

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, 2019, we had a presence in approximately 175 countries worldwide and during the past four fiscal years we served more than 90% of the Fortune 100 organizations.

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.

	Start date	End date	Indicate if you are providing emissions data for past reporting years	Select the number of past reporting years you will be providing emissions data for
Reporting year	January 1 2019	December 31 2019	No	<Not Applicable>

C0.3

(C0.3) Select the countries/areas 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
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

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

USD

C0.5

(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 chosen approach for consolidating your GHG 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.

Position of individual(s)	Please explain
Chief Executive Officer (CEO)	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 "We Are Still In" declaration, adding Avaya to the largest climate action group in the United States. The CEO publishes a "CEO Corporate Responsibility Message" externally on our Corporate Responsibility website that highlights Avaya's annual progress and achievements towards our: carbon emission reduction targets; environmental initiatives; and collaboration with employees, customers, partners and suppliers to make a meaningful impact. These responsibilities lie with the CEO because climate change is an integral part of our overall business strategy and impacts our operations.

C1.1b

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

Frequency with which climate-related issues are a scheduled agenda item	Governance mechanisms into which climate-related issues are integrated	Scope of board-level oversight	Please explain
Scheduled – some meetings	Reviewing and guiding strategy Monitoring implementation and performance of objectives Monitoring and overseeing progress against goals and targets for addressing climate-related issues	<Not Applicable>	The Board is briefed on Avaya's Corporate Responsibility (CR) program annually as a scheduled agenda item. A presentation is given on Avaya's CR framework and environmental, social, governance and community initiatives.

C1.2

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

Name of the position(s) and/or committee(s)	Reporting line	Responsibility	Coverage of responsibility	Frequency of reporting to the board on climate-related issues
Other C-Suite Officer, please specify (Chief Administrative Officer and General)	<Not Applicable>	Both assessing and managing climate-related risks and opportunities	<Not Applicable>	Not reported to the board

C1.2a

(C1.2a) Describe where in the organizational structure this/these position(s) and/or committees lie, what their associated responsibilities are, and how climate-related issues are monitored (do not include the names of individuals).

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

(C1.3) Do you provide incentives for the management of climate-related issues, including the attainment of targets?

	Provide incentives for the management of climate-related issues	Comment
Row 1	Yes	

C1.3a

(C1.3a) Provide further details on the incentives provided for the management of climate-related issues (do not include the names of individuals).

Entitled to incentive	Type of incentive	Activity incentivized	Comment
Other C-Suite Officer	Monetary reward	Please select	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.
Environment/Sustainability manager	Monetary reward	Please select	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.
Facilities manager	Monetary reward	Please select	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.
All employees	Monetary reward	Please select	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 2019, 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 internal and external communications.
Other, please specify (R&D Design for Environment Team)	Monetary reward	Emissions reduction project Energy reduction project	Annual bonuses and performance ratings are linked to the designing products and systems in line with the Design for Environment (DFE) program. One of the major design objectives of the DFE program is minimizing energy consumption in new products and systems, which results in lower emissions.

C2. Risks and opportunities

C2.1

(C2.1) Does your organization have a process for identifying, assessing, and responding to climate-related risks and opportunities?

Yes

C2.1a

(C2.1a) How does your organization define short-, medium- and long-term time horizons?

	From (years)	To (years)	Comment
Short-term	0	3	
Medium-term	3	10	
Long-term	10	30	

C2.1b

(C2.1b) How does your organization define substantive financial or strategic impact on your business?

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.

C2.2

(C2.2) Describe your process(es) for identifying, assessing and responding to climate-related risks and opportunities.

Value chain stage(s) covered

Direct operations

Risk management process

Integrated into multi-disciplinary company-wide risk management process

Frequency of assessment

Annually

Time horizon(s) covered

Short-term

Medium-term

Long-term

Description of process

Avaya uses an integrated, cross functional and company-wide risk management process to evaluate climate change risks and opportunities annually. Avaya Corporate Responsibility works directly with the business continuity and real estate team to evaluate direct operational risks and opportunities, such as those identified in the latest Avaya 10-K report relating to energy use, demand for low-carbon products, and regulatory compliance. Avaya Corporate Responsibility also evaluates any climate-related risks and opportunities, such as access to new markets or increased diversification of business activities. Once identified, Avaya evaluates whether the risk or opportunity is substantive based on its potential to have a material legal, financial, operational, and/or reputational impact. The detailed risk assessment is included in this CDP report, which is then reviewed and approved by the VP & DGC. An example of a physical risk to our direct operations is reduced production capacity due to extreme weather events. Avaya evaluates whether this risk is substantive by analyzing (1) the potential financial impact from interruptions to our business; (2) the impact on our ability to successfully deliver products and services to our customers; and (3) estimated costs of losses or building damage that insurance may not cover. We also consider the mitigation measures we have in place, such as our business continuity program, which will reduce the potential business and financial impact. An example of a transitional opportunity for our direct operations is reducing energy costs by consolidating our real estate footprint. Avaya evaluates whether this opportunity is substantive by analyzing the potential financial impact of reducing energy and water consumption across our global portfolio, and comparing it to key financial metrics, such as revenue, operating expenses, and our real estate budget.

