

UNITEDHEALTH GROUP

Our Mission in Action

2022 Sustainability Report



About UnitedHealth Group

Our mission

Help people live healthier lives and help make the health system work better for everyone.

~400K

employees worldwide.

UNITEDHEALTH GROUP

A health care and well-being company with two distinct and complementary businesses working to help build a modern, high-performing health system.

150M

unique individuals served.

Optum

Combines clinical expertise, technology and data to empower people, partners and providers with the guidance and tools they need to achieve better health.

UnitedHealthcare

Offering a full range of health benefits, enabling affordable coverage, simplifying the health care experience and delivering access to high-quality care.

Optum Health

Value-based care

Medicare & Retirement

Serving older people

Optum Rx

Pharmacy care services

Employer & Individual

Consumer-oriented benefit offerings

Optum Insight

Technology-enabled services

Community & State

Caring for medically underserved

>\$320B

total revenues.

Our core values

Integrity

Honor commitments.
Never compromise ethics.

Compassion

Walk in the shoes of the people we serve and those with whom we work.

Relationships

Build trust through collaboration.

Innovation

Invent the future and learn from the past.

Performance

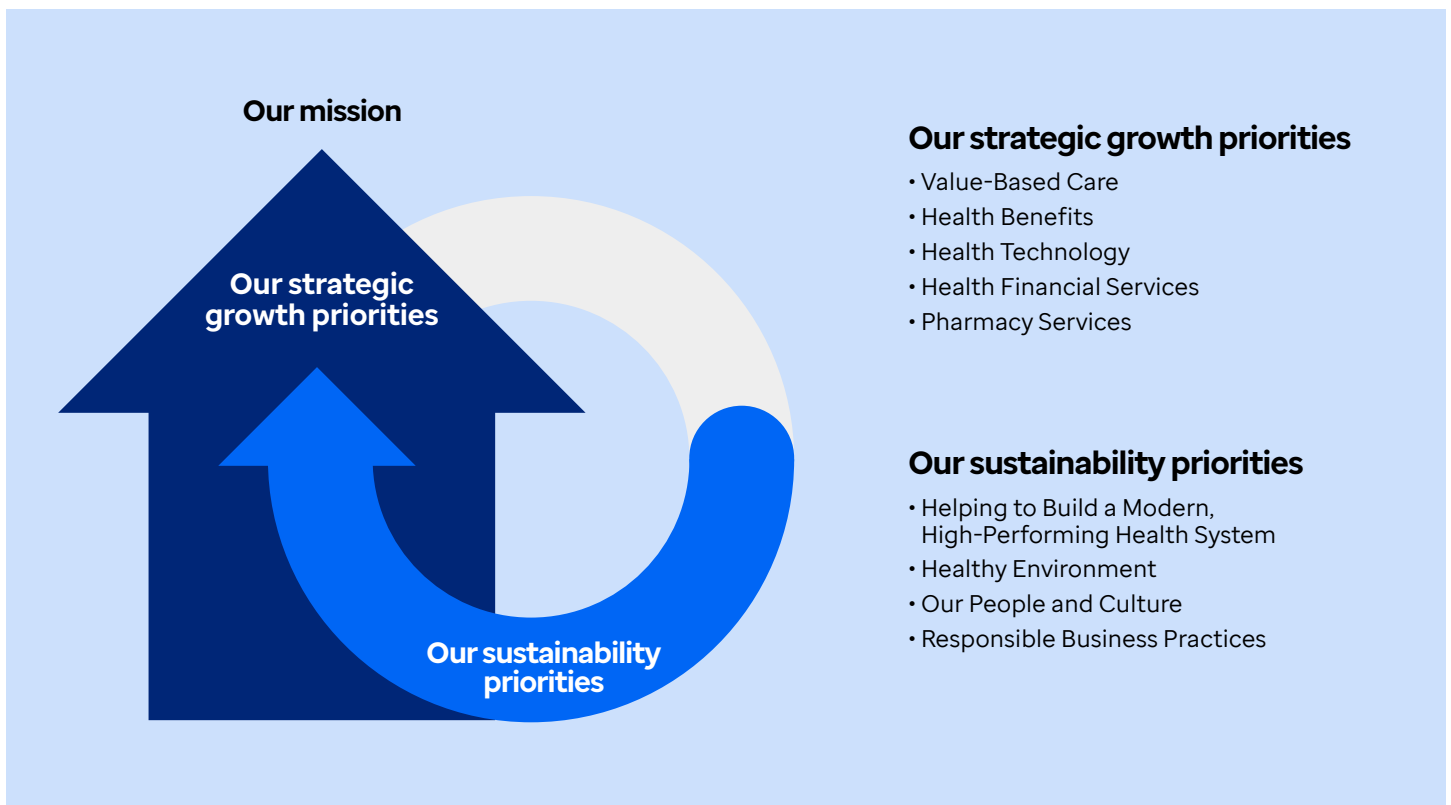
Demonstrate excellence in everything we do.

