

As we work through the COVID-19 pandemic response at Entergy, the health and safety of our employees and contractors remains top of mind. To stay true to this, we need to be made aware of suspected and known cases of COVID-19 in our employees and contractors, as well as if an employee or contractor has had close contact with an individual that has tested positive for COVID-19.

## Information Provided

Under some circumstances, state and federal laws require prompt action to be taken when an employee reports an illness such as COVID-19. Certain information may be needed by your supervisor or other Entergy employees including personal medical information and activities participated in outside of the workplace. This information may be needed when an illness is reported initially or later. Entergy will maintain all such information as strictly confidential and will not share it except as required by law.

**When reporting an individual exhibiting symptoms compatible with COVID-19 or a suspected or confirmed case of COVID-19 to the Employee Support Center, a series of questions about the affected individual, including their whereabouts for the last 14 days, will be asked.**

## THE PROCESS

After an individual or their supervisor reports one of the below situations to the Employee Support Center, their case is routed through a process and a team will provide instructions and evaluate the need for employee notifications and facility cleaning/disinfecting. It's important to follow this guidance to ensure we are aligned with the [Entergy COVID-19 Illness Case Management and Return to Work Guide](#).

In the event there is disagreement with how the Entergy's guidelines are being applied between an individual's supervisor and the team processing the cases, the case will be elevated to select leaders of the incident response organization to render a final decision in the interest of safety for all affected and potentially affected individuals.

## HOW TO SELF-REPORT

Employees or supervisors should report illnesses using the online tool. From the myEntergy homepage, use the global navigation menu at the top of the screen. Select Help Desk – Self-Service Portal. Once in the [ServiceNow Portal](#), under Submit a Case to the ESC, select the HR/Payroll Support option. Select COVID-19 in the left-hand menu.

If you have issues reporting an illness online, questions, or don't have immediate access to a computer, call the Employee Support Center to report an illness by following the below instructions to reach the HR-COVID-19 queue:

1. Contact the ESC at 844-ETR-WORK (844-387-9675 or internal 8-777-1444).
2. IVR picks up: 'Thank you for calling the Entergy Shared Services Support Center.'
3. When asked to identify yourself, immediately press star.
4. Listen to instructions stating which options to press next. Do not press anything until you're prompted by IVR.\*\*
5. Press 1 (Active Employees).
6. Press 2 (HR support).
7. Press star to reach ESC Agent in HR-COVID-19 Queue.

**\*\*If you begin pressing buttons at this step, the IVR will not recognize your selections.\*\***

## DEFINITIONS

- **Close Contact:** Being within 6 feet, for more than 15 cumulative minutes over a 24-hour period, of a person with symptomatic COVID-19 during the period from 48 hours before symptom onset until the person meets the criteria for discontinuing home isolation – OR – a person who has tested positive for COVID-19, but is asymptomatic, during the period of 48 hours before the date of specimen collection until the person meets the criteria for discontinuing home isolation. (See Appendix A in the [Entergy COVID-19 Illness Case Management and Return to Work Guide](#) for additional information and clarification.)
- **Person with Symptomatic COVID-19:** A person who exhibits symptoms compatible with COVID-19 - OR - a person who tested positive for COVID-19 and developed symptoms.
- **Isolation:** The separation, or restriction of activities, of an ill person with a contagious disease from those who are well.
- **Quarantine:** The separation, or restriction of activities, of a person potentially exposed to a contagious disease, but not yet symptomatic, from others who have not been exposed.

## THE FOLLOWING SITUATIONS REQUIRE REPORTING TO ENTERGY

### Situation 1: Employee or contractor exhibits symptoms compatible with COVID-19.

UPDATED

When exhibiting symptoms compatible with COVID-19 as outlined in [Entergy's COVID-19 Self-check and Screening Guide](#), the individual must follow the guidance for **CASE 1** in [Entergy's COVID-19 Illness Case Management and Return to Work Guide](#).

### Situation 2: Employee or contractor tests positive for COVID-19.

UPDATED

The individual must follow the guidance for **CASE 2** in [Entergy's COVID-19 Illness Case Management and Return to Work Guide](#).

**Situation 3: Employee or contractor has a household member that tested positive for COVID-19 or exhibited symptoms compatible with COVID-19 – OR -- had an interaction that met the definition of close contact.**

UPDATED

The individual must follow the guidance for **CASE 3** in [Entergy's COVID-19 Illness Case Management and Return to Work Guide](#).

## NOTES

- Employees or contractors who feel well enough to work and can telecommute may do so while continuing to self-quarantine.
- Entergy employees asked to self-quarantine or self-isolate should refer to the [Entergy COVID-19 Pandemic Absence Leave Policy](#) and the system policy on Attendance and Absenteeism for instructions on how to code time.