

AWARDING EXCELLENCE IN SUPPLIER PERFORMANCE

Sponsored by Entergy, the Premier Supplier Awards Event recognizes and promotes extraordinary supplier performance. In seeking and sharing best practices, your company has a profound and direct impact on improving the safety and reliability of the utility industry.

ELIGIBILITY

The Premier Supplier Award nominations are open to third party service and material providers who have contracted with Entergy during the award year (01/01/24 – 12/31/2024) and during that year have achieved high levels of performance, implemented transferable new practices, or significantly improved processes in the award categories.

NOMINATIONS

Award nomination may be submitted by an Entergy employee or as self-nominations by suppliers. Suppliers may nominate themselves for up to two categories.

2024/ 2025 AWARD ENTRY DEADLINE

Entries will be accepted from October 17, 2024, until December 31, 2024. All award entries must be submitted using the Nomination Submission form and emailed to PremierSupplierAwards@entergy.com as an attachment.

TIMELINE

Nomination Period: October 17, 2024 – December 31, 2024
Final nomination submission form deadline: December 31, 2024
Notification to finalists and awards ceremony invitations: March 2025
Awards ceremony event in New Orleans, LA: Late Spring 2025

AWARD CATEGORIES

The Premier Supplier Award Program is focused on recognizing world class performance by our suppliers. Winners of this award model excellence in a way that others should strive to emulate. To be considered for a Premier Supplier Award, the highest level of performance, impacts, new practice, or enhanced processes must address one or more of the following areas. Each award will encompass one winner and two runner-up finalists.

Below are the award categories for our program:

- Safety Excellence
- Environmental and Social Stewardship
- Customer Experience
- Innovation
- Diverse or Local Supplier
- Diversity, Inclusion & Belonging
- Storm Response
- Emerging Excellence
- Supplier of the Year

Shortlisted finalists will be required to submit a video montage to be presented during the Awards Ceremony.

AWARD CRITERIA

The awards criteria are intended to describe the minimum criteria for each of the award categories. The descriptions for each award category align with Entergy's strategic objectives and are key focus areas for the company.

NOMINATIONS

To be selected for one of the Premier Supplier Awards, the supplier must demonstrate success during 2024 in one or more award category areas.

If the success falls into more than one category, please select all award categories you would like to be considered for an award, with a limit to two award categories. **A separate nomination form should be completed for each category nomination.**

Each award submission will be scored by an Entergy selection committee based on the below criteria requirements.

CRITERIA REQUIREMENTS

1. SAFETY EXCELLENCE AWARD CRITERIA

The Safety Excellence award is established to recognize suppliers who drive excellence to ensure the highest levels of safety, reliability, and efficiency. Supplier should contribute to a zero-injury mindset or investing in a measurable safety program.

Nominee should submit a narrative with specific examples that demonstrate how they have embodied safety excellence which may include but is not limited to the following:

- I. Safety Compliance
 - a. Did nominee have an Area for Improvement (AFI) reference prior to a safety event?
 - b. Did nominee meet compliance green in Avetta?
 - c. Please provide any Entergy close call/good catches, First aids or Report only incidents in 2024.
 - d. Did nominee have zero SIF or recordable injuries while providing services to Entergy?
- II. Safety Advocate - Describe what steps the nominee has taken to exhibit a strong safety policy, improve hazard recognition and mitigation, and safety investigation.
- III. Safety Leadership - Describe best practices adopted by the nominee that are transferable to others and would positively impact Entergy and their stakeholders.
- IV. Safety Innovation - Describe how the nominee has implemented innovative strategies to continuously advanced its safety program to align with Entergy's guiding safety principles.
- V. Safety Culture - Describe how the nominee fosters a proactive and inclusive safety culture, promotes employee engagement and participation in safety initiatives, and continuously strives for improvement in safety performance.

2. ENVIRONMENTAL AND SOCIAL STEWARDSHIP AWARD CRITERIA

The Environmental and Social Stewardship Award (ESS) is established to recognize suppliers who are committed to achieve net zero emissions by 2050, build innovative products and services, create programs that help our low-income customers, and focus on community enrichment.

