

# Environmental, Social & Governance (ESG) Progress Report

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## 2018–2020

|                           |           |
|---------------------------|-----------|
| <b>Overview</b>           | <b>2</b>  |
| <b>Workforce Data</b>     | <b>3</b>  |
| <b>Consumer Data</b>      | <b>6</b>  |
| <b>Environmental Data</b> | <b>8</b>  |
| <b>Community Data</b>     | <b>10</b> |

This report contains certain forward-looking information about us that is intended to be covered by the safe harbor for “forward-looking statements” provided by the Private Securities Litigation Reform Act of 1995. Forward-looking statements are generally not historical facts and are subject to certain risks and uncertainties. Factors that could cause actual results to differ materially from expectations include, but are not limited to, the risks discussed in our filings with the SEC, including our Annual Report on Form 10-K for the year ended December 31, 2020.

## Overview

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

It reaffirms that our actions matter and demonstrates commitment to our purpose: improving the health of humanity.

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

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## Workforce Data

| <b>Total Workforce</b>          | <b>2020</b> | <b>2019</b> | <b>2018</b> |
|---------------------------------|-------------|-------------|-------------|
| Total number of associates      | 83,400      | 70,600      | 63,900      |
| Total number of U.S. associates | 67,064      | 63,925      | 62,644      |

| <b>U.S. Workforce</b>     | <b>2020</b> | <b>2019</b> | <b>2018</b> |
|---------------------------|-------------|-------------|-------------|
| <b>Gender<sup>1</sup></b> |             |             |             |
| Women                     | 76.2%       | 75.5%       | 75.6%       |
| Men                       | 23.8%       | 24.5%       | 24.4%       |

|                                   |       |       |       |
|-----------------------------------|-------|-------|-------|
| <b>Ethnicity/Race<sup>1</sup></b> |       |       |       |
| White                             | 51.4% | 51.2% | 52.3% |
| People of Color                   | 48.6% | 48.8% | 47.7% |
| Black/African American            | 23.4% | 23.9% | 23.2% |
| Hispanic/Latino                   | 13.6% | 13.6% | 13.4% |
| Asian                             | 9.0%  | 8.8%  | 8.5%  |
| Two or more                       | 1.9%  | 1.9%  | 1.8%  |
| Other                             | 0.7%  | 0.7%  | 0.7%  |

|                  |       |       |       |
|------------------|-------|-------|-------|
| <b>Age Group</b> |       |       |       |
| < 30 years       | 8.9%  | 10.5% | 10.3% |
| 30–49 years      | 55.3% | 54.8% | 55.0% |
| >50 years        | 35.8% | 34.7% | 34.7% |

<sup>1</sup> This information is based on EEO-1 report data and includes Anthem associates in the U.S. only.

## Workforce Data (continued)

| U.S. Workforce   | 2020  | 2019  | 2018  |
|--|-------|-------|-------|
| <b>Professionals<sup>1</sup></b>                           |       |       |       |
| People of Color  | 36.9% | 36.6% | 36.0% |
| Women  | 76.5% | 76.8% | 76.8% |
| <b>First/Mid-Level Officials and Managers<sup>1</sup></b>  |       |       |       |
| People of Color  | 35.3% | 35.2% | 34.2% |
| Women  | 64.6% | 64.8% | 64.8% |
| <b>Executives/Senior Officers and Managers<sup>1</sup></b> |       |       |       |
| People of Color  | 20.7% | 22.1% | 20.4% |
| Women  | 37.9% | 35.9% | 32.3% |
| <b>Board of Directors</b>                                  |       |       |       |
| People of Color  | 40.0% | 40.0% | 40.0% |
| Women  | 40.0% | 40.0% | 40.0% |

<sup>1</sup> This information is based on EEO-1 report data and includes Anthem associates in the U.S. only.

## Workforce Data (continued)

| <b>U.S. Workforce</b>  | <b>2020</b>        | <b>2019</b>  | <b>2018</b>  |
|--|--------------------|--------------|--------------|
| <b>Associate Engagement and Development</b>                            |                    |              |              |
| Associates participating in associate engagement surveys               | 3.0% <sup>1</sup>  | 83.0%        | 70.0%        |
| Measure of satisfaction  | 83.0% <sup>1</sup> | 81.0%        | 79.0%        |
| Measure of inclusive environment                                       | 90.0% <sup>1</sup> | 89.0%        | 88.0%        |
| Average hours of associates trained per year (# of hours) <sup>2</sup> | 25.8               | 26.2         | 30.7         |
| Total training consumption hours (in millions)                         | 2.05               | 2.34         | 2.32         |
| Associates receiving Code of Conduct training                          | 99.9%              | 100%         | 100%         |
| <b>Voluntary Turnover</b>  |                    |              |              |
| <b>Total</b>   | <b>8.9%</b>        | <b>12.0%</b> | <b>10.4%</b> |
| <b>Women</b>   | <b>8.9%</b>        | <b>12.1%</b> | <b>10.5%</b> |
| <b>Men</b>   | <b>9.0%</b>        | <b>11.6%</b> | <b>10.2%</b> |

<sup>1</sup> In 2020, Anthem did not conduct an enterprise engagement survey, but pursued Great Places to Work™ certification which included a survey.

