At Quest Diagnostics, we take seriously our responsibility to promote a healthier world, create an inspiring and welcoming workplace, and build long-term sustainable value for all our stakeholders. In 2020, we made great strides toward increasing access to healthcare and building a high-performing and inclusive culture by investing in the development and support of our employees. We continue to support our communities through philanthropic giving, take further steps to reduce our environmental footprint, and uphold our commitment to strong and ethical governance with oversight from a diverse board of directors. As we move forward in 2021, we expect to continue to advance our goals.

### Corporate Responsibility Report 2020

**Highlights**

- ~50K Colleagues
- 72% Female
- 56% People of Color
- 9 Employee Business Networks with ~7K Memberships

### Employees

- ~15M MyQuest™ Users Registered
- ~200 Retail Locations at Walmart® & Safeway®
- ~6,850 Patient Access Points

### Customer Reach

- ~50% of US hospitals & physicians served annually
- 1/3 of US adults served annually
- >56B Patient Data Points

### Testing Services

- >250K Employee Volunteer Hours
- Hundreds of Non-Profit Network Partners supported
- ~$7.6M Philanthropic Giving

### Community Impact

- Hundreds of Non-Profit Network Partners supported
- >250K Employee Volunteer Hours
- ~$7.6M Philanthropic Giving

### Research and Thought Leadership

Throughout the pandemic, we continued to invest in high-impact research leveraging our diagnostic insights and team of 600+ MDs and PhDs. Click here to read more about our findings.
As the world’s leading clinical laboratory, Quest Diagnostics played a central role in the national response to COVID-19. Our nearly 50,000 employees banded together to support each other and the thousands of patients we serve every day. We prioritized the health and safety of our frontline workers, enabled timely and effective decision-making and collaborated with each other across functions. Quest found innovative ways to meet the national demand for high-quality, quick, and accessible COVID-19 testing. We also delivered COVID-19 testing to underserved communities and launched multi-year programs to address the root causes of health inequities.

**CUSTOMER RESPONSE**

- **PERFORMED** ~30M MOLECULAR & ANTIBODY TESTS
- **EXPANDED ACCESS FOR CONSUMER-INITIATED TESTING THROUGH QUESTDIRECT™**
- **16 NEW & AMENDED EMERGENCY USE AUTHORIZATIONS**

**INTERNAL RESPONSE**

- **DEPLOYED PPE TO HIGH-RISK EMPLOYEES NATIONWIDE DURING A GLOBAL SHORTAGE**
- **ESTABLISHED A CROSS-FUNCTIONAL SAFELY WORKING TOGETHER STEERING COMMITTEE**
- **GREW OUR REMOTE WORKFORCE WITHOUT OPERATIONAL DISRUPTION**

**COMMUNITY RESPONSE**

- Collaborated with Federally Qualified Health Centers to expand access to critical testing in underserved communities
- Launched Quest for Health Equity, a $100M+ initiative to reduce health disparities in underserved communities

**2020 MILESTONES IN COVID-19 TEST DEVELOPMENT**

- **March 9, 2020:** Quest’s COVID-19 molecular test launched using our own lab-developed test (LDT)
- **May 27, 2020:** Quest granted EUA for nasal swab self-collection kits for molecular testing
- **July 21, 2020:** Quest granted EUA as first commercial lab to perform molecular specimen pooling method using Quest LDT test
- **September 28, 2020:** Quest launched 3 new COVID-19 panels to co-test for SARS-CoV-2, influenza, and other respiratory pathogens using a single swab

To read the full 2020 Corporate Responsibility Report, click here.