Environmental and Social Stewardship -is demonstrated through a company's leadership excellence in programs or initiatives that address environmental and/or social needs or initiatives that simultaneously support business objectives.

Social Stewardship is defined as a company dedicating their time (volunteerism or otherwise) and resources (charitable grants or otherwise) to help meet the needs and enhance the quality of life in the communities - they serve.

Environmental Stewardship is defined as fulfilling the needs of current generations without compromising the needs of future generations, while ensuring a balance between economic growth, environmental care, and social well-being.

Nominee should submit a narrative with specific examples that demonstrate how they have exemplified environmental and social stewardship which may include but is not limited to the following:

- I. ESS Compliance
 - a. Has the nominee completed the annual Entergy/SSCA ESG assessment?
 - b. Has the nominee completed another similar assessment to report your ESG commitments and GHG reduction targets?
- II. ESS Advocate - Describe the nominee's programs or initiatives that enable their employees to help address environmental and social impacts in the communities they serve.
- III. ESS Leadership - Describe the nominee's clear vision and environmental and/or social strategy/policy on how to create lasting value resulting in equitable positive impacts for all stakeholders.
- IV. ESS Innovation - Describe how the nominee has implemented innovative strategies to continuously advanced nominee's ESS program.
- V. ESS Culture - Describe at least one of the nominee's community enrichment or environmental program beyond financial contributions that has a significant, quantifiable impact that benefits their communities, customers, employees and/or owners.

3. CUSTOMER EXPERIENCE AWARD CRITERIA

The Customer Experience Award is established to recognize customer experience that increases customer satisfaction, reduces cost-to-serve and positions us to serve the customer of the future.

Nominee should submit a narrative with specific examples that demonstrate how they have established an enhanced customer experience which may include but is not limited to the following:

- I. Customer Experience Results – Describe the nominee's contributions, complexity of the contribution / achievement, and obstacles overcome which resulted in measurable improvements in the customer experience.
- II. Customer Experience Advocate - Describe how the nominee's tool, process, product, or service impacts the customer experience and describe how it can be leveraged by Entergy operations or other suppliers to champion a better customer experience.
- III. Customer Experience Leadership - Describe the direct impact the nominee has made on assisting Entergy in being recognized as a leader for a specific type of customer experience.
- IV. Customer Experience Innovation – Describe how the nominee has identified Entergy customer groups and their specific needs and used that intelligence to create new strategies that enhance the customer experience.
- V. Customer Experience Culture - Describe nominee's approach to ensuring responsiveness, flexibility, and personalization is at the forefront in its strategies for serving their communities, customers, employees and/or owners.

4. INNOVATION AWARD CRITERIA

The Innovation Award is established to recognize the suppliers that demonstrate innovation efforts, and who are instrumental in the introduction of new products or approaches to meet Entergy's current and future business needs or are actively seeking ways to enhance Entergy's customer service.

Nominee should submit a narrative with specific examples that demonstrate how they have exhibited an innovative mindset which may include but is not limited to the following:

- I. Innovation Results – Describe how the nominee has provided performance, schedule, cost certainty or cost savings to Entergy with an implemented or proposed innovation initiative.
- II. Innovation Advocate - Describe the nominee's application of a growth mindset to Entergy's issues or problems and how the nominee has advocated for improvement.
- III. Innovation Leadership - Describe the direct impact the nominee has made on assisting Entergy in being a leader in providing new and innovative solutions that create value for our stakeholders.
- IV. Innovation Culture - Describe nominee's approach and how its innovative mindset assist Entergy in realizing enhanced benefits for their communities, customers, employees and/or owners.

5. DIVERSE or LOCAL SUPPLIER AWARD CRITERIA – *Open to Diverse and Local Suppliers*

The Diverse or Local Supplier Award is established to recognize a diverse or local supplier that has worked with Entergy to achieve a shared goal.

Local

- Defined as suppliers located in Entergy's service territory states (LA, MS, TX, AR).
- Supplier must be headquartered or have a significant presence where goods and services are being produced in Entergy's service territory states. A remit address tied to the service territory would not be eligible.

