

W0. Introduction

W0.1

(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 delivering most of its technology through software and services. We enable organizations around the globe to succeed by creating intelligent communications experiences for our clients, their employees and their customers. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration in the cloud, on-premise 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.

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

W0.2

(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 2020 | December 31 2020 |

W0.3

(W0.3) Select the countries/areas for which you will be supplying data.

Argentina
Australia
Austria
Bahrain
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
Sri Lanka
Sweden
Switzerland
Taiwan, Greater China
Thailand
Turkey
United Arab Emirates
United Kingdom of Great Britain and Northern Ireland
United States of America

W0.4

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

USD

W0.5

(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

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

Yes

W0.6a

(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, so their water use is deemed to be negligible . |

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, 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 107 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 107 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 107 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 107 sites that it measures and monitors monthly, which accounts for 9% of our facilities. Avaya outsources the manufacturing of our products and 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 107 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 outsources the manufacturing of our 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 | 126 | Much lower | Our total withdrawals were 126 megaliters in 2020; this represents a 34% decrease from our 2019 withdrawals. Reductions in water use are a result of real estate closures and consolidations, and remote employee work for a majority of the year due to COVID-19. Because 2020 was an abnormal year, we anticipate that our water withdrawals will increase next year when we return to work and then remain about the same over the next five years. |
| Total discharges | 126 | Much 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 34% from 2019-2020. Because 2020 was an abnormal year, we anticipate that our water withdrawals will increase next year when we return to work and then remain about the same over the next five years. |
| 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 outsources our product manufacturing 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 | About the same | 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 2020, 18 megaliters of water were withdrawn from water stressed areas, which accounts for 14% 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 | 126 | Much 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 34% from 2019-2020. |

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 | 126 | Much 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 34% from 2019-2020. |

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 environmental-related requirements including water management. Avaya requires its direct Tier 1 suppliers to adhere to the RBA Code of Conduct by including it in our contracts. Approximately 8% of our total suppliers are in the RBA online tool; these suppliers account for 53% of our FY20 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

(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. Avaya's direct Tier 1 suppliers account for approximately 96% of total suppliers and total procurement spend in FY20.

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

W1.4c

(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 through various mechanisms. Avaya publishes its annual CDP Water Questionnaire and water use data publicly on our website. We also respond to customer questionnaires, which can include water-related questions, and are also scored by ESG rating and ranking schemes such as EcoVadis, CDP, and ISS. An important measure of success is improving our scores for ESG rating and rankings, which are often shared with our customers and other stakeholders.

W2. Business impacts

W2.1

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

No

W2.2

(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

W3.3

(W3.3) Does your organization undertake a water-related risk assessment?
Yes, water-related risks are assessed

W3.3a

(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

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 is not 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 current and emerging regulatory requirements in the jurisdictions where our facilities are located. 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 | All Avaya facilities are required to have fully-functioning, safely managed WASH services (i.e. water, sanitation, and hygiene facilities). Avaya monitors water availability/quality (and as such access to WASH services) through the WRI Aqueduct tool 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 regularly receives and responds to customer questionnaires, which include, among other things, questions related to our water stewardship and management. In addition, Avaya publishes an annual Corporate Responsibility report, communicates with customers through 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 and healthy work environment for our employees and as such, 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, supporting issues, including but not limited to 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 | Relevant, always included | 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 with 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 compliance/regulatory, financial, operational, reputational, or customer service 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. The impacts of risks and opportunities are rated on a scale of “low”, “medium”, and “high” based on established criteria, and the highest valued impact is the one that drives the overall impact rating. Examples of low impacts include a financial impact of less than \$1 million, or a minimal operational impact that does not affect other processes or facilities. Examples of medium impacts include negative, but limited media attention or an event that affects customer confidence. Example of high impacts include severe regulatory sanctions, negative attention that reaches a wide geographic area or extends internationally, or loss of current or future business. Based on this assessment, we map high priority risks and opportunities, determine ownership, 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. To provide service to our customers, we utilize data center hosting facilities located in the United States and Europe, as well as in our Asia Pacific, Central America and Latin America regions. We also use facilities provided by Google, Amazon and Microsoft as we migrate to cloud solutions. 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. They may also be subject to acts of vandalism or terrorism, sabotage, similar misconduct and/or human error. Moreover, if any of these data centers and networks cease operations, we would need to migrate our solutions and our customers to other providers. 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 | 10 | 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 2020, 10 facilities were in regions with extremely high water risk, representing 9% 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 |
|-------|----------------------|

