



Spring Occupational Safety & Health Committee Conference

Royal Sonesta Hotel
New Orleans, LA
April 25-28, 2010

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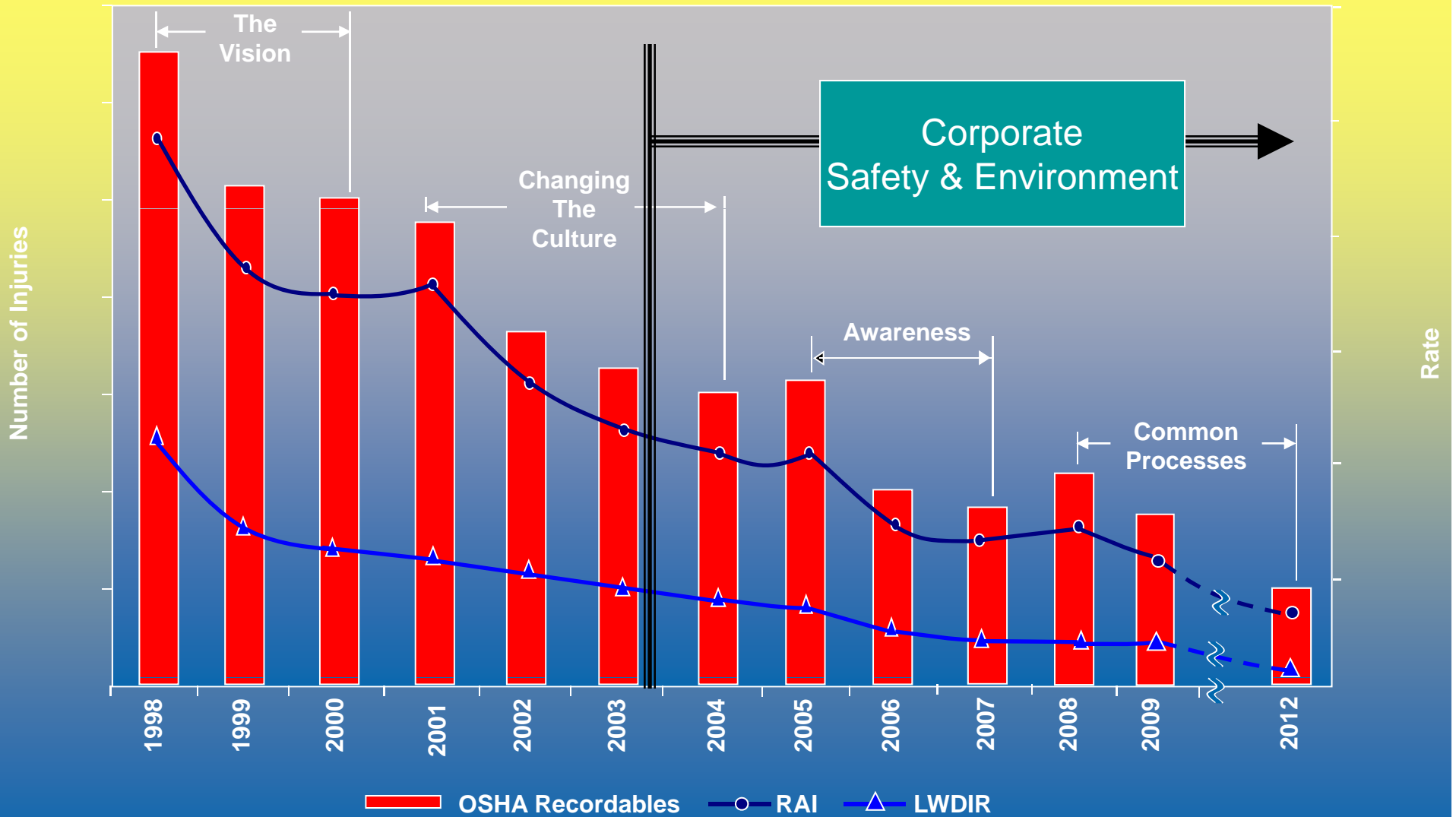
➤ Agenda

- Entergy's History
- Entergy Safety Leadership Team
- Six Sigma
- 5 year Strategy Plan
- Serious Accident Notification
- The Future
- Target Zero

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Entergy's History



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Entergy's Safety Organization



