C0. Introduction

C0.1

(C0.1) Give a general description and introduction to your organization.

Avaya is a global leader in digital communications products, solutions and services for businesses of all sizes. We enable organizations around the globe to succeed by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration in the cloud, on-premises or a hybrid of both. Our global, experienced team of professionals delivers award-winning services from initial planning and design, to seamless implementation and integration, to ongoing managed operations, optimization, training and support. As of September 30, 2018, we had a presence in approximately 180 countries worldwide and during the past three fiscal years we served more than 90% of the Fortune 100 organizations.

Our business has two operating segments: Products & Solutions and Services. Effective September 30, 2018, the Company changed the name of its Global Communications Solutions ("GCS") and Avaya Global Services ("AGS") segments to “Products & Solutions” and “Services,” respectively. These were name changes only and did not have an impact on the operating results of each segment. Avaya also previously had a Networking business, which was sold on July 14, 2017.

For more information, please visit www.avaya.com.

C0.2

(C0.2) State the start and end date of the year for which you are reporting data.

<table>
<thead>
<tr>
<th>Row</th>
<th>Start date</th>
<th>End date</th>
<th>Indicate if you are providing emissions data for past reporting years</th>
<th>Select the number of past reporting years you will be providing emissions data for</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>January 1 2018</td>
<td>December 31 2018</td>
<td>No</td>
<td>&lt;Not Applicable&gt;</td>
</tr>
</tbody>
</table>

C0.3
(C0.3) Select the countries/regions for which you will be supplying data.
Argentina
Australia
Austria
Belgium
Brazil
Canada
Chile
China
China, Hong Kong Special Administrative Region
Colombia
Croatia
Czechia
Denmark
France
Germany
Hungary
India
Indonesia
Ireland
Israel
Italy
Japan
Kazakhstan
Kenya
Luxembourg
Malaysia
Mexico
Netherlands
New Zealand
Norway
Peru
Philippines
Poland
Republic of Korea
Russian Federation
Saudi Arabia
Singapore
South Africa
Spain
Sweden
Switzerland
Taiwan, Greater China
Thailand
Turkey
United Arab Emirates
United Kingdom of Great Britain and Northern Ireland
United States of America

(C0.4) Select the currency used for all financial information disclosed throughout your response.
USD

C0.5
Select the option that describes the reporting boundary for which climate-related impacts on your business are being reported. Note that this option should align with your consolidation approach to your Scope 1 and Scope 2 greenhouse gas inventory.

Operational control

C1. Governance

C1.1

(C1.1) Is there board-level oversight of climate-related issues within your organization?

Yes

C1.1a

(C1.1a) Identify the position(s) (do not include any names) of the individual(s) on the board with responsibility for climate-related issues.

<table>
<thead>
<tr>
<th>Position of individual(s)</th>
<th>Please explain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chief Executive Officer (CEO)</td>
<td>The Chief Executive Officer (CEO) is responsible for overseeing Avaya in its mission to bring about positive environmental, social, and economic change. For example, the CEO signed the &quot;We Are Still In&quot; declaration, adding Avaya to the largest climate action group in the United States. The CEO is responsible for introducing our Corporate Responsibility Report each year, which includes information on climate-related issues such as: progress towards our carbon emission reduction targets, environmental programs and initiatives, and materiality assessment and priorities. These responsibilities lie with the CEO because climate change is an integral part of our overall business strategy and impacts our operations.</td>
</tr>
</tbody>
</table>

C1.1b

(C1.1b) Provide further details on the board's oversight of climate-related issues.

<table>
<thead>
<tr>
<th>Frequency with which climate-related issues are a scheduled agenda item</th>
<th>Governance mechanisms into which climate-related issues are integrated</th>
<th>Please explain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other, please specify (CEO Responsibility)</td>
<td>Other, please specify (CEO Responsibility)</td>
<td>The CEO has responsibility for climate-related issues as part of our overall business and strategy and is a member of the board. However, climate-related issues are not regularly scheduled agenda item for board meetings.</td>
</tr>
</tbody>
</table>

C1.2

(C1.2) Provide the highest management-level position(s) or committee(s) with responsibility for climate-related issues.

<table>
<thead>
<tr>
<th>Name of the position(s) and/or committee(s)</th>
<th>Responsibility</th>
<th>Frequency of reporting to the board on climate-related issues</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other C-Suite Officer, please specify (Chief Administrative Officer and General)</td>
<td>Both assessing and managing climate-related risks and opportunities</td>
<td>Not reported to the board</td>
</tr>
</tbody>
</table>

C1.2a
Responsibility for climate-related issues lies with the Chief Administrative Officer and General Counsel (CAO & GC) for Avaya, a direct report to Avaya’s CEO. Among other things, the CAO & GC heads the law department, which is focused on compliance and risk management and includes the Environmental, Health, and Safety (EHS), Corporate Responsibility, and Philanthropy groups. The CAO & GC has direct oversight and ultimate decision-making of our corporate-wide corporate responsibility strategy, programs and policies, sustainability goals, and management processes. For example, our annual Corporate Responsibility Report, carbon emission reduction goals, and program budgets undergo review and approval by the CAO & GC.

The Vice President and Deputy General Counsel (VP & DGC) reports directly to the CAO & GC and leads a portion of the law department, which includes Avaya’s Corporate Responsibility, Environmental Health and Safety, and Philanthropy programs. The VP & DGC manages and meets monthly with the Senior Director of EHS, Corporate Responsibility, and Philanthropy to monitor and review climate-related programs, policies, activities, initiatives, and performance.

(C1.3) Do you provide incentives for the management of climate-related issues, including the attainment of targets?
Yes
(C1.3a) Provide further details on the incentives provided for the management of climate-related issues (do not include the names of individuals).

Who is entitled to benefit from these incentives?
Other C-Suite Officer

Types of incentives
Monetary reward

Activity incentivized
Emissions reduction target

Comment
Annual bonuses and performance ratings are linked to the success of Avaya's overall business strategy and operations, which includes maintaining and achieving Avaya's environmental commitments, goals and initiatives, including our carbon emission reduction target.

Who is entitled to benefit from these incentives?
Environment/Sustainability manager

Types of incentives
Monetary reward

Activity incentivized
Emissions reduction target

Comment
Annual bonuses and performance ratings are linked to the establishment and achievement of Avaya's environmental commitments, goals and initiatives, including our carbon emission reduction target, efficiency measures, and supply chain compliance and engagement.

Who is entitled to benefit from these incentives?
Facilities manager

Types of incentives
Monetary reward

Activity incentivized
Energy reduction project

Comment
Annual bonuses and performance ratings are based on the effective and efficient management of real estate, which includes identifying energy reduction and energy efficiency measures, tracking and reporting monthly energy, water, and waste data, and consolidating our real estate portfolio to reduce our environmental footprint.

Who is entitled to benefit from these incentives?
All employees

Types of incentives
Monetary reward

Activity incentivized
Other, please specify (Volunteering for Charitable Activity)

Comment
Avaya’s annual Month of Giving (MOG) is a spirited campaign designed to bring together employees, suppliers, and partners to make a difference in communities across the globe. A component of the MOG is the Community Engagement Challenge, a friendly competition between employee-organized charitable activities for a chance to win donation money for their selected nonprofits. In 2018, activities included raising money and volunteering for numerous charitable organizations, including those that are dedicated to protecting or restoring the environment. MOG winners and participants are recognized and highlighted in the annual Corporate Responsibility Report.

C2. Risks and opportunities
C2.1

(C2.1) Describe what your organization considers to be short-, medium- and long-term horizons.

<table>
<thead>
<tr>
<th></th>
<th>From (years)</th>
<th>To (years)</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Short-term</td>
<td>0</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Medium-term</td>
<td>3</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Long-term</td>
<td>10</td>
<td>30</td>
<td></td>
</tr>
</tbody>
</table>

C2.2

(C2.2) Select the option that best describes how your organization's processes for identifying, assessing, and managing climate-related issues are integrated into your overall risk management.

Integrated into multi-disciplinary company-wide risk identification, assessment, and management processes

C2.2a

(C2.2a) Select the options that best describe your organization's frequency and time horizon for identifying and assessing climate-related risks.

<table>
<thead>
<tr>
<th></th>
<th>Frequency of monitoring</th>
<th>How far into the future are risks considered?</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Row 1</td>
<td>Annually</td>
<td>&gt;6 years</td>
<td></td>
</tr>
</tbody>
</table>

C2.2b
Avaya uses an integrated, cross functional and company-wide risk management process to evaluate climate change risks and opportunities on an annual basis. Avaya CR/EHS works directly with the business continuity and real estate team to evaluate, assess, and mitigate climate-related risks that impact our facilities around the world. The risk assessment is then reviewed and approved by the VP & DGC.

The scope of the risk management process includes, but is not limited to, the following: upcoming climate change regulations in the countries where we operate and sell products, customer behavior changes and expectations, reputational risks for not taking climate action, and weather-related changes. Risks are assessed in the short (0-3 years), medium (3-10 years), and long-term horizons (10-30 years). Risks and opportunities are assessed at a company level, regional level and at an asset level, such as how climate change regulation and the costs of compliance could impact product design, operations, and sales to specific regions or countries. Additionally, with facilities across the globe, climate change risks and opportunities are assessed in terms of where our facilities are located and how our global operations could be impacted by severe weather.

Avaya considers a risk to be substantive if it has the potential to have a material legal, financial, operational, and/or reputational impact. To determine whether an identified risk or opportunity is considered substantive, we compare its impact to Avaya’s annual revenue and other related thresholds, which include: severity of legal and compliance ramifications (e.g. fines, penalties, lawsuits); length, extent, and degree of media coverage, the impact on our ability to successfully deliver products and services to our customers; the amount of time needed to recover from reputational harm; and impact on earnings. Impacts are rated on a scale of 1 to 5, with 1 being “insignificant” (i.e. no press exposure, no regulatory or legal action, limited or no impact on customers, no impact on earnings) and 5 being “catastrophic” (i.e. significant reputational damage, criminal penalties and fines, potential sanctions, need to restate earnings). Based on this assessment, we map high priority risks, determine ownership of the risks, and work collaboratively to develop mitigation strategies and monitoring.

### C2.2c

#### (C2.2c) Which of the following risk types are considered in your organization’s climate-related risk assessments?

<table>
<thead>
<tr>
<th>Risk Type</th>
<th>Relevance &amp; inclusion</th>
<th>Please explain</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current regulation</strong></td>
<td>Relevant, always included</td>
<td>Climate-related risks relating to current regulation are evaluated annually as a part of Avaya’s company-wide risk assessment. Avaya is subject to a wide range of federal, state, local, and international governmental requirements relating to protection of the environment, the materials content and electrical design of our products, and discharge of substances into the environment. Failure to comply with current regulations could lead to legal ramifications, reputational harm, and withdrawing noncompliant products in the market. As part of its business continuity program, Avaya researches current regulations that we must comply with, including the Restriction on Hazardous Substances (RoHS), Waste Electrical and Electronic Equipment Directive (WEEE), and Energy Labelling Directive to mitigate this risk. Following the risk assessment, Avaya updates its programs and policies accordingly to ensure they are up-to-date with current regulations.</td>
</tr>
<tr>
<td><strong>Emerging regulation</strong></td>
<td>Relevant, always included</td>
<td>Climate-related risks relating to emerging regulation are evaluated annually as part of Avaya’s company-wide risk assessment. A growing number of climate change regulations and initiatives are either in force or pending at the local, federal, and international levels as part of a transition to a lower-carbon economy that is underway globally. Such a transition may entail extensive policy, legal, technology and market changes to address mitigation and adaptation requirements related to climate change. Depending on the nature, speed and focus of these changes, transition risks may pose varying levels of financial and reputational risk to our organization. Our operations and supply chain could face increased climate change-related regulations, modifications to transportation to meet lower emission requirements, changes to types of materials used for products and packaging to reduce emissions, increased utility costs to address cleaner energy technologies, increased costs related to severe weather events, and emissions reductions associated with operations, business travel or products. These yet-to-be defined costs and changes to operations could have a financial impact on our business and result in an adverse impact on our operating results or reputation.</td>
</tr>
<tr>
<td><strong>Technology</strong></td>
<td>Relevant, always included</td>
<td>Climate-related risks relating to technology are evaluated annually as a part of Avaya’s company-wide risk assessment. As the number of environmental regulations increase along with the expectations for companies to act on climate change, there is a potential for increased customer demand for technologies that help reduce environmental impact. This could lead to an opportunity for revenue growth for Avaya, as we design our products to be increasingly energy-efficient, enable reuse and recyclability, and minimize consumption of material. However, next-generation business communications technology continues to evolve, and Avaya must keep pace to maintain or expand our market leading position. If we are not able to successfully develop and bring our new technologies to market in a timely manner, our business and results of operations may be materially and adversely affected. In addition, we may need to invest more in research and development to ensure our products and services are innovative and competitive in the market.</td>
</tr>
<tr>
<td>Relevance &amp; inclusion</td>
<td>Please explain</td>
<td></td>
</tr>
<tr>
<td>----------------------</td>
<td>----------------</td>
<td></td>
</tr>
<tr>
<td><strong>Legal</strong></td>
<td>Climate-related legal risks are evaluated annually as a part of Avaya’s company-wide risk assessment. There is heightened awareness of the negative impacts of climate change and the number of climate-related litigation claims is increasing. Avaya could face legal risks if we fail to comply with environmental laws, responsibly source materials in our supply chain, or sufficiently disclose our material financial risks. For example, one of the legal requirements in the electronics industry is the disclosure of the use of conflict minerals and its origins. If Avaya failed to comply with laws, it could impact our company financially through increased costs and reduced demand for our products and services resulting from fines and judgments.</td>
<td></td>
</tr>
<tr>
<td><strong>Market</strong></td>
<td>Climate-related market risks are evaluated annually as a part of Avaya’s company-wide risk assessment. The business communications market in which we operate is characterized by rapid, and sometimes disruptive, technological developments, evolving industry standards, frequent new product introductions and enhancements, changes in customer requirements and a limited ability to accurately forecast future customer orders. As the market continues to evolve and technology continues to develop rapidly, we may face competition in the future from companies that do not currently compete against us. To effectively compete and maintain or expand our market leading position, we may need to make additional investments in our business, use more capital resources than our business currently requires or reduce prices, any of which may materially and adversely affect our profitability. However, there could be an opportunity for us in the market if the demand continues to increase for products and services that that are more efficient and reduce environmental impacts. We recently introduced a significant number of new product offerings and are increasingly focused on new, high value software products that reduce the cost of ownership as a revenue driver.</td>
<td></td>
</tr>
<tr>
<td><strong>Reputation</strong></td>
<td>Climate-related risks relating to our reputation are evaluated annually as a part of Avaya’s company-wide risk assessment. Companies are being held to higher standards and are expected to act on climate change. Avaya’s customers regularly request information on our corporate responsibility and sustainability initiatives through questionnaires. Avaya reports its carbon emissions annually to CDP and GRI. In addition, Avaya publishes an annual corporate responsibility report that is publicly available on our website. If Avaya refused to report climate-related information or failed to implement sustainability initiatives, we could experience reputational harm from our customers and community. This could lead to a decrease in revenue and lower demand for our products and services.</td>
<td></td>
</tr>
<tr>
<td><strong>Acute physical</strong></td>
<td>Climate-related acute physical risks are evaluated annually as a part of Avaya’s company-wide risk assessment. With facilities around the world, Avaya is vulnerable to severe weather events including storms, floods, tornados, and hurricanes. Acute physical risks could lead to higher capital costs from direct damage to our assets or supply chain disruption. As part of its business continuity program, Avaya identifies, assesses, and manages acute physical risks on an annual basis to ensure resilience of our existing real estate assets and those being considered.</td>
<td></td>
</tr>
<tr>
<td><strong>Chronic physical</strong></td>
<td>Climate-related chronic physical risks are evaluated annually as a part of Avaya’s company-wide risk assessment. Avaya is subject to chronic physical risks related to longer-term shifts in climate patterns. Avaya’s financial performance may be impacted by changes in water availability, sourcing, and quality due to the impacts of climate change. Extreme changes could impact many facets of our business, including our facilities, operations, supply chain, transportation, and employee health and safety. Sea level rise and chronic flooding creates a risk for Avaya and its suppliers’ assets. Chronic physical risks are more difficult to analyze and involve many variables, but they are included in the Avaya CRI/EHS team’s annual climate-related risk assessment.</td>
<td></td>
</tr>
<tr>
<td><strong>Upstream</strong></td>
<td>Climate-related risks relating to our upstream activities are evaluated annually as a part of Avaya’s company-wide risk assessment. Climate change may have an impact on Avaya’s upstream activities, including material sourcing, material processing, and supplier activities. Shortages of raw materials and natural resources that we use to develop our products could add an additional cost and hinder productivity. In addition, Avaya must comply with the Dodd-Frank Wall Street Reform and Consumer Protection Act; failure to disclose whether products contain conflict minerals from the Democratic Republic of Congo and conduct proper due diligence could lead to legal ramifications and reputational harm. Avaya also faces multiple risks in our supply chain, including: supply chain disruption from extreme weather events; violations of environmental, labor, or ethics laws and standards; and noncompliance with the producer responsibility for products. Upstream risks are evaluated, assessed, and mitigated annually through Avaya’s business continuity program.</td>
<td></td>
</tr>
<tr>
<td><strong>Downstream</strong></td>
<td>Climate-related risks relating to our downstream activities are evaluated annually as a part of Avaya’s company-wide risk assessment. Several risks previously described, such as technology, reputation, and physical risks, can have an impact on Avaya’s downstream value chain, specifically our customers. Avaya continuously evaluates these downstream impacts, such as compliance with current and emerging regulations on product efficiency regulations, when prioritizing our mitigation activities for, in this example, designing products that comply with current regulations to ensure our customers can purchase and use our products wherever they operate.</td>
<td></td>
</tr>
</tbody>
</table>
(C2.2d) Describe your process(es) for managing climate-related risks and opportunities.

