

C0. Introduction

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C0.1

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

Avaya is a global leader in digital communications products, solutions, and services for businesses of all sizes, delivering most of its technology through software and services. The Company enables organizations around the globe to succeed by creating intelligent communications experiences for clients, their employees and their customers. The Company builds innovative open, converged unified communications and collaboration ("UCC") and contact center ("CC") software solutions to enhance and simplify communications and collaboration in the cloud, on-premises or a hybrid of both. The Company's 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.

The Company shifted its entire comprehensive software portfolio to Avaya OneCloud, which offers significant capabilities across contact center (OneCloud CCaaS), unified communications and collaboration (OneCloud UCaaS), and communications platform as a service (OneCloud CPaaS). The Avaya OneCloud open, composable platform approach uniquely positions the Company to address a customer's needs in creating a Digital Workplace for their campus-based and remote employees through Unified Communications and Collaboration and the Customer Experience Center, the Company's name for contact centers, helping clients deliver tangible business results. The Company offers a range of software sales and licensing models that can be deployed on-premise or via a public, private, or hybrid cloud.

The Company also offers one of the broadest portfolios of business devices in the industry, including handsets, video conferencing units and headsets to meet the needs of every type of worker across a customer's organization so customers get the most out of their communications investments. The Company's IP-enabled handsets, multimedia devices and conferencing systems enhance collaboration and productivity, and position organizations to incorporate future technological advancements.

For more information, please visit [www.avaya.com](http://www.avaya.com).

C0.2

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

	Start date	End date	Indicate if you are providing emissions data for past reporting years	Select the number of past reporting years you will be providing emissions data for
Reporting year	October 1 2020	September 30 2021	Yes	1 year

C0.3

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**(C0.3) Select the countries/areas in which you operate.**

- Argentina
- Australia
- Austria
- Bahrain
- Belgium
- Brazil
- Canada
- Chile
- China
- Colombia
- Croatia
- Czechia
- Denmark
- France
- Germany
- Hong Kong SAR, China
- 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, China
- Thailand
- Turkey
- United Arab Emirates
- United Kingdom of Great Britain and Northern Ireland
- United States of America

**C0.4**

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

USD

**C0.5**

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**(C0.5) Select the option that describes the reporting boundary for which climate-related impacts on your business are being reported. Note that this option should align with your chosen approach for consolidating your GHG inventory.**

Operational control

**C0.8**

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**(C0.8) Does your organization have an ISIN code or another unique identifier (e.g., Ticker, CUSIP, etc.)?**

Indicate whether you are able to provide a unique identifier for your organization	Provide your unique identifier
Yes, a Ticker symbol	AVYA

**C1. Governance**

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## C1.1

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

Yes

## C1.1a

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

Position of individual(s)	Please explain
Chief Executive Officer (CEO)	The Chief Executive Officer (CEO) is responsible for 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. In furtherance of this commitment, the CEO signed the "We Are Still In" declaration, adding Avaya to the largest climate action group in the United States. In 2021, the CEO also approved Avaya's decision to submit a science-based target to SBTi for validation. The CEO's message published in the Avaya Corporate Responsibility Report highlights our accomplishments in line with the UNSDGs, specifically, with respect to decent work, equality, climate change, community support, responsible consumption, and economic development.
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, directly and through delegation to committees of the Board, provides strategic oversight of its business. The Nominating and Corporate Governance Committee of the Board (NCG Committee) is responsible for, among other things, overseeing Avaya's environmental social and governance (ESG) initiatives and performance. Meeting quarterly, the NCG Committee monitors Avaya's progress and performance with respect to its ESG initiatives including, but not limited to, 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.

## C1.1b

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

Frequency with which climate-related issues are a scheduled agenda item	Governance mechanisms into which climate-related issues are integrated	Scope of board-level oversight	Please explain
Scheduled – some meetings	Reviewing and guiding strategy Monitoring implementation and performance of objectives Monitoring and overseeing progress against goals and targets for addressing climate-related issues	<Not Applicable>	The Nominating and Corporate Governance Committee of the Board (NCG Committee) is responsible for, among other things, overseeing Avaya's environmental social and governance (ESG) initiatives and performance. Meeting quarterly, the NCG Committee monitors Avaya's progress and performance with respect to its ESG initiatives including, but not limited to, 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. The NCG Committee of the Board briefs the full Board at least annually on Avaya's ESG initiatives and performance. The NCG Committee is briefed by the Director, ESG & Philanthropy, who meets with the CAO at least quarterly on ESG-related matters. In 2021, the Director, ESG & Philanthropy briefed the Committee on the proposed SEC climate change disclosure rules and on the Company's commitment to setting a science-based target.

## C1.1d

### (C1.1d) Does your organization have at least one board member with competence on climate-related issues?

	Board member(s) have competence on climate-related issues	Criteria used to assess competence of board member(s) on climate-related issues	Primary reason for no board-level competence on climate-related issues	Explain why your organization does not have at least one board member with competence on climate-related issues and any plans to address board-level competence in the future
Row 1	Yes	Avaya assesses ESG experience, which covers a broad range of issues, including climate change.	<Not Applicable>	<Not Applicable>

## C1.2

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

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

**C1.2a**

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

Responsibility for climate-related issues lies with the Chief Administrative Officer (CAO) for Avaya, a direct report to Avaya's CEO. Among other things, the CAO is ultimately responsible for the legal function and the human resources function, which includes compliance and risk management, and the Environmental, Health, and Safety (EHS), Corporate Responsibility, and Philanthropy groups. The CAO meets with the Director, ESG & Philanthropy 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 has direct oversight and ultimate decision-making, together with the Executive Leadership Team, 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.

**C1.3**

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

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

**C1.3a**

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

Entitled to incentive	Type of incentive	Activity incentivized	Comment
Corporate executive team	Monetary reward	Emissions reduction target Company performance against a climate-related sustainability index	Avaya's executive compensation philosophy takes into account the successful achievement of non-financial operating goals, which include maintaining and achieving Avaya's environmental commitments, goals and incentives, including our carbon emission reduction target.

**C2. Risks and opportunities**

**C2.1**

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

Yes

**C2.1a**

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

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

**C2.1b**

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

Avaya considers a risk to be substantive if it has the potential to have a material compliance/regulatory, financial, operational, reputational, or customer 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.

For the purpose of CDP reporting, our internal threshold for a substantive financial impact is 1% of revenue, or approximately \$30 million.

A strategic impact may be less than this amount if 1) it is related to growing a part of the business (e.g., increasing revenues from a product or suite of products), or 2) represents a significant cost savings.

