New Employee Guide

SUBJECT	**New Employee Guide**			
EFFECTIVE DATE	**03/24//2014**	PAGE NO. **1**	OF **27**	
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Employees Draft 0.1

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INTRODUCTION

WELCOME TO QUEST DIAGNOSTICS INCORPORATED!
Congratulations on your career decision to join the nation's leading provider of diagnostic testing, information and services. The first few days and months of your employment will be filled with opportunities to learn more about our company history, mission, values, your role, job responsibilities and the contribution you can make to impact the success of Quest Diagnostics. Each day presents new challenges and opportunities, and we sincerely hope that you will enjoy joining us in our efforts to achieve our mission. Also, throughout your employment, you will experience ongoing training to give you the best possible foundation for a successful career at Quest Diagnostics.

This New Employee Guide has been designed to walk you through the steps to begin your journey with Quest Diagnostics. Your successful integration into the workplace will take place over the course of time, starting with critical first day/first week steps, and an understanding of their importance.

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ONBOARDING QUICK REFERENCE CHECKLIST- DAY 1/ WEEK 1

Before you start:

☐ Confirm start date and time with your manager

☐ Locate original I-9 identification documents

☐ Provide photo for building access/security badge (if requested)

☐ Verify dress code for Day 1 with your manager

☐ Prepare for day one parking and meals

Day 1:

☐ Report to identified location to pick up building access/security badge from your manager

☐ Obtain login information from manager - confirm all required systems access is available. Report any difficulties to your manager and/or IT Help Desk. IT Help Desk Number is 1-877-537-8378.

☐ Check with manager regarding where/when you should complete New Hire Orientation Training (NHO) online training. Begin as directed

Day 2- Day 59:

☐ Discuss with your manager to determine eligibility/need to participate in Bring Your Own Device (BYOD) Program

    ☐ Yes, follow steps in Bring Your Own Device section

    ☐ No, skip section

☐ Determine if you will need to acquire a Corporate American Express Card

    ☐ Yes, follow steps in Acquire Corporate American Express Card section

    ☐ No, skip section

☐ Determine if you will need to order business cards

    ☐ Yes, follow steps in Order Business Cards section

    ☐ No, skip section

☐ Meet with manager to discuss ongoing actions and activities for your successful integration throughout the first year of your employment.

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YOUR FIRST DAY

GETTING STARTED:

Before you start you will be provided with your start date, including time and location. If you have questions about your first day, please be sure to direct them to your manager or Talent Acquisition Partner, depending on your situation.

Be sure to bring your acceptable documenation as required for completion of the I-9 verification process.

In order to be fully prepared before you arrive, you may want toyou're your manager about the following:

- Dress code
- Breakroom/dining area, i.e., availability, refrigeration for carry in meals, etc.
- Parking

Before you begin, your manager will submit requests for the following:

- any equipment you will need to perform your job, including PCs and other devices.
- network ID and appropriate systems access through System Access Manager (SAM) Provisioning

Once these are available, your manager will be notified via email. If you have a Quest Diagnostics email address, you will also receive these notifications.

CONTACT INFORMATION

For assistance with most matters, you should check with your manager. If your manager is unable to assist you, you may need to contact IT or the HR Service Center for additional assistance.

INFORMATION TECHNOLOGY: If you encounter any difficulties logging in or with system performance, please check with your manager. For additional assistance contact the IT Help Desk by calling 1-877-537-8378.

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NEW HIRE I-9 INFORMATION

HELPFUL TIPS:	This guide has been developed to provide you with instructions to complete the I-9 Employment Eligibility Form.
	After completing Section One electronically, you will need to submit valid form(s) of identification, to your manager for completion of Section Two.
	The I-9 verification must be completed by your manager or a delegate within the first three days of your start date.

1) Once you have electronically signed your offer letter, you should receive the email with information to complete and sign the I-9 Form.

----- Forwarded Message -----
From: Quest Diagnostics Employee Portal <DoNotReply@talentwise.com>
To: twintegration@rocketmail.com
Sent: Tuesday, July 23, 2013 2:21 PM
Subject: [Override: tmary@demo.com] Action Required - Your Form I-9 from HR at Quest Diagnostics

Attention Test Mary:
Please use the button below to begin filling and signing your Employment Eligibility Verification (Form I-9) online. The Form I-9 should be completed before the due date shown below. If you have previously signed in to the Quest Diagnostics Employee Portal, you will be able to use the permanent password you previously set, or use the **Forgot your password?** option on the sign-in page to receive a new temporary password.

