



LifeLabs®

FOUNDATIONS For Our Future

2016 Report to Our Community



Building a Healthier Canada

At LifeLabs we are proud of our over 50 years of dedication to quality, service and innovation in our delivery of diagnostic lab services to Canadians. As one of Canada's leading healthcare companies, we are dedicated to providing trusted services and information to patients and to healthcare providers—services that are accessible, relevant, cost effective, and which support our vision of building a healthier Canada.

LifeLabs employs over 5,300 professionally trained staff. Through over 355 collection centres and 16 laboratories we deliver over 110 million laboratory tests, serving over 20 million patient visits annually.

Through this reach and engagement, along with our commitment to our environment, our communities, our employees and innovation, we support Canadian healthcare and its evolution.

It is well established that 70%¹ of healthcare decisions are based on a diagnostic results, so we know that access to diagnostic services is a foundational element in supporting our patients' wellbeing. Our industry-leading technologies enable more than 2 million patients to make their lab appointment online and view their results online, with over 1.6 million patients using this service last year.

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¹ Source: The Clinical Biochemist Reviews: Volume 34 pg. 43 (August 2013)



CEO Message

LifeLabs has been a healthcare partner in communities across Canada for over 50 years. As the industry leader, we work to ensure Canadians and their healthcare providers have access to leading and innovative diagnostic tests and services. We also know that easy access to test results help healthcare providers and patients make timely and informed decisions.

We value and respect our role as a trusted leader in Canadian healthcare. Trust between us and our patients, healthcare providers, and our health sector leaders drives us forward every day. We strive to build and expand that trust as we deliver on our promise to build a healthier Canada. It is this promise that is the foundation of our first *Report to Our Community: Foundations For Our Future*. I am pleased to share this report with you and to outline how we create value for our customers, connect with our communities and support our employees.

Customers will always be our number one priority. Whether it's pioneering new tests to help address pressing health issues, or forging innovative partnerships to provide meaningful genetic testing to Canadians, we are constantly listening and responding to our customers' changing needs. Through investments in state-of-the-art technologies such as our new high volume chemistry lines, through to world-class results in the quality and accreditation of our facilities, we remain committed to ensuring our customers have the information they need, when they need it, to support informed healthcare decisions.

In addition to leading in the delivery of diagnostic services, we are active in causes that matter to Canadians. Through our unique partnership with the Pacific Autism Family Centre Foundation in British Columbia, we are transforming the way Canadians with Autism Spectrum Disorder receive our services. Our unique



approach and first-ever protocols are supporting these patients, their families and their healthcare teams achieve a better healthcare experience and outcomes. Our employees are equally committed to our communities, ‘giving back’ through volunteering or through the LifeLabs matching program where, together, we multiply donations to local charities. Sustainability is also very much a part of our community story. Through unique environmental programs we are ensuring our environment is safe and that we take industry-leading actions in the treatment of the materials we use to operate our business.

Our employees are the heart of our business. They work tirelessly every day to ensure our customers and their healthcare providers receive exceptional care and service. Our employees are the caring teams that you see in your local Patient Service Centre; the courier drivers who deliver your sample to our

laboratories safely and promptly; the medical laboratory technologists who ensure results are provided to you in a timely manner and the medical specialists who consult with your healthcare provider to support your healthcare decisions. The list of LifeLabs’ caring and compassionate employees is never-ending. I am immensely proud of what we do every day in communities across Canada.

I hope you find this first Report to Our Community interesting and compelling, knowing that we are working with you and our healthcare partners to build a healthier Canada.

Sue Paish
President and CEO

PURSUIT OF EXCELLENCE

Building a healthier Canada means looking at the future and both influencing and being ready for it. We strive to deliver innovations to our customers, before they know they need them, exceeding their expectations through sophisticated approaches to testing, service delivery and partnerships.

Innovations in Drug Screening



“We knew we needed to make it easier for the patient to have the sample collected, and for the physician to act on the result.”

Dr. Danijela Konforte,
Clinical Chemist at LifeLabs

Physicians working with patients confronted with addiction or chronic pain need accurate data and information to ensure they are developing the right treatment plans for their patient's recovery. It starts with knowing what drugs are in the patient's system. This often requires that multiple lab tests be ordered for the patient — perhaps even a separate test for each drug. With many drugs now being mixed with others, and with the rapid and deadly evolution of both prescription and street drugs, it can be challenging for physicians to know which tests to order. In addition, with results for comprehensive testing sometimes taking over a week to report, treatment decisions can be delayed jeopardizing a patient's health outcomes.

Under the leadership of our Clinical Biochemists, Dr. Danijela Konforte and Dr. Jan Palaty, our team has developed a transformational approach to testing for drugs in a patient's system: the Comprehensive Drug Analysis (CDA). This new, proprietary, and simplified approach detects up to 200 drug targets in a patient's system with a single test and provides results quickly, giving

physicians the information they need to accurately and effectively treat their patients.