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

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

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

| | |
|-------|---|
| 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

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 worldwide operations, and those of our contract manufacturers and outsourced service providers, are vulnerable to interruption from flooding. For instance, our corporate headquarters in Durham, North Carolina 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 harm to our business, operating results and financial condition. Because our ability to attract and retain customers depends on our ability to provide customers with highly reliable service, even minor interruptions in our operations could harm our reputation as a reliable solutions provider. 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)

5000000

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 Durham, North Carolina was impacted by flooding, the financial impact would be approximately \$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 with more than 50 people that cover physical risks, which includes flooding, 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 disruption occurs in one location, other facilities can provide ongoing support and/or production. In addition, Avaya conducts annual reviews with our sourcing team/supply chain to maintain what is considered appropriate levels of coverage at the time of policy renewals, and may be adjusted as needs or conditions fluctuate. The exposure data collection process continues to evolve as we continually seek quality data to maintain comprehensive coverage levels.

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 headquarters in Durham could be vulnerable to damage from severe weather events such as hurricanes. 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 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)

5000000

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 an extreme weather event, there is a potential for physical damage to the building. For example, if Avaya's headquarters in Durham, North Carolina was impacted by severe weather, the financial impact would be approximately \$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 with more than 50 people that cover physical risks, which includes extreme weather, flooding, 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, Avaya conducts annual reviews with our sourcing team/supply chain to maintain what is considered appropriate levels of coverage at the time of policy renewals, and may be adjusted as needs or conditions fluctuate. The exposure data collection process continues to evolve as we continually seek quality data to maintain comprehensive coverage levels.

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 our stakeholders, including our customers, partners, investors, suppliers, employees and the public to address climate change and implement measures to 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, Avaya is evaluated by several ESG ratings and rankings organizations and data aggregators (e.g. CDP, ISS, and EcoVadis) with respect to ESG initiatives and performance, including water management, and our results are publicly available. Companies that fail to act or be transparent about their climate-related initiatives receive poor grades and are vulnerable to reputational harm.

Timeframe

1-3 years

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)

28730000

Potential financial impact figure - minimum (currency)

<Not Applicable>

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 FY20 revenue was \$2.873 billion; if our revenue decreased by 1% due to reputational harm, it would result in a loss of \$28,730,000.

Primary response to risk

Engage with customers

Description of response

Avaya demonstrates action towards water-related issues by completing the CDP Water Questionnaire annually. In addition, we track our water consumption across our facilities, where data is available. We disclose our water consumption on our Corporate Responsibility website and continue to explore opportunities to reduce water usage and improve efficiencies.

Cost of response

0

Explanation of cost of response

Managing our water-related and environmental issues are a core part of our business; therefore, we do not consider it to incur an additional cost of management.

W4.2a

(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, we utilize data center hosting facilities located in the United States and Europe, as well as in our Asia Pacific region and our Central America and Latin America region. We also use facilities provided by Google, Amazon and Microsoft as we migrate to cloud solutions. 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.

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)

28730000

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 \$2.873 billion; if our revenue decreased by 1% due to supply chain disruption, it would result in a loss of \$28,730,000

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?

Yes, we have identified opportunities, and some/all are being realized

W4.3a

(W4.3a) Provide details of opportunities currently being realized that could have a substantive financial or strategic impact on your business.