Value chain stage(s) covered

Upstream

Risk management process

Integrated into multi-disciplinary company-wide risk management process

Frequency of assessment

Annually

Time horizon(s) covered

Short-term

Medium-term

Long-term

Description of process

Avaya uses an integrated, cross functional and company-wide risk management process to evaluate climate change risks and opportunities annually. Avaya Corporate Responsibility works directly with the business continuity and real estate team to evaluate upstream risks and opportunities, such as those identified in the latest Avaya 10-K report relating to material sourcing, material processing, and supplier activities. Once identified, Avaya evaluates whether the risk or opportunity is substantive based on its potential to have a material legal, financial, operational, and/or reputational impact. The detailed risk assessment is included in this CDP report, which is then reviewed and approved by the VP & DGC. An example of a physical upstream risk is supply chain disruption from extreme weather events. Avaya evaluates whether this risk is substantive by analyzing (1) the potential financial impact from interruptions, shortages, or delays of product components; and (2) the impact on our ability to successfully deliver products and services to our customers. We also consider the mitigation measures we have in place, such as our business continuity program and supply chain management, which will reduce the potential business and financial impact. An example of a transitional upstream risk is failure of suppliers to comply with increased climate change-related regulations, such as emission reduction and energy-related product design requirements. Avaya evaluates whether this risk is substantive by analyzing the potential financial impact of (1) needing to redesign products to meet regulatory standards; (2) qualifying alternative suppliers; and (3) delays in scheduled product deliveries to customers. We also consider the mitigation measures we have in place, such as our product manufacturing oversight, which will reduce the potential business and financial impact.

Value chain stage(s) covered

Downstream

Risk management process

Integrated into multi-disciplinary company-wide risk management process

Frequency of assessment

Annually

Time horizon(s) covered

Short-term

Medium-term

Long-term

Description of process

Avaya uses an integrated, cross functional and company-wide risk management process to evaluate climate change risks and opportunities annually. Avaya Corporate Responsibility works directly with the business continuity and real estate team to evaluate downstream risks and opportunities, such as those identified in the latest Avaya 10-K report relating to technology or reputation that can impact on our customers. Once identified, Avaya evaluates whether the risk or opportunity is substantive based on its potential to have a material legal, financial, operational, and/or reputational impact. The detailed risk assessment is included in this CDP report, which is then reviewed and approved by the VP & DGC. An example of a downstream transitional opportunity is the shift in consumer demand towards low-carbon or energy efficient products. Avaya evaluates whether this opportunity is substantive by analyzing the potential financial impact of (1) increased revenue for Avaya cloud-based solutions; (2) industry growth rate projections and Avaya market share; and (3) positive reputational impacts of developing solutions that help mitigate climate change. An example of downstream physical risk is disruption of product delivery due to extreme weather events. Avaya evaluates whether this risk is substantive by analyzing the potential financial impact from interruptions to our business and product delivery, and the likelihood that this would happen. We also consider the mitigation measures we have in place, such as our business continuity program, which will reduce the potential business and financial impact.

(C2.2a) Which risk types are considered in your organization's climate-related risk assessments?

	Relevance & inclusion	Please explain
Current regulation	Relevant, always included	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.
Emerging regulation	Relevant, always included	Climate-related risks relating to emerging regulation are evaluated annually as a 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 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.
Technology	Relevant, always included	Climate-related risks relating to technology are evaluated annually as a part of Avaya's company-wide risk assessment. With growing awareness of climate change, the demand for lower emissions products and services is increasing. As we continue to shift our products and services to the cloud, this creates an opportunity to serve customers' needs and requirements. Avaya designs 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.
Legal	Relevant, always included	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.
Market	Relevant, always included	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 are energy-efficient and lower emissions. 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.
Reputation	Relevant, always included	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.
Acute physical	Relevant, always included	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. 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 Corporate Responsibility team's annual climate-related risk assessment.
Chronic physical	Relevant, always included	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 Corporate Responsibility team's annual climate-related risk assessment.

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 & Primary climate-related risk driver

Legal	Exposure to litigation
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Primary potential financial impact

Increased direct costs

Climate risk type mapped to traditional financial services industry risk classification

<Not Applicable>

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

Short-term

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)

37650000

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 FY19, EMEA sales accounted for 26% of our GAAP revenue, or approximately \$753 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 \$37.65 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.

Cost of response to risk

0

Description of response and explanation of cost calculation

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.

Comment**Identifier**

Risk 2

Where in the value chain does the risk driver occur?

Direct operations

Risk type & Primary climate-related risk driver

Acute physical	Increased severity and frequency of extreme weather events such as cyclones and floods
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Primary potential financial impact

Decreased revenues due to reduced production capacity

Climate risk type mapped to traditional financial services industry risk classification

<Not Applicable>

Company-specific description

Our worldwide 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.

Cost of response to risk

0

Description of response and explanation of cost calculation

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.

Comment**Identifier**

Risk 3

Where in the value chain does the risk driver occur?

Downstream

Risk type & Primary climate-related risk driver

Reputation	Increased stakeholder concern or negative stakeholder feedback
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Primary potential financial impact

Decreased revenues due to reduced demand for products and services

Climate risk type mapped to traditional financial services industry risk classification

<Not Applicable>

Company-specific description

Avaya is experiencing increasing demand from stakeholders – such as 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

Short-term

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)

28870000

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 FY19 revenue was \$2.887 billion; if our revenue decreased by 1% due to reputational harm, it would result in a loss of \$28,870,000.

Cost of response to risk

204000000

Description of response and explanation of cost calculation

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 FY19, Avaya invested \$204 million in R&D, which accounted for 16.7% of our product revenue. Our investments in FY19 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.