The concept of a CDA is not new, but the approach we've used at LifeLabs is innovative. Through our research we've built on the existing foundations for drug testing and have developed a testing technology that can deliver results to physicians in less than three days, allowing them to take action and support the patient sooner. We are working with the British Columbia Lab Services Agency to bring this technology to B.C. and will soon also explore its introduction to Ontario.

In addition to dramatically enhancing patient care, the CDA will improve the surveillance of illicit drugs in our communities. This real-time information on the presence of drugs in our communities will help public health officials and others identify trends in emerging drug use and support our health system partners to take proactive action in this rapidly evolving and potentially deadly environment.



Using Data to Fight Superbugs

With thousands of microbiology tests coming through our labs every day, we have the unique opportunity to harness data to help healthcare providers pick the most effective treatment options for illnesses requiring antibiotics.

The rise of antibiotic-resistant “superbugs” has been a concern of public health officials for years. Over-use of antibiotics or using the wrong antibiotics to treat an illness has greatly contributed to this problem. Bacterial strains that develop or acquire resistance to antibiotics have a big impact, often resulting in a more severe illness, delayed recovery, or, in the worst cases, an untreatable and deadly infection. The active and purposeful monitoring of antibiotic use will make a difference in sustaining the effectiveness of this first line of defense.

“In our eight microbiology labs, we complete thousands of antibiotic susceptibility tests every day and voluntarily track efficacy data. We also share a summary of our findings

as an antibiogram, which shows the responsiveness of the bacteria or organism to different antibiotics,” says Dr. Romina Reyes.

It takes collaboration across the health care system to build a healthier Canada. Since 2005, we’ve been publishing annual antibiogram reports and openly sharing this critical information with hospitals and community physicians so that all Canadians can benefit from our research. We have also partnered with the BC Center for Disease Control, who has used our data to create a dynamic online dashboard for physicians and healthcare practitioners to stay current on trends in antimicrobial resistance.

Our leadership and innovation helps to ensure patients receive the right treatment to fight their infections and builds the foundations for better health outcomes for all Canadians, while also helping to address the critical issue of antibiotic resistant bacteria.

“We can help physicians and healthcare practitioners to better prescribe the right antibiotic, for the right bacterial strain, for the right patient.”

Dr. Romina Reyes,
Clinical Director of Medical
Microbiology, B.C.

Sensitive to Canadian Needs

Unique among Canadian laboratories, Rocky Mountain Analytical, a Division of LifeLabs, is Canada's largest provider of naturopathic testing and functional medicine services.



Many Canadians experience the challenges of living with food sensitivities without even knowing it. Feeling bloated, tired or itchy from eczema are symptoms of what could be sensitivity to certain foods. Unlike an allergic reaction, the symptoms of food sensitivity do not always appear immediately, making it difficult to determine the cause without testing.

Rocky Mountain Analytical (RMA), a division of LifeLabs, tests for food sensitivities by looking at a patient's responses to different types of foods. With a single blood sample ordered by a patient's physician or naturopath, we can provide answers to health concerns that could otherwise take years to understand.

Knowing which foods you react to is an important first step in achieving better health. The RMA FST™ report will provide a patient's results by reactivity and food group so that dietary changes can be considered in consultation with their healthcare provider. Most patients see improvements in their symptoms within a few weeks of eliminating the reactive foods.

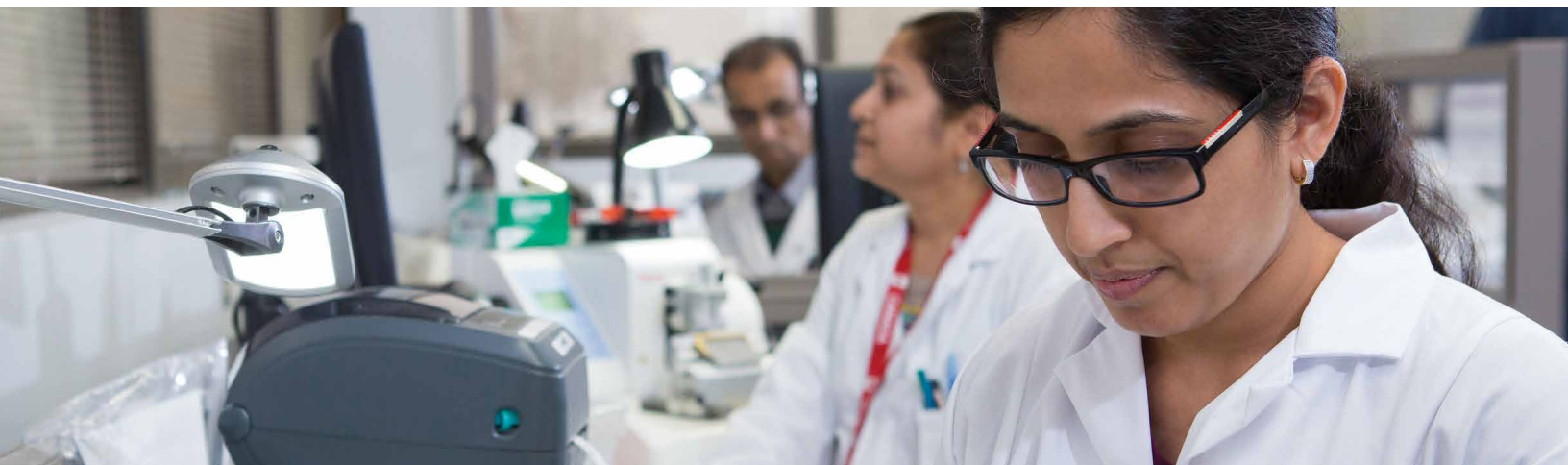
Listening to our customers is critical and when we heard from healthcare providers that some of the patient results for the food sensitivity test seemed to be over-reactive, we knew we had to act.