Type of opportunity

Products and services

Primary water-related opportunity

Increased sales of existing products/services

Company-specific description & strategy to realize opportunity

With growing awareness of climate change and more extreme weather events, more companies are looking for work-from-anywhere solutions that support collaboration and productivity while mitigating the risk of business disruptions. This year, COVID-19 forced businesses to change at a scale and pace never seen before. Avaya enabled more than 2 million new remote workers during this time with licenses for their employers, including education and essential workers in healthcare. A significant number of organizations report that they plan to allow their employees to work remotely at least part of the time upon reopening from the pandemic, which creates an opportunity for Avaya to realize increased sales of our unified communications solutions.

Estimated timeframe for realization

1 to 3 years

Magnitude of potential financial impact

Medium

Are you able to provide a potential financial impact figure?

Yes, a single figure estimate

Potential financial impact figure (currency)

28730000

Potential financial impact figure – minimum (currency)

<Not Applicable>

Potential financial impact figure – maximum (currency)

<Not Applicable>

Explanation of financial impact

Avaya has the opportunity to increase revenue by selling more of our existing products and services that enable companies to work-from-anywhere. In a hypothetical scenario, we analyze how a 1% increase in our revenue would impact our business. Avaya's FY20 revenue was \$2.873 billion; if our revenue increased by 1% due to increased sales of our existing products and services, it would result in a gain of \$28,730,000.

Type of opportunity

Markets

Primary water-related opportunity

Increased brand value

Company-specific description & strategy to realize opportunity

Avaya is experiencing increasing demand from stakeholders – such as customers, investors, stakeholders, and the public – to reduce our environmental impact. Avaya is scored by a number of ESG ratings and rankings such as CDP, ISS, and EcoVadis, which include questions relating to water management, and our results are available to customers and investors. If Avaya continually improves its disclosure and transparency around water-related issues, we could earn better scores for ESG ratings and rankings which could increase our brand value.

Estimated timeframe for realization

1 to 3 years

Magnitude of potential financial impact

Medium

Are you able to provide a potential financial impact figure?

Yes, a single figure estimate

Potential financial impact figure (currency)

28730000

Potential financial impact figure – minimum (currency)

<Not Applicable>

Potential financial impact figure – maximum (currency)

<Not Applicable>

Explanation of financial impact

Avaya could increase our brand value by improving our performance in ESG ratings and rankings, which are important to our customers. If Avaya continually improves our performance, we may experience greater demand for our products and services from our customers. In a hypothetical scenario, we analyze how a 1% increase in our revenue would impact our business. Avaya's FY20 revenue was \$2.873 billion; if our revenue increased by 1%, it would result in a gain of \$28,730,000.

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)

2.13

Comparison of total withdrawals with previous reporting year

About the same

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

2.13

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

2.13

Total water discharges at this facility (megaliters/year)

2.13

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

2.13

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)

Beijing (Golder Plaza)

Country/Area & River basin

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

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)

0.03

Comparison of total withdrawals with previous reporting year

About the same

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

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

0.03

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 3

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

Please select

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)

0.59

Comparison of total withdrawals with previous reporting year

About the same

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

0.59

Total water discharges at this facility (megaliters/year)

0.59

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

0.59

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)

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

About the same

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

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

0.03

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 5

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)

0.58

Comparison of total withdrawals with previous reporting year

About the same

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

0.58

Total water discharges at this facility (megaliters/year)

0.58

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

0.58

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 (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)

0.4

Comparison of total withdrawals with previous reporting year

About the same

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

0.4

Total water discharges at this facility (megaliters/year)

0.4

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

0.4

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 (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)

0.12

Comparison of total withdrawals with previous reporting year

About the same

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

0.12

Total water discharges at this facility (megaliters/year)

0.12

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

0.12

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 8

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)

2.6

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

2.6

Total water discharges at this facility (megaliters/year)

2.6

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

2.6

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)

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)

1.05

Comparison of total withdrawals with previous reporting year

About the same

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

1.05

Total water discharges at this facility (megaliters/year)

1.05

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

1.05

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 10

Facility name (optional)

Pune - Tower 11

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)

2.86

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

2.86

Total water discharges at this facility (megaliters/year)

2.86

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

2.86

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.

