

## W0. Introduction

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### W0.1

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**(W0.1) Give a general description of 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](http://www.avaya.com).

### W0.2

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**(W0.2) State the start and end date of the year for which you are reporting data.**

	Start date	End date
Reporting year	January 1 2019	December 31 2019

### W0.3

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**(W0.3) 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

**W0.4**

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**(W0.4) Select the currency used for all financial information disclosed throughout your response.**

USD

**W0.5**

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**(W0.5) Select the option that best describes the reporting boundary for companies, entities, or groups for which water impacts on your business are being reported.**

Companies, entities or groups over which operational control is exercised

**W0.6**

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**(W0.6) Within this boundary, are there any geographies, facilities, water aspects, or other exclusions from your disclosure?**

Yes

**W0.6a**

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**(W0.6a) Please report the exclusions.**

Exclusion	Please explain
Sites smaller than 400 square feet	Sites smaller than 400 square feet are excluded from this questionnaire. These sites comprise <1% of our real estate footprint and can include storage space, so their water use is deemed to be negligible.
Data Centers	Avaya data centers are excluded because they are colocation sites and/or do not use water for cooling.

**W1. Current state**

**W1.1**

**(W1.1) Rate the importance (current and future) of water quality and water quantity to the success of your business.**

	Direct use importance rating	Indirect use importance rating	Please explain
Sufficient amounts of good quality freshwater available for use	Important	Important	The primary use of freshwater in our direct operations is in our office buildings for sanitation, heating and cooling, and in our data centers. The primary indirect use of freshwater is for product manufacturing, which is outsourced to suppliers around the world. The rating of "important" was selected for both direct and indirect use because water is needed to provide adequate heating and cooling in our facilities, and for cooling, process uses, and cleaning in manufacturing. We do not expect our future water dependency to change significantly for direct or indirect use, but we do aim to implement water efficiencies and decrease our consumption where possible.
Sufficient amounts of recycled, brackish and/or produced water available for use	Neutral	Neutral	Avaya considers the use of recycled water important for water conservation and sustainability. A majority of Avaya's real estate portfolio is leased space. Due to the nature and scope of our water use, there are limited opportunities within our operational control to utilize recycled water in our direct and indirect use, but we do look for these opportunities when evaluating leases for new facilities. Therefore, the importance rating of "neutral" has been selected.

**W1.2**

**(W1.2) Across all your operations, what proportion of the following water aspects are regularly measured and monitored?**

	% of sites/facilities/operations	Please explain
Water withdrawals – total volumes	76-99	Avaya measures and monitors water withdrawals across its major locations (i.e. sites greater than 400 square feet within our operational boundary), which accounts for 99% of our total square footage. Avaya has access to actual water data from utility bills for 10 out of 110 sites that it measures and monitors monthly, which accounts for 9% of our facilities. Avaya estimates withdrawals for the remaining sites based on the data from these facilities by calculating the average water consumption (gal) per square foot.
Water withdrawals – volumes by source	76-99	Avaya measures and monitors water withdrawals across its major locations (i.e. sites greater than 400 square feet within our operational boundary), which accounts for 99% of our total square footage. Avaya has access to actual water data from utility bills for 10 out of 110 sites that it measures and monitors monthly, which accounts for 9% of our facilities. Avaya estimates withdrawals for the remaining sites based on available data from these facilities. Water stressed areas are identified using the WRI Aqueduct tool.
Entrained water associated with your metals & mining sector activities - total volumes [only metals and mining sector]	<Not Applicable>	<Not Applicable>
Produced water associated with your oil & gas sector activities - total volumes [only oil and gas sector]	<Not Applicable>	<Not Applicable>
Water withdrawals quality	76-99	Avaya measures and monitors water withdrawals across its major locations (i.e. sites greater than 400 square feet within our operational boundary), which accounts for 99% of our total square footage. Avaya has access to actual water data from utility bills for 10 out of 110 sites that it measures and monitors monthly, which accounts for 9% of our facilities. Avaya estimates withdrawals for the remaining sites based on available data from these facilities. Avaya's water withdrawals are from third party sources (i.e. utilities), who are responsible for monitoring the quality of the water.
Water discharges – total volumes	76-99	Avaya measures and monitors water withdrawals across its major locations (i.e. sites greater than 400 square feet within our operational boundary), which accounts for 99% of our total square footage. Avaya has access to actual water data from utility bills for 10 out of 110 sites that it measures and monitors monthly, which accounts for 9% of our facilities. Avaya estimates withdrawals for the remaining sites based on available data from these facilities. Avaya does not incorporate water into any of its products and the water withdrawn for use in our office buildings is discharged back into the water environment. Therefore, our consumption is 0 and our withdrawals equals our discharges.
Water discharges – volumes by destination	76-99	Avaya measures and monitors water withdrawals across its major locations (i.e. sites greater than 400 square feet within our operational boundary), which accounts for 99% of our total square footage. Avaya has access to actual water data from utility bills for 10 out of 110 sites that it measures and monitors monthly, which accounts for 9% of our facilities. Avaya estimates withdrawals for the remaining sites based on available data from these facilities. CDP defines consumption as the amount of water that is drawn into the company boundary and not discharged back to the water environment or a third party. Avaya does not incorporate water into any of its products and the water withdrawn for use in our office buildings is discharged back into the water environment. Withdrawals = Consumption + Discharge; therefore, our consumption is 0 and our withdrawals equals our discharges.
Water discharges – volumes by treatment method	Not relevant	This is not relevant because Avaya's water discharges go to third-party destinations, such as municipal wastewater plants and public/private utilities. We do not expect this to be relevant in the future.
Water discharge quality – by standard effluent parameters	Not relevant	This is not relevant because Avaya's water discharges go to third-party destinations, such as municipal wastewater plants and public/private utilities. We do not expect this to be relevant in the future.
Water discharge quality – temperature	Not relevant	This is not relevant because Avaya's water discharges go to third-party destinations, such as municipal wastewater plants and public/private utilities. We do not expect this to be relevant in the future.
Water consumption – total volume	100%	CDP defines consumption as the amount of water that is drawn into the company boundary and not discharged back to the water environment or a third party. Avaya does not incorporate water into any of its products and the water withdrawn for use in our office buildings is discharged back into the water environment. Withdrawals = Consumption + Discharge; therefore, our consumption is 0 and our withdrawals equals our discharges.
Water recycled/reused	Not monitored	We do not currently monitor recycled/reused water but are looking into future capabilities.
The provision of fully-functioning, safely managed WASH services to all workers	100%	Fully-functioning, safely managed WASH services (i.e. water, sanitation, and hygiene facilities) is a company-wide requirement for Avaya facilities.

**W1.2b**

**(W1.2b) What are the total volumes of water withdrawn, discharged, and consumed across all your operations, and how do these volumes compare to the previous reporting year?**

	Volume (megaliters/year)	Comparison with previous reporting year	Please explain
Total withdrawals	191	Lower	Our total withdrawals – actual and estimated – was 191 megaliters (50,529,825 gallons) in 2019. This represents a 6% decrease from our 2018 withdrawals. Looking forward, we expect our water withdrawals to decrease as a result of future real estate consolidations or remain the same.
Total discharges	191	Lower	CDP defines consumption as the amount of water that is drawn into the company boundary and not discharged back to the water environment or a third party. Avaya does not incorporate water into any of its products and the water withdrawn for use in our office buildings is discharged back into the water environment. Therefore, our consumption is 0 and our withdrawals equals our discharges. We decreased our water discharges by 6% from 2018-2019. Looking forward, we expect our water discharges to decrease as a result of future real estate consolidations or remain the same.
Total consumption	0	About the same	CDP defines consumption as the amount of water that is drawn into the company boundary and not discharged back to the water environment or a third party. Avaya does not incorporate water into any of its products and the water withdrawn for use in our office buildings is discharged back into the water environment. Therefore, our consumption is 0 and our withdrawals equals our discharges, and we do not expect this to change moving forward.