We looked at the thousands of tests we did for Canadians and compared those results against the ranges provided by the European test vendors. Through this work our RMA Medical Director, George Gillson, MD PhD, developed new and leading thresholds for several of the foods tested to ensure that our patients receive the most accurate and relevant data.



“Starting with a foundation of good data, relevant to Canadians, supports our patients in having the right information to make informed choices for their health.”

Joe Klassen, ND, Clinical Consultant at RMA



Commitment to Quality

Every test we do impacts a patient and their health. As a trusted provider of lab services, we must provide accurate and on-time reports, the first time and every time.

Our Quality Management System ensures we exceed standards and continuously strive to find new ways of ensuring that everything we do benefits our patients, healthcare providers and our healthcare system. It is this level of commitment that earned LifeLabs the status of being one of the first community labs in Canada to achieve ISO-15189 certification for medical laboratories.

The responsibility for quality rests with everyone at LifeLabs. Ongoing training, documentation, competency assessment, sharing improvement suggestions and auditing what we do and how we do it, is a way of life across the company. We strive to make sure that anyone who visits a LifeLabs Patient Service

Centre—whether in Vancouver or Sault St. Marie—receives the same standard of exceptional service in every element of their experience.

We also welcome feedback from our patients, healthcare providers and other stakeholders as a way to ensure our quality standards meet their needs and expectations. In a recent national survey of healthcare providers, we received a 92% satisfaction rating and we are continuing to pursue improvements.

Quality is the foundation for everything we do at LifeLabs. We value and respect the trust that our patients, healthcare providers, health system leaders and our stakeholders have in the work we do. We are committed to delivering the highest quality service and results in every aspect of our business.

“We exceed the expectations of what it means to be an outstanding community lab and ‘set the bar’ for our industry. Excellence and quality is unconditional in everything we do.”

Philip Morehouse,
Director of Quality and
Regulatory Affairs

LEADING INNOVATION

Innovation is in LifeLabs' DNA. We are continually pioneering innovative tests, expanding our genetics programs, forging new relationships and investing in technology to deliver technologies, tests and health information to our patients and their healthcare providers when they need it most.

Partnering for Better Health Outcomes

"Genetic testing, like Whole Exome Sequencing, can provide answers where no other test can."

Dr. Ron Carter,
Director, Genetics Program

CENTOGENE
THE RARE DISEASE COMPANY

LifeLabs
GENETICS

Genetics is transforming healthcare. Building a healthier Canada means looking at the future and both influencing and being ready for it. When it comes to bringing meaningful, high quality genetic testing to Canadians through Canadian expertise and Canadian-based operations, LifeLabs is a leader. Through the building of partnerships with innovative researchers and by leveraging our operational and service expertise, we are bringing important genetic tests to Canada which will drive better health outcomes and value for patients and our healthcare system.

Through the purchase of the Canadian business of Centogene, a world leader in the delivery of genetic testing for rare and inherited diseases, we will also provide leading-edge whole exome sequencing (WES) through our Ontario-based genetics lab in 2017. This partnership allows Canadians to benefit from our expertise and knowledge about our healthcare system, our professional expertise in genetics, high quality operations, leading turnaround time and access to a global database to diagnose rare conditions.

WES technology looks at all the coding regions, or approximately 1% of a person's genome, and compares the sequence

to a database to detect mutations that cause health conditions. WES is especially useful for pediatric patients who are experiencing delays in development and/or other rare symptoms, but it is also helpful in determining causes for unusual neurological, cardiac, bone and metabolic disorders, to name a few.

It was this test that provided answers for a mother desperate for more information about her son's autism. After watching her child struggle for over two years, she had enrolled him in a medical genetics research study that might provide more insights into his diagnosis. Unfortunately, the study was expected to last two years, and waiting that long for answers was simply unacceptable for this concerned parent. Working with LifeLabs and her physician to complete the WES test, this mother got the answers she was looking for and personalized support from our LifeLabs Genetics Counselors in a matter of weeks.

We are leveraging the knowledge and experience of leaders and organizations across the healthcare system through effective partnerships to make sure that together we exceed the needs of our patients and our healthcare system while delivering solutions for the future.



Planning for Healthy Futures

Almost 400,000 babies are born in Canada every year, and while most arrive healthy, it doesn't stop moms-to-be from worrying about almost everything when it comes to their baby. According to the World Health Organization, 1 in 100 children are born with a genetic condition, often much to the surprise of prospective parents who had no prior medical or family history of concern.