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) 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?

Downstream

Opportunity type

Products and services

Primary climate-related opportunity driver

Shift in consumer preferences

Primary potential financial impact

Increased revenues resulting from increased demand for products and services

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

Medium-low

Are you able to provide a potential financial impact figure?

Yes, a single figure estimate

Potential financial impact figure (currency)

2970000

Potential financial impact figure – minimum (currency)

<Not Applicable>

Potential financial impact figure – maximum (currency)

<Not Applicable>

Explanation of financial impact figure

In FY19, revenue for Avaya's Enterprise Cloud and Managed Services was \$297 million. In a hypothetical scenario, if Avaya was able to increase our cloud-based revenue by 1% because of higher demand for low-emissions products and services, it would result in \$2,970,000 of additional revenue.

Cost to realize opportunity

204000000

Strategy to realize opportunity and explanation of cost calculation

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 FY19, Avaya invested \$204 million in R&D, which supports driving innovative cloud-based solutions across our portfolio. 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.

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

Primary potential financial impact

Increased revenues resulting from increased demand for 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. Avaya made significant progress positioning the company for future growth and accelerating our relevance in cloud during fiscal 2019. Notably, we grew our public cloud seats by approximately 160% year over year; we launched ReadyNow, an enterprise-class private cloud solution, and have already booked \$90 million of total contract value; we announced a Microsoft partnership to bring our next generation CCaaS to market on Azure; and we recently closed our strategic partnership for UCaaS with RingCentral. Additionally, the Avaya OneCloud platform was named a 2019 Communications Solutions Products of the Year Award. The investments across our portfolio, especially in contact center, cloud, services and AI, have materially strengthened our position and solidified our platform for future growth. 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

Medium-low

Are you able to provide a potential financial impact figure?

Yes, a single figure estimate

Potential financial impact figure (currency)

2970000

Potential financial impact figure – minimum (currency)

<Not Applicable>

Potential financial impact figure – maximum (currency)

<Not Applicable>

Explanation of financial impact figure

In FY19, revenue for Avaya's Enterprise Cloud and Managed Services was \$297 million. In a hypothetical scenario, if Avaya was able to increase our cloud-based revenue by 1% because of higher demand for low-emissions products and services, it would result in \$2,970,000 of additional revenue.

Cost to realize opportunity

204000000

Strategy to realize opportunity and explanation of cost calculation

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 FY19, Avaya invested \$204 million in R&D, which supports the development of leading-edge unified communications and contact center products and solutions. Avaya will continue to provide low emission products and services, creating an opportunity to increase revenue as demand for these products increases.

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

Primary potential financial impact

Reduced indirect (operating) costs

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)

1200000

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 facilities energy costs (electricity, diesel, and natural gas) by approximately \$1.2 million, or 13%, from 2018 to 2019 across its global real estate portfolio.

Cost to realize opportunity

5000000

Strategy to realize opportunity and explanation of cost calculation

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 \$5 million in 2019.

Comment

C3. Business Strategy

C3.1

(C3.1) Have climate-related risks and opportunities influenced your organization's strategy and/or financial planning?

Yes

C3.1a

(C3.1a) Does your organization use climate-related scenario analysis to inform its strategy?

No, but we anticipate using qualitative and/or quantitative analysis in the next two years

C3.1c

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

Avaya is spending time researching and understanding the different types of climate-related 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.

C3.1d

(C3.1d) Describe where and how climate-related risks and opportunities have influenced your strategy.

	Have climate-related risks and opportunities influenced your strategy in this area?	Description of influence
Products and services	Yes	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&D investment needed to develop these technologies; for example, Avaya invested \$204 million in R&D in FY19.
Supply chain and/or value chain	Yes	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.
Investment in R&D	Yes	Investing in R&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. Over the past three fiscal years, we have invested over \$800 million in R&D, including technology acquisitions. Avaya is shifting its R&D focus areas to cloud-based solutions across our portfolio, which offer both economic and environmental benefits to our customers. A significant amount of Avaya's R&D activities is conducted in countries outside of the U.S.; the productivity and success of our R&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&D supply chain is low as Avaya considers multiple vendors and supplier geographical distribution. However, the impact of climate-related opportunities on R&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.
Operations	Yes	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 facilities energy costs (electricity, natural gas, and diesel) by approximately \$1.2 million, or 13%, from 2018 to 2019.

C3.1e

(C3.1e) Describe where and how climate-related risks and opportunities have influenced your financial planning.

	Financial planning elements that have been influenced	Description of influence
Row 1	Indirect costs Acquisitions and divestments	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 facilities energy costs (electricity, natural gas, and diesel) by approximately \$1.2 million from 2018 to 2019. In addition, Avaya implements energy efficiency projects to further reduce energy and operating costs. We expect our operating costs to continue to be influenced by climate-related risks and opportunities on the medium-term time horizon (3-10 years). 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. Additionally, Avaya formed a strategic partnership with RingCentral to develop Avaya Cloud Office in 2019. 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.

C3.1f

(C3.1f) Provide any additional information on how climate-related risks and opportunities have influenced your strategy and financial planning (optional).

