

Global Inclusion + Corporate Social Responsibility

Annual Report 2015

“Our accomplishments in the areas of global inclusion and corporate social responsibility are integral to our business success as a healthcare company, and are the direct result of the innovative spirit, dedication and talent of our employees.”

Steve Rusckowski
President and Chief Executive Officer

A Letter from Steve Rusckowski



Quest Diagnostics released our first Corporate Social Responsibility Report in 2008: a three-page summary of the company's contributions in the areas of community engagement, inclusion, and environmental stewardship. Eight years later, our 2015 report illustrates how far we've come in building on our commitment to making this a healthier world—through diagnostic insights and innovations that improve

health outcomes, and by being a socially and environmentally responsible corporate citizen. I'm proud to share it with you.

In these pages, you'll read about how the insights we deliver inspire action and inform healthcare decisions for the 150 million people we serve each year. For example, Quest's partnership with the Centers for Disease Control and Prevention is helping streamline the screening process for hepatitis C, positively impacting the millions of people across the U.S. who are chronically infected but may not be aware. And, we're putting critical knowledge in the hands of healthcare professionals, patients, and policymakers through our Health Trends reports, which share insights mined from our database of clinical lab data—the largest of its kind.

You'll also read about how our focus on driving operational efficiency and continuous improvement has enhanced our financial performance and helped us better meet the needs of our stakeholders. For instance, our Everyday Excellence program, developed by our own employees, is guiding us on our journey toward delivering a consistent, superior customer experience. And our focus on employee wellness, training, and networking opportunities ensures our colleagues are empowered and equipped to bring their best to work each day.

Quest takes great pride in our role of helping communities be strong and well. Our 44,000 dedicated employees are just as passionate about lending a helping hand outside of work as they are about serving patients. Whether lacing up their sneakers to participate in a charity walk for one of the 350 non-profit organizations we support, or contributing to the more than \$4 million we donated in 2015, Quest employees are at the helm of our efforts to serve our communities with compassion.

I'm very proud of the external recognition we've received for our contributions this past year. We were once again named one of the "World's Most Admired Companies" by *Fortune* magazine. Also, *Forbes* magazine included Quest as one of the 100 Most Trustworthy Companies. And we earned a spot on the Dow Jones World Sustainability Index for the 12th consecutive year.

Our accomplishments in the areas of global inclusion and corporate social responsibility are integral to our business success as a healthcare company, and are the direct result of the innovative spirit, dedication, and talent of our employees. As we continue to grow and develop, we hope to further broaden our impact.

I hope you enjoy the report. We look forward to updating you on future progress.



Steve Rusckowski
President and Chief Executive Officer

A Letter from Pamela Fisher



Few companies are uniquely positioned and privileged to play an integral role in the lives of millions of people every day and to provide insights into their most valuable assets: their health and well-being.

Quest Diagnostics—by the very nature of our business—helps people live healthier lives. Not simply because we are in the business of healthcare, but because the services and

insights that we provide inform a staggering percentage of the healthcare decisions that patients and healthcare providers make every day.

Since joining the company last year, I have been humbled by the authenticity, kindness, and dedication of our 44,000 employees and their earnest passion to empower better health. I've also been inspired by our President & CEO, Steve Rusckowski, and our senior leadership team, who leverage our assets in ways that 1) **create value with our partners**, 2) **improve operational effectiveness**, and 3) **support and strengthen the communities we serve**.

We are very proud of our accomplishments in 2015. Below are a few that warrant special recognition:

- Our CEO was honored by JDRF, the leader in the search for a cure for type one diabetes, for Quest's firm commitment to improving the lives of people living with diabetes.
- We used our unmatched access to data to share insights into cervical cancer risks and prescription drug misuse through our annual Health Trends reports.
- Our Athena Diagnostics business, through the Athena Alliance Program, provided cost-effective solutions to families facing overwhelming advanced laboratory testing costs for patients with neurological and rare health disorders.

- We reinvigorated our 8 Employee Business Networks to further engage our employees and harness their diverse talents, experiences, and perspectives to improve the effectiveness of our business.

This is great work, and you will learn more about it and our other initiatives in this report. But there is much more to be done.

In 2016, the Global Inclusion and Corporate Social Responsibility team will focus on aligning strategically with our corporate goals to achieve better health and business outcomes and remain competitive in the ever-evolving marketplace:

1. **Fostering a Healthier World** by engaging, educating, and empowering our employees, customers, and communities to take positive actions to achieve better health outcomes, closing health disparities where we can.
2. **Building Value** by establishing strong partnerships, expanding our market presence, and driving customer preference to deliver desired business results.
3. **Creating an Inspiring Workplace** by attracting, developing, and retaining a diverse workforce that champions a culture of wellness and provides employees with the opportunity to make a positive impact on public health.

We will accomplish these goals by delivering across two major platforms – **Inclusion Inspires Innovation** and **Health in Your Hands**.

We look forward to working with you and all of our stakeholders in 2016 and in the years to come to continue advancing our priorities. We thank you for your partnership on our journey to empower better health for all.



Pamela Fisher

Director, Global Inclusion & Social Responsibility

About Quest Diagnostics

Quest Diagnostics Incorporated is the world's leading provider of diagnostic information services. **We serve about 1/3 of all adults in the U.S. annually and about 1/2 of all U.S. physicians and hospitals.**

But we are more than a laboratory. Leveraging our vast database of clinical lab results—the world's largest—we **provide diagnostic insights that can lead to new avenues to identify and treat disease**, inspire healthy behaviors, and improve healthcare management.

In the right hands and with the right context, our diagnostic insights can inspire actions that transform lives.

Quest Diagnostics® consists of two businesses, Diagnostic Information Services and Diagnostic Solutions, that provide insights to patients, clinicians, hospitals, IDNs, health plans, employers, and accountable care organizations.

Diagnostic Solutions

Offers a variety of solutions for insurers and healthcare providers, including risk-assessment services for the life insurance industry and robust health information technology and diagnostic products for health-care organizations and individual providers.

Diagnostic Information Services

Develops and delivers diagnostic testing information and services, including routine, esoteric, gene-based, and anatomic pathology testing, as well as related offerings.

Clinical Franchises

Cardiovascular, Metabolic and Endocrinology

General Health and Wellness

Infectious Diseases and Immunology

Neurology

Oncology

Prescription Drug Monitoring and Toxicology

Sports Science and Human Performance

Women's and Reproductive Health

Risk Assessment Services

Diagnostic Products

Healthcare Information Technology

Revenues



Annual revenue

People



Employees

People



MDs and PhDs, many of whom are **recognized leaders** in their fields



Phlebotomists, paramedics, contract nurses

Locations



More than **25 major laboratory sites**



2,300 Patient Service Centers

Logistics



25 Aircraft serving the U.S.



Couriers, making more than **7,500 stops daily**

Reach



Provide healthcare connectivity solutions to more than **250,000 clinician and hospital accounts**



More than **2 million users access their test data** using our MyQuest by Quantum mobile health app



Access to more than **20 billion patient data points** from test results delivered over the past decade

Our Platforms

Inclusion + Inspiration = **Innovation**

The richness of our diversity makes Quest stronger, more innovative, and a better-performing company across all dimensions. We are putting renewed energy into engaging, encouraging, and harnessing the unique mix of capabilities, talents, cultures, beliefs, and experiences of our 44,000 employees. Inclusion creates an inspiring culture and enables Quest to better understand and engage our clients, and fosters unique opportunities in the marketplace.

Workforce & Workplace

Creating a workforce that is demographically diverse at all levels of the organization and building a culture in which all members of the Quest community are valued for their strengths, experience, and unique perspectives.

Value Creation & Delivery

To deliver value in the global economy, we must establish the conditions at Quest to be able to create and deliver products and service experiences that reflect the preferences, needs, and values of a diverse consumer base.

Health in **Your Hands**

Our vision at Quest is to empower better health with diagnostic insights, but this vision goes beyond the services we provide. It's about how we empower our employees, customers, and communities to take informed actions to achieve better health outcomes for a brighter future. And that is not something we do through our diagnostic services and solutions alone. By taking a broader approach to fulfilling our vision, we support our business while having a bigger impact on the health of our employees, our community, and the environment.

Employee Health

Supporting Quest employees with information and resources to make the right decisions for their health and the health of their families.

Community Health

Closing the health literacy gap by educating patients, providers, and all Americans about the actions to take to better manage their health.

