



# Advancing Eyecare Insider

Employee Newsletter | Number 6 | August 2023

## Q3 Global Town Hall is Tuesday, September 19th 1:30 PM ET

The Q3 Global Town Hall is next month – be sure to register to attend! Over 250 employees across the US, Canada, and Mexico tuned in to our Q3 Global Town Hall to hear about our many accomplishments of 2022 and learn about our 2023 goals and corporate initiatives.



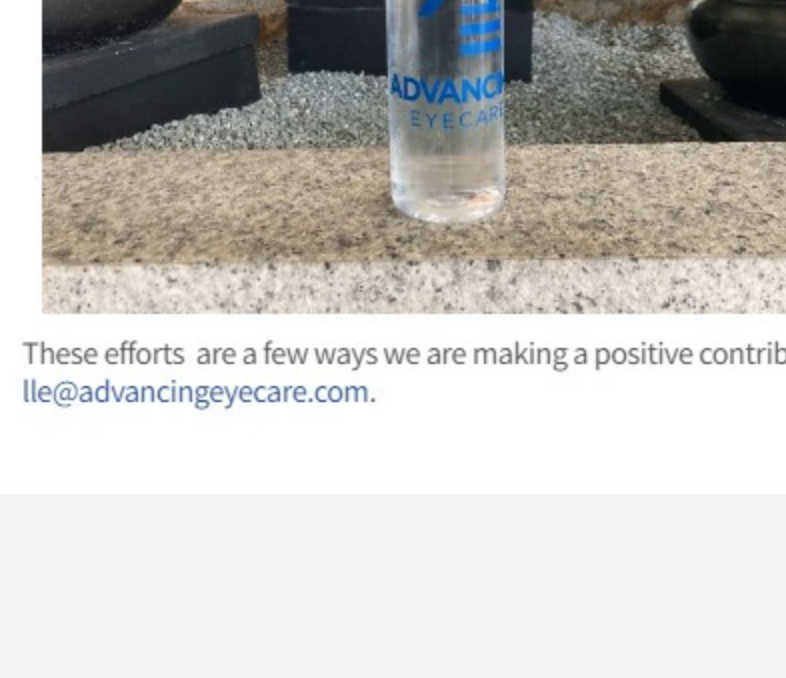
Be sure to join our Q3 Global Town Hall to hear about some exciting changes that will prepare us for success as we enter Q4, the biggest selling period of the year. You don't want to miss it, as well as our regular segments like human resource updates, the always popular Employee Spotlight, and more.

Use the link below to register today. Please submit any questions you may want to have addressed during the Town Hall.

[Register For Q3 Town Hall](#)

## ESG at Advancing Eyecare - Our Focus On Sustainability

The ESG (Environmental, Social, and Corporate Governance) committee has been working hard to implement initiatives to reduce our environmental footprint, improve our social security, and maintaining a sustainable environment. Here are a few new programs Advancing Eyecare has adopted to help lower our waste production and do our part to reduce our impact on local communities.



### Elimination of Single-Use Cups

- Single use cups will no longer be available in all kitchens and breakrooms.
- Employees are encouraged to bring their own coffee mug/tumbler at their work facility
- All employees received an AEC water bottle – these can be used instead of paper cups.

### Wastewater Conservation in Canada

- The edging team has made updates to machinery, so they can reduce plastics in wastewater and produce less water waste.
- New pump & tank that stores water used with edging equipment for up to 2 weeks before having to change it out, resulting in a reduction of water waste
- Filter to catch plastic debris created from the edging equipment so that debris does not go down the drain and into the water system

These efforts are a few ways we are making a positive contribution to our employees, our communities, and our society. For more information on ESG, please contact Lydia Le, Vice President, Strategy & Investor Relations, at [lydia@advancingeyecare.com](mailto:lydia@advancingeyecare.com)

## Product Spotlight - Digital Refraction



Digital Refraction

### "Which is better? One or Two?"

Anyone who has been to the eye doctor has likely been asked this question. A refraction test is one portion of a comprehensive eye exam, where the eye doctor establishes baselines for your vision, identifies changes, and evaluates if there is a need for corrective lenses. The instrument the patient looks through is called a refractor or phoropter, with manual and digital options. While a refraction test is a staple in optometry practices, many doctors are adopting digital refraction to differentiate themselves and provide an overall better patient experience.

