



Corporate Responsibility Report

Edition 2020



f.l.t.r.: Dirk Graber, Maren Kroll, Dr. Mirko Caspar, Dr. Sebastian Dehnen

Foreword by the Management Board of Mister Spex

The year 2020 will remain in our memories for a long time to come. It led to a lot of changes and affected us all. And it set a lot of things in motion. Last but not least, it demonstrated how essential digitisation is for our society – in both the economic and private spheres. Because digitisation can also bring people closer together.

Since the first day of our founding in 2007, Mister Spex has been working as a key driver of digital transformation, in order to fundamentally change the optical industry and make buying glasses easier, more positive, and more in the control of customers through the use of innovative technology and data-driven processes. Today, we are Europe's leading digitally driven omni-

channel optician – with over 1,000 employees from 58 nations, online shops in ten countries, over 40 shops and more than five million satisfied customers.

As a society, we all benefit from digitisation in many areas. However, it also presents us with just as many challenges, especially with respect to how quickly people are ordering goods online today. With just a few clicks, you can conveniently have many of the products you want sent to your home. The logistics process behind such orders is not so much something customers are aware of – nor do they need to be. However, as a company, we have a responsibility to make those processes highly effective and sustainable.

For us, responsibility means operating successfully, but in way that is as climate-neutral and environmentally friendly as possible.

Carbon dioxide emissions, for example, have a major impact on climate change. That is why we are so focused on optimising our carbon footprint across all business divisions. Among other things, this year we switched our largest shipping partner to DHL's GoGreen Solutions, thereby supporting the avoidance and reduction of greenhouse gas and air pollutant emissions.

The exclusive use of green electricity at all our locations, along with consistent and conscious saving of paper in our administrative processes, is also paying off in terms of our sustainable management initiative.

However, corporate responsibility goes far beyond the issue of climate and environmental

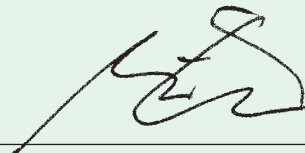
protection – it equally affects our social interactions. We take professional and friendly cooperation with our partners, suppliers and manufacturers very seriously.

In order to further expand our commitment, we at Mister Spex have appointed cross-departmental managers to further optimise our ecological and social processes – transparently and verifiably.

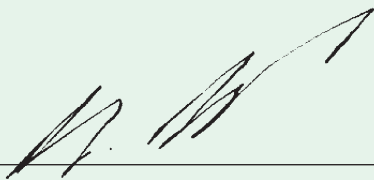
With this report, we are proud to provide an initial overview of what we have already achieved and to look ahead to the goals that we will set for ourselves in the future to fulfil our responsibility towards our planet, our employees and our society.



Dirk Graber, Co-CEO



Dr. Mirko Caspar, Co-CEO



Maren Kroll, CHRO



Dr. Sebastian Dehnen, CFO

On the corporate responsibility report 2020

This is Mister Spex SE's first sustainability report, and it was prepared on a voluntary basis without reference to specific standards. Unless otherwise stated, all information relates to the 2020 fiscal year. We defined the main points and topics of this report ourselves with the involvement of external consultants, the employees, and the management board.

Corporate responsibility is an integral part of our business model. To comply with ESG (Environmental Social Governance) criteria, we have developed a comprehensive plan and have launched or joined a number of key initiatives to bring corporate responsibility into focus in the eyewear industry. These initiatives mainly target sustainability efforts by reducing carbon emissions, energy consumption and packaging, while promoting inclusion and diversity by supporting our employees and local communities.

The chapter „Our environment“ summarises the ecological measures via which we want to make a positive contribution to protecting our planet. „Our employees“ refers to our activities to create an inclusive environment for all our employees. „Our community“ describes partnerships and cooperation with suppliers, ensuring product quality, our social commitment and support for charitable projects and organisations, responsible handling of customer data, along with our activities in the area of governance and compliance. In addition, we also present our specific goals in the individual areas, via which we would like to further improve our sustainability commitment in the future.

The Mister Spex business model

Mister Spex is the leading digitally driven omni-channel optical brand in Europe, with over five million customers. We operate online shops in ten countries, over 40 stores in Germany, Austria and Sweden, and a nationwide network of over 400 partner opticians.

At Mister Spex, customers have access to an extensive range of over 100 attractive premium and luxury brands, trendy independent labels, and selected designer and influencer collaborations. This also includes our own high-

quality brands along with sustainable eyewear (third-party brands and our private label CO CO). Thanks to the seamless and systematic omni-channel interlinking of online and offline offers, we create an individual shopping experience and, at the same time, give our customers the freedom to decide for themselves when, where and how they shop. Innovative technologies and smart, data-supported features play a central role in this. We have already received several awards for our strong business model.