<sup>2</sup> The average hours per associate metric is made up largely of internal training support. Anthem also offers tuition reimbursement and funding for external training opportunities.

## Consumer Data

### Year ended December 31, 2020

|  |   |        |
|--|---|--------|
| Number of enrollees by plan type (in millions)   | HMO   | 4.30   |
|  | PPO   | 24.00  |
|  | DSNP  | .28    |
|  | CDHP  | 4.70   |
| Medical loss ratio   |   | 84.60% |
| Number of zero premium Medicare Advantage plans offered  |   | 145    |
| (1) Medicaid programs served   | (1)   | 62     |
| (2) Number of Medicaid members (in millions)   | (2)   | 8.85   |
| Average Medicare Advantage Plan Star Rating<br>(Not applicable for private fee-for-service and special needs plans;<br>ratings released in 2020) | HMO   | 3.89   |
|  | PPO Local   | 3.56   |
|  | PPO Regional  | 3.50   |
| National Committee for Quality Assurance (NCQA)<br>Medicaid plan ratings   | <a href="#">Anthem NCQA Medicaid Plan Ratings</a>   |        |
| National Committee for Quality Assurance (NCQA)<br>commercial plan ratings   | <a href="#">Anthem NCQA Commercial Plan Ratings</a> |        |
| Percentage of risk-based enrollees eligible to participate<br>in wellness programs <sup>1</sup>  |   | ±50%   |
| Percentage of risk-based enrollees with access to preventive<br>health services <sup>2</sup> with no cost sharing                                |   | 95%    |

<sup>1</sup> Wellness programs include those designed to address diet and nutrition, exercise, stress management and mental health, diabetes prevention, and other integrated programs, including Anthem's Wellbeing Coach, My Health Coach, Healthy Lifestyles, Total Health Total You, and Anthem Health Rewards.

<sup>2</sup> Preventive health services defined in accordance with ACA.

## Consumer Data (continued)

|  |  |
|--|--|
| Percentage of risk-based enrollees receiving preventative physical exams <sup>3</sup>                                  | 33%  |
| (1) Percentage of medical spend tied to value-based care   | (1) 60%  |
| (2) Number of provider partners participating in value-based care (in thousands)                                       | (2) 90   |
| (1) Number of data breaches  | <a href="#">The U.S. Department of Health and Human Services Office for Civil Rights</a> lists privacy breaches defined under HIPAA affecting 500 or more members. |
| (2) Percentage involving (a) personally identifiable information (PII) only and (b) protected health information (PHI) |  |
| (3) Number of customers affected in each category, (a) PII only and (b) PHI  |  |

<sup>3</sup> Preventive physical exams determined based on a narrow list of preventive visit codes.

|      |                                       |
|------|---------------------------------------|
| HMO  | Health Maintenance Organization Plans |
| PPO  | Preferred Provider Organization Plans |
| DSNP | Dual Eligible Special-Needs Plans     |
| CDHP | Consumer-Driven Health Plans          |

## Environmental Data

| <b>Greenhouse Gas (GHG) Emissions</b>                                       | <b>2020</b> | <b>2019</b> | <b>2018</b>  |
|---|-------------|-------------|--------------|
| Reduction in scope I and II intensity, 2013 baseline (per ft <sup>2</sup> ) | 44%         | 30%         | 26%          |
| Scope I emissions (fuel) MT CO <sub>2</sub> e <sup>1</sup>                  | 12,163      | 14,179      | 11,151       |
| Scope II emissions (electricity) MT CO <sub>2</sub> e <sup>1</sup>          | 91,828      | 98,988      | 103,968      |
| Scope III emissions MT CO <sub>2</sub> e (total) <sup>1</sup>               | 912,080     | 1,174,488   | 115,152      |
| Business travel   | 8,219       | 22,919      | 24,240       |
| Associate commuting   | 25,384      | 95,654      | 92,081       |
| Capital goods   | 42,885      | 71,420      | New for 2019 |
| Purchased goods and services  | 806,389     | 865,252     | New for 2019 |
| Upstream transportation   | 46,228      | 97,764      | New for 2019 |
| Other (waste, fuel delivery)  | 18,073      | 21,479      | New for 2019 |

<sup>1</sup> GHG emissions data has received independent third-party assurance for 2018 and 2019. The 2020 assurance process is under way as of March 2021.