Avaya has various internal programs and business divisions in place to manage climate-related risks and opportunities depending on their nature and scope.

After risks have been identified, assessed, and prioritized, they are documented in business continuity plans and recovery action plans are developed to manage them. The business continuity plan, and any subsequent updates, are distributed to appropriate employees who have responsibilities under the plan or have a need to know.

In order to manage physical risks, Avaya has resources available internally to ensure we can respond to a crisis in an effective, timely manner, with the goal of avoiding or minimizing damage to the organization’s profitability, reputation, and ability to operate. For example, Avaya has Emergency Preparedness Plans (EPPs) in place for its facilities in order to manage acute and chronic physical risks. Each EPP includes building-specific and local information to be used during emergencies such as severe weather, fires, or flooding to protect our employees and assets, and minimize damage.

In order to manage transition risks, Avaya has internal programs in place to ensure compliance with current and emerging regulations. For example, Avaya’s Design for Environment (DfE) program ensures our products are designed to comply with various local, federal and international laws and regulations regarding the material content and electrical design of our products. Avaya received an ISO 14001 Environmental Management System certification for its DfE program to ensure that the DfE standards, practices, and expectations are properly incorporated into the design process for our products, regardless of whether they are designed in-house or by a third-party supplier. This program helps manage climate-related policy and legal risks and maintain compliance with applicable regulations.

In order to manage climate-related opportunities, Avaya CR/EHS works with relevant groups within our company to develop a strategy to realize the opportunity. For example, Avaya EHS/CR regularly meets with the Avaya Real Estate Team to review and discuss building management improvement opportunities including minimizing waste, water, and energy consumption. For example, we are evaluating ways to save energy in our facilities through energy efficiency projects, such as installing LED lighting. Once an initiative has been implemented, Avaya EHS/CR communicates with relevant groups to collect and track data on cost savings and environmental benefits to evaluate its effectiveness and impact.

C2.3

(C2.3) Have you identified any inherent climate-related risks with the potential to have a substantive financial or strategic impact on your business?

Yes

C2.3a

(C2.3a) Provide details of risks identified with the potential to have a substantive financial or strategic impact on your business.

Identifier
Risk 1

Where in the value chain does the risk driver occur?
Direct operations

Risk type
Transition risk
Primary climate-related risk driver
Policy and legal: Increased pricing of GHG emissions

Type of financial impact
Increased operating costs (e.g., higher compliance costs, increased insurance premiums)

Company- specific description
With headquarters in the state of California, we may be subject to a carbon tax on the content of fuels through the California Global Warming Solutions Act of 2006, also known as Assembly Bill 32. In addition, a carbon tax has been enacted in other regions in which we operate including Ireland, Sweden, and the United Kingdom. These types of taxes could result in an increase to the cost of business travel and the related transportation costs of Avaya products globally and will likely be implemented in other countries in the coming years.

Time horizon
Medium-term

Likelihood
Likely

Magnitude of impact
Low

Are you able to provide a potential financial impact figure?
Yes, a single figure estimate

Potential financial impact figure (currency)
600000

Potential financial impact figure – minimum (currency)
<Not Applicable>

Potential financial impact figure – maximum (currency)
<Not Applicable>

Explanation of financial impact figure
Avaya’s transportation expenditures, which include costs from business air travel, rental cars, and fleet fuel usage, were greater than 12 million dollars in 2018. If there was a 5% increase in our transportation expenditures due to a carbon tax, it would result in an additional $600,000 per year, approximately. While there are current financial impacts, this is a global estimate that would occur on a medium-term time horizon. Although this could be a substantive impact, Avaya does not consider it to be financially material.

Management method
Avaya actively mitigates this risk through its overall product and business strategy to develop advanced telecommunication products and services that require less hardware and can reduce the need for travel. In FY18, Avaya invested $210 million in R&D, which accounted for 16.9% of our product revenue. Our investments in FY18 were primarily focused on developing innovative cloud solutions that allow Avaya and our customers to increase efficiency while reducing our environmental footprint. Second, Avaya implements a stringent travel policy that promotes the use of Avaya video conferencing technology and reduces the need for business-related travel.

Cost of management
210000000

Comment

Identifier
Risk 2

Where in the value chain does the risk driver occur?
Direct operations

Risk type
Transition risk

Primary climate-related risk driver
Policy and legal: Mandates on and regulation of existing products and services

Type of financial impact
Increased costs and/or reduced demand for products and services resulting from fines and judgments

Company- specific description
Avaya is subject to various requirements relating to the operating characteristics of our products. For example, all Avaya-designed and Avaya-branded ODM and OEM external power supplies (ESPs) used in office and domestic applications need to comply with the European framework directive for the Eco-design of Energy using Products (EuP) Lot 7. If we violate or fail to comply with these requirements, we could be fined or otherwise sanctioned by regulators, lose customers and damage our reputation, which could have an adverse effect on our business.

**Time horizon**
Current

**Likelihood**
Unlikely

**Magnitude of impact**
Medium-high

**Are you able to provide a potential financial impact figure?**
Yes, a single figure estimate

**Potential financial impact figure (currency)**
38450000

**Potential financial impact figure – minimum (currency)**
<Not Applicable>

**Potential financial impact figure – maximum (currency)**
<Not Applicable>

**Explanation of financial impact figure**
Failure to comply with applicable environmental regulations would lead to penalties and fines enacted by authorities. For example, if Avaya contravened or failed to comply with the prohibition on hazardous substances in the RoHS Regulations, we could receive an enforcement notice requiring non-compliant goods to be withdrawn from the market. In FY18, EMEA sales accounted for 27% of our non-GAAP Combined revenue, or approximately $769 million. If Avaya’s EMEA revenue decreased by 5% due to the withdrawal of noncompliant products, it could lead to a loss of up to $38.45 million. In addition, we could face a fine up to the statutory maximum (currently £5000) on summary conviction or an unlimited fine on conviction on indictment.

**Management method**
Avaya’s Design for Environment (DfE) program ensures that our products are compliant with mandatory requirements in the countries where Avaya markets its products. For example, Avaya’s DfE program ensures compliance with EU EuP Lot 7 directive, EU and China RoHS, and EU REACH requirements by tracking product energy efficiency-related and product labeling regulations and standards and actively monitoring proposed legislation in countries where we have operations and sales. Avaya’s Design for Environment program is a core part of our business; therefore, we do not consider it to incur an additional cost of management.

**Cost of management**
0

**Comment**

---

**Identifier**
Risk 3

**Where in the value chain does the risk driver occur?**
Direct operations

**Risk type**
Physical risk

**Primary climate-related risk driver**
Acute: Increased severity of extreme weather events such as cyclones and floods

**Type of financial impact**
Reduced revenue from decreased production capacity (e.g., delayed planning approvals, supply chain interruptions)

**Company-specific description**
Our operations and those of our contract manufacturers and outsourced service providers are vulnerable to interruption by extreme weather events. For instance, our corporate headquarter office in the San Francisco Bay Area of California is vulnerable to damage from flooding and possible sea level rise. If any disaster were to occur, our ability and the ability of our contract manufacturers and outsourced service providers to operate could be seriously impaired and we could experience material harm to our business, operating results and financial condition. In addition, the coverage or limits of our business interruption insurance may not be sufficient to compensate for any losses or damages that may occur.
Time horizon
Medium-term

Likelihood
More likely than not

Magnitude of impact
Medium-low

Are you able to provide a potential financial impact figure?
Yes, a single figure estimate

Potential financial impact figure (currency)
6500000

Potential financial impact figure – minimum (currency)
<Not Applicable>

Potential financial impact figure – maximum (currency)
<Not Applicable>

Explanation of financial impact figure
If one of Avaya’s facilities was located in an area impacted by an extreme weather event, there is a potential for physical damage to the building. For example, if Avaya’s headquarters in Santa Clara was impacted by flooding or severe weather, the financial impact would be less than $6.5 million based on the value of the building contents. Avaya’s business continuity team assesses the real estate asset values of its portfolio against current market rates to calculate the risk.

Management method
Avaya Corporate Security and Business Continuity has developed location-based risk assessments for facilities over 50 people that cover physical risks, which includes extreme weather and natural disasters. Based on the risk assessments, the Corporate Security and Business Continuity team develops management plans that are comprehensive in scope; for example, if a severe weather event occurs in one location, other facilities can provide ongoing support and/or production. In addition, each Avaya location has an Emergency Preparedness Plan which helps ensure the safety of our employees and minimize damage in the event of an emergency or natural disaster. The Corporate Security and Business Continuity team evaluates these risks annually and updates the risk assessments and management plans accordingly. The Avaya Corporate Security and Business Continuity program is a core part of our business; therefore, we do not consider it to incur an additional cost of management.

Cost of management
0

Comment

Identifier
Risk 4

Where in the value chain does the risk driver occur?
Direct operations

Risk type
Transition risk

Primary climate-related risk driver
Reputation: Shifts in consumer preferences

Type of financial impact
Reduced revenue from decreased demand for goods/services

Company- specific description
Avaya is experiencing increasing demand from customers, investors, stakeholders, and the public for companies to address climate change and implement measures to collectively reduce our environmental impact. Failure to take action, demonstrate leadership, or comply with climate change developments can impact the Avaya brand and reputation. For example, Greenpeace’s annual “Click Green” report puts public pressure on major internet and technology companies to adopt sustainable practices. Companies that fail to take action or be transparent about their energy use receive poor grades and are vulnerable to reputational harm.

Time horizon
Current

Likelihood
Unlikely
Magnitude of impact
Medium

Are you able to provide a potential financial impact figure?
Yes, a single figure estimate

Potential financial impact figure (currency)
28510000

Potential financial impact figure – minimum (currency)
<Not Applicable>

Potential financial impact figure – maximum (currency)
<Not Applicable>

Explanation of financial impact figure
If Avaya’s reputation was negatively impacted due to lack of commitment or action towards water-related issues, it could impact our relationship with our customers and therefore our revenue. In a hypothetical scenario, we analyze how a 1% decrease in our revenue would impact our business. Avaya’s FY18 revenue was $2.851 billion; if our revenue decreased by 1% due to reputational harm, it would result in a loss of $28,510,000.

Management method
Avaya demonstrates proactive management of its climate change impacts by developing innovative, energy efficient products such as the ENERGY STAR certified J179, J169 and J129 VoIP phones and utilizing our own products such as Avaya Equinox to reduce the need for travel. In FY18, Avaya invested $210 million in R&D, which accounted for 16.9% of our product revenue. Our investments in FY18 were primarily focused on driving innovative cloud solutions that allow Avaya and our customers to increase efficiency while reducing our environmental footprint. In addition, Avaya takes action on climate change by participating in CDP and implementing a carbon emission reduction goal, participating in corporate responsibility and environmental conferences that address solutions to climate change; and promoting the environmental benefits of Avaya solutions to current and potential customers.

Cost of management
21000000

Comment

C2.4

(C2.4) Have you identified any climate-related opportunities with the potential to have a substantive financial or strategic impact on your business?
Yes

C2.4a

(C2.4a) Provide details of opportunities identified with the potential to have a substantive financial or strategic impact on your business.

Identifier
Opp1

Where in the value chain does the opportunity occur?
Customer

Opportunity type
Products and services

Primary climate-related opportunity driver
Shift in consumer preferences

Type of financial impact
Better competitive position to reflect shifting consumer preferences, resulting in increased revenues

Company-specific description
Avaya is a business-to-business company and our customers are setting higher standards and expectations for companies they would like to do business with specific to a sustainability value proposition. Avaya receives and responds to customer questionnaires on an ongoing basis, which request information on sustainability, EHS, and business ethics practices. Avaya’s customers also request us to report our carbon emissions annually to CDP. In terms of our products and service offerings, our customers are looking for solutions that not only streamline their business operations and enhance collaboration, but those that are increasingly energy efficient and reduce the total cost of ownership (i.e. hardware, facilities, and utilities).

**Time horizon**
Medium-term

**Likelihood**
More likely than not

**Magnitude of impact**
High

**Are you able to provide a potential financial impact figure?**
Yes, a single figure estimate

**Potential financial impact figure (currency)**
3640000000

**Potential financial impact figure – minimum (currency)**
<Not Applicable>

**Potential financial impact figure – maximum (currency)**
<Not Applicable>

**Explanation of financial impact figure**
Avaya holds a leadership position in the Contact Center Systems market with a market share of 17.4% in 2017, according to the 2018 Gartner Magic Quadrant for Contact Center Infrastructure Worldwide report. According to a report by MarketsandMarkets™, the cloud-based contact center market is projected to reach $20.93 billion by 2022 at a Compound Annual Growth Rate (CAGR) of 25.2% during the forecasted period. If Avaya maintained its market share of 17.4% in 2022, this would create an opportunity to realize approximately $3.64 billion in revenue for its cloud-based contact center solutions that year (Source).

**Strategy to realize opportunity**
Avaya offers a robust portfolio of cloud-based contact center and unified communications, which include solutions that take collaboration beyond dedicated video conferencing rooms to desktops and mobile devices that employees use every day. In FY18, Avaya invested $210 million in R&D in FY18, with a primary focus being on innovations in cloud-based contact center solutions. By migrating to the cloud, customers can lower their total cost of ownership with no infrastructure expense and minimal operating costs. This provides an advantage over our competitors because we give our customers solutions that increase productivity and save costs, while giving them the opportunity to reduce their energy and carbon footprint.

**Cost to realize opportunity**
210000000

**Comment**

**Identifier**
Opp2

**Where in the value chain does the opportunity occur?**
Direct operations

**Opportunity type**
Products and services

**Primary climate-related opportunity driver**
Development and/or expansion of low emission goods and services

**Type of financial impact**
Increased revenue through demand for lower emissions products and services

**Company-specific description**
With growing awareness of climate change, increasing regulations, and more extreme weather events, the demand for lower emissions products and services is increasing. As Avaya continues to shift its products and services to the cloud, this creates an opportunity for increased revenue to meet this demand. For example, software and services accounted for 82.2% of non-GAAP revenue in fiscal 2018, up from 78% for fiscal 2017. Cloud and managed services accounted for 11% of non-GAAP revenue in fiscal 2018, up from 9% during fiscal 2017. Although we cannot fully correlate the increased revenue to demand for low emission...
products and services, the environmental benefits do enhance our cloud-based and software solutions and make them more attractive to our customers.

