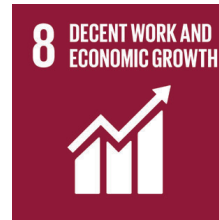


# CREATING SUSTAINABLE VALUE

CORPORATE SOCIAL RESPONSIBILITY AT ENTERGY: 2015-2020

## UNSDG PERFORMANCE

Entergy embraces the United Nations Sustainable Development Goals and has identified six primary impact areas that align most closely with our CSR mission, philanthropic focus areas and strategic pillars. This report summarizes five-year results for each goal based on 2015-2020 performance.



WE POWER LIFE®



## Earned Income Tax Credit

PROGRAM AREA	LONG-TERM VISION	3-5 YEAR TARGETS/KPIs	CUMULATIVE RESULTS 2015-2020	GOAL STATUS
<p><b>Earned Income Tax Credit</b></p> <p><i>Corporate Strategy Alignment:</i> Customer Centricity</p> <p><i>Business Impact:</i></p> <ul style="list-style-type: none"> <li>• Customer bills paid</li> <li>• Reduced financial risk</li> <li>• Economic growth</li> </ul>	<p>To lift working families out of poverty by making sure they receive the EITC that they have earned and deserve.</p>	<p><b>2015</b></p> <ul style="list-style-type: none"> <li>• 18,000 returns filed</li> <li>• \$35 million in EITC refunds</li> </ul> <p><b>2018</b></p> <ul style="list-style-type: none"> <li>• 54,000 returns filed</li> <li>• \$105 million in EITC refunds*</li> </ul> <p><b>2020</b></p> <ul style="list-style-type: none"> <li>• 90,000 returns filed</li> <li>• \$175 million in EITC refunds*</li> </ul> <p><i>*cumulatively since 2015</i></p>	<p><b>Input:</b></p> <ul style="list-style-type: none"> <li>• \$4.4 million in grants awarded to EITC/VITA partner agencies.</li> <li>• More than 14,000 hours of volunteer service.</li> </ul> <p><b>Output:</b></p> <ul style="list-style-type: none"> <li>• Almost 130,000 returns filed.</li> <li>• \$191 million in EITC refunds processed for low-income households.</li> </ul> <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>• 130,000 low-income families placed on the path to economic self-sufficiency.</li> <li>• \$286 million in economic impact to communities served by Entergy.</li> </ul>	<p>Exceeded</p>



## Early Childhood Education and Care

PROGRAM AREA	LONG-TERM VISION	3-5 YEAR TARGETS/KPIs	CUMULATIVE RESULTS 2015-2020	GOAL STATUS
<p><b>Early Childhood Education and Care</b></p> <p><i>Education Investments</i></p> <p><i>Corporate Strategy Alignment:</i> Diversity, Inclusion &amp; Belonging</p> <p><i>Business Impact:</i></p> <ul style="list-style-type: none"> <li>• Skilled ready &amp; diverse workforce</li> <li>• Quality of life</li> <li>• Enhanced employee recruitment &amp; retention</li> </ul>	<p>To ensure that all families, but particularly low-income families, have access to high-quality, affordable childcare and education.</p>	<p><b>2015</b> Protect Louisiana School Readiness Tax Credits and maximize federal matching funds to expand access for low-income students.</p> <p><b>2018</b> Increase the number of children served by the Louisiana Child Care Assistance Program from 15,000 to 40,000.</p> <p><b>2020</b> Facilitate the adoption of a statewide master plan for early childhood education and care to guide and prioritize funding at the state level.</p>	<p><b>Input:</b> \$656,492 in grants awarded.</p> <p><b>Outputs:</b></p> <ul style="list-style-type: none"> <li>• \$177 million in additional local, state and federal funding for early childhood education and care in Louisiana.</li> <li>• Louisiana School Readiness Tax Credits were protected from budget cuts, preserving \$16 million in state funding and \$80 million in federal matching funds.</li> <li>• Efforts to create a line-item budget allocation for high-quality early care in the New Orleans City Council budget were successful, with allocations of \$750,000, \$1.5 million and \$3 million approved for 2018, 2019 and 2020, respectively.</li> <li>• In 2020, the state approved \$18 million in additional funding for early care and education.</li> <li>• An effort to fund a millage for early-care funding in the City of New Orleans did not receive voter approval.</li> <li>• Louisiana's Birth to Three Master Plan report was completed and approved by the state legislature.</li> </ul> <p><b>Outcome:</b> An additional 35,000 children from low-income families have access to high-quality early care and education.</p>	<p>Met some but not all targets</p>



