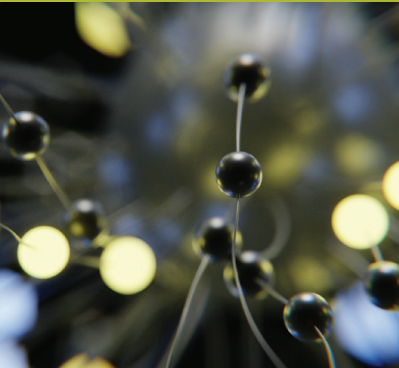


Global Inclusion+  
Corporate Social Responsibility  
**Annual Report 2017**



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[www.QuestDiagnostics.com](http://www.QuestDiagnostics.com)

Download a copy of this report at:  
[www.QuestDiagnostics.com/GICSR](http://www.QuestDiagnostics.com/GICSR)



## Awards and Recognitions

Named to **Fortune Magazine's 2016 & 2017 "World's Most Admired Companies"** lists in the Health Care industry category of "Pharmacy and Other Services"

Ranked **366** on the **Fortune 500**

Ranked **1,061** on the **Forbes Global 2000**

Ranked **496** on the **Forbes America's Best Employers**

Ranked **298** on the **Forbes America's Top Public Companies**

Ranked **277** on the **Barron's 500**

Included in the **Dow Jones® Sustainability Index** since 2004 (DJSI World) and 2005

Included in **FTSE4Good, Calvert, KLD** and **Ocean Tomo** sustainability indices

Earned a place (**57**) on the annual **Newsweek Green Rankings** for the 6th consecutive year

Achieved **Cancer Gold Standard™** accreditation from the CEO Roundtable on Cancer

Received a rating of **100** from the **2017 Human Rights Compassion Foundation Corporate Equality Index**, Earning the distinction of being a **"Best Place to Work for LGBTQ Equality."**

Named a **DiversityInc Noteworthy Company**

Consistently named one of the best places to work in U.S. business journal rankings

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## Letter from our Chairman, President, and CEO, Steve Rusckowski



I am honored to share with you the 2017 Global Inclusion and Corporate Social Responsibility Report.

Our 10th annual report highlights the impact we are making on the people and communities we serve, the wellbeing of our employees, and the environment.

Quest Diagnostics has an ambitious vision of empowering better health with diagnostic insights. We are committed to making this a healthier world, building value for all stakeholders and creating an inspiring workplace. This report outlines the many ways in which we are making progress in these areas.

More than half of our 45,000 dedicated employees are from diverse backgrounds, and more than 70% of all employees are women. This year, Quest joined industry leaders on the Human Rights Campaign Corporate Equality Index as a "Best Place to Work for LGBTQ Equality," demonstrating our commitment to inclusive policies and access to benefits for all our employees. We were also listed by DiversityInc. as one of its Top 50 Noteworthy Companies for our efforts to ensure diversity and inclusion in our talent pipeline, development, leadership, and supplier choice. Additionally, our Board of Directors was honored for its commitment to gender diversity.

One of the more effective approaches we've taken to drive inclusion has been to support Employee Business Networks which include Pride, African-American Business Leaders, DiverseAbilities, Hispanic/Latino, Veterans, and Women in Leadership. These networks bring people together, promote inclusive recruiting efforts, and celebrate diversity at all levels of the organization.

Supporting the communities where we live and work continues to be a responsibility we embrace, and there

are many examples in this report. One of the highlights of 2017 is furthering humanism in healthcare. Quest led the establishment of the Corporate Council for the Arnold P. Gold Foundation, which trains healthcare professionals to provide more compassionate, collaborative and scientifically excellent patient care.

Taking care of our environment and being a good corporate steward is also a responsibility we take seriously. In this report, you will read about some of the steps we have taken to track our environmental metrics and reduce resource consumption throughout the organization.

2017 was an important year for Quest Diagnostics as we marked our 50th anniversary of providing life-changing results. Since Dr. Paul Brown founded the company in a small New York City apartment, Quest has become the world's leading provider of diagnostic information services through a deep commitment to our patients, employees, the environment, and the communities in which we work and live. To commemorate this milestone, we are proud to have awarded three \$50,000 "Health in Your Hands" grants to organizations that share our values: Autism Speaks, The American Red Cross, and The National Ovarian Cancer Coalition.

From our modest beginnings 50 years ago to where we stand today, at the center of the healthcare ecosystem delivering diagnostic information services that empower better health, we recognize the value that Global Inclusion and Corporate Social Responsibility have in making us better.

I hope you enjoy this report.

**Steve Rusckowski**  
Chairman, President, and Chief Executive Officer



# About Quest

Quest Diagnostics empowers people to take action to improve health outcomes. Derived from the world's largest database of clinical lab results, our diagnostic insights reveal new avenues to identify and treat disease, inspire healthy behaviors, and improve healthcare management. Quest annually serves one in three adult Americans and half the physicians and hospitals in the United States, and our 45,000 employees understand that, in the right hands, and with the right context, our diagnostic insights can inspire actions that transform lives.

## Business Portfolios

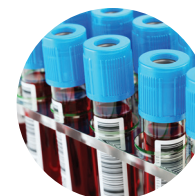
Revenue- 7.7 Billion

**Advanced Diagnostics-** Genetic and advanced molecular testing services. An important part of precision medicine.

**General Diagnostics-** Routine and non-routine testing services. Our largest revenue stream. Essential portion of healthcare delivery.

**Diagnostic Services-** Laboratory and data-related healthcare opportunities. Enables partners to deliver healthcare more efficiently (e.g., risk assessment; Professional Laboratory Services; wellness) Services to support population health (e.g., data analytics; extended care services).

## Business Highlights



Logistics:  
**nearly 80,000 stops daily**



Logistics:  
**>3,600 courier vehicles**



Logistics:  
**23 aircraft** serving the U.S. Couriers



Test Requisitions:  
**164 Million**



Medical Insights:  
Approximately **650 M.D.s and Ph.D.s**, many of whom are recognized leaders in their field



Medical Insights:  
Owned or controlled approximately **880 issued and 590 pending patents** worldwide in 2017



Medical Insights:  
Authored more than **145 publications**, including approximately **85 articles** in peer-reviewed journals



Medical Insights:  
**>20,000 phlebotomists, paramedics, nurses and other health and wellness professionals**



Access to **>40 billion patient data points** from test results delivered over past decade



Provide healthcare connectivity solutions to **>300,000 clinician and hospital accounts** and interface with **>700 electronic health records systems**



Patient Access Points **>4.8 million registered users** in our MyQuest® health portal and mobile connectivity solution.



Number of employees:  
**45,000**



**>6,200 patient access points**, the most extensive network in the U.S., including phlebotomists in physician offices and **>2,200 of our own patient service centers**



Access to approximately **80% of U.S. insured lives**



Industry-leading test menu



LQA Attendees:  
**346 leaders** have attended the Leading Quest Academy since it was launched in 2015



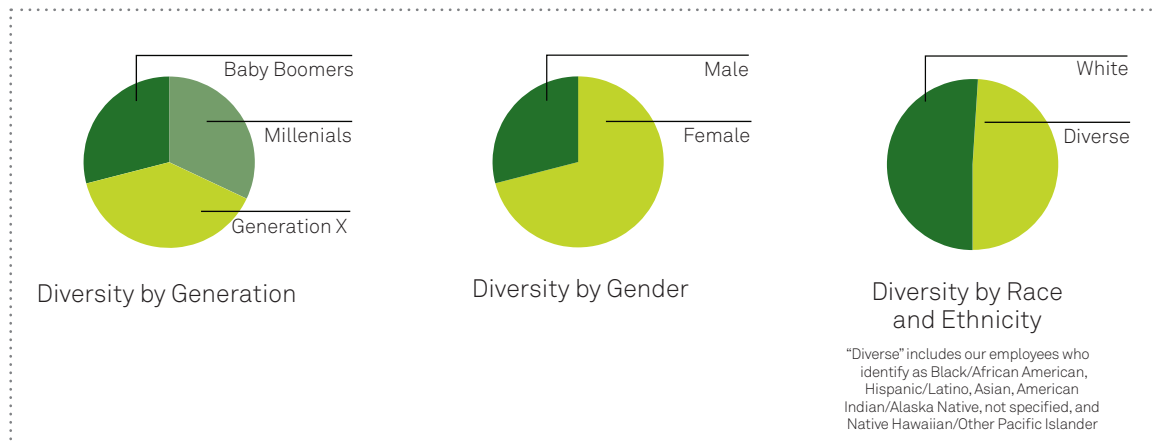


"The healthcare industry is constantly evolving and our greatest asset to meet the needs of our customers and patients is the knowledge, experience, and compassion each of our 45,000 employees brings to Quest every day. Their unique abilities enable us to serve thousands of diverse communities across America, one patient at a time."  
**Cecilia McKenney**, Senior Vice President, Chief Human Resources Officer

## Inclusion Inspires Innovation

Harnessing the unique mix of capabilities, talents, cultures, beliefs, and experiences of our 45,000 employees to foster unique opportunities in the marketplace.

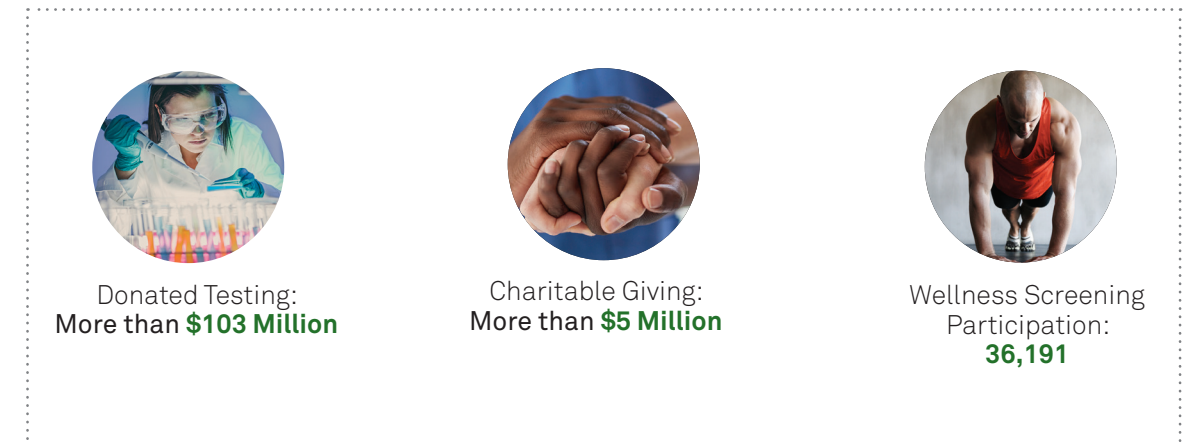
<p><b>Workforce/ Workplace</b></p> <p>Creating a workforce that is demographically diverse at all levels of the organization, and building a culture in which all employees are valued for their strengths, experiences, and unique perspectives.</p>	<p><b>Value Creation/ Value Delivery</b></p> <p>Creating and delivering products and service experiences that reflect the preferences, needs, and values of a diverse consumer base.</p>



## Health in Your Hands

Empowering our employees, patients, and communities to take informed actions to achieve better health.