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

Year target was set

2015

Target coverage

Company-wide

Scope(s) (or Scope 3 category)

Scope 1+2 (location-based)

Base year

2014

Covered emissions in base year (metric tons CO2e)

105570

Covered emissions in base year as % of total base year emissions in selected Scope(s) (or Scope 3 category)

98

Target year

2020

Targeted reduction from base year (%)

15

Covered emissions in target year (metric tons CO2e) [auto-calculated]

89734.5

Covered emissions in reporting year (metric tons CO2e)

36756

% of target achieved [auto-calculated]

434.555271383916

Target status in reporting year

Achieved

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

Please explain (including target coverage)

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

Year target was set

2015

Target coverage

Company-wide

Scope(s) (or Scope 3 category)

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

Base year

2014

Covered emissions in base year (metric tons CO2e)

839264

Covered emissions in base year as % of total base year emissions in selected Scope(s) (or Scope 3 category)

100

Target year

2020

Targeted reduction from base year (%)

0.05

Covered emissions in target year (metric tons CO2e) [auto-calculated]

838844.368

Covered emissions in reporting year (metric tons CO2e)

816626

% of target achieved [auto-calculated]

5394.72680825104

Target status in reporting year

Achieved

Is this a science-based target?

No, but we are reporting another target that is science-based

Please explain (including target coverage)

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

C4.2

(C4.2) Did you have any other climate-related targets that were active in the reporting year?

No other climate-related targets

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.

	Number of initiatives	Total estimated annual CO2e savings in metric tonnes CO2e (only for rows marked *)
Under investigation	0	0
To be implemented*	6	338
Implementation commenced*	0	0
Implemented*	4	9732
Not to be implemented	0	0

C4.3b

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

Initiative category & Initiative type

Company policy or behavioral change	Site consolidation/closure
-------------------------------------	----------------------------

Estimated annual CO2e savings (metric tonnes CO2e)

161

Scope(s)

Scope 1

Voluntary/Mandatory

Voluntary

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

21490

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

5000000

Payback period

>25 years

Estimated lifetime of the initiative

3-5 years

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 diesel and natural gas consumption and cost. Avaya facilities reduced Scope 1 emissions from diesel fuel use (125 metric tons CO2e) and natural gas use (36 metric tons CO2e) from 2018-2019, for a total of 161 metric tons CO2e. From reduced diesel and natural gas consumption, we realized nearly \$22,000 in savings. The Rough Order of Magnitude budget for total FY19 real estate closures, consolidations and relocations was less than \$5 million.

Initiative category & Initiative type

Company policy or behavioral change	Site consolidation/closure
-------------------------------------	----------------------------

Estimated annual CO2e savings (metric tonnes CO2e)

8615

Scope(s)

Scope 2 (location-based)

Voluntary/Mandatory

Voluntary

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

1150000

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

5000000

Payback period

4-10 years

Estimated lifetime of the initiative

3-5 years

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 8,841 metric tons CO2e from 2018-2019; 8,615 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 \$1.15 million in savings. The Rough Order of Magnitude budget for total FY19 real estate closures, consolidations and relocations was less than \$5 million.

Initiative category & Initiative type

Energy efficiency in buildings	Other, please specify (Uninterruptable power supply)
--------------------------------	--

Estimated annual CO2e savings (metric tonnes CO2e)

226

Scope(s)

Scope 2 (location-based)

Voluntary/Mandatory

Voluntary

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

39987

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

55000

Payback period

1-3 years

Estimated lifetime of the initiative

11-15 years

Comment

The Avaya Bangalore office was using conventional type uninterruptible 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.

Initiative category & Initiative type

Company policy or behavioral change	Other, please specify (Employee travel policy)
-------------------------------------	--

Estimated annual CO2e savings (metric tonnes CO2e)

730

Scope(s)

Scope 3

Voluntary/Mandatory

Voluntary

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

800000

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

0

Payback period

1-3 years

Estimated lifetime of the initiative

6-10 years

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 all in the same room, in lieu of traveling for business meeting. From 2018 to 2019, we reduced our air travel by over 2.7 million miles and our rental car travel by nearly 315,000 miles. By reducing Avaya business travel (air + rental cars), we reduced our Scope 3 carbon emissions by 730 mtCO2e. Our air travel costs decreased by approximately \$800,000, yielding cost savings for the company. There is no additional cost resulting from the travel policy or the utilization of our own technologies.

C4.3c

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

Method	Comment
Compliance with regulatory requirements/standards	As regulations expand around the world, they provide an effective driver to internal investments and decisions regarding emission reductions and efficiency measures.
Financial optimization calculations	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.

C4.5

(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

83.8

% of total portfolio value

<Not Applicable>

Asset classes/ product types

<Not Applicable>

Comment

Software and services accounted for over 83.8% of FY19 GAAP revenue, which Avaya considers to enable avoided emissions since our software and services reduce the need for hardware, business travel, and physical infrastructure.

Level of aggregation

Group of products

Description of product/Group of products

As part of our strategic business plan, Avaya has invested in R&D to develop new and improved technologies that reduce electricity consumption, as well as server virtualization that saves electricity and physical space. Avaya is focused on designing increasingly energy efficient products through its Design for Environment (DfE) program; currently our J179, J169 and J129 VoIP phones are ENERGY STAR certified products listed on the ENERGY STAR website. These products reduce energy consumption, increase efficiency, and avoid carbon emissions.

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

3.7

% of total portfolio value

<Not Applicable>

Asset classes/ product types

<Not Applicable>

Comment

Revenue for the J100-series phones accounted for 3.7% of Avaya's FY19 revenue of \$2.887 billion.

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 emissions.

