



Empowering People, Delivering Excellence

COMMUNITY REPORT 2023



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Our Vision and Values

OUR VISION

Empowering a Healthier You

OUR PURPOSE

To make insights accessible so that you can make choices to live your best life

CARING



AGILE



Our Values

TEAMWORK



CUSTOMER-CENTRED



WE EARN TRUST



WE INNOVATE



WE OWN IT



WE CELEBRATE
DIVERSITY & INCLUSION

How we show up

LETTER FROM OUR

President and CEO

At LifeLabs, our team members care deeply about the individuals behind each lab test. Whether in major urban areas such as Vancouver or in remote northern Ontario communities like Fort Severn, the varied experiences and backgrounds of our employees mirror the rich diversity of the communities we serve.

For customers visiting a Patient Service Centre (PSC), receiving a home visit, viewing results online, or passing a LifeLabs car on the road, our team members strive to create a respectful and safe environment. It is this level of care, coupled with service excellence, that made LifeLabs Canada's most trusted brand in health diagnostics in 2023 (survey by BrandSpark).

LifeLabs teams go above and beyond for our customers, responding with agility to unexpected challenges. When a devastating wildfire cut off access to Port Alberni on Vancouver Island, our teams chartered a small aircraft to transport test specimens, which were personally delivered to the plane by employees of the local PSC. In 2023, our teams brought key health care services closer to home with the opening of five new PSCs in underserved areas: Vernon and Trail in British Columbia and fast-growing neighbourhoods in Vaughan, Komoka and North Pickering in Ontario. Our employees are the driving force behind innovations such as our recently introduced At Home Collection Kit Program which already includes the Cervical Health (HPV) Kit, Colorectal Health (FIT) Kit and more. We've created new business relationships, such as our partnership with Klinrisk, a Canadian medical company, to offer predictive testing of kidney function. Our teams also enthusiastically supported the expansion of LifeLabs' responsibilities in two provincially run cancer screening programs.

Charles Brown

CHARLES BROWN, PRESIDENT & CEO

To support employees and their families and to empower their best lives and their best work, we invest in thoughtful, holistic programs. These programs include comprehensive health and wellness benefits and education, professional development opportunities, regular recognition, and an award-winning diversity, equity and inclusion program.

With so much to be proud of, we were not surprised when Quest Diagnostics expressed interest in acquiring LifeLabs this past year. Our two organizations have a well-established relationship that was built through our participation in the Quest-led Global Diagnostic Network and our reference relationship through which Quest provides access to select advanced diagnostic tests. We know and respect Quest, as we share similar cultures and values, and are excited about the potential for accelerated growth and service improvement that this new relationship offers. 2024 is turning out to be yet another year of growth and transformation for LifeLabs.

My deepest gratitude goes to the LifeLabs team for their hard work, energy and spirit, and to our customers for trusting us with their health care journey. Many thanks, as well, to our government, healthcare providers, and business partners who rely on us to deliver vital healthcare needs for Canadians.



RESILIENCE THROUGH LEARNING

Continuous learning is the key to resilience, growth and innovation

At LifeLabs we believe that learning is the foundation of our ability to grow and change with agility. LifeLabs' commitment to improving access to health diagnostics means we typically open several new Patient Services Centres (PSCs) every year. We also continuously upgrade equipment and laboratory procedures to ensure Canadians are receiving the highest-quality diagnostic testing. Each year we make innovative new tests and technologies available so that Canadians and their healthcare providers have access to cutting-edge diagnostic information, in the most convenient format.

Changes to equipment, procedures and services require employees to constantly learn and adapt to new ways of working. It helps that our employees embrace continuous learning with passion. In 2023 we took a big stride forward in expanding learning opportunities by opening the Learning Studio, a real life/digital facility dedicated exclusively to training.





Growing with agility and speed to meet community needs

In 2023, LifeLabs continued to identify underserved communities and respond to their needs.