Risk management and involvement of the management board

We have implemented a risk management system to identify and assess risks that could limit Mister Spex's business performance and sustainability efforts. This allows us to determine risk owners and identify potential risks. Possible risk scenarios relate to labour, corruption, social and environmental risks. We can contain these risks through constant monitoring and appropriate measures. Regular reports are submitted

to the management board and the supervisory board. Our management board is responsible for the sustainability strategy, setting the direction and coordinating the various activities with the responsible management levels and the sustainability officers.



Contents

7	Mister Spex in figures Overview of relevant key figures on sustainability and the employees of Mister Spex.
8	Our Environment
9	CO ₂ footprint and energy balance
11	Packaging and shipping
12	Sustainable product range strategy
13	Interview: „The company’s energy is inexhaustible.“
15	Our Employees
16	Health and well-being
17	Employee safety in the workplace
17	Inclusion and diversity
19	Interview: „Diversity and a hands-on mentality are what set us apart.“
20	Employee development
22	Our Community
23	Partnerships and supplier relationships
23	Product safety and quality
24	Protection of customer data
25	Community engagement
26	Corporate governance and compliance
27	Outlook

Mister Spex in figures

100%

climate neutral by 2021

100%

climate-neutral shipping by 2021

1 Mio.

fewer commuting kilometres in 2020
thanks to working at home

5

sustainable brands
in the product range

over 1,000 employees from

58

nations

40%

female managers

30%

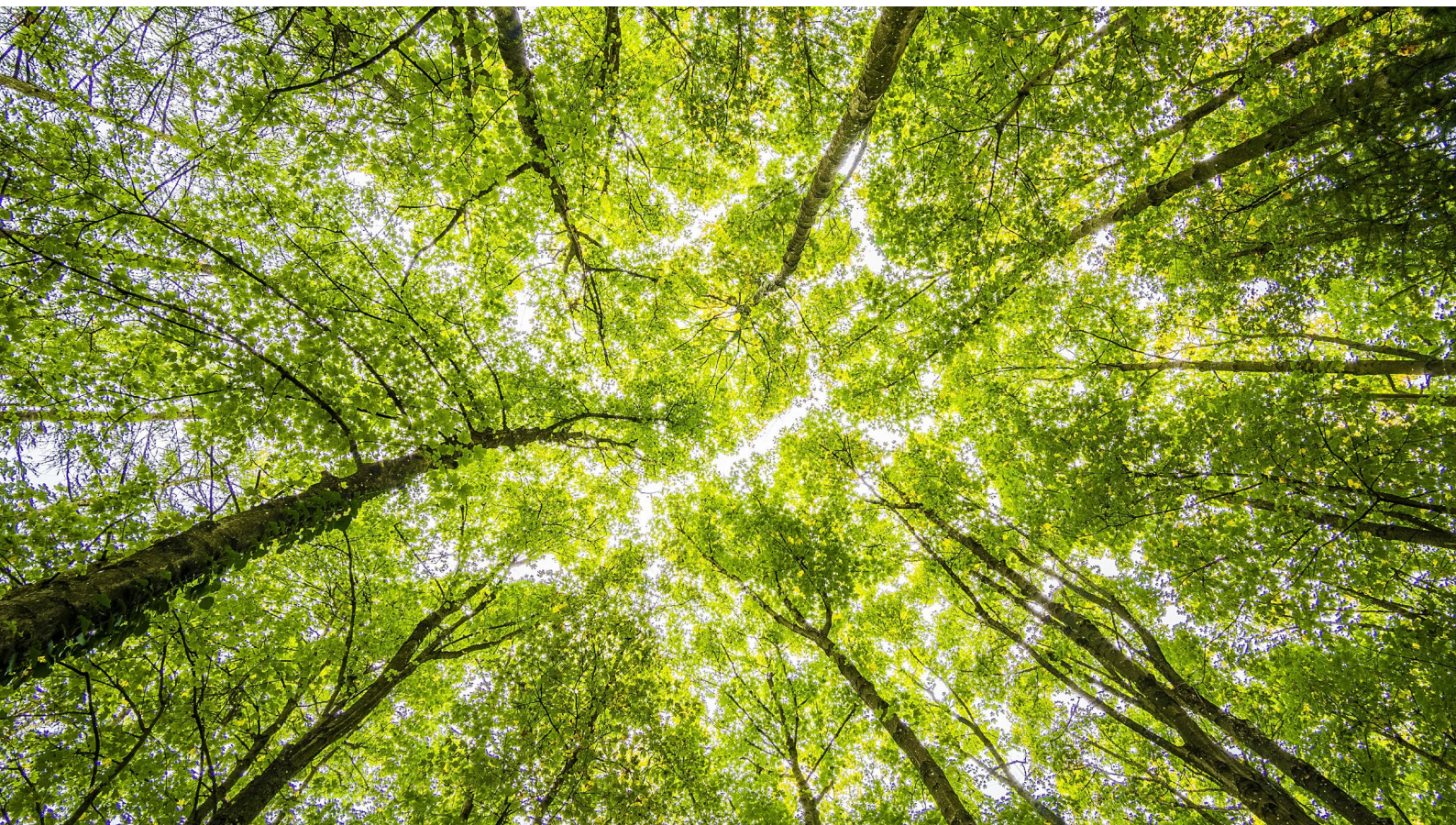
women in technology divisions

57%

female employees

Our Environment

Responsible use of our planet's resources is one of our central concerns, because companies can only be successful in the long term if they act from an ecological perspective.



We want to make awareness of the responsible use of resources the basis of our business decisions and enable our customers to make sustainable purchasing decisions. By proceeding in this way, we not only want to constantly reduce our CO₂ emissions, but also to make our

packaging, shipping, and product range more sustainable. To this end, we have set ourselves ambitious goals, which we will communicate transparently in this and in all subsequent sustainability reports.

CO₂ footprint and energy balance

We are working together with ClimatePartner GmbH to determine our carbon dioxide emissions. On our behalf, the company has calculated our carbon footprint for the year 2020 based on internationally recognised standards. These figures not only refer to our headquarters and production facilities in Berlin, but also include all locations and stores.