**W1.2d**

**(W1.2d) Indicate whether water is withdrawn from areas with water stress and provide the proportion.**

	Withdrawals are from areas with water stress	% withdrawn from areas with water stress	Comparison with previous reporting year	Identification tool	Please explain
Row 1	Yes	11-25	Higher	WRI Aqueduct	Avaya uses the WRI Aqueduct Tool to determine which of its facilities are in water stressed areas. Water stressed areas are those deemed "high risk" and "extremely high risk". In 2019, 31 megaliters (8,069,543 gallons) of water were withdrawn from water stressed areas, which accounts for 16% of our total withdrawals.

**W1.2h**

**(W1.2h) Provide total water withdrawal data by source.**

	Relevance	Volume (megaliters/year)	Comparison with previous reporting year	Please explain
Fresh surface water, including rainwater, water from wetlands, rivers, and lakes	Not relevant	<Not Applicable>	<Not Applicable>	Avaya does not source its water withdrawals from fresh surface water.
Brackish surface water/Seawater	Not relevant	<Not Applicable>	<Not Applicable>	Avaya does not source its water withdrawals from brackish surface water/seawater.
Groundwater – renewable	Not relevant	<Not Applicable>	<Not Applicable>	Avaya does not source its water withdrawals from groundwater.
Groundwater – non-renewable	Not relevant	<Not Applicable>	<Not Applicable>	Avaya does not source its water withdrawals from groundwater.
Produced/Entrained water	Not relevant	<Not Applicable>	<Not Applicable>	Avaya does not source its water withdrawals from produced/entrained water.
Third party sources	Relevant	191	Lower	Avaya sources its water withdrawals from third-party sources such as municipal water suppliers and public/private utilities. Our total water withdrawals decreased by 6% from 2018-2019.

**W1.2i**

**(W1.2i) Provide total water discharge data by destination.**

	Relevance	Volume (megaliters/year)	Comparison with previous reporting year	Please explain
Fresh surface water	Not relevant	<Not Applicable>	<Not Applicable>	This is not relevant because Avaya does not discharge water to fresh surface water.
Brackish surface water/seawater	Not relevant	<Not Applicable>	<Not Applicable>	This is not relevant because Avaya does not discharge water to brackish surface water/seawater.
Groundwater	Not relevant	<Not Applicable>	<Not Applicable>	This is not relevant because Avaya does not discharge water to groundwater.
Third-party destinations	Relevant	191	Lower	This is relevant because Avaya's water discharges go to third-party destinations, such as municipal wastewater plants and public/private utilities. Water discharges decreased by 6% from 2018-2019.

**W1.4**

**(W1.4) Do you engage with your value chain on water-related issues?**

Yes, our suppliers

Yes, our customers or other value chain partners

**W1.4a**

**(W1.4a) What proportion of suppliers do you request to report on their water use, risks and/or management information and what proportion of your procurement spend does this represent?**

**Row 1**

**% of suppliers by number**

1-25

**% of total procurement spend**

51-75

**Rationale for this coverage**

As a member of the Responsible Business Alliance (RBA), Avaya adopted the RBA Code of Conduct, which includes provision on water management and pollution prevention. Avaya requires its Tier 1 suppliers to adopt the Code of Conduct by including it in our contracts. Avaya incentivizes suppliers to report water management information by sending requests through the RBA online tool and nominating suppliers to undergo annual audits. Approximately 8% of our direct Tier 1 suppliers are monitored through the RBA online tool, which represents 64% of our total procurement spend.

**Impact of the engagement and measures of success**

Information that is requested from our suppliers includes water management, wastewater management, sanitation and hygiene, and pollution prevention practices through RBA online audits. This information is used within the company to audit our suppliers to ensure compliance with the Code and minimize supply chain risk. 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**

**W1.4b**

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**(W1.4b) Provide details of any other water-related supplier engagement activity.**

**Type of engagement**

Onboarding & compliance

**Details of engagement**

Requirement to adhere to our code of conduct regarding water stewardship and management

**% of suppliers by number**

76-100

**% of total procurement spend**

76-100

**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 water stewardship and management. Avaya requires its direct Tier 1 suppliers to adhere to the RBA Code of Conduct by including it in our contracts. Approximately 95% of our suppliers are direct Tier 1 suppliers, which represents 89% of our total procurement spend.

**Impact of the engagement and measures of success**

By requiring our direct Tier 1 suppliers to adhere to the RBA Code of Conduct, Avaya is promoting environmental responsibility in the electronics supply chain and reducing our supply chain water 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**

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**W1.4c**

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**(W1.4c) What is your organization's rationale and strategy for prioritizing engagements with customers or other partners in its value chain?**

Avaya engages with its customers on climate- and water-related issues. Avaya publishes an annual Corporate Responsibility Report and includes information on our Corporate Responsibility website regarding our environmental commitments, goals, and initiatives, including our efforts to address the issue of water pollution by reducing single-use plastic packaging and supporting employee volunteering. In addition, Avaya engages with its customers directly by responding to customer requests throughout the year on our environmental performance and corporate responsibility initiatives.

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.

**W2. Business impacts**

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**W2.1**

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**(W2.1) Has your organization experienced any detrimental water-related impacts?**

No

W2.2

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(W2.2) In the reporting year, was your organization subject to any fines, enforcement orders, and/or other penalties for water-related regulatory violations?

No

W3. Procedures

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W3.3

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(W3.3) Does your organization undertake a water-related risk assessment?

Yes, water-related risks are assessed

W3.3a

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**(W3.3a) Select the options that best describe your procedures for identifying and assessing water-related risks.**

**Direct operations**

**Coverage**

Full

**Risk assessment procedure**

Water risks are assessed as part of other company-wide risk assessment system

**Frequency of assessment**

Annually

**How far into the future are risks considered?**

More than 6 years

**Type of tools and methods used**

Tools on the market  
Enterprise Risk Management

**Tools and methods used**

WRI Aqueduct

**Comment**

Water risks, such as flooding and sea level rise, are assessed as part of Avaya's annual company-wide risk management process. In addition, risks are assessed using the WRI Aqueduct tool, which includes projected changes in water stress in regions around the world from now to the year 2040.

**Supply chain**

**Coverage**

Partial

**Risk assessment procedure**

Water risks are assessed as part of other company-wide risk assessment system

**Frequency of assessment**

Annually

**How far into the future are risks considered?**

1 to 3 years

**Type of tools and methods used**

Tools on the market

**Tools and methods used**

Other, please specify (Responsible Business Alliance (RBA) online tool)

**Comment**

Supply chain risks are evaluated through the RBA online tool. As an RBA member, Avaya receives access to audit reports and self-assessment questionnaires for some of its direct Tier 1 suppliers, which enable us to monitor and assess water risks.

