CODE

OF

TEGRITY

Guidelines for Business Ethics & Compliance
Message from Leo Denault

Dear Colleagues,

Change is inevitable. Whether it is a change in the company’s leadership, a change in the way we provide value to our customers or our changing workforce, we experience it all the time. But one thing at Entergy will always be steadfast and that is our commitment to acting with integrity.

Our expectation has been, and will always be, that we will behave lawfully in every aspect of our business. However, behaving lawfully is the starting point, not the destination. While there may often seem to be more than one “correct” answer within the law, adding a standard of fairness and ethics can help fill in those gaps. The Code of Entegrity helps us to face such challenges. When you’re lost in a situation where the right course of action isn’t clear or easy, let the Code of Entegrity be your guide.

The Code will direct you toward conducting business ethically and fairly. And if you’re having trouble understanding all the rules and regulations that govern our complex and highly-regulated industry, the Code can help with that too.

You can also seek guidance from your management team, the Ethics and Compliance department or the Entergy Ethics Line. We do not tolerate retaliation for asking a question or raising a concern.

Follow the Code every day and you will always be headed in the right direction.

Stay safe,

Leo Denault

Entergy’s Road Map to Integrity:

Steer a straight path:
Carry out ethical responsibilities

Shift out of neutral:
Don’t be afraid to point something out or ask a question

Be a courteous driver:
Have regard for the workplace

Share the road:
Deal fairly with customers, suppliers and competitors

Stop at all red lights:
Obey the law

Don’t hand the keys to a stranger:
Protect company property and information

Use caution when changing lanes:
Understand the relationship between personal, company and outside-party interests

The Road Map to Integrity is an overview of the ethical guidelines contained within. There are also blue Q&A boxes to further explain and reinforce guidance. The Ethics and Compliance SharePoint site, system and business-unit policies, and computer-based training courses are also available to help you.
Table of Contents

Foreword - On the Road to Integrity
A. Introduction and Applicability
B. Roadmap to Integrity
C. Important Notices and Disclaimers

Section 1 - Steer a Straight Path: Carry Out Ethical Responsibilities
A. Shared Responsibilities
B. Employee Responsibilities
C. Supervisor Responsibilities
D. Responsibilities Under the Compliance Program
E. Employment at Will

Section 2 - Shift Out of Neutral: Don’t Be Afraid to Point Something Out or Ask a Question
A. Addressing Questions / Concerns
B. Ethical Decision-Making Model
C. Help Lines and myEntergy Links
D. The Entergy Ethics Line
E. Reporting Violations
F. Zero Tolerance for Retaliation

Section 3 - Be a Courteous Driver: Have Regard for the Workplace
A. Discrimination and Harassment
B. Drugs and Alcohol
C. Health and Safety
D. Weapons and Workplace Violence

Section 4 - Share the Road: Deal Fairly with Customers, Suppliers and Competitors
A. Bribes and Kickbacks
B. Contracts / Letters of Intent / Capital Acquisitions
C. Economic Espionage
D. Government Contracts
E. IT Procurement and Servicing
F. Procurement

Section 5 - Stop at All Red Lights: Obey the Law
A. Affiliate Interactions
B. Antiboycott
C. Antitrust and Fair Trade Practices
D. Contracting for Legal or Accounting Services
E. Environment
F. Export Control
G. Federal Energy Regulatory Commission
H. Foreign Corrupt Practices Act
I. Government Investigations and Interactions
J. Insider Trading
K. Nuclear
L. Political Contributions
M. Safety
N. Service of Process

Section 6 - Don’t Hand the Keys to a Stranger: Protect Company Property and Information
A. Accounting and Business Records
B. Communications
C. Company Property
D. Company Information and Confidential Information
E. Corporate Risk Controls
F. Customer Information
G. Employee Records
H. Media / Corporate Communications
I. Records Management and Retention

Section 7 - Use Caution When Changing Lanes: Understand the Relationship Between Personal, Company and Outside-Party Interests
A. Copyright, Trademark, and Patent Infringement
B. Conflicts of Interest
C. Gifts and Entertainment (Business Courtesies)
D. Service in Elective Office
E. Service on Boards or as an Officer of an Outside Company
F. Service with Charitable Entities

Policy Index

Topic Index
A. INTRODUCTION AND APPLICABILITY
Building a culture of integrity is more than a final destination. It’s the collective journey employees take each day during the course of conducting business and making decisions. In that sense, we are each in the driver’s seat needing to operate ethically and within the law.

Even the best drivers need the right tools to guide them through challenging, as well as basic, situations. Here is the Code of Entegrity, your driver’s manual and guide to day-to-day ethical decision making.

The Code of Entegrity applies to everyone who works for, or represents, Entergy or any of the subsidiaries or affiliates in which Entergy has a direct or indirect majority ownership interest (“Entergy” or “company”). This includes all Entergy employees, regardless of their level in the organization, from the CEO on down.

The Code of Entegrity is Entergy’s overall guide to ethical behavior and incorporates by reference various system policies that deal with specific compliance topics in greater detail. For more information on an Entergy system policy topic covered by the Code, employees should reference the full policy on MyEntergy.

B. ROADMAP TO INTEGRITY
One of Entergy’s core values is Above All, Act with Integrity. By following the Roadmap to Integrity, we can help maintain this value. The Roadmap to Integrity is an overview of ethical guidelines found in this Code. For a quick reminder of the Code’s key components, keep this roadmap handy.

1. Steer a straight path: Carry out ethical responsibilities. When we drive on the highway, we accept personal responsibility to abide by the rules of the road and protect ourselves and others. When representing Entergy, we have an obligation to follow the letter and spirit of this Code and Entergy’s system policies and, in every event, to behave according to the highest ethical and legal standards.
2. **Shift out of neutral:** *Don’t be afraid to point something out or ask a question.* Drivers must be proactive and aware of what is happening around them to maintain safe driving conditions. As Entergy workers, it is our responsibility to remain alert to possible violations of the law or Entergy policies and to report them to the Ethics Line.

3. **Be a courteous driver:** *Have regard for the workplace.*

Just as drivers have a responsibility to care for their passengers, Entergy employees have a responsibility to work cooperatively with co-workers.

4. **Share the road:** *Deal fairly with customers, suppliers and competitors.* The road is shared by many motorists – motorcycle, truck, bus and car drivers – and we have to interact with each of them in a fair and legal manner. Entergy employees work alongside various parties in the marketplace. We must respect the rights of our competitors and compete lawfully. We must act in good faith when dealing with vendors and suppliers. And we must listen to our customers and strive to meet and exceed their quality and service expectations.

5. **Stop at all red lights:** *Obey the law.* Abiding by the laws that regulate the movement of traffic is an absolute necessity. Each Entergy worker has a duty to follow the letter and spirit of applicable laws, regulations, rules and regulatory orders of every jurisdiction in which we operate.

6. **Don’t hand the keys to a stranger:** *Protect company property and information.* Motorists protect their property by locking the doors and securing the keys. At Entergy, we must also protect our assets, whether in the form of personal property, real estate, information, records or electronic files.

7. **Use caution when changing lanes:** *Understand the relationship between personal, company and outside-party interests.* In the workplace and outside of it, some interactions must be avoided. On the road, vehicles are at times barred from changing lanes, and trucks are restricted to one lane. As Entergy workers, we have an obligation to avoid certain interactions that create conflicts of interest with our ability to make sound business decisions on behalf of the company.

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**C. IMPORTANT NOTICES AND DISCLAIMERS**

The Code is not a Human Resources handbook. It does not address or reference many policies relating to important personnel issues such as benefits, time off or employment rights. For help with such issues, contact your Human Resources representative or consult the appropriate system policy on myEntergy.

This Code replaces all prior versions of the Code of Entegrity. In the event that there are differences between a printed and online version, the online version is the current statement of the Code. The online version can be found on myEntergy (Policies & Forms > Code of Entegrity).

If myEntergy is not available, a copy can be provided by supervisors, Human Resources representatives or the Ethics and Compliance department.

The description of policies, practices or procedures contained in this Code or a referenced policy, or as told to you by a company representative, does not create any terms and conditions of an employment contract. This Code does not constitute or create any contractual obligation between you and the company. All Entergy employment is at will and can be ended by either party, at any time, without prior notice, except as provided in a collective bargaining agreement or other authorized express written employment contract between an employee and Entergy.
A. SHARED RESPONSIBILITIES

Entergy’s corporate reputation is created and maintained by the actions of our employees and representatives. We must follow the letter and the spirit of applicable laws, including statutes, regulations, rules and regulatory orders of every jurisdiction in which Entergy operates.

We cannot assist others – either at the company or third parties – in breaking the law. We must conduct ourselves in accordance with this Code, as well as its underlying policies. What Entergy cannot do directly or indirectly, it will not do through another party. Consultants and agents shall not be retained to do anything illegal or improper. Entergy expects its suppliers, contractors and consultants to behave in a manner consistent with this Code when doing work for Entergy.