In total, emissions from our business activities in 2020 amounted to 3,486.7 tonnes of CO₂. Of this, 89.4 tonnes of CO₂ (2.6 percent) are attributable to direct emissions such as heat and refrigerants (Scope 1), and 345.2 tonnes of CO₂ (9.9 percent) to indirect emissions from grid-based energy such as external heat and electricity (Scope 2). 3,052.2 tonnes of CO₂ (87.5 percent) were caused by other indirect emissions such as

packaging or the external data centre (Scope 3). The largest source of emissions is the outbound logistics amount (43.1 percent).

The second largest amount is emissions from employee travel, at 21.2 percent. In third place, at 7.7 percent, are emissions from the amount attributable to packaging.

Compared to the previous year, we were able to achieve significant reductions in CO₂ emissions in the categories of electricity (Scope 1), external data centres (Scope 2) and flights (Scope 3) and see this success as a signpost and incentive for our future handling of these main topics.



The corporate carbon footprint for the year 2020 amounts to 3.486,7 t CO₂e

Overall result incl. packaging and logistics

	Emissionsquelle	t CO ₂ e	%
Scope 1	Heat	81,8	2,3%
	Refrigerants	7,6	0,2%
	Total	89,4	2,6%
Scope 2	Electricity	156,0	4,5%
	Externally generated heat	189,1	5,4%
	Total	345,2	9,9%
Scope 3	Outbound logistics	1.501,7	43,1%
	Approach of the employees	739,7	21,2%
	Packaging	268,4	7,7%
	Electricity upstream chain	129,5	3,7%
	Home office	128,9	3,7%
	Upstream chain heat/cold	107,4	3,1%
	External data centre	79,4	2,3%
	Printed material	36,0	1,0%
	Flights	28,3	0,8%
	Rental and private vehicles	11,9	0,3%
	Office paper	11,4	0,3%
	Water	5,7	0,2%
	Inbound logistics	3,7	0,1%
	Subtotal	3.052,2	87,5%
	Total amount	3.486,7	100,0%

All site-specific emissions were taken into account.

By supporting various climate initiatives and CO₂ offsets, we want to be climate neutral as a company by the end of 2021. This means that we reduce and completely offset our directly caused emissions. In order to further reduce our carbon footprint, we will only use electricity from renewable energy sources for all our sites from this year onwards. Further energy reduction measures based on energy audits are being planned. Mister Spex will continue to focus on enabling flexible working arrangements in the future.

Specifically, this includes far-reaching options for working at home in all divisions of the company, where that is feasible. By proceeding in this way and by consistently promoting the use of public transport, in the future we will continue to avoid a large portion of the emissions caused by employees' trips to work. We use Office 365 and elearnio to improve collaboration and training, while reducing the need for travel.

Packaging and shipping

As an international omnichannel company with a focus on e-commerce, packaging and shipping make up a large part of our business processes. On the one hand, we want to ensure that our goods reach our customers reliably and without being damaged. On the other hand, it is our task to make packaging materials and transport routes as climate-friendly as possible.