We opened our first Patient Services Centres (PSCs) in Vernon and Trail, bringing services closer to home for customers in these British Columbia towns. We also opened additional PSCs in Vaughan, Komoka and North Pickering in Ontario to respond to the incredible growth these communities are experiencing. In North Pickering, we are testing a Wednesday-to-Sunday operating model based on the growing number of customer requests for additional weekend hours.

Our commitment to accessible services was recognized when Premier Doug Ford and Minister of Health Sylvia Jones visited our International Reference Laboratory (IRL) in Toronto in the spring of 2023. They thanked employees for their service to the community and helped us celebrate a \$41 million investment in state-of-the-art laboratory equipment that will create capacity to support the growing needs of our partners and customers.



Innovating through partnership brings cutting-edge care to Canadians

Our teams at LifeLabs constantly strive to improve both the quality and the range of diagnostics services we offer to keep up with advances in medicine and changes in Canadians' health care needs.

During 2023, the British Columbia government asked LifeLabs to take on responsibility for 13 tumour marker tests to support cancer screening efforts across B.C. and the Yukon. The team at our Burnaby Reference Laboratory (BRL) stepped up immediately to procure and install new analyzers required to perform these tests, integrate the new work into existing procedures and schedules, and obtain necessary training. Our Ontario teams stepped up in similar fashion when LifeLabs was selected as a laboratory service provider for the new Ontario Cervical Screening Program. Launching in early 2025, the program will combine human papillomavirus (HPV) testing with cervical cytology (Pap testing) to improve the sensitivity of screening for cervical cancer.

Our teams embrace innovation through partnerships. As a result, we've been able to develop products and services to improve the customer experience in various aspects. Recently, we introduced

LifeLabs' At Home Collection Kit Program to offer customers more convenience and flexibility in how they manage their health. The program already includes the Cervical Health (HPV) Kit, Colorectal Health (FIT) Kit and more.

Our partnerships have also helped expand access to important testing. Earlier in 2023, we partnered with Klinrisk, a Canadian medical company focused on improving early detection and treatment of chronic kidney disease (CKD). Through this partnership Canadians now have access to Klinrisk's proprietary algorithm the Klinrisk Score. This tool uses standard blood and urine test results to predict how kidney function will change over five years, giving patients with chronic kidney disease a clear picture of how their disease will progress. With this clarity, patients and their doctors are better able to choose the most effective treatment path to manage the disease and slow its progress.

PURPOSE-DRIVEN WORK

LifeLabs' people are driven by purpose in work and in their diverse communities

To be part of a team at LifeLabs is to develop deep connections with the colleagues we work with and with the communities we serve. We embrace the value of caring in every aspect of personal and professional life.

As an organization, LifeLabs supports employees' efforts to contribute to the communities they live in, the communities they work in, and the larger healthcare community. In addition to our corporate donation program and funds for disaster relief, we match the donations raised by our teams for the causes they cherish through our Employee Giving Program. We also allot time so that employees can contribute volunteer service to their charity of choice. We know that our team's willingness to give and to go the extra mile is the source of our strength as an organization and has been key in helping us earn the trust of our customers.



Caring for the environment through sustainable practices

LifeLabs takes great pride in our commitment to sustainability. We understand that waste and pollution have a direct impact on the health of our ecosystem and the people who live within it.

In the last decade, LifeLabs has invested in programs and tools that have significantly reduced our environmental footprint. Team members have been the catalyst for many of these programs and all employees have embraced them. In December of 2023, LifeLabs formed the “Sustainability Squad” – a national group that meets once a month to discuss sustainability trends, issues, initiatives and ideas within the organization. The team is comprised of 19 individuals from multidisciplinary departments within LifeLabs including: Employee Health & Safety, Logistics, Government Relations, Quality & Regulatory Affairs, Client Services, LabOps, Operational Excellence and Transformation, Communications, Specimen Management, Facilities and Procurement.

