusion programs and initiatives. National Vision was ranked 174.

2020 DEI Data

Total associate population

Gender breakdown



Ethnicity breakdown

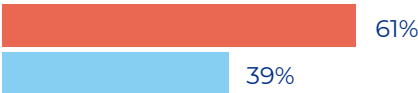


Store Manager

Gender breakdown



Ethnicity breakdown



Optometrist

Gender breakdown



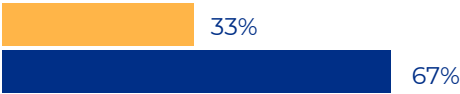
Ethnicity breakdown



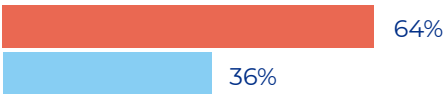
Includes National Vision employed and Partner Practices

Management

Gender breakdown



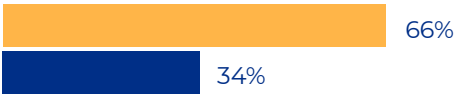
Ethnicity breakdown



Store Managers and above

Executive

Gender breakdown



Ethnicity breakdown



Regional VP-VP and above

- Men
- Women
- Caucasian
- BIPOC



Forbes listed National Vision as one of the Best Employers for Women in 2021. The 300 companies named were selected based on independent survey data, along with consideration of other factors such as women's representation at the executive and board levels and company initiatives to improve gender equity. This was our first recognition in the annual roundup, reflecting our progress in championing diversity and supporting women's success.

External efforts

In addition to our programs focused on fostering DEI within our own operations, we also collaborate with external organizations to champion diversity in our communities and the greater optical industry.

The Optical Women's Association: As part of our commitment to championing female representation and leadership, National Vision has long been involved with this association dedicated to advancing mentorship, leadership, and professional development for women in the optical industry. We are a current sponsor as well as several National Vision team members – including senior leaders – are actively engaged in activities hosted by the Optical Women's Association, including participation on the organization's Board of Directors and committees.

Black Eyecare Perspectives: In 2020, National Vision was among the first optical companies to partner with Black Eyecare Perspective to help raise awareness for and increase BIPOC representation in the field of optometry. We were one of three initial supporters of the organization's "IMPACT HBCU" initiative – a recruitment event designed to increase the visibility of the field of optometry within the Black community and increase the number of Black applicants to schools of optometry.

Pennsylvania College of Optometry's Summer Enrichment Program: In 2020, through our America's Best Contacts & Eyeglasses brand, National Vision pledged to re-establish the Summer Enrichment Program that had been offered for nearly four decades from Salus University's Pennsylvania College of Optometry (PCO). The program was discontinued after 39 years due to loss of funding and support. Our donation of

\$300,000 over a five-year span, will help advance the program's goal to improve the admissions, retention, and graduation rates of underrepresented minority applicants and will help reach up to 100 potential new PCO/ Salus students.

National Vision has had several female leaders named to Vision Monday's 'Most Influential Women in Optical' list over the past 15 years.



Environmental Impact

Understanding
our baseline footprint
so that we can improve.



Environmental Impact

In 2021, Office Depot recognized National Vision as one of an elite group of 19 forward-thinking organizations from across the country to receive its Leadership in Greener Purchasing award.

National Vision is committed to understanding and addressing the environmental impacts associated with the company's operational footprint.

As the second largest optical retail company in the U.S., National Vision's footprint includes more than 1,200 stores in 44 states and Puerto Rico. We also have a network of labs across four domestic locations – St. Cloud, Minnesota; Salt Lake City, Utah; Lawrenceville, Georgia; and Plano, Texas – and we utilize two outsourced, third-party owned international locations in China and Mexico. We run distribution centers in Lawrenceville, Georgia and Columbus, Ohio; and a Retail Support Center in Duluth, Georgia. With the objective of being a low-cost provider of eye care and eyewear, we are dedicated to keeping our operating costs low. We look for opportunities to make decisions that are both

low-cost and environmentally conscious in how we build out new stores and refurbish existing stores, select materials for those stores and our labs, and set up our offices with energy efficiency and resource conservation in mind.

Facility environmental standards

Environmentally conscious decision-making not only helps us conserve resources and reduce costs, it also helps us improve the customer experience and provide safe workspaces for associates and doctors practicing in our locations. Nearly all of our facilities are in leased spaces, which influences the kinds of environmental considerations we can prioritize. We have developed a set of environmental standards that we apply to all our retail facilities for the set up and maintenance of our stores.