<p><b>Community Health</b></p> <p>Closing the health literacy gap by empowering communities, patients, providers, and customers to take the actions necessary to better manage health.</p>	<p><b>Environmental Health</b></p> <p>Reducing our environmental impact and protecting our planet to safeguard a healthy world for future generations.</p>	<p><b>Employee Health</b></p> <p>Supporting Quest employees with information and resources to make the right decisions for their health and the health of their families.</p>





# Building Value

At Quest, our journey is about continuous improvement. We look for opportunities to help our people provide better service and our business operate more efficiently. Whether we are developing new tests, partnering with suppliers, sharing data with leading NGOs, or collaborating to make testing more accessible, our goal is clear: provide the insights that can inspire action and transform lives.

We have been a leader in the healthcare industry for 50 years. In this time, we've collected more than 40 billion data points, powering the experience and insights that will help us lead for another 50 years. We're not doing this work alone—some of our greatest innovations come from the relationships we've built with leaders from other industries, who share our vision for empowering better health.

## Expect more than just lab results.

Get the information you need to do what's best for your health.



## Innovative Relationships Bringing Healthcare to Patients Where They Shop

Convenience is a major factor in helping people take better care of themselves. That's why Quest Diagnostics has been making it easier for our patients to access critical diagnostic testing by reimagining traditional **Patient Service Centers (PSCs)**.

### Expanding Patient Service Centers in Safeway Stores

In 2015, we collaborated with Albertsons Companies to put diagnostic collection centers inside select Albertsons stores (Safeway, Vons, Tom Thumb, Randalls) in California, Colorado, Montana, Texas, Virginia, and Maryland. By the end of 2016, we opened a total of 56 grocery-based PSCs. The result: consumers now have the choice to schedule an appointment or walk in to obtain lab services.

In 2017, we expanded our presence to 160 stores, and we intend to surpass 200 in 2018. The in-store PSCs provide the same high-quality lab services as traditional PSCs, while allowing consumers to better integrate testing and



health management into their busy lives. In November alone, our Safeway PCSs served more than 55,000 patients.

### Teaming up with Walmart



In 2017, Quest formed a similar alliance with retail giant Walmart, opening six pilot PCSs in select Super Centers in Florida and Texas. A total of 70 locations are projected by the end of 2018. The new spaces are custom-designed for visual appeal and comfort, and include private patient encounter rooms. Consumers also get remote paging devices so they can keep shopping while they wait.

Twenty-five percent of the PCSs already offer extended hours with the goal of expanding services to include additional health risk assessments, like retinal screening for diabetics, sleep screening, and hearing booths. According to patient satisfaction surveys, the service centers are overwhelmingly well received, with one patient telling us, "I truly love the location where I went because it's so convenient for my schedule," and another exclaiming, "Having a diagnostics place inside Walmart is GENIUS!"



"Driving operational excellence is a foundational element of our 2-point strategy in addition to accelerating growth, and we look to our business relationships to help us enhance the customer experience and drive efficiencies. The contributions of our suppliers and partners enable us to deliver on the promise of empowering better health with diagnostic insights."

**Jim Davis**, Executive Vice President, General Diagnostics



## Working Together with Hospital Health Systems for Efficiency and Quality Care

As healthcare continues to evolve, hospitals and health systems are looking to streamline costs without compromising their focus on care. Quest's **Professional Lab Services (PLS)** business offers a flexible solution to help health systems save money while improving quality. Through PLS, Quest Diagnostics manages a hospital's on-site lab using flexible models that fit the needs of the hospital's medical staff and patient population:

- **Full Lab Management**—Quest is responsible for on-site management of all personnel, supply and equipment purchasing, and productivity improvements
- **Lab Management Partnership**—Similar to Full Lab Management, but Quest assumes responsibility for supervisors, while the hospital maintains staff employees
- **Lab Management Lite**—Quest conducts testing and offers supply chain management while the hospital maintains all lab employees

To date, we have implemented more than 50 large-scale laboratory management solutions that allow a hospital's team to focus on their core competency—delivering care—without sacrificing the autonomy and responsiveness of an on-site laboratory.

Hospitals are reporting significant cost savings, reduced issues, faster turnaround times, and improved results accuracy. For participating hospitals, these improvements mean better care for their patients. Front-line employees, who become Quest employees, are also benefiting from career progression with a large lab company, while Quest itself benefits from a high return on invested capital and the use of existing facilities.

In addition to offering access to industry-leading tests, first-rate equipment, and insights that come from 50 years of diagnostics excellence, PLS is helping to connect Quest experts and hospital employees through our Hospital Laboratory Network. Members can leverage this nationwide forum to identify opportunities and share best practices in sub-areas, including microbiology, anatomic pathology, chemistry, and hematology testing.

For 2018, Quest plans to use lessons learned from working with outstanding hospital systems like the Pacific Northwest-based PeaceHealth to replicate successful solutions across all our PLS sites. We are focused on growing the PLS business and laboratory network in a way that is meaningful to hospitals—and to the patients they serve.



"Our solutions have achieved average annual cost reductions of around 20% by increasing productivity, moving low volume or non-urgent tests to regional facilities, reducing administrative support costs, eliminating future capital expenses, and freeing up physical space. Given that a 300-bed hospital spends around \$10 million in annual laboratory costs, these savings can be considerable."

**Mike Lukas**, Vice President and General Manager, Professional Lab Services

## Blueprint for Athletes™ Adds At-Home Testing and Announces Alliance with Rutgers University

Our pioneering **Blueprint for Athletes™ (BFA)** product makes it more convenient for athletes at all levels to meet their goals. In 2017, Quest introduced a customizable BFA home biomarker test kit that helps athletes and fitness enthusiasts understand how their bodies are responding to their current diet and training programs, so they can make adjustments to prevent injury and improve performance.

"Although most athletes have a working knowledge of hydration and nutrition, they often lack the insights about how even minor adjustments, such as timing specific nutrient intake to training, competition, and recovery, can offset the stress of heavy workouts and help the body to function more efficiently," said Martha Brandon, MS, CDE, RCEP, Director, Clinical Operations, Quest Diagnostics.

In addition to a baseline package, athletes can choose from seven affordable lab test "stacks" associated with specific fitness goals like endurance and conditioning. The customer simply orders a specimen collection kit online, collects a few drops of blood, puts the sample in the mail, and receives an easy-to-read, action-oriented report. BFA also offers "concierge collection" in which a trained phlebotomists visit a person's home to collect a blood specimen for testing.

While one-time testing provides a snapshot of health status, repeat testing provides a longitudinal look over time.



"Athletes can design a program to achieve their personal best and meet their fitness objectives based on actionable information from their test results. Customers can add personalized, 30-minute coaching sessions with a clinically trained professional for results interpretation and a personalized fitness plan."

**Richard Schwabacher**, Executive Director, Sports, Science and Human Performance

### Rutgers University Alliance

In association with **Rutgers University**, we recently opened our new **"Quest Diagnostics Sports Science Laboratory at the Rutgers Center for Health & Human Performance,"** within the **New Jersey Institute of Food, Nutrition and Health (IFNH)**. This new lab is combining the performance and recovery research conducted at Rutgers with our diagnostic information capabilities and BFA insights to better predict the biological responses of athletes in training. Together, we hope to create innovative products and services based on these actionable research insights.

Used by many of the most successful athletic franchises in the world to create competitive advantage, BFA was developed in collaboration with the New York Football Giants and internationally renowned fitness experts. Current pro team clients include the New York Football Giants, Pittsburgh Steelers, Kansas City Chiefs, Houston Texans, Washington Wizards, Houston Rockets, Seattle Sounders, New England Revolution, FC Dallas, DC United, Washington Capitals, and Texas Rangers.





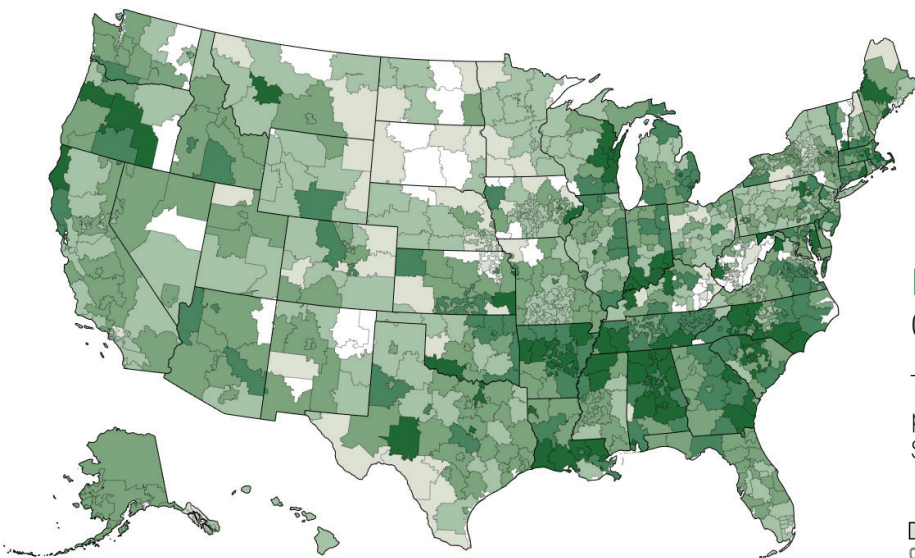
## Raising Awareness of Drug Misuse:

### Drug Testing Index Shows Highest Rate of Illicit Drug Use in the American Workplace in 12 Years

Drug use in the American workforce, fueled by illicit drugs, has reached its highest rate in 12 years, according to an analysis of results from more than 10 million workplace drug tests, as reported in the annual **Quest Diagnostics Drug Testing Index™ (DTI)**, published in 2017. This free report analyzes our comprehensive data and was created as a public service. Publishing this data raises awareness of drug use trends, and helps employers better manage the risks facing their workforces.

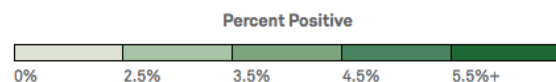
The overall positivity in urine drug testing among the combined U.S. workforce (regulated and not regulated) was 4.2% in 2016, a five percent relative increase over the previous year's rate of 4.0%, and the highest annual positivity rate since 2004 (4.5%).

"Particularly striking were the increased rates of drug positivity for the most common illicit drugs—marijuana, cocaine, and methamphetamine—across virtually all drug test specimen types and in all testing populations," said Barry Sample, PhD, Senior Director, Science and Technology, Employer Solutions, Quest Diagnostics.



### Drug Testing Index™: Overall positivity rate in 2016

This interactive map shows urine drug test positivity by 3-digit zip code in the United States.



For the 2017 DTI, Quest introduced an interactive U.S. map, providing a view of drug test positivity by zip code. Statewide, Hawaii had the lowest overall positivity rate at 2.8% and Oregon the highest at 6%. Beginning in 2018, Quest Diagnostics will be tracking data by industry in addition to geography, something that customers and media have frequently requested.

"Once again, the DTI statistics reveal the ongoing threat to workplace safety posed by substance abuse. While the national dialogue swirls around marijuana and opiate issues, we find cocaine—a substance with well-established dangers—continuing its troubling upswing not just in the general workforce, but in safety-sensitive jobs with federally-mandated testing," said Matt Nieman, General Counsel, Institute for a Drug-Free Workplace and Principal, Jackson Lewis P.C. "That positive test results for cocaine persist, let alone are increasing, should serve as a reminder that there is no substitute for employer and employee vigilance in the effort to combat workplace substance abuse."