**Other stages of the value chain**

**Coverage**

None

**Risk assessment procedure**

<Not Applicable>

**Frequency of assessment**

<Not Applicable>

**How far into the future are risks considered?**

<Not Applicable>

**Type of tools and methods used**

<Not Applicable>

**Tools and methods used**

<Not Applicable>

**Comment**

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**W3.3b**



**(W3.3b) Which of the following contextual issues are considered in your organization's water-related risk assessments?**

	Relevance & inclusion	Please explain
Water availability at a basin/catchment level	Relevant, always included	Avaya considers water availability when managing its real estate footprint. When evaluating locations for new facilities, Avaya Real Estate ensures there is adequate clean water available for essential needs such as sanitation, hygiene, heating, and cooling. In addition, Avaya monitors current and future water availability and quality for its existing locations using the WRI Aqueduct tool.
Water quality at a basin/catchment level	Relevant, always included	Avaya considers water quality and supply when managing its real estate footprint. When evaluating locations for new facilities, Avaya Real Estate ensures there is adequate clean water available for essential needs such as sanitation, hygiene, heating, and cooling. In addition, Avaya monitors current and future water availability and quality for its existing locations using the WRI Aqueduct tool.
Stakeholder conflicts concerning water resources at a basin/catchment level	Not relevant, explanation provided	Avaya purchases its water from local utilities, so stakeholder conflicts concerning water resources was not deemed relevant. Looking ahead, we do not anticipate this issue becoming relevant.
Implications of water on your key commodities/raw materials	Relevant, always included	Avaya considers implications of water on our key commodities and raw materials as part our risk assessment using the Responsible Business Alliance (RBA) online tool. Through the tool, Avaya requests information from our suppliers on their water stewardship and management along with other environmental practices such as energy, carbon emissions, and waste. Avaya then evaluates the information to understand, track, and mitigate our supply chain risk, including risks relating to water.
Water-related regulatory frameworks	Relevant, always included	Legal and regulatory risks are evaluated annually as part of Avaya's company-wide risk assessment and as part of the WRI Aqueduct tool. Avaya could face legal risks if we fail to comply with environmental laws and regulations, so we monitor compliance for our facilities on an ongoing basis. We have not experienced a significant impact on our business due to water-related regulations, and due to the nature and scope of our water use, we do not anticipate any material impacts on our business in the future.
Status of ecosystems and habitats	Relevant, always included	Avaya uses the WRI Aqueduct tool to evaluate water risks annually. The tool provides data on the percentage of threatened amphibians, which serve as a proxy for ecosystem health and vulnerability. Based on this data, Avaya is able to consider the status of ecosystems and habitats in our major locations around the world as part of our risk assessment.
Access to fully-functioning, safely managed WASH services for all employees	Relevant, always included	Fully-functioning, safely managed WASH services (i.e. water, sanitation, and hygiene facilities) is a company-wide requirement for Avaya facilities. Avaya monitors water availability/quality through the WRI Aqueduct tool, which is needed for WASH services, on an annual basis. In addition, Avaya has internal processes, such as inspections, to ensure maintenance of WASH services across our facilities.
Other contextual issues, please specify	Not considered	

**W3.3c**

**(W3.3c) Which of the following stakeholders are considered in your organization's water-related risk assessments?**

	Relevance & inclusion	Please explain
Customers	Relevant, always included	Avaya continually works towards understanding and fulfilling our customer wants and needs. Therefore, customers are included in our water-related risk assessments. Avaya engages with its customers on environmental issues and keeps them informed on our policies, practices, and programs to reduce our environmental footprint. For example, Avaya receives and responds to customer questionnaires on an ongoing basis, which include questions on our water stewardship and management. In addition, Avaya publishes an annual Corporate Responsibility report, communicates with customers through our social media, and makes our environmental and corporate responsibility policies available on our website. Risks that are evaluated include reputational harm from failure to take action on water issues, and service interruptions or damage from extreme weather or climate change (flooding, drought, sea level rise) that would impact our ability to serve our customers. We expect customers to be more relevant in the future as customer demand for corporate responsibility and climate action increases.
Employees	Relevant, always included	Avaya is committed to providing a safe, healthy, and desirable place to work for our employees. Therefore, employees are included in our water-related risk assessments. Access to adequate, clean water at our facilities is a necessity for our employees; water is required for restrooms, drinking fountains, and cleaning to maintain proper sanitation and hygiene. If we did not have access to clean water for our employees, we would not be able to operate our facilities which would result in financial losses and service interruptions to our customers. Avaya engages with its employees on sustainability issues, including water, through our annual Corporate Responsibility Report and internal communications. We expect customers to continue to be a relevant stakeholder in the future since we are firm in our commitment to providing a safe and healthy work environment.
Investors	Relevant, always included	There is increasing investor interest on the environmental, social, and governance performance of companies, which includes water-related issues. Investors are a key stakeholder for Avaya and therefore included in our water-related risk assessments. Failure to take action on water-related issues could result in reputational harm and impact our position with investors. Avaya discloses its environmental practices by posting its annual Corporate Responsibility Report and environmental policies on its website. We also respond to investor-driven CSR questionnaires throughout the year to report on our environmental performance. We expect that investor interest of our environmental performance will continue to increase in the future as the need for climate change mitigation intensifies.
Local communities	Relevant, always included	Avaya believes it is our responsibility to make the world a better place and part of that is positively impacting local communities in which we operate. Avaya engages with local communities through employee-led volunteer efforts throughout the year, which tackle issues such as ocean pollution. We also use the WRI Aqueduct tool to factor local communities into our water risk assessments and analyze which communities are experiencing the highest water risk around the world.
NGOs	Please select	Avaya partners with various NGOs on its corporate responsibility and environmental, health and safety initiatives; therefore, NGOs are included in our water-related risk assessments. For example, Avaya is a member of the Responsible Business Alliance (RBA), the world's largest industry coalition dedicated to corporate social responsibility in global supply chains. As an RBA member, Avaya adopted the RBA Code of Conduct, which includes requirements around water management and stewardship, and requires our direct Tier 1 suppliers to do the same. We expect NGOs to remain a relevant stakeholder since they help us maintain oversight of water-related issues in our supply chain.
Other water users at a basin/catchment level	Not relevant, explanation provided	Avaya sources its water from municipalities, so Avaya does not engage with other water users at a basin/catchment level.
Regulators	Relevant, always included	Legal and regulatory risks are evaluated annually as a part of Avaya's company-wide risk assessment. 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. 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.
River basin management authorities	Not relevant, explanation provided	Avaya does not engage with river basin management authorities, so they are not included in our water-related risk assessment at this time.
Statutory special interest groups at a local level	Not relevant, explanation provided	CDP defines statutory special interest groups as any body or organization which the company is obliged to consult with on water issues due to a statutory or regulatory requirement. Avaya does not engage with statutory special interest groups, so they are not included in our water-related risk assessments.
Suppliers	Relevant, always included	Supply chain risks are evaluated annually as a part of Avaya's company-wide risk assessment. Avaya engages with its direct Tier 1 suppliers and monitors their compliance to water-related issues through the Responsible Business Alliance (RBA) online tool.
Water utilities at a local level	Relevant, always included	Water utilities are included in Avaya's water-related risk assessment because Avaya relies on utilities for adequate water supply for its facilities around the world. A service interruption in our water supply would impact Avaya's ability to operate the affected facility; this could impact our ability to serve our customers, leading to decreased revenues and productivity. We expect utilities to remain a relevant stakeholder because we will continue to source our water from them in the future.
Other stakeholder, please specify	Not considered	

**W3.3d**

**(W3.3d) Describe your organization's process for identifying, assessing, and responding to water-related risks within your direct operations and other stages of your value chain.**

Avaya uses an integrated, cross functional and company-wide risk management process to evaluate climate change risks and opportunities – including water-related risks, such as extreme weather events – on an annual basis. Avaya Corporate Responsibility/EHS works directly with the business continuity and real estate team to evaluate, assess, and mitigate risks that impact our facilities around the world. The risk assessment is then reviewed and approved by the Vice President & Deputy General Counsel.

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

**W4. Risks and opportunities**

**W4.1**

**(W4.1) Have you identified any inherent water-related risks with the potential to have a substantive financial or strategic impact on your business?**

Yes, both in direct operations and the rest of our value chain

**W4.1a**

**(W4.1a) 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 on our direct operations and/or supply chain. 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); impact on operating costs; the impact on our ability to successfully deliver products and services to our customers; potential for and length of service interruptions; and the amount of time needed to recover from reputational harm. 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.