Task	Due Date	Status
Complete and Sign Form I-9	07/19/2013	New

Get Started

If you have any questions or received this email in error, you may contact us at 1-866-357-4358 or customersupport2@talentwise.com.
This email has been automatically generated. Please do not reply to this message.
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2) You will need to submit valid form(s) of identification to your manager on your first day. A list of valid forms is provided after you have electronically signed your I-9 form.

Quest Diagnostics®

Welcome Test Elaine Mary | Sign Out
Contact Tech Support: 1-866-357-4358
Contact Recruiting: 555-555-5555

My Dashboard > Electronic I9

✓ **eSigning Complete**
You have completed electronically signing your Form I-9.

Additional Action Required!

You must still bring original versions (not copies) of **either one document from List A, or a combination of one document from List B and one document from List C** to be inspected by a representative of your employer, who will then complete section 2 of the Form I-9.

A list of acceptable list A, B, and C documents can be viewed as a PDF using the link below.

List of Acceptable Documents.pdf

LIST A		LIST B		LIST C
Documents that Establish Both Identity and Employment Authorization	OR	**Documents that Establish Identity**	AND	**Documents that Establish Employment Authorization**
1. U.S. Passport or U.S. Passport Card		1. Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address		1. A Social Security Account Number card, unless the card includes one of the following restrictions: (1) NOT VALID FOR EMPLOYMENT (2) VALID FOR WORK ONLY WITH INS AUTHORIZATION (3) VALID FOR WORK ONLY WITH DHS AUTHORIZATION
2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)				
3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa		2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address		2. Certification of Birth Abroad issued by the Department of State (Form FS-545)
4. Employment Authorization Document that contains a photograph (Form I-766)		3. School ID card with a photograph		3. Certification of Report of Birth issued by the Department of State (Form DS-1350)
5. For a nonimmigrant alien authorized to work for a specific employer		4. Voter's registration card		

HR SERVICE CENTER

The **HR Service Center Online** provides many helpful links for employees to gain access to information such as their pay advices, career development, performance evaluation information, requesting time off, benefits, etc.

To Access the HR Service Center- click on this link:
http://questnet1.qdx.com/units_functions/hr/hrsc/index.htm

To contact the HR Service Center:

Phone: 855-411-8511

Fax: 610-271-4475

Mail: Attn: NOC- HR/10441 University Center Dr. Tampa, FL 33612

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BUILDING ACCESS

HELPFUL TIPS:	Your manager will need to request a building badge for you through the Facilities/Security Site Manager.
	Your manager should be able to provide you with a name of the correct person you would need to contact to obtain the badge and step-by-step badging procedures.
	This process can be completed for:
	• In some locations your manager may also need to request a security badge AND a Workforce Central proximity card if you will be punching in/out using the Workforce Central card reader. Facilities will also process these requests.
	• If you will be working in a facility that does not have camera equipment for photos you may be asked to upload and send a picture for your badge. If required, you will be directed to send it via email to the closest Facilities Lab/Hub for badge processing.
	When your badge is delivered to you, it will be with the understanding of the following:
	• It is your responsibility to safeguard the ID badge.
	• The badge is to be worn at all times on Company premises and presented upon request for identification purposes.

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REPORTING HOURS WORKED

HELPFUL TIPS:	This section has been developed to provide you an overview of Workforce Central, Quest Diagnostics' time management system. It is through this system that non-exempt employees will record their time and attendance, i.e, hours worked, meal breaks. Exempt and non-exempt employees will also be able to track and manage their TOP hours.
	Some employees will use their building access badge to punch in and out at the Workforce Central clock, recording their hours worked. Others will use Tele-time, logging in and using the timestamp feature to punch in and out for work and meal breaks. Your manager will notify you as to which method you will use to record your time.
	Until you are provided with the required access, record your time worked on the Workforce Central Adjustment Log and submit to your manager daily/weekly. Also be sure that you understand and comply with any state requirements regarding your meal breaks.
	To access Workforce PC, click on this link: https://time.qdx.com/wfc/logon

1)	Access the ourQuest online intranet home page.	http://questnet1.qdx.com
2)	Click on the Employee Center navigation menu. From the dropdown menu select "Your HR Service Center".	

