

# Leading in the Development of the Next-Generation Health System

## UnitedHealth Group's First Sustainability Report

UnitedHealth Group has published its first Sustainability Report, highlighting actions across the company to build a health system that works better for everyone. This report represents our commitment to openly and transparently sharing information and updates on our longstanding commitment to sustainability, and includes updates on the organization's environmental, social and governance efforts.

### What is Sustainability?

Sustainability is how a company manages environmental, social and governance (ESG) practices to achieve its long-term strategy and deliver value to its stakeholders and society. A sustainability report augments an organization's financial reports by tracking commitments to responsible growth and development, and approaches to managing material, non-financial factors that could impact performance, competitiveness and reputation.

### Sustainability at UnitedHealth Group

At UnitedHealth Group, sustainability is an extension of our business strategy as we work to shape a health system that works better for everyone. Specifically, our 325,000 team members are dedicated to earning the opportunity to serve more people and drive distinctive shareholder and societal returns by:

- Leading in the **Development of the Next-Generation Health System** in a socially conscious way – a system that increases access to care, makes care more affordable, enhances the care experience and improves health outcomes.
- Developing our **People and Culture** by creating an inclusive environment where diverse people, experiences and perspectives make us better.
- Maintaining **Responsible Business Practices** supported by over 40 years of continued enhancements to corporate governance, including a commitment to ethics and integrity, and an emphasis on data privacy and security, and responsible supply chain management.
- Improving **Environmental Health** by recognizing the important role the environment plays in the health of every community and our role in mitigating our impact on the environment.

### Our First Sustainability Report

UnitedHealth Group's first sustainability report covers activity through the fiscal year ending December 31, 2019, as well as a two-page special feature on our response to the COVID-19 pandemic. As we evolve our sustainability efforts, we are committed to building upon this important work and will provide more information in future annual reports.

Learn more about how UnitedHealth Group is leading in the development of the next-generation health system in our first sustainability report at:

[unitedhealthgroup.com/sustainability](https://unitedhealthgroup.com/sustainability)



# Frequently Asked Questions

## UnitedHealth Group Sustainability Report

Please reference the following questions and answers when discussing the Sustainability Report with employees, customers and other stakeholders.

### What is sustainability? Why do companies publish sustainability reports?

Sustainability is how a company manages environmental, social and governance (ESG) practices to achieve its long-term strategy and deliver value to its stakeholders and society. A sustainability report augments an organization's financial reports by tracking commitments to responsible growth and development, and approaches to managing material, non-financial factors that could impact performance, competitiveness and reputation.

### How do we define sustainability at UnitedHealth Group?

At UnitedHealth Group, sustainability is an extension of our business strategy as we work to shape a health system that works better for everyone. Specifically, our 325,000 team members are dedicated to earning the opportunity to serve more people and drive distinctive shareholder and societal returns by:

- Leading in the **Development of the Next-Generation Health System** in a socially conscious way – a system that increases access to care, makes care more affordable, enhances the care experience and improves health outcomes.
- Developing our **People and Culture** by creating an inclusive environment where diverse people, experiences and perspectives make us better.
- Maintaining **Responsible Business Practices** supported by over 40 years of continued enhancements to corporate governance, including a commitment to ethics and integrity, and an emphasis on data privacy and security, and responsible supply chain management.
- Improving **Environmental Health** by recognizing the important role the environment plays in the health of every community and our role in mitigating our impact on the environment.

### Why is UnitedHealth Group publishing a sustainability report? Why haven't we published a report in the past?

Historically, we've preferred to let our actions speak for themselves. As expectations from stakeholders – including investors, employees, customers, care providers and others – continue to evolve, we see an opportunity to share our story with greater openness and transparency to help them better understand and evaluate our actions and commitments. As we evolve our sustainability efforts, we are committed to building upon this important work and will provide more information in future annual reports.

### Who are the stakeholders and constituencies we are trying to reach with the sustainability report?

By publishing the report, we aim to provide proactive, transparent and consistent information on our sustainability efforts to key ESG stakeholders, including:

- Consumers
- Suppliers
- Employees
- Policy-makers and regulators
- Customers
- Investors
- Care Providers
- Nonprofit partners

### How do stakeholders use sustainability reports?

Key stakeholders use publicly available information to assess how a company manages and reports on material non-financial factors that could impact performance, sustainability, competitiveness and reputation. Stakeholders are often seeking transparency to better understand how a company has developed a purpose-driven strategy that will bring long-term value to society.

### **What period does the report cover?**

Our first sustainability report covers activity through the fiscal year ending December 31, 2019, as well as a two-page special feature on our response to the COVID-19 pandemic.

### **Can I share the report with members of my team, customers and other external stakeholders?**

Yes. Leaders are encouraged to share the sustainability report with their teams as well as customers, care providers, partners, and others externally, as appropriate. We've prepared a [suite of materials](#), including these frequently asked questions, a one-page overview, PowerPoint slides and email templates to support leaders in sharing the report internally and externally.

### **How else are we sharing our sustainability efforts with internal and external stakeholders?**

The sustainability report will be publicly available on the UHG website beginning Thursday, July 30, and we will leverage a breadth of channels to share it with our employees and external stakeholders. In the coming months, we will amplify individual areas of the report and highlight individual stories on [uhg.com](#), social media, the Hub, our Innovation Centers, and other channels, as well as through our interactions with investors, employees, customers, care providers and others. Throughout the year, we will share updates on our ongoing efforts to lead in the development of the next-generation health system in a socially conscious way.

### **Are hard copies of the report available?**

The sustainability report is available in a printable PDF format on the UHG website. However, we encourage you to share the report electronically as part of our commitment to reducing waste and improving the health of the environment.

### **How often will we be publishing a sustainability report?**

We plan to publish a sustainability report annually.

### **Where can I learn more about UnitedHealth Group's sustainability efforts?**

You can learn more about how UnitedHealth Group is leading in the development of the next-generation health system in a socially conscious way by visiting [www.unitedhealthgroup.com/sustainability](http://www.unitedhealthgroup.com/sustainability).

**Resources to support you in discussing sustainability and sharing the report, internally and externally can be found here:**

[unitedhealthgroup.com/sr-resources](http://unitedhealthgroup.com/sr-resources)