These include:

- Prioritizing the use of dimmable LED lighting, motion sensors, smart controls, and energy-efficient heating, ventilation, and air conditioning (HVAC) systems to reduce our energy footprint;
- Installing low flow toilets and taps to reduce water consumption;
- Selecting ceiling tiles made of recycled materials;
- Purchasing green label certified carpet;
- Applying window tinting to promote efficient energy usage, reduced glare, and reduced HVAC costs;
- Applying low or zero VOC paints; and
- Keeping the footprint our stores small, which reduces overall energy use for heating and cooling.

Energy and GHG emissions

In 2021, we conducted our first greenhouse gas (GHG) emissions inventory to generate a comprehensive understanding of our energy use and emissions output across our operations. We used the results of the exercise to identify appropriate key performance indicators (KPIs) for our environmental impact, establish baselines for those KPIs, and highlight areas for improvement.

The inventory focused on National Vision's Scope 1 and 2 emissions for calendar year 2020. We used the Operational Control approach and the GHG Protocol Corporate Standard as guidance, and we sourced all global warming potential values from the IPCC's Fifth Assessment Report. When data was unavailable, we followed best practice guidelines to estimate impact. In 2020, our Scope 1 emissions totaled about 4,000 metric tons of carbon dioxide equivalent (CO₂e), our Scope 2 emissions totaled about 35,200 metric tons of CO₂e, resulting in a combined Scope 1 and Scope 2 emissions of 39,200 metric tons of CO₂e. Also, in 2020, our total electricity consumption was about 78,700 MWh. Natural gas and propane usage at our facilities comprised the largest portion of our Scope 1 emissions, purchased electricity was the

largest contributor of our Scope 2 emissions, and the majority of our combined Scope 1 and 2 emissions came from National Vision facilities, specifically our retail locations.

Since the inventory covers 2020 emissions, the results reflect impacts of the COVID-19 pandemic on our operations. In 2020, to best protect our customers, patients, associates, and network of optometrists, we temporarily closed our stores to the public in the spring. We also reduced production at our labs because of a temporary decrease in demand. As the U.S. continues to recover from the pandemic, we have driven a strong return in our business activities and will likely see an increase in Scope 1 and 2 emissions as a result.

We will use the results of this inventory to identify opportunities for improvement and as a baseline against which we will track our progress over time.



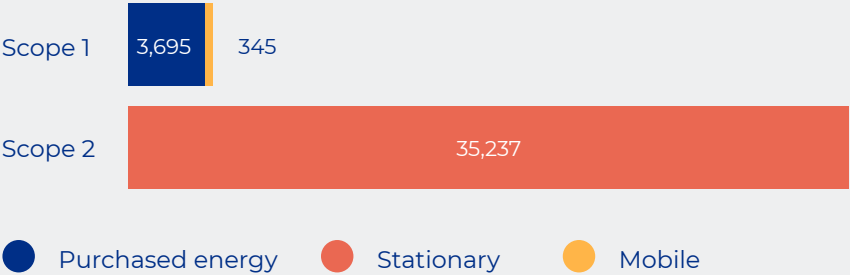


National Vision's GHG Emissions

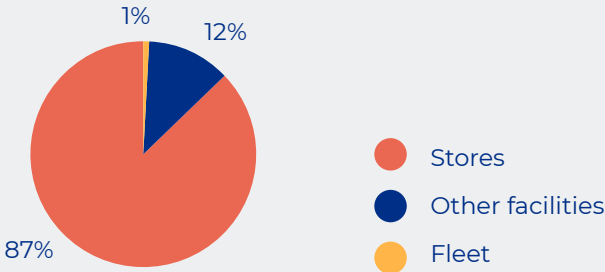
Scope 1 – Emissions from sources that are owned or controlled by National Vision. This includes natural gas and propane used at our buildings and fuel used in company vehicles.

Scope 2 – Indirect emissions from the generation of electricity purchased by National Vision.

NATIONAL VISION 2020 GHG EMISSIONS (in CO2e)



NATIONAL VISION 2020 GHG EMISSIONS BY SOURCE





Corporate Governance and Ethics

Earning the trust of our stakeholders by meeting the highest standards.



