

ANNEXURE TO THE REPORT OF THE BOARD OF DIRECTORS

For Financial Year ended 31st March, 2021

Corporate Social Responsibility (CSR) Report

1. Overview of Avaya CSR Program

Avaya's CSR efforts in India are focused on community development through various initiatives in the best interest of the poor, deprived and marginalized populations to build a better tomorrow for society. We pursue CSR Programs primarily in areas that fall within the economic vicinity of the Company's operations to enable close supervision and ensure maximum impact. Our CSR activities fall into these broad areas:

- Enhancing the quality of education
 - Improve learning outcomes of children, especially those from slum and migrant labor camps
 - Increase school enrollments and reduce student dropout rates
 - Help underprivileged children and teachers realize their potential
- Utilizing technology to improve access to health and education
 - Bring education to students through mobile classrooms/labs and learning centers
 - Improve communications and training for medical personnel
 - Establish ICT centers and install required infrastructure for ICT solutions in classrooms
- Skills Building and Employment (Building Livelihood Capacity)
 - Impart technical training and skills development to enhance livelihood/employability of underprivileged youth
 - Training for disadvantaged girls
 - Undertake, support or partner on livelihood projects/programs, including mentorships
- Disaster Relief
 - Need based support for relief work

Avaya India Private Limited Corporate Social Responsibility Policy sets forth Avaya's CSR focus areas, budget, governance and management and implementation of CSR programs. The policy is available at: <https://www.avaya.com/en/documents/2021-india-csr-report.pdf>

To realize significant change, Avaya recognizes that multi-year partnerships are needed to develop and implement effective projects. This has resulted in collaboration with non-governmental agencies with the focus on remedial education, STEM (Science, Technology, Engineering and Math) Education and ICT (Information, Communication and Technology) enabled education in government schools.

A short summary of CSR projects selected for funding in the 2020 fiscal year is given below (complete details are in Attachment 1):

- a. **Door Step School (DSS)** provides education for children in the age group 6-14 years, with a focus on children from slum and migrant labor camps. DSS works to improve learning levels and attendance in school, and also provides school transportation and parent counseling. The Avaya donation supports a Community Learning Center in Vaiduwasti and School on Wheels in a ten-mile radius around Hadapsar.

In April, 2020 following the COVID-19 lockdown, DSS redesigned their program to an online model. The training team trained 300+ staff members in online teaching tools and methods, and developed audio-visual learning material to make the sessions interactive and participative for children. DSS continued the education programme through mobile phones and student chat groups. Additionally, DSS teachers visited communities to distribute books and conducted awareness sessions on COVID-19 for DSS staff, children, and parents.

Door Step School	Boys	Girls	Total
School on Wheels	156	262	418
Community Learning Centre	135	94	229
Total	291	356	647

<http://www.doorstepschool.org/pune/>

- b. **Agastya Foundation’s** mission is “to spark curiosity, nurture creativity and instill confidence” in economically disadvantaged children and government schoolteachers. Agastya does this by bringing innovative hands-on science education and peer-to-peer learning. The Avaya donation supports the capital and operational expenses of Agastya’s hands-on pedagogy program which was to connect the Agastya’s Creativity Campus at Kuppam and Agastya’s Core Science Activity Centers (CSAC) through Avaya technology.

In October 2020, Agastya Kuppam Campus and Core Science activity Centres (CSAC) were set up with the infrastructure (with the support of Avaya solutions) in order to enable live session broadcasts to students at 2 Core Science Activity Centre (CSAC) in Karnataka. The objective was to provide live interactive science sessions and provide a platform for students and children for concept clarification. The program will be implemented post COVID-19 pandemic. <http://www.agastya.org/>

- c. **Pratham** focuses on high-quality, low-cost, and replicable interventions to address gaps in the public education system. The Avaya donation provides supplemental education to over 10,000 underserved children in over 100 schools.

Due to the COVID-19 pandemic and its impact on the education program, Pratham adopted the Distant Learning program in order to prevent learning loss in children. Avaya Baala Vidya instructors and master trainers created a dedicated WhatsApp group for the parents and students to share everyday activities and updates. In October, 2020 the instructors started conducting community sessions with groups of students along with their distant learning solutions.

Pratham	Balvaachan	Read India UP	Science Program	Community	Total
Schools	10	24	36	40	110
Students	295	771	1202	2000	4268
Teachers	10	6	6		22

<http://www.pratham.org>

- d. Bal Raksha Bharat (Save the Children) and Avaya are implementing **Project Kushal** with the Pune Municipal Government. The objective of Project Kushal is to improve communications and training for medical personnel in local clinics working with mothers and newborn babies by connecting them in real time to experts in regional and university hospitals. The Avaya donation to Project Kushal is the implementation, training and maintenance of video-enhanced communication systems.

Save the Children’s regular video conferencing and face to face sessions in selected health facilities could not be conducted during the COVID-19 pandemic. They moved to webinars to deliver sessions through IT platforms. The Maternal and neo-natal health (MNH) modules were translated in Marathi as per the request from the stakeholders and were digitalized. Apart from these, training kits were provided to the health staff. The kit included the set of reference materials and equipment which can be used in delivering essential MNH services. This program ran for 4 years (2017-2021) and ended in March 2021.