Diverse

- Defined as **certified** 51% owned by a veteran, service-disabled veteran, minority, woman, LGBTQ or located in a HUB zone.
 - i. A supplier is ineligible to qualify in the diverse category if they have not received a diverse certification.
 - ii. Eligible certifying agencies include NMSDC, WBENC, NaVoBA, NGLCC or other 3rd party certifications offered by governmental agencies. **This is not intended to recognize Tier 2 accomplishments for non-diverse primes. ***

Nominee should submit a narrative with specific examples that demonstrate how they have achieved the following:

- I. Diverse and Local Compliance
 - a. Did nominee meet diverse certification?
 - b. Did nominee meet local criteria?
- II. Diverse and Local Results – Describe how the nominee created additional value.
 - a. Nominee's tracking of targeted diverse/local spend goals and results.
 - b. Achievements, and obstacles that were overcome.
 - c. Discuss how the results are reported and tracked for progress and areas of improvement.
 - d. Provide examples which may include cost savings / avoidance, innovation, reduced environmental impact, increase customer perception, etc.
- III. Diverse and Local Advocate - Describe how the nominee uses other local or diverse firms in their operations (if diverse, what efforts have been made to use local suppliers and vice versa) and how they champion / promote diversity centric business strategies to improve the quality of life in the community.
- IV. Diverse and Local Leadership – Describe nominee's supplier diversity / local inclusion program and mentorship program. Explain how the nominee leads the way in creating and supporting job growth via partnerships developed, prioritized procurement activities with qualified diverse/local suppliers, aids development and capacity building via trainings, match-maker events, etc.
- V. Diverse and Local Innovation – Describe how the nominee uses best practices to resolve new or existing challenges and the impact on business growth; business strategies implemented that supports and improves the quality of life in the community and/or other diverse suppliers; discuss innovative solutions provided.
- VI. Diverse and Local Culture - Describe nominee's business strategies that supports and improves the quality of life in the community and/or other diverse suppliers; shows growth in sales and job creation and investment in local community; identifies Entergy customer groups and their specific needs and how that intelligence was leveraged to create new strategies that enhance the customer experience.

6. DIVERSITY, INCLUSION & BELONGING – *Open to All Suppliers*

The Diversity, Inclusion & Belonging (DIB) Award is established to recognize a supplier who fosters a workplace that creates a sense of belonging and equity for everyone. This includes setting DIB goals and standards to ensure employees are provided an opportunity to be heard, valued, and engaged.

Nominee should submit a narrative with specific examples that demonstrate how they have achieved the following:

- I. DIB Results – Describe the nominee's tracking of targeted diverse/local spend goals and results and how the results are reported and tracked for progress and areas of improvement. Include:
 - a. Spend commitments for diverse and local (include local if operations exist in Entergy territories).

- b. Tier 2 diverse spend for the last 2+ years with Entergy.
- c. Cost savings / avoidance, innovation, reduced environmental impact, increased customer experience, increased ESG score.
- d. Achievements, and obstacles that were overcome.
- II. DIB Advocate - Describe how the nominee uses local and diverse firms in their operations and how they champion / promote diversity centric business strategies to improve the quality of life in the community. Explain any other significant investments, processes, programs that have made an impact on diversity, inclusion and belonging and/or local community impacts.
- III. DIB Leadership – Describe nominee’s supplier diversity / local inclusion program and mentorship program. Explain how the nominee’s leadership significantly promotes DIB awareness among its employees and there is accountability throughout the organization to ensure DIB is a systemic part of how business is conducted. Include explaining how the nominee leads the way in creating and supporting job growth via partnerships developed, prioritized procurement activities with qualified diverse/local suppliers, aids development and capacity building via trainings, match-maker events, etc.
- IV. DIB Innovation – Describe how the nominee uses best practices to resolve new or existing challenges and the impact on business growth; business strategies implemented that supports and improves the quality of life in the community and/or other diverse suppliers; discuss innovative solutions provided.
- V. DIB Culture - Describe nominee’s business strategies that supports and improves the quality of life in the community and/or other diverse suppliers; Describe recruiting efforts from historically black colleges and universities (HBCUs) or other minority serving institutions (MSIs); shows growth in sales and job creation and investment in local community; If supplier operations exist in Entergy territories, describe community impact and involvement.