**C2.2**

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

**Value chain stage(s) covered**

Direct operations  
Upstream  
Downstream

**Risk management process**

Integrated into multi-disciplinary company-wide risk management process

**Frequency of assessment**

Annually

**Time horizon(s) covered**

Short-term  
Medium-term  
Long-term

**Description of process**

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

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**C2.2a**

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

	Relevance & inclusion	Please explain
Current regulation	Relevant, always included	Climate-related risks relating to current regulations are evaluated annually as a part of Avaya's compliance risk assessment. Avaya is subject to a wide range of governmental requirements relating to safety, health and environmental protection, including: certain provisions of environmental laws governing the cleanup of soil and groundwater contamination; various local, federal and international laws and regulations regarding the material content and design of our products that require us to be financially responsible for the collection, treatment, recycling and disposal of those products; and various employee safety and health regulations that are imposed in the countries in which we operate. If we violate or fail to comply with these requirements, we could be fined or otherwise sanctioned by regulators, lose customers and damage our reputation, which could have an adverse effect on our business. Avaya monitors current regulations that are applicable to our business, including the Restriction on Hazardous Substances (RoHS), Waste Electrical and Electronic Equipment Directive (WEEE), and Energy Labelling Directive to mitigate this risk. Avaya updates our programs accordingly to ensure we remain up-to-date with regulatory requirements.
Emerging regulation	Relevant, always included	Climate-related risks relating to emerging regulations are evaluated annually as a part of Avaya's company-wide risk assessment. A growing number of climate change regulations and initiatives are either in force or pending at the local, federal and international levels as part of the global transition to a lower-carbon economy. The lower-carbon economy may also entail extensive policy, legal, technology and market changes to address mitigation and adaptation requirements related to climate change. Depending on the nature, speed and focus of these changes, transition risks may pose varying levels of financial and reputational risk to our organization. Our operations and supply chain could face increased climate change-related regulations, modifications to transportation to meet lower emission requirements, changes to types of materials used for products and packaging to reduce emissions, increased utility costs to address cleaner energy technologies, increased costs related to severe weather events, and emissions reductions associated with operations, business travel or products. These costs and changes to operations could have a financial impact on our business and result in an adverse impact on our operating results or reputation. Avaya monitors emerging / pending regulations that are applicable to our business to ensure appropriate lead time to comply with new / revised regulatory requirements.
Technology	Relevant, always included	Climate-related risks relating to technology are evaluated annually as a part of Avaya's company-wide risk assessment. With growing awareness of climate change, the demand for lower emissions products and services is increasing. An important element of our growth strategy is to continue to evolve from a traditional telecommunications hardware company into a software and services company, focused on expanding our cloud- and mobile-enabled contact center, unified communications and innovative next-generation workflow automation solutions. As we increase the proportion of our revenue coming from software solutions as opposed to hardware solutions, we expect to see improvement in our gross margins and operating results. Overall, if the mix of companies that purchase our solutions, or the mix of solution components purchased by our customers, changes unfavorably, our revenues and gross margins could decrease and our operating results could be harmed.
Legal	Relevant, always included	Climate-related legal risks are evaluated annually as a part of Avaya's company-wide risk assessment. We are also subject to various local, federal and international laws and regulations relating to our products. For example, requirements such as the EU Energy Labelling Directive impose requirements relating to the energy efficiency of our products. Our failure or the undetected failure of our supply chain to comply with existing or future environmental, health and safety requirements could subject us to financial liabilities or adversely affect our business, operating results or financial condition. To manage this risk, Avaya's Law Team monitors, reviews, and provides legal advice on current and emerging laws and regulations.
Market	Relevant, always included	Climate-related market risks are evaluated annually as a part of Avaya's company-wide risk assessment. The markets for our solutions and services are characterized by rapid changes in customer demands, ongoing technological changes, evolving industry standards, new product introductions, and evolving methods of building and operating networks. Both traditional and new competitors are investing heavily in this market and competing for customers. As these markets evolve, we expect competition to intensify and to expand to include companies that do not currently compete against us. In addition, because the business communications market continues to evolve and technology continues to develop rapidly, we may face competition in the future from companies that do not currently compete against us, but whose current business activities may bring them into competition with us in the future. In particular, this may be the case as business, information technology and communications applications deployed on converged networks become more integrated to support business communications. Competition from these potential market entrants may take many forms, including offering products and solutions similar to those that we offer. In addition, certain of these technologies continue to move from a proprietary environment to an open standards-based environment.
Reputation	Relevant, always included	Climate-related risks relating to our reputation are evaluated annually as a part of Avaya's company-wide risk assessment. Companies are being held to higher standards and are expected to act on climate change. Avaya's customers regularly request information on our corporate responsibility and sustainability initiatives through questionnaires. Avaya reports its carbon emissions annually to CDP and in line with various industry frameworks such as GRI and SASB. In addition, Avaya publishes an annual Corporate Responsibility report that is publicly available on our website. If Avaya refused to disclose / report climate-related information or failed to implement sustainability initiatives, we could experience an adverse reputational impact that could lead to a decrease in revenue, which could adversely affect recruiting and employee retention and lower demand for our products and services.
Acute physical	Relevant, always included	Climate-related acute physical risks are evaluated annually as a part of Avaya's company-wide risk assessment. With facilities around the world, Avaya is vulnerable to severe weather events including storms, floods, tornados, and hurricanes. Acute physical risks could lead to higher capital costs from direct damage to our assets or supply chain disruption. As part of its business continuity program, Avaya identifies, assesses, and manages acute physical risks on an annual basis to ensure resilience of our existing real estate assets and those being considered.
Chronic physical	Relevant, always included	Climate-related chronic physical risks are evaluated annually as a part of Avaya's company-wide risk assessment. Avaya is subject to chronic physical risks related to longer-term shifts in climate patterns. Avaya's financial performance may be impacted by changes in water availability, sourcing, and quality due to the impacts of climate change. Extreme changes could impact many facets of our business, including our facilities, operations, supply chain, transportation, and employee health and safety. Sea level rise and chronic flooding creates a risk for Avaya and its suppliers' assets. Chronic physical risks are more difficult to analyze and involve many variables, but they are included in the Avaya Corporate Responsibility team's annual climate-related risk assessment.

**C2.3**

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

No

**C2.3b**

**(C2.3b) Why do you not consider your organization to be exposed to climate-related risks with the potential to have a substantive financial or strategic impact on your business?**

	Primary reason	Please explain
Row 1	Risks exist, but none with potential to have a substantive financial or strategic impact on business	Based on our risk assessment, we have concluded that climate-related risks do not have potential to have a substantive financial impact, either currently or in the next few years. Regardless, we have a number of mitigation practices in place to address identified risks. These include energy efficiency programs and our commitment to setting a science-based target that will be validated by the Science Based Targets initiative.

**C2.4**

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

Yes

**C2.4a**

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

**Identifier**

Opp1

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

Downstream

**Opportunity type**

Products and services

**Primary climate-related opportunity driver**

Shift in consumer preferences

**Primary potential financial impact**

Increased revenues resulting from increased demand for products and services

**Company-specific description**

Avaya is a business-to-business company and our customers are setting higher standards and expectations with respect to environment, social and governance (ESG) performance, environmental sustainability, and climate action. Avaya regularly receives and responds to requests for proposal and customer questionnaires seeking information on ESG, environmental sustainability, EHS, and business ethics practices. For example, our customers ask us to respond to the EcoVadis questionnaire and to report our carbon emissions annually to CDP. In terms of our products and service offerings, our customers are looking for solutions that not only streamline their business operations and enhance collaboration, but those that are increasingly energy efficient, and reduce the total cost of ownership (i.e., hardware, facilities, and utilities) and the need for business travel. For example, sales of Avaya's ENERGY STAR certified phones have continued to trend up significantly from 335,000 in FY18 to well over a million in FY20 and FY21.

**Time horizon**

Medium-term

**Likelihood**

More likely than not

**Magnitude of impact**

Medium-low

**Are you able to provide a potential financial impact figure?**

Yes, a single figure estimate

**Potential financial impact figure (currency)**

31000000

**Potential financial impact figure – minimum (currency)**

&lt;Not Applicable&gt;

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

&lt;Not Applicable&gt;

**Explanation of financial impact figure**

In FY2021, revenue for Avaya's Enterprise Cloud and Managed Services was \$310 million. In a hypothetical scenario, if Avaya was able to increase our enterprise cloud and managed services revenue by 1% because of higher demand for low-emissions products and services, it would result in \$3,100,000 of additional revenue per year. Over the medium term (3-10 years), this could add up to more than \$31 million (\$3.1 million times 10 years).

**Cost to realize opportunity**

200000000

**Strategy to realize opportunity and explanation of cost calculation**

Avaya offers a robust portfolio of cloud-based contact center and unified communications, which include solutions that take collaboration beyond dedicated video conferencing rooms to desktops and mobile devices that employees use every day. In FY2021, Avaya invested more than \$200 million in R&D, which supports the development of more innovative and efficient products and services. By migrating to the cloud, customers can lower their total cost of ownership with no infrastructure expense and minimal operating costs. This provides an advantage over our competitors because we give our customers solutions that increase productivity and save costs, while giving them the opportunity to reduce their energy and carbon footprint.