"Our access to more than 40 billion data points gives us the opportunity to highlight potential epidemics and raise awareness while also sharing that data with organizations that can provide care and guidance."  
**Cathy Doherty**, Senior Vice President and Group Executive – Clinical Franchise Solutions & Marketing

## Prescription Drug Misuse in America:

### Helping Prevent Opioid Addiction

Between 2011 and 2016, Quest Diagnostics performed 3.4 million prescription medication monitoring lab tests. The results paint a stark picture of the continuing epidemic of prescription drug misuse, and the dangerous, potentially deadly patterns of that misuse. The **Quest Diagnostics Health Trends™** study found that while misuse has declined in recent years, 52% of test results still showed evidence of noncompliance in 2016. By comparison, 63% of test results in 2011 indicated noncompliance.

"Accidental drug overdose is a serious problem in the United States," said Jeffrey Gudin, Medical Advisor for Quest Diagnostics, and Director, Pain Management and Palliative Care, Englewood Hospital and Medical Center, New Jersey. "It appears from our analysis that many patients may be at risk of overdose or other adverse health effects caused by concurrent use of opioids, including fentanyl and other drugs, such as benzodiazepines. Careful vigilance by prescribing physicians may help offset some of the risks for patients who may be unaware of the dangers of combining these and other medications."

The study offers context on a complex epidemic that cuts across age, geography, and gender. Misuse rates were higher for men and women of reproductive age (58%) than for the general population, while inconsistency rates for adolescents (aged 10-17) showed the greatest improvement, dropping from 70% to 29% between 2011 and 2016.

The study also found disturbing patterns of concurrent drug use. Among 33,000 specimens tested for opioids,

benzodiazepines, and alcohol, more than 20% were positive for both opioids and benzodiazepines, more than 10% were positive for both opioids and alcohol and 3% were positive for all 3. Opioids and benzodiazepines depress the central nervous system. When combined, respiratory suppression, cardiac distress, and even death by overdose can occur.

The **Center for Disease Control (CDC)** reports that 91 Americans die every day from prescription drug-related opioid overdose. Aligned with new CDC opioid prescribing guidelines, our prescription drug monitoring services help physicians utilize testing to ensure that patients suffering from chronic pain take their medications as prescribed. This enables patients to continue to get the pain medications they need, while helping them to avoid crippling addiction and drug interactions that can lead to an accidental overdose. Physicians who use our services also have access to toxicologists who can help interpret results.

The Quest Diagnostics Health Trends™ study is based on analysis of the company's de-identified laboratory data. This is believed to be one of the largest nationally representative datasets of objective laboratory information of patients prescribed opioids and other commonly misused medications. These Quest Diagnostics Health Trends studies, now in their seventh year, are published in peer-reviewed medical journals and by the company as a public service. To access the prescription drug monitoring study and an interactive data depiction, visit [QuestPDM.com](http://QuestPDM.com).



"A key aspect of social responsibility is supporting the communities where we live and work. Quest Diagnostics is committed to advancing wellness and other programs that are important to the quality of life in our communities."  
**Everett Cunningham**, Senior Vice President, Commercial



## Sharing Data to Combat Hepatitis C:

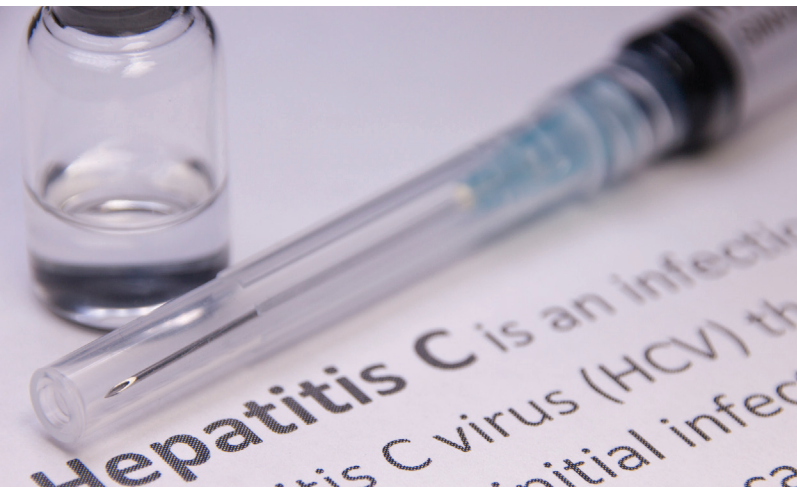
### Innovative Geo-mapping Study Shows Disparities in Access to Needle Exchange Programs

At Quest Diagnostics, we're in the business of understanding and helping to solve the health challenges that our communities face. In recent years we have worked together with the **Center for Disease Control (CDC)** to track epidemiological trends, raise awareness, and turn insights into better health outcomes. Together we have improved cervical cancer screening, lengthened the window for Zika virus detection, developed a more effective testing panel for the blood-borne hepatitis C virus (HCV), and identified gaps in screening and treatment for hepatitis B in pregnant women.

In 2017, we built on our collaborative efforts to combat hepatitis through an innovative geo-mapping study. Rates of HCV infection increased nearly threefold in the United States from 2010 to 2014—mainly in young people with a history of injection drug use. The CDC was eager to investigate the correlation between the alarming rate of HCV infection and individuals' ease of access to syringe

service programs (SSPs). The resulting study examined where SSPs were located relative to where those infected with HCV actually lived. SSPs provide clean equipment as well as education about safe injection practices, both of which can help to reduce the spread of disease and infection.

Using commercial laboratory data from Quest Diagnostics and LabCorp from July 2015, through June 2016, along with patient ZIP codes, CDC investigators and Quest medical experts found that 80% of 29,382 young persons infected with HCV lived more than 10 miles from a syringe services program. The median distance was 37 miles, with greater distances found in rural areas and in Southern and Midwestern states. These findings illuminated the impact of SSP access. For people who struggle with injected drug use, improved access to preventive services has the potential to help reduce the transmission of HCV.



"Our collaboration with the CDC is a vital step in the fight against Hep C, shifting behavior toward better health by analyzing the facts. Treatment for hepatitis C can be very expensive and SSPs save healthcare dollars by preventing infection. The CDC also estimates that testing linked to hepatitis C treatment can save 320,000 lives."  
**Harvey W. Kaufman, MD**, Senior Medical Director, Quest Diagnostics, and a study author.

## Helping All Couples Make Informed Choices for their Family with QHerit™

### New Medical Guidelines Inform the Pan-Ethnic Genetic Screening Panel

As a leader in women's health, Quest supports more than 40% of pregnancies in America through diagnostics that include genetic screening, fertility and prenatal testing, amniocentesis and more – all to ensure the healthiest pregnancy possible. In 2017, Quest added to its portfolio with **QHerit™**, an expanded carrier screening panel that provides couples with insight into their genetic risk of passing on 22 life-threatening disorders to their children. In partner testing, Quest offers separate tests for each of the 22 conditions if one member of a couple is identified as a carrier of a particular disease.

The pan-ethnic panel recognizes changing sociodemographic factors that have made ethnically mixed ancestry and interracial reproductive partners much more common. Traditionally, genetic carrier screening has been used for at-risk populations based on specific ancestry assumptions. These screenings focused only on a few ethnically associated disorders, such as Cystic Fibrosis and Tay-Sachs Disease. The QHerit panel also tests for lesser-known conditions like Joubert Syndrome 2 and Fragile X Syndrome.

The 22 tests on the panel were chosen based on recommendations by the **American College of Medical Genetics and Genomics (ACMG)**, **Jewish advocacy groups**, and the **American College of Obstetricians and Gynecologists (ACOG)**, which issued new guidelines in

2017 to screen across all ethnicities and extend to the reproductive partner of a woman who tests positive.

QHerit offers clear, clinically relevant results backed by decades of leadership in the genetic testing space. Additionally, Quest gives healthcare providers access to a team of 33 fulltime certified genetic counselors, free of charge. These experts can consult on test selection and results interpretation, facilitating informed reproductive conversations between physicians and their patients. In 2018, Quest is excited to grow the QHerit business and offer it to more patients with out-of-pocket estimates so they can make educated testing decisions.



## QHerit™ Pan-Ethnic Expanded Carrier Screen



"We carefully designed our new QHerit screening test to provide highly accurate insights about heritable risk in a wide variety of patients. It complements our menu of innovations in women's health, with tests that provide insights at every age and stage of a woman's life, including when she and her partner are considering starting a family."  
**Felicita Lacbawan, MD**, Executive Medical Director, Advanced Diagnostics



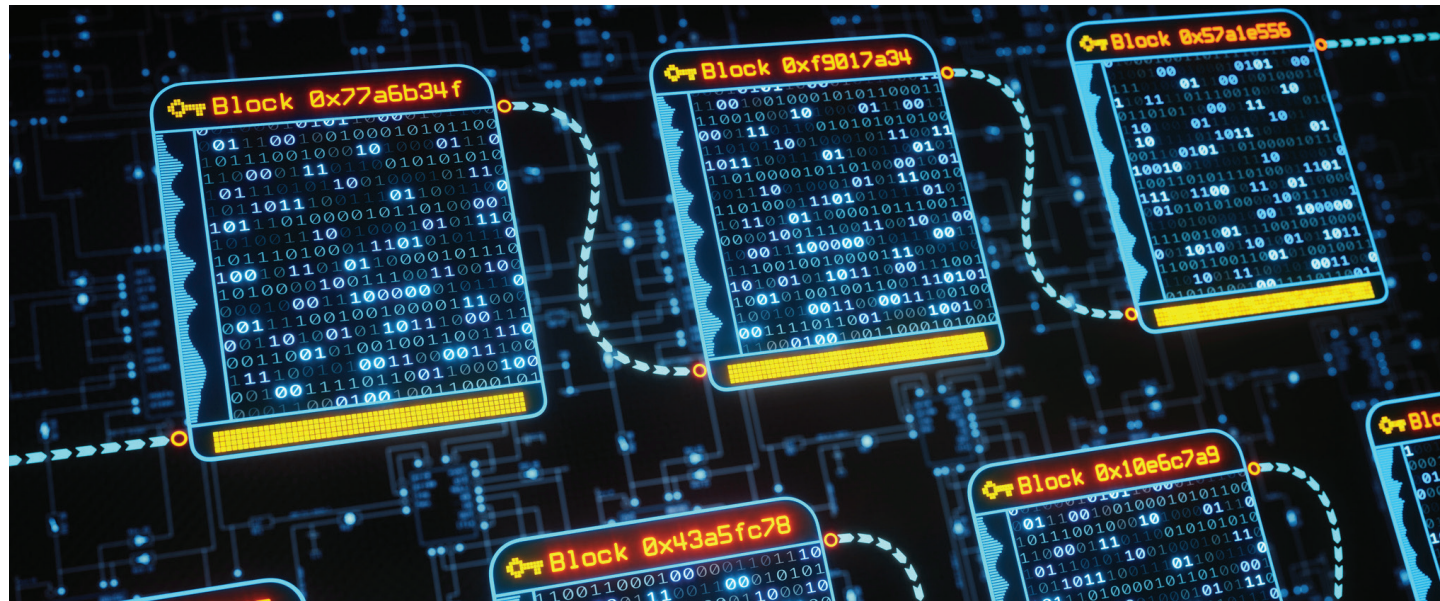
## Keeping 40 Billion Data Points Private and Secure

In today's environment, where every company connected to the Internet can become a global target, data security has never been more critical. At Quest, we take the privacy and security of our patient data and intellectual property very seriously. We have access to 40 billion data points from test results over the past decade—and we have built a robust Information Security Program to protect them. Our multi-faceted approach includes a layered proactive cyber defense system, a sophisticated threat intelligence program, and a supplier risk management program. We also work to educate all of our employees with regular training and strategic awareness campaigns.

