

UNITEDHEALTH GROUP®

# SUSTAINABILITY REPORT

Fulfilling Our Mission

2020

# A MESSAGE FROM OUR CEO



UnitedHealth Group is a health and well-being company led by 330,000 team members united in our mission to help people live healthier lives and help make the health system work better for everyone. We are pharmacists, physicians, nurses and social workers. We are technologists, data scientists, engineers and researchers. We are care advocates, administrators, project managers and more.

Together, we are committed to helping build a compassionate and patient-centered health system that ensures every person has access to affordable, high-quality health care that meets their unique needs. While each of us brings a diverse set of experiences, perspectives and expertise, we share a profound sense of responsibility to ensure our company and society broadly become more sustainable each day.

Within the pages of this report, you will find a comprehensive and transparent description of our commitments, actions and achievements: how we are helping to expand access to high-quality, affordable care for everyone, improve the experiences for providers and patients and achieve better health outcomes for the people we are privileged to serve. You will see examples of our progress in addressing health disparities and advancing health equity, including the investments we are making to build a more diverse and inclusive health workforce well beyond our own company – a workforce that reflects the breadth of the communities and people we are privileged to serve.

Lastly, you will find stories of compassion, bravery, ingenuity and resilience as we describe how our team members continue to serve on the front lines of care and support the most vulnerable among our neighbors and communities during this extraordinary time of need.

As a company, we view sustainability as a core element of our business strategy. We are constantly striving to ensure progress in our efforts by having clear and measurable goals and welcoming the engagement, input and accountability from our many stakeholders.

Importantly, we submit this report with a certain degree of humility. While we are proud of our progress to date, we understand just how much more work must be done to realize society's collective aspirations and our potential as a company. We will continue to work in partnership with others across the health system and beyond to advance our mission and help to create a modern, high-performing health system.

Sincerely,

Andrew Witty  
CEO, UnitedHealth Group

# WHAT SUSTAINABILITY MEANS TO UNITEDHEALTH GROUP

**Sustainability is an extension of our business strategy, culture and mission as we work to help ensure the health care system works better for everyone. At UnitedHealth Group, we are committed to providing distinct value for those we are privileged to serve, including our shareholders and society broadly.**

We are dedicated to earning the opportunity to serve more people and drive shareholder and societal value by focusing on the following material topics determined through broad stakeholder engagement and approval from our senior leaders and Board of Directors. This year, we are pleased to introduce Long-Term Commitments that reflect our focus and determination to fulfill our mission and business strategy. Sustainability is foundational to our business and these ongoing efforts will lead to new commitments that are important to our company as health care evolves and through our continued engagement with stakeholders to improve health care for all people and positively impact society.

## HELPING TO CREATE A MODERN, HIGH-PERFORMING HEALTH SYSTEM

We are committed to a future that expands access to care, improves health care affordability, enhances the health care experience and achieves better health outcomes. Partnering with key stakeholders, we are advancing health equity, building healthier communities and supporting the ongoing response efforts to COVID-19.

## RESPONSIBLE BUSINESS PRACTICES

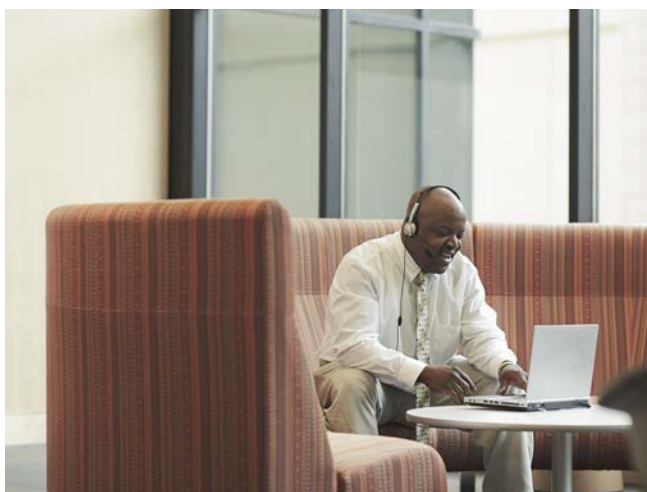
For more than 40 years we've developed strong and effective governance practices through compliance, board diversity and independence, a commitment to ethics and integrity, and an emphasis on data security and supply chain management.

## OUR PEOPLE AND CULTURE

We celebrate our people, ideas and experiences, creating a culture where all team members are appreciated, valued and able to reach their full potential. We join together as individuals – forming a team as diverse as the people we serve – in meeting our responsibility to improve the health system.

## ENVIRONMENTAL HEALTH

We recognize the important role the environment plays in the health of every community and we are committed to mitigating our impact on the environment.



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## SUSTAINABILITY GOVERNANCE

UnitedHealth Group has a long-standing commitment to sustainability supported by our senior leaders and Board of Directors.

Our sustainability efforts are overseen by the executive vice president of Corporate Affairs – in partnership with senior leaders across the company – and include engagement with external stakeholders on environmental, social and governance (ESG) initiatives. The Public Policy Strategies and Responsibility Committee of the Board of Directors is formally charged with overseeing our sustainability strategy and performance. Additional committees of the Board of Directors have responsibility for ESG topics, including the Audit, Compensation and Human Resources, and Nomination and Corporate Governance committees.

Our day-to-day sustainability agenda is overseen by a collaborative collection of leaders across Optum, UnitedHealthcare, Global Operations and Facilities Management, Clinical, Human Capital, Finance, Compliance and Privacy, Legal and Risk Management, Compliance and Regulatory Affairs, and Enterprise Resiliency and Response.