IPCC Guidelines for National Greenhouse Gas Inventories, 2006

The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition)

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)

5300

Start date

<Not Applicable>

End date

<Not Applicable>

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

31456

Scope 2, market-based (if applicable)

33685

Start date

<Not Applicable>

End date

<Not Applicable>

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 approximately 2% of our 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 approximately 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 gross global 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 and 2019.

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

0

Please explain

Used internal spend data; no external data obtained from suppliers or value chain partners.

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 and 2019.

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

0

Please explain

Used internal spend data; no external data obtained from suppliers or value chain partners.

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. Because there were no significant changes in the business, the metric tons CO2e for capital goods calculated in 2018 was used for 2019.

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

100

Please explain

Used fuel and energy data from utility bills and third-party logistics partners.

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 third 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 and 2019.

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

100

Please explain

Used data provided by third-party logistics partners.

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 and 2019.

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

0

Please explain

Used internal data on waste generated in operations.

Business travel

Evaluation status

Relevant, calculated

Metric tonnes CO2e

6345

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

Please explain

Used data provided by third-party travel partner.

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 and 2019.

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

0

Please explain

Utilized internal data on headcount and office locations; no external data obtained from suppliers or value chain partners.

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 and 2019.

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

0

Please explain

Used internal spend data; no external data obtained from suppliers or value chain partners.

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 and 2019.

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

0

Please explain

Used data from third-party logistics partners.

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>

Please explain

Avaya determined this category to represent less than 0.1% of Scope 3 emissions.

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 and 2019.

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

0

Please explain

Utilized internal product sales data; no external data obtained from suppliers or value chain partners.

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 purchased goods and services calculated in 2017 was used for 2018 and 2019.

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

0

Please explain

Utilized internal product sales data; no external data obtained from suppliers or value chain partners.

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>

Please explain

Avaya does 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>

Please explain

This category is not applicable to Avaya because it does not have any franchises.

Investments

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>

Please explain

According to the GHG Protocol, this category is designed primarily for private and public financial institutions. Therefore, this category is not applicable to Avaya.

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>

Please explain

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>

Please explain

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 biogenic 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

4.66

Metric numerator (Gross global combined Scope 1 and 2 emissions, metric tons CO2e)

36756

Metric denominator

full time equivalent (FTE) employee

Metric denominator: Unit total

7888

Scope 2 figure used

Location-based

% change from previous year

23

Direction of change

Decreased

Reason for change

Note: metric denominator unit is number of FTE employees in FY19. Our intensity figure decreased because the reduction in our Scope 1 and Scope 2 (location-based) emissions exceeded the reduction in FTE employees from 2018 to 2019. Avaya's Scope 1 and Scope 2 (location-based) emissions decreased by 24%, which was primarily due to reductions in energy use in Avaya facilities/data centers and fuel usage of Avaya fleet, and the number of FTE employees decreased by 2% from 8,086 to 7,888.

Intensity figure

12.74

Metric numerator (Gross global combined Scope 1 and 2 emissions, metric tons CO2e)

36756

Metric denominator

unit total revenue

Metric denominator: Unit total

2887

Scope 2 figure used

Location-based

% change from previous year

25

Direction of change

Decreased

Reason for change

Note: metric denominator unit is million in GAAP revenue for FY19. Our intensity figure decreased because the reduction in our Scope 1 and Scope 2 (location-based) emissions exceeded the change in GAAP revenue from 2018 to 2019. Avaya's Scope 1 and Scope 2 (location-based) emissions decreased by 24%, which was primarily due to reductions in energy use in Avaya facilities/data centers and fuel usage of Avaya fleet, and our revenue increased by 1% compared to FY18.

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.

Country/Region	Scope 1 emissions (metric tons CO2e)
India	159
Ireland	276
United States of America	16
Other, please specify (Corporate emissions from Avaya fleet (multiple countries))	4849

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.

Facility	Scope 1 emissions (metric tons CO2e)	Latitude	Longitude
Pune-Tower III	62	18.50868	73.926527
Pune-Tower XI	77	18.514017	73.928495
Hyderabad-Vega	20	17.448293	78.391485
Galway	276	53.285348	-9.025049
Columbia	16	39.168117	-76.843701
Other, please specify: Corporate emissions from Avaya fleet (multiple facilities)	4849		

C7.3c

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

Activity	Scope 1 emissions (metric tons CO2e)
Stationary diesel	435
Stationary natural gas	16
Avaya fleet	4849

C7.5

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

Country/Region	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)	Purchased and consumed electricity, heat, steam or cooling (MWh)	Purchased and consumed low-carbon electricity, heat, steam or cooling accounted for in Scope 2 market-based approach (MWh)
China, Hong Kong Special Administrative Region	76	76	104	
Singapore	504	504	1030	
Australia	578	578	804	
China	637	637	1019	
India	7781	7781	10828	
Japan	340	340	649	
Argentina	145	127	360	
Brazil	52	52	443	
France	18	14	239	
Germany	1440	2552	3368	
Hungary	191	290	764	
Ireland	1322	2254	3536	
Israel	875	875	1570	
Italy	113	183	393	
Spain	51	81	186	
United Kingdom of Great Britain and Northern Ireland	229	296	1020	
Canada	311	206	2379	
Mexico	382	382	879	
United States of America	15061	15046	36565	
Austria	5	10	21	
Belgium	73	71	369	
Chile	12	12	30	
Taiwan, Greater China	37	37	70	
Colombia	54	54	360	
Croatia	6	15	31	
Czechia	58	69	130	
Denmark	3	9	21	
Indonesia	35	35	54	
Kenya	3	3	15	
Republic of Korea	172	172	367	
Luxembourg	12	12	37	
Malaysia	54	54	96	
Netherlands	102	128	275	
New Zealand	6	6	43	
Norway	1	3	13	
Peru	7	7	30	
Philippines	72	72	126	
Poland	63	83	109	
Russian Federation	87	87	273	
Saudi Arabia	113	113	186	
South Africa	18	18	23	
Sweden	3	4	56	
Switzerland	37	20	270	
Thailand	34	34	82	
Turkey	29	29	70	
United Arab Emirates	254	254	451	

C7.6

(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.