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REPORTING HOURS WORKED, *continued*

3) Click on "My Time", "Workforce Central" and "Workforce Central Information" or go to https://time.qdx.com/wfc/logon.

To learn how to use Workforce Central, utilize the resources available to you in the menu below the log on button, specifically Documentation and Training, and FAQs for All Employees.

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PAYROLL CALENDAR

HELPFUL TIPS:	You may wish to see when your first paycheck will be issued, learn what holidays you may be able to plan for, and understand the payroll schedule. This section will provide you with the steps to access this information on the Quest intranet site.

1)	Access the ourQuest online intranet home page.	http://questnet1.qdx.com
2)	Click on the Units & Functions button in the navigation menu. From the dropdown menu select "A-H". From the flyout menu select "Finance", and from the secondary flyout menu select Payroll Services.	
3)	On the units & functions **finance** PAYROLL SERVICES page, click on Bulletin Board in the left navigation menu.	

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PAYROLL CALENDAR, *continued*

4) On the Bulletin Board page, click on the link for the applicable calendar year.	**Pay Calendars:** • 2015 Employee Payroll Calendar • 2016 Employee Payroll Calendar

SECURE SITE ACCESS

HELPFUL TIPS:	Generally your manager will ensure that you have access to any secure sites to which access is required for your work. However, in some cases, you may be asked to complete the request. This can be accomplished by following the steps below.

1)	Access the Secure Site Access Request Online Form via the link.	SECURE SITE ACCESS REQUEST ONLINE FORM: http://questnet1.qdx.com/Business_Groups/it/infra/nt/security_requests/intranet_secure_access_request_form.htm
2)	Complete all required fields and click the [Submit Form] button at the bottom of the page. The form will be submitted, via email, to the business owner for approval. The business owner will forward this email, along with the necessary approval, to I-Net Services for implementation. I-Net Services will provide you with the requested access once final approval has been received. You will receive a confirmation email from I-Net Services.	

OTHER USEFUL LINKS

HELPFUL TIPS:	This section has been included to provide you with links to other sites and portals that you may find useful.

1)	Access these additional sites with useful information	**Employee Portal Login** Intranet site to activate the eGrid or RAC for access to the Quest Network from outside of Quest. http://authapp.qdx.com/IdentityGuardAuth/ApplicationLogin.aspx **Your HR Service Center** Intranet site for employees to access links to helpful information. **WorkForce Central** Intranet site for employees' to manage their time & attendance, including Time Off with Pay (TOP). https://time.qdx.com/wfc/logon **Remote Access Card Activation** The remote access card allows employees to access Employee Self Service and other limited information through a non-network computer, via the Internet. **IntelliQuest** Intranet site for New Hire Orientation Program (NHO) and additional learning opportunities. https://intelliquest.skillport.com/ **Concur** Intranet site for Quest employees to submit receipts & invoices for expenses incurred while conducting business on behalf of Quest Diagnostics. http://questnet1.qdx.com/Business_Groups/finance/concur/concur.htm **HealthyQuest** Internet site that provides Quest employees tools and resources to help manage their health. http://www.myhealthyquest.com/default.aspx

NEW HIRE ORIENTATION (NHO) TRAINING

HELPFUL TIPS:	This section of the guide has been developed to provide you with key information regarding the New Hire Orientation Training.
	The New Hire Orientation (NHO) Training consists of seven modules.

• Module 1: Company Overview
  o The vision, goals, strategy, values and structure of Quest Diagnostics
  o The history of Quest Diagnostics and restoring growth within the Company.
  o The value proposition related to our products and services.
• Module 2: Compliance
  o **General Compliance Training** focuses on Quest Diagnostics Compliance Program which consists of the Integrity Commitment, Code of Business Ethics, the laws that are pertinent to the laboratory industry, and our Compliance Policies, including Duty to Report.
• Module 3: Benefits
  o Provides an overview of the benefits available at Quest Diagnostics.
• Module 4: Blood Borne Pathogens
  o Must be completed prior to employee exposure to blood or other potentially infectious materials (i.e. specimens).
  o Also instructs the employee on taking additional job specific safety modules to complete the onboarding process.
• Module 5: IT Security: Security Responsibilities
  o Discusses protecting confidential information
  o Ensure Integrity and availability of Quest information
• Module 6: IT Security: Insider Threat
  o This module explains what an "Insider Threat" is, why this threat is so dangerous, and ways employees can identify and report the threat.
• Module 7: Compliance Policy
  o **Function- Specific Compliance Policy Training** is designed to educate on the policies and procedures that relate to a new employee's particular job function.
  o This module must be completed to finish your NHO training.
  o This module is NOT part of the NHO Learning Plan and can be found separately under MY PLAN.
• EHS Training Program
  o Environment, Health and Safety modules designed to keep you safe in the workplace.