If there is a conflict between an applicable law and this Code or any internal policy, the law takes precedence and must be followed. If it appears that the Code or an internal policy can be interpreted to differ from an applicable law, contact the Ethics and Compliance department or the Legal department for guidance (myEntergy > Our Company > Legal/General Counsel).
B. EMPLOYEE RESPONSIBILITIES
Above all, act with integrity. Follow the letter and spirit of Entergy’s Code and system policies, and always observe the highest ethical and legal standards.

As employees, it is part of our job and our ethical responsibility to Entergy to:

- Know the Code and system policies related to our work and stay informed of any revisions
- Help Entergy enforce the Code and system policies, including prompt reporting of known or suspected wrongdoing (as explained in Entergy’s Reporting Violations Policy)
- Cooperate with investigations and provide forthright responses
- Acknowledge compliance with the Code upon hiring and annually thereafter (applies to non-bargaining unit employees)
- Complete all required compliance training
- Cooperate fully with all compliance auditing and monitoring requirements
- Understand and follow business unit policies applicable to our work

For questions or concerns, please see the “Help Lines and myEntergy Links” and the “Reporting Violations” sections.

Because Entergy is committed to ethical and honorable actions by all employees, violation of any provision of Entergy’s Code or any system policy may result in disciplinary action, regardless of whether the underlying policy or policies contain specific disciplinary provisions. This could include termination of employment.

No delay or failure by the company to enforce this Code or any system policy will constitute a waiver by the company of its right to do so in the future.

C. SUPERVISOR RESPONSIBILITIES
Supervisors have a special obligation to lead by example and to provide direction, guidance and encouragement to those whom they lead. Supervisors must:

- Create and maintain an atmosphere that promotes ethical behavior, supports the company’s compliance system and helps to prevent violations
- Work with the Ethics and Compliance department to make sure that employees and any consultants, vendors and agents for which the supervisor is responsible, are aware of the Code and system policies and ensure they take required compliance training
- Encourage others to ask questions and seek advice if faced with ethical issues
- Require employees to promptly report known, suspected or potential violations of this Code or system policies in accordance with the Reporting Violations Policy
- Promptly take action in response to compliance issues raised by employees, consultants, vendors or agents
- Take appropriate and timely action, through reporting, discipline or other appropriate measures, to address known or suspected violations by employees
D. RESPONSIBILITIES UNDER THE COMPLIANCE PROGRAM
Entergy’s compliance program includes:

- The Code of Entegrity.
- Entergy system policies.
- Business Unit policies.
- All other rules, regulations, guidelines, procedures, and general standards of attendance, work performance, safety, cooperation and ethics.
- All other general standards of expected conduct, regardless of whether they are written or unwritten.

Violation of Entergy’s compliance program could lead to criminal charges, civil charges or government investigations. Again, it is important to understand that any violations of Entergy’s compliance program will also subject employees to disciplinary action, which may include termination of employment.

E. EMPLOYMENT AT WILL
Absent an applicable collective bargaining agreement or a written contract of employment, employment with the company is at will. As an at-will employee, each employee, or the company, may end employment at any time, with or without cause and with or without notice.
Don’t Be Afraid to Point Something Out or Ask a Question

A. ADDRESSING QUESTIONS / CONCERNS
This Code addresses many topics, and our system polices go into even greater detail on many different areas. But we need to recognize that this Code and Entergy’s compliance system cannot specifically address or cover all situations. And even when a topic is addressed, the facts may be such that the proper response is not obvious.

The “Ethical Decision-Making Model” shown below gives some tips to consider when facing an ethical predicament. But perhaps even more important is the need to ask questions. When it comes to ethics and compliance, hesitance is not the right approach. See the “Help Lines and myEntergy Links” below for where to go for help. When in doubt, call the Ethics Line at 1-888-257-ETHIC (3844).

B. ETHICAL DECISION-MAKING MODEL
There are various methods for solving ethical questions or problems. Give these steps a try.

- Gather the facts and identify the issue(s)
- Use available resources (including the Code of Entegrity, system policies, computer-based training modules, Inside Entergy articles and the Ethics and Compliance department)
- Find out which laws, regulations, company values or policies apply
- Consider the options and their consequences

Before making a decision, ask yourself the following questions:

- Is my decision consistent with the values of fairness, honesty and integrity?
- Does my decision reflect the laws and principles that support Entergy’s compliance system?
- Am I worried that my decision will be discovered?
- Would I be comfortable if my decision was reported in the news?
- What would I tell a child to do?

Consider the United States Military Academy. Their “Cadet Honor Code” is simple – “A cadet will not lie, cheat, steal, or tolerate those who do.” The West Pointers have “Three Rules of Thumb” to consider in following their code:

1. Does this action attempt to deceive anyone or allow anyone to be deceived?
2. Does this action gain or allow gain of a privilege or advantage to which I or someone else would not otherwise be entitled?
3. Would I be unsatisfied by the outcome if I were on the receiving end of this action?

If the answer is yes to any of these questions, we’re probably better off seeking guidance first.
C. HELP LINES AND MYENTERGY LINKS

Concerns about your compliance obligations or reporting procedures can be raised with supervisors, human resources representatives or the Ethics and Compliance department. The Help Lines and myEntergy Links below list other resources.

1. Affiliate Transactions and FERC Compliance — Phone: 1-501-377-4132
   Email: HelpARC@entergy.com
   myEntergy > Our Company > Ethics & Compliance > FERC Compliance

2. Code of Entegrity
   myEntergy > Policies & Forms > Code of Entegrity

3. Corporate Security 24-Hour Help Line — Phone: 1-888-257-3844
   myEntergy > Our Company > Entergy Shared Services > Administrative Services

4. Environment — Phone: 1-601-969-2543
   myEntergy > Our Company > Environment

5. Ethics and Compliance — Phone: 1-504-576-5265
   Email: HelpdeskEthicsAndCompliance@entergy.com
   myEntergy > Our Company > Ethics & Compliance

6. Ethics Line — Phone: 1-888-257-3844
   myEntergy > Help Desk > How Do I... > Report an ethical concern
   Website: https://www.compliance-helpline.com/entergyethicsline.jsp

7. Human Resources — Phone: 1-844-ETR-Work or 1-844-387-9675
   myEntergy > Our Company > Human Resources
   Website: https://hclentergyprod.service-now.com

8. Information Technology — Phone: 1-800-224-3939
   myEntergy > Our Company > IT

9. Internal Audit Services — Phone: 1-504-576-5683
   myEntergy > Our Company > Internal Audit

10. Legal — Phone: 1-504-576-2765
   myEntergy > Our Company > Legal/General Counsel

11. Nuclear Employee Concerns — Phone: 1-479-858-5823
    myEntergy > Our Company > Nuclear > Departments > Employee Concerns
    Website: http://nuclear.ms.entergy.com/perfimp/concerns/submit%20concern.htm

12. NERC/CIP Compliance — Phone: 1-281-297-3446 or 1-601-985-2877
    myEntergy > Our Company > NERC-CIP Compliance

13. Office of Corporate Risk Oversight — Phone: 1-281-297-5430
    myEntergy > Our Company > Office of the CFO > Departments > Corporate Risk Oversight

14. Safety — Phone: 1-504-576-2357
    myEntergy > Our Company > Safety

15. System Policies — Phone: 1-504-576-6178
    myEntergy > Policies & Forms > System Policies

If ever unclear on where to turn for help, please call the toll-free Ethics Line at 1-888-257-ETHIC (3844). The Ethics Line is also accessible via myEntergy at myEntergy > Help Desk > How Do I... > Report an ethical concern or online at https://www.compliance-helpline.com/entergyethicsline.jsp.
D. THE ENTERGY ETHICS LINE
The Ethics Line is staffed 24 hours per day by an outside company to better maintain confidentiality. Two ways to contact the Ethics Line are available to Entergy employees and representatives - via phone (1-888-257-ETHIC or 1-888-257-3844) and by using a secure website that has the same level of confidentiality. The link to the Entergy Ethics Line website is https://www.compliance-helpline.com/entergyethicsline.jsp. It is accessible from any computer with access to the Internet. The link is also found at myEntergy > Help Desk > How Do I... > Report an ethical concern.

A person contacting the Ethics Line does not have to identify himself or herself, but please understand that anonymity might make it harder to investigate or resolve a concern. Once a concern has been submitted, a case number and a personal identification number are provided for follow-up.

All matters reported to the Entergy Ethics Line will be appropriately investigated. Entergy recognizes 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.

E. REPORTING VIOLATIONS
All of us who work for Entergy must remain alert to possible violations of law or Entergy policies. If we become aware of such a violation, we have a duty to report it, even if reporting it seems like a difficult thing to do. Reporting violations takes courage but, in the end, it helps our employees, our customers, our shareholders – everyone who has an interest in Entergy’s success.

Employees, agents and contractors must report known, suspected or potential violations of law or Entergy policies pursuant to the Reporting Violations Policy found at myEntergy > Policies & Forms > System Policies > Reporting Violations.
Employees, agents and contractors shall immediately report known, suspected or potential violations of environmental laws or regulations in accordance with the Environmental Management System Procedure at myEntergy > Our Company > Environment > Policy, Governance & Mgmt System, or via the Entergy Ethics Line (1-888-257-3844) or https://www.compliance-helpline.com/entergyethicsline.jsp.