At Advancing Eyecare, we are huge advocates for the digital refractor (just ask our team members from Marco, who have been leading the way in digital refraction for years).

### Why Digital?

While many doctors are used to manual refractors, we are seeing a huge shift to automated technology. Here's why:

### Patient Benefits:

- Patients can see comparisons ("one or two?") side-by-side, providing a more objective interpretation and thus the confidence in choosing a prescription for their glasses or contacts.
- The "Wow" Factor - Patients experience modern technology and better explanations from their doctors. This builds the trust that they are getting the best quality exam.

### Doctor Benefits:

- Digital refraction enables doctors to provide faster, more efficient exams, giving them more quality time with their patients, while still reducing the overall time in the exam room.
- The patients' data automatically flows to a patient's medical records (maintained in what's called an EMR (Electronic Medical Records) system. While historically this was a manual, time-consuming task, staff members are now freed up to perform other tasks.
- Doctors can see more patients! These increased efficiencies empower doctors to do more without increasing overhead, with some practices seeing up to 5-7 more patients per day! They can help even more people while also increasing their revenue and building their practice. A win-win all around!
- Many doctors suffer from neck and shoulder pain from hunching over the manual refractor to rotate the lenses. Digital refraction allows them to automatically switch lenses from a seated position with a remote control panel.
- Digital refraction is the future - In our ever-evolving digital world, these devices are setting doctors up for success. ECPs can provide to offer remote refraction (conducting an eye exam from a remote location), giving them greater flexibility.

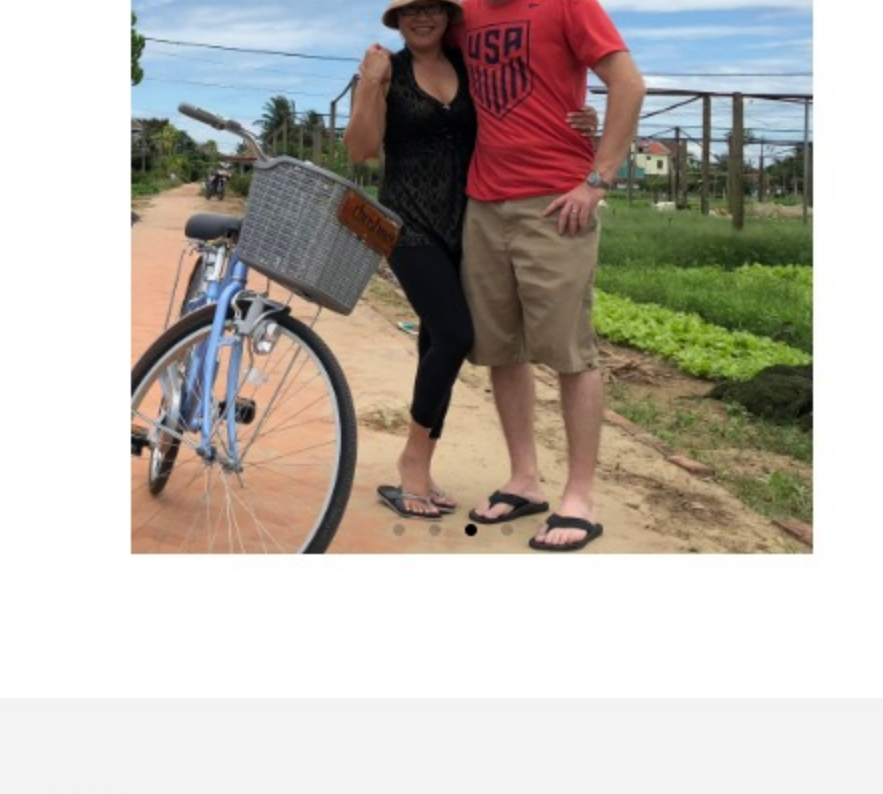
Advancing Eyecare is in the business of helping people eye better and that starts with the equipment doctors use for technology. We provide our customers. We are major advocates of innovation and are proud to provide this remarkable technology to doctors across North America.