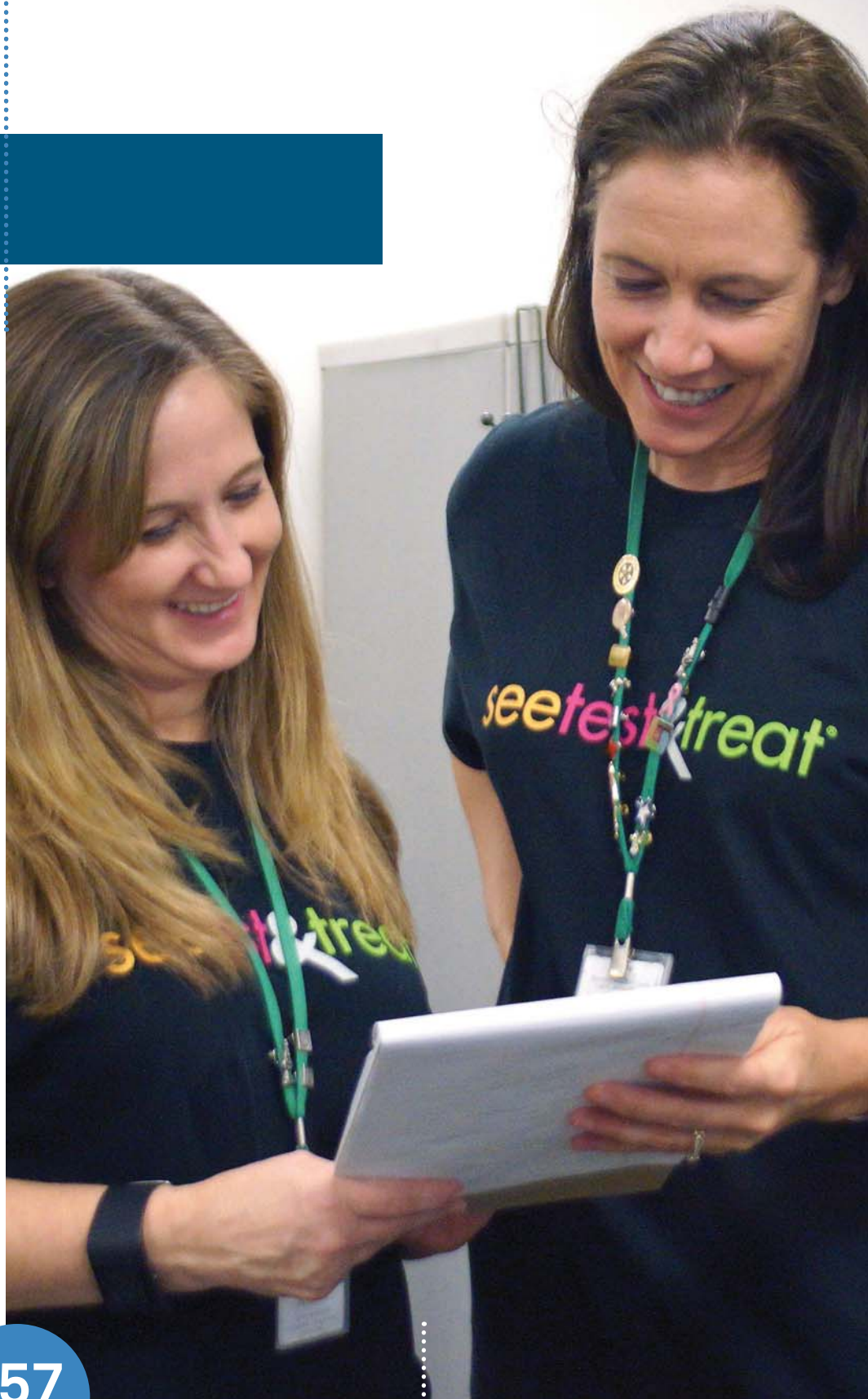
Environmental Health

Protecting our planet to safeguard a healthy world for future generations.

Creating Value With Our Partners

In our quest to empower better health with diagnostic insights, we leverage our data and skills to address the challenges that our patients and customers face every day. Finding the best solutions to these challenges means identifying partners who share our commitment and can also contribute their own expertise.

This shared approach leads to greater impact for all our stakeholders.



1/3

We serve about **one-third of adults** in the U.S. annually

50%

We serve **half** of **U.S. physicians** and **hospitals**

157
Million

Test requisitions processed in 2015

Contents:

- Sharing Data to Combat Cancer**
- Raising Awareness of Drug Misuse**
- Partnering to Improve Treatment**
- Growing Our Business**

Creating Value With Our Partners

Sharing Data to Combat Cancer

BRCA Share™: Sharing our data to help identify the risk of inherited cancers



“BRCA Share makes it possible for the best minds in science and medicine to come together to accelerate the pace of BRCA research and diagnostic innovation. It will generate novel insights to empower patients to proactively manage their health.”

Jon R. Cohen, MD

Senior Vice President,
Group Executive – Diagnostic Solutions



“Inserm Transfert is excited to partner with Quest Diagnostics, LabCorp, and other commercial, research, and academic entities that share our vision for transparent, high-quality BRCA research in the United States and across the world in an open environment for better patient care. Their substantial expertise in advanced oncology testing will enable us to harness the commercial and research value of BRCA discoveries.”

Pascale Augé

Chief Executive Officer
Inserm Transfert

Helping people understand their health and health risks is at the heart of our goal to create a healthier world. That’s why in 2015 we co-founded BRCA Share™, a public-private international data share initiative that will provide scientists and laboratory organizations around the globe access to anonymous genetic data that could help patients everywhere avoid breast and ovarian cancers.

BRCA Share was co-founded with Inserm Transfert, the French National Institute of Health and Medical Research institution.

But this is just the latest advance in Quest’s commitment to improving early detection of hereditary breast and ovarian cancers. In 2013 we developed BRCAVantage®, which assesses BRCA1 and BRCA2 gene mutations. And in 2014 we launched BRCAVantage Plus™, which allows physicians to customize testing based on clinical and family history with a single gene test, as well as a comprehensive panel.

All BRCA Share members will have access and contribute to the same pool of anonymous BRCA data, allowing for greater insight to a larger number of professionals, which could lead to better treatment decisions. Members will also share new findings that labs can use to update the clinical test reports of patients, allowing them to benefit from early insight into their risk, and potentially saving their lives.

An estimated 5 percent of female breast cancers are due to inherited gene mutations, with BRCA1 and BRCA2 mutations being the most commonly identified cause. BRCA1 and BRCA2 mutations are also associated with increased inherited risk of ovarian, male breast, and other cancers.

BRCA Share provides timely, potentially life-saving information that could greatly improve patients’ lives. It gives physicians and their patients who receive a laboratory test result indicating a BRCA gene mutation the data they need to take early steps to reduce their risk of developing cancer.



In 2015 more than 600 Quest employees, friends, and family members participated in Making Strides Against Breast Cancer events across the country honoring those we’ve lost to cancer, those still fighting, and survivors. Together our efforts raised more than \$200,000.

Creating Value With Our Partners

Sharing Data to Combat Cancer

Offering key insights to optimize the detection of cervical cancers

As of 2015, nearly 12,400 women in the U.S. will be diagnosed with cervical cancer annually, and more than 4,000 will die of the disease¹, according to the American Cancer Society. According to the Centers for Disease Control and Prevention (CDC), more than half of new cervical cancer cases occur among women who have never or rarely been screened.²

Understanding that screening and early detection are crucial, Quest partnered with the University of Pittsburgh Medical Center (UPMC) to conduct a study of women between the ages of 30 and 65 years that reinforces the importance of being screened with both Pap and human papillomavirus (HPV) tests together, or “co-testing.”

The Health Trends™ trial article, “[Comparison of cervical cancer screening results among 256,648 women in multiple clinical practices](#),”

is an example of our ongoing efforts to improve health outcomes through data-based insights that lead to optimal treatment.

The study supports the value of screening women 30 to 65 with Pap and HPV together, a practice supported by professional society guidelines from organizations like the American College of Obstetricians and Gynecologists since at least 2006. In 2014, the Food and Drug Administration approved an HPV test to be used alone for the screening of cervical cancer. (HPV tests identify the presence of the virus that causes most cervical cancers and Pap tests identify cellular abnormalities in the cervix that could indicate the presence of cancer or precancerous cells.) With UPMC, we examined our own large database to understand the outcomes for CIN3+ and cancer in women who underwent co-testing versus HPV alone or

Pap alone and had a biopsy within 1 year of their screening tests.

Thought to be one of the largest studies of the effectiveness of HPV and Pap screening for cervical pre-cancer and existing cervical cancer, our study was based on about 8.6 million women who were screened with both Pap and HPV tests (co-tested). Of these, 256,648 results were biopsied, resulting in 526 confirmed cases of cervical cancer.

The results showed that HPV-alone and Pap-alone screenings are less likely to accurately detect cervical pre-cancer and cancer than co-testing. According to the data, 18.6% of women with confirmed cervical cancer had a negative test for HPV, compared to 12.2% that had a negative Pap test and 5.5% that had a negative co-test result.

Providing free cancer screenings to underserved women in Texas

Minority women have a greater incidence of both cervical and breast cancer than the general population.

In our quest to remove barriers to healthcare access among the country's most vulnerable populations, a volunteer team of Quest pathologists and clinicians traveled to Irving, Texas in December to provide free, potentially life-saving diagnoses to at-risk uninsured and/or underinsured women.

In partnership with the IVFMD Clinic in Arlington, Texas, through the College of American Pathologists' (CAP) See, Test, and

Treat® cancer screening program, Quest provided hundreds of women aged 21 to 64, primarily of Vietnamese descent, with an array of screenings and same-day results, including pelvic exams, HPV screenings, and Pap tests to screen for cervical cancer. Doctors and volunteers from the IVFMD Clinic also provided clinical breast exams and mammograms to screen for breast cancer. Vietnamese-American women have the highest cervical cancer rates of any ethnicity, according to the National Cancer Institute.

“Women face a number of barriers to care. It is a privilege to work with our community to overcome barriers to the most basic of preventive care. It's our job to serve others,” said Robert Breckenridge, MD, Southwest Regional Medical Director, Quest Diagnostics.



1 American Cancer Society. What are the key statistics about cervical cancer? Cancer.org/Cancer/CervicalCancer/DetailEdGuide/Cervical-Cancer-Key-Statistics. 1/29/2016. Accessed: 4/20/16.

