Materiality Matrix

Avaya conducts materiality assessments to identify and prioritize the issues that matter most to our company and stakeholders. Defining material issues allows us to evaluate our main impacts – both positive and negative – on the environment, society, and economy. The results of these assessments are used to inform our Corporate Responsibility reporting and strategy, and also drive greater disclosure and transparency.

For the assessment, Avaya surveys managers and directors from various business units within our company, including law, human resources, security, business continuity, facilities, and sales. These key internal stakeholders complete a survey ranking a suite of environment, social, and governance (ESG) issues based on their potential to impact: (1) Avaya's business and success, including company culture, business strategy, and profitability, and (2) stakeholder assessments and decisions about Avaya, including our brand, reputation, and relationship with customers and investors.

ESG issues included in the materiality assessment were based upon:
- Industry trends, such as reporting best practices and material topics for the information, communication technology, and software industries from SASB and GRI.
- Topics of particular concern and interest to Avaya stakeholders, especially employees.

In 2014, Avaya completed our first materiality assessment. Since then, we have updated our materiality matrix in 2016 and most recently, 2017, which is included below.

All of the ESG issues plotted on the materiality matrix are considered significant to Avaya. However, the issues found to have the greatest impact on Avaya and our stakeholders reflect areas where we will focus our efforts and unique capabilities.

Moving forward, Avaya will continue to revisit our materiality assessment to further evaluate ESG issues and update them, as appropriate.

Avaya Materiality Matrix