Corporate Governance and Ethics

At National Vision, we recognize that maintaining transparent governance practices and robust ethics and compliance guidelines allows us to better deliver on our mission. By operating with integrity, honesty, and a commitment to doing what is right, we can focus on helping people through our mission to make quality eye care and eyewear more affordable and accessible. Upholding high ethical standards also helps us build trust with our investors, develop confidence in our consumer-facing brands, and maintain the respect of associates and doctors.

Governance

Our Board of Directors is composed of directors with a range of expertise, including individuals with optical and specialty retail industry experience. Eight of nine directors on the Board are independent. We maintain strong institutional director knowledge through regular senior management engagement, annual Board and committee self-evaluation and discussion, consistent regulatory updates, and access to continuing education.

The Board has three committees: nominating and corporate governance, compensation, and audit. Membership on those committees is composed of 100 percent independent directors. Our [Corporate Governance Guidelines](#) establish the roles, responsibilities, and expectations of the Board, and each committee has its [own charter](#). As noted in its charter, the nominating and corporate governance committee has oversight

responsibilities with respect to corporate responsibility, sustainability and ESG topics.

The Board considers and fully appreciates the value of a diversity of viewpoints, background, and experiences (including age, gender, race, and ethnicity) as important to the selection of directors. In 2020, the National Vision Board had four women directors and two ethnically/racially diverse directors. In 2021, we received an award from the organization 50/50 Women on Boards for our gender-balanced Board of Directors.

Further description of our commitment to strong Board governance, including structure and composition, stockholder engagement, director biographies, and oversight of risk management are available in our [2021 Proxy Statement](#).

Board Diversity

INDEPENDENCE



OVERALL DIVERSITY (56%)



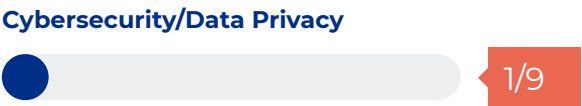
TENURE (3 years average)



AGE (59 years average)



Experience, Qualifications and Attributes



Ethics and compliance

Empowering our associates to do what is right is one of our core values. From onboarding onwards, we emphasize that each associate has an essential role to play in promoting an environment where ethical and compliant behavior and integrity thrives.

The central pillar of our Ethics and Compliance Program is our [Code of Conduct](#) (the Code), which plays a vital role in fostering a culture of integrity, from the Board through our executives, to all associates and doctors. Our Board is charged with reviewing the Code at least annually. The document covers a range of topics including integrity and compliance, non-retaliation, discrimination and harassment, fair labor standards, protecting customer information, marketing, conflicts of interest, anticorruption, and government and media relations.

During onboarding, new associates and doctors joining our network are provided access to a copy of the Code as well as training on topics including how to spot and address sexual harassment in the workplace; complying with the Health Insurance Portability and Accountability Act (HIPAA) and Americans with Disabilities Act (ADA); how to identify and avoid phishing campaigns; and an introduction to

National Vision's health and safety standards. We use an online platform to conduct annual refresher trainings on select ethical topics for all associates and introduce new topics as needed. We launched a new training module on equity and inclusion in early 2021 to help us maintain a workplace culture that values and respects diverse viewpoints.

We actively encourage all associates to speak up when they have questions or concerns related to ethical conduct, by:

- Maintaining an open-door policy where associates are empowered to approach their supervisor, Human Resources, the Legal department or the compliance officer directly;
- Offering an ethics telephone hotline to all associates and doctors through various internal communications and on our internal website portals; and
- Reinforcing our Whistleblower Policy which emphasizes zero tolerance for any discrimination or retaliation against whistleblowers.



Reported concerns are monitored by the National Vision human resources and compliance teams who work in close collaboration to follow up and address concerns. Our compliance officer provides a quarterly report to the audit committee of the Board, which includes a summary of the number and nature of any submissions through the hotline, including how they were investigated (if applicable) and addressed.

Supply chain management

We take pride in building and maintaining long-term relationships with suppliers across the globe that share our values and high operating standards.

Our teams work together to ensure our commitments around health, safety, and labor are reflected throughout National Vision's supply chain.

We provide all suppliers with a copy of our [Supplier Code of Conduct](#) (Supplier Code) and consider adherence to the Supplier Code as a requirement for continued partnership. We also carefully screen each potential and existing supplier to ensure they have appropriate cybersecurity and privacy programs in place.

