
Environmental, Social & Governance (ESG) Progress Report 2018-2020

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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

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

Total Workforce	2020	2019	2018
Total number of associates	83,400	70,600	63,900
Total number of U.S. associates	67,064	63,925	62,644

U.S. Workforce	2020	2019	2018
Gender¹			
Women	76.2%	75.5%	75.6%
Men	23.8%	24.5%	24.4%

Ethnicity/Race¹			
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%

Age Group			
<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%

Professionals¹			
People of Color	36.9%	36.6%	36.0%
Women	76.5%	76.8%	76.8%

First/Mid-Level Officials and Managers¹			
People of Color	35.3%	35.2%	34.2%
Women	64.6%	64.8%	64.8%

¹This 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
Executives/Senior Officers and Managers¹			
People of Color	20.7%	22.1%	20.4%
Women	37.9%	35.9%	32.3%

Board of Directors			
People of Color	40.0%	40.0%	40.0%
Women	40.0%	40.0%	40.0%

U.S. Workforce	2020	2019	2018
Associate Engagement and Development			
Associates participating in associate engagement surveys	3.0% ²	83.0%	70.0%
Measure of satisfaction	83.0% ²	81.0%	79.0%
Measure of inclusive environment	90.0% ²	89.0%	88.0%
Average hours of associates trained per year (# of hours) ³	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%

Voluntary Turnover	2020	2019	2018
Total	8.9%	12.0%	10.4%
Women	8.9%	12.1%	10.5%
Men	9.0%	11.6%	10.2%

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

²In 2020, Anthem did not conduct an enterprise engagement survey, but pursued Great Places to Work™ certification which included a survey.

³The 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 (Not applicable for private fee-for-service and special needs plans; ratings released in 2020)	HMO	3.89
	PPO Local	3.56
	PPO Regional	3.50
National Committee for Quality Assurance (NCQA) Medicaid plan ratings	Anthem NCQA Medicaid Plan Ratings	
National Committee for Quality Assurance (NCQA) commercial plan ratings	Anthem NCQA Commercial Plan Ratings	
Percentage of risk-based enrollees eligible to participate in wellness programs ¹		±50%
Percentage of risk-based enrollees with access to preventive health services ² with no cost sharing		95%
Percentage of risk-based enrollees receiving preventative physical exams ³		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	The U.S. Department of Health and Human Services Office for Civil Rights 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		

¹ 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.

² Preventive health services defined in accordance with ACA.

³ 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

Greenhouse Gas (GHG) Emissions

	2020	2019	2018
Reduction in scope I and II intensity, 2013 baseline (per ft ²)	44%	30%	26%
Scope I emissions (fuel) MT CO ₂ e ¹	12,163	14,179	11,151
Scope II emissions (electricity) MT CO ₂ e ¹	91,828	98,988	103,968
Scope III emissions MT CO ₂ e (total) ¹	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

¹ 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)

Built Environment

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

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

² Includes self-managed sites only.

Community Data

Anthem Foundation Open Activity¹

(Dollars in millions)	2020	2019	2018
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 ²	\$ 9.40	\$ 3.40	\$ 3.00
Total Spending	\$ 41.60	\$ 34.70	\$ 41.20

Annual Community Commitments

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

¹ 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.

² Other Health includes Social Injustice, Drivers of Health, and Disaster Response.

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

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