

## **A MESSAGE FROM OUR DIRECTOR**

Led by our values of caring, agile, customer driven and one team, LifeLabs is passionately building a sustainable organization. We are not only doing what's right for our employees and communities, but we are leveraging our technical expertise to pioneer breakthroughs and make a profound and lasting impact on the lives of patients and healthcare systems. From innovations which save lives and protect our planet, to being an engaged employer, partner, and neighbour, our sustainability promise is put into action every day we continue to make progress towards our sustainability goals and objectives.

We care about the environment and our teams are relentlessly pursuing opportunities to reduce our environmental footprint and build a sustainable business that will benefit patients and our communities today and well into the future. This year we launched our first Environmental Policy, improved recycling across the organization, and established a carpooling program, among many others. We are proud to have been recognized by industry organizations and for the third year in a row have received the Practice Greenhealth's Environmental Excellence Award.

We strongly believe in supporting the communities where we live and work, and have contributed over \$600,000 to community organizations. We are also proud to support local businesses with 80% of our purchases being made from Canadian suppliers. LifeLabs is committed to treating people with respect and in ways that help them maintain their dignity and independence. This year, many of our Patient Services Centers and Laboratories became Accessibility Certified by the Rick Hansen Foundation. By creating an inclusive and barrier free environment, we can ensure that we are providing accessible healthcare services to everyone.

We care about our employees and believe that all workplace incidents that could impact their health are preventable. We have ensured that 100% of all employees at LifeLabs are represented by either a Joint Health and Safety Committee or a Health and Safety Rep. We strive for continual improvement and hold ourselves accountable through regular auditing and reporting of our performance.

In the coming years, we are committed to continue to build on our successes and pursue opportunities to reduce our organization's environmental footprint, improve the communities where we live and work, and manage our business with purpose and integrity. We look forward to more work in diversity and inclusivity, creating an Environmental Management System that will meet ISO 14001 standards, and improving on our already robust Health and Safety culture. Whatever challenges we face, we will strive for continual improvement and keep values of sustainability, in addition to our core values, in every decision that we make to help continue our success now, and in the future.

**Louise Nagy**  
*Director, Health Safety and Environmental Sustainability*