W5.1a

(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>

W6. Governance

W6.1

(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 managing the overall operations and resources of Avaya, acting as the main point of communication between the board of directors (the Board) and corporate operations and leading the development of Avaya's long and near-term strategy, including a commitment to doing our part to combat climate change, meeting the needs of our partners, customers and employees and improving the communities where we live and work. 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. |
| Board-level committee | Avaya's business and affairs are managed under the direction of the board of directors (the Board), which is currently composed of eight people. The Board has ultimate oversight and responsibility for the Company's risk management process, with different independent board committees overseeing specific areas and topics. The Nominating and Corporate Governance (NCG) Committee is responsible for, among other things, monitoring environmental social and governance ("ESG") initiatives and performance. The NCG Committee meets periodically, but at least once a year. The duties of the NCG Committee include monitoring progress of the Company's ESG initiatives and performance regarding, among other things, climate change, environmental protection and sustainability, employee health, safety and wellness, responsible business practices, corporate social responsibility programs, diversity, equity, inclusion and belonging, to ensure that such initiatives and performance are consistent with the Company's long-term strategic objectives and good corporate citizenship. |

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 NCG Committee of the Board briefs the Board at least annually on Avaya's ESG initiatives and performance. The NCG Committee meets periodically, but at least once a year. The duties of the NCG Committee include monitoring progress of the Company's ESG initiatives and performance regarding, among other things, climate change, environmental protection and sustainability, employee health, safety and wellness, responsible business practices, corporate social responsibility programs, diversity, equity, inclusion and belonging, to ensure that such initiatives and performance are consistent with the Company's long-term strategic objectives and good corporate citizenship. |

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 water-related issues lies with the Chief Administrative Officer and General Counsel (CAO & GC), a direct report to the 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 meets with the Director of ESG on a quarterly basis or more frequently, as needed, and is briefed on Avaya's environment, social, and governance strategy and performance, including climate-related issues. The CAO & GC has direct oversight and ultimate decision-making with regards to Avaya's corporate responsibility strategy, programs and policies, sustainability goals, and management processes. For example, our annual Corporate Responsibility Report and corporate responsibility related programs and initiatives, including carbon emission reduction goals, and relevant budgets are reviewed and approved 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, please specify (VP & DGC and Director of ESG & Philanthropy) | Other, please specify (Success of Avaya 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 Director of ESG 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 Corporate Responsibility 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)
 Avaya FY20 10-K Report.pdf

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 we outsource our product manufacturing; 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 and water management. 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 we outsource our product manufacturing; 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 and water management. 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 we outsource our product manufacturing; 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 and water management. 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)

39

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 increased by 39% from 2019-2020, which are water utility costs for our global facilities. Although our facilities were closed during a large portion of the year, water was still running to maintain the 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 | We have been actively managing transitional risks and opportunities for several years through our programs to measure our emissions footprint and progress against our 2020 emissions reduction target. We also actively address preparedness from physical climate risks through our disaster recovery and business continuity plans. We have not completed climate related scenario analysis as it has not been identified as a priority in our risk management process or materiality assessment. This is in part because we are not in a carbon intensive sector with substantial fixed assets where the risks are more clearly potentially material. However, with the increasing emphasis the investment community is placing on understanding climate related risk across a broader range of sectors, we anticipate completing scenario analysis as part of a climate risk assessment within the next 2 years. |

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 we outsource our product manufacturing. 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 we outsource our product manufacturing; 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 | Director of ESG & Philanthropy | Other, please specify (Director of ESG & Philanthropy) |

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 | 2873000000 |

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

(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 | |

SW2.1

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

SW2.2

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

No

SW3.1

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

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