

## Introduction

Entergy Corporation respects the human rights of all individuals. We define human rights as those inherent to everyone, regardless of race, sex, nationality, ethnicity, language, religion or other status. Everyone is entitled to these rights without discrimination. We are committed to the advancement and protection of human rights in all our operations.

In addition to summarizing our philosophy regarding human rights, this document reflects the values Entergy strives to live by as a business leader, employer and corporate citizen. Many of the concepts regarding human rights can be found in existing Entergy policies and practices. This document is consistent with the general principles for business enterprises set forth in the United Nations' "Guiding Principles on Business and Human Rights" to comply with all applicable laws and respect human rights.

Entergy will review and update this document as necessary to reflect our commitment to human rights and our ongoing efforts to responsibly and ethically serve the interests of all stakeholders — customers, employees, communities and owners.

Entergy will inform employees about the document and ensure that it is publicly accessible. Entergy will not tolerate any retaliatory action against anyone who comes forward to raise, in good faith, concerns about possible violations of Entergy's human rights statement.

## Entergy's code of conduct

One of Entergy's core values is, "Above all, act with integrity." To uphold and reinforce this value, Entergy maintains the [Code of Integrity](#) that serves as our overall guide to business ethics and compliance.

Entergy's human rights policy is closely aligned with the Code of Integrity, which applies to everyone who works for or represents Entergy.

Other relevant and related Entergy codes of conduct include:

- [Code of Business Conduct & Ethics](#)
- [Suppliers' Code of Conduct](#)

## Guidance and reporting for employees

Entergy strives to create workplaces where open, honest communication is valued and respected by all employees. We recognize that a key deterrent to unethical and unlawful behavior is an effective reporting system that allows employees to report their concerns without fear of reprisal and ensures appropriate and timely follow-up. To provide a mechanism for safe and anonymous reporting, the Entergy Ethics Line is staffed 24 hours a day by an outside company to better maintain confidentiality. Entergy provides two ways for employees to contact the Ethics Line — via phone and by using a secure website.

- Phone: **1-888-257-ETHIC** (1-888-257-3844)
- Website: [Compliance Helpline](#)

All matters reported to the Entergy Ethics Line will be appropriately investigated, and Entergy will take appropriate corrective action in response to any violation.

## Expectations of Entergy suppliers

Entergy also expects its suppliers to respect the human rights of all individuals. [Entergy's Suppliers' Code of Conduct](#) summarizes important aspects of Entergy's corporate policies relating to ethical expectations and obligations that apply to our suppliers. Just as Entergy expects its employees to act in accordance with the highest ethical and legal standards in their business activities, Entergy expects its suppliers to behave in a manner consistent with these ethical expectations and obligations. Entergy partners with its suppliers on sustainability focus areas including occupational health and safety, the environment and respect for human rights.

## Customer privacy

Individuals have a right to privacy. Protecting confidential customer information is a responsibility that Entergy takes seriously. Regulated customer information may not be released to competitive affiliates without those customers' consent or where required by applicable law. No one working on behalf of Entergy is permitted to use or access customer information except for legitimate Entergy business purposes, in accordance with law, the company's Privacy Policy, and the Protection of Information Policy. Customer information may not be used or accessed for personal reasons.

## Freedom of association and collective bargaining

With respect to work-related matters, including terms and conditions of employment, Entergy recognizes and respects the rights of employees to join, or not join, an organization of their choosing in compliance with applicable laws. Where employees are represented by a properly certified labor union, Entergy will comply with collective bargaining obligations and agreements. Individuals have a right to freedom of association outside the workplace. However, employees should understand that, in unique circumstances, their association with another person, group or organization could create a conflict in connection with their employment or work with Entergy.