An example of a substantive impact is service interruptions or delays caused by extreme weather events. Our cloud-based based solutions rely on uninterrupted connection to the Internet through data centers and networks. To provide such service for our customers in North America, we utilize data center hosting facilities located in California, Colorado, Florida, Georgia, Iowa, North Carolina, Ohio, Oregon, Virginia and Washington. We also intend to serve other global customers from data center hosting facilities located in India, Japan and Singapore. We do not control the operation of these facilities, and they are vulnerable to service interruptions or damage from floods, earthquakes, fires, power loss, telecommunications failures and similar events. The occurrence of these or other unanticipated problems at these facilities could result in lengthy interruptions in the ability to use our solutions efficiently or at all, which could harm our business, operating results and financial condition.

**W4.1b**

**(W4.1b) What is the total number of facilities exposed to water risks with the potential to have a substantive financial or strategic impact on your business, and what proportion of your company-wide facilities does this represent?**

	Total number of facilities exposed to water risk	% company-wide facilities this represents	Comment
Row 1	12	1-25	Avaya uses the WRI Aqueduct tool to evaluate the number of our facilities exposed to water risks around the world. The tool maps indicators of water-related risks around the world, including degree of physical risks, flood occurrence, and drought severity. Based on this data, the tool combines indicator scores to generate an overall water risk, as follows low (0-1), low to medium (2-3), medium to high (4-9), high (10-27), and extremely high (>27). Avaya does not use a significant amount of water; therefore, only sites marked as “extremely high” risk are considered to have a potential substantive impact on our business. In 2019, 12 facilities were in regions with extremely high water risk, representing 11% of our total facilities.

**W4.1c**

**(W4.1c) By river basin, what is the number and proportion of facilities exposed to water risks that could have a substantive financial or strategic impact on your business, and what is the potential business impact associated with those facilities?**

**Country/Area & River basin**

India	Ganges - Brahmaputra
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**Number of facilities exposed to water risk**

2

**% company-wide facilities this represents**

1-25

**Production value for the metals & mining activities associated with these facilities**

<Not Applicable>

**% company’s annual electricity generation that could be affected by these facilities**

<Not Applicable>

**% company’s global oil & gas production volume that could be affected by these facilities**

<Not Applicable>

**% company’s total global revenue that could be affected**

1-10

**Comment**

**Country/Area & River basin**

India	Other, please specify (India East Coast)
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**Number of facilities exposed to water risk**

3

**% company-wide facilities this represents**

1-25

**Production value for the metals & mining activities associated with these facilities**

<Not Applicable>

**% company's annual electricity generation that could be affected by these facilities**

<Not Applicable>

**% company's global oil & gas production volume that could be affected by these facilities**

<Not Applicable>

**% company's total global revenue that could be affected**

1-10

**Comment**

**Country/Area & River basin**

China	Other, please specify (Ziva He, Interior)
-------	---

**Number of facilities exposed to water risk**

2

**% company-wide facilities this represents**

1-25

**Production value for the metals & mining activities associated with these facilities**

<Not Applicable>

**% company's annual electricity generation that could be affected by these facilities**

<Not Applicable>

**% company's global oil & gas production volume that could be affected by these facilities**

<Not Applicable>

**% company's total global revenue that could be affected**

1-10

**Comment**

**Country/Area & River basin**

India	Krishna
-------	---------

**Number of facilities exposed to water risk**

3

**% company-wide facilities this represents**

1-25

**Production value for the metals & mining activities associated with these facilities**

<Not Applicable>

**% company's annual electricity generation that could be affected by these facilities**

<Not Applicable>

**% company's global oil & gas production volume that could be affected by these facilities**

<Not Applicable>

**% company's total global revenue that could be affected**

1-10

**Comment**

**Country/Area & River basin**

United States of America	Other, please specify (California)
--------------------------	------------------------------------

**Number of facilities exposed to water risk**

1

**% company-wide facilities this represents**

Less than 1%

**Production value for the metals & mining activities associated with these facilities**

<Not Applicable>

**% company's annual electricity generation that could be affected by these facilities**

<Not Applicable>

**% company's global oil & gas production volume that could be affected by these facilities**

<Not Applicable>

% company's total global revenue that could be affected

1-10

Comment

## W4.2

(W4.2) Provide details of identified risks in your direct operations with the potential to have a substantive financial or strategic impact on your business, and your response to those risks.

### Country/Area & River basin

United States of America	Other, please specify (Global (company-wide))
--------------------------	---

### Type of risk & Primary risk driver

Physical	Flooding
----------	----------

### Primary potential impact

Impact on company assets

### Company-specific description

Our operations and those of our contract manufacturers and outsourced service providers are vulnerable to interruption by flooding at our global locations. For example, we have an office in the San Francisco Bay Area of California that is vulnerable to damage from flooding. 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 be insufficient to compensate for any losses or damages that may occur.

### Timeframe

4-6 years

### Magnitude of potential impact

Medium-low

### Likelihood

More likely than not

### 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

If one of Avaya's facilities was located in an area impacted by flooding, there is a potential for physical damage to the building. For example, if Avaya's headquarters in Santa Clara was impacted, 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.

### Primary response to risk

Amend the Business Continuity Plan

### Description of response

Avaya Corporate Security and Business Continuity has developed location-based risk assessments for facilities over 50 people that cover physical risks, which includes flooding. Based on the risk assessments, the Corporate Security and Business Continuity team develops management plans that are comprehensive in scope; for example, if flooding 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 a flooding event. The Corporate Security and Business Continuity team evaluates these risks annually and amends/updates the risk assessments and management plans accordingly.

### Cost of response

0

### Explanation of cost of response

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.

### Country/Area & River basin

United States of America	Other, please specify (Global (company-wide))
--------------------------	---

### Type of risk & Primary risk driver

Physical	Severe weather events
----------	-----------------------

**Primary potential impact**

Impact on company assets

**Company-specific description**

Our operations and those of our contract manufacturers and outsourced service providers are vulnerable to interruption by severe weather events, such as hurricanes and wildfires, at our global locations. For instance, our office in the San Francisco Bay Area of California is vulnerable to damage from the prevalence of California wildfires, especially during drought conditions. If a severe weather event 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.

**Timeframe**

4-6 years

**Magnitude of potential impact**

Medium-low

**Likelihood**

More likely than not

**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)**

&lt;Not Applicable&gt;

**Potential financial impact figure - maximum (currency)**

&lt;Not Applicable&gt;

**Explanation of financial impact**

If one of Avaya's facilities was located in an area impacted by a severe weather event, there is a potential for physical damage to the building. For example, if Avaya's headquarters in Santa Clara was impacted by a wildfire during drought conditions, 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.

**Primary response to risk**

Amend the Business Continuity Plan

**Description of response**

Avaya Corporate Security and Business Continuity has developed location-based risk assessments for facilities over 50 people that cover physical risks, which includes severe weather events. 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 a severe weather event. The Corporate Security and Business Continuity team evaluates these risks annually and amends/updates the risk assessments and management plans accordingly.

**Cost of response**

0

**Explanation of cost of response**

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.

**Country/Area & River basin**

United States of America	Other, please specify (Global (company-wide))
--------------------------	---

**Type of risk & Primary risk driver**

Reputation & markets	Increased stakeholder concern or negative stakeholder feedback
----------------------	--

**Primary potential impact**

Brand damage

**Company-specific description**

Avaya is experiencing increasing demand from customers, investors, stakeholders, and the public for companies to address climate change – including water-related issues – and implement measures to collectively reduce our environmental impact. For example, we are requested to respond to the CDP Water Questionnaire by some of our customers. Failure to take action, demonstrate leadership, or comply with environmental or water-related developments can impact the Avaya brand and reputation.