In terms of packaging our products, we aim to use only recyclable and sustainable materials and to eliminate single-use plastic by 2025. Our shipping material contain a high proportion of recycled material. Cardboard packaging has a high recycling content, and the bubble wrap we use is made from Blue Ocean film. This is a 100% recycled material. On average, we were able to reduce the weight of cardboard packaging placed on the market by more than 5% from 2019 to 2020 by optimising carton sizes. We have also reduced the amount of imprints, limiting ourselves to the minimum necessary without compromising our customers' shopping experience. Furthermore, we use recyclable so-called pool boxes for many intralogistics processes, for example for supply-

ing our warehouse in Stockholm or our retail shops.

We also use climate-friendly alternatives for shipping. In cooperation with the climate protection organisation myclimate, we have already employed a completely climate-neutral means of transporting goods for shipping our CO₂ collection in the past, ranging from production and logistics to reaching our customers. We switched to shipping via our largest shipping partner in April 2021. We are now shipping using DHL's GoGreen Solutions environmental protection procedure and are thus supporting the reduction of greenhouse gases. By the end of 2021, our shipping will be 100 percent climate neutral. In addition, to reduce the number of shipments and returns, we have been offering the virtual 3D eyewear fitting service since 2011. Wherever possible and in accordance with our quality standards, we process returned goods at a high standard and reintroduce them into the product cycle.

Sustainable product range strategy

To improve sustainability in the eyewear industry, we are constantly striving to develop and increase our range of eco-friendly and sustainable brands. We currently have five sustainable brands in our range: EOE, Stella McCartney, Wood Fellas, Timberland, and our own brand CO CO, which we launched in 2019 as our first sustainable eyewear brand, and we will add the exclusive designer sub-collection „Marcel Ostrtag x CO CO“ in 2020. We only use bio-acetate and recyclable metal for the frames. Bio-acetate is a purely natural product and therefore is 100 percent organic. Two thirds of the acetate is obtained from renewable raw materials. Thanks to

their special composition, these frames are both recyclable and biodegradable. For every model sold, one euro will also go to the Clean River Project charity.

In 2021, we started to highlight sustainable products more in our online shop and in our brick-and-mortar shops to raise awareness among our customers. Furthermore, we want to ensure that materials remain in productive use in a high-quality condition for as long as possible. To that end, for example, we offer a reglazing service for old frames.



“The company’s energy is inexhaustible – everyone is lending a hand and is highly motivated.”

Interview with Steffi Bayonet-Michaelis, Operations, Logistics Quality & Store, and Niklas Erich, Head of PG Product & Personalisation

Wherever many people come together and products are shipped, an influence is automatically exerted on the environment and our climate. Mister Spex has set itself ambitious goals in this regard and is constantly pursuing them. At this point, two employees will have their say and describe their views of their individual areas of work.

Steffi and Niklas, what are your tasks at Mister Spex?

Steffi: As part of the Quality Team, I work in an interface position between logistics, the workshop and customer service. In my day-to-day business, I make sure that our customers receive the products they’ve ordered quickly and efficiently, meaning I focus on providing a smooth shipping process. At the same time, I manage the permanent inventory of the Mister Spex main warehouse in Berlin.

Niklas: As Head of Product & Personalisation, I have a very diverse range of tasks and no two days are the same. First and foremost, my team and I are responsible for making our customers’ shopping experience, from frame selection to

lens configuration in our online shop, as easy and pleasant as possible. This includes classic e-commerce topics such as a good and personalised filter selection for helping the customer find suitable eyewear as quickly as possible, but also innovative topics such as our virtual fitting and our new app for measuring pupil distance, along with development of new business areas.

Steffi, what do you particularly enjoy about your work and what challenges do you face?

Due to the different tasks that arise with colleagues on site, every day is different and so quite varied. We are a mixed group of young, flexible and solution-oriented people. My challenge is to newly satisfy our customers every day through my own work. On a personal level, I want to leave our world a little bit more beautiful, so I am focused on examining the whole production chain and am committed to keeping our carbon footprint as small as possible.

Niklas, how can you contribute to the topic of sustainability as an employee at Mister Spex and which areas are particularly important to you?

In general, our flat hierarchies at Mister Spex offer many opportunities to contribute your own ideas to the operational business and to the way we live together. The topic of sustainability is particularly close to my heart, especially since I worked in that field for several years before Mister Spex. In our newly founded working group „Corporate Responsibility Champions“, I am able

to contribute my knowledge and experience in the field, whereby it is particularly important to me to approach the topic holistically, in other words, to understand what impact our business is having on the environment and society in its various facets, both positively and negatively, in order to then clearly focus on those challenges that offer the greatest possibility of success.