Who we serve

- Consumers
- Employers
- Governments
- Care providers
- Patients
- Health plans

Sustainability at UnitedHealth Group

Sustainability is an inspiration for growth – a foundation to fulfill our mission and deepen our societal impact by improving the health and well-being of the people we serve.



“Our persistent commitment to sustainability serves as the foundation of our strategic growth priorities, designed to not just serve more people, but serve them better, more comprehensively and with higher-quality, more affordable care.”

Patricia L. Lewis
Chief Sustainability Officer, UnitedHealth Group

2022 sustainability highlights

Building a modern, high-performing health system

\$0

copays initiated for five lifesaving drugs for fully insured commercial plan members.

\$100M

scholarship program launched to help build a diverse health workforce.

2.2M

in-home health assessments provided to older adults, including 670,000 in low-income communities.

Our people and culture

40%

of top management positions are held by women.

39K

employees participated in Employee Resource Groups, up 17,500 from 2021.

75%

positive employee experience score, up from 72% in 2021.

Healthy environment

Committed

to the Science Based Targets initiative (SBTi) Net-Zero Standard.

Completed

our first assessment of scope 3 emissions.

24%

reduction in inbound paper.

Responsible business practices

\$569M

in employee wages supported through our supplier diversity program.

33%

female independent directors on our board.

Conducted

our first Human Rights Impact Assessment.

Recognition*

Named to the **Dow Jones Sustainability World and North America Indices** since 1999.

Named to **Fortune's 2023 "World's Most Admired Companies"** list for the 13th consecutive year.

One of **Fortune's Most Innovative Companies** for 2023.

Named to **Forbes' list of America's 500 Best Large Employers** for 2022.

[*More recognition](#)

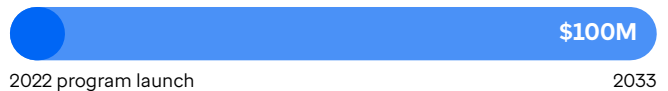
[Click here to learn more.](#)

Our commitments

Supported by our strategic growth priorities, our long-term commitments represent specific, measurable targets within our broader efforts to help build a modern, high-performing health system, advance health equity and contribute toward a healthy environment. As we measure and report our progress on each specific commitment, we are continuously evaluating new commitments that can further support our sustainability priorities and advance our mission.

Building a modern, high-performing health system

Invest \$100 million to create a new philanthropic program and partnerships that will measurably advance a diverse health workforce by 2033.



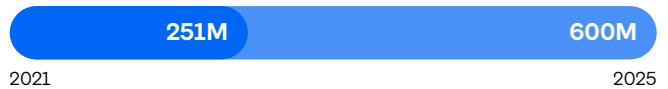
55%+ of our outpatient surgeries and radiology services will be delivered at high-quality, cost-efficient sites of care by 2030.



85% of our members will receive preventive care services annually by 2030.



600 million gaps in care will be closed for our members by the end of 2025.

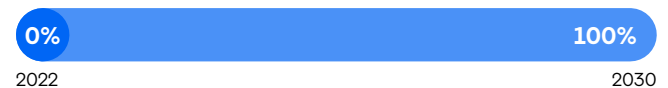


Healthy environment

Achieve a 60% reduction in scope 1 and scope 2 emissions by 2030. Reach operational net-zero by 2035.



Invest and source 100% of our global electricity demand with renewable sources by 2030.



Commit to the Science Based Targets initiative (SBTi) Net-Zero Standard.



Building a modern, high-performing health system

We are helping to create a consumer-first health system, connecting people to high-quality, affordable care to deliver the best possible outcomes.

Advancing health equity

In 2022, we aligned around six strategic health equity focus areas: care experience and workforce, socioeconomic challenges, care access and affordability, chronic condition management, behavioral and mental health, and mortality and life expectancy.

Accelerating the transition to value-based care

We are reaching people through more than 2,200 sites of care and serve more than 3 million people in fully accountable value-based care models – the most comprehensive and effective type of value-based arrangement.

Expanding in-home clinical care

Our HouseCalls program connects older adults to social services and provides in-home vaccines and screenings for under-diagnosed conditions. In 2022, nearly 1 in 4 people screened by a HouseCalls clinician had a condition they didn't know about – including diabetes, prediabetes, hepatitis C and colon cancer.

Enhancing consumer-oriented benefits

New, innovative commercial plans are eliminating deductibles and coinsurance, bringing transparency and simplicity to health benefits, reducing out-of-pocket costs and improving satisfaction.