2 Centers for Disease Control and Prevention. Millions of US women are not getting screened for cervical cancer. CDC.gov/Media/Releases/2014/p1105-vs-Cervical-Cancer.html. November 5, 2014. Accessed: 4/20/16.

Creating Value With Our Partners

Raising Awareness of Drug Misuse

Contributing data to help decrease prescription drug misuse



“By every means of slicing the Quest test data—age, gender, geography, and payer type—we observed significant patterns of misuse in our nationally representative database.”

Leland F. McClure, PhD

Director
Medical Science Liaison
Quest Diagnostics

A 2015 Quest Diagnostics Health Trends report found that, although on the decline, inappropriate use of prescription drugs by patients of all ages continues to be a serious problem across the country, potentially putting users' health at risk.

More than half of all patients are still misusing opioids, amphetamines, marijuana, or other potentially addictive prescribed medications, according to the study.

Misuse of prescription drugs is defined from lab-result evidence that patients are skipping doses, taking larger doses, or combining their prescribed drugs with nonprescription drugs in a way that does not follow their physicians' instructions.

The study, [Prescription Drug Misuse In America: Diagnostic Insights In The Continuing Drug Epidemic Battle](#), was based on an analysis of about 2.5 million de-identified test results of patients of all ages in 48 states and the District of Columbia. Adolescents have shown the greatest improvement in appropriate prescription drug use compared to all other age groups, but the problem persists.

Through our drug monitoring test services and analyses of results data, Quest could potentially contribute to a decrease in the misuse of prescribed medications.



About Quest Diagnostics Health Trends™ studies

Quest Diagnostics Health Trends™ is a series of reports derived from relevant data in the largest database of de-identified clinical laboratory data. Developed in collaboration with top researchers and institutions that include the Centers for Disease Control and Prevention, Rockefeller University, and University of California, San Francisco, they focus on health conditions affecting a large number of Americans. Published in peer-reviewed journals, presented at scientific conferences, and offered widely as a public service, the reports are designed to inform health care professionals, patients, and policymakers about the status of the nation's health.

Creating Value With Our Partners

Raising Awareness of Drug Misuse

DTI: Revealing insights on illicit drug use in the workplace



“The increases in illicit drug positivity in employment drug testing should get employers and policymakers to take notice of the serious risks these drugs create for productivity, health, and safety.”

Robert DuPont, MD
Former Director
National Institute on Drug Abuse



“American workers are increasingly testing positive for workforce drug use across almost all workforce categories and drug test specimen types. In the past, we have noted increases in prescription drug positivity rates, but now it seems illicit drug use may be on the rise, according to our data.”

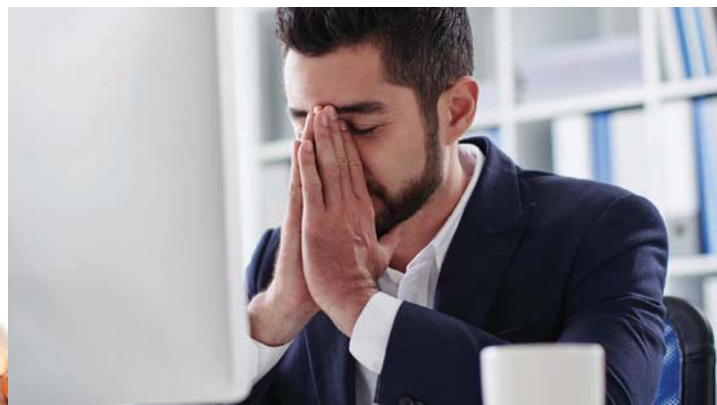
Barry Sample, PhD
Director
Science and Technology
Quest Diagnostics Employer Solutions

After a decade of decline, illicit drug abuse in the workplace is on the rise, creating safety and health risks, as well as potential decreases in productivity. According to the U.S. Department of Labor, alcohol and drug abuse has been estimated to cost American businesses roughly \$81 billion in lost productivity in just one year.

Drug testing programs can be a powerful deterrent to drug use on the job. That’s why we at Quest Diagnostics have been publishing our Drug Testing Index™ (DTI) as a public service for the government, employers, policymakers, and the general public for more than 25 years, helping to reveal insights that could contribute to finding answers to the problem of illicit drug use in the workforce.

Our May 2015 DTI found that the percentage of American workers testing positive for illicit drugs such as marijuana, cocaine, and methamphetamine has increased for the second consecutive year.

The DTI analyzed more than 10 million urine, oral fluid, and hair drug tests performed by Quest Diagnostics workplace drug-testing laboratories across the United States in 2014. According to the study, the positivity rate for approximately 6.6 million urine drug tests increased overall by 9.3 percent, to 4.7 percent in 2014, compared to 4.3 percent in 2013. In 2013, the overall positivity rate for urine drug tests increased in the general U.S. workforce for the first time since 2003.



Creating Value With Our Partners

Partnering to Improve Treatment

Athena Alliance: Helping patients with rare disorders access advanced testing

For families facing rare disorders, esoteric testing can be vital to diagnosis and treatment. But, for many, the cost of testing, added to the difficulty of getting reimbursed by health insurance companies, can be daunting.

To remove these barriers, Athena Diagnostics, a Quest company and leading provider of diagnostic services for neurological and rare disorders, implemented the [Athena Alliance Program](#). The program expands access to patients seeking critical advanced diagnostic testing for rare and neurological disorders, among other disorders.

Much more than just a financial assistance program, the Athena Alliance Program also helps patients and their physicians in areas including navigating the often confusing process of coordinating with

health insurance plans to secure reimbursement.

Each patient has an individual specialist and a team of dedicated personnel within the Athena Alliance Patient Services Department to support them from test ordering through the end of the billing cycle and reimbursement/payment processing. The team works proactively with the physician to provide guidance on test selections that balance costs and ensure quality insights, as well as letters of medical necessity for the patient's insurance provider. They can even find out the cost to the patient in advance, when available.

After the testing, the program team bills the patient's insurance provider and files appeals as needed while concurrently working with the physician office staff to support the approval process. Together,

these services are designed to provide the patient, family, and physician greater transparency and support as important choices are made about testing.

The Athena Alliance Program offers a tiered financial-assistance program based on income levels, with improved financial assistance for families qualifying for up to 600% of the Federal Poverty Level (FPL). The program provides tailored financial solutions based on federally published income guidelines to any insured or uninsured patient who qualifies and has a balance due for testing that exceeds \$250.

To date, more than 4,000 patients have applied for the program, with more than 3,900 being accepted. That number is expected to increase as more patients and doctors become aware of the program.



“The promise of genomic medicine is limited for many. Improving access to genetic testing through the Athena Alliance Program is an important step to remedying this gap. Most recently, I learned how the program enabled a family to rule out Duchenne muscular dystrophy in their young son. The parents had been living under a cloud of uncertainty until they were finally able to obtain testing through this program.”

Susan Hahn

Neurogenetic Outreach Specialist
and Genetic Counselor
Quest Diagnostics



Creating Value With Our Partners

Partnering to Improve Treatment

Expanding our innovative cancer diagnostics to identify and optimize treatments



“LeukoVantage is an outgrowth of Quest’s commitment to advancing oncology care based on actionable molecular insights.”

Frederick K. Racke, MD

Medical Director
Hematology Oncology
Quest Diagnostics



“Relationships are vital to driving innovation and growth, so we seek out partners that can share their expertise and work with us to share insights that can lead to action and improved health outcomes.”

Catherine T. Doherty

Senior Vice President, Group Executive –
Clinical Franchise Solutions
Quest Diagnostics

At Quest, our commitment to serving cancer patients everywhere continues to grow with our ongoing expansion of cutting-edge diagnostic tools that can quickly and accurately help diagnose a variety of cancers. We leverage our knowledge and technology to develop next-generation tests that help health-care providers identify cancer and personalize treatment plans.

Building on our expertise in genetic testing, in 2015 Quest developed an innovative diagnostic test—LeukoVantage™—that can aid in the diagnosis and management of hematologic cancers, including the most common form of adult leukemias: acute myeloid leukemia (AML). (LeukoVantage has been shown to detect gene mutations in greater than 95 percent of newly diagnosed cases of AML.)

“LeukoVantage builds from the latest science and Quest’s deep experience in genomics and hematology to deliver

insights that can help the physician potentially diagnose the patient more quickly and reliably and establish an appropriate treatment plan,” said Frederick K. Racke, MD, Medical Director, Hematology Oncology, Quest Diagnostics.

In 2014, we partnered with the world-renowned Memorial Sloan Kettering Cancer Center (MSK) to launch OncoVantage™, a genetic test designed to diagnose, monitor, and optimize treatment for patients with advanced, rare, or recurring solid tumors, including breast, lung, and colorectal tumors. MSK provides clinical annotation of our results to give physicians easy-to-understand reports that can help them build customized treatment plans.

In addition to LeukoVantage and OncoVantage, Quest offers a wide range of related diagnostics for cancer patients—particularly those with hematological cancers—who require multiple services.

Streamlining our Hepatitis C test menu to help save lives

For the 3.5 million people infected with the hepatitis C virus in the United States, time is of the essence. Hepatitis C is the most common blood-borne infection in this country and, if not diagnosed and treated early enough, can cause liver damage, cirrhosis, liver cancer, and even death.