We protect confidential information in our information systems throughout its life cycle—from data entry to data disposal—by using firewalls, limiting network access, monitoring, and responding to potential security breaches, addressing software vulnerabilities, and using secure methods for transmitting confidential information. All employees receive enhanced background checks and all

facilities have strong security measures in place, as well as disaster recovery and business continuity plans for all critical functions.

From our CEO to our front-line employees, and everyone in between, we all know the role we play in protecting our customer data. This is evident in the investments we make in innovative solutions to ensure our data are protected in this mobile-everything world, and in our development of industry-leading, all-employee training programs. Our commitment to protecting our systems has even received national recognition, including industry awards for our “capture the flag” cyber security training events and a national CSO50 award in 2016 for our identity and access management program.



“We know our customers put their trust in us to protect the confidentiality, integrity, and availability of their sensitive health information, and we are committed to earning that trust each and every day. Our security team—made up of the best and brightest in the industry—is passionate about information security and works very hard every day to protect and defend our systems and data.”

**Lidia Fonseca**, Senior Vice President and Chief Information Officer.

## Supply Chain Management: Building Value While Building our Business

Quest Diagnostics recognizes that excellence in healthcare is a team sport. So too is managing the flow of goods and services across a large and complex domestic and international supply chain. We rely on our suppliers to provide the highest quality products and most innovative solutions. Together, we deliver on the promise of empowering better health as efficiently and cost effectively as possible.

### Supplier Engagement and Diversity

To ensure our suppliers share our commitment to sustainability, quality, technology, and efficiency, we use the **Quest Supplier Business Engagement Model (SBEM)**, a systematic approach to selecting, managing, and recognizing best-in-class suppliers. Prospective suppliers must go through a rigorous selection process that assesses their reputation, the quality of goods and services, and financial and regulatory risk.

While large suppliers are often better equipped to provide service nationally, Quest Diagnostics is committed to working with small, diverse suppliers whenever possible. Our competitive bid process enables all suppliers to compete for our business, from the small, minority, and woman-owned companies to majority suppliers. Every year, nearly a half billion dollars—one-fifth of our supply-chain funds—go to roughly 8,500 small business suppliers.

### Supplier Collaboration

We continue to reward the suppliers who align with our values and demonstrate strong performance by awarding them additional contracts and increased business. We also present Supplier Excellence Awards to business associates in recognition of novel solutions, proactive collaborations, and world-class products, systems, or services. In 2017, Inpeco Tata Consultancy Services, Hamilton Robotics, Hologic Inc., and Beckman Coulter were all honored at our biennial Supplier Forum, where our leaders gather with senior executives from key suppliers to talk about issues and opportunities and collaborate on innovations.

### Advancing our GreenQuest Culture

We use analytics to reduce our environmental footprint by targeting changes in packaging, freight/fuel consumption, and waste generation. In 2017, Quest took waste out of the system by switching to a new platform for hematology testing that did away with the need to ship tens of thousands of 40-pound containers of diluting liquid.





# Promoting a Healthier World

The insights we provide to our patients and customers aren't just numbers on a sheet, they empower vital decisions that inspire action and change lives for the better. At the heart of our business are specimens, tests, and the 45,000 talented employees who secure, transport, process, and interpret them—employees who care deeply about their work and its connection to the well-being of others.

In 2017, Quest provided more than \$103 million in donated services to ensure that patients received the testing and insights they needed. We also collaborated with nonprofits and the community, donating more than \$5 million dollars to nonprofit organizations that share our commitment to health, community, and the environment.

Whether it's providing testing to the under-served, raising awareness of disease, or empowering the safety and health of our employees, we're proud that Quest has such a positive impact on society.



## Bringing Compassion to Everyday Interactions

Our 45,000 employees are always looking for ways to better serve our patients and healthcare providers. This mindset is reflected in our **Everyday Excellence** program, which gives us the tools to deliver a superior experience to every patient in every interaction. Last year, Quest began a relationship with the **Arnold P. Gold Foundation**, whose focus on the human side of healthcare mirrors our own commitment to placing the patient at the center of everything we do.

In November 2017, the **Gold Foundation** announced the launch of the **Gold Corporate Council**, composed of Quest, BD, Henry Schein, IBM Watson Health, and Medtronic. The council, which is chaired by Quest, creates and shares best practices in humanistic approaches to healthcare. Its members serve as models to drive the industry—starting with a pledge to adopt humanistic policies and procedures as an even more integral part of their own organizations.

"As technology becomes more complex and scientific advancement accelerates, it is critical to ensure that the humanistic qualities of healthcare remain integral throughout the practice of medicine. The Gold Foundation is thrilled to work in partnership with these healthcare leaders representing multiple disciplines, who share our vision in patient care," said Dr. Richard I. Levin, President and CEO, Gold Foundation.

Quest intends to honor this shared commitment by integrating elements of the **Gold Foundation's Tell Me More®** program into Everyday Excellence. Tell Me More, which emphasizes engagement, active dialogue, and meaningful conversation, was originally designed by medical students to strengthen the critical human bond between patients and the individuals who care for them—a bond associated with better clinical outcomes and higher rates of patient satisfaction.

"Tell Me More is a natural addition to Everyday Excellence. Tell Me More encourages the use of simple, genuine questions to connect on a personal level with those we serve," said Laure Park, Vice President, Customer Experience Leader, Quest Diagnostics. "When you create a human connection, you accelerate your understanding of customer expectations and enhance their experience."


"When you put your heart into healthcare and create a human connection, you truly empower better health," said Jay Wohlgemuth, MD, Senior Vice President and Chief Medical Officer, Quest Diagnostics. "We can never lose sight of the idea that humanity is just as critical as technology and advancing science. Active listening, two-way communication, empathy, and compassion are essential to delivering excellence."



## Improving Lives while Growing Our Business

Quest is proud to work with various nonprofits who are helping people manage disease and lead healthier lives, here are a few highlights:

### Helping People Learn About Their Risk for Type 2 Diabetes

 Approximately one-third of American adults have pre-diabetes, but nearly 90% of those individuals are unaware they are at risk. In addition to the toll that diabetes management takes on individuals, the disease increases health-care costs for employers and contributes to work loss and health-related work limitations. Since 2003, Quest Diagnostics has worked with the **American Diabetes Association® (ADA)** to raise awareness, encourage testing, and teach people about reversing their risk through lifestyle changes.

Through our **Health and Wellness Team**, Quest became a 2017 lead sponsor of the ADA's 29th annual Alert Day, on March 28. This one-day wake-up call asks the American public to spend just 1 minute taking a free, anonymous Diabetes Risk Test. At-risk individuals are then encouraged to speak with a healthcare professional and receive tips and information about next steps.


To up the ante, Quest set a challenge donation of up to \$200,000 to the ADA—\$1 for every employee biometric wellness screening we completed on behalf of employers in the month following ADA Alert Day. Exceeding all expectations, Quest screened more than 250,000 people, allowing us to provide vital funding for ADA programming. We also shared the ADA's online risk test with employees and client organizations, and held educational activities at our call centers, where employees have a heightened risk of prediabetes, most likely because of the sedentary nature of their work.

Throughout 2017, we also participated in ADA's "Wellness Lives Here" initiative, which shares insights to help people lower their risk for diabetes, and teaches action steps they can take to lower their glucose and glycated hemoglobin (HbA1c) levels, if diagnosed.



"When growing and expanding our business, we are mindful of how our decisions affect our employees and the communities we serve. Everything is done with the intent to improve lives."  
**Dermot Shorten**, Senior Vice President, Strategy, M&A and Ventures

### Supporting Cancer Patients at Every Stage in the Continuum of Care

 Cancer is the second leading cause of death in the U.S. As a diagnostics company, Quest is instrumental in fighting the disease—helping physicians to provide early and accurate diagnoses, and to monitor treatments efficiently. Our Oncology Team has a long history of working with the **American Cancer Society (ACS)** to help patients live longer and better.

Currently, Quest is funding 3 **ACS Community Equity and Empowerment (CEE)** grants to help patients in at-risk communities get the cancer screening they need. 2017 Grant recipients were Newark Community Health Center, breast cancer screening; Parktree Community Health Center in Los Angeles, breast and cervical cancer screening; and Affinia Healthcare in St. Louis, colorectal screening.

As ACS's laboratory partner for its **Cancer Prevention Study-3**, which is following 300,000+ participants for 20 years, Quest will help ACS to uncover lifestyle, environmental, and genetic factors that influence cancer risk.

Additionally, **QuestCAN (Community Action Network)** teams took part in 17 Making Strides Against Breast Cancer events last year, with 19 teams raising \$18,934. Employees from around the country did everything from bake cookies to fund a shuttle van in support of ACS's Hope Lodge Program, which offers a free place to stay when treatment requires travel.

"Quest Diagnostics continues to help the American Cancer Society free the world from the pain and suffering of cancer—and especially to help make sure no one facing breast cancer ever has to walk alone." said Angela Cimilluca, Director, Regional Corporate Relations, Northeast Region, American Cancer Society.

### Honoring the Lives Affected by AIDS



Quest has been a long-time supporter of the **National AIDS Memorial**, also known as "the Grove." Created 25 years ago in San Francisco's Golden Gate Park, the site honors and remembers all who have confronted the tragic HIV/AIDS pandemic. In 2017, we were proud to expand our commitment through a \$100,000 grant, which will support the memorial's **Community Volunteer Workday** program in 2018—including a volunteer day exclusively for Quest employees—and help underwrite World AIDS Day commemoration events.

"We are grateful for the support of Quest Diagnostics. The community volunteer workdays are at the heart of our mission and this grant provides important funding to support keeping our 10-acre memorial a beautiful space for healing and remembrance," said John Cunningham, Executive Director, National AIDS Memorial.

On December 1, 2017, Quest marked **World AIDS Day** by serving as the Presenting Sponsor of the A Light in the Grove Gala, and at a commemoration event where the keynote speaker was President Bill Clinton, who designated the Grove as the country's sole federally-designated National AIDS Memorial in 1996.

We also held a webinar on "Pursuing the Standard of Care in HIV Screening," and in St. Louis, we sponsored the "Getting to Zero: Remembering the Impact of HIV/AIDS on Our Community" event at the Missouri History Museum.

Quest helps to highlight the importance of screening in a variety of other ways, including sponsorship of the AIDS Walk, the largest HIV awareness and fundraising event in the country. In 2017, more than 1,070 Quest walkers participated throughout the U.S.

