

Helping Build Healthier Communities





Our Mission

Our mission is to help people live healthier lives and to help make the health system work better for everyone.

Our Culture

The people of UnitedHealth Group are aligned around core values that inspire our behavior as individuals and as an organization:

Integrity. Honor commitments. Never compromise ethics.

Compassion. Walk in the shoes of 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.

Contents

- 2 Our People
- 4 Our Partners
- 8 Environment
- 9 Awards & Recognition

DRIVEN BY OUR MISSION AND SUPPORTED BY OUR CORE VALUES, WE ARE HELPING BUILD HEALTHIER COMMUNITIES.

The people of UnitedHealth Group are driven by our mission to help people live healthier lives and to help make the health system work better for everyone. Our social responsibility and philanthropic efforts are aligned with our mission and values, supporting initiatives that combine our knowledge, experience and compassion — as an enterprise and as individuals — to improve health quality and outcomes in the communities where we live and work.

Our People and Our Partners

Our aspiration for higher quality health care for all and health care systems that serve more people with better care worldwide presents a huge opportunity. Our people demonstrate their conviction to helping build healthier communities by giving generously to charitable causes they care deeply about and volunteering their personal time, skills and energy to serve others. Through the power of collaboration and teamwork with partners who share our concerns and our desire to make life better for others we are making meaningful progress around the world.

Our Company

UnitedHealth Group serves people through two distinct, complementary businesses:



UnitedHealthcare (www.uhc.com) serves nearly 50 million people worldwide by offering medical benefits for individuals and students; employers of all sizes; and Medicare and Medicaid beneficiaries and retirees.



Optum (www.optum.com) is a leading information and technology-enabled health services business that delivers intelligent, integrated solutions that help modernize the health system and improve overall population health.

Many of the initiatives highlighted in the following pages are made possible by the United Health Foundation. The Foundation works to improve our health system, build a diverse and dynamic health workforce and enhance the well-being of local communities through collaboration with community partners.

Our People

The people of UnitedHealth Group are working together in support of local communities. UnitedHealth Group's year-round giving program supports employees' desires and efforts to give back to the communities where they live and work, across the nation and around the world. Through charitable contributions and volunteering, our people are deeply and personally involved in improving the health and welfare of their neighbors.

Employee Giving

Our people generously contribute to causes and organizations close to their hearts all year long. The United Health Foundation matches employee contributions, dollar for dollar, to nearly all nonprofit organizations, doubling their impact. Employees have the ability to give whenever, wherever and however they choose.

In 2017, employee contributions combined with the United Health Foundation match totaled \$57 million. Employees contributed to 23,000 charitable causes.

Employee Volunteering

Every day, our people give their time and talents to help build healthier communities. For example, Optum employees in the Philippines helped fight hunger by packing nutritious, ready-to-cook meals for undernourished communities with a local partner, Rise Against Hunger.

UnitedHealthcare Children's Foundation

Since 2007, the UnitedHealthcare Children's Foundation (UHCCF) has offered medical grants that provide financial relief for families who have children with medical needs not covered, or not fully covered, by their commercial health insurance plan. Families do not need to have UnitedHealthcare insurance to be eligible.

Through the generosity of more than 7,000 UnitedHealth Group employees, the United Health Foundation, other individuals and corporations, in 2017 UHCCF awarded its 15,000th medical grant. Valued at more than \$40 million, these grants have impacted the lives of more than 60,000 individuals. The UHCCF is well on target to award its 20,000th medical grant in 2020.

To learn more about the UnitedHealthcare Children's Foundation, visit www.UHCCF.org.





FEATURED: EMPLOYEES HELP STUDENTS IN THE ANDES OF PERU

For thousands of children living in the mountainous terrain of the high Andes in Peru, walking to school is a long journey in very cold temperatures. Many families in these rural areas live in poverty. Pacifico, part of UnitedHealth Group's global operations in Latin America, developed a practical solution to help keep children warm on the way to school.

Employees at Pacifico had created a successful program, called Yo Fui Botella ("I Was a Bottle"), to turn recycled bottles into plastic fiber used to make blankets and other products. The company then led an effort with other local organizations to turn the program into an initiative that would help local schoolchildren. The result was the ponchila – a backpack with a warm poncho built into it. The name "ponchila" combines two Spanish words: poncho plus mochila, meaning backpack. Each ponchila is made of 80 recycled plastic bottles and designed for kids ages 6 to 10.