Facility	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)
Causeway Bay	76	76
Singapore	365	365
North Ryde	453	453
Shanghai	117	117
Beijing - Oriental Plaza	210	210
Dalian	207	207
Zhongshan	96	96
Bangalore-AMR Tech Park	160	160
Pune-Tower III	1335	1335
Pune-Tower XI	5078	5078
Hyderabad-Vega	849	849
Gurgaon-MG Road	100	100
Osaka	8	8
Tokyo	332	332
Buenos Aires	145	127
Sao Paulo	52	52
Paris	12	8
Dietzenbach	221	393
Dusseldorf	128	228
Frankfurt – Theodor Heuss Allee	382	679
Hamburg – Sachenstrasse	60	106
Leipzig	37	66
Munich	64	113
Stuttgart	91	162
Budapest	191	290
Galway	1287	2196
Holon	875	875
Ancona – Radvision	53	87
Sesto San Giovanni - Via Nazario Sauro	22	36
Madrid	43	68
Mexico City	108	108
Columbia	333	398
Thornton	3250	2831
Coppell	2198	2548
Highlands Ranch 8740	1463	1333
Highlands Ranch 8744	3701	3223
New York City	98	54
Santa Clara	266	236
Estimated sites (multiple facilities)	4396	4806
Carrollton Data Center	376	435
Frankfurt 1 & 2 Data Center	374	664
Lebanon Data Center	1704	2037
Singapore Data Center	139	139
Issy Les Moulineaux	1	1

C7.6c

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

Activity	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)
Avaya facilities (purchased electricity)	24468	25602
Avaya facilities (estimated electricity)	3768	4178
Avaya facilities (estimated heating)	628	628
Data Centers (purchased electricity)	2592	3277

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.

	Change in emissions (metric tons CO2e)	Direction of change	Emissions value (percentage)	Please explain calculation
Change in renewable energy consumption		<Not Applicable >		
Other emissions reduction activities	11718	Decreased	24	Avaya achieved 11,718 mtCO2e due to real estate consolidations and a reduction in headcount: reduced electricity use in facilities (8,028 mtCO2e) and data centers (431 mtCO2e); reduced fuel usage from Avaya fleet (2,089 mtCO2e); reduced natural gas usage for facilities (36 mtCO2e); reduced diesel fuel usage for facilities (125 mtCO2e); and reduced electricity and natural gas usage for estimated sites (1,009 mtCO2e). The formula for the calculation is: (Change in Scope 1 & 2 Emissions attributed to emission reduction activities/Previous year Scope 1 & 2 Emissions) x 100. Therefore, 11,718 mtCO2e was divided by the 48,646 mtCO2e, the 2018 gross Scope 1 and 2 location-based emissions, and then multiplied by 100 to calculate the 24% total reduction from emission reduction activities.
Divestment		<Not Applicable >		
Acquisitions		<Not Applicable >		
Mergers		<Not Applicable >		
Change in output		<Not Applicable >		
Change in methodology		<Not Applicable >		
Change in boundary		<Not Applicable >		
Change in physical operating conditions	172	Decreased	0.35	The following building closures in 2019 lead to a reduction of 172 mtCO2e in Scope 2 location-based emissions, as follows: Beijing – Dongcheng District (70 mtCO2e), New York City (71 mtCO2e), Almaty (15 mtCO2e), Doha (5 mtCO2e), Newport Beach (4 mtCO2e) and Novi (7 mtCO2e). The formula for the calculation is: (Change in Scope 1 & 2 Emissions attributed to change in physical operating conditions/Previous year Scope 1 & 2 Emissions) x 100. Therefore, 172 mtCO2e was divided by 48,646 mtCO2e, the 2018 gross Scope 1 and 2 emissions, and then multiplied by 100 to calculate the 0.35% total reduction from change in physical operating conditions.
Unidentified		<Not Applicable >		
Other		<Not Applicable >		

C7.9b

(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.

	Indicate whether your organization undertook this energy-related activity in the reporting year
Consumption of fuel (excluding feedstocks)	Yes
Consumption of purchased or acquired electricity	Yes
Consumption of purchased or acquired heat	Yes
Consumption of purchased or acquired steam	No
Consumption of purchased or acquired cooling	No
Generation of electricity, heat, steam, or cooling	No

C8.2a

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

	Heating value	MWh from renewable sources	MWh from non-renewable sources	Total (renewable and non-renewable) MWh
Consumption of fuel (excluding feedstock)	Unable to confirm heating value	0	25136	25136
Consumption of purchased or acquired electricity	<Not Applicable>	5871	61071	69942
Consumption of purchased or acquired heat	<Not Applicable>			
Consumption of purchased or acquired steam	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>
Consumption of purchased or acquired cooling	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>
Consumption of self-generated non-fuel renewable energy	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>
Total energy consumption	<Not Applicable>	5871	86207	92078

C8.2b

(C8.2b) Select the applications of your organization's consumption of fuel.