**Timeframe**

Current up to one year

**Magnitude of potential impact**

Medium

**Likelihood**

Unlikely

**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)**

&lt;Not Applicable&gt;

**Potential financial impact figure - maximum (currency)**

<Not Applicable>

**Explanation of financial impact**

If Avaya 's reputation was negatively impacted due to lack of 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.

**Primary response to risk**

Engage with customers

**Description of response**

Avaya mitigates reputational risk by directly engaging with our customers and providing information on our environmental goals and performance. Avaya publishes an annual Corporate Responsibility report that is made publicly available on our website. In addition, this is the second year that Avaya has responded to the Water Questionnaire per our customers' request. We will continue to be transparent about our impacts and build upon our efforts to continually reduce our environmental and water footprint.

**Cost of response**

0

**Explanation of cost of response**

The Avaya Corporate Responsibility program is a core part of our business; therefore, we do not consider taking action on climate change or water issues to incur an additional cost.

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W4.2a

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**(W4.2a) Provide details of risks identified within your value chain (beyond direct operations) with the potential to have a substantive financial or strategic impact on your business, and your response to those risks.**

**Country/Area & River basin**

United States of America	Other, please specify (Global (company-wide))
--------------------------	---

**Stage of value chain**

Supply chain

**Type of risk & Primary risk driver**

Physical	Severe weather events
----------	-----------------------

**Primary potential impact**

Supply chain disruption

**Company-specific description**

Our cloud-based solutions rely on uninterrupted connection to the Internet through data centers and networks. To provide such service for our customers in North America, we utilize data center hosting facilities located in California, Colorado, Florida, Georgia, Iowa, North Carolina, Ohio, Oregon, Virginia and Washington. We also intend to serve other global customers from data center hosting facilities located in India, Japan and Singapore. We do not control the operation of these facilities, and they are vulnerable to service interruptions or damage from earthquakes, fires, power loss, or similar events related to severe weather. The occurrence of these or other unanticipated problems at these facilities could result in lengthy interruptions in the ability to use our solutions efficiently or at all, which could harm our business, operating results and financial condition.

**Timeframe**

4-6 years

**Magnitude of potential impact**

Medium-low

**Likelihood**

More likely than not

**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**

If one of Avaya's data center facilities experienced service interruptions or damage from a severe weather event, it may have an impact on our revenues from reduced services or operations. In a hypothetical scenario, we estimate how a 1% change in our revenue would impact us financially. Avaya's FY19 revenue was \$2.887 billion; if our revenue decreased by 1% due to supply chain disruption, it would result in a loss of \$28,870,000.

**Primary response to risk**

Direct operations	Include in Business Continuity Plan
-------------------	-------------------------------------

**Description of response**

Avaya has a Disaster Recover Planning Program that supports risk management and mitigation at Avaya data center locations. Our IT team interfaces with other departments such as Business Continuity and Operations to provide technology recovery solutions if a service interruption were to occur. Critical servers, applications, and databases are backed up daily locally or replicated/mirrored offsite to a remote internal location. Additionally, Avaya implements various risk mitigation strategies at critical data centers including battery backups, diesel generators, fire safety, and security.

**Cost of response**

0

**Explanation of cost of response**

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.

**W4.3**

**(W4.3) Have you identified any water-related opportunities with the potential to have a substantive financial or strategic impact on your business?**

No

**W4.3b**



**(W4.3b) Why does your organization not consider itself to have water-related opportunities?**

	Primary reason	Please explain
Row 1	Opportunities exist, but none with potential to have a substantive financial or strategic impact on business	Avaya assesses its water risks and opportunities as part of its company-wide annual risk assessment. Avaya defines a substantive opportunity as an opportunity that has a potential to have a material legal, financial, operational, and/or reputational positive impact on our business. Although there are opportunities for water efficiency/reduction in our facilities, our water costs are minimal relative to our total operating costs, so any potential savings were not found to be substantive. This is because Avaya's facilities do not require significant amounts of water to operate and our products do not require any water to operate. However, Avaya is committed to improving our environmental performance and is committed to acting on climate change. We will repeat our assessment of risks and opportunities next year.

**W5. Facility-level water accounting**

**W5.1**

**(W5.1) For each facility referenced in W4.1c, provide coordinates, water accounting data, and a comparison with the previous reporting year.**

**Facility reference number**

Facility 1

**Facility name (optional)**

Bangalore (AMR Tech Park)

**Country/Area & River basin**

India	Other, please specify (India East Coast)
-------	--

**Latitude**

12.899553

**Longitude**

77.631424

**Located in area with water stress**

Yes

**Primary power generation source for your electricity generation at this facility**

<Not Applicable>

**Oil & gas sector business division**

<Not Applicable>

**Total water withdrawals at this facility (megaliters/year)**

2.69

**Comparison of total withdrawals with previous reporting year**

Lower

**Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes**

0

**Withdrawals from brackish surface water/seawater**

0

**Withdrawals from groundwater - renewable**

0

**Withdrawals from groundwater - non-renewable**

0

**Withdrawals from produced/entrained water**

0

**Withdrawals from third party sources**

2.69

**Total water discharges at this facility (megaliters/year)**

2.69

**Comparison of total discharges with previous reporting year**

Lower

**Discharges to fresh surface water**

0

**Discharges to brackish surface water/seawater**

0

**Discharges to groundwater**

0

**Discharges to third party destinations**

2.69

**Total water consumption at this facility (megaliters/year)**

0

**Comparison of total consumption with previous reporting year**

About the same

**Please explain**

Avaya withdraws water from third-party sources (utilities). Avaya's water discharges also go to third-party destinations such as municipal wastewater plants and public/private utilities.

**Facility reference number**

Facility 2

**Facility name (optional)**

Bangalore (Sales)

**Country/Area & River basin**

India	Other, please specify (India East Coast)
-------	--

**Latitude**

12.899553

**Longitude**

77.631424

**Located in area with water stress**

Yes

**Primary power generation source for your electricity generation at this facility**

<Not Applicable>

**Oil & gas sector business division**

<Not Applicable>

**Total water withdrawals at this facility (megaliters/year)**

0.5

**Comparison of total withdrawals with previous reporting year**

Lower

**Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes**

0

**Withdrawals from brackish surface water/seawater**

0

**Withdrawals from groundwater - renewable**

0

**Withdrawals from groundwater - non-renewable**

0

**Withdrawals from produced/entrained water**

0

**Withdrawals from third party sources**

0.5

**Total water discharges at this facility (megaliters/year)**

0.5

**Comparison of total discharges with previous reporting year**

Lower

**Discharges to fresh surface water**

0

**Discharges to brackish surface water/seawater**

0

**Discharges to groundwater**

0

**Discharges to third party destinations**

0.5

**Total water consumption at this facility (megaliters/year)**

0

**Comparison of total consumption with previous reporting year**

About the same

**Please explain**

Avaya withdraws water from third-party sources (utilities). Avaya's water discharges also go to third-party destinations such as municipal wastewater plants and public/private utilities.