**Comment****Identifier**

Opp2

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

Direct operations

**Opportunity type**

Products and services

**Primary climate-related opportunity driver**

Development and/or expansion of low emission goods and services

**Primary potential financial impact**

Increased revenues resulting from increased demand for products and services

**Company-specific description**

With growing awareness of climate change, increasing regulations, and more extreme weather events, the demand for lower emissions products and services is increasing. During fiscal 2021, Avaya continued to shift its comprehensive portfolio to Avaya OneCloud, which offers significant capabilities across contact center, unified communications and collaboration, and communications platform as a service ("CPaaS"). Cloud and Software-as-a-Service models allow organizations to move from owning, managing, and running solutions to paying only for the capabilities they need. Avaya's Cloud, Alliance Partner and Subscription Revenue (CAPS) has grown over the past three fiscal years, representing 40%, 26%, and 15% of total consolidated revenue for fiscal years 2021, 2020, and 2019, respectively. Although we cannot fully correlate the increased revenue to demand for low emission products and services, the environmental benefits do enhance our cloud-based and software solutions and make them more attractive to our customers.

**Time horizon**

Medium-term

**Likelihood**

More likely than not

**Magnitude of impact**

Medium-low

**Are you able to provide a potential financial impact figure?**

Yes, a single figure estimate

**Potential financial impact figure (currency)**

31000000

**Potential financial impact figure – minimum (currency)**

<Not Applicable>

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

<Not Applicable>

**Explanation of financial impact figure**

In FY2021, revenue for Avaya's Enterprise Cloud and Managed Services was \$310 million. In a hypothetical scenario, if Avaya was able to increase our enterprise cloud and managed services revenue by 1% because of higher demand for low-emissions products and services, it would result in \$3,100,000 of additional revenue per year. Over the medium term (3-10 years), this could add up to more than \$31 million (\$3.1 million times 10 years).

**Cost to realize opportunity**

200000000

**Strategy to realize opportunity and explanation of cost calculation**

Avaya aims to design and develop products that help our customers reduce their environmental impact. Our ISO 14001 certified Design for Environment (DfE) management system is evidence of our commitment to continually identify opportunities to reduce the environmental impact of our products. In FY2021, Avaya invested more than \$200 million in R&D, which supports the development of more innovative and efficient products and services. Avaya will continue to provide low emission products and services, creating an opportunity to increase revenue as demand for these products increases.

**Comment****Identifier**

Opp3

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

Direct operations

**Opportunity type**

Resource efficiency

**Primary climate-related opportunity driver**

Other, please specify (Leveraging communication & collaboration solutions to maintain business travel discipline)

**Primary potential financial impact**

Reduced indirect (operating) costs

**Company-specific description**

As a digital communications solution business, we have the opportunity to avoid business travel by leveraging our own communication & collaboration solutions. We reduced our total travel costs by \$12.6 million in FY2021 compared to FY2019 (pre-pandemic) by maintaining strict business travel discipline within our operations. Not only did we realize cost savings, but our travel reductions supported our Scope 3 carbon emission reduction goals.

**Time horizon**

Short-term

**Likelihood**

Virtually certain

**Magnitude of impact**

Medium

**Are you able to provide a potential financial impact figure?**

Yes, a single figure estimate

**Potential financial impact figure (currency)**

23400000

**Potential financial impact figure – minimum (currency)**

<Not Applicable>

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

<Not Applicable>

**Explanation of financial impact figure**

In FY2019, our travel costs were \$17.6 million. We adapted to the pandemic by leveraging our solutions and by maintaining strict business travel discipline within our operations. Our business travel costs in FY2021 were \$4.8 million, which is a savings of \$12.6 million (\$17.6m - \$4.8m = \$12.6m).

**Cost to realize opportunity**

0

**Strategy to realize opportunity and explanation of cost calculation**

Avaya leverages our own communication & collaboration solutions to maintain business travel discipline hosting efficient and engaging meetings remotely. Because we are using our existing resources and technology, we do not view this as incurring an additional cost.

**Comment**



C3. Business Strategy

C3.1

**(C3.1) Does your organization's strategy include a transition plan that aligns with a 1.5°C world?**

Row 1

**Transition plan**

No, but our strategy has been influenced by climate-related risks and opportunities, and we are developing a transition plan within two years

**Publicly available transition plan**

<Not Applicable>

**Mechanism by which feedback is collected from shareholders on your transition plan**

<Not Applicable>

**Description of feedback mechanism**

<Not Applicable>

**Frequency of feedback collection**

<Not Applicable>

**Attach any relevant documents which detail your transition plan (optional)**

<Not Applicable>

**Explain why your organization does not have a transition plan that aligns with a 1.5°C world and any plans to develop one in the future**

Avaya submitted emissions reduction targets for validation to the Science Based Targets initiative. The validation process is expected to begin in the fall of 2022. As part of this process, we are working on a transition plan that will support the targets submitted for validation.

**Explain why climate-related risks and opportunities have not influenced your strategy**

<Not Applicable>

C3.2

**(C3.2) Does your organization use climate-related scenario analysis to inform its strategy?**

	Use of climate-related scenario analysis to inform strategy	Primary reason why your organization does not use climate-related scenario analysis to inform its strategy	Explain why your organization does not use climate-related scenario analysis to inform its strategy and any plans to use it in the future
Row 1	No, but we anticipate using qualitative and/or quantitative analysis in the next two years	Important but not an immediate priority	We are in the process of performing a climate scenario analysis as part of developing the transition plan to meet our science-based targets.

C3.3

**(C3.3) Describe where and how climate-related risks and opportunities have influenced your strategy.**

	Have climate-related risks and opportunities influenced your strategy in this area?	Description of influence
Products and services	Yes	(i) Description of how strategy has been influenced by climate-related risks and the time horizon(s) it covers Growing awareness of climate change and customer demand for energy efficient and low-carbon products influences Avaya's development of product and services in the short-term time horizon. Avaya is focused on delivering best-in-class products and services that are innovative, flexible, enable enhanced collaboration and support our customers' carbon and energy reduction efforts. We are shifting away from hardware and developing more software and cloud-based solutions; coupled with savings in money, time and services, cloud architecture represents an important way Avaya can help its customers implement more sustainable business practices and support the transition to a low carbon economy (this is a mitigation activity). In addition, Avaya is continually looking for opportunities to reduce the environmental impact of our products in accordance with our ISO 14001 certified Design for Environment (DFE) program and R&D Environmental Policy. (ii) Case study of the most substantial strategic decision(s) influenced by climate-related risks and opportunities Avaya has made strategic decisions relating to our products and services to avoid climate-related risks and pursue climate-related opportunities. We are reducing the energy consumption of our VoIP phones, making them more energy efficient for our customers, thereby helping them achieve their energy reduction goals. We added several phones to our suite of Energy Star certified phones; we implemented energy efficient ethernet to our new IP phone products to reduce standby power consumption and we are actively moving ahead with reducing the number of supported accessory power supply units (PSUs) used with our products. The aim is to consolidate across our product portfolios to 2-3 USB-C power supply models which would support the broad range of power requirements (low, medium, and high). This will simplify logistics within Avaya, allow customers to use USB-C power over all their devices and will reduce the amount of PSU waste generated each year when new Smart Phone models arrive.
Supply chain and/or value chain	Yes	(i) Description of how strategy has been influenced by climate-related risks and the time horizon(s) it covers Avaya's customers and the public are setting higher expectations for supply chain responsibility and holding companies accountable for their suppliers. The electronics industry has faced public scrutiny for engaging in business with suppliers who violate environmental, labor, and/or ethics laws. Avaya holds itself to high environmental, social, and ethical standards, and works proactively to ensure these standards are implemented down our supply chain. Physical climate risks of extreme weather events could also impact our supply chain over the short- and medium-term time horizons. (ii) Case study of the most substantial strategic decision(s) influenced by climate-related risks and opportunities Avaya has made strategic decisions to minimize supply chain risk. Avaya joined the Responsible Business Alliance (RBA), a coalition of companies dedicated to supply chain responsibility in the electronics industry and has adopted the RBA Code of Conduct in full. Before engaging in business with a direct Tier 1 supplier, we require them to agree to adopt the RBA Code of Conduct as part of their contract. In addition to supply chain standards, Avaya considers multiple vendors and supplier geographical distribution to reduce risk and potential costs.
Investment in R&D	Yes	(i) Description of how strategy has been influenced by climate-related risks and the time horizon(s) it covers Investing in R&D is critical for Avaya in order for us to continue delivering innovative and efficient products that delight our customers and maintain our leading position in the software and services market. Over the past three fiscal years, we have invested over \$600 million in R&D. Avaya is shifting its R&D focus areas to cloud-based solutions across our portfolio, which offer both economic and environmental benefits to our customers. A significant amount of Avaya's R&D activity is conducted in countries outside of the U.S.; the productivity and success of our R&D activities could be impacted by increased legal and regulatory constraints, natural disasters or extreme weather events, and economic conditions. Strategies relating to investment in R&D cover the short-term time horizon. (ii) Case study of the most substantial strategic decision(s) influenced by climate-related risks and opportunities Avaya has made strategic decisions relating to R&D to minimize risk and take advantage of opportunities. For example, Avaya considers multiple vendors and suppliers' geographical distribution. However, the impact of climate-related opportunities on R&D is high as we shift our investments towards innovative software and services offerings, which offer inherent environmental benefits to our customers, and away from hardware-based business communications.
Operations	Yes	(i) Description of how strategy has been influenced by climate-related risks and the time horizon(s) it covers Over the last few years, Avaya has focused on consolidating its facilities and streamlining its operations in order to save costs and increase efficiencies. Streamlining our operations has also led to significant energy reductions and increased opportunity for energy efficiency projects as we move into new buildings that are more suited for the number of employees and nature of the work. Additionally, we are able to operate virtually by leveraging our own communication and collaboration solutions, which was particularly important during this last year. Utilizing our own technology to host engaging and efficient meetings reduces the need for business travel and enables a work-from-anywhere model. These operational strategies are relevant in the short-term time horizon. (ii) Case study of the most substantial strategic decision(s) influenced by climate-related risks and opportunities We reduced our total travel costs by \$25.6 million in FY2020 and FY2021 by maintaining strict business travel discipline within our operations. Not only did we realize cost savings, but our travel reductions supported our Scope 3 carbon emission reduction goals. The products and solutions that we create and use are inherently sustainable by reducing the need for face-to-face meetings and travel. We enabled our customers (and our employees) to provide a safe, effective way to meet, learn and work without compromising interpersonal connection.

