

UNITEDHEALTH GROUP®

SUSTAINABILITY REPORT

Fulfilling Our Mission

2020



ENVIRONMENTAL HEALTH



RECOGNIZING THE ROLE THE ENVIRONMENT PLAYS IN THE HEALTH OF EVERY COMMUNITY

At UnitedHealth Group, we understand the important role the environment plays in the health of every community. We believe the environment is a key part of what makes the communities in which we live and work sustainable, viable and healthy. We also appreciate that a changing environment can impact our ability to accomplish our mission.

We value and promote genuine, environmentally responsible behaviors on behalf of our company, our employees and our partners in the communities we are privileged to serve. And we behave in a way that will reduce our environmental footprint by taking meaningful and transparent actions.

WHAT WE'RE FOCUSED ON:

Maintaining sound governance and oversight of our environmental management efforts.

Minimizing our impact on the environment by reducing our carbon footprint, efficient water and energy usage, comprehensive waste management programs and employee engagements.

Engaging our stakeholders – including team members and partner organizations – to promote and practice environmental responsibility.

ENVIRONMENTAL GOVERNANCE



Our environmental management efforts are overseen by UnitedHealth Group’s chief financial officer and senior vice president of Corporate Services. The Public Policy Strategies and Responsibility Committee of the Board of Directors oversees our [Corporate Environmental Policy](#).

The vice president of Operations and Facilities Management is responsible for goal setting, strategy development, performance and risk management, project execution, reporting and leading our Environmental Management team – a cross-functional working group including representatives from Enterprise Real Estate Services, Enterprise Sourcing & Procurement, Enterprise Health & Safety, Enterprise Resiliency and Response, Corporate Affairs, Human Capital, Legal and representatives from our Optum and UnitedHealthcare businesses.

MINIMIZING OUR IMPACT ON THE ENVIRONMENT

UnitedHealth Group is committed to transparently minimizing our company's **environmental impact** by reducing our carbon footprint, ensuring efficient use of water and energy, developing and implementing comprehensive recycling and waste management programs, and engaging our employees and partners in thoughtful, goal-based environmental stewardship.

Reducing carbon emissions has been a long-standing priority for our company. Our global energy conservation program is a fundamental part of our carbon emissions reduction strategy, focusing on the integration of core sustainability principles in the management of our global real estate portfolio.

Our 2020 reported annual carbon emissions data is the most comprehensive to date and includes integrated global real estate operations in the United States, the Republic of Ireland, the United Kingdom and the Asia-Pacific region.



To implement low cost/no cost energy conservation projects and to identify capital investment opportunities, our facilities management team works in partnership with the Environmental Management Team. For instance – at the Optum Headquarters in Eden Prairie, Minnesota – our upgrade of fluorescent lamps to LED has helped to reduce our overall electricity usage.

Additionally, we strive to apply high-performance design and construction best practices across our real estate portfolio.

8k

fluorescent lamps upgraded to LED at the Optum headquarters

427k

kWh reduction in annual electricity use due to Optum lamp upgrades

2.7M

square feet of LEED certified facilities across UnitedHealth Group's portfolio

We identify water efficiency opportunities through construction standards that routinely incorporate water efficient fixtures and fittings for planned projects. In response to COVID-19 and with a special focus on employee health and well-being, we deployed touchless fixtures and upgraded restrooms across the U.S.

80%+ of our managed U.S. sites meet LEED criteria, achieving our water efficiency goal

4k

touchless fixtures installed at sites across the U.S.

155

sites received restroom upgrades



Diverting waste from landfills and minimizing waste generated in our operations help reduce our impact on the environment. In 2020, we completed our Twin Cities Waste Pilot Program that implemented back of house composting and more sustainable USDA Certified Biobased and Green Seal Certified brown paper towels at our Eden Prairie and Minnetonka, Minnesota, sites.

Across six sites in California we also implemented front of house composting, which included adding compost bins to employee breakrooms and cafés. These best practices will be deployed to our Eden Prairie and Minnetonka sites.

Bevi flavored-water dispensers were installed across U.S. locations as part of Stride – our internal employee well-being program – which reduced the use of single-use beverage containers.

4.7M estimated single-use bottles saved since 2019 by installing water dispensers

We are managing and reducing paper-based waste generated from our business operations through Shred All, our confidential paper recycling program, as well as investments in digital capabilities that help us reduce paper use in our business operations.

We've implemented a multiyear project to reduce the quantity of printers at administrative office locations. In 2020, we also deployed new employee productivity tools to help enable more efficient and digitally focused solutions.

Our members can opt in to receive digital communications for informational letters, explanation of benefits and health statements. Beyond reducing paper-based communications, those who opt in receive communications more quickly and via their preferred method.

4.9k

tons of paper destroyed and recycled in the U.S. in 2020

83k

trees saved in 2020

ENGAGING OUR STAKEHOLDERS

UnitedHealth Group is committed to engaging our stakeholders – which include our team members and partner organizations – in our efforts to promote and practice environmental responsibility.



Our culture empowers team members to engage in actions to preserve the environment, conserve natural resources and reduce energy in our business operations. United for the Planet – a team initially formed by employees in Eden Prairie, Minnesota, to identify and implement environmental programs in the workplace – expanded nationwide in 2020 and participation grew nearly eightfold.

The United for the Planet team helped build the framework for location-based landfill diversion goals and provided employee education to help with initiatives such as expanding food and paper towel composting and recycling best practices.

Our United for the Planet team grew to

300+

employees in 2020
from 40 in 2019

ABOUT THIS REPORT

This report covers the complete fiscal year, dating January 1, 2020, to December 31, 2020. Please contact 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.

UNITEDHEALTH GROUP®

©2021 All Rights Reserved.