**Facility reference number**

Facility 3

**Facility name (optional)**

Beijing (Golder Plaza)

**Country/Area & River basin**

China	Other, please specify (Ziya He)
-------	---------------------------------

**Latitude**

39.972929

**Longitude**

116.365646

**Located in area with water stress**

Yes

**Primary power generation source for your electricity generation at this facility**

<Not Applicable>

**Oil & gas sector business division**

<Not Applicable>

**Total water withdrawals at this facility (megaliters/year)**

0.04

**Comparison of total withdrawals with previous reporting year**

Lower

**Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes**

0

**Withdrawals from brackish surface water/seawater**

0

**Withdrawals from groundwater - renewable**

0

**Withdrawals from groundwater - non-renewable**

0

**Withdrawals from produced/entrained water**

0

**Withdrawals from third party sources**

0.04

**Total water discharges at this facility (megaliters/year)**

0.04

**Comparison of total discharges with previous reporting year**

About the same

**Discharges to fresh surface water**

0

**Discharges to brackish surface water/seawater**

0

**Discharges to groundwater**

0

**Discharges to third party destinations**

0.04

**Total water consumption at this facility (megaliters/year)**

0

**Comparison of total consumption with previous reporting year**

About the same

**Please explain**

Avaya withdraws water from third-party sources (utilities). Avaya's water discharges also go to third-party destinations such as municipal wastewater plants and public/private utilities.

---

**Facility reference number**

Facility 4

**Facility name (optional)**

Beijing (Sales)

**Country/Area & River basin**

China	Other, please specify (Ziya He, Interior)
-------	---

**Latitude**

39.9089

**Longitude**

116.413191

**Located in area with water stress**

Yes

**Primary power generation source for your electricity generation at this facility**

<Not Applicable>

**Oil & gas sector business division**

<Not Applicable>

**Total water withdrawals at this facility (megaliters/year)**

0.89

**Comparison of total withdrawals with previous reporting year**

Lower

**Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes**

0

**Withdrawals from brackish surface water/seawater**

0

**Withdrawals from groundwater - renewable**

0

**Withdrawals from groundwater - non-renewable**

0

**Withdrawals from produced/entrained water**

0

**Withdrawals from third party sources**

0.89

**Total water discharges at this facility (megaliters/year)**

0.89

**Comparison of total discharges with previous reporting year**

Lower

**Discharges to fresh surface water**

0

**Discharges to brackish surface water/seawater**

0

**Discharges to groundwater**

0

**Discharges to third party destinations**

0.89

**Total water consumption at this facility (megaliters/year)**

0

**Comparison of total consumption with previous reporting year**

About the same

**Please explain**

Avaya withdraws water from third-party sources (utilities). Avaya's water discharges also go to third-party destinations such as municipal wastewater plants and public/private utilities.

**Facility reference number**

Facility 5

**Facility name (optional)**

Chennai

**Country/Area & River basin**

India	Other, please specify (India East Coast)
-------	--

**Latitude**

13.033166

**Longitude**

80.244267

**Located in area with water stress**

Yes

**Primary power generation source for your electricity generation at this facility**

<Not Applicable>

**Oil & gas sector business division**

<Not Applicable>

**Total water withdrawals at this facility (megaliters/year)**

0.03

**Comparison of total withdrawals with previous reporting year**

Lower

**Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes**

0

**Withdrawals from brackish surface water/seawater**

0

**Withdrawals from groundwater - renewable**

0

**Withdrawals from groundwater - non-renewable**

0

**Withdrawals from produced/entrained water**

0

**Withdrawals from third party sources**

0.03

**Total water discharges at this facility (megaliters/year)**

0.03

**Comparison of total discharges with previous reporting year**

Lower

**Discharges to fresh surface water**

0

**Discharges to brackish surface water/seawater**

0

**Discharges to groundwater**

0

**Discharges to third party destinations**

0.03

**Total water consumption at this facility (megaliters/year)**

0

**Comparison of total consumption with previous reporting year**

About the same

**Please explain**

Avaya withdraws water from third-party sources (utilities). Avaya's water discharges also go to third-party destinations such as municipal wastewater plants and public/private utilities.

**Facility reference number**

Facility 6

**Facility name (optional)**

Gurgaon

**Country/Area & River basin**

India	Ganges - Brahmaputra
-------	----------------------

**Latitude**

28.482418

**Longitude**

77.103044

**Located in area with water stress**

Yes

**Primary power generation source for your electricity generation at this facility**

<Not Applicable>

**Oil & gas sector business division**

<Not Applicable>

**Total water withdrawals at this facility (megaliters/year)**

0.86

**Comparison of total withdrawals with previous reporting year**

Lower

**Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes**

0

**Withdrawals from brackish surface water/seawater**

0

**Withdrawals from groundwater - renewable**

0

**Withdrawals from groundwater - non-renewable**

0

**Withdrawals from produced/entrained water**

0

**Withdrawals from third party sources**

0.86

**Total water discharges at this facility (megaliters/year)**

0.86

**Comparison of total discharges with previous reporting year**

Lower

**Discharges to fresh surface water**

0

**Discharges to brackish surface water/seawater**

0

**Discharges to groundwater**

0

**Discharges to third party destinations**

0.86

**Total water consumption at this facility (megaliters/year)**

0

**Comparison of total consumption with previous reporting year**

About the same

**Please explain**

Avaya withdraws water from third-party sources (utilities). Avaya's water discharges also go to third-party destinations such as municipal wastewater plants and public/private utilities.

**Facility reference number**

Facility 7

**Facility name (optional)**

Gurgaon (DXC)

**Country/Area & River basin**

India	Ganges - Brahmaputra
-------	----------------------

**Latitude**

28.482418

**Longitude**

77.103044

**Located in area with water stress**

Yes

**Primary power generation source for your electricity generation at this facility**

<Not Applicable>

**Oil & gas sector business division**

<Not Applicable>

**Total water withdrawals at this facility (megaliters/year)**

0.07

**Comparison of total withdrawals with previous reporting year**

This is our first year of measurement

**Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes**

0

**Withdrawals from brackish surface water/seawater**

0

**Withdrawals from groundwater - renewable**

0

**Withdrawals from groundwater - non-renewable**

0

**Withdrawals from produced/entrained water**

0

**Withdrawals from third party sources**

0.07

**Total water discharges at this facility (megaliters/year)**

0.07

**Comparison of total discharges with previous reporting year**

This is our first year of measurement

**Discharges to fresh surface water**

0

**Discharges to brackish surface water/seawater**

0

**Discharges to groundwater**

0

**Discharges to third party destinations**

0.07

**Total water consumption at this facility (megaliters/year)**

0

**Comparison of total consumption with previous reporting year**

This is our first year of measurement

**Please explain**

Avaya withdraws water from third-party sources (utilities). Avaya's water discharges also go to third-party destinations such as municipal wastewater plants and public/private utilities.

---

**Facility reference number**

Facility 8

**Facility name (optional)**

Gurgaon (Spoken)

**Country/Area & River basin**

India	Ganges - Brahmaputra
-------	----------------------

**Latitude**

28.482418

**Longitude**

77.103044

**Located in area with water stress**

Yes

**Primary power generation source for your electricity generation at this facility**

<Not Applicable>

**Oil & gas sector business division**

<Not Applicable>

**Total water withdrawals at this facility (megaliters/year)**

0.19

**Comparison of total withdrawals with previous reporting year**

Higher

**Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes**

0

**Withdrawals from brackish surface water/seawater**

0

**Withdrawals from groundwater - renewable**

0

**Withdrawals from groundwater - non-renewable**

0

**Withdrawals from produced/entrained water**

0

**Withdrawals from third party sources**

0.19

**Total water discharges at this facility (megaliters/year)**

0.19

**Comparison of total discharges with previous reporting year**

Higher

**Discharges to fresh surface water**

0

**Discharges to brackish surface water/seawater**

0

**Discharges to groundwater**

0

**Discharges to third party destinations**

0.19

**Total water consumption at this facility (megaliters/year)**

0

**Comparison of total consumption with previous reporting year**

About the same

**Please explain**

Avaya withdraws water from third-party sources (utilities). Avaya's water discharges also go to third-party destinations such as municipal wastewater plants and public/private utilities.