### Changing Lives Through Testing, Advocacy, and Drug Therapy



Spinal muscular atrophy (SMA), which results in progressive muscle weakness and paralysis due to loss of motor neurons in the spinal cord, is the number 1 genetic cause of death for infants. Quest carrier screening equips couples considering pregnancy with an understanding of their risk for passing on the SMA gene. Pre- and post-natal disease assessment tests help physicians diagnose SMA, determine disease severity, and begin treatment as early as possible. Quest is currently collaborating with Genomic Vision on a clinical SMA-combing carrier screening that would lead to even greater test sensitivity.

We also work closely with SMA advocacy organization **Cure SMA**, which spreads awareness about SMA, funds groundbreaking research, and provides families with support. Quest leaders serve on the Cure SMA Board of Directors and for 10 years, Quest representatives have joined thousands of researchers, clinicians, and families affected by SMA at their 4-day annual conference.

In 2017, **Cure SMA** launched a successful grassroots campaign asking states to require newborn screening for SMA, with 4 states passing the bill so far, and another 5 states implementing pilot screening programs. Additionally, the **Advisory Committee on Heritable Disorders in Newborns and Children** has recommended that SMA be included on the **Federal Recommended Uniform Screening Panel (RUSP)**. For 2018, our sales force is focusing on creating physician awareness about SMA and the importance of testing and early intervention to achieve optimal results.

"Through their innovative carrier-testing and infant screening services, as well as every other way they support us, Quest Diagnostics, is helping us make great strides against a rare and debilitating disease," said Kenneth Hobby, President, Cure SMA.



## A Commitment to Strong Families, Healthy Communities

Tobacco, alcohol, and drug addiction affect more than 40 million Americans and, according to the surgeon general, costs the nation \$442 billion each year. Teenagers are particularly vulnerable to this devastating disease; in fact, 1 in 4 Americans who use any addictive substance before age 18 become addicted, compared to 1 in 25 who start at age 21 or older.

“At Quest, we are committed to promoting healthier lives; this includes the well-being of our patients, as well as employees and their families,” said Steve Rusckowski, Chairman, President, and CEO. “Our 2017 report on prescription drug misuse in America found that 70% of children ages 10-17 show signs of potential drug misuse. While this number has been improving over the years, it is still cause for concern.”

This alarming statistic, among others, prompted Quest to partner with **Center on Addiction** to help prevent addiction before it develops. Guided by the data and science-supported belief that addiction is a developmental disorder that begins in adolescence, Center on Addiction’s research has consistently found that children of hands-on parents are far less likely to smoke, drink, or use other drugs. To turn this insight into action, the nonprofit issues policy recommendations and collaborates with community leaders to prevent and delay substance use.

### Supporting Healthy Family Relationships

In 2017, Quest sponsored Center on Addiction’s **Family Day** initiative, a national movement that promotes simple acts of parental engagement. Every year, on the 4th Monday of September, the organization encourages parents and community organizations across the country to celebrate



“I am proud that Quest is collaborating with Center on Addiction to work toward a substance-free future for our children. As a parent, I am particularly proud that Quest is partnering with an organization that is focused on sharing simple actions we all can take in our families and in our communities to help stem the scourge of addiction.”

**Gary Samuels**, Vice President, Chief Communications Officer

how everyday activities, like sharing a meal, playing a game, or asking about their day, can make a big difference to children and teens, helping to prevent risky substance use.

This September, Center on Addiction’s message reached more than 33,000 people on social media and beyond, and in New York, Quest phlebotomists and other employees joined a special event at the famous sweets shop, Dylan’s Candy Bar. There, they made special memories with their families while learning more about Center on Addiction.

The following month, Joe Plumeri, Executive Chair, Center on Addiction, joined a Quest leadership meeting to share his passion for fighting drug misuse. “We have a big problem with addiction in our country—more people are dying from drugs than from guns or car accidents,” Plumeri told leaders. “To fix this problem of epic proportions, we need imagination. We need to believe we can end addiction.”

In 2018, **Quest and Center on Addiction** will work together to resume the organization’s nationally representative survey of teenagers, which asks approximately 1,000 teens, ages 12-17, about their attitudes regarding alcohol, nicotine and drug use, abuse, and addiction. This seminal research effort had been on hold since 2012 for lack of funding. In appreciation of the partnership and our ongoing support of its mission, Center on Addiction honored Quest and CEO Steve Rusckowski for innovative leadership in healthcare at its 25th annual awards gala.

Quest seeks to help employers, policy makers, and healthcare professionals take action against addiction through our **Prescription Drug Monitoring** program, and by publishing the data we collect and analyze in our annual **Drug Testing Index™**.

## Serving and Engaging our Diverse Communities

As a key component of our holistic approach to diversity and inclusion, Quest has established a network of non-profit organizations, professional associations, and civic and economic groups who share our commitment to educating, empowering, and strengthening diverse communities. The groups below, along with many others, help us to engage authentically with diverse patients and healthcare professionals, and promote an inclusive workplace that values a variety of thoughts, beliefs, cultures, and experiences.

- **ADVICE**, a program affiliated with Autism Speaks and NEXT for AUTISM, helps companies hire individuals on the autism spectrum, and helps set both the company and the employee up for success.
- **Black Women’s Health Imperative** is the only national organization dedicated to improving the health and wellness of the nation’s 21 million Black women and girls.
- **Congressional Black Caucus Political Education and Leadership Institute** actively raises awareness of the issues affecting the African American community and America at large.
- **Congressional Hispanic Caucus Institute** has forged a critical pathway to developing the Next Generation of Latino Leaders® for nearly 40 years, creating a transformative and lasting impact on Latino youth and on our nation.
- **Healthcare Businesswoman’s Association** is a global nonprofit dedicated to furthering the advancement and impact of women in healthcare worldwide.
- **Human Rights Campaign** is the national benchmarking tool on corporate policies and practices pertinent to lesbian, gay, bisexual, and transgender employees.
- **National Association of Community Health Centers** serves as the national healthcare advocacy organization for America’s medically underserved and uninsured, and for the community health centers that serve as their healthcare home.
- **National Association of Health Services Executives** is a nonprofit association of Black healthcare executives, founded in 1968, for the purpose of promoting the advancement and development of Black healthcare leaders, and elevating the quality of healthcare services rendered to minority and underserved communities.
- **National Medical Association** is the largest and oldest national organization representing African American physicians and their patients in the United States.
- **National Sales Network** is a 501(c)(3), nonprofit membership organization whose objective is to meet the professional and developmental needs of salespeople, sales management professionals, and individuals who want to improve their professional sales skills.
- **Services and Advocacy for GLBT Elders (SAGE)** is the country’s largest and oldest organization dedicated to improving the lives of lesbian, gay, bisexual, and transgender older adults.

### Quest Earns “Best Place to Work for LGBTQ Equality” Distinction

The Human Rights Campaign Foundation’s 2018 Corporate Equality Index is the national benchmarking tool on corporate policies and practices pertinent to lesbian, gay, bisexual, transgender, and queer employees. In 2017, Quest earned a perfect 100 score on the index and joined industry leaders as a “Best Place to Work for LGBTQ Equality,” demonstrating our commitment to inclusive policies and access to benefits for all our employees.





## Protecting our Earth and Its Resources

Being a good corporate citizen means being a responsible steward of the planet and its resources. At Quest we pride ourselves on our GreenQuest culture, in which employee-led GreenTeams collaborate on initiatives to conserve resources and lower our environmental impact at the local level. Companywide, management continuously and rigorously investigates ways to incorporate more eco-friendly testing materials, cut emissions from our fleet and our facilities, and reduce any negative effect our operations may have through more efficient processes.

CSR Report Data	2017
Square Footage of Facilities	10,079,778
Indirect Energy Consumption (TJ)	1,186
Direct Energy Consumption (TJ)	1,434
Scope 1 CO2 Emissions (Metric Tons)	91,312
Scope 2 CO2 Emissions (Metric Tons)*	145,276
Scope 3 CO2 Emissions (Metric Tons)	39,300
Water Consumption (Cubic Meters)	951,771
Chemical/Universal Waste (Metric Tons)	3,864
General Waste (Metric Tons)	8,526
Recyclable Waste (Metric Tons)	7,593
Bio-Hazardous Waste (Metric Tons)	9,127

Commercial Building Energy Consumption Surveys (CBECS) data was used to estimate utility usage at some small locations when not available from other sources.

\*The Scope 2 CO2 emissions include a reduction of ~5% in 2017 based on our use of Renewable Energy Credits (RECs)

### Improving How We Track Our Environmental Metrics

Quest Diagnostics set a sustainability goal in 2017 to substantially improve our data collection efforts. We contracted our facilities management group **Cushman and Wakefield (C&W)** to capture utility use data (electric, natural gas, and water) directly from our providers for 148 of our buildings including our 50 biggest labs, 40 rapid response labs, and 40 largest offices—a vast improvement from manually-tracking significantly fewer buildings in 2016. The raw utility data is fed into Lucid BuildingOS software, which offers a comprehensive picture of our energy use and carbon footprint for our entire organization.

### Dramatically Reducing Plastic Waste

Reducing the quantity of waste generated by our operations is an ongoing sustainability goal for Quest. Late last year, Quest began replacing an extremely inefficient hematology system that required the use of refrigerated tractor-trailers to transport bulky 40-pound plastic cubes of diluent for mixing with reagents. After an extensive system-evaluation process that considered operational efficiency as well as instrument performance, test stability, and quality of test results, our hematology business found a solution in the new Sysmex XN-9100 automation system, which uses highly-concentrated reagents that mix with regular deionized water on site, eliminating the need to ship diluent.

Ultimately, the Sysmex system is expected to decrease the weight of supply materials by 98%, saving the company \$1.8M in annual freight costs, lowering fuel consumption, and significantly reducing plastic and cardboard waste destined for the landfill by 12.3 tons and 7.7 tons respectively, annually. It also lessens ergonomic injury risk related to lifting and moving heavy boxes of current reagent. In addition, the Sysmex system uses 80%

less floor space than previous solution (38 linear feet for average volume of 8,000 tests/day), freeing up valuable real estate. Other advantages include \$2M in annual labor savings from automation and extended reagent stability.

### Continuing Our Investment in Green LED Lighting

Building on efforts to convert florescent lighting to energy efficient, longer-life LED lighting, our Lenexa, KS facility completed a project to upgrade or replace 72 light fixtures with LED lighting. The project cost was \$1,600 and is expected to have annual savings of more than 31,000 kWh and \$1,824 in energy costs. In a second project, the Toxicology and Clinical labs began upgrading bulbs for 880 fixtures in November 2017. The LED lights will reduce energy costs by more than half (\$24,908 per year, or \$2,075 per month) and generate an electrical savings of 276,756 kWh/year, which equates to a reduction of 267 metric tons of CO2 emissions into the atmosphere. The longevity of LED lighting will limit routine servicing and associated labor costs for bulb replacement or fixture repair.



“The insight we gain from this initiative will be used to explore ways to reduce resource consumption from geographic, productivity, building specification, and building occupancy perspectives. Additionally, this third-party verified energy-use data is shared with the Carbon Disclosure Project and the Dow Jones Sustainability Index.”

**Nick Milillo**, National Director, Environment, Health, and Safety



“These projects provide better and more efficient lighting, reduces energy consumption and ongoing maintenance, and supports our GreenQuest initiative to reduce the impact of our operations on the environment. Our employees are excited about the cleaner and brighter light produced by the LED bulbs. We would like to recognize Rick Kingcade, Executive Director of Operations, ExamOne; Kendell Schull and Brett Fuehring, Facility Management for their leadership, initiative, and hard work on these projects.”