**C3.4**

**(C3.4) Describe where and how climate-related risks and opportunities have influenced your financial planning.**

	Financial planning elements that have been influenced	Description of influence
Row 1	Revenues Direct costs Indirect costs Capital expenditures Capital allocation Assets	(i) Case study of how climate-related risk and opportunities have influenced financial planning Physical risks, such as extreme weather events or any disaster, could affect our ability and the ability of our contract manufacturers and outsourced service providers to operate and thus negatively impact our financial condition. To plan for and mitigate any financial losses or damages that may occur, Avaya evaluates and manages its business interruption insurance annually. 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. (ii) Specify time horizon This covers short- and medium- term time horizons

**C4. Targets and performance**

**C4.1**

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

No target

**C4.1c**

**(C4.1c) Explain why you did not have an emissions target, and forecast how your emissions will change over the next five years.**

	Primary reason	Five-year forecast	Please explain
Row 1	We are planning to introduce a target in the next two years	Over the next five years, Avaya expects GHG emissions to gradually decrease. We forecast scope 1 and 2 emissions to decrease by up to 25% by the end of FY2025.	Avaya had a GHG target that ran through 2020. We have submitted science-based targets to SBTi and expect the validation process to begin this fall. Once these targets are validated, we will report on our progress against them.

**C4.2**

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

No other climate-related targets

**C4.3**

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

Yes

**C4.3a**

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

	Number of initiatives	Total estimated annual CO2e savings in metric tonnes CO2e (only for rows marked *)
Under investigation	0	0
To be implemented*	0	0
Implementation commenced*	0	0
Implemented*	7	4033
Not to be implemented	0	0

**C4.3b**

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

**Initiative category & Initiative type**

Energy efficiency in buildings	Lighting
--------------------------------	----------

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

97

**Scope(s) or Scope 3 category(ies) where emissions savings occur**

Scope 2 (market-based)

**Voluntary/Mandatory**

Voluntary

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

50000

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

70000

**Payback period**

1-3 years

**Estimated lifetime of the initiative**

3-5 years

**Comment**

Avaya installed LED lighting at multiple facilities.

**Initiative category & Initiative type**

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

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

3936

**Scope(s) or Scope 3 category(ies) where emissions savings occur**

Scope 3 category 6: Business travel

**Voluntary/Mandatory**

Voluntary

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

2000000

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

0

**Payback period**

<1 year

**Estimated lifetime of the initiative**

>30 years

**Comment**

Avaya maintains a strict policy to leverage our communication and collaboration solutions to maintain business travel discipline and avoid unnecessary business travel.

**C4.3c**

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

Method	Comment
Compliance with regulatory requirements/standards	As regulations expand around the world, they provide an effective driver to internal investments and decisions regarding emission reductions and efficiency measures.
Financial optimization calculations	Although they require an initial investment, our energy efficiency initiatives realize cost savings in the long-run. Our strict travel policy does not require investment to implement, but generates cost savings and carbon emission reductions by using our own technology to host engaging and efficient remote meetings.

**C4.5**

**(C4.5) Do you classify any of your existing goods and/or services as low-carbon products?**

Yes

**C4.5a**

**(C4.5a) Provide details of your products and/or services that you classify as low-carbon products.**

**Level of aggregation**

Group of products or services

**Taxonomy used to classify product(s) or service(s) as low-carbon**

Other, please specify (US Energy Star Certification)

**Type of product(s) or service(s)**

Systems integration	Other, please specify (communication and collaboration equipment)
---------------------	---

**Description of product(s) or service(s)**

As a global leader in delivering superior communications experiences, Avaya provides the most complete portfolio of software and services for multi-touch contact center and unified communications offered on premises, in the cloud, or a hybrid. Avaya's software and services reduces the need for hardware, increases efficiency, and lowers the total cost of ownership, which in turn avoids carbon emissions. In addition, Avaya's collaboration technology, such as Avaya Spaces, can be leveraged to reduce travel emissions by migrating meetings from the physical to the digital realm. Both Avaya and its customers harness our solutions in order to avoid emissions and reduce our environmental impact. As part of our strategic business plan, Avaya has invested in R&D to develop new and improved technologies that reduce electricity consumption, as well as server virtualization that saves electricity and physical space. Avaya is focused on designing increasingly energy efficient products through its Design for Environment (DfE) program; currently our J189, J179, J169, J159, J139, and J129 VoIP phones are ENERGY STAR certified products listed on the ENERGY STAR website. These products reduce energy consumption, increase efficiency, and avoid carbon emissions.

**Have you estimated the avoided emissions of this low-carbon product(s) or service(s)**

No

**Methodology used to calculate avoided emissions**

<Not Applicable>

**Life cycle stage(s) covered for the low-carbon product(s) or services(s)**

<Not Applicable>

**Functional unit used**

<Not Applicable>

**Reference product/service or baseline scenario used**

<Not Applicable>

**Life cycle stage(s) covered for the reference product/service or baseline scenario**

<Not Applicable>

**Estimated avoided emissions (metric tons CO2e per functional unit) compared to reference product/service or baseline scenario**

<Not Applicable>

**Explain your calculation of avoided emissions, including any assumptions**

<Not Applicable>

**Revenue generated from low-carbon product(s) or service(s) as % of total revenue in the reporting year**

3.6

**C5. Emissions methodology**

**C5.1**

**(C5.1) Is this your first year of reporting emissions data to CDP?**

No

**C5.1a**

**(C5.1a) Has your organization undergone any structural changes in the reporting year, or are any previous structural changes being accounted for in this disclosure of emissions data?**

**Row 1**

**Has there been a structural change?**

No

**Name of organization(s) acquired, divested from, or merged with**

<Not Applicable>

**Details of structural change(s), including completion dates**

<Not Applicable>

**C5.1b**

**(C5.1b) Has your emissions accounting methodology, boundary, and/or reporting year definition changed in the reporting year?**

	Change(s) in methodology, boundary, and/or reporting year definition?	Details of methodology, boundary, and/or reporting year definition change(s)
Row 1	Yes, a change in boundary	Change in boundary: Avaya closed down several office locations in FY2021, which resulted in lower GHG emissions.. We do not have plans to reopen or replace these locations.