Employees, agents and contractors shall immediately report known, suspected or potential violations of safety laws or regulations in accordance with the Safety & Occupational Health Management System Procedure at myEntergy > Our Company > Safety > S&OH Policies & Procedures, or via the Entergy Ethics Line (1-888-257-3844) or https://www.compliance-helpline.com/entergyethicsline.jsp.

Nuclear employees, agents and contractors shall immediately report known, suspected or potential violations of the law or company policies via nuclear site protocols as defined by nuclear business unit policies (immediate supervisor, Corrective Action Process, Open Door Policy or Employee Concerns Program), or via the Ethics Line at 1-888-257-ETHIC or 1-888-257-3844, or online at https://www.compliance-helpline.com/entergyethicsline.jsp. Employees, agents and contractors also have the right, protected by law, to report nuclear safety concerns directly to the Nuclear Regulatory Commission.

Non-nuclear employees, agents and contractors shall immediately report known, suspected or potential violations of the law or company policies by following the procedures described below; if in doubt, the Ethics Line at 1-888-257-ETHIC or 1-888-257-3844, or https://www.compliance-helpline.com/entergyethicsline.jsp should be used to report.

- If violence is occurring or if imminent danger to the safety or security of person(s) or property exists, individuals shall immediately call law enforcement/911 and, as soon as possible thereafter, report the matter to the Ethics Line. If workplace violence or security concerns do not involve imminent danger, report the matter to the Ethics Line.
- Known, suspected or potential violations of law, including, but not limited to harassment, discrimination, fraud and financial reporting concerns shall be reported to the Ethics Line.
- All other known, suspected or potential violations of Entergy’s policies shall be reported through one of the following methods: the employee’s supervisory chain, a Director within Human Resources, a Human Resources representative in the employee’s business unit or the Ethics Line.

Anyone having a reasonable belief of the existence of a known, suspected or potential violation of the law, the Code or any system policy is obligated to report the violation, even if he or she is not involved in the violation in any way.
F. ZERO TOLERANCE FOR RETALIATION

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

Company policy requires an employee to contact the Ethics Line if the employee feels that she or he is being retaliated against for making a good-faith report based on reasonable belief of wrongdoing or participating in an investigation of a complaint.

Any employee who feels she or he is being retaliated against for making a good-faith complaint or report, based on reasonable belief of a violation of the law, the Code of Entegrity or a system policy must immediately contact the Ethics Line at 1-888-257-3844 or https://www.compliance-helpline.com/entergyethicsline.jsp. Entergy cannot remedy the situation if it is not reported.

Sometimes a report of a violation turns out to be wrong – there was no violation. But this must not prevent us from making a good-faith report. If we have reasonable belief that a violation has occurred, Entergy policy prohibits us from being disciplined for raising the concern.

Q: Amy, an administrative services specialist at a generating plant, saw someone viewing pornographic material on a computer. She wants to report it, but is concerned about using the Entergy Ethics Line. What will ensure that the information she reports will be handled with discretion?

A: The Entergy Ethics Line is staffed 24 hours per day by an outside professional service that is experienced in handling employee concerns and other matters related to the workplace. This service ensures the information is forwarded to Entergy investigators in a confidential manner. Amy can even remain anonymous if she desires.

Q: Eddie, an engineer, used to have good working relationships with his co-workers. However, because his co-workers suspect that Eddie reported one of them for cheating on their time sheet, they now jokingly call him “traitor” and make other unkind remarks about him. Did Eddie do the right thing by calling the Ethics Line? What should he do now? Can anyone be held responsible for his co-workers’ behavior?

A: Eddie did the right thing. Because he had reasonable belief of improper time reporting, he was obligated to report it. And because he now believes he is being retaliated against for making a good-faith report, he should immediately call the Ethics Line. Entergy cannot remedy the situation if it is not reported. If retaliation has occurred, the retaliator will be held accountable. If supervisory personnel were aware of the retaliation and did nothing, then they can also be held accountable for their inaction.
A. DISCRIMINATION AND HARASSMENT
Entergy seeks 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 characteristics or protected activities. Protected characteristics include race, color, sex, religion, pregnancy condition, national origin, age (40 and over), sexual orientation, gender identity and/or expression, veteran’s status, marital status, qualified disability, genetic information (which includes family medical history) or any characteristic protected by law. Protected activities include, for example, the good faith filing of a claim with the Equal Employment Opportunity Commission or another governmental entity.

Examples of prohibited conduct when based on a protected characteristic or a protected activity include, but are not limited to, the following:

• Denying equal employment opportunities.
• Making, transmitting, intentionally accessing, displaying or circulating offensive or derogatory statements, comments, jokes, slurs, gestures, pictures, e-mails or links.
• Creating an offensive, hostile or intimidating working environment.
• Engaging in unwelcome flirtation, sexual advances, requests for sexual favors, propositions, touching and other verbal or physical conduct of a sexual nature.

Entergy’s policy is intended to extend further than the law in order to maintain a work environment that is inclusive and recognizes the dignity and worth of each individual. 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 protected activity. Please refer to the Discrimination and Harassment Prevention Policy for details.

Q: What is the general criteria for what is considered “over the line” regarding the posting of jokes, pictures, etc. in one’s work area, from a harassment perspective?

A: A good general guide is not to post jokes or pictures that could potentially constitute unlawful harassment or, if sufficiently severe or pervasive to cause a hostile work environment. If in doubt, err on the side of caution and do not post it. Also, if you know or suspect that someone is violating the rules related to harassment, report the issue to the Ethics Line at 1-888-257-3844 (ETHIC).

STOP

Known, suspected, or potential violations of the Discrimination and Harassment Prevention Policy must be reported to the Ethics Line at 1-888-257-ETHIC or 1-888-257-3844, or https://www.compliance-helpline.com/entergyethicsline.jsp. Retaliation is strictly prohibited.
B. DRUGS AND ALCOHOL
Employees and contractors reporting to work are required to be fit for duty. Reporting to work in an intoxicated or impaired state is prohibited.

The use, possession, manufacture, distribution, dispensation, transportation, promotion or sale of illegal drugs while on company premises is prohibited. Illegal drugs include drugs that are not used or possessed in accordance with a valid prescription or are not used as authorized by law.

The use, possession or sale of alcoholic beverages on company premises is also prohibited without prior authorization.

An employee/contractor who is taking prescribed drugs or over-the-counter drugs that affect his or her ability to perform some or all job duties or to perform job duties safely must advise his or her supervisor about:

- The particular side-effects of the medication affecting his or her ability to perform existing job duties or on-the-job safety.
- The particular job duties affected.
- Worker’s safety concerns, if any.

Q: Karen wants to serve an alcoholic beverage at an after-hours, on-site company retirement party. Can she?

A: Not without prior authorization from the officer who has functional responsibility over the site or location where the party will be held. Such approval must be documented on the Drugs and Alcohol Policy’s Attachment I (Request for Authorization of Alcoholic Beverages at a Company Workplace). Be advised that alcoholic beverages are always prohibited within certain Entergy facilities. For more information, refer to the Drugs and Alcohol Policy.

The company reserves the right to subject employees to drug and alcohol screens (i.e., test for drugs or alcohol), as allowed by law and/or subject to collective bargaining agreements.

The company Employee Assistance Program (EAP) is available for employees to use on a confidential basis. Any employee who has a problem with alcohol or drug use is encouraged to seek assistance from the EAP.
C. HEALTH AND SAFETY
All of us are expected to:

• Maintain safe and healthy working conditions.
• Comply with the safety standards of our jobs.
• Report actual or potential safety or health hazards immediately.
• Take ownership of corrective actions.

If imminent danger exists, call 911 immediately. Then, report the matter to the Ethics Line at 1-888-257-ETHIC (3844) or https://www.compliance-helpline.com/entergyethicsline.jsp as soon as practicable.

If there are unsafe or unhealthy working conditions or hazards not involving imminent danger, immediately report the matter to the Ethics Line or as described in the Reporting Violations Policy.

Q: Marissa works as a clerk in an office. Her co-worker, Jerry, has a weapons permit issued by the state. Jerry claims that if he wanted to, he could bring his pistol into their office work area so long as he keeps it in his briefcase. Is this true?

A: Absolutely not. This Code and the Workplace Violence Prevention and Weapons Policy prohibit the possession of weapons in holsters, briefcases or other personal effects in a work area.

D. WEAPONS AND WORKPLACE VIOLENCE
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.

If violence is occurring or imminent danger exists, do not place yourself in harm’s way. Call law enforcement (911) immediately. Then, as soon as practicable, make a report to the Ethics Line at 1-888-257-ETHIC (3844) or https://www.compliance-helpline.com/entergyethicsline.jsp.

If there’s no imminent danger, but direct or implied threats are occurring or other workplace violence issues exist, contact the Ethics Line.