Our partnership with Spud.ca, a sustainable online grocery service, is a great example of an employee-led initiative. Every week our British Columbia laboratories give approximately 300 cold packs, used to transport test

specimens, to Spud. Spud sanitizes, inspects and reuses them to package groceries for delivery, resulting in 12 tons (15,000 cold packs) less waste going to the landfill each year. LifeLabs also employs a special system to treat six million litres of water used in labs so that it can be returned safely to municipal systems. By streamlining biohazardous waste pickups, we’ve reduced the amount of driving required to manage this waste by 50,000 kilometres per year, which also reduces emissions. Plus, we expanded our tracking of environmental metrics (electricity, water consumption, energy consumption, waste generation, travel, etc.) and their associated Green House Gas emissions, to cover our national operations. We now monitor this for our 384 Patient Service Centres (PSCs), and 14 of our labs. LifeLabs also recycles batteries, offsets its carbon footprint by planting trees, and throughout the year we replaced select lab lighting with high-efficiency LED panels reducing both electrical costs and greenhouse gas emissions.

Supporting our communities and the causes we care about

LifeLabs is proud to participate in and contribute to the communities we serve, and we encourage employees to play an active role in community events.

Among many such events in 2023, Patient Services Centre employees in Sault Ste. Marie, Ontario, participated in a fundraising walk and raised \$800 for local Alzheimer’s care. Employees from Mississauga, Ontario participated in the Hazel McCallion Walk for Health, raising \$3,000 which was matched by sponsor Orlando Corp. for a total donation of \$6,000 to Trillium Health Partners.

Many LifeLabs employees also actively work to advance science and medicine through participation in research and education. In 2023, a group of employees eagerly embraced the opportunity to collaborate with other laboratories and Johns Hopkins University to complete an unprecedented study of lipids. Led by Quest Diagnostics, the study involved analyzing more than 460 million lipid test results to examine how various factors, such as where the patient lives, affects cholesterol. This was one of the first studies to be attempted on a global scale, incorporating samples from individuals across 17 countries.

LifeLabs’ professionals in B.C. also collaborated with members of the health sciences faculty at the British Columbia Institute of Technology to pen a chapter of an open education textbook on pathology. The chapter provides an understanding of how medical diagnostics work, specifically regarding how blood samples are collected and processed and how results are interpreted and reported.



Adapting to ensure services are accessible and safe for underserved communities

LifeLabs' team is resourceful, resilient, and adaptive. They stay focused on the goal, thinking outside the box to overcome obstacles and ensure communities have access to essential services.

When a devastating wildfire closed the single road leading into Port Alberni on Vancouver Island, our LifeLabs teams were determined to continue providing services to the community. The Victoria Reference Laboratory chartered an aircraft to fly and collect customer test specimens, while employees at the Patient Services Centre in Port Alberni personally drove the specimens to meet the aircraft at their end. Our teams were tireless in sustaining this challenging solution for several weeks until the road could safely open.

While the wildfire situation was unexpected, it is the day-to-day norm for LifeLabs teams to find solutions to make services accessible. That might involve mobile services to visit customers' homes, making PSCs wheelchair-friendly, training staff to have awareness and sensitivity around mental health issues, or designing programs around diverse needs. To ensure Indigenous customers can receive access to testing within a safe and culturally supportive environment, and without having to travel long distances, we send diagnostic testing teams to provide service at approximately 200 Indigenous centres, including the Kal'numet Primary Care Clinic

in West Vancouver B.C., run by Squamish First Nations, and Fort Severn First Nations, hundreds of kilometres north of Thunder Bay in Ontario.

We are also proud of the Serving Patients with Autism Program, available in all PSCs in B.C. and Ontario, and at select locations in Regina and Saskatoon. This program is designed to provide a caring and compassionate specimen collection experience for individuals with Autism Spectrum Disorder (ASD).

