IN-HOUSE PRO BONO IN PRACTICE PROFILE: ENTERGY CORPORATION
September 2017

Entergy Corporation launched its pro bono program in 2012, signing the Corporate Pro Bono Challenge® statement in 2015. Under the leadership of general counsel, Marcus V. Brown, the program has thrived in Entergy's legal department, which employs approximately 168 individuals. A hallmark of Entergy's pro bono program is that every lawyer is encouraged to provide at least 50 hours of pro bono work annually. This goal was part of the original initiative and has been strengthened in recent years. In 2014, Entergy's legal department reaffirmed its 50-hour goal and added a requirement mandating that all employees complete a minimum of 10 hours of community service annually, which lawyers can satisfy through their pro bono work. As Brown explained, "We set a floor so that every lawyer here understood there was an expectation they would be out in the community finding something important to them that was also beneficial to the community on the pro bono front. We give them time off work to do that and we provide the financial resources."

Each of Entergy's offices allows its attorneys to work with local organizations on pro bono projects. Its flagship program, the Self-Help Resource Center (SHRC), is a partnership with the Orleans Parish District Civil Court and the Louisiana Civil Justice Center where Entergy attorneys volunteer weekly to assist self-represented litigants with domestic legal issues. Through Entergy's leadership, SHRC has become the first stop for unrepresented individuals struggling with domestic issues in Orleans Parish, averaging 25 visitors a day with more than 95 percent of those visitors resolving their issues from their visit. As a sign of Entergy's commitment and leadership, the company recently facilitated an expansion of these services within New Orleans, allowing even more residents to be serviced by the center.

General Program Information	
Offices with Legal Staff	HQ: New Orleans, LA; Eight other offices in the U.S.: Austin, TX; Baton Rouge, LA; Beaumont, TX; Jackson, MS; Little Rock, AR; The Woodlands, TX; Washington, DC; White Plains, NY
Size of Legal Depart.	78 Attorneys; 90 Non-Attorney Staff
Pro Bono Leadership Structure	A 10-member Pro Bono and Community Service Committee led by one chair, with seven attorneys and three non-attorneys, representing each of the department's geographic areas and practice sections.
Pro Bono Policy	Entergy's legal department adopted formal Community Service Guidelines in 2014, which among other things: • require all employees in the legal department to complete 10 hours of community service a year; • set an additional goal of 50 pro bono hours a year for attorneys; • define pro bono and community service; and

	• explain how volunteers should track community service and pro bono hours, including use of the company-wide volunteer paid time off policy, which allows all employees to take 16 hours off to perform community service work.
Mandatory Pro Bono	Lawyers are highly encouraged to complete at least 50 hours of pro bono work per year. All employees in the legal department are required to complete at least 10 hours of community service.
Communications	Entergy communicates pro bono opportunities primarily through emails circulated by members of the pro bono committee. Many individuals receive direct contact from legal services organizations in which they have expressed an interest and from state bar associations. Members of the Pro Bono and Community Service Committee approve new opportunities proposed by individual employees.
Recognitions/Awards	Entergy recognizes volunteers for their pro bono work through department newsletters, regular communications from the general counsel in all-hands meetings, emails, and personal communications. The pro bono committee nominates individuals for pro bono awards in their communities. Pro bono work is considered in employee evaluations.
Tracking Pro Bono	Entergy asks legal department employees to self-report their pro bono and community service hours monthly. More broadly, throughout the corporation, Entergy also uses a billing code for pro bono and community service work that employees utilize to track their time.
Partnerships	Entergy regularly collaborates with outside counsel on pro bono matters, including joint training sessions, staffing clinics and resource centers, and handling pro bono cases together.
Professional Liability	Entergy is self-insured for its legal work, and employees are protected under this self-insurance for pro bono work approved by the legal department. Additionally, insurance is provided by several of the legal services organizations with which Entergy works.
Non-Lawyer Involvement	Non-attorneys are encouraged to work alongside the attorneys on pro bono projects.
Pro Bono Projects	
New Orleans Self-Help Resource Centers	Entergy's legal department has led and staffed a Self-Help Resource Center (SHRC) at Civil District Court for Orleans Parish, providing pro bono assistance to pro se litigants. The department sends several attorneys to the SHRC each week in two hour shifts, assisting litigants with filling out court forms, filing pleadings, and conducting legal research. Of the 41 lawyers in the New Orleans Office, 26 have volunteered to staff the SHRC. In 2014, Entergy bestowed a large grant upon the Civil District Court, allowing it to expand to an additional

	location and maintain a staff.
Clinics for Underserved Populations	• **New Orleans, LA.** Attorney and paralegal volunteers staff clinics, conduct intake, and handle individual cases on issues such as adoptions, divorces, name changes, wills, succession, and assisting a French-speaking victim of human trafficking. • **Washington DC.** Entergy attorneys staff the Probate Resource Center, operated by the D.C. Bar Pro Bono Center, on a monthly basis. This involves assisting unrepresented parties who need help with issues in large estate administration. • **Little Rock, AR.** Entergy attorneys volunteer with the Center for Arkansas Legal Services (CALS) and Legal Aid of Arkansas to provide free legal workshops for clients and oversee online legal inquiries at CALS. They also staff a free legal station at the Veteran's Building monthly, financially support the legal aid organizations, and serve as the Secretary and Board Member for CALS.
Family Law	• **Mississippi.** Entergy's attorneys have staffed clinics and provided ongoing representation through The Mississippi Volunteer Lawyers Project in family law/domestic relations matters, primarily in the areas of divorce, child support, visitation, wills, guardianship, and name changes. • **Texas.** Entergy attorneys take on pro bono divorce cases referred by the Jefferson County Bar Association, staff the Jefferson County Bar Association's free legal helpline, undertake family law cases with the help of Volunteer Legal Services of Central Texas (VLS), and participate in the VLS's weekly legal clinic.
Non-profits	• Entergy lawyers provide corporate and employment law advice to non-profits and public schools through board participation and direct services.
Lessons Learned	
Autonomy in choosing pro bono projects is key	Entergy allows members of the legal department to choose projects that interest and inspire them while encouraging individuals to stretch their comfort zones.
Pro bono increases overall job satisfaction	Employees who perform pro bono work are more engaged and satisfied with their work overall.
Recognition attracts employees committed to pro bono	External pro bono awards demonstrate the department's furtherance of corporate goals and illustrate departmental excellence, which in turn attract and retain talent.
Reliance on expertise	Consulting with experts in various organizations has been critical in creating and growing a vibrant and sustainable pro bono program at Entergy.

Pro bono enhances a company's image	Doing pro bono work has reflected positively upon Entergy, enhancing the company's reputation with judges and community leaders as well as its customers and the broader communities served by the company.

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