## Advances in Optometry in Vietnam

In his travels to Vietnam since 2016, corporate accounts manager Jay Mapson and his family have witnessed the impressive strides made in eyecare. Meeting with Dr. Nguyen Xuan Hiep, Director of the Vietnam Institute of Ophthalmology in 2017, provided Jay with firsthand insights to the successes and challenges faced by Vietnam and neighboring Southeast Asian countries. The number of surgeries and outpatient visits at the VNOI was incredible, but the remote areas remaining care to challenge of extending care to rural areas remains a tremendous challenge.

In 2015, William Trinh, OD, ODM, played a pivotal role in advancing professional optometry's formal establishment in Vietnam. Through collaboration between the Brien Holden Vision Institute and Ho Chi Minh City Eye Hospital, Vietnam saw its first optometry school in 2015, marking a significant upward trajectory in the nation's eyecare landscape. The transition from basic optical shops to advanced digital facilities and the increase in trained optometrists has contributed to this positive change.

Impressed by the dedication of eyecare professionals in Vietnam, Jay's recent 2023 visit reaffirmed the progress made. A shift from reliance on ophthalmologists to a growing network of skilled eyecare experts delivering quality services was evident. Jay remains honored to have witnessed this evolution and eagerly anticipates further contributions to enhancing eyecare in his cherished second home and through the Asia-Pacific region.



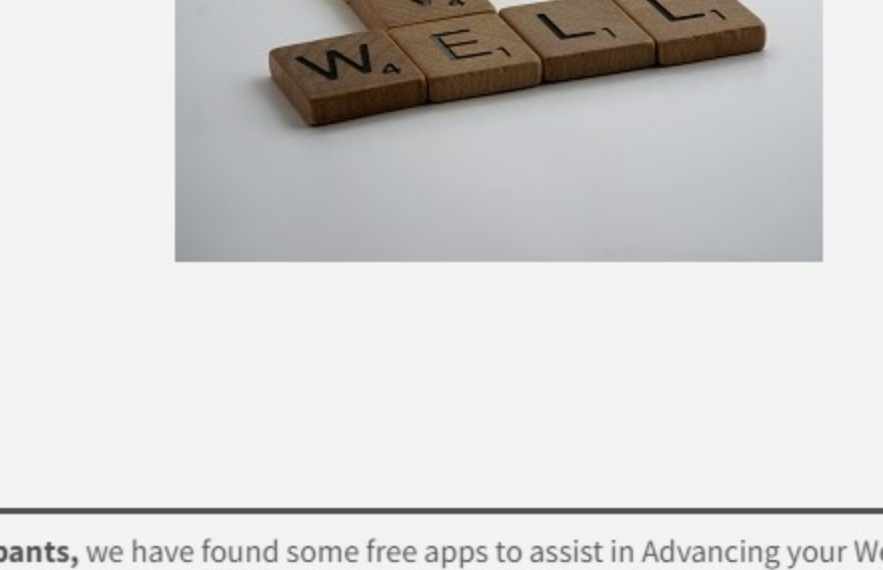
## Advancing Your Wellness: Stress Management

It goes without saying that stress is a normal part of life. What isn't normal is not having a healthy way to relieve that stress. Long term effects of consistent stress can have negative emotional and physical affects.