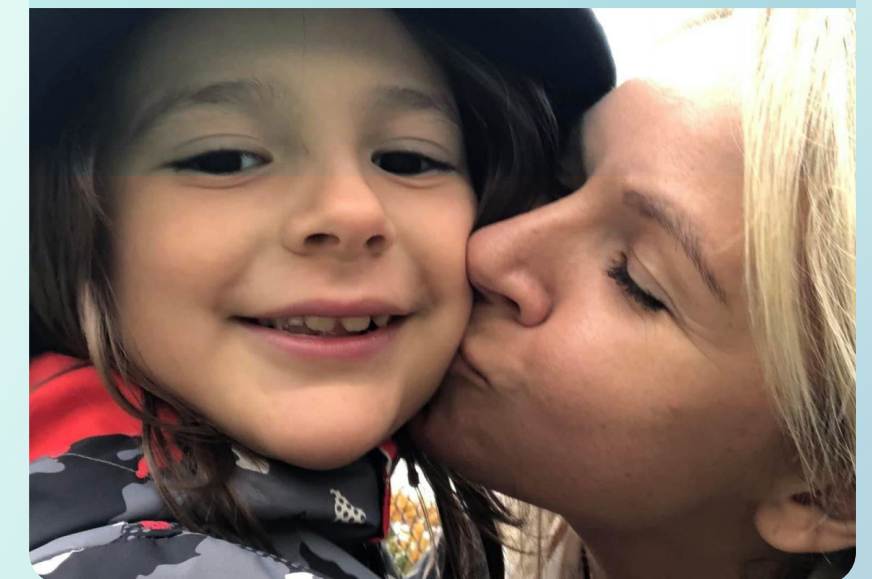
What's more, LifeLabs also collaborated with St. Paul's Hospital in Vancouver on a new pilot to make blood transfusions easier for patients with sickle cell disease or thalassemia, two well-known chronic blood diseases. In this pilot, patients had their blood samples collected at a LifeLabs Patient Service Centre so they could be crossmatched with the blood they would receive as part of their treatment. Having this out of the way before the procedure took place meant patients could spend less time at the hospital. LifeLabs staff were more than willing to take on the extra work and training required to support this pilot, which helped to make treatment easier and more accessible.

“

LifeLabs' Serving Patients with Autism Program has been so great for myself and my son Vinny who is a non-verbal autistic 8-year-old.

When we show up for our appointment, we walk right in. If we had to wait in the room, that would set Vinny up for failure. All the staff are patient, compassionate and understanding of Vinny's needs. Before our first appointment, we had a practice visit with the team so Vinny could understand the entire process, which was so helpful. We also have access to tools and toys that help him through the appointment. This is a wonderful program, and I highly recommend it.

SARAH PETERSON, B.C.,
LIFELABS CUSTOMER



Building trust, one team at a time

In a nation-wide survey conducted by BrandSpark in 2023, Canadians selected LifeLabs as the most trusted brand in health diagnostic services. Of course, delivering high-quality services that Canadians need is the foundation of our brand, and our employees are regularly recognized for their talents, achievements and contributions. But we believe that it's the inclusive quality of our teams that really inspires Canadians to trust LifeLabs.

The diverse lived experiences of our team members reflect those of our customers. Our team members value and appreciate each other's differences, while sharing a common passion for health and customer care. By living a culture of diversity, mutual respect and caring, our teams create a welcoming space for customers. So, at LifeLabs we work hard to foster and recognize these values.





Stronger Together – Supporting Diversity, Equity and Inclusion

The LifeLabs Stronger Together Program is multifaceted and rooted in respect, willingness to honestly confront bias, and a commitment to learning. In addition to embedding diversity, equity and inclusion (DEI) in every aspect of management, including succession planning, the program supports employee-led activities to foster diversity awareness and education.