	Indicate whether your organization undertakes this fuel application
Consumption of fuel for the generation of electricity	Yes
Consumption of fuel for the generation of heat	Yes
Consumption of fuel for the generation of steam	No
Consumption of fuel for the generation of cooling	No
Consumption of fuel for co-generation or tri-generation	No

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

1622

MWh fuel consumed for self-generation of electricity

1622

MWh fuel consumed for self-generation of heat

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>

Emission factor

0.2683

Unit

metric tons CO2e per MWh

Emissions factor source

IPCC 2006 Guidelines for National Greenhouse Gas Inventories

Comment

Fuels (excluding feedstocks)

Natural Gasoline

Heating value

Unable to confirm heating value

Total fuel MWh consumed by the organization

3300

MWh fuel consumed for self-generation of electricity

MWh fuel consumed for self-generation of heat

3300

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>

Emission factor

0.20251

Unit

metric tons CO2e per MWh

Emissions factor source

IPCC 2006 Guidelines for National Greenhouse Gas Inventories

Comment

Fuels (excluding feedstocks)

Motor Gasoline

Heating value

Unable to confirm heating value

Total fuel MWh consumed by the organization

20214

MWh fuel consumed for self-generation of electricity

0

MWh fuel consumed for self-generation of heat

20214

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>

Emission factor

8.78

Unit

kg CO2 per gallon

Emissions factor source

USEPA

Comment

C8.2e

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

Sourcing method

None (no purchases of low-carbon electricity, heat, steam or cooling)

Low-carbon technology type

<Not Applicable>

Country/region of consumption of low-carbon electricity, heat, steam or cooling

<Not Applicable>

MWh consumed accounted for at a zero emission factor

<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.

	Verification/assurance status
Scope 1	No third-party verification or assurance
Scope 2 (location-based or market-based)	No third-party verification or assurance
Scope 3	No third-party verification or assurance

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 you are regulated by or anticipate being regulated by?

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

(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)

94

% of supplier-related Scope 3 emissions as reported in C6.5

32

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

8

% total procurement spend (direct and indirect)

64

% of supplier-related Scope 3 emissions as reported in C6.5

22

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

% of customer - related Scope 3 emissions as reported in C6.5

58

Portfolio coverage (total or outstanding)

<Not Applicable>

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 education customers about your climate change performance and strategy

% of customers by number

100

% of customer - related Scope 3 emissions as reported in C6.5

58

Portfolio coverage (total or outstanding)

<Not Applicable>

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, and updates this information annually. 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.

Type of engagement

Education/information sharing

Details of engagement

Run an engagement campaign to educate customers about the climate change impacts of (using) your products, goods, and/or services

% of customers by number

0.01

% of customer - related Scope 3 emissions as reported in C6.5

58

Portfolio coverage (total or outstanding)

<Not Applicable>

Please explain the rationale for selecting this group of customers and scope of engagement

Avaya engaged with 19 customers who requested us to respond to CDP to: (1) share our 2018 CDP report results; and (2) help customers minimize their carbon footprint using Avaya technology. The Avaya IX Collaboration Unit CU360 enables customers to turn existing spaces into video collaboration rooms. This solution allows customers to host engaging, efficient meetings and avoid the cost, hassle, and Scope 3 carbon emissions associated with air travel.

Impact of engagement, including measures of success

Avaya improves its relationship with its customers by responding to CDP annually and sharing our results, and also helping them minimize their carbon footprint with Avaya technology. Key measures of success are the number of email responses to our outreach and the sales of CU360 as a result of our outreach.

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

Avaya 10-K FY19.pdf

Page/Section reference

Risk Factors, pg. 31

Content elements

Risks & opportunities

Comment

Publication

In voluntary sustainability report

Status

Complete

Attach the document

FY19 Corporate Responsibility Highlights.pdf

Page/Section reference

Environment, pg. 2

Content elements

Strategy

Emissions figures

Emission targets

Comment

C15. 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.

C15.1

(C15.1) Provide details for the person that has signed off (approved) your CDP climate change response.

	Job title	Corresponding job category
Row 1	VP & Deputy General Counsel	Other, please specify (VP & Deputy General Counsel)

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?

	Annual Revenue
Row 1	2887000000

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.

	ISIN country code (2 letters)	ISIN numeric identifier and single check digit (10 numbers overall)
Row 1	US	0534991098

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

1

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

40

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

24

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

Barclays

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

12

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. FY19 data was unavailable for BT, so FY18 was provided as an estimate.

Requesting member

Caesars Entertainment

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

2

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

California Department of General Services (DGS)

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

0

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

Avaya provides an allocation based upon Scope 1 and 2 emissions, where data is available, based upon customer-specific sales versus total sales. Due to lack of available data, Avaya is unable to allocate emissions to DGS at this time. However, we are exploring this capability for future reporting cycles.

Requesting member
Hewlett Packard Enterprise Company

Scope of emissions
Scope 1

Allocation level
Company wide

Allocation level detail
<Not Applicable>

Emissions in metric tonnes of CO2e
0

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. FY19 data was unavailable for Hewlett Packard, so FY18 was provided 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
6

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. FY19 data was unavailable for Mastercard, so FY18 was provided as an estimate.