LifeLabs can help inform expectant mothers about risks to their baby's health, from planning a pregnancy to testing the development of the fetus. We do this by offering two life-changing tests: Counsyl Family Prep Screen and Panorama Prenatal Screen®.

Advanced genetic testing supports family planning, especially for those who have a family history of genetic disorders. Using the Counsyl Family Prep Screen, we can detect if a prospective parent carries a mutation for a recessive disease. If both parents are carriers, the couple has a 25% chance with each pregnancy of having a child affected with that condition. Working with our LifeLabs Genetic Counselors, Clinical Geneticists and their healthcare providers, parents-to-be can have informed discussions to ensure the foundations are in place for a healthy pregnancy and a successful birth.

Through our partnership with Natera Inc., we are the first laboratory to provide Canadian families with access to the most advanced non-invasive prenatal testing (NIPT) technology, Panorama Prenatal Screen®. As early as nine weeks into the pregnancy, women can screen for the most common genetic conditions without having to undergo invasive testing that increases the risk of miscarriage. With a simple blood test completed at any one of our 355 Patient Service Centres, Panorama® can accurately and effectively screen for Down Syndrome and other genetic abnormalities caused by extra or missing chromosomes.

Since 2015, we have been delivering the Panorama test to women across Canada through our Ontario Genetics Lab. Our team of Genetic Counselors and Clinical Geneticists support patients and healthcare providers to make choices about genetic tests and our team interprets the results to support informed treatment decisions.

LifeLabs' partnerships with leading innovators such as Natera and Counsyl, and our in-house team of genetics experts provide meaningful information to parents and parents-to-be.

Counsylnatera®
Conceive. Deliver.LifeLabs
GENETICS™

Improving Health through Automation

"We needed to do more than just keep up with rapid increase in demand for diagnostic testing - we needed to transform how we test at LifeLabs to be ready for the future."

Tanya Martin, Vice President
of Laboratory Operations

We are ready for the future. Through our investment in new high volume chemistry (HVC) technology, we have brought the 'next generation' of chemistry testing to Canadians. Chemistry tests are foundational to lab diagnostics. Our HVC lines process tests over 80 different assays, such as those that measure blood sugars and kidney function, with the results of these tests providing vital information to patients and healthcare providers about potentially serious health conditions.

With tracks that measure up to 70 feet in length, this is the largest installation and automation in North America. This installation was completed in partnership with Roche and Abbott on an Inpeco line—the first collaboration of its kind globally. This fully-automated HVC line runs millions of tests each year and is revolutionizing chemistry testing for Canadians.

This extraordinary system delivers maximum efficiency and scalability.

Samples are delivered by our couriers from our Patient Service Centres to a dedicated delivery location at our lab. They are then automatically transported and sorted for processing through a series of analyzers. Results are verified and uploaded to our results reporting technologies, *my results™* and *my eHealth™*, for our patients and healthcare providers.

This new HVC technology also supports improvements for our employee health and safety. The automation significantly reduces manual handling of specimens, resulting in a lower risk for repetitive strains.

In short, our commitment to innovation, quality and value through our HVC system increases our capacity and establishes a new benchmark for speed and consistency that enhances our ability to deliver reliable, high-quality community lab testing to Canadians.