Initiatives like our Employee Resource Groups (ERGs) are the backbone of this program. In 2023, the Pride ERG launched a 2SLGBTQ+ Allyship Toolkit to provide LifeLabs’ people with resources and tools to become effective allies for the community. The toolkit introduces the diverse spectrum of identities within this community, fosters understanding of the lived realities and intersections of 2SLGBTQ+ community members and empowers allies with tools to support 2SLGBTQ+ colleagues and friends. Reinforcing the theme of allyship, the Pride ERG celebrated International Pronouns Day by making thousands of pronouns buttons available for frontline employees. The Pride ERG also sold t-shirts and provided all LifeLabs laboratories in Ontario, B.C. and Saskatchewan with a Pride flag, to be raised at events celebrating Pride month.

LifeLabs’ Multicultural Employee Resource Group (MERG) was also very active in 2023. MERG members created a Celebration Fund to support employee-generated cultural events and activities at work. Employees applied for funding for events that promote multiculturalism, cultural edu-

cation, and awareness of historically underrepresented groups. The Food & Fashion event hosted by the Microbiology team at our lab in Ontario is just one example of an event that brought people together to learn about the culture of diverse team members representing India, Thailand, Iran and the Philippines. Sharing traditional clothing and food sparked conversations about culture that raised awareness and deepened understanding among the team. MERG also launched an “Around the World” educational series for the employee newsletter, providing informative and interesting insight into a particular culture represented in LifeLabs’ employee mix.

MERG’s Around the World series complements our LifeLabs Spotlight program, which recognizes and highlights employees’ accomplishments and contributions throughout the year. For important cultural events or holidays, the Spotlight focuses on employees who are willing to share more about their cultural backgrounds, values and their thoughts about creating a welcoming and safe space for all.

“

[I’m] very lucky to have a team in the LifeLabs I go to who are kind and who gender me correctly...

because being trans and going into any medical space is scary, but they make it so cozy because they all know me.

LIFELABS CUSTOMER ON FACEBOOK

**Stranger
Together**
DIVERSITY | EQUITY | INCLUSION
@LifeLabs



Celebrating employees for what's important to them

Every year LifeLabs recognizes the major milestones in employees' longstanding commitment to the company and to the health of Canadians.

This year we had the rare and special opportunity to recognize an employee whose LifeLabs career has lasted 50 years. Facility Specialist Bob Maracle, started his career as a courier in Thorold, Ontario in 1974 and since then has held a variety of positions including Team lead and Facility Specialist.

One particular employee, Cora Burnett, a Client Services Supervisor, was recognized and presented with the BCLS Honourary Achievement Award. This award recognizes those with more than 10 years of service in the Medical Lab profession and celebrates Cora's longstanding commitment, dedication, mentorship, and contribution to the field.

LifeLabs participates in the Canadian Society for Medical Laboratory Science's National Medical Laboratory Week every year. Med Lab Week is a cherished opportunity to recognize the role laboratory professionals play in the health of every Canadian. This year, Med Lab Week centred on peer recognition and local team celebrations.



EMPLOYEE WELL-BEING

Our team's well-being is the super-power that drives customer satisfaction

It is well known that supporting employee health and work-life balance is good for productivity. But at LifeLabs we see it as a natural component of our central purpose, caring for the health of Canadians.

LifeLabs' programs wrap around our employees to support them holistically. They include health benefits, wellness education, professional development, flexible work opportunities, family scholarships, retail discounts, and regular social events. By supporting employees' well-being, we are also empowering their full energy and passion so they can bring their best to meeting the needs of our clients, customers, and communities.





Creating Meaningful Connections

Recognizing that social connection is a key element of our culture and employee experience, we host events each year to create meaningful connections for our team members.

These include events like our annual Summer BBQs and our Pride flag-raising days where employees can recharge and celebrate together. We also acknowledge and support the importance of family through programs such as the annual Family Scholarship Program, open to the dependent children of LifeLabs employees. In 2023, LifeLabs awarded scholarships to 11 talented high school graduates who demonstrated academic excellence, leadership and community contribution. Our valued insurance partner, The Co-operators, contributed one of the scholarships.

