

**Anthem**<sup>®</sup>

**2019 GRI Index**

# GRI Index

Anthem, Inc.'s reporting on its 2019 sustainability program is in accordance with the Core option of the Global Reporting Initiative's (GRI) Sustainability Reporting Principles. The GRI is an independent international organization that has pioneered sustainability reporting since 1997.

## Material Aspects

Sustainability reporting helps organizations set goals, measure performance and manage change in order to make their operations more economically, environmentally and socially responsible.

## Our Process

At the core of Anthem's reporting efforts is the drive to understand the issues that matter most to our stakeholders and the commitment to convey our actions clearly. Transparency is key as we consider the material aspects of our business operations.

To better understand which issues are most important to our internal and external stakeholders, we follow a thorough assessment process, which includes:

- Measurement against sector environmental, social and governance (ES&G) performance benchmarks, including the SAM Corporate Sustainability Assessment
- Review of the United Nations Sustainable Development Goals
- Completion of surveys by Anthem leaders representing stakeholder groups
- Review of the Social Determinants of Health factors as defined by the Centers for Disease Control
- Feedback received from associate focus groups
- Review of data points from the Sustainability Accounting Standards Board, third-party investor ES&G ratings and direct inquiries from Anthem shareholders
- Customer requests for information and direct feedback received from Anthem Customer Advisory Group surveys
- Review of data points from the JUST 100 survey, which is informed by public opinion research — a critical resource given that Anthem serves more than 79 million people

Anthem continues to expand the scope of its analysis to strengthen its overall corporate responsibility materiality process.

## Reporting

This report covers Anthem, Inc.'s operations, including those of subsidiaries, unless stated otherwise.

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## General Disclosures

GRI 102	Organizational Profile	
102-1	Name of organization	Anthem, Inc.
102-2	Activities, brands, products and services	<a href="#">Our Company</a> <a href="#">2019 Form 10-K</a> (pages 3–21)
102-3	Location of headquarters	220 Virginia Avenue Indianapolis, IN 46204
102-4	Location of operations	<a href="#">Our Company</a> <a href="#">2019 Form 10-K</a> (pages 3–21)
102-5	Ownership and legal form	Anthem is a publicly traded corporation. <a href="#">2019 Form 10-K</a> (pages 3–21)
102-6	Markets served	<a href="#">Our Company</a> <a href="#">2019 Form 10-K</a> (pages 3–21)
102-7	Scale of the organization	<a href="#">Our Company</a> <a href="#">2019 Form 10-K</a> (pages 3–21)
102-8	Information on employees and other workers	<a href="#">Workforce Data</a>
102-9	Supply chain	<a href="#">Supply Chain Management</a>
102-10	Significant changes to the organization and its supply	<a href="#">2019 Form 10-K</a> (pages 3–21)
102-11	Precautionary principle	<a href="#">Environmental Policy</a>
102-12	External initiatives	<a href="#">Science Based Targets</a> <a href="#">RE100</a> <a href="#">Business Roundtable</a> <a href="#">Department of Energy Better Buildings Challenge</a> <a href="#">Look Closer</a> <a href="#">Paradigm for Parity</a> <a href="#">80% by 2018, National Colorectal Cancer Roundtable</a> <a href="#">Million Hearts® 2022</a>