Our new high volume chemistry lines are a benchmark for speed and consistency

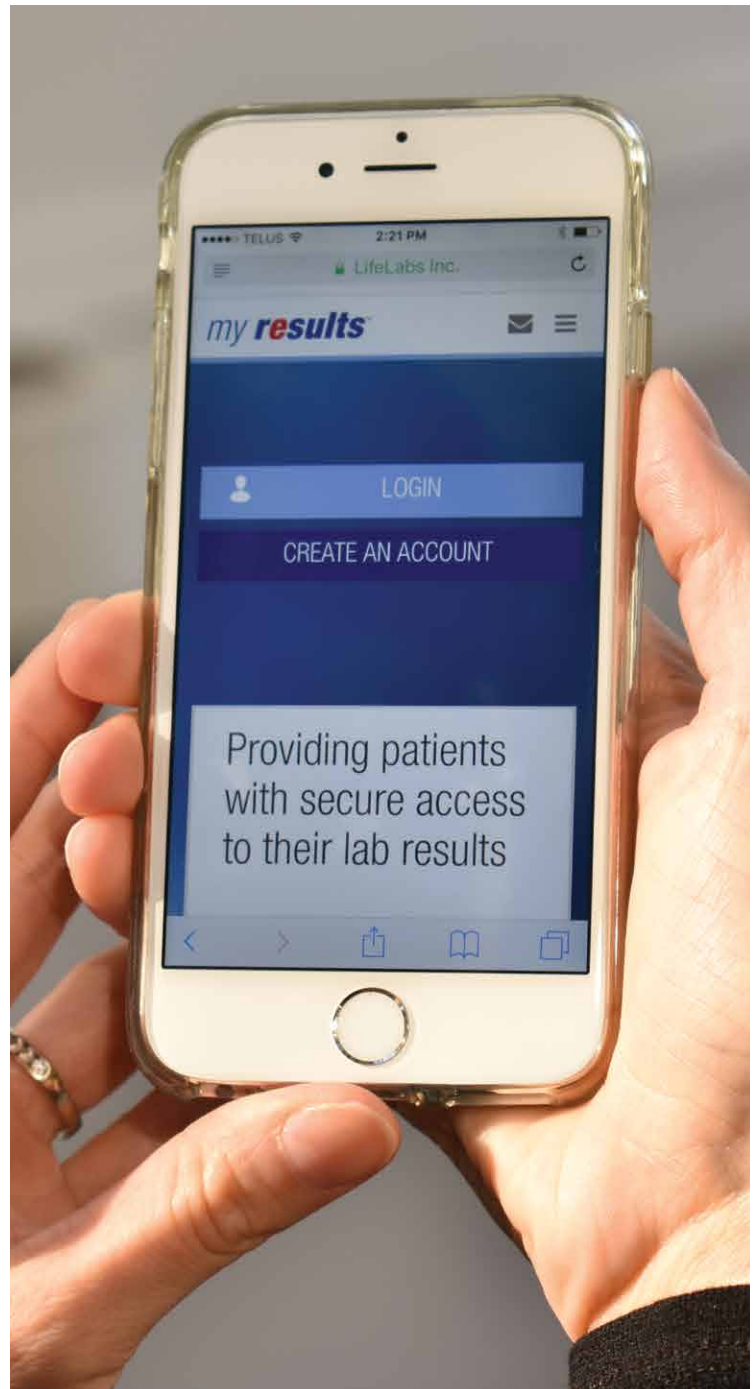
Connecting Canadians to their Health

We know the wait for lab results can be stressful for some patients and their families. Through our wholly-owned subsidiary, Excelleris Technologies, we provide our patients with simple and fast access to their health information through a secure, easy-to-use web portal, *my results*™ in Ontario and *my eHealth*™ in B.C. This industry-leading technology gives patients access to important diagnostic information they need to be informed about their health and supports productive conversations between patients and their healthcare providers.

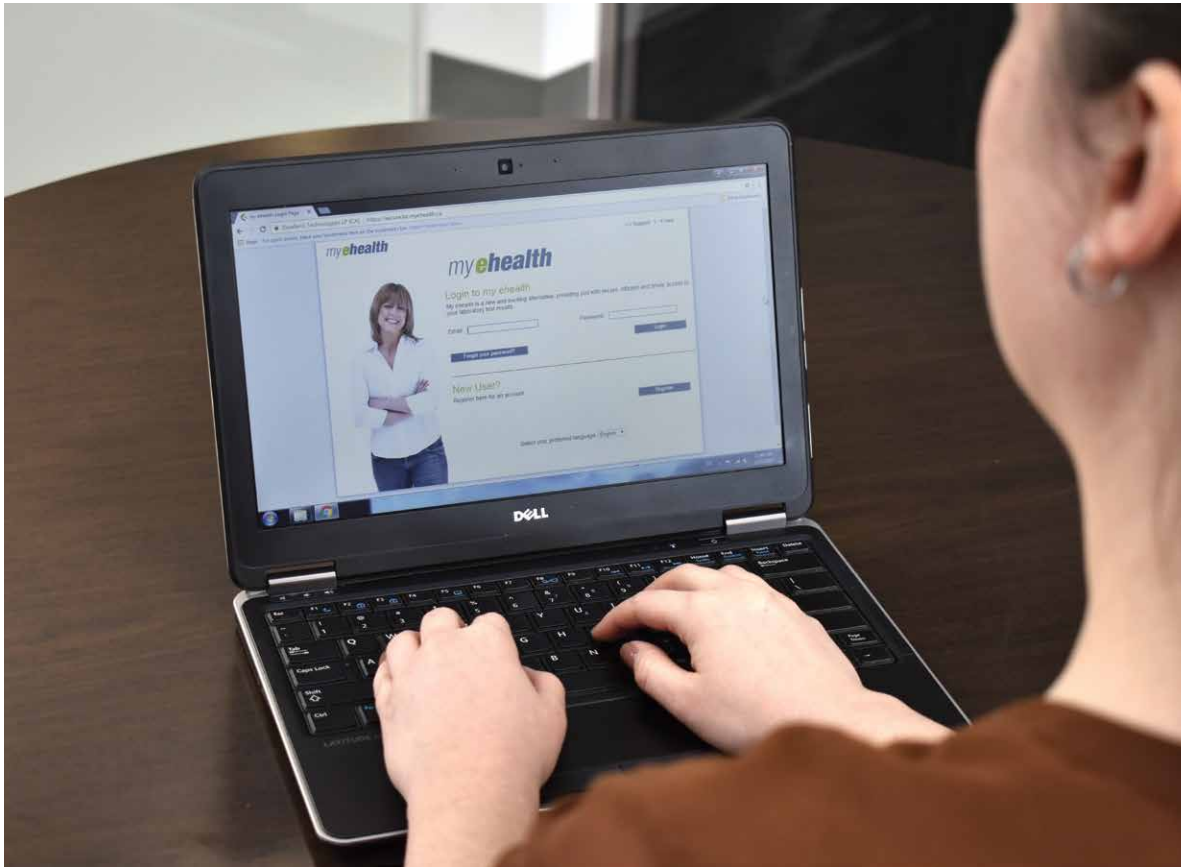
We are on pace to have over 2 million Canadians signed up for *my results*™ and *my eHealth*™ by the end of 2017.