Yet most people don’t know they are infected because the disease may not manifest symptoms for decades, making early, accurate diagnoses crucial. And about 50% of people with positive screening results do not receive the followup confirmatory molecular testing they need to identify active infections so that treatment can start immediately¹. The Centers for Disease Control and

Prevention (CDC) and the United States Preventive Services Task Force (USPSTF) recommend molecular testing for all positive antibody screening tests.

To address this urgent need, Quest has modified its hepatitis C testing process to remove barriers to identifying active hepatitis C infections in a timely manner: It now automatically performs molecular testing on all patient specimens whose antibody screening results are positive.

“This change to Quest’s test offerings is medically responsible and appropriate. It closes a gap in current hepatitis C care by reducing the possibility a patient will undergo multiple office visits and blood draws or be inappropriately referred to

specialists based on incomplete testing,” said Rick Pesano, MD, PhD, Vice President, Development, Science and Innovation.

Quest is a leader in hepatitis testing, with services that include genotyping, viral load, and antiviral resistance testing to aid diagnosis, treatment, and monitoring. We also collaborate with the CDC to identify trends in the screening, diagnosis, and treatment of viral hepatitis (hepatitis A, B, C, and E) in the United States based on the national Quest Diagnostics Health Trends™ database of de-identified clinical hepatitis test data.

¹ Pesano, R. Gastroenterology and Hepatology. 2016;1

Creating Value With Our Partners

Growing our Business

Q² Solutions: Transforming data into insights to improve human health



Our global reach as a leading provider of diagnostic information services dramatically expanded in 2015, when we partnered with Quintiles, the world's largest provider of product development and integrated healthcare services. The result was the launch of Q² Solutions, the second-largest international clinical trials and laboratory services organization in the world.

Q² Solutions strengthens and broadens our ability to provide quality services not only to physicians and their patients, but also to customers across all segments of the biopharmaceutical industry, including the top 20 largest biopharmaceutical companies.

The new company offers a broad, cutting-edge menu of advanced testing and services and top-quality results

analyses informed by expert clinical knowledge, as well as the innovative expertise and capabilities needed in today's rapidly evolving world to guarantee the best results for physicians and their patients, as well as our clients.

"Q² Solutions provides customers with industry-leading scientific expertise, a large global laboratory network, and a relentless focus on superior quality delivery to achieve better patient outcomes. These elements are foundational to Q² Solutions' promise to help customers improve human health through innovation that transforms science and data into actionable medical insights," said Costa Panagos, Chief Executive Officer, Q² Solutions.



"Partnering and collaboration is in the DNA of Quest. Promoting a collaborative culture and a broadly inclusive work environment allows us to combine our strengths with our valued partners to best meet the needs of the many people we serve."

Everett Cunningham
Senior Vice President
Commercial
Quest Diagnostics



Creating Value With Our Partners

Growing our Business

Blueprint for Athletes: Providing insight to help athletes of all levels reach peak performance



“The insights we are learning through our partnership with Quest Diagnostics and our testing with Blueprint for Athletes have allowed us to pinpoint specific markers that affect player performance so that we can focus on improvements. That’s helping our team train not just harder, but smarter.”

Ronnie Barnes

Senior Vice President of Medical Services
New York Giants



“One of the most important benefits of working with athletes and sports organizations is that it enables us to speak directly to their communities about the importance of an active lifestyle and making smart decisions about training and nutrition.”

Richard Schwabacher, MPH

Executive Director
Sports Science and Human
Performance Diagnostics
Quest Diagnostics

With Blueprint for Athletes (BFA), one blood draw is all it takes for professional and amateur athletes of all ages and abilities to establish a baseline to start improving their performance and overall well-being.

Developed with internationally renowned medical and scientific experts through Quest’s Sports and Human Performance Diagnostics clinical franchise, BFA offers testing packages to evaluate blood-based markers and provide personalized analyses that athletes can use to help improve their performance and avoid injury. Based on these detailed reports, athletes can modify their training and dietary regimens.

Launched in 2013 in collaboration with the New York Giants, BFA is used today by several professional sports organizations and athletes, including the Giants, IRONMAN triathlons, New York Liberty (WNBA), Leadville Races, Spencer Paysinger of the Miami Dolphins, and Calvin Beachum of the Jacksonville Jaguars. In 2015, BFA became available to both professional and amateur athletes in some areas through its [website](#).

Improving athlete performance is not all that BFA focuses on. It also honors the overall Quest commitment of helping local communities by participating in fitness awareness programs offered by the professional athletes and sports teams who benefit from its services.



Creating Value With Our Partners

Growing our Business

Advancing quality-based healthcare with industry-first technologies



“Virtual healthcare is a growing avenue for patients to receive quality care, supplementing the traditional in-person doctor consult. Through our collaboration with HealthTap, we will help provide important medical services to the growing number of digital healthcare patients for whom office visits represent a barrier to care.”

Lidia Fonseca

Senior Vice President
Chief Information Officer
Quest Diagnostics



“Improved access to specialists through virtual care, combined with Quest’s testing solutions, will have a significant positive impact in enabling greater access, reducing wait times, and accelerating care.”

Jay Wohlgemuth, MD

Senior Vice President and CMO
Research & Development
Medical Affairs & Employee Health
Quest Diagnostics

Serving more than half of the physicians in the United States, Quest Diagnostics’ infrastructure, experience, and access to testing data uniquely positions us to ensure physicians are better informed and prepared when providing care.

In 2015, Quest launched a number of innovative healthcare technologies to provide physicians, health plans, Accountable Care Organizations, hospitals, and other providers with the capabilities they need to successfully transition from volume- to quality-based care, while reining in costs.

Two of these new technologies, Data Diagnostics™ and HealthTap, were designed to offer real-time, data-driven insights and less-costly, virtual access to diagnostics and healthcare, furthering our mission of providing the best care possible for patients while increasing efficiency for our clients.

Data Diagnostics™

Real-time, on-demand access to patient medical histories became a reality with the launch of Data Diagnostics™. The service is the result of Quest’s partnership with Inovalon, a leading technology company with cloud-based data analytics and data-driven intervention platforms.

“Quest and Inovalon share a commitment to empower insights leading to actions that create healthier lives,” said Steve Rusckowski, president and CEO, Quest Diagnostics. “This solution is a game-changer for healthcare.”

For the first time, physicians can access—within seconds—patient-specific data and analyses at point

of care through their existing clinical workflow systems. This can enable them to make better-informed decisions during patient visits.

“Translating petabytes of data into actionable insights on demand is enabling clinicians to ... achieve more meaningful impact within less time, gain insights otherwise potentially unknown to the treating clinician, assess gaps in care to achieve incentive quality metrics, and avoid waste,” said Keith Dunleavy, MD, CEO of Inovalon. “This ... is a major paradigm shift that will further the transformation of healthcare as we know it.”

HealthTap

Our partnership with HealthTap, the first between a major medical laboratory and an end-to-end virtual healthcare company, provides physicians and their patients instant online access to a wide range of diagnostic services.

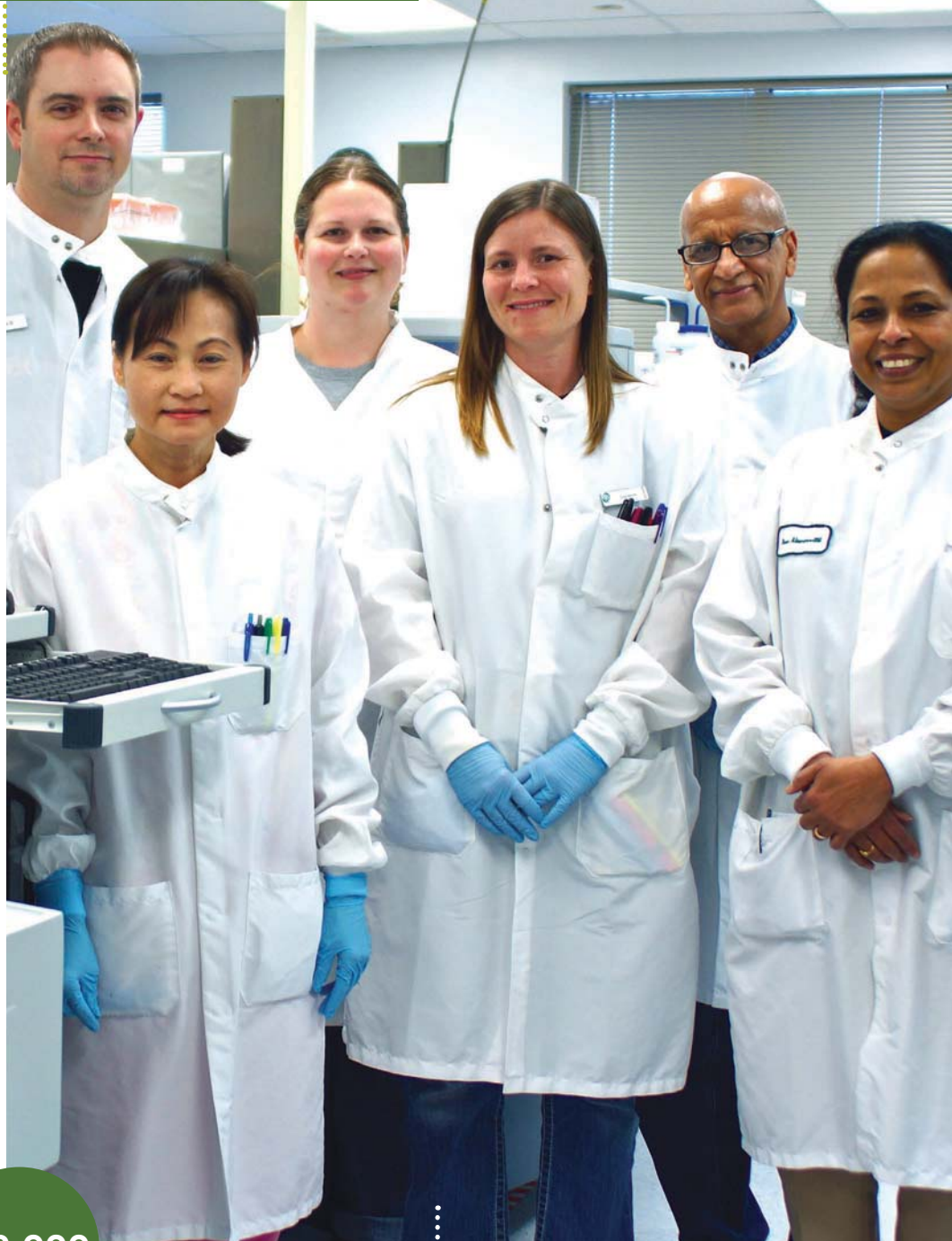
HealthTap, the world’s largest digital health hub, provides 24-hour access to personalized health information and virtual medical visits with its 71,000 doctors in the United States. Through our collaboration:

- A patient and physician can connect instantly;
- Physicians can order diagnostic tests and view the results directly via HealthTap’s secure platform to provide patients with timely advice and treatment; and
- Patients can view their results from any mobile device or computer through HealthTap or our MyQuest™ app.

Improving Operational Effectiveness

The healthcare landscape is always changing. As a healthcare industry leader, Quest needs to operate efficiently and responsively to ensure we are meeting the needs of our clients today and tomorrow. That means constantly looking for opportunities to improve how we innovate and operate.

We provide trainings, wellness screenings, and employee business networks that encourage our 44,000 employees to bring their unique perspective and skills to work every day.



71%

Women
comprise
71% of our
workforce

49%

Minorities
represent
49% of our
workforce

>36,000

Employees and
their spouses
participated in our
annual Wellness
Screening

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Powering Our People



Superior customer service through Everyday Excellence



“We want it to be easy and seamless to work with us. Customers and patients rely on us at every step: when they order a test, make an appointment, provide a sample, receive results and complete the billing process. To best serve them, it’s our responsibility to accurately capture their feedback and focus on their needs, while streamlining our processes to improve the overall experience.”

Laure Park

Vice President and
Customer Experience Leader

Each person in our company plays a crucial role in how our customers experience Quest Diagnostics. All of our small interactions form the customer’s overall experience.

Everyday Excellence represents our commitment to be our best—every day, with every person, in every interaction. Our own employees developed Everyday Excellence and its five guiding principles, which extend to everyone at Quest.

Our guiding principles are a natural part of how we perform our roles each day:

- I am customer focused.**
- I am service driven.**
- I am a professional.**
- I care about quality.**
- I am knowledgeable.**

Everyday Excellence is a key piece of our journey to provide a consistent, superior customer experience.

“At the core of our brand is how we interact with our customers every day,” said Jim Davis, Senior Vice President and Group Executive – Regional Businesses. “Our teams around the country are energized around Everyday Excellence and the idea that we don’t just conduct service transactions—instead, we take to heart that what we do every day matters.”

Everyday Excellence in Action

I am customer focused

Robin Braxton, Route Service Rep, Orlando

During a routine route stop, Robin found a toddler’s suede boot during her route towards the end of the day. She took the time to bring the boot to a nearby pediatric office and was told that the mother of the toddler had been calling in all that week looking for the brand-new boot. Robin’s action is an excellent example of how every interaction with every person really matters.

I am service driven

Janie Blair, On-Call Status
Route Service Rep, Ardmore, Okla.

When RSR Carolyn England had car trouble before arriving at her first stop, she called Group Lead Larry Smith, who realized all of his cars were in use on other routes. Then he called Janie, a new member who had the day off. Although she had plans for that day, Janie dropped everything and used her personal car to pick up Carolyn and finish the route. Janie’s

commitment to service and willingness to help our clients, even on her day off, ensured that all specimens were picked up on time.

I am a professional

Maria Bomersbach, Director, QMS Finance Excellence, Collegeville, PA

Maria Bomersbach and her colleagues in Collegeville, PA are mastering the concept of thinking of fellow employees as customers. As part of their Chart of Accounts Restructure Initiative, they contacted leaders and employee groups across the company to obtain their needs. With this information they enhanced financial data structures to better align with current business needs, which helps provide customers with important insights to guide their decision-making. The team developed a robust Change Management Strategy and Communication Plan using the Everyday Excellent principles.

I care about quality

Eric Pollards, Route Service Rep, Wood Dale, Ill.

Eric Pollards’ commitment to quality service drove him to check on a client who hadn’t called in as usual on a Saturday and discovered 70 specimens in the lock boxes. Eric’s exemplary professionalism protected 70 specimens from being overlooked.

I am knowledgeable

Barbara King-Hilli, Phlebotomist,
Northborough, Mass.

When a mother with a 1-week-old newborn, a 9-year-old daughter, and a 6-year-old son walked into her Patient Service Center for a blood draw for the son, who had Down syndrome, Barbara’s knowledge, professionalism, and client experience kicked into high gear. Quickly making friends with the boy, she made the draw fast and painless and helped him choose a color for his bandage (Amarillo Yellow) that matched the top of his tube. He—and his mother—left with a smile.

Improving Operational Effectiveness

Powering Our People

Developing our leadership for collective success



“Quest is committed to recruiting, retaining, and developing a diverse, talented, and agile workforce. We have created an integrated talent-management strategy that invests in targeted learning and development programs for all of our employees to ensure they are equipped to build a high-performing culture and guide us toward our collective success.”

Jeffrey Shuman

Senior Vice President and
Chief Human Resources Officer

150

More than 150 of our top leaders attended the LeadingQuest Academy

As part of our commitment to recruiting, retaining, and developing the most talented employees at all levels, Quest launched 3 learning and development programs in 2015 specifically for our leaders: supervisors; group leads; managers and directors; and executives.

Business Leader Excellence (BLE) training series

The BLE Curriculum consists of a series of courses that address the growing and unique professional-development needs of experienced supervisors and managers. The program’s emphasis is centered on accelerating performance through supervisor development and training.

- Each course addresses a specific critical competency, such as collaboration, communication, and conflict management.
- In 2015, over 1,400 supervisors participated, recording more than 4,200 session completions.
- The University of Phoenix and Capella University offer 2.5 credits for completion of the entire BLE curriculum.

Quest Management System (QMS) leader training

QMS is our key training tool for improving performance—our “secret ingredient” for leaders and non-leaders alike to learn how to drive excellence through standard tools and methodologies.

- In 2014 and 2015, more than 98% of supervisor-level employees and above (over 3,500 colleagues) completed QMS training.

- Some colleagues attended in-person “boot camp” sessions, and others participated in a 7-module IntelliQuest training experience.
- Many of those colleagues have passed our new proficiency exam to earn a QMS Certificate of Proficiency.

LeadingQuest Academy

The LeadingQuest Academy is a 12-month learning journey for employees at the director level and above. It features a 5-day workshop hosted by a member of the Senior Management Team and internal and external faculty, and features interactive business simulation, real-world Senior Management Team (SMT)-sponsored projects, 360 feedback survey before and after the program, and peer feedback throughout.

- In 2015, the Academy hosted 4 groups, and over 150 senior leaders participated.
- The program will reach nearly 400 of our top leaders over the next two years.

“The LeadingQuest Academy provided me with an opportunity to reflect on my leadership style and the impact I have on others. I was able to gain insight into my strengths as a leader and the areas where I need to develop, as well as foster relationships that will facilitate success,” said participant Michael Lukas, General Manager, Professional Lab Services.

In addition to these leadership-development initiatives, Quest also offers a number of other opportunities for leader development, including mentoring, coaching, and job-shadowing programs.

Improving Operational Effectiveness

Powering Our People

Our Employee Business Networks continue to thrive and inspire success



“I’m a product of people I’ve had the privilege of working for, working with, and who’ve worked for me, so I recognize that coaching and mentoring can happen at all levels and in all directions. As the Executive Sponsor of the Young Professionals Network, I see how investing in our EBNs overall gives us the opportunity to empower employees so they connect to our business strategy and focus their efforts and development to help us solve the challenges of our business today and tomorrow.”

Mark Guinan
Senior Vice President and
Chief Financial Officer
Quest Diagnostics

Our great success at Quest Diagnostics is largely due to the collective talent, dedication, and passion of our 44,000 employees. Our ability to engage and harness their unique and rich blend of talents, experience, cultures, and beliefs forms the foundation of our inclusive, inspiring, innovative culture.

Our 8 Employee Business Networks (EBNs)—which are open to all—provide Quest with an opportunity to engage employees in impactful projects and programs that might not otherwise be a part of their daily job responsibilities, while investing in their personal and professional development.