You will be automatically registered for New Hire Orientation (NHO) Training in IntelliQuest through automated TalentWise processes and an email will be sent to you and your manager. Your manager should schedule some time for you to complete the Modules 1-7 within seven business days.

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NEW HIRE ORIENTATION (NHO) TRAINING, *continued*

1)	Access email with instructions to complete New Hire Orientation (NHO) Training. Click on link provided or enter URL. Employee will log in using new login credentials: **Network ID**: [your network logon (e.g., john.x.doe)] **Password:** your network password.	https://intelliquest.skillport.com
2)	Click on My Plan near the upper left corner to access Employee specific training plan.	

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NEW HIRE ORIENTATION (NHO) TRAINING, *continued*

3)	Hover your mouse over the New Hire Orientation (NHO) Training program and click on Show Details to display the contents within.	
4)	Click on [Complete All] to launch the course from the beginning, or click on any of the modules to start. ****Modules 1-7 must be completed within 7 business days.****	
5)	Remember to go back to your MY PLAN to complete Module 7: Compliance Policy Training.	
6)	Next, complete the EHS Training.	

NEW HIRE ORIENTATION (NHO) TRAINING FAQs

How long do I have to complete the online training?

New hires have 7 business days to complete the training via IntelliQuest Online Learning Site. Automatic email notifications will be sent to the new hire daily until the four modules have been completed. The hiring manager will receive automatic reminders beginning 3 days prior to required completion date.

How do I get new hire safety training?

Included in the New Hire online training modules is the Bloodborne Pathogens module that must be completed prior to the employee exposure to blood or other potentially infectious materials (i.e. specimens). That module will also instruct the employee to take some additional safety modules to complete the onboarding process.

Does the online training need to be completed all at one time?

No, the training can be stopped/started at will.

Will my manager know the status of my training?

A report is generated every Tuesday and Friday and sent to the supervisors of those with new employees. They can review the report to see the completion status of the modules.

I have completed all of the required training, so why is my supervisor still getting the report?

Employees that have completed the training will be removed from the report every other month.

What should I do if I am having trouble launching any of the modules?

If any technical issues are encountered, click on or enter the URL listed below to conduct a test to ensure that your computer and web browser are configured correctly.

http://browser.skillport.com

I do not have a computer, how can I take the Online New Hire Orientation training?

Your manager will need to make a computer available to you to complete the training. Some options they may utilize include the use of PSC computers, borrowing a laptop from IT, or using one of the kiosk computers. Access to the Online New Hire Orientation is also available via secure access to IntelliQuest directly from a mobile phone and/or home computer by simply typing this address into the Internet browser: https://intelliquest.skillport.com/.

Keep in mind that online training will not be available until day one.

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NEW HIRE ORIENTATION (NHO) TRAINING FAQs, *continued*

What other safety modules are required?

In addition to the Bloodborne Pathogens module there are other modules required by OSHA regulation or are required to keep you injury-free. These modules include: Hazard Communications/Chemical Safety, Ergonomics, Fall Prevention, Worker's Compensation, Additional Safety Precautions (Electrical safety and fire evacuation), Needle Safety (for phlebotomists only), and Common Injury Prevention (Vehicle, Lifting, Lacerations, etc.). These modules are also in IntelliQuest and include a built-in competency quiz.

How do I learn about the safety hazards for my particular job duties?

A department specific safety checklist has been developed to ensure your safety after reporting for your initial assignment; and to remain compliant with regulatory requirements. The checklist includes those aspects of the safety program that are specific to your job duties, like the list of chemicals that you will be exposed to in your work or the best way to evacuate in the event of an emergency.

The checklist is available here: New Hire Department Specific EHS Checklist

I have completed compliance training and continue receiving emails that training is due. What should I do?

The online New Hire Orientation Learning Program includes 7 modules of which 2 are required for compliance.