“When you have your results in front of you before you go into see your doctor, you have that much more ability to be able to use your own voice for your own medical health.”

Katie, LifeLabs patient



my results™ and my eHealth™ help Canadians have direct access to their laboratory results when it's most convenient for them



Leader in E-Health Solutions

Created in 2009, Excelleris Technologies is a leader in the successful development and implementation of e-health solutions, on time and on budget. For over a decade, medical case management and coordination has been enhanced through the Excelleris Health Information Exchange (HIE) which provides secure electronic connectivity between healthcare providers,

hospitals, labs and patients. Through Excelleris Technologies, healthcare providers can view a patient's complete history and monitor trends over time, resulting in faster, more efficient care. Over 41,000 healthcare providers receive results via Excelleris' technology platforms.



BUILDING STRONG COMMUNITIES

Our commitment to Canadians runs deeper than providing vital health information. Through our network of 355 Patient Service Centres and our 16 processing laboratories, we provide the most comprehensive pan-provincial testing access across B.C. and Ontario.

Pioneering Best Practices in the Autism Spectrum Disorder Community

“Having the tools to prepare my son for the procedure and knowing that the LifeLabs employees have training and understand how to work with someone on the spectrum has made a big difference in reducing anxiety for my son, and therefore myself, about having blood work done.”

Dennet Pritchard, Parent

Medical tests can be stressful, but for those with Autism Spectrum Disorder (ASD) the fear associated with blood tests can be particularly pronounced. In 2015, we were approached by members of the autism community to provide a more positive blood collection experience for those with ASD. We knew we needed to act so that these patients and their families could receive important diagnostic testing and information without the stress of sedation or delay.

After extensive consultation with renowned experts and ASD families, we launched two impactful initiatives: our Serving Customers with Autism program and supporting the Pacific Autism Family Centre Foundation in B.C.

Developed in partnership with the Autism Research Centre at Holland Bloorview Kids Rehabilitation Hospital, LifeLabs’ Serving Customers with Autism program is the first program of its kind in Canada. Informed by physicians, research, families and the Pacific Autism Family Centre, we have created the first specific and comprehensive guidelines for specimen collection for patients with ASD. These guidelines, combined with the effective training of staff, increase the likelihood of successful specimen collection and can

reduce potential delays in treatment and extra costs to our healthcare system.

LifeLabs’ Serving Customers with Autism program is fully tailored to the individual. Our Client Services Managers consult with families to understand individual needs. Flexible appointment times, orientation sessions, visual supports to reduce anxiety, tools and toys to engage and comfort, and fast and reliable results are hallmarks of this innovative program. All of our phlebotomists in Ontario and B.C. have been trained on these new protocols and we began offering this specialized service across all of our facilities in the fall of 2016.

To complement these new protocols, we have also opened a special collection centre and lab in the newly-opened Pacific Autism Family Centre (PAFC) in Richmond, B.C. This state-of-the-art facility brings together resources for research, assessment and treatment to support individuals with ASD and their families.





Jack Taylor with his father David trying out the new LifeLabs facility at the Pacific Autism Family Centre

Employees Building Better Communities

LifeLabs employs over 5,300 Canadians across the country. We are a community supporter and next-door neighbour for thousands of Canadians. That is why we are proud to champion causes that enrich the communities where we live. We support cities and towns across the country as another way to build a healthier Canada.



Hockey Night in Simcoe County, Barrie, Ontario

Hockey Night in Simcoe County is an annual event in support of healthcare organizations such as Royal Victoria Hospital, Georgian Bay General Hospital and Orillia Soldiers' Memorial Hospital. For the August 2016 game, over 70 of our employees gathered at the Barrie Molson Centre to watch an exciting game while supporting the communities in Simcoe County. Over the last eight years, this family-oriented evening featuring NHL players has raised over \$1.6 million.



Motorcycle Ride for Dad, Thunder Bay, Ontario

In the summer of 2016, LifeLabs' volunteers spent the day organizing and registering riders for the Motorcycle Ride for Dad in support of the Thunder Bay Regional Health Sciences Foundation. For this single event, we helped raise over \$47,000 for the Northern Cancer Fund in support of prostate cancer care.

LifeLabs has donated **\$2,178,562** to the Canadian Cancer Society since 1995



Variety Children's Charity Radiothon, Prince George, B.C.

LifeLabs has a long history of raising funds for Variety—the Children's Charity, an organization that provides life-changing equipment, medication and therapies to children with special needs. This year, our employees answered phones to collect donations, participated in the Variety Bear Tour to recognize major sponsors, and supported the great work of Variety Children's Charity.