These kinds of programs reflect our values and the camaraderie of teamwork that is so much a part of LifeLabs' culture. Our employees value each other and the important work they do in supporting the health of Cana-

dians. Many consider their LifeLabs team to be their 'family at work' and for some this is literally true. Elinor Garrovillas, a Hematology Laboratory Technical Assistant in B.C, joined LifeLabs in 1999 after moving to Canada from the Philippines. Based on her positive experience, she encouraged her brother Rogel Dorado to apply for a role in Facilities Maintenance. By 2001 both Rogel's wife Miriam and Elinor's husband Rico has also joined LifeLabs. The family appreciates the chance to catch up during breaks at work – moments their co-workers jokingly call "family reunions". In the case of Janki Patel, she participated in Take Your Kid to Work Day with her mother Nehal Patel, a client services supervisor in Ontario. Impressed by the company's inclusive culture, she applied for a summer student position and five years later she is working as a home care coordinator in Ontario.

“

I've been [to LifeLabs] twice recently. What a great experience.

I did not have an appointment, but they were pleased to make me feel welcome and the wait time was minimal. Wonderful, pleasant staff, and efficient. They are now my #1 lab to go to.

LIFELABS CUSTOMER ON FACEBOOK

“

We just wanted to thank you again for your excellent support of your lab patients. ...

We have been so impressed with your patience and consideration of all the people you deal with, how you explain all the procedures so carefully, and how you deal with challenges, especially on busy days and how you work hard to keep things on track and put people at ease.

RICHARD AND COLLEEN,
LIFELABS CUSTOMERS

LifeLabs by the Numbers

CUSTOMER EXPERIENCE



700k+

CUSTOMERS SERVED
THROUGH HOMECARE
AND MOBILE LAB VISITS



6.7 MIL

TOTAL REGISTERED
USERS ON
MYCARECOMPASS



5.1 MIL

APPOINTMENTS
BOOKED ONLINE
IN 2023



384

COLLECTION
SITES ACROSS
CANADA



59k+

AVERAGE CUSTOMER
VISITS PER DAY AT
PSCS ACROSS CANADA

EMPLOYEE EXPERIENCE



6,400+

EMPLOYEES WORKING
AT LIFELABS



32.7%

OF EMPLOYEES HAVE
WORKED AT LIFELABS
FOR 10+ YEARS

LABORATORIES AND TESTING



13

LABORATORIES



125 MIL

LAB TESTS
PERFORMED IN 2023



24/7

CRITICAL RESULTS
NOTIFICATION

Awards and Recognition

In 2023, we were thrilled and proud to be honoured as a trusted brand, a great place to work, and an organization committed to diversity, environmental sustainability and leadership excellence.

BRAND AND CUSTOMER



Canada's Most Trusted Brand in Health Diagnostics 2023

Canadians chose LifeLabs as the #1 brand in diagnostics in the annual Most Trusted award program. Hosted by market research firm BrandSpark, the award program surveys 16,000 Canadians to identify the brands they trust the most and why.

LIFELABS' AWARDS



Forbes Canada's Best Employer List 2023



Forbes Canada's Best Employer for Diversity List 2023



Practice Greenhealth Environmental Excellence Award 2023

LEADERSHIP EXCELLENCE



Charles Brown, President and CEO: Leadership Excellence in Medical Diagnostics and Laboratory Testing, 2023 CEO Healthcare Awards



Mike Melo, Vice President of Technology Infrastructure & Chief Information Security Officer (CISO): Member of the Year 2023, CISO Division, CIO Association of Canada



“ LifeLabs is a company that stands up on their core values and has an opportunity to grow for every individual.

LIFELABS EMPLOYEE



“ LifeLabs has been doing an amazing job this year at promoting connection and collaboration between different groups and teams. This has created great opportunities to share best practices and find new approaches to solving problems.

LIFELABS EMPLOYEE



“ We are growing the business, we are innovative, we remain competitive, and we are passionate about patient care.

LIFELABS EMPLOYEE



Proudly empowering
our customers and their
healthcare decisions



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