**Time horizon**
Medium-term

**Likelihood**
More likely than not

**Magnitude of impact**
High

**Are you able to provide a potential financial impact figure?**
Yes, a single figure estimate

**Potential financial impact figure (currency)**
3640000000

**Potential financial impact figure – minimum (currency)**
<Not Applicable>

**Potential financial impact figure – maximum (currency)**
<Not Applicable>

**Explanation of financial impact figure**
Avaya holds a leadership position in the Contact Center Systems market with a market share of 17.4% in 2017, according to the 2018 Gartner Magic Quadrant for Contact Center Infrastructure Worldwide report. According to a report by MarketsandMarkets™, the cloud-based contact center market is projected to reach $20.93 billion by 2022 at a Compound Annual Growth Rate (CAGR) of 25.2% during the forecasted period. If Avaya maintained its market share of 17.4% in 2022, this would create an opportunity to realize approximately $3.64 billion in revenue for its cloud-based contact center solutions that year.

**Strategy to realize opportunity**
Avaya aims to design and develop products that help our customers reduce their environmental impact through its Design for Environment (DfE) program. We hold an ISO 14001 certification for our DfE program which demonstrates our commitment to continually reduce the environmental impact of our products. In FY18, Avaya invested $210 million in R&D, with a primary focus being on innovations in cloud-based contact center and software solutions. Avaya will continue to provide low emission products and services, creating an opportunity to increase revenue as demand for these products increases.

**Cost to realize opportunity**
210000000

**Comment**

**Identifier**
Opp3

**Where in the value chain does the opportunity occur?**
Direct operations

**Opportunity type**
Resource efficiency

**Primary climate-related opportunity driver**
Move to more efficient buildings

**Type of financial impact**
Reduced operating costs (e.g., through efficiency gains and cost reductions)

**Company-specific description**
Moving to more efficient buildings can help Avaya reduce our energy consumption, real estate costs, and carbon emissions. For example, Avaya is focused on using our real estate assets efficiently by ensuring our facilities are suitable according to the number of employees and nature of work at each location and making consolidations, where possible. In addition, Avaya is implementing energy efficiency projects such as installing LED lighting and upgrading to modular uninterruptable power supply (UPS) systems to make our facilities more efficient and reduce operating costs.

**Time horizon**
Short-term

**Likelihood**
Virtually certain
Magnitude of impact
Medium-low

Are you able to provide a potential financial impact figure?
Yes, a single figure estimate

Potential financial impact figure (currency)
1600000

Potential financial impact figure – minimum (currency)
<Not Applicable>

Potential financial impact figure – maximum (currency)
<Not Applicable>

Explanation of financial impact figure
Avaya employs strategies to use its real estate assets more efficiently by consolidating laboratories and reducing its square footage, where possible. This results in decreased energy usage and cost savings. For example, Avaya reduced its annual energy costs (electricity, diesel, and natural gas) by approximately $1.6 million, or 14%, from 2017 to 2018 across its global real estate portfolio.

Strategy to realize opportunity
The Avaya EHS and Corporate Responsibility Team regularly meets with the Avaya Real Estate Team to review and discuss building management improvement opportunities including minimizing waste, water, and energy consumption. In addition, Avaya employs strategies to use its real estate assets more efficiently by consolidating laboratories, reducing its square footage, and relocating to more efficient spaces, where possible. Avaya considers the cost to realize efficiencies in our real estate footprint to be the Rough Order of Magnitude real estate budget, which was less than $25 million in 2018.

Cost to realize opportunity
25000000

Comment

C2.5
(C2.5) Describe where and how the identified risks and opportunities have impacted your business.

<table>
<thead>
<tr>
<th>Impact</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Products and services</td>
<td>Growing awareness of climate change and customer demand for energy efficient and low-carbon products influences Avaya’s development of new product and services offerings. Avaya is focused on delivering best-in-class products and services that are innovative, flexible, and enable enhanced collaboration, but also those that help our customers reduce their environmental impact. We are shifting away from hardware and developing more software and cloud-based solutions; coupled with savings in money, time and services, cloud architecture represents an important way Avaya can help its customers implement more sustainable business practices in the face of climate change. In addition, Avaya is designing its products to be increasingly energy efficient to meet customer demand and energy standards; currently our J179, J169, and J129 VoIP phones are ENERGY STAR certified products and there are more products in progress towards achieving the certification. The impact of climate-related risks and opportunities on our products and services is high due to the R&amp;D investment needed to develop these technologies; for example, Avaya invested $210 million in R&amp;D in FY18.</td>
</tr>
<tr>
<td>Supply chain and/or value chain</td>
<td>Avaya’s customers and the public are setting higher expectations for supply chain responsibility and holding companies accountable for their suppliers. The electronics industry has faced public scrutiny for engaging in business with suppliers who violate environmental, labor, and/or ethics laws. Avaya holds itself to high environmental, social, and ethical standards, and proactively works to ensure these standards are implemented down our supply chain. Avaya is a member of the Responsible Business Alliance (RBA), a coalition of companies dedicated to supply chain responsibility in the electronics industry and has adopted the RBA Code of Conduct in full. Before engaging in business with a direct Tier 1 supplier, we require them to agree to adopt the RBA Code of Conduct as part of their contract. In addition to supply chain standards, Avaya considers multiple vendors and supplier geographical distribution to reduce risk and potential costs, so the magnitude of impact of climate-related risks and opportunities on our supply chain is low.</td>
</tr>
<tr>
<td>Adaptation and mitigation activities</td>
<td>The impacts of climate change, current and future, are increasingly complex and difficult to predict. Avaya’s climate-related adaptation and mitigation activities have evolved to meet these challenges. Climate-related risk assessments are no longer the sole responsibility of Avaya CR/EHS; instead, risk assessments are conducted through a multi-disciplinary, collaborative effort between various business units including real estate, law, and business continuity departments. Adaptation and mitigation activities are also being developed on local, regional, and global scales depending on the variety of risks at our facilities around the world. The magnitude of impact of climate-related risks and opportunities on our adaptation and mitigation activities is low because these are included in our business continuity planning, which is a core part of Avaya’s business.</td>
</tr>
<tr>
<td>Investment in R&amp;D</td>
<td>Investing in R&amp;D is critical for Avaya in order for us to continue delivering innovative and efficient products that delight our customers and maintain our leading position in the software and services market. Avaya is shifting its R&amp;D focus areas to cloud-based solutions and telecommunications, which offer both economic and environmental benefits to our customers. A significant amount of Avaya’s R&amp;D activities is conducted in countries outside of the U.S.; the productivity and success of our R&amp;D could be impacted by: increased legal and regulatory constraints; natural disasters or extreme weather events; and economic conditions. As indicated above, the risk to our R&amp;D supply chain is low as Avaya considers multiple vendors and supplier geographical distribution. However, the impact of climate-related opportunities on R&amp;D is high as we shift our investments towards innovate software and services offerings, which offer inherent environmental benefits to our customers, and away from hardware-based business communications.</td>
</tr>
<tr>
<td>Operations</td>
<td>Over the last few years, Avaya has focused on consolidating its facilities and streamlining its operations in order to save costs and increase efficiencies. Streamlining our operations has also led to significant energy reductions and increased opportunity for energy efficiency projects as we move into new buildings that are more suited for the number of employees and nature of the work. The impact of climate-related opportunities on our operations is medium-low due to the costs savings we have realized from consolidating our real estate footprint; for example, Avaya reduced its annual energy costs (electricity, natural gas, and diesel) by approximately $1.6 million from 2017 to 2018.</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>Please select</td>
</tr>
</tbody>
</table>

C2.6
(C2.6) Describe where and how the identified risks and opportunities have been factored into your financial planning process.

<table>
<thead>
<tr>
<th>Component</th>
<th>Relevance</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td>Not impacted</td>
<td>Although transition and physical risks have the potential to impact demand for Avaya products and services, we have not seen an actual, quantifiable impact to date. Avaya maintains compliance with regulatory requirements with the support of our legal team and Design for Environment (DfE) program, so we have not experienced an impact to our revenue due to penalties, fines, or reputational harm.</td>
</tr>
<tr>
<td>Operating costs</td>
<td>Impacted</td>
<td>Our operating costs have been positively impacted by realizing an opportunity around resource efficiency. Avaya employs strategies to use its real estate assets more efficiently by consolidating laboratories and reducing its square footage, where possible. As a result, Avaya reduced its annual energy costs (electricity, natural gas, and diesel) by approximately $1.6 million from 2017 to 2018. In addition, Avaya implements energy efficiency projects to further reduce energy and operating costs.</td>
</tr>
<tr>
<td>Capital expenditures/capital allocation</td>
<td>Not impacted</td>
<td>Avaya's capital expenditures have the potential to be impacted by climate-related risks, but we have not experienced a substantial impact to date. For example, an increase in the number of countries adopting a carbon tax would increase Avaya's transportation expenditures (business air travel and fleet fuel usage), but we anticipate this to occur on a medium-term time horizon.</td>
</tr>
<tr>
<td>Acquisitions and divestments</td>
<td>Impacted</td>
<td>Avaya’s strategic operating plan requires continued investments in acquisitions and strategic alliances with other companies in various areas, including, without limitation, accelerating the development, sales and delivery of our cloud-based solutions and services. For example, Avaya acquired Spoken, a private technology company that provides cloud-native, multi-tenant architecture-based CCaaS solutions. Avaya cloud-based solutions meet customer demand to increase productivity and save costs while minimizing their carbon footprint. In addition, they lower the total cost of ownership by reducing hardware, power and space requirements, which will help our customers avoid carbon emissions.</td>
</tr>
<tr>
<td>Access to capital</td>
<td>Not impacted</td>
<td>Climate-related risks and opportunities have not impacted Avaya’s access to capital and reserves. Based on our climate-related risk assessment and Avaya’s business model, we do not anticipate our access to capital being materially impacted by climate change in the short-, medium-, or long-term horizons.</td>
</tr>
<tr>
<td>Assets</td>
<td>Not impacted</td>
<td>Avaya’s assets have not been impacted by climate-related chronic or acute physical risks. Avaya has emergency preparedness plans in place for its locations worldwide to minimize these risks, and fortunately our facilities have not been materially/significantly impacted by extreme weather events to date.</td>
</tr>
<tr>
<td>Liabilities</td>
<td>Not impacted</td>
<td>Climate-related risks and opportunities have not impacted the valuation of Avaya’s liabilities. Although the value of our property could be reduced due to impacts of climate change, such as extreme weather, sea level rise, or natural disasters, we have not experienced any material impacts to date.</td>
</tr>
<tr>
<td>Other</td>
<td>Please select</td>
<td></td>
</tr>
</tbody>
</table>

C3. Business Strategy

C3.1

(C3.1) Are climate-related issues integrated into your business strategy?
Yes

C3.1a

(C3.1a) Does your organization use climate-related scenario analysis to inform your business strategy?
No, but we anticipate doing so in the next two years

C3.1c
(C3.1c) Explain how climate-related issues are integrated into your business objectives and strategy.

Addressing the real risks associated with climate change has become well-integrated into Avaya's business strategy and provides the foundation for guiding our operational considerations. Because we have embedded processes that track our impacts throughout our organization, we have a clear picture of the environmental impacts we produce, even as we develop solutions that delight our customers and accelerate their missions. We are committed to serving our customers while minimizing their negative impact on the environment. The clearest way we have of reducing our own impact – and helping our customers do the same – is by embracing our technology and using it to transform the modern workplace to create engaging, efficient, and environmentally-friendly work environments. We have also committed to inspiring our suppliers to promote ethical sourcing and responsible product design.

A substantial business decision Avaya has made is our investment in R&D. Avaya invested 16.9%, 15.7%, and 15.6% in R&D as a percentage of product revenue in fiscal 2018, 2017, and 2016, respectively. Our investments in fiscal 2018 accelerated the development of new technologies that offer numerous benefits to our customers, including increased productivity, flexibility, engagement, while also reducing their environmental impact. Examples include: innovative cloud solutions across our portfolio, which lower the total cost of ownership for our customers by reducing hardware, power and space requirements; VoIP phones, that require less electricity consumption and server virtualization; and videoconferencing technology, such as Avaya Equinox, that enables seamless and engaging communications that reduce the need for business travel.

Avaya’s business strategy is linked to setting and achieving company-wide carbon reduction goals, which we report in our annual Corporate Responsibility Report. In 2014, Avaya adopted the “3% Solution” target developed by CDP and WWF; this calls for a 3% absolute reduction in Scope 1 and 2 (location-based) emissions each year for a total 15% cumulative reduction by 2020. Avaya exceeded this goal and reduced its Scope 1 and Scope 2 (location-based) carbon emissions by 24% from 2017-2018, achieving a cumulative 54% reduction from its 2014 baseline. In addition, we reduced our Scope 3 emissions by 721 mtCO2e from 2017-2018. In order to meet our carbon emission reduction goals, Avaya has focused on consolidating our real estate footprint, where possible, reducing business travel, and implementing measures to reduce energy consumption and increase energy efficiency. These initiatives also benefit our business by streamlining our operations and reducing operating costs.

C3.1g

(C3.1g) Why does your organization not use climate-related scenario analysis to inform your business strategy?

Climate-related scenario analysis was recently introduced as part of the CDP questionnaire, so Avaya is spending time researching and understanding the different types of scenarios, methodologies, and assumptions. Although we were unable to complete an in-depth analysis this year, we are preparing to conduct one in the next two years and will use it to inform our strategy.

C4. Targets and performance

C4.1

(C4.1) Did you have an emissions target that was active in the reporting year?

Absolute target

C4.1a

(C4.1a) Provide details of your absolute emissions target(s) and progress made against those targets.

Target reference number

Abs 1
Scope
Scope 1+2 (location-based)

% emissions in Scope
98

Targeted % reduction from base year
15

Base year
2014

Start year
2014

Base year emissions covered by target (metric tons CO2e)
105570

Target year
2020

Is this a science-based target?
Yes, we consider this a science-based target, but this target has not been approved as science-based by the Science-Based Targets initiative

% of target achieved
100

Target status
Underway

Please explain
Avaya has adopted the "3% Solution" target developed by the WWF and CDP, therefore targeting a 3% absolute reduction in Scope 1 and Scope 2 emissions each year for a total 15% reduction by 2020. Fugitive emissions and sites smaller than 400 sq. ft. are excluded from our Scope 1 and Scope 2 emissions and target because they are negligible, only accounting for 2% of these emissions; therefore, our target covers 98% of our total, gross global Scope 1 and Scope 2 emissions.

Target reference number
Abs 2

Scope
Other, please specify (Scope 3 (All Categories))

% emissions in Scope
100

Targeted % reduction from base year
0.01

Base year
2014

Start year
2014

Base year emissions covered by target (metric tons CO2e)
839264

Target year
2020

Is this a science-based target?
No, but we are reporting another target that is science-based

% of target achieved
100

Target status
Underway
Please explain
Avaya set a target to achieve a year-over-year absolute reduction in its total Scope 3 emissions, or a minimum of 0.01%.

C4.2

(C4.2) Provide details of other key climate-related targets not already reported in question C4.1/a/b.

C4.3

(C4.3) Did you have emissions reduction initiatives that were active within the reporting year? Note that this can include those in the planning and/or implementation phases.

Yes

C4.3a

(C4.3a) Identify the total number of initiatives at each stage of development, and for those in the implementation stages, the estimated CO2e savings.

<table>
<thead>
<tr>
<th>Stage of Development</th>
<th>Number of Initiatives</th>
<th>Total Estimated Annual CO2e Savings in Metric Tonnes CO2e (only for rows marked *)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under investigation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>To be implemented*</td>
<td>6</td>
<td>338</td>
</tr>
<tr>
<td>Implementation commenced*</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Implemented*</td>
<td>4</td>
<td>12272</td>
</tr>
<tr>
<td>Not to be implemented</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

C4.3b

(C4.3b) Provide details on the initiatives implemented in the reporting year in the table below.