**C5.1c**

**(C5.1c) Have your organization's base year emissions been recalculated as result of the changes or errors reported in C5.1a and C5.1b?**

	Base year recalculation	Base year emissions recalculation policy, including significance threshold
Row 1	Please select	

**C5.2**

**(C5.2) Provide your base year and base year emissions.**

**Scope 1**

**Base year start**  
October 1 2019

**Base year end**  
September 30 2020

**Base year emissions (metric tons CO2e)**  
4516

**Comment**

**Scope 2 (location-based)**

**Base year start**  
October 1 2019

**Base year end**  
September 30 2020

**Base year emissions (metric tons CO2e)**  
29483

**Comment**

**Scope 2 (market-based)**

**Base year start**  
October 1 2019

**Base year end**  
September 30 2020

**Base year emissions (metric tons CO2e)**  
30803

**Comment**

**Scope 3 category 1: Purchased goods and services**

**Base year start**  
October 1 2019

**Base year end**  
September 30 2020

**Base year emissions (metric tons CO2e)**  
94147

**Comment**

**Scope 3 category 2: Capital goods**

**Base year start**  
October 1 2019

**Base year end**  
September 30 2020

**Base year emissions (metric tons CO2e)**  
98620

**Comment**

**Scope 3 category 3: Fuel-and-energy-related activities (not included in Scope 1 or 2)**

**Base year start**

October 1 2019

**Base year end**

September 30 2020

**Base year emissions (metric tons CO2e)**

7929

**Comment**

**Scope 3 category 4: Upstream transportation and distribution**

**Base year start**

October 1 2019

**Base year end**

September 30 2020

**Base year emissions (metric tons CO2e)**

28176

**Comment**

**Scope 3 category 5: Waste generated in operations**

**Base year start**

October 1 2019

**Base year end**

September 30 2020

**Base year emissions (metric tons CO2e)**

149

**Comment**

**Scope 3 category 6: Business travel**

**Base year start**

October 1 2019

**Base year end**

September 30 2020

**Base year emissions (metric tons CO2e)**

4173

**Comment**

**Scope 3 category 7: Employee commuting**

**Base year start**

October 1 2019

**Base year end**

September 30 2020

**Base year emissions (metric tons CO2e)**

17098

**Comment**

**Scope 3 category 8: Upstream leased assets**

**Base year start**

**Base year end**

**Base year emissions (metric tons CO2e)**

**Comment**

**Scope 3 category 9: Downstream transportation and distribution**

**Base year start**

**Base year end**

**Base year emissions (metric tons CO2e)**

**Comment**

**Scope 3 category 10: Processing of sold products**

**Base year start**

**Base year end**

**Base year emissions (metric tons CO2e)**

**Comment**

**Scope 3 category 11: Use of sold products**

**Base year start**  
October 1 2019

**Base year end**  
September 30 2020

**Base year emissions (metric tons CO2e)**  
590692

**Comment**

**Scope 3 category 12: End of life treatment of sold products**

**Base year start**  
October 1 2019

**Base year end**  
September 30 2020

**Base year emissions (metric tons CO2e)**  
12

**Comment**

**Scope 3 category 13: Downstream leased assets**

**Base year start**

**Base year end**

**Base year emissions (metric tons CO2e)**

**Comment**

**Scope 3 category 14: Franchises**

**Base year start**

**Base year end**

**Base year emissions (metric tons CO2e)**

**Comment**

**Scope 3 category 15: Investments**

**Base year start**

**Base year end**

**Base year emissions (metric tons CO2e)**

**Comment**

**Scope 3: Other (upstream)**

**Base year start**

**Base year end**

**Base year emissions (metric tons CO2e)**

**Comment**

**Scope 3: Other (downstream)**

**Base year start**

**Base year end**

**Base year emissions (metric tons CO2e)**

**Comment**

**C5.3**

---

**(C5.3) Select the name of the standard, protocol, or methodology you have used to collect activity data and calculate emissions.**

- IEA CO2 Emissions from Fuel Combustion
- IPCC Guidelines for National Greenhouse Gas Inventories, 2006
- The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition)
- US EPA Emissions & Generation Resource Integrated Database (eGRID)

**C6. Emissions data**

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**C6.1**

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

**Reporting year**

**Gross global Scope 1 emissions (metric tons CO2e)**

2543

**Start date**

October 1 2020

**End date**

September 30 2021

**Comment**

**Past year 1**

**Gross global Scope 1 emissions (metric tons CO2e)**

4516

**Start date**

October 1 2019

**End date**

September 30 2020

**Comment**

---

C6.2

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

**Row 1**

**Scope 2, location-based**

We are reporting a Scope 2, location-based figure

**Scope 2, market-based**

We are reporting a Scope 2, market-based figure

**Comment**

---

C6.3

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

**Reporting year**

**Scope 2, location-based**

23050

**Scope 2, market-based (if applicable)**

25949

**Start date**

October 1 2020

**End date**

September 30 2021

**Comment**

**Past year 1**

**Scope 2, location-based**

29483

**Scope 2, market-based (if applicable)**

30803

**Start date**

October 1 2019

**End date**

September 30 2020

**Comment**

---

C6.4

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

Yes

## C6.4a

---

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

**Source**

Facilities smaller than 400 square feet

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

No emissions from this source

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

Emissions are not relevant

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

Emissions are not relevant

**Explain why this source is excluded**

Sites less than 400 square feet comprise about 0.2% of our real estate portfolio and have a negligible (<0.5%) impact on our carbon footprint.

**Estimated percentage of total Scope 1+2 emissions this excluded source represents**

1

**Explain how you estimated the percentage of emissions this excluded source represents**

We estimated purchased electricity emissions from these sources based on average kWh per square foot and found these emissions to be less than 1%.

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## C6.5

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**(C6.5) Account for your organization's gross global Scope 3 emissions, disclosing and explaining any exclusions.**

**Purchased goods and services**

**Evaluation status**

Relevant, calculated

**Emissions in reporting year (metric tons CO2e)**

94147

**Emissions calculation methodology**

Spend-based method

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

0

**Please explain**

Methodology used is in line with GHG Protocol's Corporate Value Chain (Scope 3) Standard. We calculate emissions of purchased goods and services that are particularly material to the Company's footprint or relevant to our core business, our customers, or our employees. A combination of spend data and economic input-output (IO) tables from the EPA Supply Chain Greenhouse Gas Emission Factors for US Industries and Commodities (2020) are used to estimate emissions.

**Capital goods**

**Evaluation status**

Relevant, calculated

**Emissions in reporting year (metric tons CO2e)**

98620

**Emissions calculation methodology**

Spend-based method

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

0

**Please explain**

Methodology used is in line with GHG Protocol's Corporate Value Chain (Scope 3) Standard. We calculate emissions of purchased goods and services that are particularly material to the Company's footprint or relevant to our core business, our customers, or our employees. A combination of spend data and economic input-output (IO) tables from the EPA Supply Chain Greenhouse Gas Emission Factors for US Industries and Commodities (2020) are used to estimate emissions.

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

### Evaluation status

Relevant, calculated

### Emissions in reporting year (metric tons CO2e)

7929

### Emissions calculation methodology

Fuel-based method  
Site-specific method

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

0

### Please explain

Methodology used is in line with GHG Protocol's Corporate Value Chain (Scope 3) Standard. Upstream emissions from purchased fuels, electricity, steam and hot and chilled water, include generation and T&D emissions, and any other losses in this category. Emissions associated with losses were calculated for the US and other countries by multiplying the energy use by type by the corresponding emission factors from UK Defra 2020 Guidelines for GHG Reporting. All GWPs are from the IPCC Fifth Assessment Report (GWP for CH4 = 28, GWP for N2O = 265).

## Upstream transportation and distribution

### Evaluation status

Relevant, calculated

### Emissions in reporting year (metric tons CO2e)

28176

### Emissions calculation methodology

Spend-based method

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

0

### Please explain

Methodology used is in line with GHG Protocol's Corporate Value Chain (Scope 3) Standard. Emissions from Upstream Transportation and Distribution are the result of the transportation and distribution of products purchased by Avaya from their suppliers. Emissions from Upstream Transportation and Distribution data were calculated through EEIO spend analysis due to data gaps in the products shipped. Spend was then grouped by transportation mode (AIR, OCEAN, GROUND, etc.) and the appropriate EEIO factor was multiplied by the spend of each mode to calculate total emissions. All Avaya transportation is classified as Upstream Transportation and Distribution since Avaya pays for the transportation upfront.