Weapons (including, but not limited to, firearms and explosives) are prohibited in the workplace unless authorized by company policy.
SHARE THE ROAD:
Deal Fairly with Customers, Suppliers and Competitors

A. BRIBES AND KICKBACKS
We must never give, offer, authorize, promise, or ask for any form of bribe or kickback. Similarly, employees, agents and suppliers should never ask for bribes and kickbacks from an Entergy customer, agent or supplier.

B. CONTRACTS / LETTERS OF INTENT / CAPITAL ACQUISITIONS
Any of us who intends to enter into any contract, letter of agreement or other binding document must first have the document reviewed and approved by authorized parties. We must also comply with other requirements of corporate authorization policies. Agreements may only be executed after the signer has confirmed his or her authority and after appropriate legal and other approvals have been received.

It is company policy that “letters of intent” and similar preliminary agreements are limited, carefully controlled and subject to prior legal review. Capital transactions should be made only after the responsible business unit has evaluated each proposed transaction and after they have been approved and reviewed by authorized parties.
C. ECONOMIC ESPIONAGE
It is the company’s policy to compete in the marketplace lawfully and fairly. This includes respecting the rights of our competitors. It also includes abiding by the law while competing. Therefore, none of us may steal, unlawfully possess or unlawfully use material, products, intellectual property or proprietary information of any supplier, customer, business partner or competitor. We also may not acquire or use such property if we know it has been stolen or illegally obtained.

We must not engage in economic espionage. Economic espionage involves obtaining another entity’s confidential or proprietary information by “improper means.” Improper means includes unethical or criminal acts such as burglary, wire-tapping, misrepresentation, deception, searching a competitor’s office waste and bribing employees of other businesses (e.g., janitorial services) to collect the information.

D. GOVERNMENT CONTRACTS
It is the company’s policy, and each employee’s obligation, to comply with the laws and regulations that apply to government contracting. For example, certain system companies may be subject to special regulations governing procurement and contracts. It is also necessary to adhere to the terms and conditions of any contract with, or grants from, federal, state or local governments. Any employee whose job responsibilities include government procurement and contracts must familiarize themselves with applicable rules and regulations. Consult the Government Contracts Policy for additional information.

E. IT PROCUREMENT AND SERVICING
The procurement and servicing of information technology (hardware, software, data privacy, network usage, Internet, etc.) should be coordinated with the Information Technology department. Only such authorized company personnel are trained and designated to handle these matters.

Q: Brian needs a laptop computer to work remotely, and he can get a good deal at the local electronics store. Can he buy one and expense it?

A: No. Entergy has negotiated with selected, designated suppliers and developed configurations for a set of standard solutions to achieve savings in acquisition, installation and maintenance costs. Deviations from these standards would ultimately result in higher costs. Consult IT's PC Acquisition Policy at myEntergy > Our Company > IT for more information on PC/desktop acquisitions. Consult the Procurement Policy for requirements to maintain purchase orders and receipts.
F. PROCUREMENT
It is Entergy’s policy to select suppliers based on merit and overall business need. Entergy strives to obtain necessary products and services at fair value, conducts itself with high business standards and complies with legal requirements. 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.

The Supply Chain organization oversees the procurement process and assures that Entergy’s interests are protected when products and services are purchased for the company. Only Supply Chain is authorized to commit to suppliers. Exceptions to using Supply Chain are detailed in Entergy’s Procurement Policy.

Q: Denise, who orders materials for her work area, needs a list of diverse suppliers that have already been approved by Entergy. Where can she find such a list?

A: The Supplier Diversity department verifies and maintains a directory of diverse suppliers, including certifications that validate their ownership. Denise should consult with the Supplier Diversity department to obtain a list of existing diverse suppliers.
A. AFFILIATE INTERACTIONS
Entergy is subject to rules that govern interactions between certain Entergy affiliates and certain Entergy business functions. Some of these rules, called “affiliate rules,” help ensure that any control utilities have over critical functions is not used to give an unfair benefit to affiliated, competitive-market companies or functions and does not unfairly disadvantage non-affiliated market participants or customers.

In general, the restrictions in the affiliate rules apply to interactions between (1) Entergy affiliates and functions that serve regulated customers or that operate critical facilities, such as transmission systems (referred to here as “Regulated Functions”), and (2) Entergy affiliates and functions that participate in competitive energy markets (referred to here as “Market Functions”). In general:

- Regulated Functions may not provide an unfair competitive advantage or undue preferential treatment to Market Functions.
- Regulated Functions may not allow the inappropriate transfer of non-public information to Market Functions.
- Regulated Functions may not subsidize Market Functions.
- Regulated Functions and Market Functions may not cause customers to believe they must use the service of a Market Function to receive service from a Regulated Function.

It must be determined whether particular interactions with Entergy affiliates and functions comply with laws and regulations before entering into the interaction. The company has policies and compliance plans that provide guidance in this area, including the Affiliate Interactions Policy. If questions arise, contact the Legal department or the FERC Compliance group.
B. ANTIBOYCOTT
Entergy will comply with government antiboycott regulations prohibiting participation in international boycotts of countries friendly to the United States, and will follow all reporting-to-the-government requirements. We must not provide information that might assist a boycott violating these laws and regulations.

C. ANTITRUST AND FAIR TRADE PRACTICES
Antitrust laws are based on the belief that vigorous, free and open competition helps to ensure that the American consumer will obtain the best product at the lowest price. The purpose of antitrust laws is to prevent activities that unreasonably restrain free competition.

We must avoid conduct that violates or appears to violate antitrust and fair trade practice laws such as:

- Engaging in unfair pricing practices.
- Engaging in unfair marketing practices.
- Misrepresenting the products and services of Entergy or its competitors.

Federal and state antitrust authorities (and private plaintiffs) will be particularly sensitive to business activities that appear to fix prices between competitors, fix costs between competitors, restrict output or divide markets.

D. CONTRACTING FOR LEGAL OR ACCOUNTING SERVICES
Only in-house attorneys within Entergy’s Legal department may retain and manage outside legal counsel. Only Entergy’s General Tax Counsel may hire and manage outside tax counsel and advisors or hire accounting firms to do tax work.

E. ENVIRONMENT
Entergy must comply with environmental laws, regulations and orders, including those that restrict hazardous and toxic materials, air and water emissions and waste disposal.

Whether we work in a plant, the field or an office, Entergy expects us to be environmentally conscious. We must follow proper environmental procedures in our daily work. Immediately report any actual, suspected or potential environmental compliance issues via the Ethics Line.
F. EXPORT CONTROL
Export-control laws regulate the export of certain goods, information, and technology (“controlled items”) outside the United States. These laws also regulate sharing certain controlled items with individuals who are not citizens or lawful permanent residents of the U.S. (also known as “green card” holders), and who do not have refugee or asylum status, regardless of whether they are outside the U.S. (collectively, “foreign nationals”). (This includes sharing controlled items with foreign nationals located in Jackson, MS, or allowing foreign nationals located offshore to access remotely controlled items that are located in New Orleans, LA. This is known as a “deemed export,” and is subject to the same export-control laws.)

If you are a supervisor, notify the Human Resources and Legal departments before hiring a foreign national or before altering a foreign national employee’s job or work location. Also, contact the Legal department if you are engaging a foreign vendor that will have access to controlled items, or a vendor that will use foreign nationals who will have access to controlled items. In both cases, an export compliance review must be conducted and completed successfully prior to hiring the foreign national employee, altering a current foreign national employee’s job or work location, engaging a foreign company, or engaging a company that will afford foreign national employees access to controlled items.

G. FEDERAL ENERGY REGULATORY COMMISSION
Entergy is subject to the jurisdiction of the Federal Energy Regulatory Commission, or FERC. Among other responsibilities, the FERC:

- Regulates the transmission and wholesale sales of electricity in interstate commerce.
- Through its designated electric reliability organization (the North American Electric Reliability Corporation or NERC), ensures the reliability of high voltage interstate transmission systems.
- Monitors and investigates energy markets.
- Administers accounting and financial reporting regulations for regulated companies.
- Licenses hydroelectric projects.

The FERC and NERC have issued numerous regulations and standards that Entergy employees and representatives must follow. FERC can assess a civil penalty of over a $1 million for each day of violation of certain FERC regulations. Entergy employees and representatives must comply with FERC and NERC requirements. If an employee suspects a violation or potential violation of a requirement has occurred, it is imperative that the problem be promptly identified. Each employee is expected and encouraged by Entergy to self-police and internally report violations or potential violations of FERC or NERC regulations as soon as possible.

Q: Nancy is a systems analyst who routinely accesses secured areas containing critical cyber assets per the NERC reliability standards. She had to undergo background screenings and take required training in order to obtain her secured-area access card. John, a co-worker, does not have an access card, and requires an escort if going into a secured area. John asked Nancy if he could borrow her electronic access card to visit a friend in a secured area. It’s okay to do that since they’re all Entergy employees, right?