Every person has a coping mechanism to deal with life's stressors, and some may have more than one. If you are not sure what yours is, think about what you do when you have had a particularly stressful day. Below are some healthy ways to relieve stress.

### Remember: If you can commit to your goal for 90 days it will become part of your lifestyle!

- Exercise - some doctors refer to it as a "wonder drug". Exercise can reduce stress hormones and stimulate endorphins, the "happy" body chemical.
- Relaxation techniques - this can be mindful meditation, deep breathing exercises, yoga, tai chi, or using a technique called progressive muscle relaxation. Look it up, it's pretty cool.
- Utilize your PTO - even if it just for a day, especially after a particularly stressful challenge.
- If you still find yourself having difficulty managing your stress levels, we have the Employee Assistance program. It offers up to 4 free sessions with a professional counselor. Please reach out to HR for details.



As a reminder, we have included these additional resources available to you through Cigna and other free resources.

<p>For example, Cigna participants have access to many health products and programs such as:</p> <ul style="list-style-type: none"> <li>Nutritional Meal Delivery Service</li> <li>Fitness Memberships and Devices</li> <li>Vision Care, Lasik Surgery, Hearing Aids</li> <li>Alternative medicine</li> <li>Yoga Products and Virtual Workouts</li> </ul> <p>To access Log into myCigna.com and navigate to Healthy Rewards Discount Program or call 800.870.3470.</p>	<p>For our non-Cigna participants, we have found some free apps to assist in Advancing your Wellness:</p> <ul style="list-style-type: none"> <li>Down Dog - Yoga for Beginners</li> <li>MyNetDiary - Weight loss and nutrition assistant</li> <li>HeadSpace - Meditation and mindfulness</li> <li>AllTrails - Hikes a database of more than 100,000 trail maps to get you moving outside</li> </ul>
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Stay tuned for more Advancing Your Wellness communications in the upcoming months! For more information or if you would like to contribute your ideas, please reach out to Lynsey at [lbrohl@advancingeyecare.com](mailto:lbrohl@advancingeyecare.com).

## National Sunglasses Day with AEC



## Tips For A Better Night's Sleep

Have you been waking up on the wrong side of the bed and feeling grumpy? You may not be getting enough quality sleep. Sleep allows your body and mind to recharge so you feel rested and ready to tackle the day. Check out the sleep well tips below to help you get a good night's sleep.

**SLEEP WELL**

11 tips to help you get a better night's sleep.!

- Go to bed and wake up at the same time every day – even on the weekends
- Follow a routine, relaxing, bedtime routine
- Create a good sleep environment. Get rid of anything that might distract you like noises, bright light, warm temperatures and more
- Sleep on a comfortable mattress and pillow
- Use your bedroom only for sleep. A TV, cell phone or computer in your bedroom can be a distraction and keep you from sleep
- Do not eat 2 – 3 hours before your regular bedtime
- Exercise regularly during the day, but not within 2 – 3 hours of bedtime
- Avoid alcohol and caffeine, such as coffee, tea, soda, and chocolate close to bedtime
- Don't take naps after 3 p.m.
- Avoid large meals and beverages before you go to bed. A light snack is okay
- Make sleep a priority. Schedule sleep like you would any other daily activity