Canadian Cancer Society's Relay for Life

We are proud to be a founding partner in the Canadian Cancer Society's Relay for Life. In 2016, our employees and their families walked together to raise awareness and funds for cancer research.



Protecting Our Water Supply

LifeLabs has invested over

\$3M

to support innovation in
wastewater treatment.

Almost every process in diagnostic testing relies on clean water to ensure high quality test results. Returning clean, safe and usable water is an important part of our commitment to our communities and our environment.

At LifeLabs, we are leading the community laboratory sector in innovations in wastewater management. In partnership with Evoqua, we have invested over \$3 million since 2008 to develop an innovative system to treat sodium azide. Sodium azide is a preservation agent used in many lab tests. It is highly hazardous and, if not managed appropriately, can pose significant risks to employees, facilities and the environment. The unique system we developed breaks down the sodium azide and removes contaminants from the water before it is returned to the public system. We are the first diagnostic testing lab in Canada to implement this sodium azide treatment system,

demonstrating our commitment to environmental responsibility in healthcare.

“Each year, we collect millions of litres of wastewater containing sodium azide, filter it and treat it with ozone, similar to the cleaning process used in some swimming pools. This process destroys the sodium azide, and the end result is clean water that is safely returned to the ecosystem.”

Nancy Varga, Environmental Manager

Our commitment to building healthier communities and preserving our water resources will continue to grow as we work to incorporate green technologies into our operations.



Diverting Waste

Recycling sounds simple, but can actually be quite challenging in a healthcare environment. Ensuring that generated waste does not impact employee or patient safety is critical and we need to carefully consider how we dispose of the waste so that we don't introduce risks to our communities.

Our waste management program is founded on a cycle of continuous improvement. Through audits of our facilities we identify what types of waste are generated, how they are being sorted and opportunities to reduce our overall footprint. Working with employees, suppliers and our waste management vendors, we challenge each group to change how we sort, segregate and treat our different waste streams. All of this is supported through training and education and is monitored on a monthly basis to ensure that we are staying on track.

To improve participation in the recycling and composting programs at our laboratories, we have added more bins to our lunchrooms and have posted information on how to sort the waste. We've also worked with our suppliers to buy products in bulk whenever possible to minimize packaging and, where appropriate, we donate or repurpose equipment such as ECG beds, ice packs, Holter monitors, heat sealers, water baths and refrigerators to groups like the Rotary Club to keep them out of landfills.

We diverted over
900,000 kg
of materials from landfills
in Ontario and British
Columbia in 2016.

OUR EMPLOYEES

We believe that when you surround yourself with the brightest minds and most caring hearts, you will deliver the best experiences. When you nurture your people and help them to succeed, you build strong foundations and create a team that works together and achieves excellence.

Ensuring Health and Safety

LifeLabs has over

448

trained health and safety
representatives

Our view on health and safety is simple: all incidents and injuries are preventable when employees work together to learn, report, correct and prevent. Everyone at LifeLabs supports a safe and healthy workplace, and our employees address safety risks first hand.