7. STORM RESPONSE AWARD CRITERIA

The Storm Response Award recognizes the supplier whose partnership with Entergy has contributed to the aid of Entergy in an emergency and/or business continuity incident or assisted in Entergy preparation for potential incidents.

Nominee should submit a narrative with specific examples that demonstrate how they have provided outstanding service in response to an emergency incident which may include but is not limited to the following:

- I. Storm Response Results – Provide information related to the complexity of nominee’s achievements, measurable results, and obstacles that were overcome as they delivered top tier performance in response to emergency incidents.
- II. Storm Response Innovation - Describe how the nominee uses best practices to resolve new or existing challenges and has introduced strategies for improvement.
- III. Storm Response Leadership - Describe the direct impact the nominee has made on assisting Entergy in being a leader in providing first class incident response and continuity of service to its impacted customers.
- IV. Storm Response Culture - Describe nominee’s approach and its investment / development of workforce skills to create an organization with the ability to maintain its commitment to place the response to our customers’ needs during unplanned incidents as a priority.

8. EMERGING EXCELLENCE AWARD CRITERIA

The Emerging Excellence award recognizes the supplier that has shown considerable growth during the award year in its performance, approach, productivity improvements, services, or growth mindset with Entergy. The supplier should exhibit flexibility, strong change management capabilities, persistence with an appetite for growth and considerable performance, pricing/savings, or other notable improvements year over year.

Nominee should submit a narrative with specific examples that demonstrate how they have achieved considerable growth and emergence in their ability to provide exemplary service which include but is not limited to the following:

- I. Emerging Excellence Results – Provide information related to the complexity of nominee’s achievements, measurable results, and obstacles that were overcome as they matured in their ability to deliver top notch service to their stakeholders.
- II. Emerging Excellence Innovation - Describe how the nominee uses best practices to resolve new or existing challenges and has introduced strategies for improvement.
- III. Emerging Excellence Leadership - Describe the leadership approach the nominee has leveraged to inspire positive change in its performance, approach, productivity improvements, services, or growth mindset with Entergy.
- IV. Emerging Excellence Culture - Describe nominee’s approach and its investment / development of its organization culture providing examples of year over year improvements and obstacles they have overcome with a focus on detail in performance, savings, innovation, materials, or other areas during the award year.

9. SUPPLIER OF THE YEAR AWARD CRITERIA

The Supplier of the year award recognizes the supplier whose partnership with Entergy has resulted in considerable impacts to Entergy’s success during the award year and mutual success with the supplier. Supplier should also be strongly performing in other key award areas.

Nominee should submit a narrative with specific examples that demonstrate how they have made considerable impacts to Entergy’s success across other key award areas which may include but is not limited to the following:

- I. Supplier of the Year Results – Provide information related to the complexity of nominee’s achievements, measurable results, and obstacles that were overcome as they achieved best in class and excelled in several key strategic award categories such as the below core values:
 - a. Safety
 - b. Environmental and Social Stewardship
 - c. Customer Experience
 - d. Innovation
 - e. Diversity, Inclusion, & Belonging
 - f. Storm Response

- II. Supplier of the Year Innovation – Describe how the nominee uses best practices to resolve new or existing challenges and has introduced strategies for improvement in the key core values listed previously.
- III. Supplier of the Year Leadership - Describe the leadership approach the nominee has leveraged to inspire a successful partnership in its performance, approach, productivity improvements, services, and growth mindset with Entergy. Provide examples that demonstrate the partnership with Entergy and its criticality to both nominee and Entergy success.
- IV. Supplier of the Year Culture - Describe nominee's approach and its investment / development of its organization's culture which impact Entergy's ability to deliver success to its stakeholders. Provide examples of the impact the nominee's materials or services have made to Entergy's ability to deliver the key core values listed previously to its customers.