## Thank You For Your Nominations

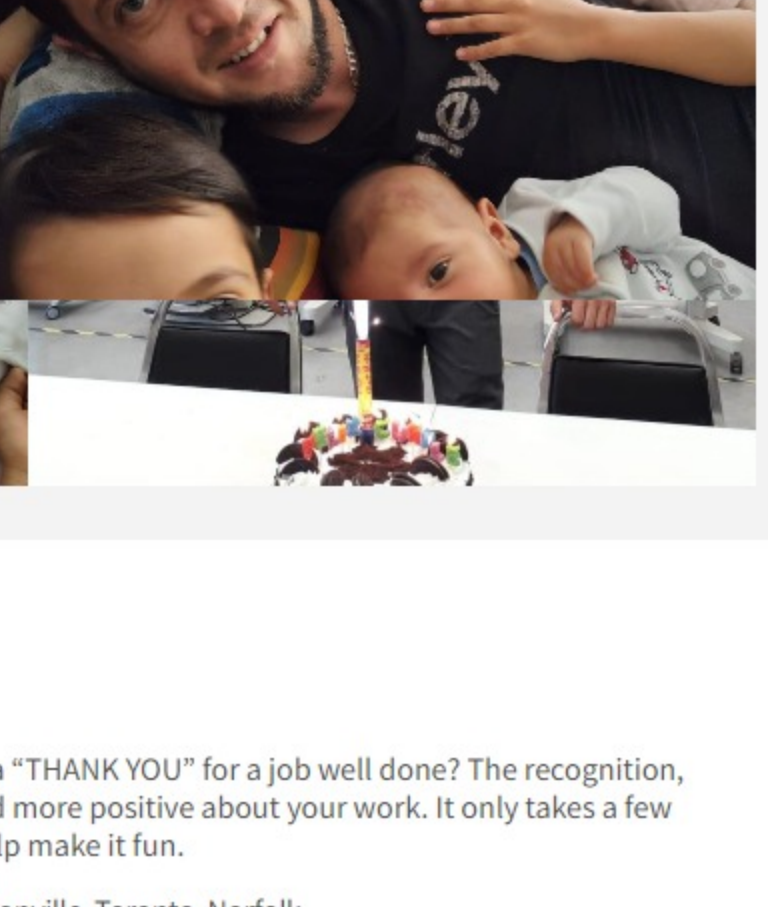
We had over 100 nominations this year!

Our amazing AEC employees are the heartbeat of our organization. Tune into our Town Hall on September 19th to find out the winners of the \$200 gift cards.



## Employee Spotlight - Alan de la Vega Gallegos

Say hello to Alan de la Vega Gallegos, our awesome Operations Manager at S4Optik! Alan oversees all warehouse operations from the Guadalajara, Mexico location. He and his team ensure that all equipment is complete and accurate before shipping to our customers. He recently celebrated his 5-year work anniversary. When he's not working hard making our customers happy, he loves to spend time with his family and says he learns something new from his kids every day.



Alan is also a car enthusiast. He loves everything about cars, whether it's watching car races, fixing or restoring cars, or just looking at cars!

Here are a few fun facts about Alan:

- What do you like best about your job?** No days are alike. There's always new challenges to solve and it's never boring!
- What is your dream car?** Dodge Challenger Hell Cat
- What have you learned from your kids?** Their generosity and good will to help
- What is your dream vacation?** An empty beach with my family and no technology!

Thank you, Alan, for everything you do for our customers and for the S4Optik team!