A: No, it’s not okay and it could result in a policy or regulatory violation both for Nancy and John. Not all employees are allowed to access all areas of Entergy facilities. Some areas are restricted to comply with certain laws and regulations and require authorization before access is granted. If John needs to visit someone in a secured area, he should follow appropriate procedures. Nancy should not lend her access card, password, access code or keys to anyone.
H. FOREIGN CORRUPT PRACTICES ACT
We must comply with the Foreign Corrupt Practices Act ("FCPA") and similar U.S. and foreign laws. The FCPA prohibits payments or gifts of any value to foreign government or political officials. The FCPA also requires the company to maintain accurate books and records and a system of internal accounting controls documenting domestic and international assets and transactions. Any of us who conducts Entergy business outside of the United States or with foreign officials must understand and abide by the provisions of the FCPA. If there are any questions, contact the Legal department.

I. GOVERNMENT INVESTIGATIONS AND INTERACTIONS
The company is committed to cooperating appropriately with government agencies conducting inspections of company property or investigations or audits of company activities. The company must provide complete and accurate information and protect its legal rights. It is the company's policy that all subpoenas, search warrants, civil investigative demands, written complaints and requests for documents directed to the company, as well as all requests that the company submit to investigative interviews, be referred to the company's Legal department for review and response. This Code does not restrict the right of an employee, agent or contractor to contact or provide information to any governmental agency on his or her own behalf or the behalf of others.

J. INSIDER TRADING
"Insider trading" means using confidential information about Entergy, or any other company gained in the course of doing work for Entergy, for an unfair advantage in the buying or selling of shares or other securities. Insider trading is both illegal and unethical, and is strictly prohibited. Insider trading includes “tipping” to provide confidential information to someone else who then trades on it.

Entergy directors, officers, employees and other persons may not trade in Entergy securities while in possession of material nonpublic information. This includes any information that may influence an investor's decision to buy, sell or hold the securities of a company. It also includes information that alters the overall mix of information publicly available about a company.

Directors, officers and employees are prohibited from entering into hedging or monetization transactions (e.g., puts, calls, selling short) involving Entergy stock.

Due to their positions or job functions, Board of Directors members, executive officers and certain restricted employees are prohibited from trading in Entergy securities except during certain specified “window” periods. Entergy will notify those persons of the “window” periods.
K. NUCLEAR
Entergy and its employees must comply with all laws, regulations, licensing requirements, commitments and orders related to nuclear power plant operations. Employees are urged to report any concerns they may have related to nuclear plant operations without fear of retaliation or discrimination of any kind.

L. POLITICAL CONTRIBUTIONS
All of us are encouraged to be involved in the political process and may contribute to the cause or candidate of our choice. But we must do so using our own time, money and resources. Laws prohibit the company from directly supporting political parties and campaigns. Other laws allow Entergy to make contributions to certain federal, state or local political associations or organizations (not parties and campaigns), but only after the General Counsel and executive management have reviewed and approved those contributions.

M. SAFETY
As Entergy workers, we must perform our jobs in a manner that complies with occupational safety and health laws and regulations.

N. SERVICE OF PROCESS
The company has appointed agents to receive petitions, subpoenas, administrative orders and other legal notices. Only employees or representatives who have been appointed to receive service of legal documents are authorized to do so. Direct the person attempting to deliver the legal documents to an Entergy-appointed agent. If unsure, contact the Legal department. In the event an employee is nonetheless served with, or otherwise presented with, legal documents, the employee must immediately notify the Legal department.

Q: David made a personal financial contribution to a political candidate whose campaign supports policies that are favorable to Entergy and its employees. Can David be reimbursed for his contribution?
A: No. Contributions made in the name of another are strictly prohibited by law. Thus, it is illegal for a corporation to reimburse or compensate an employee in any fashion for making a personal contribution to a federal, state or local candidate, party or political committee.

Q: Nathan, a lineman, observed an equipment operator digging a trench with a small excavator to install some conduit. Nathan knew it was an area that already contained underground conduit, and if the excavator struck existing conduit, then an unsafe situation could occur. He noticed that the operator’s crew was not using a probe or other means to inspect for pre-existing conduit. What should Nathan do?
A: Nathan must intervene by stopping and questioning any unsafe actions, practices and conditions observed, which includes notifying an available supervisor or site safety contact person. Nathan should also intervene if a co-worker is in danger of injuring himself or others, provided it is safe to intervene.
Donald Hand the Keys to a Stranger:
Protect Company Property and Information

A. ACCOUNTING AND BUSINESS RECORDS
We each have a responsibility to prepare all records in a prompt, complete and accurate manner. These records include vouchers, reimbursement requests, bills, timesheets, performance and payroll reports, and all other company books and records. Records must not be false, misleading, artificial or incomplete.

Entergy requires compliance with generally accepted accounting principles and its internal system of accounting and auditing controls. Accurate, reliable information and records are critical to meeting the financial, legal and management obligations of the company, and they are necessary to fairly reflect the company’s transactions. We must comply with all laws, rules, regulations and company policies so that financial reports and records are accurate.

B. COMMUNICATIONS
One of Entergy’s core values is “act with integrity.” Employees should consider this value in all communications. For example, don’t include material that violates the company’s Protection of Information Policy. A good question to ask is, “Would I want this message published in the news and attributed to me?” Also, take extra care when sending content in electronic messages because further distribution is virtually impossible to control. If there is a need to limit the further distribution of messages, let the recipients know.

Q: Emily, a paralegal, has to fill out a timesheet every two weeks. As long as she enters all the hours she works, does it really matter what codes she charges to?

A: Yes. Using the correct codes helps the company to ensure that the work Emily performs is charged to the right legal entities, work projects and customers. It also helps to ensure that business records and reports accurately reflect the cost of her work, which benefits Entergy’s investors (including employees). If Emily is unsure about whether she is using the appropriate project codes, she should contact her supervisor or her budget analyst.

C. COMPANY PROPERTY
The misuse or theft of company property may affect the company’s profitability and, ultimately, all of our jobs. Company property includes but is not limited to:

- Entergy credit and procurement cards, tools, materials, supplies, equipment, software and contractor services.
- Entergy Intellectual property.
- Information subject to non-disclosure rules as provided for in the Company’s Protection of Information Policy.

We are all responsible for protecting company property from theft, fraud, unauthorized access and use, damage and destruction. Unauthorized or improper use of company material, time, equipment, credit cards, procurement cards, or other property is prohibited. Also, we must not offer company property, company loans or unpaid company services to persons outside the company without prior written approval of senior management. All company property must be returned to the company at the termination of employment. Always report any theft or vandalism of company property.
D. COMPANY INFORMATION AND CONFIDENTIAL INFORMATION

It is part of our jobs to prevent the misuse, theft or improper disclosure of company information. Information that is used to provide customer service, carry out company operations and report accurate data is an essential company asset and must be protected.

We must take care in handling, discussing, transmitting, storing, and destroying information according to rules set forth in the Company’s Protection of Information Policy. We must protect such information against disclosure, either accidental or intentional, to parties, both inside and outside of the company, who do not have a legitimate business “need to know.” This obligation continues even after we leave Entergy. If unsure about what constitutes confidential information, ask a supervisor or call the Ethics Line at 1-888-257-ETHIC (3844). Unauthorized disclosure of personal information belonging to: (a) customers; (b) employees (where the employee information is accessed in the course of assigned job duties); (c) vendors; and (d) other individuals must be reported to the Ethics Line immediately.

Disclosure of financial information could influence the actions of shareholders and potential investors and could possibly violate securities laws. Only designated spokespersons may release information of this nature.

Entergy regulated subsidiaries are prohibited from disclosing certain information to Entergy competitive subsidiaries. There are also restrictions on sharing of certain information between transmission and marketing functions. See the Affiliate Interactions section for more information.

The Code and this provision is not intended to, and will not be construed to, interfere with or restrict any rights provided by law, including those afforded under the National Labor Relations Act. Nothing in this Code will be construed to limit an employee’s right to speak with others regarding wages and other terms and conditions of employment or to exercise any other legally protected right.

Q: Lisa, a risk analyst, wants to tell her best friend about an interesting project that she’s involved with here at Entergy. Lisa knows that the project is confidential, but her friend has always been very trustworthy and wouldn’t share the information with anyone. Is it okay for Lisa to tell her?

A: Absolutely not. Entergy employees are required to protect and maintain the confidentiality of all projects designated confidential by the company.
E. CORPORATE RISK CONTROLS
The Corporate Risk Control Standards establish Entergy’s framework for analyzing and managing risk associated with major capital and wholesale commodity exposure. The Standards define the roles and responsibilities of all employees who are involved in risk transactions, including the Corporate Risk Committees, in order to improve decision making with regard to major capital investments, as well as fuel, revenue and procurement contracts as required by the Approval Authority Policy.

F. CUSTOMER INFORMATION
It is part of our jobs to protect confidential customer information, such as social security numbers, credit information and bank account information.

Customer information must be protected. Regulated customer information may not be released to competitive affiliates without such customers’ consent or where authorized by applicable law. None of us may use or access customer information except for legitimate 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.

Q: Robert, who works in customer billing, obviously has access to customer data. Can he share information about a customer’s energy use with a friend of his?

A: No. Customer information is confidential and can only be used for valid Entergy business purposes in accordance with the Protection of Information Policy. For more information, refer to the policy.

