

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 foot-print, 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.

### EMPLOYEES

**~50K**  
COLLEAGUES



**72%**  
FEMALE

**56%**  
PEOPLE  
OF COLOR



**9** EMPLOYEE  
BUSINESS  
NETWORKS  
WITH ~7K  
MEMBERSHIPS

### CUSTOMER REACH



**~15M**  
MYQUEST™ USERS  
REGISTERED

**~200 RETAIL  
LOCATIONS AT**   
**WALMART®**   
& **SAFEWAY®**

**~6,850**  
PATIENT ACCESS POINTS

### TESTING SERVICES



**~50%**  
OF US HOSPITALS & PHYSICIANS  
SERVED ANNUALLY



**1/3**  
OF US ADULTS  
SERVED ANNUALLY

**>56B** 

PATIENT DATA POINTS

### COMMUNITY IMPACT



**~\$7.6M**  
PHILANTHROPIC  
GIVING



HUNDREDS OF  
NON-PROFIT  
NETWORK  
PARTNERS  
SUPPORTED

**>25K** 


EMPLOYEE  
VOLUNTEER HOURS

### 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**




Scaled up capacity  
at labs across the  
country to increase  
turnaround time

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

**\$100M+**

Launched **Quest for Health Equity**,  
a \$100M+ initiative to reduce health  
disparities in underserved communities

### 2020 MILESTONES IN COVID-19 TEST DEVELOPMENT



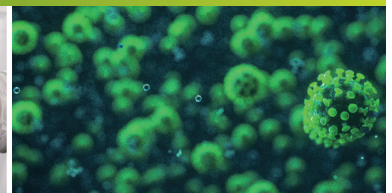
**March 9, 2020:**  
Quest's COVID-19 molecular  
test launched using our own  
lab-developed test (LDT)



**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