

## **Avaya Quality Policy**

*Avaya is reimagining digital communications with innovation that defines the future of work and the customer experience. Our Avaya OneCloud ecosystem and its solutions empower organizations to deliver experiences that matter to customers and employees alike.*

*Our customers want to make every experience as seamless and connected as possible so that employee collaboration is easier and more efficient, and customer satisfaction is higher. It is Avaya's policy to provide solutions to make that happen. We will support our customers in this transformation through our cultural principles of Simplicity, Accountability, Empowerment, Trust and Teamwork.*

### **Simplicity**

We foster a safe environment where innovative solutions are encouraged and rewarded. We focus on making our customer's lives simpler and more efficient by listening to their needs and expectations as well of those of other interested parties.

### **Accountability**

Our decisions are based on a customer-centric approach. Our people are empowered to take risks, immerse in the experience, and drive customer success. We ensure Avaya associates understand their responsibility for improving and reinforcing a culture of quality with each interaction.

### **Empowerment**

We encourage our people to speak up, take responsibility, and embrace ownership. We strive to give each individual person a voice. We provide the skills and tools to become advocates for our customers and to design and implement products and processes that deliver value to the customer through a strong commitment of continual improvement, measurement and monitoring.

### **Trust**

We lead by example. We function as a transparent and dynamic team working towards a unified vision conforming to all applicable requirements. We regularly review and clearly communicate our customer and organizational objectives. We review and commit to this policy annually.

### **Teamwork**

We recognize one another for our achievements and strengths. We value diversity of thought and the uniqueness of everyone in a collaborative inclusive environment.

  
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Jim Chirico, President and Chief Executive Officer