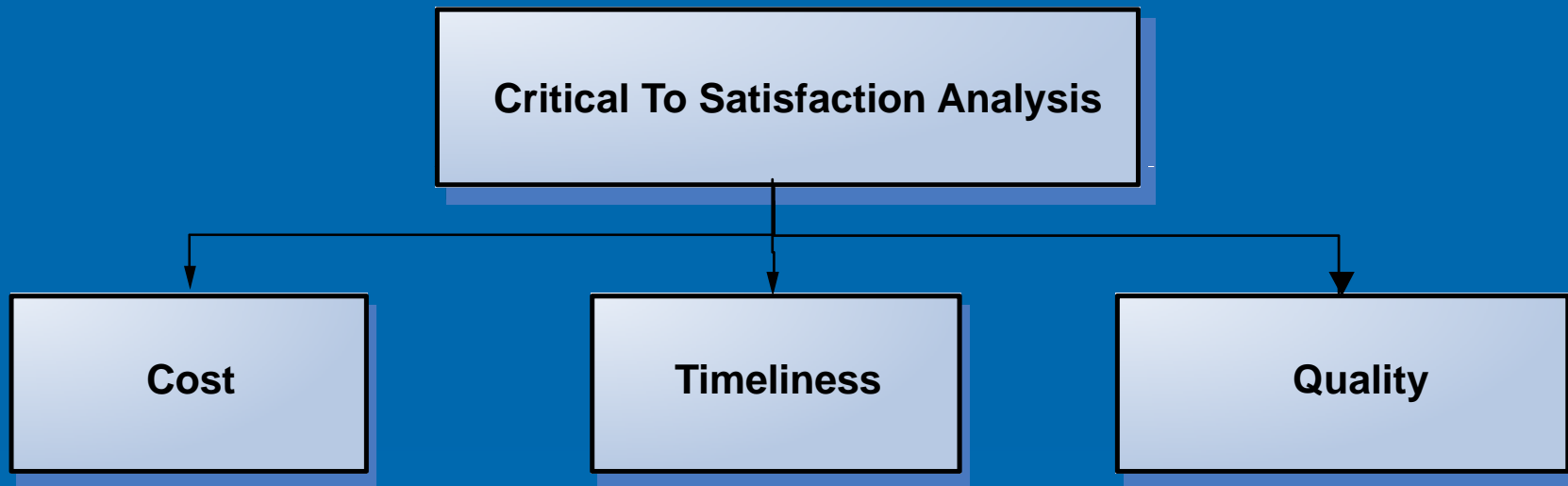
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Six Sigma (2005) Problem Statement:

- Entergy's safety performance (2001-2004) plateau.
- Safety incidents impacting employee, customer and shareholder perception of Entergy.
- Lack of positive improvement in safety viewed as a contributing factor toward continued safety incidents.

Six Sigma “Employee & Leadership”



Six Sigma Objectives:

- Identify, statistically validate, prioritize, and control the most significant causes of safety incidents which are common among business units and incident types.
- To be accomplished through the use of “analysis” and “action” teams.

Six Sigma Summary Statistics:

- Incidents analyzed: **609**
- Safety incident causes identified: **137**
- Database entries made: **85,869**
- Employee interviews conducted: **1,071**
- Employee Q&A: **104,423**
- Hypothesis tests: **9,468**
- Statistically-significant main effects and interactions found: **139**

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Selecting the Strategy Initiatives



Strategy Initiative Org. Structure



Initiatives Overview

- 1 Hazard Assessment / Barriers > Implement common processes corporate-wide to rigorously identify and mitigate hazards.
- 2 Human Performance > Implement common processes corporate-wide to prevent errors.
- 3 Ergonomics > Create a common approach to prevent work related musculoskeletal disorders.
- 4 Contractor Safety > Ensure that contractor safety programs/systems are robust and align with Entergy programs/systems.
- 5 Active Safety Participation & Ownership > Create a universal culture in Entergy where all employees think, feel, and hold safety as a core value ... both personally and for the Corporation.
- 6 Safety Information Mgmt. System (SIMS) > Implement a corporate-wide system that increases productivity and provides for efficient web-based incident reporting and trend analysis.