Steffi, Mister Spex is very committed to its employees. Which initiatives do you particularly like and why?

At Mister Spex, everyone is employed according to the experience each person has accumulated, and in that respect individual skills are acknowledged and promoted. Regular 360° feedback meetings strengthen working relationships, which benefits the overall working atmosphere. There are also extensive company benefits: among other things, there are pleasant workplace conditions, anniversary vouchers, health promotion initiatives, and a mobility allowance for the daily commute to work.

Niklas, what do you think are the most important factors for company success in the long term?

To be successful in the long term, we must continue to strengthen and expand our unique market position in terms of digital product portfolio and omnichannel customer experience in the optics industry, while also contributing to the improvement of society and the environment by acting in a way that serves corporate responsibility. For me, that includes issues such as resource conservation, for example in the use of materials in our products, reducing our carbon footprint, for example by optimising our supply chains, or also lowering return rates on the customer side, whereby our customers are better informed thanks to our offers. I also count fair salaries and the training of new employees as important future-oriented success factors.

Our Employees

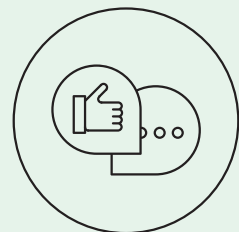
As an international and dynamic growth company with start-up DNA, Mister Spex is one of the most innovative employers in the optical industry. Our employees, who now number over 1,000, are our most valuable asset. With their commitment, enthusiasm, and spirit, they have made Mister Spex what we are today, and every day they make an enormous contribution to our further development. From that perspective, we

have a great responsibility to ensure the safety and health of our employees, but also to ensure diversity and support in all areas. Our guiding principles are our five corporate values, which determine our actions and our corporate culture, which we are safeguarding and further developing through the creation of our own Culture Committee.

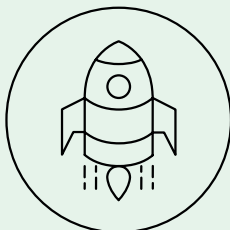
Five values that count



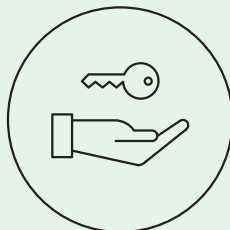
1. We respect each other



2. We are open and give & take feedback to learn



3. We stay hungry



4. We take ownership



5. We win as a team

Health and well-being

Our top priority is the health and well-being of our employees. Thus, 2020 was marked by particular challenges and risks against the backdrop of the global covid-19 pandemic. To ensure the protection of our employees, we have initiated and regularly adapted various measures.

All employees whose presence in the office is not mandatory have been able to work from home. For workstations at home, we have provided office materials, high-quality seating, and additional monitors to facilitate ergonomic working conditions. To counteract the unaccustomed stress, we have offered online workshops on stress reduction and working time management for working at home, in addition to free digital meditation sessions.

In logistics and the workshop divisions, we have expanded shift operations to reduce personal contact and have ensured the highest standards of hygiene, and have done the same in the stores. These measures include the provision of free masks, daily testing, disinfectant dispensers at all central locations, notices and marking on spacing regulations, and plexiglass screens. We also extended these measures to the offices when a voluntary return to work was possible in the middle of the year. We made sure that the offices were never more than 50 percent occupied. In addition, it was possible to work on our fresh-air patio when the weather was nice. Our free water dispensers are equipped with patented firewall technology and are 99.99 percent effective against SARS-COV-2 and other bacteria and viruses.

We have always kept our employees up to date on all currently applicable regulations and

safety rules, and to that end have been using the various internal communication channels. If any questions arise, employees are able to contact their direct supervisor or the HR department at any time.

As a regular offer to our employees, we provide free fruit and vegetables every day, regular massages, and cooperation with fitness studios. We also offer childcare in the event of daycare closures, strikes, or other shortages. In addition, we offer our employees maximum flexibility with flexitime and working at home, even independently of the coronavirus situation. Other benefits include employee discounts and vouchers for our range of eyewear, allowances for public transport, and the company pension scheme.

To further promote the well-being of our employees, we conduct regular surveys. In the monthly Pulse Check, for example, we survey the general mood in the company, and in the large annual employee survey we look at topics such as leadership, working conditions, and corporate culture. We strengthen cohesion with team events, which we also organise digitally during covid-19 times. Employees have the opportunity to get to know colleagues from other departments at the digital coffee date. In many departments, we have introduced a mentoring programme where new team members are supported by a colleague for the first few weeks. And so that everyone knows where our journey is taking us, we always communicate openly and transparently regarding everything having to do with our business development and goals.

