Engaging our team
Driving service and operational excellence
Key Performance Indicators (KPIs)
Nicole Lambert, Chief Operating Officer
Enterprise Key Performance Indicators (KPIs)

1. People
2. Quality
3. Growth
4. Productivity
5. Financial

• Objective: Holistic view of the drivers of our success
  – Teams engaged in our success and motivated to deliver the highest quality and customer experience fuels our growth and productivity
  – A fact-driven approach to surfacing trouble spots and root causes fosters a healthy learning-focused culture

• Current focus
  – Enabling commercial leaders with Business Unit and product-level data and a consistent cadence for review
  – Standardizing and automating delivery of the data
People measures and trending

Employee turnover

▼ 25% Y/Y

% of our team who voluntarily left Myriad over the last 12 months

Employee engagement

▲ 20% Y/Y

% of our team who are satisfied and committed to the organization and its goals

Diversity & inclusiveness

56% % of total HC as of Q2 '22

% of our executive leadership who represent various ethnicities, gender and orientation
# Quality measures and trending

<table>
<thead>
<tr>
<th>Total turnaround time</th>
<th>Customer NPS</th>
<th>Audit findings</th>
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</thead>
<tbody>
<tr>
<td>▼ 15% faster Y/Y</td>
<td>72%</td>
<td>Holding steady</td>
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- **Total turnaround time**: Average number of days required to produce a report after the sample is received.
- **Customer NPS**: “Net Promoter Score” is the number of customers who are advocates of Myriad.
- **Audit findings**: The number of non-conformance findings surfaced by audits each quarter that drive continuous improvement efforts.

<table>
<thead>
<tr>
<th>Q2 '20</th>
<th>Q4 '20</th>
<th>Q2 '21</th>
<th>Q4 '21</th>
<th>Q2 '22</th>
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<th>Q4 '21</th>
<th>Q1 '22</th>
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Growth trends

Total active customers trends

▲ 30% since Q2‘20

- Number of current active healthcare providers ordering tests

Demand volume trends

▲ 12% Y/Y

- Total number of distinct patient samples received in each quarter

Average Selling Price

Holding steady

- Average Selling Price is the total Revenue divided by the total number of units sold
Productivity measures and trends

COGS per Test

▼ 8% since Q2’20

Average COGS $’s per test quarterly (total Cost of Goods dollars divided by the number of total units sold to inflation adjusted)

Adjusted OpEx as a % of revenue

▼ 10% since Q2’20

Adjusted Operating Expenses divided by total Revenue each quarter

Sales productivity

▲ 65% since Q2‘20

Total average revenue generated by each sales maker (revenue / sales headcount)
## Financials

<table>
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<tr>
<th>Total revenue</th>
<th>Adjusted Operating income</th>
<th>Adjusted Gross margin</th>
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<tr>
<td>$179 million</td>
<td>$4.5 million</td>
<td>72%</td>
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Revenue generated each quarter from current orders + collections from tests run in previous quarters.

Adjusted Operating Income is Myriad’s profit after all enterprise expenses are accounted for.

Adjusted Gross margin is total revenue less the Cost of Goods Sold (COGS).