**Initiative type**
Process emissions reductions

**Description of initiative**
Changes in operations

**Estimated annual CO2e savings (metric tonnes CO2e)**
11760

**Scope**
Scope 2 (location-based)

**Voluntary/Mandatory**
Voluntary

**Annual monetary savings (unit currency – as specified in C0.4)**
1500000

**Investment required (unit currency – as specified in C0.4)**
25000000

**Payback period**
16-20 years

**Estimated lifetime of the initiative**
Ongoing

**Comment**
In collaboration with the Real Estate and Facility Management Team, Avaya is exploring ways to reduce energy costs and its overall footprint. Buildings are being evaluated for their type of use (e.g., warehouse, R&D, office space) and total occupancy to optimize building efficiency. Through voluntary building consolidation efforts, Avaya is reducing its leased square footage and consolidating lab spaces, which results in reductions of electricity consumption and cost. Avaya facilities reduced carbon emissions associated from purchased and estimated electricity by 11,986 metric tons CO2e from 2017-2018; 11,760 mtCO2e in reductions were due to minimizing our real estate footprint and 226 mtCO2e in reductions was due to the UPS in Bangalore. From reduced electricity consumption, we realized $1.5 million in savings from annual electricity costs. The investment required is the Rough Order of Magnitude budget for total FY18 real estate closures, consolidations, and relocations which was less than $25 million.

<table>
<thead>
<tr>
<th>Initiative type</th>
<th>Energy efficiency: Building services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Description of initiative</strong></td>
<td>Other, please specify (Uninterruptible power supply (UPS) system)</td>
</tr>
<tr>
<td><strong>Estimated annual CO2e savings (metric tonnes CO2e)</strong></td>
<td>226</td>
</tr>
<tr>
<td><strong>Scope</strong></td>
<td>Scope 2 (location-based)</td>
</tr>
<tr>
<td><strong>Voluntary/Mandatory</strong></td>
<td>Voluntary</td>
</tr>
<tr>
<td><strong>Annual monetary savings (unit currency – as specified in C0.4)</strong></td>
<td>39987</td>
</tr>
<tr>
<td><strong>Investment required (unit currency – as specified in C0.4)</strong></td>
<td>55000</td>
</tr>
<tr>
<td><strong>Payback period</strong></td>
<td>1-3 years</td>
</tr>
<tr>
<td><strong>Estimated lifetime of the initiative</strong></td>
<td>11-15 years</td>
</tr>
<tr>
<td><strong>Comment</strong></td>
<td>The Avaya Bangalore office was using conventional type uninterrupted power supply (UPS) systems that had an efficiency of 80% at full load condition. These were replaced with modular UPS systems with an efficiency of 96.5% at full load condition. By upgrading to modular UPS systems, the Bangalore office is expected to realize energy savings of 1,517,544 kWh over a 5-year warranty period, or approximately 303,508 kWh per year. This annual energy savings was multiplied by the U.S. national weighted average CO2 marginal emission rate of 7.44 x 10^-4 metric tons CO2/kWh to calculate the avoided emissions, 226 mtCO2e.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Initiative type</th>
<th>Process emissions reductions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Description of initiative</strong></td>
<td>Behavioral change</td>
</tr>
<tr>
<td><strong>Estimated annual CO2e savings (metric tonnes CO2e)</strong></td>
<td>286</td>
</tr>
<tr>
<td><strong>Scope</strong></td>
<td>Scope 3</td>
</tr>
<tr>
<td><strong>Voluntary/Mandatory</strong></td>
<td>Voluntary</td>
</tr>
<tr>
<td><strong>Annual monetary savings (unit currency – as specified in C0.4)</strong></td>
<td>0</td>
</tr>
<tr>
<td><strong>Investment required (unit currency – as specified in C0.4)</strong></td>
<td>0</td>
</tr>
<tr>
<td><strong>Payback period</strong></td>
<td>No payback</td>
</tr>
</tbody>
</table>
Estimated lifetime of the initiative
Ongoing

Comment
Avaya maintains and implements a strict travel policy in order to reduce our carbon emissions. We encourage utilizing our own video and web conferencing technologies, which enable participants to interact as if they are in the same room, in lieu of traveling for business meetings. From 2017 to 2018, we reduced our air travel by 2.3 million miles and our rental car travel by almost 300,000 miles. By reducing Avaya business travel (air + rental cars), we reduced our Scope 3 carbon emissions by 286 mtCO2e. Our air travel costs increased by approximately $400,000, so we did not realize cost savings this year. There is no additional investment needed to implement our travel policy or utilize our own technologies.

(C4.3c) What methods do you use to drive investment in emissions reduction activities?

<table>
<thead>
<tr>
<th>Method</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compliance with regulatory requirements/standards</td>
<td>As regulations expand around the world, they provide an effective driver to internal investments and decisions regarding emission reductions and efficiency measures.</td>
</tr>
<tr>
<td>Financial optimization calculations</td>
<td>Key strategies to reduce our emissions include (1) evaluating our real estate assets for building optimization and (2) optimizing the use of Avaya technology to reduce business air travel costs.</td>
</tr>
</tbody>
</table>

(C4.5) Do you classify any of your existing goods and/or services as low-carbon products or do they enable a third party to avoid GHG emissions?
Yes

(C4.5a)
C4.5a) Provide details of your products and/or services that you classify as low-carbon products or that enable a third party to avoid GHG emissions.

**Level of aggregation**
Company-wide

**Description of product/Group of products**
As a global leader in delivering superior communications experiences, Avaya provides the most complete portfolio of software and services for multi-touch contact center and unified communications offered on premises, in the cloud, or a hybrid. Avaya’s software and services reduces the need for hardware, increases efficiency, and lowers the total cost of ownership, which in turn avoids carbon emissions. In addition, Avaya’s collaboration technology, such as Avaya Aura® and Avaya Equinox, can be leveraged to reduce travel emissions by migrating meetings from the physical to the digital realm. Both Avaya and its customers harness our solutions in order to avoid emissions and reduce our environmental impact.

Are these low-carbon product(s) or do they enable avoided emissions?
Avoided emissions

**Taxonomy, project or methodology used to classify product(s) as low-carbon or to calculate avoided emissions**
Evaluating the carbon-reducing impacts of ICT

**% revenue from low carbon product(s) in the reporting year**
82.2

**Comment**
Software and services accounted for over 82.2% of FY18 non-GAAP revenue, which Avaya considers to enable avoided emissions since our software and services reduce the need for hardware, business travel, and physical infrastructure.

C5. Emissions methodology

C5.1
(C5.1) Provide your base year and base year emissions (Scopes 1 and 2).

Scope 1

Base year start
January 1 2014

Base year end
December 31 2014

Base year emissions (metric tons CO2e)
21818

Comment

Scope 2 (location-based)

Base year start
January 1 2014

Base year end
December 31 2014

Base year emissions (metric tons CO2e)
83752

Comment

Scope 2 (market-based)

Base year start
Base year end

Base year emissions (metric tons CO2e)

Comment

C5.2

(C5.2) Select the name of the standard, protocol, or methodology you have used to collect activity data and calculate Scope 1 and Scope 2 emissions.


C6. Emissions data

C6.1

(C6.1) What were your organization’s gross global Scope 1 emissions in metric tons CO2e?

Reporting year

Gross global Scope 1 emissions (metric tons CO2e)
7550

Start date
January 1 2018

End date
December 31 2018

Comment
C6.2

(C6.2) Describe your organization’s approach to reporting Scope 2 emissions.

Row 1

Scope 2, location-based
We are reporting a Scope 2, location-based figure

Scope 2, market-based
We are reporting a Scope 2, market-based figure

Comment

C6.3

(C6.3) What were your organization’s gross global Scope 2 emissions in metric tons CO2e?

Reporting year

Scope 2, location-based
41096

Scope 2, market-based (if applicable)
38537

Start date
January 1 2018

End date
December 31 2018

Comment

C6.4

(C6.4) Are there any sources (e.g. facilities, specific GHGs, activities, geographies, etc.) of Scope 1 and Scope 2 emissions that are within your selected reporting boundary which are not included in your disclosure?

Yes

C6.4a
(C6.4a) Provide details of the sources of Scope 1 and Scope 2 emissions that are within your selected reporting boundary which are not included in your disclosure.

**Source**

Fugitive emissions

**Relevance of Scope 1 emissions from this source**

No emissions from this source

**Relevance of location-based Scope 2 emissions from this source**

Emissions are relevant and calculated, but not disclosed

**Relevance of market-based Scope 2 emissions from this source (if applicable)**

Emissions are relevant and calculated, but not disclosed

**Explain why this source is excluded**

Fugitive emissions were calculated and estimated to be 2% of our 2018 Scope 2 emissions. Because of their minimal impact on our Scope 2 footprint, they are not included in our disclosure.

---

**Source**

Facilities smaller than 400 square feet

**Relevance of Scope 1 emissions from this source**

Emissions are not evaluated

**Relevance of location-based Scope 2 emissions from this source**

Emissions are not evaluated

**Relevance of market-based Scope 2 emissions from this source (if applicable)**

Emissions are not evaluated

**Explain why this source is excluded**

Avaya does not include facilities less than 400 square feet in its Scope 1 or Scope 2 emissions. These sites comprise 0.2% of our real estate footprint and can include storage space, so their impact on our carbon footprint is deemed to be negligible.

---

**C6.5**

(C6.5) Account for your organization’s Scope 3 emissions, disclosing and explaining any exclusions.

**Purchased goods and services**

**Evaluation status**

Relevant, calculated

**Metric tonnes CO2e**

106883

**Emissions calculation methodology**

Environmentally extended input-output (IO) analysis is a methodology used in environmental accounting which reflects the link between economic consumption activities and environmental impact. Avaya worked with an external consultant to analyze 2017 spend data for purchased goods and services, capital goods, and upstream leased assets and categorize these activities into their respective IO spend categories applying emission factors developed by the Green Design Institute, Carnegie Mellon University (2002 US Benchmark Version of the Economic Input-Output Life Cycle Assessment (EIO-LCA) Model). http://www.eiolca.net/cgi-bin/dft/use.pl (last accessed March 18th, 2015.) Because there were no significant changes in the business, the metric tons CO2e for purchased goods and services calculated in 2017 was used for 2018.

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

0

**Explanation**
Capital goods

Evaluation status
Relevant, calculated

Metric tonnes CO2e
164128

Emissions calculation methodology
Environmentally extended Input-output (IO) analysis is a methodology used in environmental accounting which reflects the link between economic consumption activities and environmental impact. Avaya worked with an external consultant to analyze 2017 spend data for purchased goods and services, capital goods, and upstream leased assets and categorize these activities into their respective IO spend categories applying emission factors developed by the Green Design Institute, Carnegie Mellon University (2002 US Benchmark Version of the Economic Input-Output Life Cycle Assessment (EIO-LCA) Model). http://www.eiolca.net/cgi-bin/dft/use.pl (last accessed March 18th, 2015.) Because there were no significant changes in the business, the metric tons CO2e for capital goods calculated in 2017 was used for 2018.

Percentage of emissions calculated using data obtained from suppliers or value chain partners
0

Explanation

Fuel-and-energy-related activities (not included in Scope 1 or 2)

Evaluation status
Relevant, calculated

Metric tonnes CO2e
13168

Emissions calculation methodology
Upstream emissions associated with fuel and energy consumed by Avaya-operated facilities and vehicles include emissions associated with fuel extraction and delivery, and with the generation of energy that is lost during the distribution of energy over physical energy infrastructure. Emissions were calculated using emissions factors published by the UK Department of Environment, Food, and Rural Affairs. Global warming potentials were sourced from the IPCC’s 5th Assessment Report.

Percentage of emissions calculated using data obtained from suppliers or value chain partners
100

Explanation

Upstream transportation and distribution

Evaluation status
Relevant, calculated

Metric tonnes CO2e
10534

Emissions calculation methodology
Upstream emissions associated with transportation and distribution of products and product inputs were calculated using records provided by 3rd party logistics partners. The distance and weight of shipments were multiplied by emissions factors sourced from the EPA. Global warming potentials were sourced from the IPCC’s 5th Assessment Report. Because there were no significant changes in the business, the metric tons CO2e for upstream transportation and distribution calculated in 2017 was used for 2018.

Percentage of emissions calculated using data obtained from suppliers or value chain partners
100

Explanation
Waste generated in operations

**Evaluation status**  
Relevant, calculated

**Metric tonnes CO2e**  
605

**Emissions calculation methodology**  
Emissions factors for the transportation of waste generated at Avaya facilities to waste processing plants were derived from EPA WARM factors, and only include emissions associated with transportation of waste. Global warming potentials were sourced from the IPCC’s 5th Assessment Report. Because there were no significant changes in the business, the metric tons CO2e for waste generated in operations calculated in 2017 was used for 2018.

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**  
0

**Explanation**

Business travel

**Evaluation status**  
Relevant, calculated

**Metric tonnes CO2e**  
7075

**Emissions calculation methodology**  
Business Travel includes short, medium and long-haul flights. Avaya receives detailed data, including departure and arrival locations, total miles and frequency of trips from its third-party travel partner. Avaya applies DEFRA (2017) emission factors and calculates the associated emissions from business travel using its energy and carbon software management tool. Also included in this footprint are emissions from rental cars; the total CO2 value is provided by our travel vendor.

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**  
100

**Explanation**

Employee commuting

**Evaluation status**  
Relevant, calculated

**Metric tonnes CO2e**  
16265

**Emissions calculation methodology**  
Emissions were calculated applying average commuting mode, distance and speed, on a per-country basis, to the number of employees working at Avaya facilities in 2017. This was then multiplied by the appropriate emission factors, based on the mode of transportation, which were sourced from the EPA Emissions Factor Hub. Global warming potentials were sourced from the IPCC’s 5th Assessment Report. Because there were no significant changes in the business, the metric tons CO2e for employee commuting calculated in 2017 was used for 2018.

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**  
0

**Explanation**
Upstream leased assets

Evaluation status
Relevant, calculated

Metric tonnes CO2e
25943

Emissions calculation methodology
Environmentally extended Input-output (IO) analysis is a methodology used in environmental accounting which reflects the link between economic consumption activities and environmental impact. Avaya worked with an external consultant to analyze 2017 spend data for purchased goods and services, capital goods, and upstream leased assets and categorize these activities into their respective IO spend categories applying emission factors developed by the Green Design Institute, Carnegie Mellon University (2002 US Benchmark Version of the Economic Input-Output Life Cycle Assessment (EIO-LCA) Model). http://www.eiolca.net/cgi-bin/dft/use.pl last accessed March 18th, 2015.) Because there were no significant changes in the business, the metric tons CO2e for upstream leased assets calculated in 2017 was used for 2018.

Percentage of emissions calculated using data obtained from suppliers or value chain partners
0

Explanation

Downstream transportation and distribution

Evaluation status
Relevant, calculated

Metric tonnes CO2e
26299

Emissions calculation methodology
Downstream emissions associated with transportation and distribution of products and product inputs were calculated using records provided by 3rd party logistics partners. The distance and weight of shipments were multiplied by emissions factors sourced from the EPA. Global warming potentials were sourced from the IPCC’s 5th Assessment Report. Because there were no significant changes in the business, the metric tons CO2e for downstream transportation and distribution calculated in 2017 was used for 2018.

Percentage of emissions calculated using data obtained from suppliers or value chain partners
0

Explanation

Processing of sold products

Evaluation status
Not relevant, explanation provided

Metric tonnes CO2e
<Not Applicable>

Emissions calculation methodology
<Not Applicable>

Percentage of emissions calculated using data obtained from suppliers or value chain partners
<Not Applicable>

Explanation
Avaya determined this category to represent less than 0.1% of Scope 3 emissions, so it was not deemed to be relevant.
Use of sold products

Evaluation status
Relevant, calculated

Metric tonnes CO2e
446388

Emissions calculation methodology
Avaya identified the total number of units sold for each of the product types sold by the company. These figures were then multiplied by assumed annual energy consumption and an average emissions factor for the United States, to identify estimated emissions associated with use of products. The emissions factor was sourced from the International Energy Agency, and global warming potentials were sourced from the IPCC’s 5th Assessment Report. Because there were no significant changes in the business, the metric tons CO2e for use of sold products calculated in 2017 was used for 2018.