## Environmental Data (continued)

| <b>Built Environment</b>  | <b>2020</b>    | <b>2019</b> | <b>2018</b> |
|---|----------------|-------------|-------------|
| <b>Anthem-occupied office space (ft<sup>2</sup>) (in millions)</b>                  | <b>10.94</b>   | 10.00       | 9.09        |
| ENERGY STAR-certified space (ft <sup>2</sup> ) (in millions) <sup>1,2</sup>         | —              | 3.41        | 3.41        |
| LEED-certified space (ft <sup>2</sup> ) (in millions)                               | <b>2.16</b>    | .93         | .69         |
| Fitwel-certified space (ft <sup>2</sup> ) (in millions)                             | <b>3.53</b>    | 2.41        | 1.54        |
| <b>Total energy consumption, including electricity and fuel (MWh)</b>               | <b>275,127</b> | 292,530     | 282,506     |
| Electricity consumption (MWh)   | <b>217,139</b> | 226,443     | 227,477     |
| Renewable electricity generation (MWh)  | <b>8,010</b>   | —           | —           |
| Electricity consumed from renewable generation as a percentage of total electricity | <b>4%</b>      | —           | —           |
| <b>Total water consumption (Kgal)<sup>2</sup></b>                                   | <b>80,000</b>  | 142,500     | 131,000     |
| <b>Reduction in water intensity, 2013 baseline (per ft<sup>2</sup>)</b>             | <b>56%</b>     | 32%         | 36%         |
| <b>Disposed waste (tons)<sup>2</sup></b>  | <b>714</b>     | 1,909       | 1,794       |
| <b>Mixed recycled materials (tons)<sup>2</sup></b>                                  | <b>771</b>     | 1,984       | 2,101       |
| <b>Electronic recycled materials (tons)<sup>2</sup></b>                             | <b>123</b>     | 173         | 132         |
| <b>Composted materials (tons)<sup>2</sup></b>                                       | <b>380</b>     | 483         | 515         |
| <b>Diversion rate<sup>2</sup></b>   | <b>64%</b>     | 58%         | 61%         |

<sup>1</sup> Anthem did not pursue ENERGY STAR® certification in 2020 due to reduced occupancy levels as a result of the COVID-19 pandemic.

<sup>2</sup> Includes self-managed sites only.

## Community Data

| <b>Anthem Foundation Open Activity<sup>1</sup></b><br>(Dollars in millions) | <b>2020</b>    | <b>2019</b>    | <b>2018</b>    |
|---|----------------|----------------|----------------|
| Active Lifestyles   | \$ 9.40        | \$11.60        | \$21.30        |
| Cardiac Health  | \$ 4.60        | \$ 8.40        | \$ 8.00        |
| Cancer Prevention   | \$ 1.60        | \$ 5.20        | \$ 0.80        |
| Behavioral Health   | \$ 4.50        | \$ 2.90        | \$ 5.00        |
| Maternal Health   | \$ 1.60        | \$ 2.00        | \$ 2.50        |
| Diabetes Prevention   | \$ 1.30        | \$ 1.20        | \$ 0.60        |
| Food Insecurity   | \$ 9.20        | New for 2020   | New for 2020   |
| Other Health <sup>2</sup>   | \$ 9.40        | \$ 3.40        | \$ 3.00        |
| <b>Total Spending</b>   | <b>\$41.60</b> | <b>\$34.70</b> | <b>\$41.20</b> |

  

| <b>Annual Community Commitments</b><br>(Dollars in millions, except volunteer hours) | <b>2020</b>    | <b>2019</b>    | <b>2018</b>    |
|--|----------------|----------------|----------------|
| <b>Anthem Foundation</b>   | <b>\$28.30</b> | <b>\$13.40</b> | <b>\$21.30</b> |
| <b>Community Sponsorships<sup>3</sup></b>  | <b>\$ 5.10</b> | <b>\$11.50</b> | <b>\$ 9.70</b> |
| <b>Associate Giving</b>  | <b>\$ 2.99</b> | <b>\$ 2.40</b> | <b>\$ 2.60</b> |
| <b>Volunteerism</b>  |                |                |                |
| Total volunteer hours  | <b>109,934</b> | 100,974        | 76,598         |
| Value of volunteer hours <sup>4</sup>  | <b>\$ 2.99</b> | \$ 2.57        | \$ 1.90        |

<sup>1</sup> Open grants represent the total amount of money committed to programs over a specified period of time. Open activity categories will be updated as our business evolves and we identify new priorities.

<sup>2</sup> Other Health includes Social Injustice, Drivers of Health, and Disaster Response.

<sup>3</sup> Community Sponsorships defined as Corporate/Anthem Sponsorship dollars given to nonprofit organizations whose missions support the health of our communities.

<sup>4</sup> Based on the [Value of Volunteer Time](#) as determined by the Independent Sector.