In 2016, the Ponchila project was wildly successful; more than

20 companies joined the effort. Together, they recycled more than 480,000 plastic bottles, creating 6,000 ponchilas to give to children. By the start of the school year in March 2018, 7,000 more ponchilas were donated to students.

Ana, a teacher in San Mateo de Jatumpampa, says, "This means a lot for the children. Most of them have to walk far to get here and a ponchila will help them stay warm."

Ponchila Project Results: 2016 - 2018

13K
ponchilas

1M
recycled bottles

130
communities

To read more stories about how our employees support their local communities, visit:

www.unitedhealthgroup.com/socialresponsibility

Our People by the Numbers



Employee giving program contributions totaled

\$57M
in 2017



Charities supported worldwide through the giving program totaled

23,000



Employee volunteer hours donated in 2017 totaled

1.5M

Our Partners

The power of partnerships and collaboration is key to building healthier communities. We partner with organizations committed to making health care better through innovation, local insight and perseverance in the face of tremendous challenges. Together, we're discovering new insights into the health of our communities and helping to create the path to a healthier future. These partnerships focus on the following four areas: Connecting Individuals to Quality Care; Creating a 21st Century Health Workforce; Supporting Whole-Person Health; and Serving Distinct Populations.



UnitedHealthcare Community & State CEO Heather Cianfrocco announces a grant from the United Health Foundation to fund operations at Circle the City's new Medical Respite Center.

Connecting Individuals to Quality Care

All health care is local, and through strategic partnerships, programs and initiatives we are connecting individuals around the globe to much needed care. For example, in May 2018, the United Health Foundation awarded a \$1 million partnership grant to Circle the City to help provide health care services in a new Medical Respite Center for the homeless at the Maricopa Human Services Campus, in Phoenix, Arizona. Circle the City is a nonprofit community health organization dedicated to providing high-quality holistic health care to men, women and children facing homelessness.

Circle the City respite centers are among the nation's leading models for holistic, integrated health care for people who are homeless. Men and women with acute conditions who have

been discharged from hospitals or who have been living on the streets are admitted to Circle the City to recuperate in a clean and dignified environment where they are cared for by medical professionals, given their necessary medications and receive hospice care when needed.

The expanded physical health, mental health and social services at the new location will enable Circle the City to continue to support patients in successful transitions from inpatient to outpatient settings and provide them educational and other activities vital to keeping them engaged in the world, with an eye to reintegrating them back into the community from which homelessness has isolated them.

By giving patients a time and a place to heal, Circle the City has helped hundreds of men and women experiencing homelessness recover, discharging approximately 80 percent of those individuals to living situations other than the streets or emergency shelter systems.

Supporting Whole-Person Health

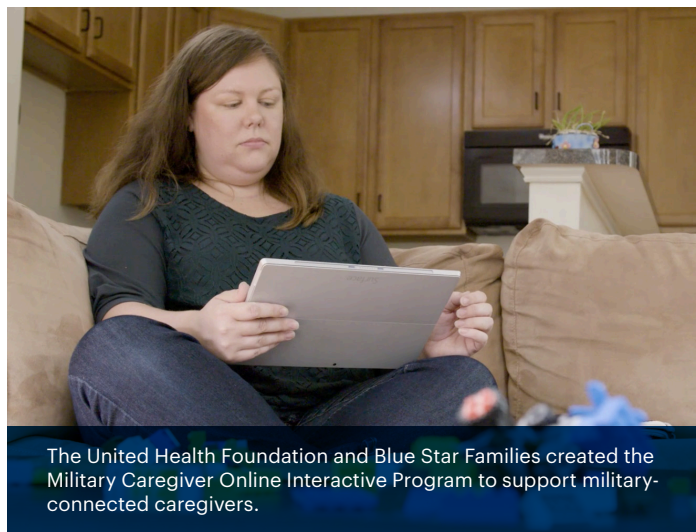
One example of our efforts to support whole-person health is the United Health Foundation's partnership with the Louisiana Cancer Research Center. Louisianans have the fourth-worst cancer outcomes in the United States, with more than 175 individuals dying from cancer every week. Data also shows significant racial disparities across populations and regions of the state.

To develop a coordinated strategy to improve care, support and outcomes for the people of Louisiana, the United Health Foundation provided a \$500,000 grant to the Louisiana Cancer Research Center. A statewide collaboration among partners from health care, business, government and academia is now dedicated to improving early detection, patient care and treatment, and ultimately, patient outcomes.