1. NHO: Module 2: General Compliance training which is required for all new employees.

2. NHO: Module 7: Function- Specific Compliance Policy Training which is also a requirement for new employees to complete within 30 days of hire. NOTE: Module 7 is not part of the NHO Learning Plan and needs to be completed in addition to the NHO Learning Plan. It can be found in your MY PLAN.

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COMPLIANCE TRAINING

HELPFUL TIPS: This section of the guide has been developed to provide you more information regarding compliance training.

- Module 2: General Compliance Training is provided as part of the New Hire Orientation (NHO) Learning Program and is required for all new hires and rehires greater than one year.

- Module 7: Function-Specific Compliance Policy Training includes policies and procedures specific to your job function and is required for all new hires, as well as transfers to another job function. Training is NOT part of the NHO Learning Program. You must go back into MY PLAN to launch and complete Module 7.

- Annual Compliance Training- provided by the Compliance Department to all employees hired prior to 7/1 of each year.

Additional Compliance Resources and Tools may be found on the Quest Diagnostics Intranet:
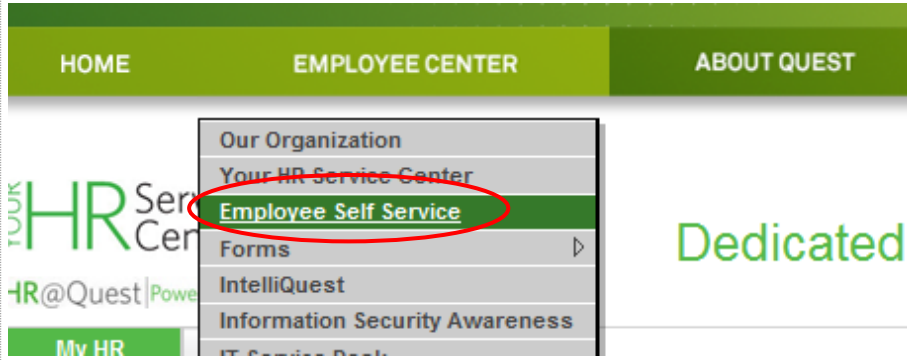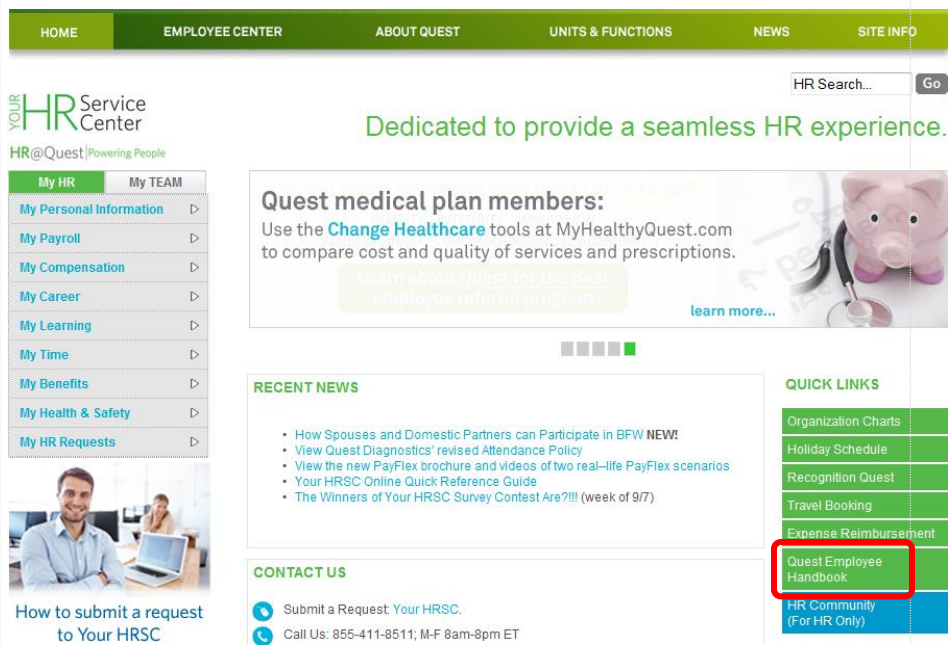
http://questnet1.qdx.com/Business_Groups/Legal/legal.htm

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ACCESS TO EMPLOYEE POLICIES

HELPFUL TIPS:	Employees can view information about policies and procedures, and access the employee handbook on the Quest intranet site.
	Follow the steps below to access these documents.