Before entering into contractual arrangements with merchandising suppliers in regions outside the U.S. and Europe, we conduct onsite visits with each potential supplier. This helps establish a good foundation on which to develop trusting and respectful relationships. We partner with a third-party provider to conduct social compliance audits of key

merchandising suppliers on an annual basis. Representatives from the third-party provider conduct interviews with employees and walk through the facility as part of the audit process. Through the audits, suppliers are assessed for compliance with National Vision standards for health, safety, and labor as outlined in the Supplier Code, as well as adherence with country-specific regulations.

Each supplier receives a score based on the results of the audit. The score corresponds to a color-ranking system composed of four groups scaled from no violations through multiple, critical violations. If a supplier scores below a certain threshold on the social compliance audit, we create a corrective action plan to notify that supplier of the concerns that should be addressed within a specific timeframe. After the timeframe passes, a representative from the third party revisits the facility to ensure correct implementation of the fix. If a supplier does not address concerns surfaced through the audits within the required timeframe, the supplier's agreement is subject to termination. Our compliance officer reports annually on the social compliance audit process and outcomes to the audit committee of the Board.



Conflict minerals

While conflict minerals are not typically an input for any of the products or services provided by National Vision, we maintain a [Conflict Minerals policy](#) with which we require all suppliers to comply. To ensure adherence with this policy, our suppliers confirm annually that they are not using conflict minerals and provide legal documentation as evidence to that claim.

Data security and privacy

Maintaining robust data security and privacy practices ensures National Vision is equipped to collect, organize, and protect patient and customer information, while also safeguarding company intellectual property (IP) and employee data. As a retailer and healthcare provider, and a business associate to optometry practices, we manage customer data and confidential patient records created by optometrists practicing in our locations. We are dedicated to protecting all patient, customer, associate, and company information and we strive to adhere to all applicable laws and regulations.

Our chief technology officer (CTO) oversees our approach to data security and cybersecurity and serves as part of the National Vision senior leadership team. The vice president of information technology (IT) infrastructure collaborates with the CTO and a supporting team to maintain and update the company's technology infrastructure and corresponding safety measures. The CTO reports quarterly to the audit committee of the Board, covering the present state of data security and cybersecurity efforts at National Vision, introducing emerging risks and challenges, and outlining next steps for the team.

National Vision has a [Privacy Policy](#) and a [Cybersecurity Policy](#) to establish consistent data

safeguards across our facilities. The data privacy security and cybersecurity space is rapidly evolving, and our team works to ensure National Vision's policies and processes are aligned with the most updated laws, regulations and best practice standards. Our framework aligns with the National Institute of Standards and Technology (NIST) cybersecurity framework. To communicate these standards with all associates, we offer several data privacy and cybersecurity-related trainings through our Learning Management System. These trainings cover topics such as phishing awareness and privacy rules for any associate processing patient and customer credit cards. We are proud to share that we strategically grew our IT team over the past year, to support the growing needs of our business, and reflecting our commitment to the ongoing protection of patient, customer, associate, and company information.

Our CTO collaborates with the data security and cyber team to conduct periodic table-top exercises testing our data security policies and procedures. We also periodically conduct exercises with an external partner to stress test our data privacy systems and practice our company-wide response tactics. These efforts help National Vision identify possible data security vulnerabilities, which our data security and cyber team then work diligently to address and strengthen those areas of our privacy infrastructure.

In addition to managing our privacy programs and communicating standards to associates across all National Vision facilities, the data and cyber team leads efforts to identify opportunities to digitize recordkeeping, improve workflows, and increase efficiencies. The team goal is to simplify the patient and customer experience and make it easier for our associates to do great work. One example of a team effort from 2020 is our focus on the online scheduling system that allows patients to schedule appointments for an eye exam online without having to rely on phone calls to individual stores.



We strategically grew our IT team over the past year, to support the growing needs of our business, and reflecting our commitment to the ongoing protection of patient, customer, associate, and company information.

A world worth seeing

When we bring our whole company together around our mission—uniting our collective expertise, our products and services, our partnerships and financial resources, and our purpose driven culture and values—the impact we can create for customers, shareholders, and communities worldwide is unlimited.

In 2021 and beyond, we'll continue to scale our initiatives, forge partnerships and develop needed infrastructure, and launch new programs that will help us help others to see better.

We won't stop until we are sure that everyone who needs it, can access quality vision care. Our vision is that no one is left behind. That will be a world that is worth seeing.