**Scott Jeffers**, Vice President, Lab Operations and Operation Excellence



## Maintaining a Healthy Workforce Through Insight and Action

At Quest, we want to empower people to live healthier lives and make smarter choices about healthcare—starting with our own employees and their families. Our **HealthyQuest** employee wellness program, launched in 2005, gives individuals insights about their personal health status and provides resources and tools to help them improve their health and access quality care when they need it.

At the center of HealthyQuest is **Blueprint for Wellness® (BFW)**, Quest Diagnostics' state-of-the-art population health-screening program. We offer these screenings free of charge to all our employees and their spouses. Our goal is to direct our more than 60,000 medical plan participants to the right resources, at the right time so they can take action and live healthier, happier lives." In 2017, more than 36,000 individuals participated in the program, which includes a full blood panel, biometrics screening, and health-risk questionnaire. We recently introduced a new suite of follow-up programs to enhance BFW effectiveness, including the **Physician Health Information Session**, in which people can review their results by phone with a board-certified physician. Of participants who took advantage of this free service, 94% felt they were left with a stronger understanding of their health.

### Targeted Interventions to Empower Population Health

Equipped with the insights from de-identified BFW data, in 2017, we launched targeted medical interventions to address health risks that our employees face. We offer these programs to eligible employees at no cost to them. In association with the American Cancer Society, we introduced **Quit for Life**, the nation's leading tobacco cessation program, which boasts an average quit rate of almost 50%. The innovative program helps people overcome their physical, psychological, and behavioral

addiction to tobacco using free nicotine-replacement therapy, phone-based 1-on-1 coaching, unlimited access to Quit Coaches, and web-based learning and social support.

To help our employees lose weight and reduce their risk of chronic disease, we piloted **Omada Health's** digital lifestyle improvement program, which combines smart technology and motivational tools to help people build healthier habits. The employees who completed the program achieved an average weight loss of 4.5% and reduced their risk of developing diabetes by 38% over 3 years. In 2018, we will expand the program, making it available to more than 10,000 employees, spouses, and domestic partners.

### New Health Partnerships for 2018: Diabetes and Cancer Care

On January 1, 2018, we introduced the **National Committee for Quality Assurance (NCQA)** accredited **On.Demand: Real-time diabetes-management program with Envolv PeopleCare**. On.Demand helps those living with diabetes manage their disease with less hassle. The program provides free cellular-enabled glucometers and automatic test strip refills, as well as real-time coaching from certified diabetes educators for those who consistently fall out of range. More than 400 employees and dependents have used the program during its first 3 months.

Quest also launched **Memorial Sloan Kettering's MSK Direct** program, which is designed to make it easier for people to receive cancer treatment and care at MSK, one of the most renowned cancer-treatment facilities in the U.S. Available to all Quest Diagnostics employees and their family members, the program offers expert guidance and support from a team of experienced nurses, social workers, **MSK Care Advisors**, and other dedicated professionals who specialize in cancer treatment.



"Through our collaborations with world-class organizations, we are able to offer innovative and highly effective health solutions that improve care and lower costs for our employees and the company. These programs mark the beginning of a population health strategy based on leveraging the wealth of knowledge BFW offers for the benefit of our members."  
**Jay Wohlgemuth, MD**, Senior Vice President, Research & Development, Medical and Chief Medical Officer

## Investing in a Safe Work Environment

### Investing in a Safe Work Environment

Our goal to create a healthier world begins with the health and safety of our own employees. Through our **Environment, Health and Safety (EHS)** program, we reduce the risk of their injury by carefully selecting equipment with the latest safety features, developing rigorous safety policies and procedures, and conducting **New Employee and Annual refresher training** to heighten safety knowledge and awareness. In 2017, we overhauled many of our EHS processes and made tremendous progress in centralizing data collection, reporting systems, and training and auditing programs—all in an effort to advance an already impressive safety record.

We launched our new injury reduction initiative featuring a centralized reporting system for recording incidents, injuries, and regulatory activity. This new approach has delivered numerous organizational insights including "near miss" incidents as a leading indicator that we can now use to reduce injuries and incidents. Quest EHS is also centralizing highly transactional activities to ensure consistent compliance and to enable our regional EHS professionals to focus more on injury prevention and program development and less on administrative work. Additionally, we migrated all training to our global EMPower Learning Management System, improving content, compliance, record keeping, and access.

### Peer-to-Peer EHS Audit Program

We launched a center-led **EHS Audit Program** based on a peer-to-peer methodology. Led by a corporate EHS staff member, audit teams are made up of regional EHS directors, managers, facility specialists, and technicians. This collaborative model better enables EHS to standardize our solutions; recognize, share, and adopt best practices across the regions; and also build comradery and rapport. The 1st audit using this new approach took place in Atlanta and 10 more are expected to take place in 2018.

### More Vehicles Get Telematics Technology

To help reinforce and reward safe driving practices, our non-commercial fleet added onboard telematics to 33% of our vehicles for a total of 90% of vehicles since the program began in early 2016. The technology, which connects to the vehicle's electronics, collects data that results in a driver scorecard, and sets up alerts to identify and correct high-risk behaviors like speeding or not wearing a seatbelt. We also centralized reporting so information on our fleet can be accessed from anywhere and at any time.

EHS's new multi-faceted, center-led approach has already delivered impressive results. In 2017, the recordable injury rate was reduced by 4.6%; lost-workday cases were reduced by 27%; regulatory citations were reduced by 50%; and visibility of regulatory activity and inspections increased by a factor of 14. Logistics, which improved its recordable injury rate by 14% over 2016, had its best safety and performance year and the best improvement of all functional groups.





## Supporting Coworkers and Customers During Natural Disasters

The hurricanes of 2017 severely battered our Quest facilities in Texas, Florida, and Puerto Rico, and caused unprecedented damage to the communities there. Our company and employees around the country worked in tandem to help coworkers in these regions, and to minimize disruption to critical testing services.

### Working with the United Way to Empower Employee-to-Employee Giving

Hurricane Harvey damaged a **Patient Service Center (PSC)** in Rockport and flooded a large PSC in Webster, near Houston. Out of approximately 1,000 employees in the region, 780 faced emergency evacuation, loss of property, and ongoing disruption of essential services. Shortly after, Hurricane Irma hit Florida and clipped Puerto Rico. This was just the beginning for Puerto Rico; a month later, Hurricane Maria slammed the island, causing widespread destruction and permanently shuttering our main laboratory and headquarters outside of San Juan. The facility has since been relocated.

In each case, employees from throughout our network rushed to help their coworkers, making generous donations to the **Employee Disaster Relief Program**, which supports employees with grants and interest-free loans. To streamline distribution of these funds, Quest teamed up with the United Way to bring expertise and administrative oversight to the donation and assistance process.

“In 2017, we made it easier for employees in need to apply for assistance, and for their coworkers to donate,” said Linda Behmke, QMS Senior Project Manager, Employee Relations, Quest Diagnostics. “We distributed \$310,000 in grants using employee donations, which were matched 100% by the company, and another \$311,300 in loans from Quest.”

Quest sent senior leaders to Puerto Rico and Houston on company planes stocked with relief supplies. They toured facilities, worked to keep employees informed, and connected those affected to resources and services, including bilingual social workers and trained counselors. Our Irving lab employees donated water, snack bars, toiletries, and diapers—delivered to the Houston area by our SW Region Logistic Couriers—and individual employees helped coworkers with immediate necessities including food and shelter.

### Overcoming Challenges to Keep Our Testing Services Available to Customers

In addition, Quest employees worked tirelessly to keep essential diagnostic services running, even as transport and communication systems broke down. In Texas, many specimens were re-routed to Dallas and a small crew in Houston kept the lab there open, staying in a hotel across the street because the roads were impassable for nearly a week. Meanwhile, a dedicated Houston-based sales rep drove critical supplies by U-Haul to our Austin lab. In Puerto Rico, Quest employees worked with suppliers like FedEx to continue collecting specimens locally, while moving testing to labs in Florida. Resourceful Quest teams used radio broadcast, satellite phones, and word of mouth to stay in contact.

“Communication and technology can be challenging, but we work in advance to prepare our employees and our clients,” said Bob Severini, Executive Director, National Logistics Operations, Quest Diagnostics. “When a catastrophe hits, we need to stay as nimble as possible so that we can update our clients and meet their needs. In these situations, our employees have a tradition of going above and beyond to keep testing services working, even in the face of disaster.”



## Commemorating Half a Century of Life-Changing Results



In 1967, a medical resident named Paul Brown founded a laboratory company in his 2-bedroom apartment in New York City. He was inspired by a bold vision: deliver innovative and quality laboratory testing for less money. In 1982, his **Metropolitan Pathology Laboratory, Inc. (MetPath)** was acquired by Corning Glass Works and renamed Corning Clinical laboratories in 1994, and later renamed Quest Diagnostics in 1996. From these humble beginnings, Quest has evolved to become the world’s leading provider of diagnostic information services, used by 1 in 3 American adults every year and by half of the physicians and hospitals in the United States. Our 45,000 employees understand that, in the right hands and with the right context, our diagnostic insights can inspire actions that transform lives.

Over the span of 5 decades, Quest has developed countless innovative diagnostic services, including several first(s) in genetics, women’s health, infectious diseases, and cancer. Quest was the first reference lab to offer an FDA-approved test for HIV, the first to provide an FDA-approved HercepTest™ breast cancer screening assay, the first to offer a test to identify chromosome abnormalities in children using a single blood specimen, and the first to offer breakthrough ovarian cancer tests.

### Celebrating Our Commitment to a Healthy World

Along with clinical advancements, Quest takes deep pride in our culture of caring—about each other, our customers, our environment, and our global community. Throughout our journey, we’ve supported thousands of nonprofits that share our commitment to creating a healthier world. To commemorate our 50-year anniversary, Quest awarded three \$50,000 Health in Your Hands Grants to organizations that share our goal of improving healthcare: **Autism Speaks**, **The American Red Cross**, and **The National Ovarian Cancer Coalition**.

The American Red Cross used the grant to help fund its blood donation and disaster relief programs. Autism Speaks supported researchers exploring the genetic underpinnings of autism with the goal of advancing toward better interventions. The National Ovarian Cancer Coalition used the grant for its "Faces of Hope" program, which supports newly diagnosed women, as well as its NOCC CancerConnect online community.

From our early beginnings in a New York apartment to today—with 2,200 patient service centers and dozens of laboratories around the world—our company has always been on a quest to improve healthcare. Quest’s innovative culture, collaborations, and people have allowed us to meaningfully impact the health of millions, and we intend to continue our leadership into the future, revolutionizing diagnostics for the communities we serve.





# Creating an Inspiring Workplace

On our journey of continuous improvement, our 45,000 employees are the most vital part of our business. Their diverse backgrounds, views, and insights provide the results that make us a high-performing clinical laboratory.

In 2016, we focused on inclusive investments in our workforce. In 2017, we turned our attention to ensuring that our talent feels empowered and included from the very start of the recruiting process, and understands the impact they can have at Quest. When our employees bring their best selves to work they provide exceptional service and quality to our customers. Our Employee Business Networks (EBNs) play a pivotal role by working closely with our talent acquisition team to bring in diverse talent and supporting them through targeted rotation and training programs.