---

**Facility reference number**

Facility 9

**Facility name (optional)**

Hyderabad

**Country/Area & River basin**

India	Krishna
-------	---------

**Latitude**

17.434777

**Longitude**

78.384866

**Located in area with water stress**

Yes

**Primary power generation source for your electricity generation at this facility**

<Not Applicable>

**Oil & gas sector business division**

<Not Applicable>

**Total water withdrawals at this facility (megaliters/year)**

4.73

**Comparison of total withdrawals with previous reporting year**

Lower

**Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes**

0

**Withdrawals from brackish surface water/seawater**

0

**Withdrawals from groundwater - renewable**

0

**Withdrawals from groundwater - non-renewable**

0

**Withdrawals from produced/entrained water**

0

**Withdrawals from third party sources**

4.73

**Total water discharges at this facility (megaliters/year)**

4.73

**Comparison of total discharges with previous reporting year**

Lower

**Discharges to fresh surface water**

0

**Discharges to brackish surface water/seawater**

0

**Discharges to groundwater**

0

**Discharges to third party destinations**

4.73

**Total water consumption at this facility (megaliters/year)**

0

**Comparison of total consumption with previous reporting year**

About the same



**Please explain**

Avaya withdraws water from third-party sources (utilities). Avaya's water discharges also go to third-party destinations such as municipal wastewater plants and public/private utilities.

---

**Facility reference number**

Facility 10

**Facility name (optional)**

Irvine

**Country/Area & River basin**

United States of America	Other, please specify (California)
--------------------------	------------------------------------

**Latitude**

33.650651

**Longitude**

-117.747802

**Located in area with water stress**

Yes

**Primary power generation source for your electricity generation at this facility**

<Not Applicable>

**Oil & gas sector business division**

<Not Applicable>

**Total water withdrawals at this facility (megaliters/year)**

0.04

**Comparison of total withdrawals with previous reporting year**

This is our first year of measurement

**Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes**

0

**Withdrawals from brackish surface water/seawater**

0

**Withdrawals from groundwater - renewable**

0

**Withdrawals from groundwater - non-renewable**

0

**Withdrawals from produced/entrained water**

0

**Withdrawals from third party sources**

0.04

**Total water discharges at this facility (megaliters/year)**

0.04

**Comparison of total discharges with previous reporting year**

This is our first year of measurement

**Discharges to fresh surface water**

0

**Discharges to brackish surface water/seawater**

0

**Discharges to groundwater**

0

**Discharges to third party destinations**

0.04

**Total water consumption at this facility (megaliters/year)**

0

**Comparison of total consumption with previous reporting year**

This is our first year of measurement

**Please explain**

Avaya withdraws water from third-party sources (utilities). Avaya's water discharges also go to third-party destinations such as municipal wastewater plants and public/private utilities.

---

**Facility reference number**

Facility 11

**Facility name (optional)**

Pune - Tower 3

**Country/Area & River basin**

India	Krishna
-------	---------

**Latitude**

18.53368

**Longitude**

73.85746

**Located in area with water stress**

Yes

**Primary power generation source for your electricity generation at this facility**

<Not Applicable>

**Oil & gas sector business division**

<Not Applicable>

**Total water withdrawals at this facility (megaliters/year)**

3.05

**Comparison of total withdrawals with previous reporting year**

Lower

**Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes**

0

**Withdrawals from brackish surface water/seawater**

0

**Withdrawals from groundwater - renewable**

0

**Withdrawals from groundwater - non-renewable**

0

**Withdrawals from produced/entrained water**

0

**Withdrawals from third party sources**

3.05

**Total water discharges at this facility (megaliters/year)**

3.05

**Comparison of total discharges with previous reporting year**

Lower

**Discharges to fresh surface water**

0

**Discharges to brackish surface water/seawater**

0

**Discharges to groundwater**

0

**Discharges to third party destinations**

3.05

**Total water consumption at this facility (megaliters/year)**

0

**Comparison of total consumption with previous reporting year**

About the same

**Please explain**

Avaya withdraws water from third-party sources (utilities). Avaya's water discharges also go to third-party destinations such as municipal wastewater plants and public/private utilities.

**Facility reference number**

Facility 12

**Facility name (optional)**

Pune - Tower 11

**Country/Area & River basin**

India	Krishna
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**Latitude**

18.53368

**Longitude**

73.85746

**Located in area with water stress**

Yes

**Primary power generation source for your electricity generation at this facility**

<Not Applicable>

**Oil & gas sector business division**

<Not Applicable>

**Total water withdrawals at this facility (megaliters/year)**

5.96

**Comparison of total withdrawals with previous reporting year**

Higher

**Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes**

0

**Withdrawals from brackish surface water/seawater**

0

**Withdrawals from groundwater - renewable**

0

**Withdrawals from groundwater - non-renewable**

0

**Withdrawals from produced/entrained water**

0

**Withdrawals from third party sources**

5.96

**Total water discharges at this facility (megaliters/year)**

5.96

**Comparison of total discharges with previous reporting year**

Higher

**Discharges to fresh surface water**

0

**Discharges to brackish surface water/seawater**

0

**Discharges to groundwater**

0

**Discharges to third party destinations**

5.96

**Total water consumption at this facility (megaliters/year)**

0

**Comparison of total consumption with previous reporting year**

About the same

**Please explain**

Avaya withdraws water from third-party sources (utilities). Avaya's water discharges also go to third-party destinations such as municipal wastewater plants and public/private utilities.

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W5.1a

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(W5.1a) For the facilities referenced in W5.1, what proportion of water accounting data has been externally verified?

**Water withdrawals – total volumes**

% verified  
Not verified

What standard and methodology was used?  
<Not Applicable>

**Water withdrawals – volume by source**

% verified  
Not verified

What standard and methodology was used?  
<Not Applicable>

**Water withdrawals – quality**

% verified  
Not verified

What standard and methodology was used?  
<Not Applicable>

**Water discharges – total volumes**

% verified  
Not verified

What standard and methodology was used?  
<Not Applicable>

**Water discharges – volume by destination**

% verified  
Not verified

What standard and methodology was used?  
<Not Applicable>

**Water discharges – volume by treatment method**

% verified  
Not verified

What standard and methodology was used?  
<Not Applicable>

**Water discharge quality – quality by standard effluent parameters**

% verified  
Not verified

What standard and methodology was used?  
<Not Applicable>

**Water discharge quality – temperature**

% verified  
Not verified

What standard and methodology was used?  
<Not Applicable>

**Water consumption – total volume**

% verified  
Not verified

What standard and methodology was used?  
<Not Applicable>

**Water recycled/reused**

% verified  
Not verified

What standard and methodology was used?  
<Not Applicable>

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**W6. Governance**

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**W6.1**

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**(W6.1) Does your organization have a water policy?**

No

**W6.2**

**(W6.2) Is there board level oversight of water-related issues within your organization?**

Yes

**W6.2a**

**(W6.2a) Identify the position(s) (do not include any names) of the individual(s) on the board with responsibility for water-related issues.**

Position of individual	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, which is part of our overall business strategy and impacts our operations. Examples of Avaya programs and initiatives that mitigate our impact on the environment and water resources include: • Avaya's Design for Environment program, which implements environmental product designs and identifies pollution prevention opportunities through the life cycle of our products; • Compliance with corporate policies such as the Supplier Code of Conduct, which includes requirements around water stewardship and management; and • Avaya's climate change strategy, which is focused on reducing our environmental impact and conserving resources.

**W6.2b**

**(W6.2b) Provide further details on the board's oversight of water-related issues.**

	Frequency that water-related issues are a scheduled agenda item	Governance mechanisms into which water-related issues are integrated	Please explain
Row 1	Scheduled - some meetings	Monitoring implementation and performance Reviewing and guiding corporate responsibility strategy	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.