Appendix

SASB Index

National Vision is reporting to the Sustainability Accounting Standards Board (SASB) Multiline and Specialty Retailers & Distributors Standard. SASB is an independent nonprofit organization that sets voluntary industry-specific standards for companies to disclose to investors. We will continue to build out our disclosures over time

TOPIC	CODE	DISCLOSURE	REFERENCE
Energy	CG-MR-130a.1	(1) Total energy consumed electricity	78,700 MWh
		(2) percentage grid	100%
		(3) percentage renewable	0%
Data Security	CG-MR-230a.1	Description of approach to identifying and addressing data security risks	We have robust policies and governance procedures, internal and external audit and colleague training. For more information, please see the Data Privacy and Cybersecurity section of our 2020 Corporate Responsibility Report.
	CG-MR-230a.2	(1) Number of data breaches	We did not experience any data breaches in 2020.
		(2) Percentage involving personally identifiable information (PII)	
		(3) Number of customers affected	

TOPIC	CODE	DISCLOSURE	REFERENCE
Labor Practices	CG-MR-310a.1	(1) Average hourly wage	Our average hourly wage is over \$14/hour.
		(2) Percentage of in-store employees earning minimum wage, by region	The majority of our associates earn above the minimum wage in all states in which we operate.
	CG-MR-310a.3	Total amount of monetary losses as a result of legal proceedings associated with labor law violations	We include information regarding material legal proceedings in our 2020 Annual Report , PDF pg. 44, Legal.
Workforce Diversity & Inclusion	CG-MR-330a.1	Percentage of gender and racial/ethnic group representation for (1) management	As part of our efforts to foster diversity and inclusion, we track the gender, racial and ethnic diversity of our associates across National Vision.
		Percentage of gender and racial/ethnic group representation for (2) all other employees	For more information, please see the Diversity, Equity and Inclusion section of our 2020 Corporate Responsibility Report.
	CG-MR-330a.2	Total amount of monetary losses as a result of legal proceedings associated with employment discrimination	We include information regarding material legal proceedings in our 2020 Annual Report , PDF pg. 44, Legal Proceedings.

TOPIC	CODE	DISCLOSURE	REFERENCE
Product Sourcing, Packaging & Marketing	CG-MR-410a.1	Revenue from products third-party certified to environmental and/or social sustainability standards	<p>National Vision is tracking opportunities to provide customers with certified sustainable products.</p> <p>We ensure that our suppliers meet our expectations and high standards through our social compliance audit process. We also maintain a set of environmental specifications for all new retail store builds and retrofits to ensure the health and wellness of our customers and associates, and to reduce our impact on the environment.</p>
	CG-MR-410a.2	Discussion of processes to assess and manage risks and/or hazards associated with chemicals in products	The processes ongoing at National Vision's laboratories and manufacturing facilities use a negligible amount of hazardous chemicals. We use strict guidelines to manage the use of hazardous chemicals necessary to our processes and provide necessary training and personal protective equipment to the lab technicians handling such materials. We comply with all OSHA guidelines and state regulations.
	CG-MR-410a.3	Discussion of strategies to reduce the environmental impact of packaging	Due to the nature of the products National Vision sells, the packaging we use has a small footprint relative to many other consumer goods providers. We continually consider opportunities to further reduce the environmental impact of our packaging while also maintaining our commitment to providing top quality and value to our customers.
Activity Metrics	CG-MR-000.A	Number of: (1) retail locations	1,205
		Number of: (2) distribution centers	2
	CG-MR-000.B	Total area of: (1) retail space	3,892,100 square feet
		Total area of: (2) distribution centers	138,000 square feet

GRI Content Index

This table covers selected GRI Sustainability Reporting Standards and Disclosures found in our most recent CR, 10-K and Proxy reports, as well as information on the company website. GRI is an independent, international organization that has established a framework for companies and other organizations to recognize and report their responsibility and impacts in order to create a sustainable future.