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Serious Accident Notification to the Office of the Chief Executive (OCE)

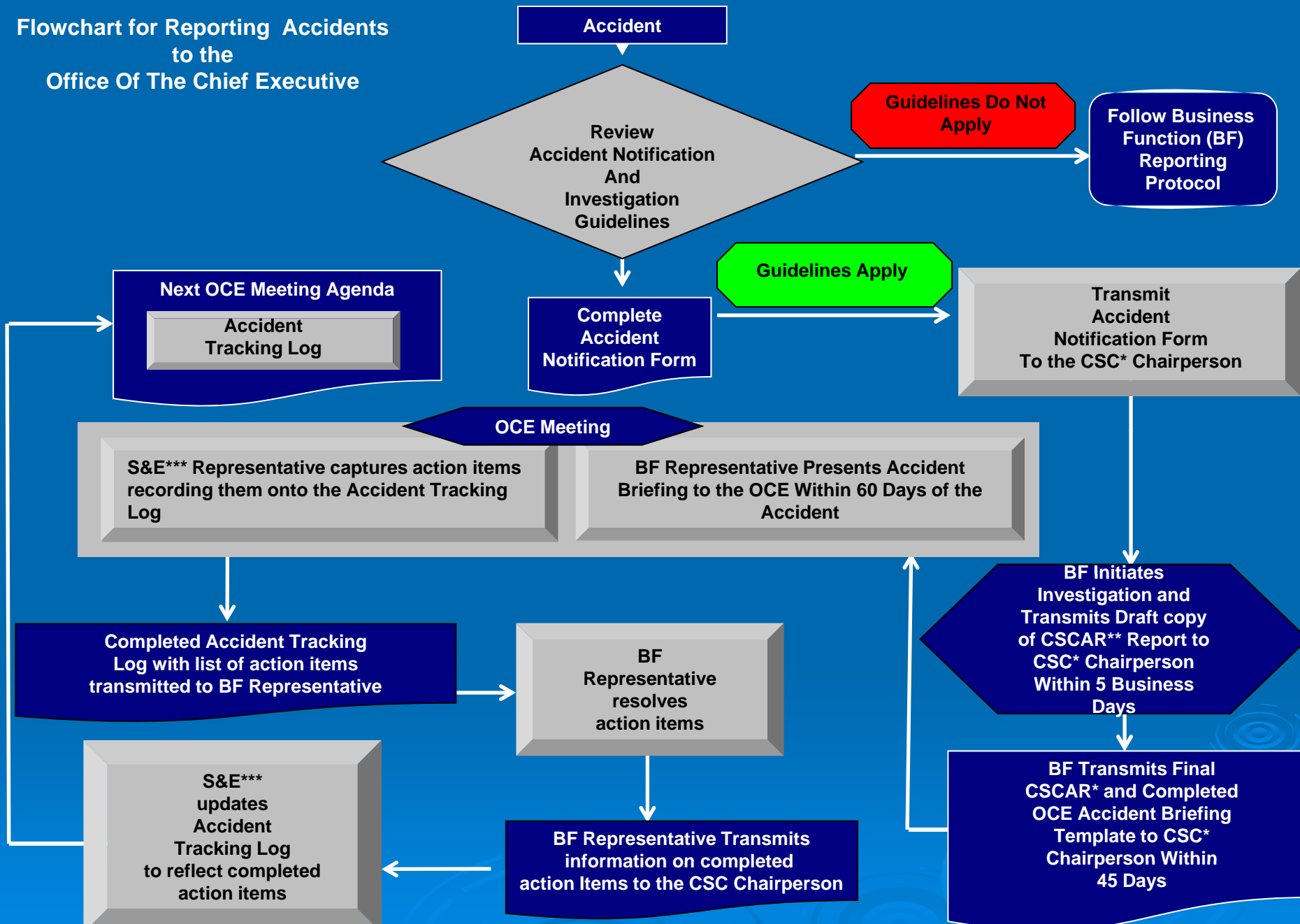
Office of the Chief Executive

- CEO
- Group President, Utility Operations
- EVP & CFO
- EVP, External Affairs
- EVP, Operations (S&E)
- EVP & General Counsel
- CEO, Entergy Operations Nuclear
- President & CEO, Entergy Charitable Foundation
- SVP, HR & Administration

Serious Accident Notification

- Serious Accident Notification Guidelines
 - Type of Accident
 - Reporting Time line
 - Procedure for Reporting
 - To Whom/When
 - Content Elements
 - Type of Notification format
- Serious Accident Notification Form
- Serious Accident Notification Presentation Template

Flowchart for Reporting Accidents to the Office Of The Chief Executive



*CSC – Corporate Safety Council
 **CSCAR – Corporate Safety Council Accident Report
 ***S&E – Safety & Environment Business Function

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The Future...

- Rolling 5 year Strategy Plan
- Combine “Safety and Health” → “SH&E”

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Target Zero

Why Target Zero Accidents?



How good is good enough?

**What would happen if . . .
the world worked perfectly 99 percent
of the time?**



190 plane crashes every day



More than 135 newborn babies
dropped every day



80,000 checks deducted from wrong accounts every hour



Questions??