## Waste generated in operations

### Evaluation status

Relevant, calculated

### Emissions in reporting year (metric tons CO2e)

149

### Emissions calculation methodology

Waste-type-specific method  
Site-specific method

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

5

### Please explain

Methodology used is in line with GHG Protocol's Corporate Value Chain (Scope 3) Standard. Upstream emissions from waste generated in operations were calculated based on limited waste consumption data available for different waste stream (recycling, composting, incineration). The total waste consumption was then estimated using average values and extrapolated to all Avaya locations based on headcount per country. Emission factors derived from the EPA WARM tool (2020) were used to estimate the waste emissions. WARM factors were adapted to be aligned with the GHG protocol technical guidance for calculating scope 3 emission.

## Business travel

### Evaluation status

Relevant, calculated

### Emissions in reporting year (metric tons CO2e)

237

### Emissions calculation methodology

Fuel-based method  
Distance-based method

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

100

### Please explain

Methodology used is in line with GHG Protocol's Corporate Value Chain (Scope 3) Standard. We used data provided by our vendor partners to estimate business travel emissions associated with air travel and car rental. Travel data was multiplied by the corresponding emissions factors for each travel type to estimate emissions of business travel. We applied radiative forcing factor to our air travel emissions.

## Employee commuting

### Evaluation status

Relevant, calculated

### Emissions in reporting year (metric tons CO2e)

17098

### Emissions calculation methodology

Fuel-based method

Distance-based method

Site-specific method

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

0

### Please explain

Methodology used is in line with GHG Protocol's Corporate Value Chain (Scope 3) Standard. To calculate emissions of employee commuting, we use headcount data, work days in the current reporting year by country, national commuting statistics, and emission factors for corresponding community methods. Remote work emissions are included in this category to account for the high percentage of remote workforce in this reporting year. Remote work emissions are estimated by using the methodology authored by Anthesis, which uses employee headcount data, residential electricity and natural gas energy intensity by country published by IEA, and the incremental percent of energy use associated with employees working from home.

## Upstream leased assets

### Evaluation status

Not relevant, explanation provided

### Emissions in reporting year (metric tons CO2e)

<Not Applicable>

### Emissions calculation methodology

<Not Applicable>

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

<Not Applicable>

### Please explain

Avaya does not have upstream leased assets.

## Downstream transportation and distribution

### Evaluation status

Not relevant, explanation provided

### Emissions in reporting year (metric tons CO2e)

<Not Applicable>

### Emissions calculation methodology

<Not Applicable>

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

<Not Applicable>

### Please explain

Avaya does not have downstream transportation (services are cloud based).

## Processing of sold products

### Evaluation status

Not relevant, explanation provided

### Emissions in reporting year (metric tons CO2e)

<Not Applicable>

### Emissions calculation methodology

<Not Applicable>

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

<Not Applicable>

### Please explain

Avaya's products and services are end products and therefore not processed by any of our customers.

## Use of sold products

### Evaluation status

Relevant, calculated

### Emissions in reporting year (metric tons CO2e)

590692

### Emissions calculation methodology

Methodology for direct use phase emissions, please specify (Calculations based on lifetime emissions of products based on energy consumption)

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

0

### Please explain

Methodology used is in line with GHG Protocol's Corporate Value Chain (Scope 3) Standard. To calculate emissions for the use of sold products, the lifetime emissions of the Avaya products sold in the reporting year were used in estimating the direct use emissions from active energy consumption by the products sold. Data on product energy rating, annual usage, and product lifetime were gathered by the products team. Where gaps exist, average values are extrapolated to develop reasonable estimation for all product models with missing data. Country or region-specific average IEA emission factor are then used to calculate the associated use phase emissions.

## End of life treatment of sold products

### Evaluation status

Relevant, calculated

### Emissions in reporting year (metric tons CO2e)

12

### Emissions calculation methodology

Average product method  
Waste-type-specific method

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

0

### Please explain

Methodology used is in line with GHG Protocol's Corporate Value Chain (Scope 3) Standard. To calculate emissions of end-of-life treatment of sold products, we apply the total weight of goods sold, the primary composition of materials in the goods sold, an assumption on the proportion of goods by weight that are landfilled and recycled. The emission factors are referenced from the US EPA Waste Reduction Model (WARM) Tool (2020).

## Downstream leased assets

### Evaluation status

Not relevant, explanation provided

### Emissions in reporting year (metric tons CO2e)

<Not Applicable>

### Emissions calculation methodology

<Not Applicable>

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

<Not Applicable>

### Please explain

Avaya does not have downstream leased assets.

## Franchises

### Evaluation status

Not relevant, explanation provided

### Emissions in reporting year (metric tons CO2e)

<Not Applicable>

### Emissions calculation methodology

<Not Applicable>

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

<Not Applicable>

### Please explain

Avaya does not have franchises.

## Investments

### Evaluation status

Not relevant, explanation provided

### Emissions in reporting year (metric tons CO2e)

<Not Applicable>

### Emissions calculation methodology

<Not Applicable>

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

<Not Applicable>

### Please explain

Avaya does not have significant investments (e.g., joint ventures).

**Other (upstream)**

**Evaluation status**

**Emissions in reporting year (metric tons CO2e)**

<Not Applicable>

**Emissions calculation methodology**

<Not Applicable>

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

<Not Applicable>

**Please explain**

**Other (downstream)**

**Evaluation status**

**Emissions in reporting year (metric tons CO2e)**

<Not Applicable>

**Emissions calculation methodology**

<Not Applicable>

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

<Not Applicable>

**Please explain**

**C6.5a**

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**(C6.5a) Disclose or restate your Scope 3 emissions data for previous years.**

**Past year 1**

**Start date**

October 1 2019

**End date**

September 30 2020

**Scope 3: Purchased goods and services (metric tons CO2e)**

94147

**Scope 3: Capital goods (metric tons CO2e)**

98620

**Scope 3: Fuel and energy-related activities (not included in Scopes 1 or 2) (metric tons CO2e)**

7929

**Scope 3: Upstream transportation and distribution (metric tons CO2e)**

28176

**Scope 3: Waste generated in operations (metric tons CO2e)**

149

**Scope 3: Business travel (metric tons CO2e)**

4173

**Scope 3: Employee commuting (metric tons CO2e)**

17098

**Scope 3: Upstream leased assets (metric tons CO2e)**

**Scope 3: Downstream transportation and distribution (metric tons CO2e)**

**Scope 3: Processing of sold products (metric tons CO2e)**

0

**Scope 3: Use of sold products (metric tons CO2e)**

590693

**Scope 3: End of life treatment of sold products (metric tons CO2e)**

12

**Scope 3: Downstream leased assets (metric tons CO2e)**

0

**Scope 3: Franchises (metric tons CO2e)**

0

**Scope 3: Investments (metric tons CO2e)**

0

**Scope 3: Other (upstream) (metric tons CO2e)**

0

**Scope 3: Other (downstream) (metric tons CO2e)**

0

**Comment**

**C6.7**

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

No

**C6.10**

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

**Intensity figure**

0.00029

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

864122

**Metric denominator**

unit total revenue

**Metric denominator: Unit total**

2973000000

**Scope 2 figure used**

Market-based

**% change from previous year**

0.33

**Direction of change**

Decreased

**Reason for change**

The slight decrease is due to a decrease in absolute combined Scope 1 and 2 emissions plus an increase in revenue.