Bal Raksha Bharat	Total
Health Facilities	13
Health Staff	217
Population (directly/indirectly impacted)	270000

<https://www.savethechildren.in/>

2. Composition of the Avaya CSR Committee

- a. Raman Adlakha, Sr. Director, R&D Solutions & Technology;
- b. Amit Grover, Director Global Finance Shared Services;
- c. Badriprasad Laxman Iyer, Director;
- d. Eklovyra Rai Nagpal, Senior Corporate Counsel India & SAARC, Avaya India Private Limited;
- e. Sara Broadbent, Avaya Global CSR/Philanthropy Director (until 31 December 2020)
- f. Reeva Kymer, Director ESG and Philanthropy, Avaya as a non-member consultant (from 1 December 2020); and
- g. Adarsh Kaul, Marketing Head, India, serves on the Committee as a non-member consultant.

Members of the India CSR Committee are available on our website at: <https://www.avaya.com/en/about-avaya/corporate-responsibility-charitable-giving/>

3. Average Net Profit of Avaya for the past 3 financial years

Avaya's Profitability in last 3 years (Computation of income for CSR purpose utilizing 198 of Companies act 2013, prior to deduction of income tax and excluding any Branch profits):

Year	Profit Before Tax
FY 2019-20	738,685,710
FY 2018-19	861,660,257
FY 2017-18	876,534,018
Total	2,476,879,986
Average Profit	825,626,662

4. Details of CSR Expenditure

CSR Spend - 2% of Avg. profit	16,512,533
Add:- Unspent amount from FY 18-19	0

Chart with the details of the expenditures on the following page.

No.	CSR Project Name	Sector	Location	Budget (INR)	Expenditure (Direct and Overhead) (INR)	Cumulative Expenditure (INR)	Expenditure through Direct or Implementing Agency (INR)
1	School on Wheels and Community Learning Centre (Non-profit organization: Door Step School)	Education	Pune-Vaiduwasti,, Mundhwa, Hadapsar	20,88,201			
2	Skill building and Employment (Non-profit organization: Bal Raksha Bharat/Save the Children)	Skill Development	Delhi	50,25,891			
3	Leveraging Avaya technology for hand-on science pedagogy (Non-profit organization: Agastya Foundation)	Education	Pune- Hadapsar, Mohamadwadi, Undri, Kondwa	8,40,817			
4	Pratham Mysore implementing Avaya Baal Vidya Program	Education	Anekal District, Pune	52,95,488			
5	Project Kushal (Non-profit organization: Bal Raksha Bharat/Save the Children)	Health	Pune	11,37,575			
6	Earth Savers	Environment	Haryana	75,000			
7	College of Engineering, Pune	Education	Pune	5,25,000			
8	Joy of giving	Education	Pune	7,38,250			
9	Administration expenses			786,311			
	Total			16,512,533			

A responsibility statement of the CSR committee that the implementation and monitoring of CSR Policy, is in compliance with CSR objectives and Policy of the Company.

We hereby declare that implementation and monitoring of the CSR policy are in compliance with CSR objectives and policy of the company.

Signature by:
CEO/Director

Chairperson- CSR Committee

**Attachment 1:
CSR COMMITTEE REPORT:
Annual Report on the CSR Activities of the Company 2020-21**

Project 1: Door Step School (DSS)

Avaya Donation:

To support:

- A Community Learning Centre (CLC) at Vaidu Wasti, Pune.
- School on Wheels (SOW) program

Program Objective:

- To provide educational exposure to the areas that children have missed when their families migrated from job to job so that they can be enrolled in age appropriate classes in Government schools; and
- Bridge the gap in the learning levels of migrant workers' children to reduce school dropout rates.

Door Step School (DSS) sets up temporary education facilities at construction sites to support migrant workers children from ages 6 to 14. DSS also conducts activities at the Educational Activity Centres based on the children's needs. Pre-primary education (Balwadi) is conducted for preschool children, Literacy Classes are held for children not going to schools and study classes are held for school-going children. DSS also operates Day Care Centres at these locations. School on Wheels buses provide mobile classrooms to help DSS reach out to non-school going children where they are found in large numbers and where there is a lack of a safe place to conduct classes. Community Learning Centers are set up in disadvantaged communities to provide a quiet place to study, read books and finish homework in an environment otherwise not available to these children. To learn more about this organization, visit their website: <http://www.doorstepschool.org/pune/about-us/>

Project Coverage:

Door Step School		
Program Name	Community Learning Centre	School on Wheels
Students	229	418
Centres	1	4

Project 2: Bal Raksha Bharat (Save the Children) Project Kushal, an ICT Health Project

Avaya Donation

Avaya donation was used to install the infrastructure required for Information Communication and Technology (ICT) enabled health project in Pune. The purpose was to create a self-reinforcing web of communication, using an IT enabled network between tertiary care health facilities and those downstream (general hospital, maternity hospitals, health posts, dispensaries etc) for exchange of technical know-how, mentoring, supportive supervision and bridge building between academia and health program managers. The project targeted transforming medical

colleges as collaborative centers for mentoring and quality improvement of maternal and newborn health services through an IT enabled platform.