Building healthier communities

We contributed \$95.8 million and supported 20,000 charitable organizations globally in 2022 to improve health outcomes in the communities where we live and work.

670K

people in low-income counties received an in-home clinical assessment in 2022.

24%

higher rates of annual wellness visits among Medicare Advantage patients in Optum value-based care vs. fee-for-service.

862K+

members connected to social assistance.

\$0

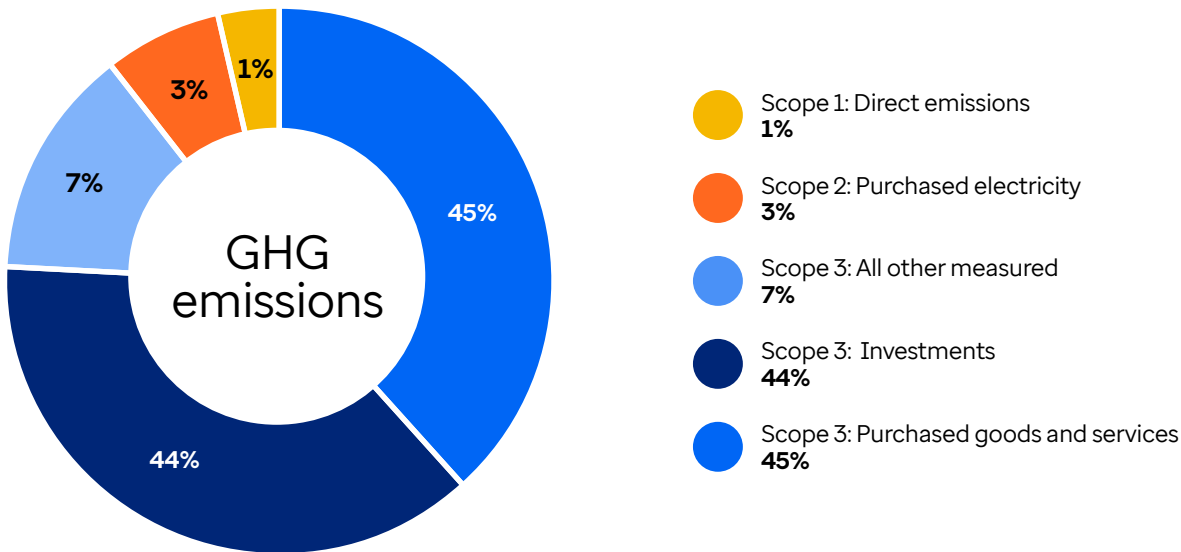
copays initiated for five lifesaving drugs for members in fully insured commercial plans.

Healthy environment

We are making clear commitments designed to keep the communities around us sustainable and healthy.

Assessing value chain emissions

Completed first scope 3 assessment to prioritize opportunities toward an SBTi-approved emissions target.



Virtual power purchase agreements

VPPAs will allow us to apply renewable energy credits across our portfolio while also supporting the generation of new sources of renewable energy. We are actively exploring VPPAs, which are likely to be a key component of our net-zero strategy.

1B

pieces of paper saved in 2022.

Direct investments in renewable energy

We have begun construction of solar panels at our Optum headquarters in Minnesota, with expected completion in summer 2024. Once operational, this project is expected to meet 50% of the site's energy needs. We are actively exploring additional opportunities for direct investment.

1.7M

pounds of waste diverted from landfills by recycling electronics.

Our people and culture

We are attracting, developing and retaining the world's best diverse talent to effectively support our strategic growth priorities.

Advancing an inclusive culture where diversity fuels performance, and where we leverage our collective power to create greater impact.

Enabling employees to be their best in an office, a clinic or at home by offering robust resources and programs designed to improve holistic well-being.

Developing and growing our talent by incorporating employee listening, leader development, and career growth and mobility.



UnitedHealth Group employees at an event celebrating Employee Resource Groups.

40%

of top management positions are held by women.

81%

increased participation in Employee Resource Groups.

First

DEI Innovation Lab hosted in 2022 to better understand employee experiences.

Recognition

- Named one of the best places to work for disability inclusion in 2022 by the Disability Equality Index® (DEI).
- 100% rating on the Human Rights Campaign Foundation's 2022 Corporate Equality Index.
- Ranked No. 7 in the nation on the 2023 Military Friendly® Employers list.

Responsible business practices

More than 40 years of governance practices supporting our mission and serving the needs of the communities in which we live and work.

Conducted a Human Rights Assessment to understand risks in our operations and value chain.

Established review processes for vendor-acquired AI.

33%

female independent directors on our board.



7.7K+ community jobs supported through our supplier diversity program.

Analyzed emissions data from key suppliers, representing 45% of spend.¹

[Click here to learn more.](#)

¹ Includes spend from Enterprise Sourcing & Procurement.