Employee safety in the workplace

The safety of our employees is also a top priority at Mister Spex. For safety in the workplace, we hold regular occupational safety meetings and inspections of the individual sites by the safety officers in close cooperation with TÜV Rheinland (Technical Supervisory Association). Our company doctor is available to answer any health-related questions.

At our head office, in logistics, and for the individual retail locations, we have first aid personnel and fire protection assistants on duty who receive training updates every two years.

In addition, we also offer first aid and fire safety courses to the entire workforce if they are interested.

During onboarding, we hand out an information folder with the relevant operating instructions on occupational health and safety to all new employees.

To protect against pathogens and infections, disinfection dispensers are installed at all entrances to our tea kitchens and to the toilet facilities throughout the building.

Inclusion and diversity

Mister Spex now employs over 1,000 people from 58 nations. In 2020 alone, we recruited 232 new team members. We have a wide range of jobs in divisions such as optometry, finance, customer service, logistics and production, human resources, retail, marketing and technology. We are a young company, with an average age of 30.5 years. 40 percent of all leadership and senior management roles are held by women, and just under 57 percent of our entire workforce is female. In the technology sector, 21 percent of all positions are held by women (the national average is 16.9 percent). In the future, we would like to progressively increase the proportion of women in management positions and technical engineering professions, and we would like to hire more people with disabilities. In 2020, 2.2 percent of all Mister Spex employees had a severe disability. The number of apprentices is to be significantly increased by 2024, and the current proportion of almost 30 percent of employees

with an international background is to be further increased. We also want to maintain our strength in terms of working without gender pay gaps, in order to ensure that all employees receive equal opportunities. Among other employees, our equal opportunities officer is focused on handling this task. We communicate in the three languages of German, English and Polish, and commission a deaf-mute translator where necessary. In addition, we have several staff members on site who are proficient in sign language and who can translate.

When all is said and done, we firmly believe that we can only win together as a team. We ideally complement each other as a team, each with his or her individual skills and talents, and we stand for open and creative cooperation, equal treatment, and diversity. One of our greatest strengths especially consists of the socio-cultural diversity, the many nationalities, and the balanced proportion of women, which we would

like not only to maintain in the future, but also to continuously expand – and that without any quota. Respectful interaction with each other is enormously important to us in that regard. We always treat each other with respect and in a positive spirit, and speak out against any form of discrimination. Different backgrounds, appoa-

ches, ideas and opinions make up the potential of a team, and everyone can and should make their contribution to the further development of Mister Spex.



„Diversity and a hands-on mentality are what set us apart.“



Interview with Maren Kroll, Member of the Management Board and Chief Human Re- sources Officer

Mister Spex stands for an international team, diversity, and a multi-faceted portfolio of tasks. Developing skills and strengths individually while focusing on business growth and innovation – mastering these challenges is what Mister Spex is all about. And that is the context of our talk with Maren Kroll, Chief Human Resources Officer at Mister Spex.

Maren, please tell us a little about yourself and how you came to Mister Spex.

I came to Mister Spex due to being directly approached and was immediately taken with the idea of becoming part of the team. Of course, I knew of the company beforehand, was a customer myself, and was excited by the prospect of entering the eyewear industry and further developing Mister Spex in terms of personnel

and organisation. I was particularly attracted to the omnichannel business model, because I was already familiar with it from my previous career and consider it to be absolutely sustainable. The culture at Mister Spex also appealed to me, because so much has already happened there and I could very well imagine what else we could achieve together.

What do you like best about your work at Mister Spex?

That it never gets boring! We are a great team that is making progress together. And I don't just mean my own area of responsibility, but the entire company. This requires a mindset of wanting to make things happen and continually doing the right thing. That attitude is put into practice here and promoted in all areas. As a team, we do tasks not because we have to do them, but because we believe in them and want to change them. We are, so to speak, „people who act from conviction“.

Which topics are currently in HR's focus, which you would like to make progress in?

There are two important goals on my agenda in particular: to continue to scale our teams and organisation and to further advance the topic of sustainability. The topic of corporate responsibility, with its various priorities, has occupied us for quite some time, and will increasingly be a focus for us in the future. We are aware of that and are acting accordingly. In fact, I think it is one of the most important issues when it comes to competitiveness in the industry as a whole. The great

thing about it is that our employees are also excited about the topic and are fully motivated to make progress together.

What challenges and also what opportunities do you see with respect to the topic of corporate responsibility and sustainability?