## General Disclosures (Cont.)

GRI 102 Organizational Profile (Cont.)		
102-13	Membership associations	<a href="#">Anthem Political Contributions</a> <a href="#">Anthem Public Policy Institute</a>
GRI 102 Strategy		
102-14	CEO Letter	<a href="#">Message from our President and CEO</a>
102-15	Key impacts, risks and opportunities	<a href="#">2019 Form 10-K</a> (pages 23–39)
GRI 102 Ethics & Integrity		
102-16	Values, principles, standards and norms of behavior	<a href="#">Ethics &amp; Integrity Workplace</a>
GRI 102 Governance		
102-18	Governance structure	<a href="#">Corporate Governance</a>
102-19	Delegating authority	<a href="#">Corporate Governance</a>
102-20	Executive-level responsibility for economic, environmental and social topics	<a href="#">Corporate Governance</a>
102-21	Consulting stakeholders on economic, environmental and social topics	<a href="#">Material Aspects</a>
102-22	Composition of the highest governance body and its committees	<a href="#">Corporate Governance</a>
102-23	Chair of the highest governance body	<a href="#">Corporate Governance</a>
102-24	Nominating and selecting the highest governance body	<a href="#">Corporate Governance</a>
102-25	Conflicts of interest	<a href="#">Corporate Governance</a>
102-26	Role of highest governance body in setting purposes, values and strategy	<a href="#">Corporate Governance</a>

## General Disclosures (Cont.)

GRI 102	Governance (Cont.)	
102-27	Collective knowledge of highest governance body	<a href="#">Corporate Governance</a>
102-28	Evaluating the highest governance body's performance	<a href="#">Corporate Governance</a>
102-29	Identifying and managing economic, environmental and social impacts	<a href="#">Corporate Governance</a>
102-30	Effectiveness of risk management processes	<a href="#">Corporate Governance</a>
102-31	Review of economic, environmental and social topics	<a href="#">Corporate Governance</a>
102-32	Highest governance body's role in sustainability reporting	<a href="#">Corporate Governance</a>
102-33	Communicating critical concerns	<a href="#">Corporate Governance</a>
102-34	Nature and total number of critical concerns	<a href="#">Corporate Governance</a>
102-35	Remuneration policies	<a href="#">Corporate Governance</a>
102-36	Process for determining remuneration	<a href="#">Corporate Governance</a>
102-37	Stakeholders' involvement in remuneration	<a href="#">Corporate Governance</a>
102-38	Annual total compensation ration	<a href="#">Corporate Governance</a>
102-39	Percentage increase in annual total compensation ration	<a href="#">Corporate Governance</a>
GRI 102	Stakeholder Engagement	
102-40	List of stakeholder groups	<a href="#">Corporate Governance</a> <a href="#">Material Aspects</a>
102-41	Collective bargaining agreements	Less than 1%
102-42	Identifying and selecting stakeholders	<a href="#">Corporate Governance</a> <a href="#">Material Aspects</a>

## General Disclosures (Cont.)

GRI 102 Stakeholder Engagement (Cont.)		
102-43	Approach to stakeholder engagement	<a href="#">Corporate Governance</a> <a href="#">Material Aspects</a>
102-44	Key topics and concerns raised	<a href="#">Corporate Governance</a> <a href="#">Material Aspects</a>
GRI 102 Reporting Practice		
102-45	Entities included in consolidated financial statements	<a href="#">2019 Form 10-K</a> (page 3)
102-46	Defining report content and topic boundaries	<a href="#">Material Aspects</a>
102-47	List of material topics	<a href="#">Material Aspects</a> <a href="#">Anthem Foundation Healthy Generations</a>
102-48	Restatements of information	None during this reporting period
102-49	Changes in reporting	None during this reporting period
102-50	Reporting period	Calendar year 2019
102-51	Date of most recent report	Released in March 2020, covering 2019 programs and data
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	Inquiries Sustainability: <a href="mailto:hakon.mattson@anthem.com">hakon.mattson@anthem.com</a> <a href="#">Investor Contacts</a> Media: <a href="mailto:jill.becher@anthem.com">jill.becher@anthem.com</a> Anthem Foundation: <a href="mailto:anthem.foundation@anthem.com">anthem.foundation@anthem.com</a>
102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option.

## General Disclosures (Cont.)

GRI 102	Reporting Practice (Cont.)	
102-55	GRI content index	<a href="#">GRI Index</a>
102-56	External assurance	We received external assurance for Scope I and II greenhouse gas emissions reporting to Carbon Disclosure Project during the reporting period. We did not seek external assurance for this report.