With support and guidance from the Quest leadership team, who serve as executive sponsors, our EBNs continue to gain momentum in support of our corporate and global inclusion goals, as well as our corporate social impact strategies, including:

- Fostering a culture of inclusion
- Developing employees’ skills and abilities
- Enhancing the company’s market presence
- Attracting and retaining talent
- Engaging our local communities

Employee Business Networks

 African Descent Employee Business Network	 Pride Employee Business Network
 Caregivers Employee Business Network	 Veterans Employee Business Network
 Diverse Abilities Employee Business Network	 Women in Leadership Employee Business Network
 Hispanic/Latino Employee Business Network	 Young Professionals Employee Business Network

Improving Operational Effectiveness

Powering Our People

The FitQuest challenge: participation doubles in 2015



“The FitQuest Challenge is so exciting because it rewards participants for doing good things for their body and mind—including exercising and learning about living a healthy lifestyle—all while getting and giving encouragement as part of a team. Improving our overall health has enormous benefits on its own; the Vitality points are a bonus!”

Aimee Bert-Moreno

Senior Benefits Specialist and
FitQuest Challenge Coordinator
Quest Diagnostics

As a healthcare company with 44,000 employees, people are at the center of everything we do. We take steps to help our employees take ownership of their well-being through our workplace wellness program, HealthyQuest, which focuses on helping employees and their dependents know more about and improve their health, manage existing conditions, prevent illness and injury, and access care.

More than 36,000 employees and dependents participated in our annual Blueprint for Wellness[®] lab-based, health risk-assessment service, which includes a panel of 30 blood tests to evaluate health.

Our regional HealthyQuest Leaders raise awareness around health issues and improve the collective health literacy of our employees while empowering them to take action through wellness coaching and FitQuest Challenges.

Eleven teams and 2,670 employees participated in the 10-week FitQuest Challenge in 2015, double the number of participants in 2014. These Challenges last 10 weeks and encourage employees to compete as teams in healthy activities like walking and eating well.

Pounds were shed, cholesterol was lowered, better lab values were achieved, overall well-being was improved—and a new team was crowned: the Corporate Roadrunners, from our Madison, New Jersey headquarters.

Along the way, all of the participants earned Vitality Bucks, online credits that can be exchanged for brand-name merchandise or other rewards. All full-time employees have access to the personalized, interactive wellness program Vitality, which makes it easy and fun to improve their well-being—and get rewarded for doing it!

The Corporate Roadrunners' hard work and enthusiasm was rewarded with the highest average points per participant throughout the Challenge, for which they received an additional 350 Vitality points per person, plus the coveted FitQuest Chalice of Health. The Great Lakes Untouchables were the runners-up, and the AmeriPath Conquistadors came in a very respectable third place.



- 11** Teams competed in the Challenge
- 4.9** Million Vitality Bucks earned (more than triple 2014's total)
- 6,928** Bonus Vitality points awarded
- 7,500** Extra points awarded to teams based on participation
- 35** Challenge VIPs organized team events, healthy lunches, communications, and more



Improving Operational Effectiveness

Powering Our People

Educating employees on workplace safety

The well-being of our employees is critical not only to our business, but also to our corporate goals of creating a healthier world and an inspiring workplace. From their first day, our employees are accountable for taking an active role in their own health and safety, as well as that of their colleagues.

Our Environmental, Health and Safety (EHS) program reduces the risk of injury by responsibly selecting equipment, continuously improving procedures, and increasing employee knowledge regularly.

We provide EHS training to new employees and annually to veteran employees to help

them recognize areas of risk and do their part to make the work environment safer for everyone. This can include simple tips, like identifying tripping hazards, as well as proper lifting technique, depending on their role at Quest.

In addition to training, employees can access convenient checklists related to their specific jobs to ensure their work environment is hazard free and the correct protocols are in place.

In our Patient Service Centers, we invest in products with safety features, such as our needles, which have built-in

safety shields that help reduce needle-stick risk. To keep our couriers, who make 7,500 stops a day, safe on the road, we purchase cars that have been selected by the Insurance Institute for Highway Safety (IIHS) as Top Safety Picks.

As a result of all of our efforts, in 2015 our injury rate was 1.9 injuries per 100 Fulltime Employee (FTE), which is still less than the general industry Occupational Safety and Health Administration Recordable rate of 3.2 per 100 workers. We also had had .47 cases of lost days per 100 FTE.

Sacramento warehouse celebrates 20 years injury free

Our warehouse in Sacramento supports Quest's main lab operation, administration, sales, and logistics departments so that they can keep running 24/7. In addition, warehouse employees process orders for all Northern California patient service centers and Rapid Response Labs, print and ship requisition forms for all Northern California clients, and mail reports.

Not only do they complete their work with great attention to quality, but for the past 20 years they've done it without reporting any on-the-job injuries.

Employees in Sacramento have made safety a part of their everyday culture. The group constantly keeps the ground clear from anything that could become a potential "skate board" that could cause a slip or fall. They use visual reminders, such as "Safety First" posters on every wall, and maintain an updated "Safe Days Worked"

board. The count is now above 7,000 days. During every department meeting, they discuss safety and any weather conditions that could affect it.

"Each day we are dealing with a loading dock and heavy receiving, as well as

loading and driving our 1-ton truck to the main lab. Our team uses the buddy system and has another employee 'spot' them when any difficult forklift maneuver is necessary," said Barbara Gulbis, Materials Manager, Sacramento Laboratory, Quest Diagnostics.



Improving Operational Effectiveness

Environmental Stewardship



Transporting our specimens the green way

At Quest we process 157 million test requests annually. Transporting those samples requires every car and plane in our fleet. We continually look to make small, green changes that can have a big impact.

Prior to 2014, specimens were transported in Styrofoam coolers. In 2015, we expanded our use of the Quest Specimen Transport System throughout the U.S. This cardboard box with a special liner allows us to ship specimens safely and responsibly. The liner can be reused or returned to the vendor so they can recycle it and provide us with a refund.

In 2014, we returned more than 68,000 liners and reused another 18,750. In 2015, we returned more than 122,000 liners and reused 35,221, which added to our 2014–2015 cost savings of \$1.9 million.

Preserving the environment by disposing of confidential documents responsibly

At Quest, we handle thousands of confidential documents that need to be disposed of carefully. We work with environmentally responsible vendors to securely shred and recycle our paper.

In 2015, we worked with suppliers recognized for their environmental stewardship to recycle more than 6,800 tons of paper. They securely shred documents and transport the processed materials to paper mills for pulping. This ensures our security (and that of our patients) while reducing pollution, preserving landfill space, saving trees, and protecting water and energy resources. These efforts saved the equivalent of more than 151,024 trees and 165 million gallons of water.

Environmental Impact

Protecting the environment is a critical business objective for Quest. We recognize that our evolution as a business through acquisitions or streamlining operations can have an impact on the environment, and are committed to the conservation of resources and the minimization of any negative effect our operations and facilities may have.

At the corporate level, we track our progress using industry benchmarks like the Carbon Disclosure Project and the Dow Jones Sustainability Index, which guide us on our path to continuous improvement. In addition, we foster a GreenQuest culture in which everyone at Quest continuously seeks opportunities—from the little things that save energy to the bigger things that cut emissions to the integral innovation of testing materials and processes—to reduce waste and lower our impact on the environment.

	2015	2014
Square Footage of Facilities*	6,185,315	6,549,049
Indirect Energy Consumption (TJ)	1,073	1,109
Direct Energy Consumption (TJ)	1,297	1,276
Scope 1 CO ₂ Emissions (Metric Tons)	83,929	82,554
Scope 2 CO ₂ Emissions (Metric Tons)**	145,724	187,770
Scope 3 CO ₂ Emissions (Metric Tons)	41,299	43,329
Water Consumption (Cubic Meters)	777,263	796,572
Chemical Waste (Metric Tons)	2,046	2,270
General Waste (Metric Tons)	8,356	9,839
Recyclable Waste (Metric Tons)	10,204	8,422
Bio-Hazardous Waste (Metric Tons)	8,014	8,178

*Environmental impact metrics are based on the square footage of our larger facilities and the outcomes we can measure directly.

**The Scope 2 CO₂ emissions include an estimate of the impact of an additional 3.5 million square feet of patient service centers. The reduction in 2015 was the result of our use of Renewable Energy Credits (RECs), the divestment of our Clinical Trials group and our methodology for calculating Scope 2 emissions was updated to align with best practices.

Improving Operational Effectiveness

Environmental Stewardship

Investing in green power to reduce our carbon footprint



“We are proud to be recognized by the U.S. Environmental Protection Agency. Using green power is another example of Quest Diagnostics’ commitment to reduce the environmental impact of our operations, the primary focus of our GreenQuest initiative. It also reaffirms our position as a sustainable company to our customers, shareholders, and competitors.”

Tom Heeley

Manager
Corporate Environment, Health and Safety
Quest Diagnostics



Powering our more than 2,200 Patient Service Centers and our major lab locations across the country, which operate 24 hours a day, takes a tremendous amount of energy. To balance running an effective business with reducing the environmental impact of our operations, we continuously seek opportunities to reduce energy use and invest in green energy.

In 2015, Quest purchased Renewable Energy Certificates (RECs) for wind-generated green power equivalent to nearly 16 million kilowatt-hours (kWh) annually, enough to meet 6% of company-wide electrical use. Renewable energy certificates, also known as renewable energy credits, represent the environmental benefits (but not the electricity) associated with one megawatt-hour of renewable energy generated. These certificates enable businesses to reduce the environmental impact of their energy use and support renewable energy projects.