Percentage of emissions calculated using data obtained from suppliers or value chain partners
0

Explanation

End of life treatment of sold products

Evaluation status
Relevant, calculated

Metric tonnes CO2e
68

Emissions calculation methodology
End of life fate was determined by product sales and country regulations. Electronic waste is regulated in many countries and assumed to be recycled in such markets. End of life emission factors were derived from emissions factors published by the Department of Environment, Food, and Rural Affairs. Because there were no significant changes in the business, the metric tons CO2e for end of life treatment of sold products calculated in 2017 was used for 2018.

Percentage of emissions calculated using data obtained from suppliers or value chain partners
0

Explanation

Downstream leased assets

Evaluation status
Not relevant, explanation provided

Metric tonnes CO2e
<Not Applicable>

Emissions calculation methodology
<Not Applicable>

Percentage of emissions calculated using data obtained from suppliers or value chain partners
<Not Applicable>

Explanation
This category is not relevant to Avaya because we do not have downstream leased assets.

Franchises

Evaluation status
Not relevant, explanation provided

Metric tonnes CO2e
<Not Applicable>

Emissions calculation methodology
<Not Applicable>

Percentage of emissions calculated using data obtained from suppliers or value chain partners
<Not Applicable>

Explanation
This category is not relevant to Avaya because we do not have any franchises.
**Investments**

**Evaluation status**
Relevant, not yet calculated

**Metric tonnes CO2e**
<Not Applicable>

**Emissions calculation methodology**
<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**
<Not Applicable>

**Explanation**
Avaya became a publicly traded company at the end of 2017, which was after we completed a detailed Scope 3 assessment. This category is relevant but not yet calculated until we complete our next Scope 3 assessment.

**Other (upstream)**

**Evaluation status**
Not relevant, explanation provided

**Metric tonnes CO2e**
<Not Applicable>

**Emissions calculation methodology**
<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**
<Not Applicable>

**Explanation**
No other upstream categories were determined to be relevant to Avaya in our Scope 3 analysis.

**Other (downstream)**

**Evaluation status**
Not relevant, explanation provided

**Metric tonnes CO2e**
<Not Applicable>

**Emissions calculation methodology**
<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**
<Not Applicable>

**Explanation**
No other downstream categories were determined to be relevant to Avaya in our Scope 3 analysis.

---

**C6.7**

*(C6.7) Are carbon dioxide emissions from biologically sequestered carbon relevant to your organization?*

No

---

**C6.10**
(C6.10) Describe your gross global combined Scope 1 and 2 emissions for the reporting year in metric tons CO2e per unit currency total revenue and provide any additional intensity metrics that are appropriate to your business operations.

Intensity figure
6.02

Metric numerator (Gross global combined Scope 1 and 2 emissions)
48646

Metric denominator
full time equivalent (FTE) employee

Metric denominator: Unit total
8086

Scope 2 figure used
Location-based

% change from previous year
17.36

Direction of change
Decreased

Reason for change
Note: metric denominator unit is number of FTE employees in FY18. Our intensity figure decreased because the reduction in our Scope 1 and Scope 2 (location-based) emissions exceeded the reduction in FTE employees from 2017 to 2018. Avaya’s Scope 1 and Scope 2 (location-based) emissions decreased by 24%, which was primarily due to reductions in electricity use in Avaya facilities/data centers and fuel usage of Avaya fleet, and the number of FTE employees decreased by 7% from 8,735 to 8,086.

Intensity figure
17.06

Metric numerator (Gross global combined Scope 1 and 2 emissions)
48646

Metric denominator
unit total revenue

Metric denominator: Unit total
2851

Scope 2 figure used
Location-based

% change from previous year
12.27

Direction of change
Decreased

Reason for change
Note: metric denominator unit is million in GAAP revenue for the Combined periods in FY18. Our intensity figure decreased because the reduction in our Scope 1 and Scope 2 (location-based) emissions exceeded the reduction in GAAP revenue from 2017 to 2018. Avaya’s Scope 1 and Scope 2 (location-based) emissions decreased by 24%, which was primarily due to reductions in electricity use in Avaya facilities/data centers and fuel usage of Avaya fleet, and our revenue decreased by 13% compared to fiscal 2017.

C7. Emissions breakdowns

C7.1
(C7.1) Does your organization break down its Scope 1 emissions by greenhouse gas type? No

C7.2

(C7.2) Break down your total gross global Scope 1 emissions by country/region.

<table>
<thead>
<tr>
<th>Country/Region</th>
<th>Scope 1 emissions (metric tons CO2e)</th>
</tr>
</thead>
<tbody>
<tr>
<td>India</td>
<td>249</td>
</tr>
<tr>
<td>Ireland</td>
<td>310</td>
</tr>
<tr>
<td>United States of America</td>
<td>53</td>
</tr>
<tr>
<td>Other, please specify (Corporate emissions from Avaya fleet (multiple countries))</td>
<td>6938</td>
</tr>
</tbody>
</table>

C7.3

(C7.3) Indicate which gross global Scope 1 emissions breakdowns you are able to provide.

By facility
By activity

C7.3b

(C7.3b) Break down your total gross global Scope 1 emissions by business facility.

<table>
<thead>
<tr>
<th>Facility</th>
<th>Scope 1 emissions (metric tons CO2e)</th>
<th>Latitude</th>
<th>Longitude</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pune-Tower III</td>
<td>149</td>
<td>18.50868</td>
<td>73.926527</td>
</tr>
<tr>
<td>Pune-Tower XI</td>
<td>88</td>
<td>18.514017</td>
<td>73.928495</td>
</tr>
<tr>
<td>Hyderabad-Vega</td>
<td>12</td>
<td>17.448293</td>
<td>78.391485</td>
</tr>
<tr>
<td>Galway</td>
<td>310</td>
<td>39.168117</td>
<td>-97.572484</td>
</tr>
<tr>
<td>Columbia</td>
<td>20</td>
<td>39.557846</td>
<td>-105.002018</td>
</tr>
<tr>
<td>Highlands Ranch 8740</td>
<td>6</td>
<td>39.557846</td>
<td>-105.002018</td>
</tr>
<tr>
<td>Oklahoma City</td>
<td>22</td>
<td>35.617223</td>
<td>-97.572484</td>
</tr>
<tr>
<td>Other, please specify: Corporate emissions from Avaya fleet (multiple facilities)</td>
<td>6938</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

C7.3c

(C7.3c) Break down your total gross global Scope 1 emissions by business activity.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Scope 1 emissions (metric tons CO2e)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stationary diesel</td>
<td>560</td>
</tr>
<tr>
<td>Stationary natural gas</td>
<td>52</td>
</tr>
<tr>
<td>Avaya fleet</td>
<td>6938</td>
</tr>
</tbody>
</table>

C7.5
(C7.5) Break down your total gross global Scope 2 emissions by country/region.

<table>
<thead>
<tr>
<th>Country/Region</th>
<th>Scope 2, location-based (metric tons CO2e)</th>
<th>Scope 2, market-based (metric tons CO2e)</th>
<th>Purchased and consumed electricity, heat, steam or cooling (MWh)</th>
<th>Purchased and consumed low-carbon electricity, heat, steam or cooling accounted in market-based approach (MWh)</th>
</tr>
</thead>
<tbody>
<tr>
<td>China, Hong Kong Special Administrative Region</td>
<td>311</td>
<td>386</td>
<td>268</td>
<td></td>
</tr>
<tr>
<td>Singapore</td>
<td>506</td>
<td>506</td>
<td>1281</td>
<td></td>
</tr>
<tr>
<td>Australia</td>
<td>663</td>
<td>663</td>
<td>908</td>
<td></td>
</tr>
<tr>
<td>China</td>
<td>31</td>
<td>26</td>
<td>1161</td>
<td></td>
</tr>
<tr>
<td>India</td>
<td>1791</td>
<td>3082</td>
<td>12968</td>
<td></td>
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<tr>
<td>Japan</td>
<td>105</td>
<td>105</td>
<td>685</td>
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<tr>
<td>Argentina</td>
<td>147</td>
<td>147</td>
<td>391</td>
<td></td>
</tr>
<tr>
<td>Brazil</td>
<td>53</td>
<td>53</td>
<td>443</td>
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<td>France</td>
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<td>Germany</td>
<td>502</td>
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</tr>
<tr>
<td>Hungary</td>
<td>9151</td>
<td>9151</td>
<td>755</td>
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<tr>
<td>Ireland</td>
<td>999</td>
<td>1034</td>
<td>3820</td>
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<tr>
<td>Israel</td>
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<td>1675</td>
<td></td>
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<tr>
<td>Italy</td>
<td>422</td>
<td>444</td>
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<tr>
<td>Spain</td>
<td>60</td>
<td>98</td>
<td>251</td>
<td></td>
</tr>
<tr>
<td>United Kingdom of Great Britain and Northern Ireland</td>
<td>1081</td>
<td>1348</td>
<td>4478</td>
<td></td>
</tr>
<tr>
<td>Canada</td>
<td>755</td>
<td>317</td>
<td>5323</td>
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<tr>
<td>Mexico</td>
<td>721</td>
<td>721</td>
<td>226</td>
<td></td>
</tr>
<tr>
<td>United States of America</td>
<td>20976</td>
<td>15868</td>
<td>38570</td>
<td></td>
</tr>
<tr>
<td>Austria</td>
<td>6</td>
<td>12</td>
<td>25</td>
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<tr>
<td>Belgium</td>
<td>42</td>
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<td></td>
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<tr>
<td>Chile</td>
<td>14</td>
<td>14</td>
<td>37</td>
<td></td>
</tr>
<tr>
<td>Taiwan, Greater China</td>
<td>43</td>
<td>43</td>
<td>84</td>
<td></td>
</tr>
<tr>
<td>Colombia</td>
<td>44</td>
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<td>Croatia</td>
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<tr>
<td>Czechia</td>
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<td>Denmark</td>
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<td>25</td>
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<tr>
<td>Indonesia</td>
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<tr>
<td>Kazakhstan</td>
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<tr>
<td>Kenya</td>
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<td>4</td>
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<tr>
<td>Republic of Korea</td>
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<td>202</td>
<td>444</td>
<td></td>
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<tr>
<td>Luxembourg</td>
<td>15</td>
<td>21</td>
<td>45</td>
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<tr>
<td>Malaysia</td>
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<tr>
<td>Netherlands</td>
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<td>155</td>
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<td>Norway</td>
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<td>Poland</td>
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<td>132</td>
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<tr>
<td>Qatar</td>
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<td>5</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>Russian Federation</td>
<td>108</td>
<td>108</td>
<td>331</td>
<td></td>
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<tr>
<td>Saudi Arabia</td>
<td>136</td>
<td>136</td>
<td>226</td>
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</tr>
<tr>
<td>South Africa</td>
<td>65</td>
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<tr>
<td>Sweden</td>
<td>4</td>
<td>5</td>
<td>68</td>
<td></td>
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<tr>
<td>Switzerland</td>
<td>45</td>
<td>88</td>
<td>328</td>
<td></td>
</tr>
<tr>
<td>Thailand</td>
<td>43</td>
<td>43</td>
<td>103</td>
<td></td>
</tr>
<tr>
<td>Turkey</td>
<td>35</td>
<td>35</td>
<td>85</td>
<td></td>
</tr>
<tr>
<td>United Arab Emirates</td>
<td>212</td>
<td>212</td>
<td>378</td>
<td></td>
</tr>
</tbody>
</table>
(C7.6) Indicate which gross global Scope 2 emissions breakdowns you are able to provide.
   By facility
   By activity

C7.6b
(C7.6b) Break down your total gross global Scope 2 emissions by business facility.

<table>
<thead>
<tr>
<th>Facility</th>
<th>Scope 2 location-based emissions (metric tons CO2e)</th>
<th>Scope 2, market-based emissions (metric tons CO2e)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Causeway Bay</td>
<td>70</td>
<td>70</td>
</tr>
<tr>
<td>Singapore</td>
<td>395</td>
<td>395</td>
</tr>
<tr>
<td>North Ryde</td>
<td>510</td>
<td>510</td>
</tr>
<tr>
<td>Shanghai</td>
<td>124</td>
<td>124</td>
</tr>
<tr>
<td>Beijing - Oriental Plaza</td>
<td>197</td>
<td>197</td>
</tr>
<tr>
<td>Beijing - Dongcheng District</td>
<td>70</td>
<td>70</td>
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<tr>
<td>Dalian</td>
<td>224</td>
<td>224</td>
</tr>
<tr>
<td>Zhongshan</td>
<td>106</td>
<td>106</td>
</tr>
<tr>
<td>Bangalore-AMR Tech Park</td>
<td>840</td>
<td>840</td>
</tr>
<tr>
<td>Pune-Tower III</td>
<td>1373</td>
<td>1373</td>
</tr>
<tr>
<td>Pune-Tower XI</td>
<td>5789</td>
<td>5789</td>
</tr>
<tr>
<td>Pune-Wing AT1</td>
<td>0.28</td>
<td>0.28</td>
</tr>
<tr>
<td>Hyderabad-Vega</td>
<td>1030</td>
<td>1030</td>
</tr>
<tr>
<td>Gurgaon-MG Road</td>
<td>118</td>
<td>118</td>
</tr>
<tr>
<td>Osaka</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>Tokyo</td>
<td>365</td>
<td>365</td>
</tr>
<tr>
<td>Buenos Aires</td>
<td>147</td>
<td>147</td>
</tr>
<tr>
<td>Sao Paulo</td>
<td>53</td>
<td>53</td>
</tr>
<tr>
<td>Paris</td>
<td>22</td>
<td>18</td>
</tr>
<tr>
<td>Dietzenbach</td>
<td>325</td>
<td>539</td>
</tr>
<tr>
<td>Dusseldorf</td>
<td>136</td>
<td>225</td>
</tr>
<tr>
<td>Frankfurt – Theodor Heuss Allee</td>
<td>438</td>
<td>726</td>
</tr>
<tr>
<td>Hamburg – Sachenstrasse</td>
<td>72</td>
<td>120</td>
</tr>
<tr>
<td>Leipzig</td>
<td>39</td>
<td>65</td>
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<tr>
<td>Munich</td>
<td>66</td>
<td>110</td>
</tr>
<tr>
<td>Stuttgart</td>
<td>133</td>
<td>220</td>
</tr>
<tr>
<td>Budapest</td>
<td>204</td>
<td>278</td>
</tr>
<tr>
<td>Galway</td>
<td>1518</td>
<td>2809</td>
</tr>
<tr>
<td>Holon</td>
<td>952</td>
<td>952</td>
</tr>
<tr>
<td>Ancona – Radvision</td>
<td>53</td>
<td>83</td>
</tr>
<tr>
<td>Sesto San Giovanni – Via Nazario Sauro</td>
<td>7</td>
<td>12</td>
</tr>
<tr>
<td>Madrid</td>
<td>50</td>
<td>84</td>
</tr>
<tr>
<td>Guildford</td>
<td>1063</td>
<td>1323</td>
</tr>
<tr>
<td>Ottawa</td>
<td>129</td>
<td>62</td>
</tr>
<tr>
<td>Mexico City</td>
<td>105</td>
<td>105</td>
</tr>
<tr>
<td>Columbia</td>
<td>416</td>
<td>416</td>
</tr>
<tr>
<td>Thornton</td>
<td>5128</td>
<td>2996</td>
</tr>
<tr>
<td>Coppell</td>
<td>3117</td>
<td>3291</td>
</tr>
<tr>
<td>Highlands Ranch 8740</td>
<td>2305</td>
<td>1347</td>
</tr>
<tr>
<td>Highlands Ranch 8744</td>
<td>5554</td>
<td>3141</td>
</tr>
<tr>
<td>New York City</td>
<td>55</td>
<td>93</td>
</tr>
<tr>
<td>Oklahoma City</td>
<td>291</td>
<td>318</td>
</tr>
<tr>
<td>Santa Clara</td>
<td>219</td>
<td>333</td>
</tr>
<tr>
<td>Sesto San Giovanni – Viale Edison</td>
<td>14</td>
<td>22</td>
</tr>
<tr>
<td>Estimated sites (multiple facilities)</td>
<td>5436</td>
<td>5847</td>
</tr>
<tr>
<td>Carrollton Data Center</td>
<td>326</td>
<td>345</td>
</tr>
<tr>
<td>Frankfurt 1 &amp; 2 Data Center</td>
<td>326</td>
<td>540</td>
</tr>
<tr>
<td>Lebanon Data Center</td>
<td>2260</td>
<td>1994</td>
</tr>
<tr>
<td>Singapore Data Center</td>
<td>111</td>
<td>111</td>
</tr>
</tbody>
</table>
C7.6c

(C7.6c) Break down your total gross global Scope 2 emissions by business activity.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Scope 2, location-based emissions (metric tons CO2e)</th>
<th>Scope 2, market-based emissions (metric tons CO2e)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avaya facilities (purchased electricity)</td>
<td>32637</td>
<td>29700</td>
</tr>
<tr>
<td>Avaya facilities (estimated electricity)</td>
<td>4478</td>
<td>4889</td>
</tr>
<tr>
<td>Avaya facilities (estimated heating)</td>
<td>958</td>
<td>958</td>
</tr>
<tr>
<td>Data Centers (purchased electricity)</td>
<td>3023</td>
<td>2990</td>
</tr>
</tbody>
</table>

C7.9

(C7.9) How do your gross global emissions (Scope 1 and 2 combined) for the reporting year compare to those of the previous reporting year?