**W6.3**

**(W6.3) Provide the highest management-level position(s) or committee(s) with responsibility for water-related issues (do not include the names of individuals).**

**Name of the position(s) and/or committee(s)**

Other C-Suite Officer, please specify (Chief Administrative Officer and General Counsel (CAO & GC))

**Responsibility**

Both assessing and managing water-related risks and opportunities

**Frequency of reporting to the board on water-related issues**

Not reported to board

**Please explain**

Responsibility for climate-related issues, including water, 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, and program budgets undergo review and approval by the CAO & GC.

**W6.4**

**(W6.4) Do you provide incentives to C-suite employees or board members for the management of water-related issues?**

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

**W6.4a**

**(W6.4a) What incentives are provided to C-suite employees or board members for the management of water-related issues (do not include the names of individuals)?**

	Role(s) entitled to incentive	Performance indicator	Please explain
Monetary reward	Other C-suite Officer (CAO & GC)	Other, please specify (Success of Avaya Corporate Responsibility Program)	The CAO & CG heads the law department, which includes our Corporate Responsibility Program. Annual bonuses and performance ratings are linked to the success of the law program, which includes maintaining and achieving Avaya's environmental commitments, goals and initiatives through our Corporate Responsibility Program.
Non-monetary reward	Please select	Please select	

**W6.5**

**(W6.5) Do you engage in activities that could either directly or indirectly influence public policy on water through any of the following?**

- Yes, trade associations
- Yes, other

**W6.5a**

**(W6.5a) What processes do you have in place to ensure that all of your direct and indirect activities seeking to influence policy are consistent with your water policy/water commitments?**

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/water strategy and objectives.

**W6.6**

**(W6.6) Did your organization include information about its response to water-related risks in its most recent mainstream financial report?**

Yes (you may attach the report - this is optional)

**W7. Business strategy**

**W7.1**

**(W7.1) Are water-related issues integrated into any aspects of your long-term strategic business plan, and if so how?**

	Are water-related issues integrated?	Long-term time horizon (years)	Please explain
Long-term business objectives	No, water-related issues were reviewed but not considered as strategically relevant/significant	5-10	Avaya's facilities do not require significant amounts of water to operate and our products do not require any water to operate; therefore, we do not consider water-related issues to be material to our business at this time. We do not expect this will change in the future because the nature of our business, operations, and supply chain will not require significant quantities of water. However, Avaya is committed to continually improving our environmental performance acting on climate change. We will repeat our assessment of water-related issues on an annual basis.
Strategy for achieving long-term objectives	No, water-related issues were reviewed but not considered as strategically relevant/significant	5-10	Avaya's facilities do not require significant amounts of water to operate and our products do not require any water to operate; therefore, we do not consider water-related issues to be material to our business at this time. We do not expect this will change in the future because the nature of our business, operations, and supply chain will not require significant quantities of water. However, Avaya is committed to continually improving our environmental performance acting on climate change. We will repeat our assessment of water-related issues on an annual basis.
Financial planning	No, water-related issues were reviewed but not considered as strategically relevant/significant	5-10	Avaya's facilities do not require significant amounts of water to operate and our products do not require any water to operate; therefore, we do not consider water-related issues to be material to our business at this time. We do not expect this will change in the future because the nature of our business, operations, and supply chain will not require significant quantities of water. However, Avaya is committed to continually improving our environmental performance acting on climate change. We will repeat our assessment of water-related issues on an annual basis.

**W7.2**

(W7.2) What is the trend in your organization's water-related capital expenditure (CAPEX) and operating expenditure (OPEX) for the reporting year, and the anticipated trend for the next reporting year?

Row 1

Water-related CAPEX (+/- % change)

0

Anticipated forward trend for CAPEX (+/- % change)

0

Water-related OPEX (+/- % change)

3

Anticipated forward trend for OPEX (+/- % change)

1

Please explain

Avaya does not have water-related capital expenses at this time. Our water-related operating expenses decreased by 3% from 2018-2019, which are water utility costs for our global facilities. Moving forward, we anticipate our water-related operating expenses to decline as we reduce our real estate footprint and use less water in our facilities.

## W7.3

(W7.3) Does your organization use climate-related scenario analysis to inform its business strategy?

	Use of climate-related scenario analysis	Comment
Row 1	No, but we anticipate doing so within the next two years	Climate-related scenario analysis was recently introduced as part of the CDP questionnaire, so Avaya is spending time researching and understanding the different types of scenarios, methodologies, and assumptions. Although we were unable to complete an in-depth analysis this year, we are preparing to conduct one in the future and will use it to inform our strategy.

## W7.4

(W7.4) Does your company use an internal price on water?

Row 1

Does your company use an internal price on water?

No, and we do not anticipate doing so within the next two years

Please explain

Avaya's facilities do not require significant amounts of water to operate and our products do not require any water to operate. Because our water costs are minimal relative to our total operating costs, Avaya is not using an internal price on water at this time.

## W8. Targets

### W8.1

(W8.1) Describe your approach to setting and monitoring water-related targets and/or goals.

	Levels for targets and/or goals	Monitoring at corporate level	Approach to setting and monitoring targets and/or goals
Row 1	Our company sets no targets or goals	<Not Applicable>	<Not Applicable>

### W8.1c

(W8.1c) Why do you not have water target(s) or goal(s) and what are your plans to develop these in the future?

	Primary reason	Please explain
Row 1	Important but not an immediate business priority	Avaya's facilities do not require significant amounts of water to operate and our products do not require any water to operate; therefore, our company does not currently have a formal water target or goal. However, Avaya is dedicated to reducing our environmental impact. We will continue to monitor our water consumption and costs and assess our water-related issues on an annual basis.

## W9. Verification

## W9.1

(W9.1) Do you verify any other water information reported in your CDP disclosure (not already covered by W5.1a)?

No, we do not currently verify any other water information reported in our CDP disclosure

## W10. Sign off

### W-FI

(W-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.

## W10.1

(W10.1) Provide details for the person that has signed off (approved) your CDP water response.

	Job title	Corresponding job category
Row 1	Vice President and Deputy General Counsel	Other, please specify (Vice President and Deputy General Counsel)

## W10.2

(W10.2) Please indicate whether your organization agrees for CDP to transfer your publicly disclosed data on your impact and risk response strategies to the CEO Water Mandate's Water Action Hub [applies only to W2.1a (response to impacts), W4.2 and W4.2a (response to risks)].

No

## SW. Supply chain module

### SW0.1

(SW0.1) What is your organization's annual revenue for the reporting period?

	Annual revenue
Row 1	2887000000

### SW0.2

(SW0.2) Do you have an ISIN for your organization that you are willing to share with CDP?

Yes

### SW0.2a

(SW0.2a) Please share your ISIN in the table below.

	ISIN country code	ISIN numeric identifier (including single check digit)
Row 1	US	0534991098

### SW1.1

(SW1.1) Could any of your facilities reported in W5.1 have an impact on a requesting CDP supply chain member?

We do not have this data and have no intentions to collect it



SW1.2

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(SW1.2) Are you able to provide geolocation data for your facilities?

	Are you able to provide geolocation data for your facilities?	Comment
Row 1	No, this is confidential data	This is confidential data.

SW2.1

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(SW2.1) Please propose any mutually beneficial water-related projects you could collaborate on with specific CDP supply chain members.

SW2.2

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(SW2.2) Have any water projects been implemented due to CDP supply chain member engagement?

No

SW3.1

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(SW3.1) Provide any available water intensity values for your organization's products or services.

Submit your response

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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