DISCLOSURE		LOCATION/RESPONSE
General Disclosures		
GRI 102: General Disclosures 2016		
Organizational profile		
102-1	Name of the organization	National Vision Holdings, Inc. NASDAQ: EYE
102-2	Activities, brands, products, and services	About National Vision 2020 Annual Report , PDF pg. 11, 14
102-3	Location of headquarters	2435 Commerce Ave, Building 2200 Duluth, Georgia 30096
102-4	Location of operations	2020 Annual Report , PDF pg. 8
102-5	Ownership and legal form	2020 Annual Report , PDF pg. 1
102-6	Markets served	2020 Annual Report , PDF pg. 14
102-7	Scale of the organization	Year at a glance: By the Numbers in FY20 2020 Annual Report , PDF pg. 8
102-8	Information on employees and other workers	Year at a glance: By the Numbers in FY20

DISCLOSURE		LOCATION/RESPONSE
102-9	Supply chain	2020 Annual Report , PDF pg. 50-51
102-10	Significant changes to the organization and its supply chain	2020 Annual Report , PDF pg. 8, 27
102-11	Precautionary Principle or approach	Supply Chain Management National Vision is dedicated to sourcing all components and materials and products from vendors that share our values and standards regarding human rights, environmental responsibility, and ethics. Our social compliance audit process assesses the health and safety practices in place at select vendors' facilities, and monitors practices across our factory network. Each vendor we partner with must pass an annual audit with an external third party to demonstrate they meet our quality standards.
102-12	External initiatives	National Vision endorses the following voluntary environmental and social standards/ charters/ principles: - CEO Action Pledge for Diversity and Inclusion - Coalition for Clear Vision - the Global Reporting Initiative - International Agency for the Prevention of Blindness (IAPB) - the United Nations Sustainable Development Goals
102-13	Membership of associations	National Vision contributes advocacy and leadership through membership in the following associations related to our "SEE+G" sustainability strategy: - Clear Vision Collective - Coalition for Clear Vision - Eyelliance - International Agency for the Prevention of Blindness (IAPB) - Optical Women's Association - RestoringVision - VisionSpring
Strategy		
102-14	Statement from senior decision-maker	CEO Letter

DISCLOSURE		LOCATION/RESPONSE
Ethics and integrity		
102-16	Values, principles, standards, and norms of behavior	Our Mission, Vision and Values
102-17	Mechanisms for advice and concerns about ethics	Corporate Governance and Ethics: Ethics and Compliance
Governance		
102-18	Governance structure	2021 Proxy Statement , PDF pg. 10
102-20	Executive-level responsibility for economic, environmental, and social topics	Corporate Responsibility at National Vision: Organizational Structure for Corporate Responsibility
102-21	Consulting stakeholders on economic, environmental, and social topics	Corporate Responsibility at National Vision: Prioritizing ESG Topics
102-22	Composition of the highest governance body and its committees	2021 Proxy Statement , PDF pg. 18, 21
102-23	Chair of the highest governance body	2021 Proxy Statement , PDF pg. 20
102-24	Nominating and selecting the highest governance body	2021 Proxy Statement , PDF pg. 18
102-25	Conflicts of interest	2021 Proxy Statement , PDF pg. 23
102-26	Role of highest governance body in setting purpose, values, and strategy	2021 Proxy Statement , PDF pg. 22
102-27	Collective knowledge of highest governance body	2021 Proxy Statement , PDF pg. 19
102-28	Evaluating the highest governance body's performance	2021 Proxy Statement , PDF pg. 21

DISCLOSURE		LOCATION/RESPONSE
102-29	Identifying and managing economic, environmental, and social impacts	Corporate Responsibility At National Vision: Organizational Structure for Corporate Responsibility
102-31	Review of economic, environmental, and social topics	The Nominating and Corporate Governance Committee (NGC) of the Board reviews the Company's environmental, social, and governance performance at least annually, and more regularly as warranted when there are potential short-term impacts on the business.
102-32	Highest governance body's role in sustainability reporting	The Nominating and Corporate Governance Committee (NGC) of the Board of Directors is the highest governance body reviewing the report.
102-35	Remuneration policies	2021 Proxy Statement , PDF pg. 25-26
102-36	Process for determining remuneration	2021 Proxy Statement , PDF pg. 25-26
102-37	Stakeholders' involvement in remuneration	2021 Proxy Statement , PDF pg. 23
102-38	Annual total compensation ratio	2021 Proxy Statement , PDF pg. 54
102-39	Percentage increase in annual total compensation ratio	2021 Proxy Statement , PDF pg. 51