## Give Your Co-Workers a High-Five

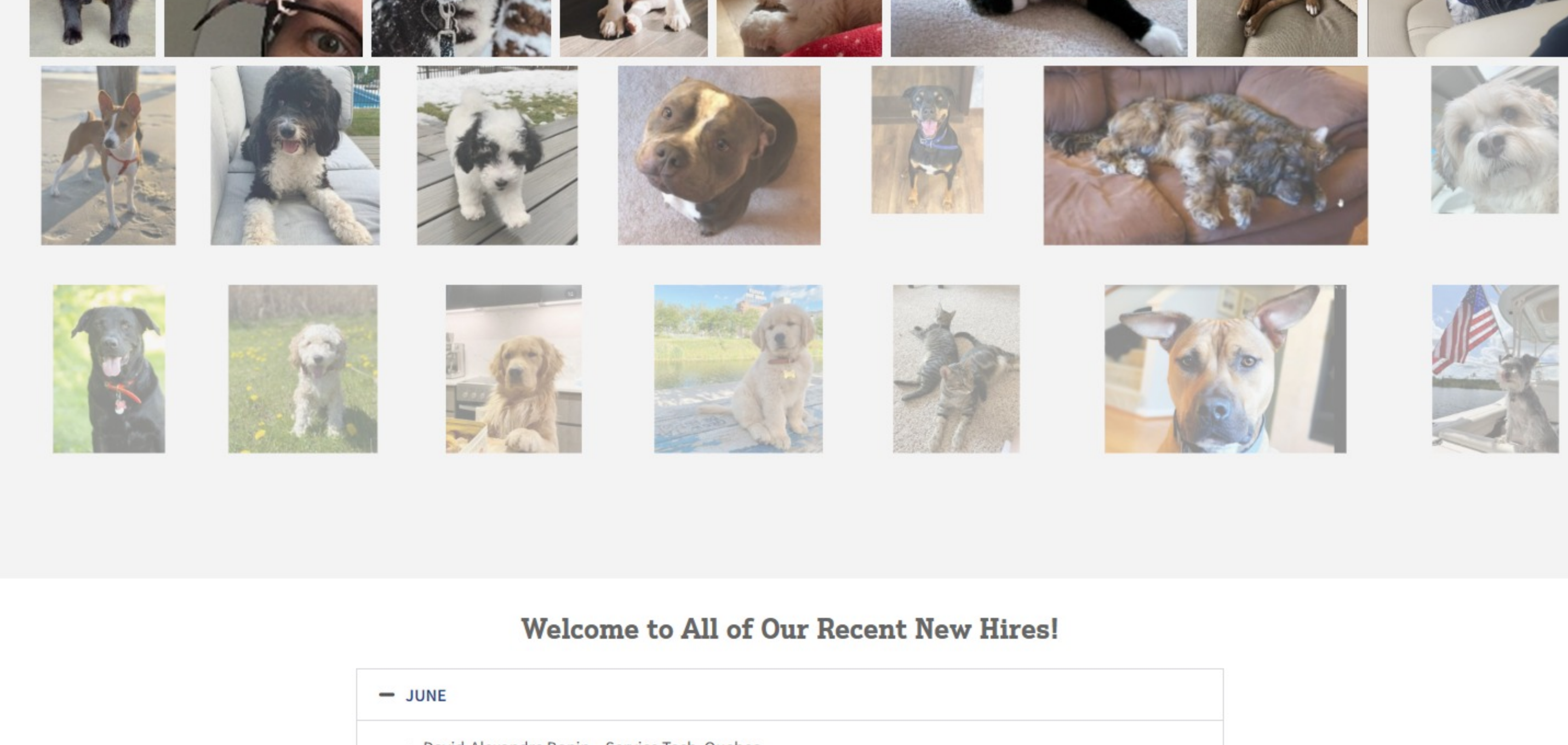
Don't you love it when someone stops by your desk/workstation, flashes you a big smile and a "THANK YOU" for a job well done? The recognition, social interaction, and camaraderie give an emotional boost, which makes you feel happy and more positive about your work. It only takes a few minutes to thank someone and it can really brighten their day. Here are some resources to help make it fun.

- Grab a notecard from the breakroom, write a short note, drop it on a coworker's desk - Jacksonville, Toronto, Norfolk
- In Pivlocity you can send teammates a virtual thank you with the IMPRESSIONS button or @employee name| in community - US employees
- Create a template in Outlook so you can quickly personalize and send a note - all employees

## Pets of AEC

We love all sorts of furry friends here at Advancing Eyecare and would love to see and share your pets in the next AEC Insider.

Send us a picture of your pets with their names here.



