

About UnitedHealth Group

Our mission

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

UNITED HEALTH GROUP

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

Optum

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

Optum Health

Care delivery

Optum Insight

Technology-enabled services

Optum Rx

Pharmacy care services

UnitedHealthcare

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

Employer & Individual

Supporting working-age individuals and families

Medicare & Retirement

Serving older adults

Community & State

Caring for economically disadvantaged Americans

~400K

employees worldwide in 2024.

>152M

unique individuals served.

>\$370B

total revenues.

Our core values

Integrity

We do the right thing and follow through on our shared commitment to quality.

Inclusion

We welcome, value, respect and hear all voices and diverse points of view.

Compassion

We listen, advocate and act with urgency for those we serve and our colleagues.

Relationships

We work together to deepen connections and collaboration for better outcomes.

Innovation

We invent a better future by learning from the past.

Performance

We strive for high-quality results in everything we do.

Who we serve

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

Sustainability at UnitedHealth Group

Sustainability is our inspiration for long-term 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 strategic growth priorities

- · Value-based care
- · Health benefits
- · Health technology
- · Health financial services
- · Pharmacy services

Our sustainability priorities

- Helping to build a modern, high-performing health system
- · Healthy environment
- · Our people and culture
- Responsible business practices



"At its core, sustainability is about confronting challenges with innovation, optimism and determination."

Patricia L. Lewis
Chief Sustainability Officer, UnitedHealth Group

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 continually evaluate new commitments that can further support our sustainability priorities and advance our mission.

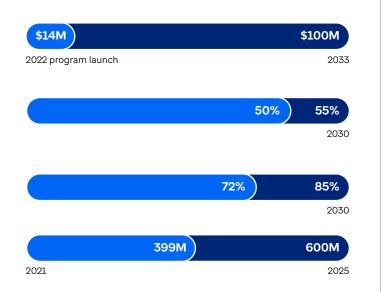
Building a modern, high-performing health system

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.

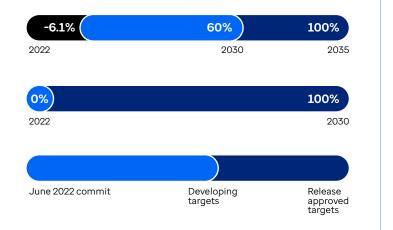


Healthy environment

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

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

Develop and release science-based targets to meet to the Science Based Targets initiative (SBTi) Net-Zero Standard.



2023 sustainability highlights



Building a modern, high-performing health system

>\$1B invested in affordable housing since 2011, a key social driver of long-term health.

UnitedHealthcare plans awarded Health Equity Accreditation by National Committee for Quality Assurance.

399M gaps in care closed since 2021.



Healthy environment

On track to achieve a 60% reduction in scope 1 and 2 emissions by 2030.

First

virtual power purchase agreement, adding 250MW of renewable energy, enough to power more than 53,000 U.S. homes per year.

>220K

or 14% driving miles saved in 2023 due to route optimization for home care clinicians.



Our people and culture

>19K leaders engaged in development programs. 40%

top management positions held by females.

22K

charities supported by employee donations.



Responsible business practices

~9K

local community jobs supported through our supplier diversity program.

Established

an artificial intelligence and machine learning internal executive council and an external advisory board. 30%

female independent directors.

Click here to learn more.

Building a modern, high-performing health system

6.8M
people screened for social needs.

Helping to create a consumerfirst health system that delivers high-quality outcomes and better experiences at an affordable cost.

professionals and students supported through our Diversity in Health Care Scholarship program.

Advancing health equity

Enabling and delivering equitable care that reduces health disparities and improves health outcomes.

Helping people live healthier lives

Building a health system that is simpler, more connected and able to deliver higher-quality outcomes at a lower cost.

Helping the health system work better for everyone

Empowering consumers by delivering simpler health care experiences that cost less and provide easier access to care.



>\$1B invested in affordable housing since 2011.

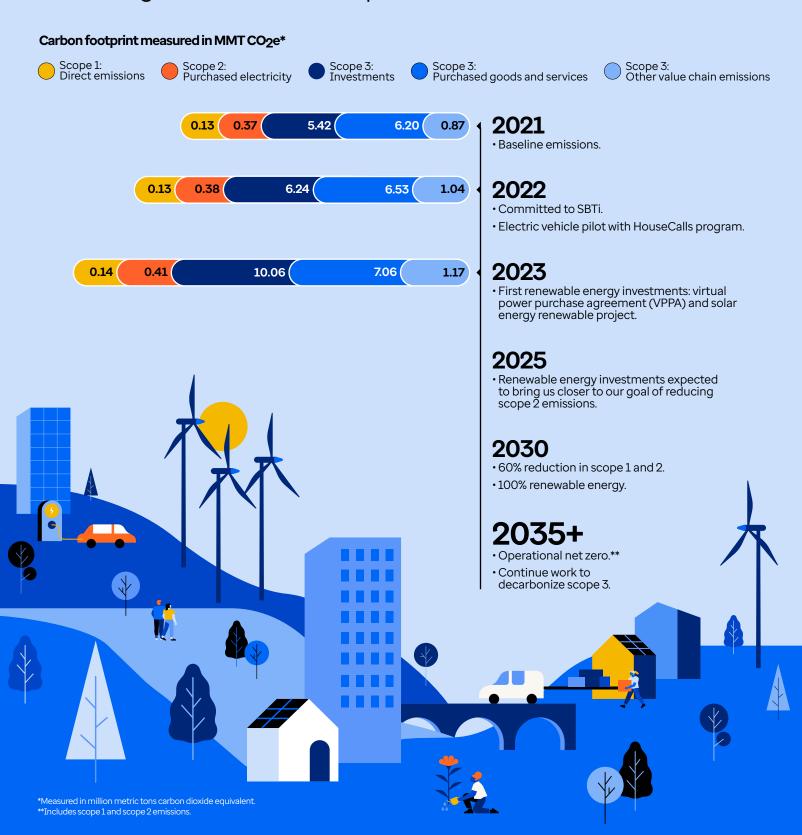
people in fully accountable value-based care arrangements.

>10M

>1.5B
pieces of paper saved since 2022.

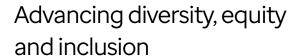
Healthy environment

We are on a mission to help people live healthier lives while minimizing our own carbon footprint.



Our people and culture

Our mission calls us, our values guide us, and our commitment to quality connects us. We are building a diverse culture that supports and develops our people and earns the best talent.



We work to retain and engage a workforce with diverse backgrounds and strive to build a more inclusive workplace equipped to address challenges both today and in the future.

Employee health and well-being

We launched United Well-being, a new integrated approach to holistically support employees' life, financial, emotional and physical needs.

Developing and growing our talent

We provide access to learning and development tools, as well as resources and opportunities to help employees build skills to advance their careers.













Responsible business practices

Our governance practices support our mission and serve the needs of the communities in which we live and work.

Corporate governance

Strong and effective governance practices guide our actions to deliver long-term value.

Responsible use of artificial intelligence and machine learning

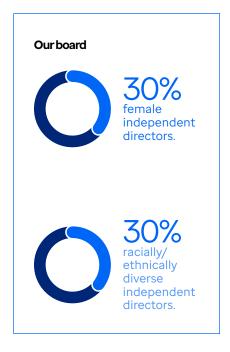
Harnessing the potential of AI/ML in a way that is safe, ethical and equitable.

Supplier diversity

Partnering with diverse businesses to build economic value in underserved communities.



Click here to learn more.



Supplier diversity

\$5.4B
spent with diverse suppliers
over the last decade.