I see an endless number of opportunities! Basically, there are no limits, because we all have a personal responsibility, and Mister Spex in particular has a corporate responsibility that we take very seriously and are living up to. Of course, there are challenges along the way. Unfortunately, I have observed in other companies in the past that ideas were the only thing that mattered, while action was lacking. Fortunately, that isn't the case at Mister Spex, and we have already put many ideas directly into practice. In this context, I think it is very important to question ourselves and ongoing processes again and again, to engage in reflection – from an HR perspective, but also globally from a company perspective. But

all the initiatives I have seen in the company so far make me feel absolutely positive. We are on a very good path!

What is it about the corporate culture at Mister Spex that most sets it apart?

Clearly, our corporate values and our team-oriented culture set us apart. We all have the ambition to improve our processes, our products and our overall economic growth, but we always do so in line with our key guiding principles: teamwork, feedback culture, and taking responsibility. I can justifiably claim this much: we are not a two-tier society. We encourage, develop and support every employee in every situation in life, both professionally and privately.

Employee development

Employee promotion and development is an essential part of our Mister Spex culture. Our success and future competitiveness depend on our employees – on their motivation, individual skills, and their willingness to give their all. We want our teams to work independently and to take responsibility. In line with our corporate values, „We stay hungry and take ownership“. Accordingly, we rely on a combination of independent work and

collaborative exchange for a perfect transfer of knowledge.

Our working environment is geared towards our employees constantly learning new things and being able to work on interesting projects. Proceeding in this way, each person can broaden his or her knowledge horizon and develop personal knowledge and skills. Offerings such as comprehensive onboarding, our academy,

and culture-promoting training initiatives also contribute to this.

All Mister Spex employees have the opportunity to provide and request regular feedback in order to help shape their own development plan. In this context, everyone can review their current level of knowledge and performance and set additional goals together with his or her supervisor that will advance both the employee and the company. We want to understand each person's needs as best we can in order to keep our tools and products as relevant, sustainable, and worthwhile as possible.

The development of existing and future leaders is also one of the keys to achieving our ambitious business goals. In 2020, we developed offerings such as our Learning & Development Product Roadmap, which focuses on personal work efficiency, communication, and people management in virtual environments, and also on how teams stay strong and harmonise best in times of crisis.



Our Community

As a successful and rapidly growing company, we see it as our duty to act responsibly and give something back to the community in which we operate.



Social cooperation includes not only trusting co-operation within the context of supplier partnerships and ensuring our product quality, but also

supporting non-profit organisations, as well as adhering to data protection, conduct and compliance regulations.

Partnerships and supplier relationships

At Mister Spex, we only sell original products and source frames and contact lenses from all the major manufacturers. Our product range stands out in Europe: To a degree comparable with hardly any other, our versatile portfolio offers premium and designer brands as well as independent labels. Our online shop and stores offer around 10,000 models of glasses and sunglasses from over 100 brands, which, alongside established names such as Ray-Ban, Calvin Klein, Prada and Tom Ford, include independent highlights such as Vasuma, EOE, L.G.R and Akila. We also have our own high-quality brands and design collaborations in our range, for example CO Optical, the sustainable CO CO brand, an Ultralight series,

or exclusive collections by designers such as Michael Michalsky, Marcel Ostertag and well-known social media influencers. For glazing eyewear, we only use high-quality lenses from brand manufacturers such as SEIKO Optical, Hoya Lens and Essilor.

As part of partnerships and supplier relationships, we ensure that they offer their own employees appropriate working, health and safety conditions in accordance with human rights standards and that they conduct themselves responsibly towards society and the environment.

Product safety and quality

As a distributor and manufacturer of medical products, we have a quality management and post-market surveillance system in place in accordance with the European Medical Devices Regulation (EU) 2017/745. In addition, we employ an officer who has the required expertise in the field of medical devices and who is responsible for compliance with the regulatory requirements in this regard. This officer's responsibility is particularly to ensure that the conformity of the products we manufacture is appropriately audited in accordance with the quality management system and that the technical documentation

and the EU declaration of conformity are prepared and kept up to date.

Our prescription and glazed sunglasses are audited in accordance with DIN EN ISO 21987:2017 (Ophthalmic Optics - Mounted Spectacle Lenses). Among other things, the material and surface quality, the alignment of the mount, colours and colour gradients, the image-side peak index of refraction, the direction of the cylinder axis, and the fitting height are audited.

Protection of customer data

The protection of personal customer data is one of the core values of Mister Spex. We respect privacy and do everything we can to ensure that the data of our more than five million customers across Europe is protected.