**We're honored to share the words of our colleagues.**

**"I am an impassioned and active LGBTQIA advocate. To work for a company that fosters and supports a workplace where my day job and my gay job can each complement the other is a unique opportunity. It allows me to be open, honest, and to bring the best version of myself to the table. Experiencing inclusion at Quest means I will never need to hesitate disclosing that I had a great weekend with my wife. The security knowing that Quest and its employees foster a diverse and accepting work environment allows me to bring my best self every day."**

**M. Kayt Stewart**  
Customer Solutions Trainer  
Southeast Region



**"Our people set us apart and are what will make us successful in the long run. The employee business networks create wonderful nurturing subcultures strongly linked to our common culture of service and quality, and empowering better health with diagnostic insights. I'm proud to be associated with the energy and growth that the Hispanic and Latino EBN brings to its members and to the company."**

**Maria Ortega**  
Vice President, Southeast Region



**"I started 30 years ago, 'fresh off the boat' from the Philippines as a front liner. I am proud of how I have worked my way up to a Supervisor position. I tell my direct reports that it is not just paper or a tube that you are working with. Its patients' lives that you are handling. It might be a mother, brother or sister. Put yourself in the position that your specimen is going to Quest."**

**Josephine Mendoza Valdizno**  
Supervisor, Specimen Management



**"When I talk about Quest to others, I make it a point to emphasize the quality of our work. You cannot beat it. I see what our people do every day, and I know our team is proud that we consistently have zero deficiencies on our CAP inspections."**

**Sheela Bushree**  
Technical Supervisor  
Immunochemistry



**"Today I am a phlebotomist and float between several PSC's and IPOP locations. I love the patient interaction of this job. I get to meet different people. A 'thank you' at the end of the day is always rewarding. I want people to know that Quest is making a difference in healthcare. Even with innovation like eCheck-in and EasyPay, we're helping make it easier for patients."**

**Derrick Wallace**  
Patient Services Floater



**"Our people on the frontline—phlebotomists, medical and scientific directors, genetic counselors, Route Sales Representatives, and commercial and customer solutions team members—are our brand ambassadors. They represent Quest and protect our reputation. We as leaders must listen to their insights about our customers and take actions that ensure we are living up to our brand promise. I couldn't be prouder of the work they do."**

**Karthik Kuppusamy**  
Vice President & General Manager  
North Region



**"One of the reasons I love working for Quest Diagnostics is because we not only embrace diversity, but we are always looking for ways to be more inclusive—to make sure that all of our backgrounds, experiences, and unique perspectives are valued and heard. We are able to succeed and come to better and more innovative decisions when we see and hear things from a variety of angles, which can only happen when we have individuals who are comfortable bringing all of who they are to work every day."**

**Linda Behmke**  
QMS Sr. Project Manager  
Employee Relations



**"I take calls from doctors, patients and insurance companies. I look up results add/cancel orders and address other issues. What I do helps people and improves people's lives. I feel there is a purpose to what I do. We're doing something positive and helping people manage their health."**

**Jamey Smith**  
Customer Service Representative





## Connecting with Diverse Communities Through Our Employee Business Networks

As part of our commitment to driving innovation and empowering employees, Quest is proud to support 9 Employee Business Networks (EBNs). Membership in these networks is open to all. In 2017, EBN members contributed to inclusive recruiting efforts, celebrated diversity in leadership, and forged relationships at national conferences. Harnessing the diverse backgrounds and perspectives represented in our EBNs helps us develop our industry-leading talent and stay connected to the communities we serve.



### Working with ABL and Pride to Recruit Diverse Candidates for the Legal Department's Summer-Associate Position

This year, the Quest Legal Department collaborated with the **African-American Business Leaders (ABL)** and **Pride networks** to deliver presentations to law students highlighting Quest's inclusive culture. The new programming, presented at **Seton Hall Law** and **Rutgers Law Schools**, aims to bring diverse applicants to the department's **Summer Associate Program**, where participants can experience life as corporate counsel in the healthcare industry.

"The information on Quest's inclusive work environment, where employees are able to be their authentic selves, resonated among the students," said a Seton Hall Law representative. "We look forward to Seton Hall Law students applying to open roles at Quest Diagnostics, and having the opportunity to experience such a positive work environment."



In 2017, our employee volunteer program, QuestCares was re-envisioned as our newest Employee Business Network, the Quest Community Action Network (QuestCAN). QuestCAN empowers our employees to support their local communities and nonprofits through volunteering and donation. Learn more about how Quest and our employees are taking action to help others on page 31.



### Celebrating DiverseAbilities at Labs in Georgia and Kansas

The **DiverseAbilities EBN** works to enhance the disability inclusion culture at Quest, so that individuals with disabilities will be valued for their unique talents and perspectives. A new targeted hiring program recruits individuals on the Autism Spectrum for specific roles in specimen processing, and works with **ADVICE**, an organization funded by **Autism Speaks** and **NEXT for Autism**, to provide training on "autism etiquette" to participating labs.

After a successful pilot in Tucker, Georgia, the program expanded to Lenexa, Kansas, and will launch in Teterboro, New Jersey, in 2018. Employees are proud of the initiative, and one supervisor reported that individuals hired through the program are among her best employees, consistently encouraging others with their strong work ethic.



### Connecting with Leadership at the 40th Annual CHCI Conference

Quest's **Hispanic/Latino (HL) EBN** sent representatives to the 40th Annual Congressional **Hispanic Caucus Institute (CHCI) Conference**, where they joined a session addressing diabetes in the Latino community, networked at a Quest-sponsored CyberCafé, and were inspired by a Women's Tri-Caucus event.

"Their dialogue illustrated the power of dreaming big, the importance of maintaining focus and resilience, and the joy of achieving goals and motivating others," said Graciela Drolet, Centralized Accounting team, Quest Diagnostics.

Locally, the Hispanic/Latino network came together with NBC 4, Telemundo 47, and Raymour & Flanigan's "Support our Schools" program to make sure that less fortunate students went back to school with new supplies and a new backpack. Network members hosted drives at seven Quest Diagnostics locations, with supplies distributed to children in the local Boys & Girls Club program.



### Promoting Women's Leadership with Getty House

Quest's award-winning **Women In Leadership (WIL)** network continued its meaningful programming, sending members to Girls to Greatness and the Young Women's Assembly, and collaborating with the **Getty House Foundation**. This year, new mentoring circles will help members expand their networks, leverage the experience of mentors, and learn from their fellow mentees.

"Programing like the Women's Leadership Series at Getty House highlights women's contributions and helps us develop our pool of outstanding female leaders," said Maite Lasmarias, Senior Director, Patient Services, Quest Diagnostics. "We're proud of the impact the series has had on our growth and membership engagement throughout the region."





## Developing The Best Employees in the Business

Through our Employee Value Proposition, we ask our employees to bring the best of who they are to work every day. In return, we promise to provide the tools and support they need to learn, grow, and advance their career in a rewarding environment. Two programs that exemplify this investment in our people are our Quest Finance Leadership Development Program (QFLDP) and the Clinical Laboratory Scientist certificate program (CLS)—both part of our evolving Good Jobs Strategy.

### Giving Recent Grads a Well-Rounded Financial Tool Kit

One of the ways Quest maintains its standing as the industry-leading diagnostic information services provider is through the unique work we do supporting young talent. Through our **Quest Finance Leadership Development Program (QFLDP)**, we strive to give recent college and MBA graduates specializing in corporate finance a broader spectrum of financial experience than has been readily available. In doing so, the program gives high-potential candidates the opportunity to accelerate their advancement within the finance organization, while at the same time strengthening our workforce and employee retention.

The program started in late 2015 after Mark Guinan, Executive Vice President and Chief Financial Officer, observed that siloes within the various financial groups were limiting the professional development of Quest employees. He saw an opportunity for people knowledgeable in cost analysis, for example, to bring a rich perspective to commercial operations. To capitalize on this sharing of financial talent, he and his **Finance Leadership Team (FLT)** launched the QFLDP, opening

doors for high-potential graduates to secure a series of 24-month rotations in different roles within Quest's various finance groups.

"We invest in our colleagues right from the start to build their skills," said Erica Drozd, Director, Financial Planning and Analysis, Quest Diagnostics. "Our rotation program exposes our finance employees to a variety of positions to ensure they can better support our organizational needs."

In 2017, the Program's leadership team focused on creating structure around the training and events specifically for its participants. The curriculum involved themes such as strategic pricing, investor relations, public speaking, and presentation. Additionally, each participant has been assigned a mentor with whom they meet regularly. These senior finance leaders are able to share knowledge and experiences with the candidates and offer invaluable career guidance.

Currently there are 27 people in the program, including 11 new faces from various schools including University of Pittsburgh, Lehigh University, Villanova University, Carnegie Mellon University, and Fordham University. An additional 10 have already graduated into managerial roles.

### Teaming Up to Address a Clinical Laboratory Scientist Shortage

The current talent pool of staff meeting requirements to perform clinical laboratory testing across the nation is approaching crisis status for laboratories, hospitals and other healthcare providers. In California, the average age of a **Clinical Laboratory Scientist (CLS)** is over 50, the highest of any state. In parallel, retirement rates are skyrocketing, likely hitting 30% over the next decade. California is one of just 12 states that require a CLS license and the only state to require 12 months of training in an CDPH-approved school, through a state-approved training program. These factors—combined with a deficit of approved training sites in California—have created an increasingly severe workforce shortage that Quest Diagnostics is helping to address.

The laboratories at San Juan Capistrano, California, and Chantilly, Virginia, have structured Clinical Laboratory Scientist/ Medical Technologist training programs. The goal of these programs is to enrich our workforce with new laboratorians who are eligible for categorical licensure. The specialty disciplines offered include Chemistry, Cytogenetics, Molecular Biology, and Microbiology.

Additionally, in partnership with academic institutions, university students gain required practical knowledge at a consortium of California labs, including Quest Diagnostics. Upon completion of the CLS training program, graduates will have gained the theoretical, technical, and critical thinking skills necessary to work in clinical laboratories, making them well prepared to sit for the National Board of Certification Medical Laboratory Scientist Licensure exam administered by the **American Society for Clinical Pathology (ASCP)**.

During the 52-week training program, participants undertake both academic didactic instruction and hands-on practical training across the full spectrum of diagnostic tests in all specialty areas of our CLS programs. Participants are paid an hourly rate and receive all benefits provided to full-time employees of Quest Diagnostics. In return, they are expected to commit to the company for a period of 3 years or repay reasonable costs for the training. In 2017, Quest Diagnostics trained a total of 43 students in the following areas: Chemistry, Microbiology, Molecular Biology, Cytogenetics, and Generalists. For 2018, Quest will train an additional 53 students in the same areas.

"Quest is proud to invest in the CLS training programs that increase the number of Clinical Laboratory Scientists entering the healthcare community," said Mark Richardson, Executive Director, West Region Laboratory Operations, Quest Diagnostics. "Through the CLS training programs, we endeavor to instill in all trainees the necessary strengths of leadership, scientific discipline, and a love of continuous learning in and beyond their scope of practice."