Decreased

C7.9a
(C7.9a) Identify the reasons for any change in your gross global emissions (Scope 1 and 2 combined) and for each of them specify how your emissions compare to the previous year.

<table>
<thead>
<tr>
<th>Change in emissions (metric tons CO2e)</th>
<th>Direction of change</th>
<th>Emissions value (percentage)</th>
<th>Please explain calculation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change in renewable energy consumption</td>
<td>&lt;Not Applicable &gt;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other emissions reduction activities</td>
<td>13203</td>
<td>Decreased 21</td>
<td>Avaya achieved 13,203 mtCO2e in reductions were due to the following emission reduction activities: reduced electricity use in facilities (9,200 mtCO2e), data centers (1,474 mtCO2e), and estimated sites (610 mtCO2e); reduced fuel usage from Avaya fleet (1,725 mtCO2e); reduced natural gas usage for facilities (4 mtCO2e); and eliminated purchased heating (190 mtCO2e). The formula for the calculation is: (Change in Scope 1 &amp; 2 Emissions attributed to emission reduction activities/Previous year Scope 1 &amp; 2 Emissions) x 100. Therefore, 13,203 mtCO2e was divided by the 63,630 mtCO2e, the 2017 gross Scope 1 and 2 emissions, and then multiplied by 100 to calculate the 21% total reduction from emission reduction activities.</td>
</tr>
<tr>
<td>Divestment</td>
<td>&lt;Not Applicable &gt;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Acquisitions</td>
<td>&lt;Not Applicable &gt;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mergers</td>
<td>&lt;Not Applicable &gt;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Change in output</td>
<td>&lt;Not Applicable &gt;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Change in methodology</td>
<td>408</td>
<td>Increased 0.64</td>
<td>Avaya facilities that are less than 20,000 square feet, or do not have available data from the landlord or utility, are included in our Estimated Sites. To estimate natural gas consumption for these sites, an intensity factor is calculated to estimate the average amount of energy consumed per square foot for each facility type (i.e. office, lab/R&amp;D). This intensity factor is multiplied by the square footage of each facility in our Estimated Sites to estimate its natural gas usage. Although the total sq. ft. in our estimated sites decreased from 2017 to 2018, the natural gas intensity factor increased, which resulted in an increase of 408 mtCO2e for estimated heating. This means that on average, sites with access to natural gas data from utilities used more natural gas per square foot in 2018 than 2017. The formula for the calculation is: (Change in Scope 1 &amp; 2 Emissions attributed to change in onsite generator use/Previous year Scope 1 &amp; 2 Emissions) x 100. Therefore, 408 mtCO2e was divided by 63,630 mtCO2e, the 2017 gross Scope 1 and 2 emissions, and then multiplied by 100 to calculate the 0.64% total increase from the change in natural gas intensity factor.</td>
</tr>
<tr>
<td>Change in boundary</td>
<td>&lt;Not Applicable &gt;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Change in physical operating conditions</td>
<td>2206</td>
<td>Decreased 3</td>
<td>The following building closures in 2017 and 2018 lead to a reduction of 2,206 mtCO2e in Scope 2 (location-based) emissions, as follows: Billerica (1,238 mtCO2e), Frankfurt - Kleyerstrasse (613 mtCO2e), Pune Wing A T1 (236 mtCO2e), Pune Wing BT1 (49 mtCO2e), Sesto San Giovanni - Viale Edison (40 mtCO2e), and Santa Clara Data Center (30 mtCO2e). In total, building closures resulted in a 2,206 mtCO2e reduction of Scope 1 and 2 emissions from 2017-2018. The formula for the calculation is: (Change in Scope 1 &amp; 2 Emissions attributed to change in physical operating conditions/Previous year Scope 1 &amp; 2 Emissions) x 100. Therefore, 2,206 mtCO2e was divided by 63,630 mtCO2e, the 2017 gross Scope 1 and 2 emissions, and then multiplied by 100 to calculate the 3% total reduction from change in physical operating conditions.</td>
</tr>
<tr>
<td>Unidentified</td>
<td>&lt;Not Applicable &gt;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>17</td>
<td>Increased 0.03</td>
<td>Avaya’s consumption of diesel fuel from onsite emergency generators increased from 2017-2018, resulting in an increase of 17 mtCO2e in Scope 1 emissions. The formula for the calculation is: (Change in Scope 1 &amp; 2 Emissions attributed to change in onsite generator use/Previous year Scope 1 &amp; 2 Emissions) x 100. Therefore, 17 mtCO2e was divided by 63,630 mtCO2e, the 2017 gross Scope 1 and 2 (location-based) emissions, and then multiplied by 100 to calculate the 0.03% total increase from change in onsite generator use.</td>
</tr>
</tbody>
</table>
(C7.9b) Are your emissions performance calculations in C7.9 and C7.9a based on a location-based Scope 2 emissions figure or a market-based Scope 2 emissions figure?
Location-based

C8. Energy

C8.1

(C8.1) What percentage of your total operational spend in the reporting year was on energy?
More than 0% but less than or equal to 5%

C8.2

(C8.2) Select which energy-related activities your organization has undertaken.

<table>
<thead>
<tr>
<th>Energy-related activity</th>
<th>Indicate whether your organization undertakes this energy-related activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumption of fuel (excluding feedstocks)</td>
<td>Yes</td>
</tr>
<tr>
<td>Consumption of purchased or acquired electricity</td>
<td>Yes</td>
</tr>
<tr>
<td>Consumption of purchased or acquired heat</td>
<td>No</td>
</tr>
<tr>
<td>Consumption of purchased or acquired steam</td>
<td>No</td>
</tr>
<tr>
<td>Consumption of purchased or acquired cooling</td>
<td>No</td>
</tr>
<tr>
<td>Generation of electricity, heat, steam, or cooling</td>
<td>No</td>
</tr>
</tbody>
</table>

C8.2a

(C8.2a) Report your organization’s energy consumption totals (excluding feedstocks) in MWh.

<table>
<thead>
<tr>
<th>Energy-related activity</th>
<th>Heating value</th>
<th>MWh from renewable sources</th>
<th>MWh from non-renewable sources</th>
<th>Total MWh</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumption of fuel (excluding feedstock)</td>
<td>Unable to confirm heating value</td>
<td>0</td>
<td>36149</td>
<td>36149</td>
</tr>
<tr>
<td>Consumption of purchased or acquired electricity</td>
<td>&lt;Not Applicable&gt;</td>
<td>6246</td>
<td>70602</td>
<td>76848</td>
</tr>
<tr>
<td>Consumption of purchased or acquired heat</td>
<td>&lt;Not Applicable&gt;</td>
<td>&lt;Not Applicable&gt;</td>
<td>&lt;Not Applicable&gt;</td>
<td>&lt;Not Applicable&gt;</td>
</tr>
<tr>
<td>Consumption of purchased or acquired steam</td>
<td>&lt;Not Applicable&gt;</td>
<td>&lt;Not Applicable&gt;</td>
<td>&lt;Not Applicable&gt;</td>
<td>&lt;Not Applicable&gt;</td>
</tr>
<tr>
<td>Consumption of purchased or acquired cooling</td>
<td>&lt;Not Applicable&gt;</td>
<td>&lt;Not Applicable&gt;</td>
<td>&lt;Not Applicable&gt;</td>
<td>&lt;Not Applicable&gt;</td>
</tr>
<tr>
<td>Consumption of self-generated non-fuel renewable energy</td>
<td>&lt;Not Applicable&gt;</td>
<td>&lt;Not Applicable&gt;</td>
<td>&lt;Not Applicable&gt;</td>
<td>&lt;Not Applicable&gt;</td>
</tr>
<tr>
<td>Total energy consumption</td>
<td>&lt;Not Applicable&gt;</td>
<td>6246</td>
<td>106751</td>
<td>112997</td>
</tr>
</tbody>
</table>
### (C8.2b) Select the applications of your organization's consumption of fuel.

<table>
<thead>
<tr>
<th>Applications</th>
<th>Indicate whether your organization undertakes this fuel application</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumption of fuel for the generation of electricity</td>
<td>Yes</td>
</tr>
<tr>
<td>Consumption of fuel for the generation of heat</td>
<td>Yes</td>
</tr>
<tr>
<td>Consumption of fuel for the generation of steam</td>
<td>No</td>
</tr>
<tr>
<td>Consumption of fuel for the generation of cooling</td>
<td>No</td>
</tr>
<tr>
<td>Consumption of fuel for co-generation or tri-generation</td>
<td>No</td>
</tr>
</tbody>
</table>

### C8.2c

#### (C8.2c) State how much fuel in MWh your organization has consumed (excluding feedstocks) by fuel type.

**Fuels (excluding feedstocks)**

- Diesel
  - Heating value: Unable to confirm heating value
  - Total fuel MWh consumed by the organization: 2088
  - MWh fuel consumed for self-generation of electricity: 2088
  - MWh fuel consumed for self-generation of heat: <Not Applicable>
  - MWh fuel consumed for self-generation of steam: <Not Applicable>
  - MWh fuel consumed for self-generation of cooling: <Not Applicable>
  - MWh fuel consumed for self-cogeneration or self-trigeneration: <Not Applicable>

**Comment**

**Fuels (excluding feedstocks)**

- Natural Gas
  - Heating value: Unable to confirm heating value
  - Total fuel MWh consumed by the organization: 5140
  - MWh fuel consumed for self-generation of electricity: 5140
  - MWh fuel consumed for self-generation of heat: 5140
  - MWh fuel consumed for self-generation of steam: <Not Applicable>
  - MWh fuel consumed for self-generation of cooling: <Not Applicable>
  - MWh fuel consumed for self-cogeneration or self-trigeneration: <Not Applicable>

**Comment**
Motor Gasoline

Heating value
Unable to confirm heating value

Total fuel MWh consumed by the organization
28921

MWh fuel consumed for self-generation of electricity
MWh fuel consumed for self-generation of heat
28921

MWh fuel consumed for self-generation of steam
<Not Applicable>

MWh fuel consumed for self-generation of cooling
<Not Applicable>

MWh fuel consumed for self-cogeneration or self-trigeneration
<Not Applicable>

Comment

C8.2d

(C8.2d) List the average emission factors of the fuels reported in C8.2c.

DieSEL

Emission factor
0.2683

Unit
metric tons CO2e per MWh

Emission factor source
IPCC 2006 Guidelines for National Greenhouse Gas Inventories

Comment

Motor Gasoline

Emission factor
8.78

Unit
kg CO2e per gallon

Emission factor source
USEPA

Comment

Natural Gas

Emission factor
0.20251

Unit
metric tons CO2e per MWh

Emission factor source
IPCC 2006 Guidelines for National Greenhouse Gas Inventories

Comment
(C8.2f) Provide details on the electricity, heat, steam and/or cooling amounts that were accounted for at a low-carbon emission factor in the market-based Scope 2 figure reported in C6.3.

**Basis for applying a low-carbon emission factor**
No purchases or generation of low-carbon electricity, heat, steam or cooling accounted with a low-carbon emission factor.

**Low-carbon technology type**
<Not Applicable>

**Region of consumption of low-carbon electricity, heat, steam or cooling**
<Not Applicable>

**MWh consumed associated with low-carbon electricity, heat, steam or cooling**
<Not Applicable>

**Emission factor (in units of metric tons CO2e per MWh)**
<Not Applicable>

**Comment**

---

C9. Additional metrics

C9.1

(C9.1) Provide any additional climate-related metrics relevant to your business.

---

C10. Verification

C10.1

(C10.1) Indicate the verification/assurance status that applies to your reported emissions.

<table>
<thead>
<tr>
<th>Scope</th>
<th>Verification/assurance status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scope 1</td>
<td>No third-party verification or assurance</td>
</tr>
<tr>
<td>Scope 2 (location-based or market-based)</td>
<td>No third-party verification or assurance</td>
</tr>
<tr>
<td>Scope 3</td>
<td>No third-party verification or assurance</td>
</tr>
</tbody>
</table>

C10.2

(C10.2) Do you verify any climate-related information reported in your CDP disclosure other than the emissions figures reported in C6.1, C6.3, and C6.5?
No, but we are actively considering verifying within the next two years.

---

C11. Carbon pricing
C11.1

(C11.1) Are any of your operations or activities regulated by a carbon pricing system (i.e. ETS, Cap & Trade or Carbon Tax)?
No, but we anticipate being regulated in the next three years

C11.1d

(C11.1d) What is your strategy for complying with the systems in which you participate or anticipate participating?

Avaya has facilities and operations in 57 countries around the world, so we anticipate being regulated by a carbon pricing system in the next three years. Avaya’s Law Team includes personnel who monitor, review, and provide legal advice on current and emerging policies and regulations that are applicable to our business. If Avaya must comply with a carbon pricing system in the next three years, Avaya’s Senior Director of Corporate Responsibility, EHS and Philanthropy will work with the Law Team to ensure compliance and inform relevant business divisions, including finance and operations, about the regulatory requirements.

C11.2

(C11.2) Has your organization originated or purchased any project-based carbon credits within the reporting period?
No

C11.3

(C11.3) Does your organization use an internal price on carbon?
No, and we do not currently anticipate doing so in the next two years

C12. Engagement

C12.1

(C12.1) Do you engage with your value chain on climate-related issues?
Yes, our suppliers
Yes, our customers
(C12.1a) Provide details of your climate-related supplier engagement strategy.

**Type of engagement**
Compliance & onboarding

**Details of engagement**
- Included climate change in supplier selection / management mechanism
- Code of conduct featuring climate change KPIs
- Climate change is integrated into supplier evaluation processes

**% of suppliers by number**
95

**% total procurement spend (direct and indirect)**
89

**% Scope 3 emissions as reported in C6.5**
33

**Rationale for the coverage of your engagement**
As a member of the Responsible Business Alliance (RBA), Avaya adopted the RBA Code of Conduct, which includes requirements related to air emissions, energy consumption, greenhouse gas emissions, water management, and solid waste. Avaya requires its direct Tier 1 suppliers to adhere to the RBA Code of Conduct by including it in our contracts.

**Impact of engagement, including measures of success**
By requiring our direct Tier 1 suppliers to adhere to the RBA Code of Conduct, Avaya is promoting social, ethical, and environmental responsibility in the electronics supply chain and reducing our supply chain risk. Avaya reserves the right to audit our suppliers to ensure compliance with the Code. Measures of success include: an increased number of suppliers in the electronics industry adopting the RBA Code of Conduct; an increased number of suppliers passing audits; and reduced number of findings resulting from supplier audits.