## Robotics/STEM

PROGRAM AREA	LONG-TERM VISION	3-5 YEAR TARGETS/KPIs	CUMULATIVE RESULTS 2015-2020	GOAL STATUS
<p><b>Robotics/STEM</b></p> <p><b>Education Investments</b></p> <p><i>Corporate Strategy Alignment:</i></p> <p>Diversity, Inclusion &amp; Belonging</p> <p><i>Business Impact:</i></p> <ul style="list-style-type: none"> <li>• Skilled ready &amp; diverse workforce</li> <li>• Quality of life</li> <li>• Enhanced employee recruitment &amp; retention</li> </ul>	<p>To create a talent pipeline of engineers and other STEM professionals to meet the needs of Entergy and our commercial/ industrial customers.</p>	<p><b>2015</b></p> <p>Impact the lives of 1,000 students through engagement in STEM activities.</p> <p><b>2018</b></p> <p>Impact the lives of 3,000 students through engagement in STEM activities.</p> <p><b>2020</b></p> <p>Impact the lives of 5,000 students through engagement in STEM activities.</p>	<p><b>Input:</b> More than \$7 million in STEM grants awarded.</p> <p><b>Output:</b> More than 30,000 students in communities served by Entergy were able to participate in hands-on STEM learning activities.</p> <p><b>Outcomes:</b> Entergy helped increase the organizational capacity of nonprofit organizations to engage students in STEM learning. Research shows that students who have early exposure to STEM learning are more likely to pursue STEM careers.</p>	<p>Exceeded</p>



**LIHEAP/  
Power to Care**

UNSDG AFFORDABLE AND CLEAN ENERGY

PROGRAM AREA	LONG-TERM VISION	3-5 YEAR TARGETS/KPIs	CUMULATIVE RESULTS 2015-2020	GOAL STATUS
<p><b>LIHEAP/ Power to Care</b></p> <p><i>Corporate Strategy Alignment:</i> Customer Centricity</p> <p><i>Business Impact:</i></p> <ul style="list-style-type: none"> <li>• Customer bills paid</li> <li>• Disconnects avoided</li> <li>• Write-offs avoided</li> </ul>	<p>To ensure that all customers have access to affordable and clean energy, regardless of their ability to pay.</p>	<ul style="list-style-type: none"> <li>• Maintain overall LIHEAP funding at \$3.4 billion and increase funds flowing through the new formula.</li> <li>• Generate \$7.5 million in customer, employee and shareholder contributions to The Power to Care from 2015-2020.</li> </ul>	<p><b>Input:</b> \$4.1 million in grants awarded to The Power to Care partner agencies.</p> <p><b>Outputs:</b></p> <ul style="list-style-type: none"> <li>• LIHEAP funding for FY 2015-2020 has remained above the \$3.4 billion threshold, peaking in 2020 at \$4.6 billion. Funds allocated through the new formula have increased each year.</li> <li>• \$13 million in funds raised from customers, employees and shareholders for The Power to Care.</li> <li>• 1,223,683 customer bills paid.</li> <li>• 1,223,684 avoided disconnects.</li> </ul> <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>• 642,000 households were able to maintain access to clean and affordable power, freeing up funds for other necessities such as food, rent/mortgage and transportation.</li> </ul>	<p>Exceeded</p>