The initiative, named *Taking Aim at Cancer in Louisiana*, is led by the Louisiana Department of Health. It places emphasis on the committed action needed from statewide partners to better align policies, programs and practices among all who diagnose and treat cancer.

Public and private sector leaders are currently reviewing comprehensive research on cancer in Louisiana and are taking a deeper look at treatment, disparities and outcomes for breast and colorectal cancer. Other types of cancer will be reviewed in the future.

Dr. Rebekah Gee, secretary, Louisiana Department of Health, points out these efforts "...will allow leaders throughout the state to work to improve payment structures, establish agreed upon quality measures and expand access to cancer care and clinical trials. By taking aim at cancer, together we can eventually improve care for all people in Louisiana."



The United Health Foundation and Blue Star Families created the Military Caregiver Online Interactive Program to support military-connected caregivers.

Serving Distinct Populations

We are committed to providing responsive, compassionate service to seniors, the military and veterans community, moms and kids in need, the chronically ill, and vulnerable and diverse communities. For instance, UnitedHealth Group partners with Blue Star Families to support the organization's efforts to provide free resources, services and opportunities to military family members.

According to Blue Star Families, there are about 5.5 million military caregivers in the United States, and the emotional and physical impact of caregiving can be extraordinary. Blue Star Families, in partnership with the United Health Foundation, set out to help support the people who care for our nation's wounded warriors.

Funded by a \$750,000 grant from the United Health Foundation, Blue Star Families created the Military Caregiver Online Interactive Program, an online tool using avatar technology to create simulations and care scenarios for caregivers to problem-solve and address real-life challenges to care. This interactive program helps military caregivers better communicate what's happening not only with their wounded warriors, but also with other caregivers. The training helps caregivers ask for support, navigate difficult conversations and build a community – an important component given the sense of isolation that comes with this role.

"We often find that military spouses are isolating themselves from others because it's such a challenge for them to explain what they are going through," said Sherri Wilcox, senior research advisor, Blue Star Families. "Using this technology will increase the reach, accessibility and relevance of the training needs of military-connected caregivers."



Diverse Scholars Initiative participant Best Uchehara followed a pre-med track at Morehouse College.

Creating a 21st Century Health Workforce

Helping build healthier communities means creating a modern health workforce that can meet distinct cultural needs, analyze complex data and provide the right type of care in the right setting. The United Health Foundation recently hosted its annual forum in Washington, D.C., for recipients of scholarships from the Foundation’s Diverse Scholars Initiative (DSI). Since its inception in 2007, DSI has provided more than \$18 million in funding to support nearly 2,400 scholarships in its commitment to helping build a culturally relevant 21st century health workforce.

Research tells us that when patients receive care from providers who share their language and culture, they’re more likely to seek and accept medical treatment. During the

forum, scholars discussed key health care issues, such as culturally relevant solutions for the opioid crisis and building a pipeline of more diverse health care professionals. They also visited Capitol Hill and participated in meetings on issues affecting their communities with senior health staff from over 30 U.S. Senate offices.

Recent participants in the Diverse Scholars program include Alcha Strane and Best Uchehara. Strane, after graduating with a psychology degree from the University of San Diego, was accepted to Morehouse School of Medicine (MSM). While at MSM, Strane received a scholarship from National Medical Fellowships funded by the United Health Foundation. Strane will begin her obstetrics and gynecology residency at Wellstar Kennestone Hospital in Marietta, Georgia. Best Uchehara attended Morehouse College where he followed a pre-med track, majoring in biology. He received a scholarship from the Jackie Robinson Foundation that was funded by the United Health Foundation's Diverse Scholars Initiative. Uchehara will be attending medical school this fall at Duke University School of Medicine.

For more information on these and many other partnerships and programs, please go to:

www.unitedhealthgroup.com/socialresponsibility

Our Partners by the Numbers





FEATURED: INNOVATIVE SOCIAL SUPPORT PROGRAM EMPOWERS FAMILIES

The United Health Foundation has partnered with Climb Wyoming to help train single mothers for a variety of occupations in growth areas including welding, certified nursing assistants, medical office workers and more.

UnitedHealth Group and the United Health Foundation recognize that better health care means more than simply treating illness. Social determinants of health, such as employment, nutrition, and access to transportation and housing, are vitally important to healthy communities. Recently, the United Health Foundation announced a three-year, \$1 million partnership with Climb Wyoming, an initiative developed in 1986 to help move single mothers out of poverty.