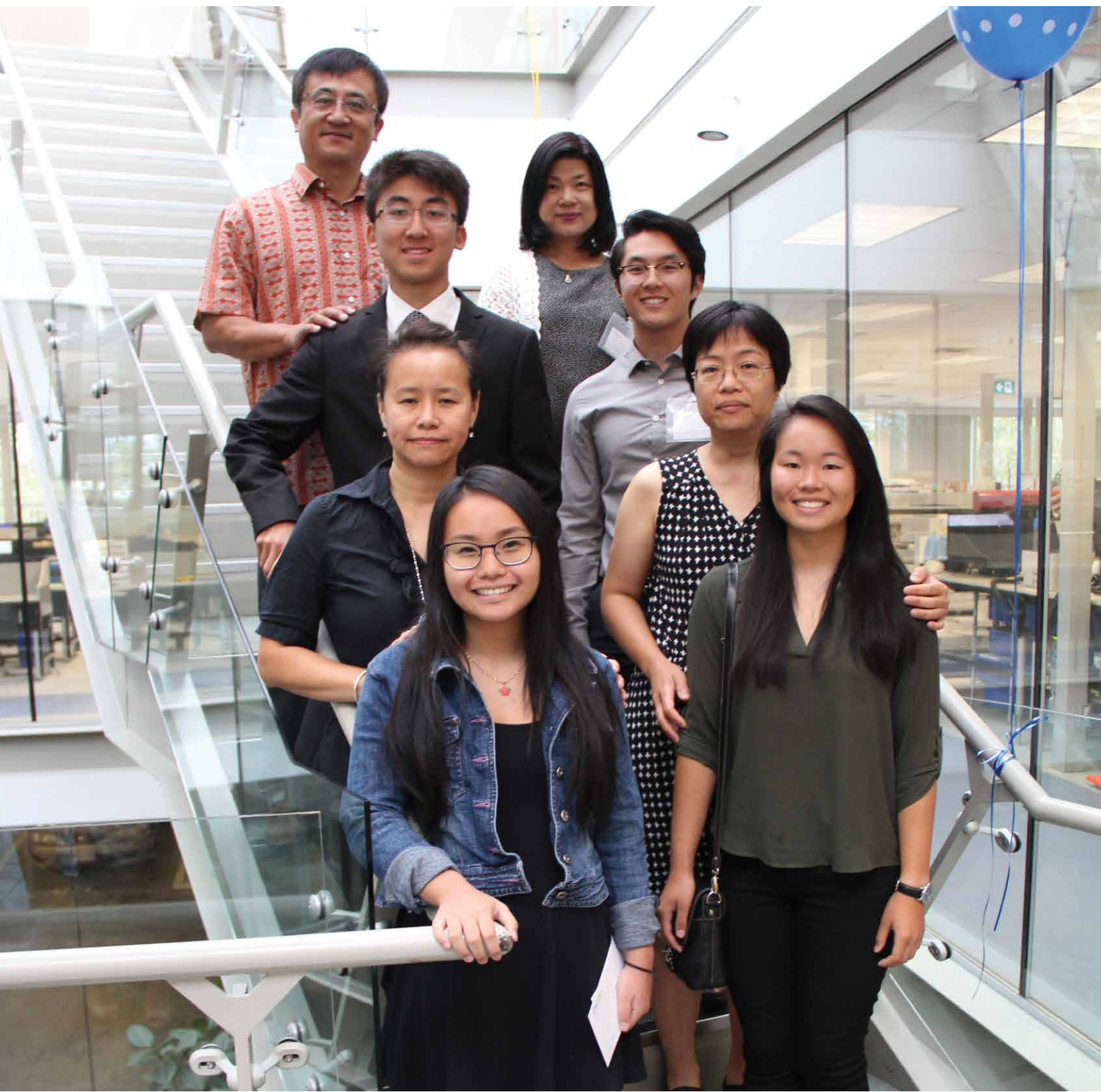
Since 2014, we have trained 448 health and safety representatives across LifeLabs and launched a new hazard recognition program. Each reported hazard contributes to a safer workplace and translates into fewer employees being injured on the job each year.

Working as a team to prevent injuries has made a difference. For example, our microbiology team in Surrey, B.C., developed a plan to improve their work environment and prevent injuries. Equipment was adjusted to improve ergonomics, ideas for exercises and stretches were shared, and friendly reminders to co-workers reinforcing these behaviours were encouraged. As a result, comfort and personal accountability has increased at the lab, while incidents have decreased.

We are extremely proud of the culture of prevention our employees have adopted and are continuing to support as we work towards our goal of ensuring all employees go home safe.







2016 LifeLabs Family Scholarship winners from B.C. and their parents

Families Matter: Supporting our Employees' Children

Building a healthier Canada demands that we develop the skills and knowledge of our employees for today, while investing in the next generation of Canadian science and business leaders for tomorrow. LifeLabs has a longstanding tradition of enriching the academic lives of students by inviting them into our offices and labs through national programs, internships and co-op placements.

Every November, LifeLabs welcomes dozens of grade nine students in Ontario and B.C. to an action-packed day of tours, seminars and hands-on activities that give them access to company leaders as well as a behind-the-scenes look at departments and methodologies as part of Take Our Kids to Work day.

For those students who can't come into our labs, LifeLabs employees regularly visit elementary and high schools to speak about careers in the medical laboratory field, and several of our specialists share their knowledge as professors at post-secondary institutions.

To further develop future leaders, the annual LifeLabs Family Scholarship program awards 10 stellar first-year Canadian college and university students with a scholarship. As part of this program, children of eligible employees are asked to reflect on their high school achievements and submit an application which summarizes academics, leadership, volunteerism, employment and extracurricular activities, along with a 500-word essay. Since 2007, LifeLabs has invested in 57 students.

Through supporting our employees' children in their academic and career goals we are helping to build tomorrow's leaders, today.

"A big thanks to LifeLabs for encouraging young people to pursue their passions and chase their dreams."

Karen Lau, LifeLabs
Phlebotomist and Parent of
Scholarship Winner

Every Employee Counts. Every Patient Counts. Every Community Counts.

We are grounded and inspired by our values. They are the foundation of everything we do at LifeLabs. They guide how we work with our patients, our healthcare providers, our communities and with each other, so together we can build a healthier Canada.



Caring

We care deeply for our customers, each other and our communities. Excellence is the standard for everything we do.

Agile

We are ready and able to take advantage of new opportunities, we are curious and open-minded, responsive and proactive, explorative and risk tolerant. We are empowered to act, and we embrace and adapt to change.





Customer Driven

We listen. We are interested in and care about our customers' needs and expectations and we strive to create value by exceeding those expectations.



One Team

We work together with unwavering personal integrity, mutual respect and trust towards our shared purpose.



We are proud to share our first Report to Our Community and the foundations on which we will continue our mission to Build a Healthier Canada. As we look towards the future, we are committed to continually listening and responding to our customers and stakeholders, harnessing innovations to deliver the best information, engaging with our communities to remain a trusted partner and supporting our employees as we work together to drive ongoing success.



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