"Quest benefits from the Finance Leadership Development program by being able to attract the best and brightest growing finance professionals, and by developing them into well-rounded finance managers. Participants benefit from gaining exposure to all areas of finance, and the training, networking and one-on-one mentoring opportunities we provide."

**Mark Guinan**, Executive Vice President and Chief Financial Officer



"Our Advanced Diagnostics offerings require a high level of expertise, skill and service to meet patient and customer expectations and needs. Our vision is to be the clear partner of choice in molecular and genetic testing across the industry and leverage the strength of our core business to accelerate growth."

**Carrie Eglinton Manner**, Senior Vice President, Advanced Diagnostics



## Celebrating Excellence and Continuous Improvement

### Recognizing Inspirational Leaders

At Quest, our employees drive our innovation and inspire our journey of continuous improvement. In 2017, a staggering 798 Quest employees were nominated by coworkers for the annual Inspirational Leadership Award. The award recognizes individuals who embody our values by working with passion and commitment while developing the potential of others. We are proud to celebrate the 2017 winners, who went above and beyond for clients and coworkers, inspiring their teams to grow in skills, confidence, and service.

**Steve Farina**, Manager  
Laboratory- Wallingford, Connecticut

As manager for 2 physician-owned labs and 5 rapid-response labs, Steve motivates coworkers with his positivity, humor, and energy. From waking up at 3:00 AM to shovel snow so his team could reach a CAP inspection, to coaching a team member through stage fright, Steve embodies a can-do attitude, and received an impressive 8 nominations this year.

*“He absolutely empowers everybody he works with. He’s really good at seeing what strengths people have and helping them utilize that. He is truly a leader among leaders.”*

Katie Theriault, Manager Laboratory

**Joe Raymond**, Senior Manager  
National Customer Services - Horsham, Pennsylvania

Joe has been at Quest for 44 years. In 2014, he helped create the first work-from-home team for the Customer Services Group (CSG). This exemplary team has since grown to over 300 people, and has the highest employee engagement scores, lowest attrition rates, and highest efficiency and effectiveness in the CSG. Joe’s jovial attitude makes his far-flung coworkers feel welcome, and he even remembers to send everyone a birthday cookie.

*“Working from home, sometimes you think that you’re lost, but he makes you feel that you’re part of this team and that it’s something special.”*

Charlene Romero, Supervisor, Client Service

**Siran Shakerian**, Supervisor  
Patient Services - Las Vegas, Nevada

Siran has been at Quest for 25 years, and runs the Las Vegas mobile phlebotomy group, a demanding 24/7 operation including nursing homes and rehabilitative care centers. Known as “The Mother of Mobile Phlebotomy,” Siran treats her team like family and keeps them fed, encouraged, and on task. Her passion for accuracy and patient safety led to 8 nominations this year.

*“Siran has inspired so many people. She mentors and nurtures people so that they can evolve in the company, and she even started her own Employee of the Month program. She is constantly recognizing her folks for their excellent work.”*

Tony Acosta, Manager, Patient Services

**Alpar Solyom**, Manager  
Logistics - Marlborough, Massachusetts

In 2016, Alpar created a new employee training program in New England to drive engagement and prevent turnover. Now, the stability and client focus of his teams can be seen across the region. Alpar was also instrumental in forging a new, unified team during a challenging merger between 2 labs in Connecticut. He supported supervisors by requisitioning needed support and encouraging face-time with employees.

*“Alpar looks at people and sees things that not everybody sees. He puts them where they’re best able to work, where they’re most useful, and where they can excel.”*

Linda Dark, Logistics Supervisor.

**Kiana Vail**, Supervisor  
Patient Services - Lakewood, Washington

When Quest acquired PeaceHealth Laboratories’ outreach lab services operation in May 2017, Patient Services Supervisor Kiana Vail stepped up by moving to Bellingham to help with the complex conversion. Once there, she encouraged employees to embrace their changing roles and develop their potential; she also continued to seamlessly manage her staff back home. Coworkers were inspired by the way she made time for everyone, no matter how busy she was.

*“Kiana is the type of leader that leads from within our pack. She is with us as a family, as a group, and as a corporation, listening to us, knowing our needs throughout the day, and guiding and encouraging us.”*

Heidi Williams, Patient Services Rep III

### Driving Continuous Improvement with our Code of Ethics

As an industry leader with high standards for integrity and ethics, we know that our patients, customers, and shareholders rely on our credibility. In late 2016, we introduced a new, updated **Action with Integrity Code of Ethics** to reaffirm our commitment to leading the way as a trustworthy and transparent company.

One goal of the Code is for every employee to know what to do or at least whom to ask when making a decision that could impact their team, department, region, or company. The **Quest Compliance Training team** uses tutorials and interactive exercises to familiarize employees with key Code policies and principles. Employees receive training on specific scenarios and topics tailored to their roles, and new employees undertake their first compliance training within 30 days of employment.

*“We hold ourselves accountable for living our company’s values and continually operating with honesty, fairness, and integrity,”* said Megan Eggleston, Director, Compliance Training and Investigations, Quest Diagnostics. *“We work with leadership to set this tone at the top, maintaining a culture in which managers and supervisors listen to employees, respond to concerns, and foster a speak-up environment.”*

To raise awareness about our Code of Ethics, we initiated poster campaigns, held Q&As with managers, and hosted national and regional compliance award celebrations to recognize employees for compliance excellence. Finally, we made sure employees know how to voice concerns by providing access to a 24/7 **CHEQline**. The CHEQline allows anonymous reporting and is operated by an independent third-party organization.



*“Credibility and integrity are the keys to our success. It’s important to our customers, whether physicians, hospitals, or patients, that they do business with a company of high integrity. This is especially true in our heavily regulated industry, where there’s a constant drumbeat of enforcement actions. It’s also true for our people. They want to work for a company where they know things will be done the right way.”*

**Tim Sharpe**, Vice President, Compliance



## Quest Taking Action Across the Country

Quest Diagnostics and our employees have a history of making a difference in the communities where we live and work. As our company has grown and evolved, so has our commitment to giving back. In 2017, our QuestCares program became **Quest Community Action Network, or QuestCAN** to highlight the actions our employees take to improve lives. Our newest employee business network (EBN), QuestCAN supports local chapters across the country and our nonprofit partners to ensure continuous impact that aligns to our vision of empowering better health.

QuestCAN promotes and encourages our employees to leverage our new and improved Matching Gifts and Dollars for Doers programs. These programs enable employees to double their donations and earn funding for the organizations that they choose to volunteer with. This year, QuestCAN supported our colleagues across the country as they found new and meaningful ways to make a difference through volunteer activities they are passionate about.

### Junior Achievement teams up with Quest for 'BizTown' Program

With sponsorship from Quest, a group of colleagues in New Jersey volunteered to bring financial literacy mentorship to future business leaders in the 5th and 6th grades at Gibbsboro Elementary School. Sixty-five students in this **Junior Achievement special program—JA BizTown**— were empowered to own their economic success.

"Your time spent with our students, along with their in-class lessons leading up to the visit, provided each student with more than 18 hours of financial literacy education, at no cost to their schools and families," said Junior Achievement's Angela Celeste. "We are so appreciative of our partnership with Quest Diagnostics."

### Team Quest 'Marches' in Worcester

On November 12, a team of about 40 Quest colleagues, along with their friends and family, participated in the **March of Dimes March for Babies** in Worcester, Massachusetts. The Marlborough-based team beat their fundraising goal and raised close to \$5,000. As a platinum sponsor for the event, Quest collaborated with joint venture partner UMass to promote the event and raise awareness about premature births.

"Quest's sponsorship of this event, as well as our employees' dedicated fundraising efforts, helped to boost awareness and provide support for the important work of March of Dimes," said Stacia Rivello, Senior Director, Regional Customer Marketing, North Region, Quest Diagnostics.

### Vegas Team Paddles for a Cause

This year, 21 Las Vegas employees participated in a unique fundraiser—the 9th annual Rose Regatta Dragon Boat Festival. The festival featured 50-foot dragon boats, which are canoes propelled by a crew of 20 paddlers, plus a drummer and pilot. Quest was one of 60 teams to paddle the 250-meter race course on Lake Las Vegas as part of the event, which raised almost \$100,000 for **Dignity Health - St. Rose Dominican's breast health services**.

"Not only did we do a wonderful thing for our community," explained Michelle Ballard, Senior Financial Analyst, West Region, QuestCAN leader, Quest Diagnostics. "We had a great time and got to know some of our co-workers we may not otherwise have had the opportunity to know."

### Inspiring Young Scientists in Atlanta

In December, the Quest Diagnostics laboratory in Tucker, Georgia, hosted 40 middle schoolers, who toured the facility to learn about science, careers in the lab, and the danger of illegal drugs. For many students, it was their first time in a lab and they were eager to see the test tubes, machines, and employees at work. The day included an interactive experiment highlighting the science of drug testing, as well as mentorship from Quest technicians.

"Science is all around us. I strongly believe that having exposure to careers in science at an early age helps students to see themselves in those roles in the future," said Dr. Steven Sykes, Scientific Director, Quest Diagnostics.

### Bowling Event Aids Nonprofit Focused on Helping Young Women

In Los Angeles, a group of about 50 Quest colleagues attended a bowling alley fundraiser for the up-and-coming LA nonprofit, **EmpowHer** Institute. Quest and our Women In Leadership (WIL) employee business network are corporate sponsors of EmpowHer, which provides

education, training, and mentorship to marginalized girls in Los Angeles County so they can seek fulfilling and productive lives.

With generous fund-matching from Quest, and sponsorship from friends and family, our own Susan Wisniewski was able to raise \$2,300 and \$2,500, respectively.

### Diagnostics Laboratory Employees Donate More Than 400 Food Baskets to Oklahoma DHS

Throughout the year, Diagnostic Laboratory of Oklahoma (DLO) employees raised funds to purchase Thanksgiving food baskets for more than 400 families in need through the **Oklahoma Department of Human Services (DHS)**. This donation allows DHS to work with Oklahoma County offices and community organizations to help fill gaps in public assistance.

"Each year, the employees at DLO take it upon themselves to raise money in order to provide food for DHS," said Jim McKissick, Chief People Officer, DLO. "Our employees recognize the needs of our fellow Oklahomans and want to bring some hope and caring to those that need it most."

### Our Volunteers Help Brighten a Community

For their 3rd volunteer event of the year, 14 members of a Chantilly, Virginia-based Quest team chose to help brighten up conference and reception areas at the **Northern Virginia Family Service (NVFS) SERVE Campus**. The SERVE facility provides services including family shelter and housing programs, food assistance, and health access. With support from Quest, which contributed \$500 for supplies, the volunteers transformed the SERVE space from an old mustard color to a beautiful light blue.

NVFS Director Karen Horowitz expressed her gratitude: "The light blue brightens things so much it feels like a different room! Because of Quest, our visitors will feel uplifted when they come in and our hard-working staff will have brightened moods and improved productivity in meetings."



"So many of our colleagues have a true passion for helping and giving back in their communities and show it through their volunteer efforts. The changes we have made with the launch of QuestCAN will help us add value to those communities as well as boost Quest's own company-wide efforts to build value and promote a healthier world. Our programs like Dollars for Doers reward colleagues and encourage them to volunteer and truly make a difference."  
**Mike Prevoznik**, Senior Vice President and General Counsel, and QuestCAN Executive Sponsor.