G. EMPLOYEE RECORDS
The company’s employee information and records shall be used and maintained in a manner consistent with applicable laws and regulations, and the privacy interests of the applicable employees. Employee records are company-owned and include personnel files and their contents, performance evaluations, salary levels, medical data and other information pertaining to individual employees and their employment with the company. Employee records may be accessed by and/or disclosed to individuals having a legitimate business reason to review the information contained in those records. These individuals include, but are not limited to employees granted access to employee information and records in the course of their assigned job duties; persons involved in hiring and/or promotion decisions; persons involved in the company’s succession planning process; persons involved in investigating allegations of employee misconduct; and persons involved in making disciplinary recommendations or decisions.

The Code and this provision is not intended to prohibit employees from discussing information related to wages and other terms and conditions of employment, so long as such employees did not come into possession of such information through access to sources of confidential information that they have been granted as part of their assigned job duties. This Code specifically does not prevent employees from discussing or disclosing information that comes to their attention from contact or discussions with other employee

Q: Joni, a human resources representative, has access to Entergy employee data, such as home addresses. Can she share employee information with a friend of hers who is pursuing legal action against an employee?

A: No. Employee information obtained in the course of one’s assigned job duties may only be used by Entergy for valid Entergy business purposes. The Protection of Information Policy specifies that employees may not use, access, distribute or otherwise copy company-owned information, data, records or files for personal use, gain or advantage, or allow others to do so. For more information, refer to the policy.
H. MEDIA / CORPORATE COMMUNICATION

Entergy must speak with one voice. Therefore, only designated persons may speak on behalf of Entergy. All media inquiries (from both traditional journalists and online social media sources) should be directed to the Corporate Communications department whose personnel are trained to handle such inquiries and to serve as company spokespersons. Release of company information, statements about company position or requests for interviews should be coordinated by Corporate Communications and must comply with the Disclosure and Public Communication Policy.

Various groups and individuals throughout the company may wish to participate in social media communities. The Public Communications On Behalf of Entergy via Internet or Social Media Policy provides requirements for those employees authorized to speak on behalf of Entergy in the social media environment and requirements on the establishment of company-sponsored social media sites. Further, Entergy recognizes that some employees may wish to participate in various forms of social media on their personal time and using personal communications resources. The Employee Use of Internal or External Social Media Sites Policy provides expectations and requirements on the use of social media by employees as such use relates to Entergy.

I. RECORDS MANAGEMENT AND RETENTION

Properly maintaining records – in electronic and hard-copy format – is important. Entergy’s Records Management and Retention Policy describes the procedures for maintaining records for required retention periods. A record may not be kept longer than its assigned retention period unless the record is on a litigation hold due to pending or anticipated litigation. From time to time, the Legal Department may notify us that we have documents related to pending or anticipated litigation, governmental audits or investigations. Be sure to comply with the litigation hold and preserve the records.
Use Caution When Changing Lanes:

Understand the Relationship Between Personal, Company and Outside-Party Interests

A. COPYRIGHT, TRADEMARK AND PATENT INFRINGEMENT

Copyright laws protect a copyright owner’s “original works of authorship” from unauthorized use, duplication, or distribution. This applies to works such as computer software, printed articles from publications, TV and radio programs, works on videotapes or CD-ROMs, music performances, photographs, training materials, manuals, documentation, certain databases and World Wide Web pages. We may not use, reproduce, access, modify, download, distribute (which may include e-mailing) or otherwise copy any copyrighted, trademarked or patented works of others without written approval from the copyright owner. We also may not allow others to use company resources to do so. Unauthorized use, duplication, or distribution of such materials could create liability for Entergy.

Entergy maintains a license with the Copyright Clearance Center (“CCC”). The license authorizes employees to make photocopies of millions of registered works contained in the Copyright Clearance Center’s database, and permits unlimited copies to be distributed to Entergy employees for internal use only. The license does not permit distribution outside of Entergy.

For advice or assistance concerning copyright law, contact the Legal department.

Q: Steven, a project manager, would like to use a copy of a magazine article as a handout in a presentation he plans to make. Is it okay to do this?

A: It depends on whether Entergy has been granted the right to use the article. Entergy has obtained a repertory license from the Copyright Clearance Center (“CCC”) permitting it to make photocopies of portions of millions of registered articles in its database. This license permits unlimited copies to be distributed to Entergy employees for internal use only. It does not permit distribution outside of Entergy. Steven may check to determine whether a certain use falls under the CCC license by accessing www.copyright.com. For all other copyrighted works, and for use outside of the scope permitted by the CCC license, Entergy must obtain permission from copyright holders, or their licensing representatives, prior to reproduction, duplication or distribution. Contact a member of the Legal department or refer to the Protection of Information Policy for further guidance.
B. CONFLICTS OF INTEREST
We are expected to devote our time and best efforts to Entergy during assigned work hours. We must avoid activities that cause our personal interests to interfere with our ability to make sound business decisions on behalf of Entergy or otherwise prohibit us from acting in the best interest of Entergy when performing our job duties. These could include situations involving outside employment or service on outside boards. A conflict can also arise when we take action or have interests that make it difficult to perform company work objectively and effectively.

A conflict of interest exists when our responsibilities to Entergy and our personal interests are at odds. For example:

- An employee, or an immediate family member (including spouse), has a significant financial interest in an outside organization that competes with or has a business relationship with Entergy.
- In the course of an employee’s normal Entergy responsibilities, the employee interacts with an immediate family member who is representing an outside organization that engages in business with Entergy, such as a supplier.
- An employee diverts a business opportunity from the company to another business.
Timely disclose all actual, potential, and perceived conflicts of interest. The **Conflicts of Interest Policy** requires that employees make a disclosure to determine if an actual conflict of interest does exist or could exist. If it does, the situation must not occur, unless steps can be taken to eliminate the conflict. Employees must fully and accurately provide sufficient facts to make the determination. See the **Conflicts of Interest Policy** for the Request for Conflict of Interest Determination form that needs to be completed.

C. GIFTS AND ENTERTAINMENT (BUSINESS COURTESIES)

Business courtesies are gifts or favors given or received in the course of a business relationship, such as a business relationship with a customer, supplier or contractor. While business courtesies may help build business connections and generate goodwill, they can also create conflicts of interest. Neither an employee, nor a member of the employee’s family, may accept anything from an existing or potential supplier, customer or contractor of Entergy that could be construed as an attempt to influence the employee’s business judgment. Employees must decline any business courtesies that could give the appearance of granting an unfair advantage or doing anything that is unethical, unlawful or against Entergy policies.

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**Q:** Doug, a troubleman, has ownership in an outside business that seeks to do business with Entergy. What does Doug need to do to ensure management knows and to find out if this is okay?

**A:** Doug must complete a Request for Conflict of Interest Determination form, found on the system policy home page under the Conflicts of Interest Policy. This form is a tool used to document and resolve potential or actual conflicts of interest. For more information, refer to the policy.
Q: Lou, a procurement specialist, wants to attend a sporting event and knows that one of his vendors has box seats. The value is under $200. Can Lou ask the vendor for a seat?

A: No. Entergy employees may not solicit a business courtesy under any circumstance whatsoever. An employee may not ask a vendor to take the employee to lunch, or ask a customer to provide tickets for an entertainment event, even if the value is less than $200.

As employees, we may never request a business courtesy and NEVER accept cash or cash equivalents. We may accept articles of nominal value ($200 or less) on an infrequent basis, such as occasional meals or entertainment provided by an existing or potential customer or supplier. However, even such nominal items cannot be accepted if they are an attempt to get us to grant an unfair advantage or to motivate us to do anything that is unethical or unlawful. Otherwise, an employee may accept a business courtesy only if it is allowed by the Business Courtesies Policy and if a request for a conflict of interest determination is made that results in a finding (by an officer) that the business courtesy is acceptable (that is, it does not create a conflict of interest).

When in a position to offer gifts and entertainment to customers or vendors, use common sense and good judgment. Do not create circumstances that are inappropriate or give the appearance of impropriety. Also, do not provide business courtesies that are illegal, that violate the rules of the recipient’s organization or that are offered for something in return.

Consult the Political Activity—Contributions, Lobbying and Elective Office Policy for requirements related to providing any business courtesy to any government official.
BUSINESS COURTESIES QUICK REFERENCE:
ACCEPTING BUSINESS COURTESIES

Decline These Business Courtesies
• Anything that could give the appearance of granting an unfair advantage or doing anything that is unethical, unlawful or against Entergy policies.
• Anything illegal, unethical or offered in exchange for something in return.
• Cash or cash equivalents.

May Accept These Business Courtesies With No Approval
• Articles valued at $200 or less, such as meals or entertainment.
  > Must include value to both the employee and any immediate family member.
  > Must include cumulative value of courtesies received close in time from same person/organization.
• A business courtesy received as a result of a contest or random drawing where the Entergy employee has no greater chance of winning than anyone else.

May Accept These Business Courtesies If Specific Approval Is Granted
• Articles valued at greater than $200.
D. SERVICE IN ELECTIVE OFFICE

Entergy encourages us to be active in civic affairs and in solutions to social problems. We may hold public office as elected or appointed governmental officials or members of governmental boards:

• As long as the service does not interfere with the performance of job duties or place the employee or the company in a conflict of interest situation.
• If a state law provides an unqualified right to run for political office and participate in political activities.