## C7. Emissions breakdowns

### C7.1

**(C7.1) Does your organization break down its Scope 1 emissions by greenhouse gas type?**

No

### C7.2

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

Country/Region	Scope 1 emissions (metric tons CO2e)
North America	660
Europe, Middle East and Africa (EMEA)	1850
Asia Pacific (or JAPA)	33
Central America	0

### C7.3

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

By activity

### C7.3c

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

Activity	Scope 1 emissions (metric tons CO2e)
Stationary diesel	142
Stationary natural gas	33
Avaya fleet	2368

### C7.5



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

Country/Region	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)
North America	10199	10704
Europe, Middle East and Africa (EMEA)	4624	7018
Asia Pacific (or JAPA)	7877	7877
Central America	350	350

**C7.6**

**(C7.6) Indicate which gross global Scope 2 emissions breakdowns you are able to provide.**

By activity

**C7.6c**

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

Activity	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)
Avaya facilities (purchased electricity)	13956	16222
Avaya facilities (estimated electricity)	3309	3639
Avaya facilities (estimated heating)	2093	2093
Data centers (purchased electricity)	3692	3995

**C7.9**

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

Decreased

**C7.9a**

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

	Change in emissions (metric tons CO2e)	Direction of change	Emissions value (percentage)	Please explain calculation
Change in renewable energy consumption		<Not Applicable >		
Other emissions reduction activities	4033	Decreased	11	Due to 'other emissions reduction activities' implemented during the year, despite an increase in revenue, emissions have not grown as high as could be expected. Last year 4,033 metric tons of CO2e were reduced by our emissions reduction projects, and our total Scope 1 and Scope 2 emissions in the previous year were 35,319 mt CO 2e, therefore we arrived at -11% through $(-4033/35319) * 100 = -11\%$ (i.e. an 11% decrease in emissions).
Divestment		<Not Applicable >		
Acquisitions		<Not Applicable >		
Mergers		<Not Applicable >		
Change in output		<Not Applicable >		
Change in methodology		<Not Applicable >		
Change in boundary	2794	Decreased	8	Due to 'changes in boundary' - closing office locations due to work from home during and post pandemic - emissions have decreased. Last year, 2,794 metric tons of CO2e were reduced by closing down office locations, and our total Scope 1 and Scope 2 emissions in the previous year were 35,319 mt CO 2e, therefore we arrived at -8% through $(-2794/35319) * 100 = -8\%$ (i.e. an 8% decrease in emissions).
Change in physical operating conditions		<Not Applicable >		
Unidentified		<Not Applicable >		
Other		<Not Applicable >		

**C7.9b**

**(C7.9b) Are your emissions performance calculations in C7.9 and C7.9a based on a location-based Scope 2 emissions figure or a market-based Scope 2 emissions figure?**

Market-based

**C8. Energy**

**C8.1**

**(C8.1) What percentage of your total operational spend in the reporting year was on energy?**

More than 0% but less than or equal to 5%

**C8.2**

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

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

**C8.2a**

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

	Heating value	MWh from renewable sources	MWh from non-renewable sources	Total (renewable and non-renewable) MWh
Consumption of fuel (excluding feedstock)	Unable to confirm heating value	0	22149	22149
Consumption of purchased or acquired electricity	<Not Applicable>	0	46466	46466
Consumption of purchased or acquired heat	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>
Consumption of purchased or acquired steam	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>
Consumption of purchased or acquired cooling	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>
Consumption of self-generated non-fuel renewable energy	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>
Total energy consumption	<Not Applicable>	0	68615	68615

**C8.2b**

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

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

**C8.2c**

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

**Sustainable biomass**

**Heating value**

Unable to confirm heating value

**Total fuel MWh consumed by the organization**

0

**MWh fuel consumed for self-generation of electricity**

0

**MWh fuel consumed for self-generation of heat**

0

**MWh fuel consumed for self-generation of steam**

<Not Applicable>

**MWh fuel consumed for self-generation of cooling**

<Not Applicable>

**MWh fuel consumed for self- cogeneration or self-trigeneration**

<Not Applicable>

**Comment**

Avaya does not consume sustainable biomass.

**Other biomass**

**Heating value**

Unable to confirm heating value

**Total fuel MWh consumed by the organization**

0

**MWh fuel consumed for self-generation of electricity**

0

**MWh fuel consumed for self-generation of heat**

0

**MWh fuel consumed for self-generation of steam**

<Not Applicable>

**MWh fuel consumed for self-generation of cooling**

<Not Applicable>

**MWh fuel consumed for self- cogeneration or self-trigeneration**

<Not Applicable>

**Comment**

Avaya does not consume other biomass.

**Other renewable fuels (e.g. renewable hydrogen)**

**Heating value**

Unable to confirm heating value

**Total fuel MWh consumed by the organization**

0

**MWh fuel consumed for self-generation of electricity**

0

**MWh fuel consumed for self-generation of heat**

0

**MWh fuel consumed for self-generation of steam**

<Not Applicable>

**MWh fuel consumed for self-generation of cooling**

<Not Applicable>

**MWh fuel consumed for self- cogeneration or self-trigeneration**

<Not Applicable>

**Comment**

Avaya does not consume other renewable fuels.

**Coal**

**Heating value**

Unable to confirm heating value

**Total fuel MWh consumed by the organization**

0

**MWh fuel consumed for self-generation of electricity**

0

**MWh fuel consumed for self-generation of heat**

0

**MWh fuel consumed for self-generation of steam**

<Not Applicable>

**MWh fuel consumed for self-generation of cooling**

<Not Applicable>

**MWh fuel consumed for self- cogeneration or self-trigeneration**

<Not Applicable>

**Comment**

Avaya does not consume coal.

**Oil**

**Heating value**

Unable to confirm heating value

**Total fuel MWh consumed by the organization**

10418

**MWh fuel consumed for self-generation of electricity**

0

**MWh fuel consumed for self-generation of heat**

10418

**MWh fuel consumed for self-generation of steam**

<Not Applicable>

**MWh fuel consumed for self-generation of cooling**

<Not Applicable>

**MWh fuel consumed for self- cogeneration or self-trigeneration**

<Not Applicable>

**Comment**

Oil (gasoline and diesel) is consumed in trucks and fleet vehicles. Per CDP guidance, this amount is entered in the cell for consumption for the self-generation of heat.

**Gas**

**Heating value**

Unable to confirm heating value

**Total fuel MWh consumed by the organization**

11731

**MWh fuel consumed for self-generation of electricity**

0

**MWh fuel consumed for self-generation of heat**

11731

**MWh fuel consumed for self-generation of steam**

<Not Applicable>

**MWh fuel consumed for self-generation of cooling**

<Not Applicable>

**MWh fuel consumed for self- cogeneration or self-trigeneration**

<Not Applicable>

**Comment**

natural gas for heating.

**Other non-renewable fuels (e.g. non-renewable hydrogen)**

**Heating value**

Unable to confirm heating value

**Total fuel MWh consumed by the organization**

0

**MWh fuel consumed for self-generation of electricity**

0

**MWh fuel consumed for self-generation of heat**

0

**MWh fuel consumed for self-generation of steam**

<Not Applicable>

**MWh fuel consumed for self-generation of cooling**

<Not Applicable>

**MWh fuel consumed for self- cogeneration or self-trigeneration**

<Not Applicable>

**Comment**

Avaya does not consume other non-renewable fuels.