## STAKEHOLDER ENGAGEMENT AND MATERIALITY

We proactively engage our stakeholders to promote transparent and continuous dialogue regarding our business and sustainability efforts.

**In 2020, we embraced a broader and more proactive engagement process with stakeholders**, conducting more one-on-one interviews and discussions and applying feedback in our ongoing efforts.

We solicit input from a diverse group of stakeholders – including consumers, employees, customers, health care professionals, suppliers, policy-makers, shareholders and nonprofit partners – through a variety of formal and informal methods including forums, surveys and individual meetings.



Each stakeholder's unique perspective helps inform our material topics and ongoing approach to sustainability. Many of the issues identified through stakeholder engagement – including achieving universal coverage, improving health care affordability, advancing value-based care, simplifying the health care experience, advancing health equity and addressing the determinants of health – informed the development of our sustainability agenda.

Although the priorities of each stakeholder may vary, there is a common expectation that UnitedHealth Group has the responsibility and capabilities to address the most pressing challenges facing the health care system. We will continue to take an intentional approach to stakeholder engagement efforts and how we take action on the feedback we receive.

# ABOUT UNITEDHEALTH GROUP

Supported by 330,000 team members, we leverage information, technology and clinical excellence to help people live healthier lives and help make the health system work better for everyone.



## FULFILLING OUR MISSION

We seek to enhance the performance of the health system and improve the overall health and well-being of the people we serve and their communities.

We work with health care professionals and other key partners to expand access to quality health care so people get the care they need at an affordable price.

We support the physician-patient relationship and empower people with the information, guidance and tools they need to make personal health choices and decisions.

## 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, learn from the past.
- Performance** Demonstrate excellence in everything we do.

## WHO WE SERVE



Individuals



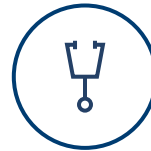
Employers



Brokers



Governments



Providers



Employees



Payers

## OUR BUSINESSES

Harnessing the combined capabilities of our two distinct, yet complementary businesses – Optum and UnitedHealthcare – we are working to improve health care quality, access and affordability. Through the innovative capabilities of our businesses – and by partnering with governments, employers, health care providers and others – we are striving to create a simpler, more effective health system for those that experience, provide and pay for care.



An information and technology-enabled health services business comprised of OptumHealth, OptumInsight and OptumRx. Delivering services that help to modernize the health system and improve overall population health.



A leader in health benefits, providing broad access to high-quality, cost-effective health care locally. Delivering value to people in all stages of life, at all income levels through health benefit programs for individuals, employers, and Medicare and Medicaid beneficiaries.

330k

employees worldwide, including:

125k

clinical professionals

40k

customer-facing team members

30k

technology professionals

## 2020 BY THE NUMBERS



142M

Unique Individuals Served

\$257.1B

Total Revenues

\$4B

Innovation/Technology/ Research and Development Investments



\$147M

In Charitable Contributions, including:

\$58M

in COVID-19 relief

2.6M

hours volunteered by employees

\$48M

through the United for Giving employee giving program

18k

charities supported worldwide through the United for Giving program

## RECOGNITION

Member of  
**Dow Jones Sustainability Indices**  
Powered by the S&P Global CSA

Dow Jones Sustainability Index – Named to the World and North American Indices since 1999

**FORTUNE**  
WORLD'S MOST ADMIRABLE COMPANIES 2020

Fortune's World's Most Admired Companies – No. 1 rank in the insurance and managed care sector

### Corporate Culture

- Civic 50 – Recipient for nine straight years
- 2020 CMS Health Equity Award
- National Business Group on Health – 2020 Best Employers: Excellence in Health & Well-Being top-tier Platinum award
- JUST Capital – member of the JUST 100 in 2020
- Viqtory – 2020 Military Friendly Employer
- WayUp's Top 100 Internship Program

### Inclusion & Diversity

- Human Rights Campaign Corporate Equality Index – “Best Places to Work for LGBTQ Equality”
- Disability Equality Index® (DEI) – “2020 DEI Best Places to Work for Disability Inclusion”
- Chile Mujeres, PwC and PULSO “Women's Talent Boosting Award”

### Environment

- Named to the Carbon Disclosure Project's (CDP) Leadership Band in 2020 for efforts to reduce greenhouse gas emissions
- CDP Climate 2020 – A- score

# ABOUT THIS REPORT

**This report covers the complete fiscal year, dating January 1, 2020, to December 31, 2020. Please contact [sustainability@uhg.com](mailto:sustainability@uhg.com) with any questions regarding this report or our sustainability efforts.**

## **Forward-Looking Statements**

The statements, estimates, projections, guidance or outlook contained in this document include “forward-looking” statements which are intended to take advantage of the “safe harbor” provisions of the federal securities law. The words “believe,” “expect,” “intend,” “estimate,” “anticipate,” “forecast,” “outlook,” “plan,” “project,” “should” and similar expressions identify forward-looking statements. These statements may contain information about financial prospects, economic conditions and trends and involve risks and uncertainties. We discuss certain risks that may affect our business operations, financial condition and results of operations more fully in our filings with the Securities and Exchange Commission, including our reports on Forms [10-K](#), 10-Q and 8-K. By their nature, forward-looking statements are not guarantees of future performance or results and are subject to risks, uncertainties and assumptions that are difficult to predict or quantify. Actual results may vary materially from expectations expressed or implied in this document or any of our prior communications. You should not place undue reliance on forward-looking statements, which speak only as of the date they are made. We do not undertake to update or revise any forward-looking statements, except as required by law.

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