Discuss these issues with a supervisor prior to seeking office. Under the law, Entergy cannot compensate an employee to serve in public office or use corporate resources (e.g., contributions, employees’ time, computers, stationery, phones, office space, copiers) to benefit a campaign.

Q: Kim, a communications specialist, has always been very active in her community and now wants to run for the city council in her town. Should she let anyone at Entergy know about her plans?

A: The Political Activity – Contributions, Lobbying, and Elective Office Policy applies. The Vice-President or higher-level officer of Kim’s organization is responsible for approving her service in an elected or appointed position, with the concurrence of the Vice-President, Governmental Affairs for the state in which the office/position is located. Louisiana employees are not required to obtain approval but must provide written notice to company officers of their intention to run for political office or to accept a political appointment.
E. SERVICE ON BOARDS OR AS AN OFFICER OF AN OUTSIDE COMPANY

There may be cases where it is acceptable for an employee to serve on the board of directors, or as an officer, of a for-profit entity that is not affiliated with Entergy and does not compete with Entergy. Certain laws and regulations may require prior regulatory approval or even prohibit such service. The employee must discuss it with a supervisor and receive appropriate approvals prior to taking action. The position:

- must not create a potential conflict of interest for the employee or Entergy,
- must meet all regulatory and legal requirements, and
- must be appropriately disclosed to all relevant parties.

F. SERVICE WITH CHARITABLE ENTITIES

Entergy encourages employees to be involved in the community. This includes reasonable time commitments to charitable or civic organizations. However, we must avoid activities that might create a conflict of interest for us or the company.
POLICY INDEX
The Code of Entegrity addresses many topics but our system and business-unit policies (available on myEntergy) go into even greater detail. Click the “Policies & Forms” link on myEntergy home page and then click on "System Policies" or choose "Business Unit Policies".

Policies relating to On the Road to Integrity
• Code of Business Conduct & Ethics for Employees

Policies relating to Section 1 - Steer a Straight Path: Carry Out Ethical Responsibilities.
• Discipline
• Employment at Will
• Issue Resolution
• Reporting Violations

Policies relating to Section 2 - Shift Out of Neutral: Don’t Be Afraid to Point Something Out or Ask a Question.
• Reporting Violations

Policies relating to Section 3 - Be a Courteous Driver: Have Regard for the Workplace.
• Communications Systems
• Discrimination & Harassment Prevention
• Drugs and Alcohol
• Enterprise Security
• Employee Hunting Clubs
• Employment Screening
• Environmental Management
• No Smoking
• Safety and Occupational Health
• Workplace Violence Prevention and Weapons

Policies relating to Section 4 - Share the Road: Deal Fairly with Customers, Suppliers and Competitors.
• Affiliate Interactions
• Anticompetitive Behavior
• Approval Authority
• Corporate Risk Standards
• Disclosure & Public Communication
• Disclosure Controls & Procedures
• Disclosure for Compliance with Reg FD
• Economic Espionage
• Electronic Information Security
• Employee Use of Internal or External Social Media Sites
• Government Contracts
• Insider Trading
• Letters of Intent and Preliminary Understandings
• Privacy Policy
• Procurement
• Protection of Information
• Public Communications on Behalf of Entergy via Internet or Social Media

Policies relating to Section 5 - Stop at All Red Lights: Obey the Law.
• Affiliate Interactions
• Anticompetitive Behavior
• Electronic Information Security
• Environmental Management
• Export Control
• FERC Compliance
• Foreign Corrupt Practices Act
• Government Contracts
• Government Investigations, Inspections and Audits
• Independent Auditor
• Insider Trading
• Legal Entity Management & Compliance
• NERC Reliability Standards
• Nuclear Policies and Procedures
• Political Activity – Contributions, Lobbying and Elective Office
• Protection of Information
• Safety and Occupational Health
• Service to Unaffiliated Entities
Policies relating to Section 6 - Don’t Hand the Keys to a Stranger: Protect Company Property and Information.
- Accounting
- Affiliate Interactions
- Bank Accounts
- Business Continuity Planning
- Business Travel & Expense Reimbursement
- Charitable Contributions
- Communications Systems
- Corporate Risk Standards
- Disclosure & Public Communication
- Disclosure Controls & Procedures
- Disclosure for Compliance with Reg FD
- Electronic Information Security
- Enterprise Security
- Employee Use of Internal or External Social Media Sites
- Insider Trading
- Investment Recovery
- Legal Entity Management & Compliance
- Political Activity – Contributions, Lobbying and Elective Office
- Privacy Policy
- Project Delivery System
- Protection of Company Property
- Protection of Information
- Public Communications on Behalf of Entergy via Internet or Social Media
- Real Estate
- Records Management & Retention
- Time Entry and Pay
- Transportation