GRI 103	Management Approach	
103-1	Explanation of the material topic and its boundary	<a href="#">Corporate Governance</a> <a href="#">Material Aspects</a>
103-2	The management approach and its components	<a href="#">Corporate Governance</a> <a href="#">2019 Form 10-K</a> (pages 44–68)
103-3	Evaluation of the management approach	<a href="#">Corporate Governance</a>

## Economic

GRI 201	Economic Performance	
201-1	Direct economic value generated and distributed	<a href="#">2019 Form 10-K</a> (pages 71–78)
201-2	Financial implications and other risks and opportunities due to climate change	<a href="#">2019 Form 10-K</a> (page 36) <a href="#">Carbon Disclosure Project</a>

## Environment

GRI 303	Water	
303-1	Water withdrawal by source	<a href="#">Environmental Data</a>
GRI 305	Emissions	
305-1	Direct GHG emissions (Scope 1)	<a href="#">Environmental Data</a>

## Environment (Cont.)

GRI 305 Emissions (Cont.)		
305-2	Energy indirect GHG emissions (Scope 2)	<a href="#">Environmental Data</a>
305-3	Other indirect GHG emissions (Scope 3)	<a href="#">Environmental Data</a>
305-4	GHG emissions intensity	<a href="#">Environmental Data</a>
305-5	Reduction of GHG emissions	<a href="#">Environmental Data</a>
GRI 306 Effluents and Waste		
306-2	Waste by type and disposal method	<a href="#">Environmental Data</a>
GRI 308 Supplier Environmental Assessment		
308-1	New suppliers that were screened using environmental criteria	<a href="#">Supply Chain Management</a>

## Social

GRI 401 Employment		
401-1	New employee hires and employee turnover	<a href="#">Workforce Data</a> (Not all information publicly available)
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	<a href="#">Well-being</a>
401-3	Parental leave	<a href="#">Well-being</a>
GRI 404 Training and Education		
404-1	Average hours of training per year per employee	<a href="#">Talent Development</a> (Not all information publicly available)



## Social (Cont.)

<b>GRI 404</b>	<b>Training and Education (Cont.)</b>	
404-2	Programs for upgrading employee skills and transition assistance programs	<a href="#">Talent Development</a>
404-3	Percentage of employees receiving regular performance and career development reviews	<a href="#">Talent Development</a>
<b>GRI 405</b>	<b>Diversity and Equal Opportunity</b>	
405-1	Diversity of governance bodies and employees	<a href="#">Workforce Data</a>
405-2	Ratio of basic salary and remuneration of women to men	<a href="#">Inclusion &amp; Diversity</a> (Not all information publicly available)
<b>GRI 413</b>	<b>Local Communities</b>	
413-1	Operations with local community engagement, impact assessments and development programs	<a href="#">Healthy Generations</a> <a href="#">Giving Activity</a> <a href="#">Community Health Initiatives</a>
<b>GRI 414</b>	<b>Supplier Social Assessment</b>	
414-1	New suppliers that were screened using social criteria	<a href="#">Supply Chain Management</a> <a href="#">Human Rights Statement</a>
<b>GRI 415</b>	<b>Public Policy</b>	
415-1	Political contributions	<a href="#">Political Contributions</a> <a href="#">Anthem Code of Conduct (page 20)</a> <a href="#">Anthem Public Policy Institute</a>
<b>GRI 416</b>	<b>Customer Health and Safety</b>	
416-1	Assessment of the health and safety impacts of product and service categories	<a href="#">2019 Form 10-K</a> (pages 13–16) <a href="#">Consumer Health Initiatives</a>
<b>GRI 418</b>	<b>Customer Privacy</b>	
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	<a href="#">Privacy &amp; Technology Standards</a> (Not all information publicly available) <a href="#">2019 Form 10-K</a> (pages 26–27, 128–129)