Generational poverty creates significant barriers to job success, trapping single mothers and their children in a cycle of toxic stress for adults, and poor childhood development, including diminished capacity for learning, language and emotional control. Young adults who grow up in deep poverty are almost 40 percent less likely than their counterparts to be consistently employed.

The Climb model is a job training and placement program. The model also includes other essential elements to ensure successful relationships on the job and at home, including life-skills-based training, parenting skills and mental health services to address personal barriers that have impeded past success.

The United Health Foundation partnership with Climb will support development of its innovative curriculum and nationally recognized model and expand its social support programs in Salt Lake City, Utah, and Grand Junction, Colorado. By joining with a local, established direct service provider, Climb will leverage their over 30 years of success in generational poverty alleviation with the experience and knowledge of community partners.

The success of the program will not only directly impact single mothers and their children in Salt Lake City and Grand Junction, but also provides communities with a newly trained workforce in growth areas such as commercial truck drivers, welders, certified nursing assistants and medical office workers. Eighty-five percent of participants are employed after completing the program, and 74 percent remain employed two years after they complete the program.

“It is an honor to partner with the UnitedHealth Foundation to address the upstream determinants of health for people living in poverty,” says Climb Founder and Executive Director Dr. Ray Fleming Dinneen. “After 30 years of successful outcomes transitioning families from poverty to self-sufficiency, we are ready to share what we have learned and what we know works. We are grateful for the United Health Foundation’s partnership and investment to bring our model to more people in need.”

To read more stories about our partners, visit:

www.unitedhealthgroup.com/socialresponsibility

Environment

The health of the environment plays an important role in the health of every community. UnitedHealth Group is committed to minimizing our impact on the environment through responsible business operations and creating a company culture that heightens our employees' awareness of the importance of preserving the environment and conserving energy and natural resources.

UnitedHealth Group's green business practices in our day-to-day work are reducing our impact on the environment in various ways across the enterprise. For example, through our Shred-All, Paperless Solutions and other print programs, we strive to reduce the amount of paper we use and increase the amount of paper we recycle. We offer customers, clients, partners and employees paperless options through a variety of online tools:

- Customers can sign up for online bills, explanation of benefits statements and health statements.
- Brokers receive their commission statements and quotes online, while physicians can find remittance advice, electronic payments and real-time adjudication online.

- Our shareholders receive proxy statements and annual reports online, and can vote online or by phone.
- Our employees receive their orientation packets, benefits enrollment materials and W-2 statements electronically.

In our facilities, we are endeavoring to reduce our controllable energy use and greenhouse gas emissions; implement green building construction practices; reduce indoor, outdoor and cooling tower water use; and align with LEED Guidelines to reduce the waste generated by our operations and disposed of in landfills.

UnitedHealth Group Environment by the Numbers



Recycled

8,355

tons of paper and saved

142,040

trees



Generated a

15%

year-over-year increase in
tons of paper recycled



Completed

29

funded energy projects
including interior and
exterior lighting upgrades



Reduced year-over-year
controllable energy use by

1.6%

and year-over-year
greenhouse gas emissions by

3.7%



Implemented

45

low cost/no cost energy and
water conservation projects



Maintained business operations
in LEED-certified facilities
(Leadership in Energy &
Environmental Design) totaling

1.6M

square feet

Awards & Recognition

We are grateful to be recognized for our work in the community.

- UnitedHealth Group is the top ranking company in the insurance and managed care sector on Fortune's 2018 **"World's Most Admired Companies"** list. This is the eighth straight year UnitedHealth Group ranked No. 1 overall in its sector.
- UnitedHealth Group has been listed in the **Dow Jones Sustainability World Index** and **Dow Jones North America Index** annually since 1999.
- In 2018, for the seventh consecutive year, The Civic 50, a Points of Light initiative that highlights companies that improve the quality of life in the communities where they do business, ranked UnitedHealth Group one of **America's 50 most community-minded companies**.
- Project HOPE, a global health and disaster response organization, honored UnitedHealth Group with a 2017 **Project HOPE Global Health Award**, which recognizes outstanding contributions to advance health outcomes in the developing world.
- UnitedHealth Group ranked in the top 10 percent of the largest 500 U.S. companies in corporate sustainability and environmental impact in **Newsweek's 2017 Green Rankings**.
- In 2017, for the seventh consecutive year, the National Business Group on Health honored UnitedHealth Group with a **"Best Employers for Healthy Lifestyles"** top-tier Platinum award.
- UnitedHealth Group was named a 2018 **Military Friendly Employer** by Victory Media, the publisher of G.I. Jobs and Military Spouse magazines.

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