Policies relating to Section 7 - Use Caution When Changing Lanes: Understand the Relationship Between Personal, Company and Outside-Party Interests.
- Business Courtesies
- Conflicts of Interest
- Nepotism
- Political Activity – Contributions, Lobbying and Elective Office
- Protection of Information
- Service to Unaffiliated Entities
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<td>Accidents (3C)</td>
<td></td>
</tr>
<tr>
<td>Accounting (5H, 6A)</td>
<td></td>
</tr>
<tr>
<td>Accounting Services, Retention of (5D)</td>
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<td>Acknowledgment of Code compliance (1B)</td>
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<tr>
<td>Affiliate Interactions (5A, 6D)</td>
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<tr>
<td>Age Discrimination (1A, 2E, 3A)</td>
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<td>Agents (1A)</td>
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<td>Alcohol (1A)</td>
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<td>Antiboycott (5B)</td>
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<tr>
<td>Antitrust (5C)</td>
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<tr>
<td>Assets, Protection of (Foreword, 6C, 6D)</td>
<td></td>
</tr>
<tr>
<td>B</td>
<td></td>
</tr>
<tr>
<td>Board of Directors, Non-affiliated Companies (7B, 7E, 7F)</td>
<td></td>
</tr>
<tr>
<td>Boycotts (5B)</td>
<td></td>
</tr>
<tr>
<td>Bribes (4A, 5H)</td>
<td></td>
</tr>
<tr>
<td>Business Courtesies (7B, 7C)</td>
<td></td>
</tr>
<tr>
<td>Business Unit Policies and Procedures (Foreword, 1B)</td>
<td></td>
</tr>
<tr>
<td>C</td>
<td></td>
</tr>
<tr>
<td>Capital Acquisitions and Transactions (4B, 4F)</td>
<td></td>
</tr>
<tr>
<td>Capital Transactions (4B, 4F)</td>
<td></td>
</tr>
<tr>
<td>Charitable Entities, Service with (7B, 7F)</td>
<td></td>
</tr>
<tr>
<td>Code of Entegrity – Prior Versions (Foreword)</td>
<td></td>
</tr>
<tr>
<td>Communications (2E, 5J, 6B, 6C, 6D, 6F, 6H)</td>
<td></td>
</tr>
<tr>
<td>Community Involvement (7D, 7F)</td>
<td></td>
</tr>
<tr>
<td>Company Assets (Foreword, 7C, 7D)</td>
<td></td>
</tr>
<tr>
<td>Company Property (Foreword, 6C, 6D)</td>
<td></td>
</tr>
<tr>
<td>Competitors (Foreword, 4C, 5C)</td>
<td></td>
</tr>
<tr>
<td>Complaints, Reporting (1B, 1C, 2C, 2E)</td>
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<td>Compliance Program (1B, 1C, 1D)</td>
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<td>Compliance Violations, Reporting (1B, 1C, 2C, 2E)</td>
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<tr>
<td>Computer Software (4E, 6C, 7A)</td>
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<tr>
<td>Concerns (2A, 2B, 2C, 2D, 2E)</td>
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<td>Confidential Information (5A, 5J, 6D, 6F, 6G)</td>
<td></td>
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<tr>
<td>Confidentiality (2D, 6D)</td>
<td></td>
</tr>
<tr>
<td>Conflicts of Interest (Foreword, 7B)</td>
<td></td>
</tr>
<tr>
<td>Consultants (1A)</td>
<td></td>
</tr>
<tr>
<td>Contract Workers (4F)</td>
<td></td>
</tr>
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<td>Contracts (4B, 4D, 4F)</td>
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</tr>
<tr>
<td>Contributions, Political (5L)</td>
<td></td>
</tr>
<tr>
<td>Controlled Substances (3B)</td>
<td></td>
</tr>
<tr>
<td>Copyrights (7A)</td>
<td></td>
</tr>
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<td>Corporate Risk Controls (6E)</td>
<td></td>
</tr>
<tr>
<td>Credit Cards (4F, 6A)</td>
<td></td>
</tr>
<tr>
<td>Crisis (2B, 2C)</td>
<td></td>
</tr>
<tr>
<td>Customer Information (4C, 5A, 6D, 6F)</td>
<td></td>
</tr>
<tr>
<td>Customer Relationships (Foreword, 5J, 6F)</td>
<td></td>
</tr>
<tr>
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<td></td>
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<tr>
<td>Data Privacy (5A, 6D)</td>
<td></td>
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<tr>
<td>Disabilities (3A)</td>
<td></td>
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<tr>
<td>Discipline (1B, 1C)</td>
<td></td>
</tr>
<tr>
<td>Discrimination (1A, 2E, 3A, 5K)</td>
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<tr>
<td>Documents (6l)</td>
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<td>Drugs and Drug Testing (3B)</td>
<td></td>
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<tr>
<td>E</td>
<td></td>
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<tr>
<td>Elective Office (7B, 7D)</td>
<td></td>
</tr>
<tr>
<td>E-mail Communications (3A, 6B, 6H, 7A)</td>
<td></td>
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<tr>
<td>Employee Records (6G)</td>
<td></td>
</tr>
<tr>
<td>Employee Responsibilities (Foreword, 1B)</td>
<td></td>
</tr>
<tr>
<td>Employment at Will (Foreword, 1E)</td>
<td></td>
</tr>
<tr>
<td>Employment contracts (Foreword)</td>
<td></td>
</tr>
<tr>
<td>Entertainment (7B, 7C)</td>
<td></td>
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<tr>
<td>Environment (5E)</td>
<td></td>
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<tr>
<td>Environmental Compliance Issues, Reporting (2E)</td>
<td></td>
</tr>
<tr>
<td>Equal Employment Opportunity (2E, 3A)</td>
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<tr>
<td>Espionage, Industrial/Economic (4C)</td>
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<tr>
<td>Ethics (On the Road to Integrity, 1C, 1D, 2A, 2B)</td>
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<tr>
<td>Ethics Line (On the Road to Integrity, 2A, 2C, 2D)</td>
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<td>Expenses Accounts (4F, 6A, 6C)</td>
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<tr>
<td>Export Control (5F)</td>
<td></td>
</tr>
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<td></td>
</tr>
<tr>
<td>Fair Trade Practices (5B, 5C, 5H)</td>
<td></td>
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<tr>
<td>Family (7B)</td>
<td></td>
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<td>FERC Compliance (5G)</td>
<td></td>
</tr>
<tr>
<td>Financial Concerns, Reporting (2E)</td>
<td></td>
</tr>
<tr>
<td>Financial Records and Reporting (6A)</td>
<td></td>
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<tr>
<td>Foreign Corrupt Practices Act (5H)</td>
<td></td>
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<tr>
<td>Foreign Countries and Governments (1A, 5A, 5H)</td>
<td></td>
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<tr>
<td>Fraud (6C)</td>
<td></td>
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<td>Fraud, Reporting (2E)</td>
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<td>General Accepted Accounting Principles (6A)</td>
<td></td>
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<tr>
<td>Gifts (7B, 7C)</td>
<td></td>
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<tr>
<td>Government Contracts (4D)</td>
<td></td>
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<tr>
<td>Government Investigations (5l)</td>
<td></td>
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<tr>
<td>Government Officials/ Employees (4D, 5H, 5L)</td>
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<td></td>
</tr>
<tr>
<td>Handling Difficult Situations (2A, 2B, 2C)</td>
<td></td>
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<tr>
<td>Harassment (2E, 3A)</td>
<td></td>
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<tr>
<td>Health and Safety (3C, 5M)</td>
<td></td>
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<td>Help Lines and Links (2C)</td>
<td></td>
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<tr>
<td>Hostile Work Environment (2E, 3A)</td>
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<td>I</td>
<td>Industrial Espionage (4C)</td>
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<tr>
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<td>Information Assets (5A, 6B, 6D, 6F, 6H, 6I)</td>
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<tr>
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<td>Information, Protection of (5J, 6D)</td>
</tr>
<tr>
<td></td>
<td>Information Technology, Procurement of (4E)</td>
</tr>
<tr>
<td></td>
<td>Inside Information (4C, 5A, 5J, 6F, 6G, 6H)</td>
</tr>
<tr>
<td></td>
<td>Insider Trading (5J)</td>
</tr>
<tr>
<td></td>
<td>Intellectual Property (5D, 6C, 6D)</td>
</tr>
<tr>
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<td>International Boycotts (5B)</td>
</tr>
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<td>International Transactions (1A, 5B, 5H)</td>
</tr>
<tr>
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<td>Internet (6B, 6C, 6D, 6H)</td>
</tr>
<tr>
<td></td>
<td>Intoxication (3B)</td>
</tr>
<tr>
<td></td>
<td>Investigations, Duty to Cooperate (1B, 5I)</td>
</tr>
<tr>
<td>K</td>
<td>Kickbacks (4A)</td>
</tr>
<tr>
<td>L</td>
<td>Laws, Conflicts Between (1A)</td>
</tr>
<tr>
<td></td>
<td>Laws, Duty to Comply (Foreword, 1A)</td>
</tr>
<tr>
<td></td>
<td>Leadership Responsibilities (Foreword, 1C)</td>
</tr>
<tr>
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<td>Legal Department, Retention of (5D)</td>
</tr>
<tr>
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<td>Letters of Intent (4B, 4D, 4F)</td>
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<tr>
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<td>Lobbying (5L)</td>
</tr>
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<td>M</td>
<td>Material Nonpublic Information (5J)</td>
</tr>
<tr>
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<td>Media and Media Inquiries (6H)</td>
</tr>
<tr>
<td>N</td>
<td>Non-Public Information (5A, 5J, 6D)</td>
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<td>Not for Profit (7F)</td>
</tr>
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<td>Nuclear (5K)</td>
</tr>
<tr>
<td>O</td>
<td>OSHA (3C, 5M)</td>
</tr>
<tr>
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<td>Outside Boards (7B, 7E, 7F)</td>
</tr>
<tr>
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<td>Outside Employment and Activities (7B, 7E, 7F)</td>
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<td>Part-time Job (7B)</td>
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<td>Patent (7A)</td>
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<tr>
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<td>Penalties for Violation (1B, 1C, 1D)</td>
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<td>Policy Links (2C)</td>
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<td>Political Contributions (5L)</td>
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<td>Political Officials (4D, 5H, 5I, 5L, 7D)</td>
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<td>Privacy (6D, 6F, 6G)</td>
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<tr>
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<td>Procurement (4B, 4D, 4E, 4F)</td>
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<td>Property (Foreword, 2E, 6C, 6D)</td>
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<td>Proprietary Information (6D, 6F, 6G)</td>
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<td>Protecting Company Assets (Foreword, 6C, 6D)</td>
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<td>Protected Information (4C, 5A, 6B, 6C, 6D, 6G)</td>
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<td>Raising a Concern (2E)</td>
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<td>Records, Accounting and Business (5H, 6A, 6I)</td>
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<td>Relatives (7B)</td>
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<td>Release of Information (4C, 5A, 5J, 6D, 6F, 6H)</td>
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<td>Reporting Violations (1B, 1C, 2C, 2E)</td>
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<td>Retaliation (2F)</td>
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<td>Risk Controls (2E)</td>
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<td>S</td>
<td>Safety (3C, 5M)</td>
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<td>Securities and Stock Trading (5J)</td>
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<td>Service of Process (5N)</td>
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<td>Sexual Harassment (2E, 3A)</td>
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<tr>
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<td>Social Media (6H)</td>
</tr>
<tr>
<td></td>
<td>Stock Tipping (5J)</td>
</tr>
<tr>
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<td>Subpoenas, Receipt of (5I)</td>
</tr>
<tr>
<td></td>
<td>Supervisor Responsibilities (Foreword, 1C)</td>
</tr>
<tr>
<td></td>
<td>Suppliers (Foreword, 4C)</td>
</tr>
<tr>
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<td>System Policies (Foreword, 1B, 2C)</td>
</tr>
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<td>Theft (6C, 6D)</td>
</tr>
<tr>
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<td>Tipping (5J)</td>
</tr>
<tr>
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<td>Trade, International (1A, 5B, 5H)</td>
</tr>
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<td>Trademarks (7A)</td>
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<tr>
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<td>Training (1B, 1C, 7A)</td>
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<tr>
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<td>Transactions, International (1A, 5B, 5H)</td>
</tr>
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<td>U</td>
<td>Unsafe Conditions (3C, 5M)</td>
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<td>V</td>
<td>Values (Foreword)</td>
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<tr>
<td></td>
<td>Violations, Reporting (1B, 1C, 2C, 2E)</td>
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<tr>
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<td>Violence (3D)</td>
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<td>Waiver of Enforcement (1B)</td>
</tr>
<tr>
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<td>Weapons (3D)</td>
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<tr>
<td></td>
<td>Websites, Helpful (2C)</td>
</tr>
<tr>
<td></td>
<td>Where to Find Help (2A, 2B, 2C, 2D)</td>
</tr>
<tr>
<td></td>
<td>Whistle Blowing (2E, 2F)</td>
</tr>
<tr>
<td></td>
<td>Window Periods (5J)</td>
</tr>
<tr>
<td></td>
<td>Workplace Violence (3D)</td>
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