We ensure the best possible security with extensive technical and organisational measures. Mister Spex regularly carries out IT checks and initiates technical improvements so that our data protection and data security measures are always up to date. Our corporate guidelines guarantee that all employees contribute to effective data protection. To that end, all our employees regularly attend training courses on the subject of data protection in order to stay focused on the security of personal information at all times. We carry out careful checks on all external service providers we use to ensure that they comply with the requirements of the General Data Protection Regulation (GDPR). In the case of third-country

transfers, we ensure strict implementation of the European data protection requirements by conducting an in-depth audit of such service providers in terms of technical measures and further guarantees.

Authorisation concepts also ensure that any collection, storage and use of customer data is only carried out for predefined purposes at the designated location. Our data protection experts work together with our external data protection officer to solve data protection issues. Since data protection is one of the central corporate goals for us, our data protection team is always in close contact with the management board of Mister Spex SE.



Community engagement

Whether it is locally or internationally, we at Mister Spex are involved in a variety of charitable projects and want to make our contribution to making the world a better place. There is a blood drive at least once a year and every staff member has two volunteer days a year, which they can use for donating to an organisation of their choice. We also regularly support homeless charities with donations in kind – such as the Berliner Stadtmission. We are particularly proud of the initiative of our employees, who initiate many social activities on their own. We would like to present a small selection of the projects that we are involved in below.

Brillen Weltweit (Eyewear worldwide)

116 million people worldwide are only visually impaired because they lack appropriate visual aids. Brillen Weltweit distributes eyewear free of charge to people in need in developing and emerging countries. Since 2020, Mister Spex customers have been able to hand in used glasses that they no longer need in our stores.

Clean River Project

Clean River is committed to clean rivers and seas and counteracts plastic waste pollution by actively cleaning up the waters. Since 2019, we have been supporting the project with our own sustainable brand CO CO, in addition to donating a fixed amount of 1 euro per pair of glasses sold.

Mosaik

The Berlin-based integration company Mosaik offers work and housing for people with disabilities. We have been working with Mosaik

since 2020 and currently provide five jobs in our logistics division. To that end, we participated in the „Shift Change“ campaign for the first time in 2020. This campaign offers participating companies the opportunity to swap workplaces for a day and gain an insight into other work processes.



Corporate governance and compliance

To ensure our corporate governance and compliance requirements, we have established a risk management system at Mister Spex, implemented an anti-bribery and anti-corruption policy, and commissioned an external service provider to offer appropriate training for our employees.

Mister Spex makes fighting corruption and bribery a high priority. To that end, both our code of conduct and our separate anti-corruption policy contain precise guidelines for our employees regarding these issues.

These rules prohibit any employee from offering, accepting or giving any benefit, whether in the form of money, gifts, donations or other inducements, to obtain an unethical, economic, contractual or personal advantage. It also provides guidelines to facilitate analysis and management of potentially problematic conduct.

In addition, our legal and compliance team set up a compliance management system in 2021 to ensure the lawful conduct of our employees. A compliance committee also discusses compliance issues on a quarterly basis.

Our compliance system is designed to identify potential violations in advance and to systematically prevent their occurrence. This system includes, among other things, guidelines that provide an overview of our binding compliance policies, regular employee training on relevant compliance risks and measures, and a whistle-blower system that enables employees and third parties to report possible compliance violations. Our compliance system aims, among other things, to avoid bribery and corruption as well as violations of anti-money laundering, sanctions control, data protection, antitrust and anti-discrimination laws and regulations.

Outlook

The focus of all our actions is responsible conduct towards our planet and respect for all people.



We want to revolutionise the way people buy eyewear online and offline. At Mister Spex, we do everything necessary to make the purchasing process as easy and positive as possible for our customers. But „revolution“ does not just mean improving the quality of our products. It also means sharpening our focus on the areas that influence our business activities – our production

processes, supply chains, and packaging, along with our interactions with customers, employees and in the context of partnerships. Our mission is to significantly and constantly increase the sustainability of Mister Spex. We will continue to focus on key environmental issues, such as reducing CO₂ emissions, minimising packaging, and sourcing materials sus-

tainably. To that end, we have already initiated numerous measures and set ourselves ambitious goals for the future, and in that regard we are following the United Nations guidelines and requirements for sustainable development. We have also established a process for evaluating and implementing initiatives in order to continuously develop as an environmentally conscious company.

In order to continue our innovative business model and make our contribution to the social common good, we are striving not only to further the cause of ecological issues but are also engaging in social sustainability projects that promote both our collegial cooperation and a community of solidarity at home and abroad. We want to be a role model in the industry and a reliable partner

for all our stakeholders – be it for our customers, our manufacturers and suppliers, our investors, or our employees. Looking to the future, we will expand our investments in the health, well-being and development of our employees, equality and diversity in the company, along with partnership-based cooperation in our community, and we are convinced that we are making a valuable and sustainable contribution.