## Equal employment opportunity

Individuals have a right to equal employment opportunity. Entergy is committed to providing equal employment opportunities to all employees and applicants for employment without regard to race, color, sex, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a protected veteran in accordance with applicable law. This policy applies to all terms and conditions of employment including, but not limited to, recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

## Anti-discrimination, harassment and retaliation

Individuals have a right to be free from illegal harassment and discrimination. Entergy strives to maintain a work environment that recognizes the dignity and worth of each individual and is free from harassment and discrimination based on any protected characteristic or protected activity. Our anti-discrimination policy applies to employees as well as applicants and covers all terms and conditions of employment, including recruiting, hiring, transfers, promotions, terminations, compensation and benefits.

Protected characteristics include race, color, sex, religion, pregnancy condition, national origin, age, sexual orientation, gender identity and/or expression, veteran status, marital status, qualified disability, genetic information (which includes family medical history) and any other characteristic protected by applicable law.

Protected activities include, for example, the good faith filing of a claim with the Equal Employment Opportunity Commission or another governmental entity.

Entergy's discrimination and harassment prevention policy is intended to extend further than the law. It prohibits behavior that, if left unchecked, could become unlawful or undermine a sufficiently productive work environment. Examples of such behavior include intimidation, coercion and bullying, regardless of whether such conduct is unlawful or based on a protected characteristic or activity.

Entergy does not tolerate retaliation and will take appropriate action to correct any known retaliation. This may include disciplinary action against the retaliator.

## Diversity and inclusion

Entergy is committed to not only create and maintain, but also leverage and value, the richness of a diverse workforce so that every employee has an equal opportunity to contribute in significant ways to the effectiveness of the organization. Entergy also strives to ensure that diverse suppliers, such as those primarily owned, operated and managed by women, ethnic minorities and veterans, are given equal access to bid for and participate in Entergy business.

## Safe and healthy working conditions

Individuals have a right to safe and healthy working conditions. Entergy is committed to providing a safe, secure, healthy and productive work environment. Employees are expected to perform their jobs in a manner that complies with occupational safety and health laws and regulations. All employees are expected to maintain safe and healthy working conditions, comply with the safety standards of their jobs and report actual or potential safety or health hazards.

## Environmental protection

Entergy aspires to be an industry leader in protecting our environment. Environmental laws, regulations and orders affect many

areas of Entergy's business, including restrictions on hazardous and toxic materials, air and water emissions, and waste disposal. Entergy is committed to meeting or surpassing compliance with environmental and all applicable regulatory requirements and enhancing the communities we serve.

Entergy expects employees, agents and suppliers to comply with all applicable environmental laws and regulation and conduct their operations in an environmentally responsible manner. Entergy also encourages its agents and suppliers to maximize the sustainable impact of the goods and services they provide. We actively seek suppliers that share our commitment to protecting the environment.

## Environmental justice

Entergy strives to minimize any potential adverse effects of our activities on the local communities we serve, including the communities of our low-income customers. We consider environmental justice impacts in our policies, including climate change policies, to minimize adverse environmental effects and to sustain our communities. We maintain open communication and seek opportunities to partner with our stakeholders on environmental justice concerns.

## Child labor, forced labor and human trafficking

Entergy believes the employment relationship should be voluntary, and all terms of employment and supplier engagements must comply with applicable laws and regulations. We are opposed to child labor, forced labor and human trafficking (a.k.a. "modern slavery") and will comply with applicable laws prohibiting such exploitation.

## Work hours, wages and benefits

Entergy compensates employees equitably and competitively relative to the applicable industry and labor market and in accordance with terms of applicable collective bargaining agreements. Entergy is committed to complying with applicable minimum wage, wage payment, work hours, overtime and benefits laws. Each Entergy organization establishes work shifts and schedules as appropriate to meet business needs and to comply with applicable laws and collective bargaining agreements.

Entergy also works to provide a supportive, responsive workplace that allows employees to balance work with family and personal responsibilities.

## Workplace security

Entergy is committed to a work environment free from violence and threats of violence. Any direct or implied threat or act that would create fear, hostility, intimidation or concern of harm in another person is forbidden. In addition to providing security safeguards, Entergy will address such behavior promptly and appropriately and in a manner that respects employee privacy and dignity.