**Comment**

---

**Type of engagement**
Information collection (understanding supplier behavior)

**Details of engagement**
Collect climate change and carbon information at least annually from suppliers

**% of suppliers by number**
11

**% total procurement spend (direct and indirect)**
55

**% Scope 3 emissions as reported in C6.5**
19

**Rationale for the coverage of your engagement**
Avaya has access to the Responsible Business Alliance (RBA) online tool which enables companies to request that their suppliers complete an annual Self-Assessment Questionnaire (SAQ), which includes questions on their corporate environmental policy, procedures, and management system. In addition, Avaya has access to annual supplier audits which evaluate their compliance with the RBA Code of Conduct requirements, which include measuring energy consumption and greenhouse gas emissions, waste minimization, water management, air emission reduction, and labor and ethics.

**Impact of engagement, including measures of success**
Avaya has access to supplier audits, findings, and corrective actions on the RBA online platform to ensure compliance with the code. Measures of success include: improvements in supplier audit scores over time; reduced number of findings and increased number of corrective actions implemented; and increasing the number of suppliers completing the audits and SAQs.

**Comment**

---

C12.1b
(C12.1b) Give details of your climate-related engagement strategy with your customers.

**Type of engagement**
Education/information sharing

**Details of engagement**
Share information about your products and relevant certification schemes (i.e. Energy STAR)

**% of customers by number**
100

**% Scope 3 emissions as reported in C6.5**
58

**Please explain the rationale for selecting this group of customers and scope of engagement**
Avaya shares information about the ENERGY STAR certification of our products (i.e. Avaya J129/J139/J169/J179 IP phones) publicly on our website and in our annual Corporate Responsibility Report to enable access to our customers. In addition, Avaya responds to customer requests throughout the year and shares information on our environmental performance, energy rating of our products, corporate responsibility initiatives, and carbon emissions data.

**Impact of engagement, including measures of success**
Avaya improves its relationship with its customers by being transparent and sharing information on our environmental initiatives both publicly and through specific customer questionnaires. Customer satisfaction with our questionnaire responses, which can be measured by our rating on customer surveys, is an important measure of our success.

---

**Type of engagement**
Education/information sharing

**Details of engagement**
Run an engagement campaign to educate customers about your climate change performance and strategy

**% of customers by number**
100

**% Scope 3 emissions as reported in C6.5**
58

**Please explain the rationale for selecting this group of customers and scope of engagement**
As a member of the climate advocacy group, We Are Still In, Avaya participated in the We Are Taking Action Campaign. As part of the campaign, Avaya submitted a Climate Action Contribution on their website to share information about our current goals and strategy to reduce our carbon emissions. This information is made available to our customers on a public platform to raise awareness, stand firm in our commitments, and foster opportunities for collaboration.

**Impact of engagement, including measures of success**
Avaya’s participating in the We Are Taking Action Campaign helped encourage others to step up and join the fight against climate change. A measure of success is the total number of Climate Action Contributions submitted as part of the campaign. There were 880 total contributions, which included businesses, investors, cities, states, counties, cultural and educational institutions, and tribes.

---

**C12.3**

(C12.3) Do you engage in activities that could either directly or indirectly influence public policy on climate-related issues through any of the following?

- Trade associations
- Other

---

**C12.3b**

(C12.3b) Are you on the board of any trade associations or do you provide funding beyond membership?

No
C12.3e

(C12.3e) Provide details of the other engagement activities that you undertake.

Avaya is a member of the Responsible Business Alliance (RBA) and has partnered with organizations such as the Silicon Valley Leadership Group to discuss climate change and related policies.

C12.3f

(C12.3f) What processes do you have in place to ensure that all of your direct and indirect activities that influence policy are consistent with your overall climate change strategy?

Avaya’s Law Team includes personnel who monitor, review, and provide legal advice on current and emerging policies that are applicable to our business. Avaya’s Senior Director of Corporate Responsibility, EHS and Philanthropy meets monthly with regulatory review personnel to exchange information and receive guidance to ensure our activities that influence policy are consistent with Avaya’s overall climate change strategy. In addition, quarterly meetings are held with Avaya management to review our business activities and ensure consistency with climate change strategy and objectives.

C12.4
(C12.4) Have you published information about your organization’s response to climate change and GHG emissions performance for this reporting year in places other than in your CDP response? If so, please attach the publication(s).

Publication
In mainstream reports

Status
Complete

Attach the document
Form 10-K_FY18.pdf

Page/Section reference
Part I, Item 1A - Risk Factors includes climate-related risks, such as those from severe weather events (pg. 25) and environmental regulations (pg. 28).

Content elements
Risks & opportunities

Comment

Publication
In voluntary sustainability report

Status
Complete

Attach the document

Page/Section reference
Information on our response to climate change and GHG performance is found throughout the report, including but not limited to pages 3, 22-23, and 25-27.

Content elements
Governance
Strategy
Emissions figures
Emission targets

Comment

C14. Signoff

C-FI

(C-FI) Use this field to provide any additional information or context that you feel is relevant to your organization’s response. Please note that this field is optional and is not scored.

C14.1

(C14.1) Provide details for the person that has signed off (approved) your CDP climate change response.

<table>
<thead>
<tr>
<th>Job title</th>
<th>Corresponding job category</th>
</tr>
</thead>
<tbody>
<tr>
<td>VP &amp; Deputy General Counsel</td>
<td>Other, please specify</td>
</tr>
</tbody>
</table>
SC. Supply chain module

SC0.0

(SC0.0) If you would like to do so, please provide a separate introduction to this module.

SC0.1

(SC0.1) What is your company’s annual revenue for the stated reporting period?

<table>
<thead>
<tr>
<th>Annual Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>2851000000</td>
</tr>
</tbody>
</table>

SC0.2

(SC0.2) Do you have an ISIN for your company that you would be willing to share with CDP?

Yes

SC0.2a

(SC0.2a) Please use the table below to share your ISIN.

<table>
<thead>
<tr>
<th>ISIN country code (2 letters)</th>
<th>ISIN numeric identifier and single check digit (10 numbers overall)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Row 1 US</td>
<td>0534991098</td>
</tr>
</tbody>
</table>

SC1.1

(SC1.1) Allocate your emissions to your customers listed below according to the goods or services you have sold them in this reporting period.

- **Requesting member**
  - Amdocs Ltd

- **Scope of emissions**
  - Scope 1

- **Allocation level**
  - Company wide

- **Allocation level detail**
  - <Not Applicable>

- **Emissions in metric tonnes of CO2e**
  - 3

- **Uncertainty (±%)**
  - 

- **Major sources of emissions**
  - On-site fuel combustion from facilities
Verified
No

Allocation method
Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
Due to the complexity of data, Avaya is providing an allocation based upon Scope 1 and 2 emissions. Scope 1 and 2 emissions have been allocated based upon customer-specific sales versus Avaya’s total sales.

Requesting member
AT&T Inc.

Scope of emissions
Scope 1

Allocation level
Company wide

Allocation level detail
<Not Applicable>

Emissions in metric tonnes of CO2e
55

Uncertainty (±%)

Major sources of emissions
On-site fuel combustion from facilities

Verified
No

Allocation method
Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
Due to the complexity of data, Avaya is providing an allocation based upon Scope 1 and 2 emissions. Scope 1 and 2 emissions have been allocated based upon customer-specific sales versus Avaya’s total sales.

Requesting member
Bank of America

Scope of emissions
Scope 1

Allocation level
Company wide

Allocation level detail
<Not Applicable>

Emissions in metric tonnes of CO2e
28

Uncertainty (±%)

Major sources of emissions
On-site fuel combustion from facilities

Verified
No

Allocation method
Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
Due to the complexity of data, Avaya is providing an allocation based upon Scope 1 and 2 emissions. Scope 1 and 2 emissions have been allocated based upon customer-specific sales versus Avaya’s total sales.

**Requesting member**

BT Group

**Scope of emissions**

Scope 1

**Allocation level**

Company wide

**Allocation level detail**

<Not Applicable>

**Emissions in metric tonnes of CO2e**

21

**Uncertainty (±%)**

**Major sources of emissions**

On-site fuel combustion from facilities

**Verified**

No

**Allocation method**

Allocation based on the market value of products purchased

**Please explain how you have identified the GHG source, including major limitations to this process and assumptions made**

Due to the complexity of data, Avaya is providing an allocation based upon Scope 1 and 2 emissions. Scope 1 and 2 emissions have been allocated based upon customer-specific sales versus Avaya’s total sales.

---

**Requesting member**

Caesars Entertainment

**Scope of emissions**

Scope 1

**Allocation level**

Company wide

**Allocation level detail**

<Not Applicable>

**Emissions in metric tonnes of CO2e**

3

**Uncertainty (±%)**

**Major sources of emissions**

On-site fuel combustion from facilities

**Verified**

No

**Allocation method**

Allocation based on the market value of products purchased

**Please explain how you have identified the GHG source, including major limitations to this process and assumptions made**

Due to the complexity of data, Avaya is providing an allocation based upon Scope 1 and 2 emissions. Scope 1 and 2 emissions have been allocated based upon customer-specific sales versus Avaya’s total sales. Due to lack of available sales data for Caesars Entertainment for FY18, FY17 data was used as an estimate.

---

**Requesting member**

HP Inc
Scope of emissions
Scope 1

Allocation level
Company wide

Allocation level detail
<Not Applicable>

Emissions in metric tonnes of CO2e
87

Uncertainty (±%)

Major sources of emissions
On-site fuel combustion from facilities

Verified
No

Allocation method
Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
Due to the complexity of data, Avaya is providing an allocation based upon Scope 1 and 2 emissions. Scope 1 and 2 emissions have been allocated based upon customer-specific sales versus Avaya’s total sales.

Requesting member
Itaú Unibanco Holding S.A.

Scope of emissions
Scope 1

Allocation level
Company wide

Allocation level detail
<Not Applicable>

Emissions in metric tonnes of CO2e
10

Uncertainty (±%)

Major sources of emissions
On-site fuel combustion from facilities

Verified
No

Allocation method
Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
Due to the complexity of data, Avaya is providing an allocation based upon Scope 1 and 2 emissions. Scope 1 and 2 emissions have been allocated based upon customer-specific sales versus Avaya’s total sales.

Requesting member
Mastercard Incorporated

Scope of emissions
Scope 1

Allocation level
Company wide

Allocation level detail
<Not Applicable>
Emissions in metric tonnes of CO2e
14

Uncertainty (±%)  

Major sources of emissions
On-site fuel combustion from facilities

Verified  
No

Allocation method
Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
Due to the complexity of data, Avaya is providing an allocation based upon Scope 1 and 2 emissions. Scope 1 and 2 emissions have been allocated based upon customer-specific sales versus Avaya’s total sales.

Requesting member
Swisscom

Scope of emissions
Scope 1

Allocation level
Company wide

Allocation level detail
<Not Applicable>

Emissions in metric tonnes of CO2e
4

Uncertainty (±%)  

Major sources of emissions
On-site fuel combustion from facilities

Verified  
No

Allocation method
Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
Due to the complexity of data, Avaya is providing an allocation based upon Scope 1 and 2 emissions. Scope 1 and 2 emissions have been allocated based upon customer-specific sales versus Avaya’s total sales.

Requesting member
Vodafone Group

Scope of emissions
Scope 1

Allocation level
Company wide

Allocation level detail
<Not Applicable>

Emissions in metric tonnes of CO2e
17

Uncertainty (±%)  

Major sources of emissions
On-site fuel combustion from facilities
Allocation method
Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
Due to the complexity of data, Avaya is providing an allocation based upon Scope 1 and 2 emissions. Scope 1 and 2 emissions have been allocated based upon customer-specific sales versus Avaya’s total sales.

Requesting member
Wells Fargo & Company

Scope of emissions
Scope 1

Allocation level
Company wide

Allocation level detail
<Not Applicable>

Emissions in metric tonnes of CO2e
35

Uncertainty (±%)

Major sources of emissions
On-site fuel combustion from facilities

Verified
No

Allocation method
Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
Due to the complexity of data, Avaya is providing an allocation based upon Scope 1 and 2 emissions. Scope 1 and 2 emissions have been allocated based upon customer-specific sales versus Avaya’s total sales.

Requesting member
Amdocs Ltd

Scope of emissions
Scope 2

Allocation level
Company wide

Allocation level detail
<Not Applicable>

Emissions in metric tonnes of CO2e
14

Uncertainty (±%)

Major sources of emissions
Electricity consumption from facilities

Verified
No

Allocation method
Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
Due to the complexity of data, Avaya is providing an allocation based upon Scope 1 and 2 emissions. Scope 1 and 2 emissions have been allocated based upon customer-specific sales versus Avaya’s total sales.

### Requesting member
AT&T Inc.

### Scope of emissions
Scope 2

### Allocation level
Company wide

### Allocation level detail
<Not Applicable>

### Emissions in metric tonnes of CO2e
298

### Uncertainty (±%)

### Major sources of emissions
Electricity consumption from facilities

### Verified
No

### Allocation method
Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
Due to the complexity of data, Avaya is providing an allocation based upon Scope 1 and 2 emissions. Scope 1 and 2 emissions have been allocated based upon customer-specific sales versus Avaya’s total sales.

---

### Requesting member
Bank of America

### Scope of emissions
Scope 2

### Allocation level
Company wide

### Allocation level detail
<Not Applicable>

### Emissions in metric tonnes of CO2e
151

### Uncertainty (±%)

### Major sources of emissions
Electricity consumption from facilities

### Verified
No

### Allocation method
Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
Due to the complexity of data, Avaya is providing an allocation based upon Scope 1 and 2 emissions. Scope 1 and 2 emissions have been allocated based upon customer-specific sales versus Avaya’s total sales.

---

### Requesting member
BT Group

### Scope of emissions
Scope 2

Allocation level
Company wide

Allocation level detail
<Not Applicable>

Emissions in metric tonnes of CO2e
113

Uncertainty (±%)

Major sources of emissions
Electricity consumption from facilities

Verified
No

Allocation method
Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
Due to the complexity of data, Avaya is providing an allocation based upon Scope 1 and 2 emissions. Scope 1 and 2 emissions have been allocated based upon customer-specific sales versus Avaya’s total sales.

Requesting member
Caesars Entertainment

Scope of emissions
Scope 2

Allocation level
Company wide

Allocation level detail
<Not Applicable>

Emissions in metric tonnes of CO2e
16

Uncertainty (±%)

Major sources of emissions
Electricity consumption from facilities

Verified
No

Allocation method
Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
Due to the complexity of data, Avaya is providing an allocation based upon Scope 1 and 2 emissions. Scope 1 and 2 emissions have been allocated based upon customer-specific sales versus Avaya’s total sales. Due to lack of available sales data for Caesars Entertainment for FY18, FY17 data was used as an estimate.

Requesting member
HP Inc

Scope of emissions
Scope 2

Allocation level
Company wide

Allocation level detail
<Not Applicable>
Emissions in metric tonnes of CO2e
472

Uncertainty (±%)

Major sources of emissions
Electricity consumption from facilities

Verified
No

Allocation method
Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
Due to the complexity of data, Avaya is providing an allocation based upon Scope 1 and 2 emissions. Scope 1 and 2 emissions have been allocated based upon customer-specific sales versus Avaya’s total sales.

Requesting member
Itaú Unibanco Holding S.A.

Scope of emissions
Scope 2

Allocation level
Company wide

Allocation level detail
<Not Applicable>

Emissions in metric tonnes of CO2e
53

Uncertainty (±%)

Major sources of emissions
Electricity consumption from facilities

Verified
No

Allocation method
Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
Due to the complexity of data, Avaya is providing an allocation based upon Scope 1 and 2 emissions. Scope 1 and 2 emissions have been allocated based upon customer-specific sales versus Avaya’s total sales.

Requesting member
Mastercard Incorporated

Scope of emissions
Scope 2

Allocation level
Company wide

Allocation level detail
<Not Applicable>

Emissions in metric tonnes of CO2e
74

Uncertainty (±%)

Major sources of emissions
Electricity consumption from facilities
Verified
No

Allocation method
Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
Due to the complexity of data, Avaya is providing an allocation based upon Scope 1 and 2 emissions. Scope 1 and 2 emissions have been allocated based upon customer-specific sales versus Avaya’s total sales.