## Welcome to All of Our Recent New Hires!

JUNE	
<ul style="list-style-type: none"> <li>David-Alexandre Bonin - Service Tech, Quebec</li> <li>Anthony Cribb - Parts Manager, Jacksonville</li> <li>Adhiti George - Service Tech, Ontario</li> <li>Austin Lancaster - INNOVA Sales</li> <li>Lizeth Padron Perez - Service Engineer, Mexico</li> <li>Courtney Pica - INNOVA Sales</li> <li>Dan Royer - INNOVA Sales</li> <li>Ashley Sardenon - Inside Sales, Jacksonville</li> <li>Dinah Striggles - Customer Service, Jacksonville</li> <li>Samuel Terry - Service Tech, St. Louis</li> <li>Donisha Wallace - Order Entry, Jacksonville</li> </ul>	
+ JULY	
+ AUGUST	

## June and July Work Milestone Anniversaries

Thank you for your hard work & dedication over the years!

25+ years	20 years	15 years
<ul style="list-style-type: none"> <li>Mike Brown - Lombart Sales, 25 Years</li> <li>Vincent Costanzo - AEC Services, 27 Years</li> <li>Mary Anne Evans - Sales Operations, 25 Years</li> <li>Greg Gant - Technical Support, 25 Years</li> <li>Phil Henschel - Lombart Sales, 34 Years</li> <li>Joshua Hughes - AEC Services, 27 Years</li> <li>Jocelyn Hamilton - President, Marco Healthcare, 25 Years</li> <li>Robert Metelsky - InnoVA Sales, 28 Years</li> <li>Ruthann Schwab - Government Contracts Sales, 29 Years</li> <li>Linda Spivey - Sales Support, 25 Years</li> <li>Don Quinn - Lombart Sales, 36 Years</li> </ul>	<ul style="list-style-type: none"> <li>Rick Clemente - President, Advancing Eyecare Business Services</li> </ul>	
10 years	5 years	1 year
<ul style="list-style-type: none"> <li>Chris Sampayo - AEC Services</li> </ul>	<ul style="list-style-type: none"> <li>Casey Brandt - Lombart Sales</li> <li>Christian McDonald - AEC Manufacturing</li> <li>Christie Patton - Marketing</li> <li>Daniel Paz Garay - S4Optik Sales</li> </ul>	<ul style="list-style-type: none"> <li>Jonah Blodgett - Warehouse Ops</li> <li>Donnie Boyd - Lombart Sales</li> <li>Jess Dimebeck - Santinelli Sales</li> <li>Nathan Evans - Customer Service</li> <li>Julian Garcia Pinos - AEC Services</li> <li>Christopher Glickies - AEC Manufacturing</li> <li>Decker Herring - Inside Sales</li> <li>Brian Hill - AEC Services</li> <li>Luis-Hung Chang - InnoVA Service</li> <li>Scott Lewis - Accounting</li> <li>Faustino Leza Lara - S4Optik Service</li> <li>Pete Lohes - Executive Management</li> <li>Tonia McLeod - AEC Services</li> <li>Bonjamin Padon, Jr. - Warehouse Ops</li> <li>Colby Parks - AEC Manufacturing</li> <li>Alexander Popovich - Warehouse Ops</li> <li>Blair Reid - AEC Manufacturing</li> <li>Greyson Smith - Inside Sales</li> <li>Lynsey Strohl - Human Resources</li> <li>Wesley Talano - AEC Manufacturing</li> <li>Kyle Wannamaker - AEC Manufacturing</li> <li>Jun Wen - Regulatory, InnoVA</li> <li>Sara Zahmmeeth - Regulatory, InnoVA</li> </ul>

## Congratulations to AEC Employees on Their Recent Promotions!

Mary Anne Evans - Sales Operations Manager, Norfolk

Arnon Logan - Service Manager, Norfolk

Belal Firwana - Team Lead Field Service, Toronto

Azita Shirmohammadi - Acting Team Lead Service Advisor/Administrator, Toronto

## Do you have ideas for our next issue of The AEC Insider? SHARE NOW

### Newsletter Archive

- AEC Insider Issue 1 - August 2021
- AEC Insider Issue 2 - November 2021
- AEC Insider Issue 3 - August 2022
- AEC Insider Issue 4 - January 2023
- AEC Insider Issue 5 - May 2023

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