**Workforce Development Initiative**

UNSDG

DECENT WORK AND ECONOMIC GROWTH

PROGRAM AREA	LONG-TERM VISION	3-5 YEAR TARGETS/KPIs	CUMULATIVE RESULTS 2015-2020	GOAL STATUS
<p><b>Workforce Development Initiative</b></p> <p><i>Corporate Strategy Alignment:</i> Customer Centricity</p> <p><i>Business Impact:</i></p> <ul style="list-style-type: none"> <li>• Economic growth</li> <li>• Electricity sales growth</li> </ul>	<p>To create a competitive advantage for our communities and to ensure that lack of workforce readiness is not a barrier to economic growth and productivity.</p>	<p><b>2015</b> Launch Phase I.</p> <p><b>2018</b></p> <ul style="list-style-type: none"> <li>• 1,000 certifications awarded.</li> <li>• 1,000 individuals enrolled.</li> </ul> <p><b>2020</b></p> <ul style="list-style-type: none"> <li>• 2,000 certifications awarded.</li> <li>• 3,000 individuals enrolled.</li> </ul>	<p><b>Input:</b> \$5 million in grants awarded to schools, community and technical colleges, universities and community partners across Entergy's service territory.</p> <p><b>Outputs:</b></p> <ul style="list-style-type: none"> <li>• 2,701 certifications awarded.</li> <li>• 5,756 individuals enrolled.</li> </ul> <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>• 8,457 individuals placed on the path to living wage jobs.</li> <li>• Communities served by Entergy are better equipped to compete for corporate relocations and expansions as a result of improved workforce.</li> <li>• New Orleans has emerged as a tech hub for minorities and women as the city now ranks #5 for in the nation for African Americans employed in tech and #3 in the nation for women.</li> </ul>	<p>Exceeded</p>



## Coastal Restoration, Reforestation & Storm Water Management

UNSDG CLIMATE ACTION

PROGRAM AREA	LONG-TERM VISION	3-5 YEAR TARGETS/KPIs	CUMULATIVE RESULTS 2015-2020	GOAL STATUS
<p><b>Coastal Restoration, Reforestation &amp; Storm Water Management</b></p> <p><i>Corporate Strategy Alignment:</i> Continuous Improvement/ Customer Centricity</p> <p><i>Business Impact:</i></p> <ul style="list-style-type: none"> <li>• Reduced risk to company owned infrastructure, grid, plants &amp; equipment</li> <li>• Reduced risk of business loss due to impact on customers and communities</li> </ul>	<p>To protect and preserve the coast, wetlands and forests to mitigate the impact of climate change on our communities.</p>	<p><b>2015</b></p> <ul style="list-style-type: none"> <li>• 20,000 trees planted/distributed.</li> <li>• 3,000 acres restored/placed into conservation.</li> </ul> <p><b>2018</b></p> <ul style="list-style-type: none"> <li>• 60,000 trees planted/distributed.</li> <li>• 9,000 acres restored/placed into conservation.</li> </ul> <p><b>2020</b></p> <ul style="list-style-type: none"> <li>• 100,000 trees planted/distributed.</li> <li>• 9,000 acres restored/placed into conservation.</li> </ul>	<p><b>Input:</b> \$2.5 million in cash contributions</p> <p><b>Output:</b></p> <ul style="list-style-type: none"> <li>• 142,000 trees planted or distributed.</li> <li>• 16,167 acres restored/placed into conservation.</li> <li>• 1,142 rain barrels installed.</li> </ul> <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>• Enhanced biodiversity and restoration of habitat for endangered species.</li> <li>• Enhanced storm and flood protection for coastal communities and flood-prone neighborhoods.</li> <li>• Mitigated GHG through carbon sequestration.</li> </ul>	<p>Exceeded</p>



## Employee Engagement/ Volunteerism

UNSDG

PEACE, JUSTICE AND  
STRONG INSTITUTIONS

PROGRAM AREA	LONG-TERM VISION	3-5 YEAR TARGETS/KPIs	CUMULATIVE RESULTS 2015-2020	GOAL STATUS
<p><b>Employee Engagement/Volunteerism</b></p> <p><i>Corporate Strategy Alignment:</i> Diversity, Inclusion &amp; Belonging</p> <p><i>Business Impact:</i></p> <ul style="list-style-type: none"> <li>Organizational Health, Recruitment &amp; Retention</li> <li>Productivity</li> <li>Diversity &amp; Inclusion</li> </ul>	<p>To create sustainable value for our communities and company by partnering with our employees in support of nonprofit organizations to create vibrant, healthy and inclusive communities of opportunity.</p>	<p><b>2015</b> 100,000 hours of volunteer service.</p> <p><b>2018</b> 300,000 hours of volunteer service.</p> <p><b>2020</b> 500,000 hours of volunteer service.</p>	<p><b>Input:</b> \$1.4 million in Dollars for Doers Grants.</p> <p><b>Output:</b> 623,000 hours of volunteer service.</p> <p><b>Outcomes:</b> Strengthened communities and increased organizational capacity for almost 1,000 nonprofit organizations in communities served by Entergy.</p>	<p>Exceeded</p>