Requesting member
MetLife, Inc.

Scope of emissions
Scope 1

Allocation level
Company wide

Allocation level detail
<Not Applicable>

Emissions in metric tonnes of CO2e
0

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. FY19 data was unavailable for MetLife, so FY18 was provided as an estimate.

Requesting member
Prudential Financial, Inc.

Scope of emissions
Scope 1

Allocation level
Company wide

Allocation level detail
<Not Applicable>

Emissions in metric tonnes of CO2e
0

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
Avaya provides an allocation based upon Scope 1 and 2 emissions, where data is available, based upon customer-specific sales versus total sales. Due to lack of available data, Avaya is unable to allocate emissions to Prudential at this time. However, we are exploring this capability for future reporting cycles.

Requesting member

Swisscom

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

2

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

The Allstate Corporation

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

12

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

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

Scope of emissions

Scope 1

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

0

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. FY19 data was unavailable for GSA, so FY18 was provided as an estimate.

Requesting member
Verizon Communications Inc.

Scope of emissions
Scope 1

Allocation level
Company wide

Allocation level detail
<Not Applicable>

Emissions in metric tonnes of CO2e
20

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
15

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
Wells Fargo & Company

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

Amdocs Ltd

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

8

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

239

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

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

Barclays

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

72

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. FY19 data was unavailable for BT, so FY18 was provided as an estimate.

Requesting member

Caesars Entertainment

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

9

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

California Department of General Services (DGS)

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

0

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

Avaya provides an allocation based upon Scope 1 and 2 emissions, where data is available, based upon customer-specific sales versus total sales. Due to lack of available data, Avaya is unable to allocate emissions to DGS at this time. However, we are exploring this capability for future reporting cycles.

Requesting member

Hewlett Packard Enterprise Company

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

0

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. FY19 data was unavailable for Hewlett Packard, so FY18 was provided 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
35

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. FY19 data was unavailable for Mastercard, so FY18 was provided as an estimate.

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
Prudential Financial, Inc.

Scope of emissions
Scope 2

Allocation level
Company wide

Allocation level detail
<Not Applicable>

Emissions in metric tonnes of CO2e
0

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

Avaya provides an allocation based upon Scope 1 and 2 emissions, where data is available, based upon customer-specific sales versus total sales. Due to lack of available data, Avaya is unable to allocate emissions to Prudential at this time. However, we are exploring this capability for future reporting cycles.

Requesting member
Swisscom

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
The Allstate Corporation

Scope of emissions
Scope 2

Allocation level
Company wide

Allocation level detail
<Not Applicable>

Emissions in metric tonnes of CO2e
72

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

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

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

0

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 GSA in FY19, FY18 data was used as an estimate.

Requesting member

Verizon Communications Inc.

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

118

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

Vodafone Group

Scope of emissions

Scope 2

Allocation level

Company wide

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO₂e

88

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
82

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.

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?

Allocation challenges	Please explain what would help you overcome these challenges
Diversity of product lines makes accurately accounting for each product/product line cost ineffective	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.

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
Amdocs Ltd

Group type of project
Other, please specify (To be determined)

Type of project
Other, please specify (TBD)

Emissions targeted
Other, please specify

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 (To be determined)

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 has met with AT&T to discuss how our technology could enable them to reduce carbon emissions from business travel. We are open to pursuing this or other joint projects where we could work together to achieve CO2 reductions.

Requesting member

Bank of America

Group type of project

Other, please specify (To be determined)

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

Barclays

Group type of project

Other, please specify (To be determined)

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 (To be determined)

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 has met with BT to discuss how our technology could enable them to reduce carbon emissions from business travel. We are open to pursuing this or other joint projects where we could work together to achieve CO2 reductions.

Requesting member

Caesars Entertainment

Group type of project

Other, please specify (To be determined)

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

California Department of General Services (DGS)

Group type of project

Other, please specify (To be determined)

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

Hewlett Packard Enterprise Company

Group type of project

Other, please specify (To be determined)

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 (To be determine)

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 (To be determined)

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

Mastercard Incorporated

Group type of project

Other, please specify (To be determined)

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

MetLife, Inc.

Group type of project

Other, please specify (To be determined)

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 has met with MetLife to discuss how our technology could enable them to reduce carbon emissions from business travel. We are open to pursuing this or other joint projects where we could work together to achieve CO2 reductions.

Requesting member

Prudential Financial, Inc.

Group type of project

Other, please specify (To be determined)

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

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Requesting member

Swisscom

Group type of project

Other, please specify (To be determined)

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

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Requesting member

The Allstate Corporation

Group type of project

Other, please specify (To be determined)

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

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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 (To be determined)

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

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Requesting member

Verizon Communications Inc.

Group type of project

Other, please specify (To be determined)

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

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Requesting member

Vodafone Group

Group type of project

Other, please specify (To be determined)

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

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Requesting member

Wells Fargo & Company

Group type of project

Other, please specify (To be determined)

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

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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 2020-2021 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.

- Company policy or behavioral change
- Energy efficiency in buildings
- Low-carbon energy consumption
- Waste reduction and material circularity

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 2019-2020 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

	I am submitting to	Public or Non-Public Submission	Are you ready to submit the additional Supply Chain Questions?
I am submitting my response	Customers	Public	<Not Applicable>

Please confirm below

I have read and accept the applicable Terms