1)	Access the ourQuest online intranet home page.	http://questnet1.qdx.com
2)	Click on the Employee Center button in the navigation menu. From the dropdown menu select "Your HR Service Center".	
	Click on either "Quest Employee Handbook" link in the bottom right corner, under the "Quick Links".	

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INTRODUCTION TO "GETTING INVOLVED" *continued*

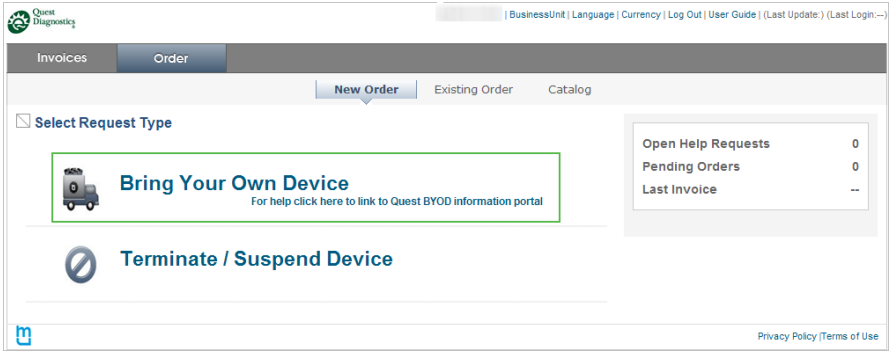|		
1)	Access the ourQuest online intranet home page.	http://questnet1.qdx.com
2)	Click on the Employee Center button in the navigation menu.	

BRING YOUR OWN DEVICE (BYOD)

HELPFUL TIPS:	Employees in certain roles may be eligible to have the company cover a portion of their mobile telephone service. This would apply to employees who are required to utilize their personal cell phone for business purposes. You will need to check with your manager to determine your eligibility for this program. Follow the steps below if applicable.

1)	Access the program description/home page, or go directly to the BYOD Online Request Form	http://questnet1.qdx.com/Business_Groups/it/infra/nt/mobile_device_mgt.htm https://quest.mobilemanager.net/Order/OrderRequestTypeSelection.aspx
2)	Click on the "Bring Your Own Device" link. A policy note will display.	
3)	Read the BYOD policies. Click on the checkbox to express your agreement to the terms and conditions. Respond as appropriate to the following questions. A form will display through which you will provide the details of your request.	

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BRING YOUR OWN DEVICE (BYOD), *continued*

4)	Using the drop down menu, select your location.	**Select A Device** To join the BYOD program you will need to have or purchase a smartphone that is certified to run the Messaging software. Below, from the drop down menus, you will be able to see what smartphones are options for you to select from. If you do not see your carrier, make or model that you intend to purchase ple Service Desk at 877-53-Quest (877-537-8378) option 7, Option 2 or click on the BYOD Chat tab at the bott screen to get assistance. Country * — Select Select USA UK China Canada Hong Kong India Puerto Rico Singapore Vendor * Device Make * Model *
5)	Using the drop down menu, select your Vendor. Eligible Device Makes and Models will be populated in the following drop down menus. Complete your request by selecting those options.	Vendor * — Select Select Arrive AT&T SouthernLINC Sprint T-Mobile US Cellular Verizon Wireless Vodafone Wi-Fi Only Device Make * Model * **Additional Commen**
6)	Complete your request.	Consult with your manager if you encounter any difficulties with submitting your request.

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AMERICAN EXPRESS CORPORATE CREDIT CARD & BUSINESS CARDS

HELPFUL TIPS:	Employees in certain roles may be required to carry business cards and travel, or make business related purchases. The information below will provide instructions on how to order an American Express Corporate Credit Card and Business Cards.
	Employees
	Follow the steps below if applicable.

1)	Access the ourQuest online intranet home page.	http://questnet1.qdx.com
2)	Click on the Units & Functions button in the navigation menu. From the dropdown menu select "A-H". From the flyout menu select "Corporate Procurement".	
3)	On the Corporate Procurement page, select "Links" from the menu.	

AMERICAN EXPRESS CORPORATE CREDIT CARD & BUSINESS CARDS, *continued*

4) On the Corporate Procurement Links page, select "AmericanExpress" to review the ordering process. To order Business Cards, select "Corporate Graphics- Stationary and Business Cards".	

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