Our commitment to invest in green energy was recently recognized by the U.S. Environmental Protection Agency (EPA), naming Quest Diagnostics to its Fortune 500® list of the largest corporate green power users.

Green power is defined as zero-emission electricity generated from environmentally renewable resources, such as wind, solar, geothermal, biogas, eligible biomass, and low-impact hydro. Using green power helps accelerate the development of new renewable energy capacity nationwide and helps users reduce their carbon footprints.

“We are buying a utility green power product from Constellation and TXU Energy,” explained Bill Conroy, Director, Quest Corporate Real Estate. “This demonstrates our choice to switch away from traditional sources of electricity generation and support cleaner renewable energy alternatives.”

Embracing sustainability with green LED lighting in Sacramento

When our Sacramento campus underwent renovations to become the new Cytology and Molecular Biology Lab, Chris Hodge, Director, Lab Operations, embraced the opportunity to upgrade the current fluorescent lighting fixtures with energy-efficient LED lighting.

During the renovation, 167 fluorescent fixtures with two 32-watt fluorescent bulbs were converted and replaced by 138

LED fixtures. The improved energy efficiency of the LED lights is expected to generate an electrical savings of 62,546 kWh, which equates to a reduction of 38 metric tonnes of CO₂ emissions into the atmosphere.

LED lights have a significantly longer bulb life, requiring less maintenance to change the bulbs, and are ecologically friendly, with none of the toxic chemicals, including mercury, found in fluorescent bulbs. They

are also 30% more energy efficient than fluorescent bulbs.

“This project provides better-quality lighting for our employees, is more cost effective to operate, and protects the environment, which supports our GreenQuest initiative. We will continue to utilize this technology in future renovation projects,” said Dereck Counter, Manager, Sales and Operations Planning, Quest Diagnostics.

Improving Operational Effectiveness

Supply Chain Update

Recognizing strategic partners with Supplier Excellence Awards



“Healthcare is a team sport. We rely on our partners to help us deliver on the promise of empowering better health with diagnostic insights, and are grateful for the contributions of our suppliers, partners, and especially the recipients of these awards.”

Jim Davis

Senior Vice President, Group Executive – Regional Businesses
Quest Diagnostics



“As inaugural winners of the Supplier Excellence Awards, these five companies have set the bar incredibly high. We deeply value our relationships with them and their contributions in helping Quest to propel health forward.”

Bill Burg

Vice President and Chief Procurement Officer
Quest Diagnostics

Quest Diagnostics awards business to suppliers based on a competitive procurement process, focusing on continuous improvement in technologies, practices, quality, service, and total cost. We believe that working with small, diverse suppliers supports our business objectives.

Strengthening our minority, women, veterans, and service-disabled, veteran-owned, small business communities, including historically underutilized business zones, economically contributes to the overall economic growth and expansion of our business. It is also a critical element of the company’s vision of diversity.

To ensure we are partnering with suppliers that share our commitment to quality, technology, and efficiency—as well as our values—we created the Quest Supplier Business Engagement Model, a systematic approach to select, manage, and recognize best-in-class suppliers.

During our annual Supplier Forum (part of the Quest Supplier Business Engagement Model), Quest invited attendees to form collaborative partnerships that would lead to innovation and continuous improvement. Senior executives from more than 40 key suppliers representing diagnostic products, services, distribution, real estate, telecom, IT, and logistics joined Quest at our 2015 Supplier Forum at Metlife Stadium in East Rutherford, New Jersey. Five of them were presented with Supplier Excellence Awards.

The Supplier Excellence Awards recognize world-class products, systems, or services that demonstrate consistent, reliable performance; companies that develop and implement novel solutions that propel businesses forward; individuals who excel at creating proactive partnerships; and organizations that drive positive change in the market.

The following 5 award recipients were honored for their contributions to Quest while adhering to our company’s values of Quality, Integrity, Innovation, Accountability, Collaboration, and Leadership:

Aero-Med, Ltd. A full-line distributor for 300 leading medical supply manufacturers, based in Glastonbury, Conn.

Geometric Results, Inc. The world’s largest independent managed service provider, based in Detroit.

Hologic Inc. A leading developer, manufacturer, and supplier of premium diagnostic products, medical imaging systems, and surgical products based in Bedford, Mass.

Ortho Clinical Diagnostics. A developer of innovative test instruments and assays for clinical laboratories, blood typing, and donor screening, based in Raritan, N.J.

Therapak Corp. A global supplier of pre-packaged convenience kits and procedure packs for the clinical trial, pharmaceutical, diagnostics, and clinical laboratory markets, based in Claremont, Calif.

Philanthropy and Volunteerism

Quest employees and their families are passionate about giving back and we are proud to support them in the communities we serve.

We partner with nonprofits, national and local, who share our commitment to addressing public health challenges.



350

Nonprofits
Quest supports across the country

>\$4

Million

In charitable giving

>30

QuestCares volunteer teams
across the country

Contents:

- Partners in the Fight for a Cure**
- Giving Back to the Community**
- QuestCares Around the Country**

Philanthropy & Volunteerism

Partners in the Fight for a Cure

JDRF honors Quest President and CEO Steve Rusckowski



“Receiving this honor is a tremendous tribute to the 44,000 men and women of our company who every day empower better healthcare for the people we serve.

At Quest, we know that together we can make a real impact on JDRF’s mission of finding a cure and helping the millions of people who are affected by type 1 diabetes.”

Steve Rusckowski

President and Chief Executive Officer
Quest Diagnostics

A JDRF Chapter Partner for 20 years, Quest has a long history of providing the medical community with state-of-the-art diabetes testing and diagnostics and advocating for awareness about type 1 diabetes (T1D).

Quest President and CEO Steve Rusckowski’s untiring efforts to support and advance JDRF’s fight for a cure for T1D, earned him the Chapter’s 2015 Man of the Year Award.

NNJRC JDRF’s 13th Annual Black-Tie Dream Gala was held at New Jersey’s MetLife Stadium, home of the New York Giants (and Jets), and emceed by NBC sports anchor Harry Cima. Special guest Giants Head Coach Tom Coughlin presented Steve with his award. More than \$720,000 was raised at the gala to support research and advocacy and to develop treatments for T1D.

“T1D is a disease that affects many local members of our community,” said Kristen Hepsen, Development Director of the Chapter. “Thanks to Steve’s commitment to our Chapter and cause, Quest Diagnostics is able to provide a necessary treatment that is essential for those who are managing living with the disease.”

Quest performs more than 14 million hemoglobin A1c tests annually. We turn our test data into insights that can help patients, their doctors, employers, and health plans take informed actions to improve outcomes.



Philanthropy & Volunteerism

Partners in the Fight for a Cure



“On this day, we are inspired by all those who have fought the fight in the past and celebrate those whose lights still shine with us today. Our sponsorship and active participation in a

number of AIDS walks and similar fundraising events throughout the whole year demonstrate the seriousness of our company’s commitment to the ongoing fight against HIV and AIDS.”

David Murawski

Marketing Director
Infectious Disease &
Immunology Clinical Franchise
Quest Diagnostics

Quest in the fight against AIDS

Quest contributes to the fight against AIDS in a variety of ways. In 2015, we marked AIDS Day by participating in a number of events across the country, sponsored AIDS Walks and other fundraising events, and raised awareness about the disease.

World AIDS Day

Our medical and scientific staff spoke on the role of the lab in the management of HIV as invited guests in a wide range of lectures and educational events. In addition, Quest was presenting sponsor of a World AIDS Day observance at the National AIDS Memorial Grove in San Francisco.

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 provided free HIV testing, insurance enrollment

aid, and AIDS information sessions, as well as screening a film about AIDS and hosting a remembrance service.

AIDS walks

Quest also sponsors the AIDS Walk, the largest HIV awareness and fundraising event in the U.S. The 10K walk is hosted in Los Angeles, New York, and San Francisco, and has raised more than \$300 million to support the Gay Men’s Health Crisis and other organizations fighting AIDS.

In addition, more than 600 Quest walkers participated in Miami, Boston, New York, Los Angeles, San Francisco, New Orleans, and Portland. Our sponsorship of AIDS Walk provides much-needed health and community services to many people living with HIV or AIDS and helps to educate the population on HIV prevention.

Why HIV testing is critical for all of us

Anyone can get HIV—men and women of all ages, races, and sexual orientations. In fact, the Centers for Disease Control and Prevention recommends routine HIV screening for all people ages 13 to 65.

About 1.1 million people in the U.S. are HIV positive, but nearly 1 out of 6 don’t know it. That’s because many HIV symptoms are mistaken for those of other diseases.

The rate of HIV infection in the U.S. is not going down despite great advances in treatment.



Philanthropy & Volunteerism

Giving Back to the Community



“We could not operate without Quest,” said AmeriCares Free Clinics Executive Director Karen Gottlieb. “More than two-thirds of our patient visits are for the management of chronic disease, which often requires frequent lab testing. With Quest’s help, we can ensure patients are receiving the most effective treatment.”

Karen Gottlieb
Executive Director
AmeriCares Free Clinics

Donating testing to AmeriCares patients in need

Since opening their doors in 1994, AmeriCares Free Clinics have provided 26,000 low-income, uninsured patients in Connecticut with quality health care services, and Quest has been there with them, sharing our testing and our technology. For more than 20 years, Quest has been providing a full range of laboratory testing, valued at more than \$6.5 million, to AmeriCares’ patients in Norwalk, Bridgeport, and Stamford.