Program Objective

To improve maternal and newborn health by:

1. Capacity building of health care providers of General hospital, Maternity hospitals and Urban Primary Health Centres (PHCs) by Medical College personnel through use of IT technology.
2. Mentoring support to the primary and secondary health facilities related to patient care.
3. Advocacy to establish skill labs in the medical college or in the General hospital to provide refresher trainings to health staff.
4. Supporting the establishment of standard recording and reporting systems, data analysis and use of data for improvement in quality of health services.

To learn more about this organization, visit their website: <https://www.savethechildren.in/about-us>.

Results

- Improved quality of services.
- Strengthened existing supervisory systems.
- Reduction in referral cases reducing the patient load on area hospitals.
- Virtual training across medical staff network in preparation of the potential spread of COVID-19.

Project Coverage:

Bal Raksha Bharat	Total
Health Facilities	13
Health Staff	217
Population (directly/indirectly impacted)	270000

Project 3: Agastya International Foundation

Avaya Donation

2020 brought the development of a new project for the Kuppam Campus to be able to deliver live classes and activities to Agastya's core science activity centers and Karnataka through the use of video conferencing. The infrastructure has been installed in the center and is to be piloted in 2021.

It was proposed to use Avaya solutions to support effective use of hands-on pedagogy and activities developed at Agastya's Creativity Campus at Kuppam, Andhra Pradesh in 1 Agastya's Core Science Activity Centres (CSAC), Vijaypur, Karnataka, by:

- Providing access to live, interactive activities conducted at Kuppam Campus

- Stimulate active involvement of underprivileged students through sessions
- Provide platform for students and children for concept clarifications
- Encourage students in education, developmental, social and in cultural activities

To learn more about this organization, visit their website: <http://www.agastya.org/>.

Project 4: Pratham Mysore

Avaya Donation

The Avaya donation supported the Avaya Baal Vidya Program in Anekal District. This is the sixth year of this program.

Program Objective

- Improve the learning outcomes of children in Primary and Upper Primary levels;
- Reduce the dropout rates in the Anekal District schools; and
- Encourage science learning and develop basic science competencies.

The Balvaachan program is an early literacy and numeracy program for Grades 1 and 2 focusing on children who are not able to recognize letters or numbers. The Read India program focuses on improving the literacy and numeracy skills of children in Grades 6 and 7. This program is run in camp mode so as to reach out to the greatest number of government school children with maximum impact. The Science program focuses on children in Grade 7 and 8, by providing hand-on science activities to the students. To learn more about this organization, visit their website: <http://www.pratham.org/about-us/about-pratham>

Results:

The baseline assessment has been completed. The assessment showed that in Balvaachan, in Math the percentage of children who could count & recognize numbers up to 100 increased from 48 to 83%. Under Read India program, children who could read a Grade 2 level text increased from 20 to 84%. In math, the children who could solve word problems increased from 37 to 88%.

Project Coverage

Pratham	Balvaachan	Read India UP	Science Program	Community	Total
Schools	10	24	36	40	110
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Project 5: Earth Savers

Avaya Donation

Avaya donated 75,000 INR on behalf of our Avaya Hero winner to Earth Saviors (<https://www.earthsaviours.in/>). Some of the ongoing mission of this organization are:

1. Old age home to look after homeless - abandoned senior citizens.
2. Rescue center to look after mentally disabled people.
3. “Do Not Honk” campaign to reduce noise pollution by educating drivers not to honk unnecessarily while driving.
4. Jia Nari Niketan shelter to look after deprived females.
5. Battle to save environment and its habitats.

Project 6: College of Engineering, Pune

Avaya Donation

Avaya donation was used to purchase and distribute 100 laptops among the students of College of Engineering Pune. The laptops were given to the needy students based on a family income certificate (up to Rs 4.00 lakh per annum). College of Engineering Pune (COEP), is a public engineering institute, established in 1854 and is one of the oldest engineering colleges in Asia.

Project 7: Seva Sahayog (Avaya Month of Giving)

Avaya Donation

Avaya volunteers participated in a virtual volunteering activity organized by Seva Sahayog. The activities were- quiz and puzzle making, PPT making and awareness poster making. Avaya supported two Seva Sahayog projects: Kishori Care Kit and Home Study Set with Covid Care Kit during Avaya’s month of giving in October 2020. As part of Kishori care kit project, 738 kits were distributed to under privileged girls, each kit containing sanitary pads, disposal bags, information booklet on menstrual hygiene, soaps, masks and immunity booster nutrition powder. As part of Home Study Set with Covid Care Kit, 2110 kits were distributed among the children in the communities. Each kit consisted of 10 Notebooks, print of a pledge (in Marathi): reminding and emphasizing the need to the children to wash and keep their hands clean and precautions to be taken to prevent spread of infection, reusable cloth mask, napkins & soaps.

To learn more about this organization, visit their website: <https://sevasahayog.org/>