Requesting member
MetLife, Inc.

Scope of emissions
Scope 2

Allocation level
Company wide

Allocation level detail
<Not Applicable>

Emissions in metric tonnes of CO2e
1

Uncertainty (±%)

Major sources of emissions
Electricity consumption from facilities

Verified
No

Allocation method
Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
Due to the complexity of data, Avaya is providing an allocation based upon Scope 1 and 2 emissions. Scope 1 and 2 emissions have been allocated based upon customer-specific sales versus Avaya’s total sales.

Requesting member
Swisscom

Scope of emissions
Scope 2

Allocation level
Company wide

Allocation level detail
<Not Applicable>

Emissions in metric tonnes of CO2e
21

Uncertainty (±%)

Major sources of emissions
Electricity consumption from facilities

Verified
No

Allocation method
Allocation based on the market value of products purchased
Due to the complexity of data, Avaya is providing an allocation based upon Scope 1 and 2 emissions. Scope 1 and 2 emissions have been allocated based upon customer-specific sales versus Avaya’s total sales.

**Requesting member**
Vodafone Group

**Scope of emissions**
Scope 2

**Allocation level**
Company wide

**Allocation level detail**
<Not Applicable>

**Emissions in metric tonnes of CO2e**
91

**Uncertainty (±%)**

**Major sources of emissions**
Electricity consumption from facilities

**Verified**
No

**Allocation method**
Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
Due to the complexity of data, Avaya is providing an allocation based upon Scope 1 and 2 emissions. Scope 1 and 2 emissions have been allocated based upon customer-specific sales versus Avaya’s total sales.

---

**Requesting member**
Wells Fargo & Company

**Scope of emissions**
Scope 2

**Allocation level**
Company wide

**Allocation level detail**
<Not Applicable>

**Emissions in metric tonnes of CO2e**
191

**Uncertainty (±%)**

**Major sources of emissions**
Electricity consumption from facilities

**Verified**
No

**Allocation method**
Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
Due to the complexity of data, Avaya is providing an allocation based upon Scope 1 and 2 emissions. Scope 1 and 2 emissions have been allocated based upon customer-specific sales versus Avaya’s total sales.

---

**Requesting member**
Grupo Santander Brasil

**Scope of emissions**
Scope 2

Allocation level
Company wide

Allocation level detail
<Not Applicable>

Emissions in metric tonnes of CO2e
140

Uncertainty (±%)

Major sources of emissions
Electricity consumption from facilities

Verified
No

Allocation method
Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
Due to the complexity of data, Avaya is providing an allocation based upon Scope 1 and 2 emissions. Scope 1 and 2 emissions have been allocated based upon customer-specific sales versus Avaya’s total sales.

Requesting member
Grupo Santander Brasil

Scope of emissions
Scope 1

Allocation level
Company wide

Allocation level detail
<Not Applicable>

Emissions in metric tonnes of CO2e
26

Uncertainty (±%)

Major sources of emissions
On-site fuel combustion from facilities

Verified
No

Allocation method
Allocation based on the market value of products purchased

Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
Due to the complexity of data, Avaya is providing an allocation based upon Scope 1 and 2 emissions. Scope 1 and 2 emissions have been allocated based upon customer-specific sales versus Avaya’s total sales.

SC1.2

(SC1.2) Where published information has been used in completing SC1.1, please provide a reference(s).

SC1.3
(SC1.3) What are the challenges in allocating emissions to different customers, and what would help you to overcome these challenges?

<table>
<thead>
<tr>
<th>Allocation challenges</th>
<th>Please explain what would help you overcome these challenges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diversity of product lines makes accurately accounting for each product/product line cost ineffective</td>
<td>Because our product lines are diverse, complex and continuously evolving, it is difficult to categorize groups of products and quantify their associated carbon emissions. In addition, the Avaya EHS/CSR team has been unable to obtain detailed data on the list of products/product lines used for each customer. For future reporting cycles, Avaya will work internally to obtain the necessary data and reports in order to improve the accuracy of our emission allocations.</td>
</tr>
</tbody>
</table>

SC1.4

(SC1.4) Do you plan to develop your capabilities to allocate emissions to your customers in the future?
Yes

SC1.4a

(SC1.4a) Describe how you plan to develop your capabilities.

Avaya EHS/CSR will work internally with the sales and product team to try to obtain the data needed to improve the accuracy of our Scope 1 and Scope 2 emission allocations. Additionally, we are working on our capabilities to allocate Scope 3 emissions to our customers in addition to Scope 1 and Scope 2.

SC2.1

(SC2.1) Please propose any mutually beneficial climate-related projects you could collaborate on with specific CDP Supply Chain members.

- **Requesting member**
  MetLife, Inc.

- **Group type of project**
  Other, please specify (TBD)

- **Type of project**
  Other, please specify (TBD)

- **Emissions targeted**
  Actions that would reduce both our own and our customers’ emissions

- **Estimated timeframe for carbon reductions to be realized**
  1-3 years

- **Estimated lifetime CO2e savings**

- **Estimated payback**
  1-3 years

- **Details of proposal**
  Avaya is pleased to report that we are in discussion with MetLife regarding potential projects where our two companies can join together to utilize our combined expertise and technologies in further reducing carbon emissions around the world for our customers.

- **Requesting member**
  Please select
Group type of project
Other, please specify (TBD)

Type of project
Other, please specify (TBD)

Emissions targeted
Actions that would reduce both our own and our customers’ emissions

Estimated timeframe for carbon reductions to be realized
1-3 years

Estimated lifetime CO2e savings

Estimated payback
1-3 years

Details of proposal
We are open to working with our customers. We are looking for tools and methodologies that are robust, sustaining and cost effective. We have not found such tools at present and welcome any guidance. Since ICT technologies have carbon enablement benefits, there may be an opportunity to pursue a joint project looking further into the CO2 reductions that have been realized by the customer per its adoption of Avaya technology.

Requesting member
AT&T Inc.

Group type of project
Other, please specify (TBD)

Type of project
Other, please specify (TBD)

Emissions targeted
Actions that would reduce both our own and our customers’ emissions

Estimated timeframe for carbon reductions to be realized
1-3 years

Estimated lifetime CO2e savings

Estimated payback
1-3 years

Details of proposal
We are open to working with our customers. We are looking for tools and methodologies that are robust, sustaining and cost effective. We have not found such tools at present and welcome any guidance. Since ICT technologies have carbon enablement benefits, there may be an opportunity to pursue a joint project looking further into the CO2 reductions that have been realized by the customer per its adoption of Avaya technology.

Requesting member
Bank of America

Group type of project
Other, please specify (TBD)

Type of project
Other, please specify (TBD)

Emissions targeted
Actions that would reduce both our own and our customers’ emissions

Estimated timeframe for carbon reductions to be realized
1-3 years

Estimated lifetime CO2e savings

Estimated payback
1-3 years

Details of proposal

We are open to working with our customers. We are looking for tools and methodologies that are robust, sustaining and cost effective. We have not found such tools at present and welcome any guidance. Since ICT technologies have carbon enablement benefits, there may be an opportunity to pursue a joint project looking further into the CO2 reductions that have been realized by the customer per its adoption of Avaya technology.

**Requesting member**  
BT Group

**Group type of project**  
Other, please specify (TBD)

**Type of project**  
Other, please specify (TBD)

**Emissions targeted**  
Actions that would reduce both our own and our customers’ emissions

**Estimated timeframe for carbon reductions to be realized**  
1-3 years

**Estimated lifetime CO2e savings**

**Estimated payback**  
1-3 years

**Details of proposal**  
Avaya is pleased to report that we are in discussion with BT Group regarding potential projects where our two companies can join together to utilize our combined expertise and technologies in further reducing carbon emissions around the world.

---

**Requesting member**  
Caesars Entertainment

**Group type of project**  
Other, please specify (TBD)

**Type of project**  
Other, please specify (TBD)

**Emissions targeted**  
Actions that would reduce both our own and our customers’ emissions

**Estimated timeframe for carbon reductions to be realized**  
1-3 years

**Estimated lifetime CO2e savings**

**Estimated payback**  
1-3 years

**Details of proposal**  
We are open to working with our customers. We are looking for tools and methodologies that are robust, sustaining and cost effective. We have not found such tools at present and welcome any guidance. Since ICT technologies have carbon enablement benefits, there may be an opportunity to pursue a joint project looking further into the CO2 reductions that have been realized by the customer per its adoption of Avaya technology.
Estimated lifetime CO2e savings

Estimated payback
1-3 years

Details of proposal
We are open to working with our customers. We are looking for tools and methodologies that are robust, sustaining and cost effective. We have not found such tools at present and welcome any guidance. Since ICT technologies have carbon enablement benefits, there may be an opportunity to pursue a joint project looking further into the CO2 reductions that have been realized by the customer per its adoption of Avaya technology.

Requesting member
California Department of General Services (DGS)

Group type of project
Other, please specify (TBD)

Type of project
Other, please specify (TBD)

Emissions targeted
Please select

Estimated timeframe for carbon reductions to be realized
1-3 years

Estimated lifetime CO2e savings

Estimated payback
1-3 years

Details of proposal
We are open to working with our customers. We are looking for tools and methodologies that are robust, sustaining and cost effective. We have not found such tools at present and welcome any guidance. Since ICT technologies have carbon enablement benefits, there may be an opportunity to pursue a joint project looking further into the CO2 reductions that have been realized by the customer per its adoption of Avaya technology.

Requesting member
Hewlett Packard Enterprise Company

Group type of project
Other, please specify (TBD)

Type of project
Other, please specify (TBD)

Emissions targeted
Actions that would reduce both our own and our customers’ emissions

Estimated timeframe for carbon reductions to be realized
1-3 years

Estimated lifetime CO2e savings

Estimated payback
1-3 years

Details of proposal
We are open to working with our customers. We are looking for tools and methodologies that are robust, sustaining and cost effective. We have not found such tools at present and welcome any guidance. Since ICT technologies have carbon enablement benefits, there may be an opportunity to pursue a joint project looking further into the CO2 reductions that have been realized by the customer per its adoption of Avaya technology.

Requesting member
HP Inc

Group type of project
Other, please specify (TBD)
Type of project
Other, please specify (TBD)

Emissions targeted
Actions that would reduce both our own and our customers’ emissions

Estimated timeframe for carbon reductions to be realized
1-3 years

Estimated lifetime CO2e savings

Estimated payback
1-3 years

Details of proposal
We are open to working with our customers. We are looking for tools and methodologies that are robust, sustaining and cost effective. We have not found such tools at present and welcome any guidance. Since ICT technologies have carbon enablement benefits, there may be an opportunity to pursue a joint project looking further into the CO2 reductions that have been realized by the customer per its adoption of Avaya technology.

Requesting member
Itaú Unibanco Holding S.A.

Group type of project
Other, please specify (TBD)

Type of project
Other, please specify (TBD)

Emissions targeted
Actions that would reduce both our own and our customers’ emissions

Estimated timeframe for carbon reductions to be realized
1-3 years

Estimated lifetime CO2e savings

Estimated payback
1-3 years

Details of proposal
We are open to working with our customers. We are looking for tools and methodologies that are robust, sustaining and cost effective. We have not found such tools at present and welcome any guidance. Since ICT technologies have carbon enablement benefits, there may be an opportunity to pursue a joint project looking further into the CO2 reductions that have been realized by the customer per its adoption of Avaya technology.

Requesting member
Swisscom

Group type of project
Other, please specify (TBD)

Type of project
Other, please specify (TBD)

Emissions targeted
Actions that would reduce both our own and our customers’ emissions

Estimated timeframe for carbon reductions to be realized
1-3 years

Estimated lifetime CO2e savings

Estimated payback
1-3 years

Details of proposal
We are open to working with our customers. We are looking for tools and methodologies that are robust, sustaining and cost effective. We have not found such tools at present and welcome any guidance. Since ICT technologies have carbon enablement benefits, there may be an opportunity to pursue a joint project looking further into the CO2 reductions that have been realized by the customer per its adoption of Avaya technology.
benefits, there may be an opportunity to pursue a joint project looking further into the CO2 reductions that have been realized by
the customer per its adoption of Avaya technology.

Requesting member
U.S. General Services Administration - OMB ICR #3090-0319

Group type of project
Other, please specify (TBD)

Type of project
Other, please specify (TBD)

Emissions targeted
Actions that would reduce both our own and our customers' emissions

Estimated timeframe for carbon reductions to be realized
1-3 years

Estimated lifetime CO2e savings

Estimated payback
1-3 years

Details of proposal
We are open to working with our customers. We are looking for tools and methodologies that are robust, sustaining and cost
effective. We have not found such tools at present and welcome any guidance. Since ICT technologies have carbon enablement
benefits, there may be an opportunity to pursue a joint project looking further into the CO2 reductions that have been realized by
the customer per its adoption of Avaya technology.

Requesting member
Vodafone Group

Group type of project
Other, please specify (TBD)

Type of project
Other, please specify (TBD)

Emissions targeted
Actions that would reduce both our own and our customers' emissions

Estimated timeframe for carbon reductions to be realized
1-3 years

Estimated lifetime CO2e savings

Estimated payback
1-3 years

Details of proposal
We are open to working with our customers. We are looking for tools and methodologies that are robust, sustaining and cost
effective. We have not found such tools at present and welcome any guidance. Since ICT technologies have carbon enablement
benefits, there may be an opportunity to pursue a joint project looking further into the CO2 reductions that have been realized by
the customer per its adoption of Avaya technology.

Requesting member
Wells Fargo & Company

Group type of project
Other, please specify (TBD)

Type of project
Other, please specify (TBD)

Emissions targeted
Actions that would reduce both our own and our customers' emissions

Estimated timeframe for carbon reductions to be realized
1-3 years
Estimated lifetime CO2e savings
1-3 years

Details of proposal
We are open to working with our customers. We are looking for tools and methodologies that are robust, sustaining and cost effective. We have not found such tools at present and welcome any guidance. Since ICT technologies have carbon enablement benefits, there may be an opportunity to pursue a joint project looking further into the CO2 reductions that have been realized by the customer per its adoption of Avaya technology.

Requesting member
Grupo Santander Brasil

Group type of project
Other, please specify (TBD)

Type of project
Other, please specify (TBD)

Emissions targeted
Actions that would reduce both our own and our customers' emissions

Estimated timeframe for carbon reductions to be realized
1-3 years

Estimated lifetime CO2e savings
1-3 years

Details of proposal
We are open to working with our customers. We are looking for tools and methodologies that are robust, sustaining and cost effective. We have not found such tools at present and welcome any guidance. Since ICT technologies have carbon enablement benefits, there may be an opportunity to pursue a joint project looking further into the CO2 reductions that have been realized by the customer per its adoption of Avaya technology.

SC2.2

(SC2.2) Have requests or initiatives by CDP Supply Chain members prompted your organization to take organizational-level emissions reduction initiatives?
No

SC3.1

(SC3.1) Do you want to enroll in the 2019-2020 CDP Action Exchange initiative?
Yes

SC3.1a

(SC3.1a) Identify which member(s), if any, have motivated you to take part in Action Exchange this year.
Please select

SC3.1b
(SC3.1b) Select the types of emissions reduction activities that your company would like support in analyzing or in implementing in the next reporting year.
- Energy efficiency: Building services
- Low-carbon energy purchase
- Product design
- Behavioral change

SC3.1c

(SC3.1c) As part of Action Exchange, would you like facility level analysis?
No

SC3.2

(SC3.2) Is your company a participating supplier in CDP’s 2018-2019 Action Exchange initiative?
No

SC4.1

(SC4.1) Are you providing product level data for your organization’s goods or services?
No, I am not providing data

Submit your response

In which language are you submitting your response?
English

Please confirm how your response should be handled by CDP

<table>
<thead>
<tr>
<th>I am submitting my response</th>
<th>Public or Non-Public Submission</th>
<th>I am submitting to</th>
<th>Are you ready to submit the additional Supply Chain Questions?</th>
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<td>Public</td>
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Please confirm below
I have read and accept the applicable Terms