“The American Clinical Laboratory Association says that 70 percent of medical decisions are based on lab results, and we take that responsibility seriously,” said Ron Coursey, Executive

Director of Sales at Quest. “We are committed to helping the uninsured access our services.

We share Care360[®], our web-based physician connectivity solution, with AmeriCares Free Clinics to help expedite their work and allow them to follow trends in diagnostic testing for their patients.

At the AmeriCares 20th Anniversary Celebration, Quest Diagnostics was presented with a Partnership Award in recognition of its valuable contributions to the community and for helping AmeriCares in its efforts to create a healthier world.

Honoring our military heroes with the American Red Cross

More than 2,000 of our employees are veterans, and many others have family members who served or are serving in the military. We’re proud to honor the servicemen and servicewomen who protected and continue to safeguard our country. Our Veterans Employee Business Network and our national network of QuestCares volunteers have partnered with the Red Cross to support these heroes.

During National Volunteer Week, employees at our national headquarters in Madison, New Jersey prepared hygiene kits for homeless veterans. Together with our senior leaders, the employees packed more than 250 kits with much-needed

toiletries, which were distributed to veterans in need across the country.

In December we teamed up with the American Red Cross’ Holiday Mail for Heroes initiative at numerous Quest locations in the U.S. The Red Cross program encourages people to send holiday cards and notes of inspiration to members of the U.S. Armed Forces stationed around the world.

In addition to creating co-branded cards with the Red Cross, employees donated their own holiday cards. Stations were set up in lunch rooms and common areas with pens so employees could take a moment to send a caring message to a soldier. More than 6,000 cards were

completed in 2 weeks, just in time for the holidays.

Many of these cards were sent from Valencia, California.

“Most of our 1,400 cards were filled out by our co-workers within just two days,” said Marlene Mendoza-Ortiz, Client Services Rep II, who coordinated the effort.

Over the last six years, the Holiday Mail for Heroes program has collected more than 6.5 million cards for service members, veterans and military families.



As a company whose mission is empowering better health through diagnostic insights, Quest is committed to investing in, and transforming, the health outcomes of the communities in which we work and live. This passion and dedication permeates our culture, and we are proud to volunteer and partner with charitable organizations—national and local—who share our commitment to address public health challenges and create a healthier world.

Michael E. Prevoznik, Senior Vice President and General Counsel, Quest Diagnostics

Philanthropy & Volunteerism

QuestCares Around the Country

Quest volunteers help others across the country

Inside each Quest employee is the heart of a volunteer who gives time and resources to find a cure for disease, fight hunger, raise awareness, and help others. Whether volunteering as a department for team building or at a location through QuestCares, our employees are committed to creating a healthier world. Here are just a few examples of our efforts in 2015.



Our Los Angeles co-workers.

Los Angeles and Baltimore employees volunteer at local food banks

Sorting through more than 12 tons of produce to help the Los Angeles Regional Food Bank was all in a day's work for a team of Quest Diagnostics volunteers in 2015. The Food Bank sources and distributes food and other products to 320,000 people each month with the help of more than 700 partnering agencies and food bank programs.

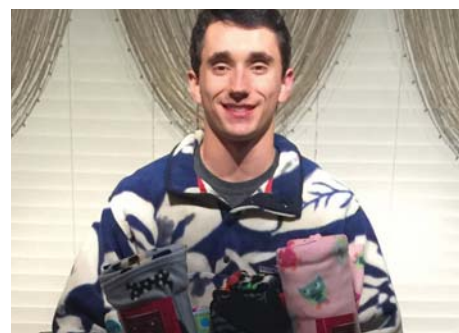
"Our team helped sort through 25,000 pounds of produce that will help feed more than 20,000 people in the LA community," said **Karen Hamlin**, Sales Director.

Our colleagues in Baltimore volunteer quarterly with the Maryland Food Bank, sorting donated food, packing assorted food kits, and checking expiration dates. The Baltimore Food Bank distributes more than 120,000 meals per day throughout 21 counties and Baltimore City.

Valencia colleagues walk in Relay for Life

Colleagues from Quest Diagnostics Nichols Institute, Valencia teamed up at the American Cancer Society's Relay for Life – Santa Clarita Valley where they raised more than \$11,000 and were among the top 7 teams. They shared information about the tests offered by Quest to detect cancer at an early stage.

"This cause is near and dear to my heart, as I lost my father one year and two months ago to stage 4 pancreatic cancer," explained **Angelica De Leon**, Administrative Assistant, Laboratory, Quest Diagnostics Nichols Institute, Valencia, California.



Michael Spada, founder of Michael's Blanket Drive for Cancer

Las Vegas piles on the blankets to help children with cancer

In 2012 **Michelle Ballard**, a Quest-Cares Volunteer Leader in Las Vegas, started collecting blankets for Michael's Blanket Drive for Cancer, an organization that donates blankets to cancer patients that suffer from the treatment side effects of being cold from weight loss at Sunrise Children's Hospital. Since 2012 the Las Vegas QuestCares team has donated more than 500 blankets to help patients.

"Las Vegas QuestCares is always looking for ways to serve our community," explained Michelle. "So I reached out to his [Michael's] mom and we have been working together ever since."

Philanthropy & Volunteerism

QuestCares Around the Country



Our Quest and ExamOne co-workers from Lenexa, Kansas

Lenexa team raises more than \$15,000 for the Kansas City Arthritis Foundation

Quest and ExamOne colleagues in Lenexa, KS participated in December's Jingle Bell Run/Walk and raised more than \$15,000 for the Kansas City Arthritis Foundation. We were also a presenting sponsor. Quest offers a broad range of arthritis testing that can help identify and track the progress of the disease.

"The Jingle Bell Run was a great indoor event that engaged our employees and their families while supporting a cause that affects so many people," **Tobie VanMeter**, Quest Lab Card Account Manager, explained.

An Oklahoma DLO tradition raises money for the disabled and elderly

Each year, colleagues at our Diagnostic Laboratory of Oklahoma (DLO) hold a "competitive" event called "Penny Wars" to support a local charity. They raised about \$5,000 for the Oklahoma Department of Human Services (DHS), which was used to purchase nonperishable items for the disabled and elderly to celebrate Thanksgiving. The event is held to honor DLO colleague **Stella White**, coordinated by the DLOCares committee, and led by **Tabitha Guyton**, Human Resources Generalist.

Florida colleagues take on the Dolphins Cycling Challenge to raise funds and awareness to fight cancer

A team of Florida Quest employees and family members biked and walked over 2 days to raise almost \$20,000 for the University of Miami's Sylvester Comprehensive Cancer Center. The Dolphins Cycling Challenge is co-sponsored by the Miami Dolphin's football team.

"This was much more than a 2-day event. Our team spent countless hours fundraising and training to get ready for this weekend. Plus the money raised will go to help patients at the Sylvester Center in the months ahead," said **Mia Ares-Borcky**, Director Regional Customer Marketing, the organizer of Quest's participation.

Organizing a family fun night at the American Cancer Society's Hope Lodge in Pennsylvania

Employees from our National Revenue Service Center in Collegeville, PA organized a night of food, fun, and mingling for cancer patients and their families at the American Cancer Society's Hope Lodge in Cheltenham, PA. Quest volunteers helped serve dinner to more than 70 patients and their families and friends.

"The Revenue Services team has sponsored this event for the past three years, and the experience continues to be rewarding and inspiring for us," said **Sean Sharkey**, Billing Director and Quest Cares Leader for the National Revenue Service Center.

Philanthropy & Volunteerism

QuestCares Around the Country



Our Solstas and Quest colleagues in Greensboro, North Carolina.

Solstas and Quest participate in the American Health Walk in Greensboro, North Carolina

Quest Diagnostics and our recently acquired Solstas Lab Partners lead with their feet at the Greensboro Heart Walk, where they raised awareness of heart disease and stroke. The Solstas/Quest team had 91 members made up of employees, family, and friends. They educated attendees about Quest's Cardio IQ advanced cardiovascular testing and had a local news anchor signing autographs.

Our Mason, Ohio, colleagues help multiple organizations

Colleagues at our Mason, Ohio, facility raised more than \$1,100 for multiple charities during their Week of Caring, which ended with a facility-wide picnic. Each day featured a game that raised money for the SPCA, Hands Against Hunger, Women Helping Women, JDRF, the Leukemia and Lymphoma Society, and the Wounded Warrior Project.

"We split our QuestCares team into separate groups, and each group chose a game they would run ... and selected an organization for which that game would raise money," explained **Amber Larkin**, QuestCares Leader in Mason.



Nicole Sexton, Esoteric HR Generalist (Tournament Committee), Ron Raglin, Director of Lab Operations, Chantilly (Tournament Director) and Roxanne Cole, Sr HR Business Partner, Esoterics (Tournament Committee) present their donation to Bruce Phillips of The Fisher House Foundation

First golf tournament in Chantilly raises funds for Fisher House Foundation

Our Nichols Institute, Chantilly facility's first annual Chantilly Golf Classic raised \$20,000 for the Fisher House Foundation, a national organization that helps military and veterans' families.

"We were amazed and delighted with the success of our first annual golf event," said **Ron Raglin**, Chantilly Director of Lab Operations and Golf Tournament Director. "The help we received from employees volunteering to the great support from the community at large contributed to the overwhelming success."

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