DISCLOSURE		LOCATION/RESPONSE
Stakeholder engagement		
102-40	List of stakeholder groups	Our key stakeholders are: customers, associates, doctors, stockholders, suppliers, business partners, and local and global communities.
102-41	Collective bargaining agreements	2020 Annual Report , PDF pg. 16
102-42	Identifying and selecting stakeholders	Stakeholders viewed as strategic partners are those who have a significant interest and/or impact on areas that are most material to our company.
102-43	Approach to stakeholder engagement	<p>Our approach to stakeholder engagement takes many forms depending on the group or the nature of the topic we are engaging on. It ranges from one-way information channels, to deep engagement and dialogue in certain situations where we are developing new policies or practices, to regular and ongoing engagement through our memberships in impact/ advocacy organizations.</p> <p>Specific examples of our engagement in 2020 include ongoing stockholder engagement (2021 Proxy Statement, PDF pg. 58-62), collaboration with strategic partners to meet the vision care needs of underserved populations around the globe (2020 CR Report, Societal Impact Section), feedback surveys on our health and wellness benefits programs (2020 CR Report, Caring for Associates Section) and training and direct engagement, communications and training related to our new DEI Strategy (2020 CR Report, Championing Diversity, Equity & Inclusion Section).</p>
102-44	Key topics and concerns raised	See Sections noted above in 102-43 for information on key topics and concerns raised.

DISCLOSURE		LOCATION/RESPONSE
Reporting practice		
102-45	Entities included in the consolidated financial statements	2020 Annual Report , PDF pg. 11
102-46	Defining report content and topic Boundaries	About this Report Corporate Responsibility at National Vision: Prioritizing ESG Topics
102-47	List of material topics	Corporate Responsibility at National Vision: Prioritizing ESG Topics
102-48	Restatements of information	As this is our first Corporate Responsibility Report, we have no restatements this year.
102-49	Changes in reporting	Not applicable as this is our first Corporate Responsibility Report.
102-50	Reporting period	December 29, 2019 – January 2, 2021, unless otherwise noted.
102-51	Date of most recent report	Not applicable as this is our first Corporate Responsibility Report.
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	CorporateResponsibility@nationalvision.com
102-54	Claims of reporting in accordance with the GRI Standards	We referenced the GRI standards while developing this report.
102-55	GRI content index	This GRI Content Index
102-56	External assurance	We do not currently have a policy regarding external assurance for our CR reporting, and as such, the data and information in our report are not externally assured.

DISCLOSURE		LOCATION/RESPONSE
Priority Topics		
GRI 103: Management Approach 2016		
Product Affordability and Accessibility		
103-1	Explanation of the material topic and its Boundary	Societal Impact: Affordability and Accessibility
103-2	The management approach and its components	
103-2	Evaluation of the management approach	
No directly relevant GRI Disclosure		We have not increased our primary offers of two pairs for \$69.95 in America's Best or two pairs for \$78 in Eyeglass World in more than 10 years. Customers can also get high quality eyewear at one of our Walmart Vision Center locations starting at only \$38.
Governance, Ethics and Compliance		
103-1	Explanation of the material topic and its Boundary	Corporate Governance and Ethics: Ethics and Compliance
103-2	The management approach and its components	
103-3	Evaluation of the management approach	

DISCLOSURE		LOCATION/RESPONSE
GRI 205: Anti Corruption 2016		
205-2	Communication and training about anti-corruption policies and procedures	<p><u>Code of Conduct</u></p> <p>National Vision is committed to conducting all aspects of its business in accordance with the highest legal and ethical standards. This Code requires that all Company Personnel conduct their activities in full compliance with all applicable anticorruption laws, including without limitation, the U.S. Foreign Corrupt Practices Act.</p> <p>During onboarding, all new associates are provided access to a copy of the Code as well as training on topics addressed in the Code, including anti-corruption.</p>
GRI 206: Anti-competitive Behavior 2016		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	<p>Operating with integrity and high ethical standards is critical, and National Vision has strict corporate policies and a Code of Conduct that govern its business operations and practices globally related to anti-competitive behavior, anti-trust and monopolies.</p> <p>No legal actions were pending or completed during the reporting period regarding anti-competitive behavior and violations of anti-trust and monopoly legislation.</p>
GRI 103: Management Approach 2016		
Employee Wellness, Benefits and Development		
103-1	Explanation of the material topic and its Boundary	
103-2	The management approach and its components	<p><u>Valuing our People: Caring for Associates</u></p> <p><u>Valuing our People: Developing our Associates</u></p>
103-3	Evaluation of the management approach	