**Total fuel**

**Heating value**

Unable to confirm heating value

**Total fuel MWh consumed by the organization**

22149

**MWh fuel consumed for self-generation of electricity**

0

**MWh fuel consumed for self-generation of heat**

22149

**MWh fuel consumed for self-generation of steam**

<Not Applicable>

**MWh fuel consumed for self-generation of cooling**

<Not Applicable>

**MWh fuel consumed for self- cogeneration or self-trigeneration**

<Not Applicable>

**Comment**

C8.2e

---

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

**Sourcing method**

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

**Energy carrier**

<Not Applicable>

**Low-carbon technology type**

<Not Applicable>

**Country/area of low-carbon energy consumption**

<Not Applicable>

**Tracking instrument used**

<Not Applicable>

**Low-carbon energy consumed via selected sourcing method in the reporting year (MWh)**

<Not Applicable>

**Country/area of origin (generation) of the low-carbon energy or energy attribute**

<Not Applicable>

**Commissioning year of the energy generation facility (e.g. date of first commercial operation or repowering)**

<Not Applicable>

**Comment**

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**C8.2g**

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**(C8.2g) Provide a breakdown of your non-fuel energy consumption by country.**

**Country/area**

United States of America

**Consumption of electricity (MWh)**

19036

**Consumption of heat, steam, and cooling (MWh)**

0

**Total non-fuel energy consumption (MWh) [Auto-calculated]**

19036

**Is this consumption excluded from your RE100 commitment?**

<Not Applicable>

---

**Country/area**

Germany

**Consumption of electricity (MWh)**

2554

**Consumption of heat, steam, and cooling (MWh)**

0

**Total non-fuel energy consumption (MWh) [Auto-calculated]**

2554

**Is this consumption excluded from your RE100 commitment?**

<Not Applicable>

---

**Country/area**

India

**Consumption of electricity (MWh)**

7601

**Consumption of heat, steam, and cooling (MWh)**

0

**Total non-fuel energy consumption (MWh) [Auto-calculated]**

7601

**Is this consumption excluded from your RE100 commitment?**

<Not Applicable>

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**C9. Additional metrics**

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C9.1

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

C10. Verification

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C10.1

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

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

C10.2

---

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

C11. Carbon pricing

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C11.1

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

C11.1d

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**(C11.1d) What is your strategy for complying with the systems you are regulated by or anticipate being regulated by?**

Avaya does business in approximately 190 countries around the world, so we anticipate being regulated by a carbon pricing system in the next three years. Avaya's Law Team monitors, reviews, and provides legal advice on current and emerging laws and regulations that are applicable to our business. In addition, the Director, ESG & Philanthropy has engaged consultants to monitor relevant ESG laws and regulations. If Avaya must comply with a carbon pricing system in the next three years, Avaya's Director, ESG & Philanthropy will work with the Law Team to ensure compliance and inform relevant business divisions, including finance and operations, about the regulatory requirements.

C11.2

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

C11.3

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

C12. Engagement

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C12.1

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**(C12.1) Do you engage with your value chain on climate-related issues?**

Yes, other partners in the value chain

**C12.1d**

**(C12.1d) Give details of your climate-related engagement strategy with other partners in the value chain.**

Avaya's stock trades publicly on the NYSE under the symbol AVYA. The Company also has high yield debt, convertible securities, and warrants that trade publicly. As such, the Board and Executive Leadership team at the Company are committed to providing those investors with access to duly disclosed information and perspective that is relevant for investors as they make decisions to buy or sell Avaya's equity and debt securities. This is achieved through the Company's investor relations department. Avaya conducts proactive outreach to our investor community regularly throughout the year. In addition, ahead of our stockholder meeting, we conduct outreach focused on the Company's top 25 stockholders, those who own 70-75% of the outstanding shares. Since emerging from bankruptcy in 2017, we have elevated and expanded our investor outreach program, which now includes ESG-related discussions, including but not limited to climate change. Throughout FY2021, we participated in hundreds of investor meetings each quarter, including regular quarterly dialogue with our top 30 stockholders.

Avaya engages with our employees around sustainability throughout the year. For example, Avaya organized various activities for employees to celebrate Earth Day and awarded prizes to selected winners. Additionally, Avaya sent employees educational articles about environmental issues, such as pollution, restoration, and managing our carbon footprint. Avaya hosted our annual Month of Giving, a spirited campaign that brings together Avaya employees, suppliers, and partners to support nonprofit organizations around the globe. Many of the activities that employees lead and organize are environmental-focused, including beach cleanups, planting trees, and volunteering with environmental organizations.

**C12.2**

**(C12.2) Do your suppliers have to meet climate-related requirements as part of your organization's purchasing process?**

No, but we plan to introduce climate-related requirements within the next two years

**C12.3**

**(C12.3) Does your organization engage in activities that could either directly or indirectly influence policy, law, or regulation that may impact the climate?**

Row 1

**Direct or indirect engagement that could influence policy, law, or regulation that may impact the climate**

No

**Does your organization have a public commitment or position statement to conduct your engagement activities in line with the goals of the Paris Agreement?**

<Not Applicable>

**Attach commitment or position statement(s)**

<Not Applicable>

**Describe the process(es) your organization has in place to ensure that your engagement activities are consistent with your overall climate change strategy**

Not applicable. We do not engage with policy makers or trade associations on climate-related issues.

**Primary reason for not engaging in activities that could directly or indirectly influence policy, law, or regulation that may impact the climate**

Important but not an immediate priority

**Explain why your organization does not engage in activities that could directly or indirectly influence policy, law, or regulation that may impact the climate**

Avaya is not in a sector that has significant emissions and does not have scale to influence climate-related policies or regulations. We do still actively assess climate-related risks and we have programs and in place to reduce emissions. We are also developing new emission reduction targets.

**C12.4**

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

**Publication**

In voluntary sustainability report

**Status**

Complete

**Attach the document**

2021 Corporate Responsibility Report.pdf

**Page/Section reference**

Page 27: GHG emissions data, information on setting a science-based target (strategy)

**Content elements**

Strategy

Emissions figures

**Comment**



## C15. Biodiversity

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### C15.1

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(C15.1) Is there board-level oversight and/or executive management-level responsibility for biodiversity-related issues within your organization?

	Board-level oversight and/or executive management-level responsibility for biodiversity-related issues	Description of oversight and objectives relating to biodiversity	Scope of board-level oversight
Row 1	No, and we do not plan to have both within the next two years	<Not Applicable>	<Not Applicable>

### C15.2

---

(C15.2) Has your organization made a public commitment and/or endorsed any initiatives related to biodiversity?

	Indicate whether your organization made a public commitment or endorsed any initiatives related to biodiversity	Biodiversity-related public commitments	Initiatives endorsed
Row 1	No, and we do not plan to do so within the next 2 years	<Not Applicable>	<Not Applicable>

### C15.3

---

(C15.3) Does your organization assess the impact of its value chain on biodiversity?

	Does your organization assess the impact of its value chain on biodiversity?	Portfolio
Row 1	No, and we do not plan to assess biodiversity-related impacts within the next two years	<Not Applicable>

### C15.4

---

(C15.4) What actions has your organization taken in the reporting year to progress your biodiversity-related commitments?

	Have you taken any actions in the reporting period to progress your biodiversity-related commitments?	Type of action taken to progress biodiversity- related commitments
Row 1	No, and we do not plan to undertake any biodiversity-related actions	<Not Applicable>

### C15.5

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(C15.5) Does your organization use biodiversity indicators to monitor performance across its activities?

	Does your organization use indicators to monitor biodiversity performance?	Indicators used to monitor biodiversity performance
Row 1	No	Please select

### C15.6

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(C15.6) Have you published information about your organization's response to biodiversity-related issues for this reporting year in places other than in your CDP response? If so, please attach the publication(s).

Report type	Content elements	Attach the document and indicate where in the document the relevant biodiversity information is located
No publications	<Not Applicable>	<Not Applicable>

## C16. Signoff

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### C-FI

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

C16.1

(C16.1) Provide details for the person that has signed off (approved) your CDP climate change response.

	Job title	Corresponding job category
Row 1	Chief Administrative Officer	Chief Operating Officer (COO)

SC. Supply chain module

SC0.0

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

SC0.1

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

	Annual Revenue
Row 1	2973000000

SC1.1

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

Requesting member

Please select

Scope of emissions

Please select

Allocation level

Please select

Allocation level detail

<Not Applicable>

Emissions in metric tonnes of CO2e

Uncertainty (±%)

Major sources of emissions

Verified

Please select

Allocation method

Please select

Market value or quantity of goods/services supplied to the requesting member

Unit for market value or quantity of goods/services supplied

Please select

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

SC1.2

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

SC1.3

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

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

## SC1.4

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

Yes

## SC1.4a

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

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

## SC2.1

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

## SC2.2

(SC2.2) Have requests or initiatives by CDP Supply Chain members prompted your organization to take organizational-level emissions reduction initiatives?

No

## SC4.1

(SC4.1) Are you providing product level data for your organization's goods or services?

No, I am not providing data

## Submit your response

In which language are you submitting your response?

English

Please confirm how your response should be handled by CDP

	I understand that my response will be shared with all requesting stakeholders	Response permission
Please select your submission options	Yes	Public

Please confirm below

I have read and accept the applicable Terms