DISCLOSURE		LOCATION/RESPONSE
GRI 401: Employment 2016		
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Valuing our People: Caring for Associates 2020 Annual Report , PDF pg. 14
GRI 404: Training and Education		
404-2	Programs for upgrading employee skills and transition assistance programs	Valuing our People: Developing our Associates 2020 Annual Report , PDF pg. 14
Employee Diversity, Equity and Inclusion		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	Valuing our People: Championing Diversity, Equity and Inclusion
103-2	The management approach and its components	
103-3	Evaluation of the management approach	
GRI 405: Diversity and Equal Opportunity 2016		
405-1	Diversity of governance bodies and employees	Valuing our People: Championing Diversity, Equity, and Inclusion Corporate Governance & Ethics: Governance

DISCLOSURE		LOCATION/RESPONSE
Philanthropy & Community Giving		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	
103-2	The management approach and its components	Societal Impact: Serving Unmet Needs
103-3	Evaluation of the management approach	
GRI 413: Local Communities 2016		
413-1	Operations with local community engagement, impact assessments, and development programs	<p>100% of our stores have access to the National Vision Cares Program. Through our domestic National Vision Cares program, we empower doctors and associates to support people in need in their local communities. Each month, we provide stores with vouchers for a free eye exam and pair of glasses to give to patients, customers, or individuals in the community in need of vision care and who do not have vision insurance or participate in governmental healthcare programs. Stores are encouraged to reach out to local organizations, schools, and other entities to help identify people that need assistance. Since launching National Vision Cares in 2019, we have provided more than 11,000 vouchers to people in need, and our goal is to help more than 25,000 people per year through this program.</p> <p>Societal Impact: Serving Unmet Needs</p>
	Total philanthropic giving	Societal Impact: Serving Unmet Needs Total Giving in 2020

DISCLOSURE		LOCATION/RESPONSE
Product Quality & Safety		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	Societal Impact: Ensuring Product Quality and Safety
103-2	The management approach and its components	
103-3	Evaluation of the management approach	
Customer Health and Safety 2016		
416-1	Assessment of the health and safety impacts of product and service categories	The optical industry is highly regulated in the United States. 100% of the frames or lenses sold in our stores must meet national and state standards for quality, durability, health, and safety. We also use a company-wide set of quality standards to guide the development of our products, and many times, these quality standards exceed what is required by law. Learn more here: Societal Impact: Ensuring Product Quality and Safety
Data Privacy and Cybersecurity		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	Corporate Governance and Ethics: Data Security and Privacy
103-2	The management approach and its components	
103-3	Evaluation of the management approach	

DISCLOSURE		LOCATION/RESPONSE
GRI 418: Customer Privacy 2016		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	We continue to enhance our global privacy programs to meet or exceed new and expanding regulatory requirements for privacy and data protection around the world. Details are confidential.
Energy Use and Emissions		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	<u>Environmental Impact: Energy and GHG Emissions</u>
103-2	The management approach and its components	
103-3	Evaluation of the management approach	
GRI 305: Energy and Emissions 2016		
305-1	Direct (Scope 1) GHG emissions	4,000 metric tons of carbon dioxide equivalent
305-2	Energy indirect (Scope 2) GHG emissions	35,200 metric tons of carbon dioxide equivalent
305-4	GHG emissions intensity	Our GHG emissions intensity ratio (Scope 1 and 2) per revenue is 0.023 MT C02e/billion USD
305-5	Reduction of GHG emissions	We conducted our first company-wide greenhouse gas inventory in 2021 covering 2020 data. We used the results of this exercise to create a baseline of our greenhouse gas emissions. Thus, we cannot report on reduction of emissions year-over-year but we plan to expand our disclosures moving forward.
302-1	Energy consumption within the organization	78,700 MWh

DISCLOSURE		LOCATION/RESPONSE
302-3	Energy intensity	Our energy intensity ratio per revenue is 0.05 MWh/billion USD
302-4	Reduction of energy consumption	We conducted our first company-wide greenhouse gas inventory in 2021 covering 2020 data. We used the results of this exercise to create a baseline of our energy use. Thus, we cannot report on reduction of energy use year-over-year but we plan to expand our disclosures moving forward.
Socially Responsible Supply Chain		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	
103-2	The management approach and its components	Corporate Governance and Ethics: Supply Chain Management
103-3	Evaluation of the management approach	
GRI 414: Supplier Social Assessment		
414-1	New suppliers that were screened using social criteria	Corporate Governance and Ethics: Supply Chain Management



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