



Business Responsibility & Sustainability Report 2025-26

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Company	L65110GJ1993PLC020769
2.	Name of the Listed Entity	Axis Bank Limited
3.	Year of Incorporation	1994
4.	Registered office address	"TRISHUL", Third Floor, Opp. Samartheshwar Temple, Law Garden, Ellisbridge, Ahmedabad - 380 006, Gujarat
5.	Corporate address	'Axis House', Pandurang Budhkar Marg, Worli, Mumbai - 400 025, Maharashtra
6.	E-mail	sustainability@axis.bank.in
7.	Telephone	022-24252525 / 43252525
8.	Website	https://www.axis.bank.in/
9.	Financial year for which reporting is being done	FY 2025-26
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited (NSE) and BSE Limited (BSE).
11.	Paid-up Capital	₹ 621.63 crores
12.	Name and contact details (telephone, email, address) of the person who may be contacted in case of any queries on the BRSR report	Abhejit Agarwal, Head - Sustainability & CSR E-mail ID: sustainability@axis.bank.in Telephone number: 022-6226 0040
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	Standalone. All offices and branches of Axis Bank across India unless otherwise stated.
14.	Name of assessment or assurance provider	SGS India Private Limited (hereinafter referred to as SGS)
15.	Type of assessment or assurance obtained	Reasonable Assurance on BRSR Core as per SEBI Guidelines and Limited Assurance on other BRSR Indicators

II. Products/services

16. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Banking and Financial services	The Bank provides a range of commercial banking products and services, including loan products, fee and commission-based products and services, deposits, foreign exchange and derivatives products to corporate, mid-market, and MSME clients. Retail operations focus on lending, payments, deposits, and distribution of third-party insurance & investment products. The Bank also services the agricultural and rural sectors.	100%

17. Products/Services sold by the entity (accounting for 90% of the entity's):

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Monetary intermediation of commercial banks, saving banks, postal savings bank and digital banking units.	64191	100%

III. Operations

18. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Total
National	N.A.**	6,278*	6,278
International	N.A.**	7	7

* Including 10 extension counters and 3 digital banking units

** N.A. stands as Not Applicable throughout the document

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)*	35
International (No. of Countries)	2

*Including Union Territories

b. What is the contribution of exports as a percentage of the total turnover of the entity?

N.A. for Banking Companies

c. A brief on types of customers

The Bank's integrated business lines cater to a diverse group of customers under its Retail Banking & Commercial and Wholesale Banking segments.

Retail Banking: The Bank offers omni-channel banking services to our urban, semi-urban and rural consumers with an expansive range of products and services in loans, payments, savings, insurance and investments.

Commercial and Wholesale Banking: The Bank provides service to leading corporates and MSMEs with a range of products and services including loans, deposits, trade finance, foreign exchange, and derivatives

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female		Other	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)
Employees								
1	Permanent(D)	1,01,337	70,837	70%	30,500	30%	0	0%
2	Other than permanent (E)	10,234	8,454	83%	1,779	17%	1	0%
3	Total Employees (D+E)	1,11,571	79,291	71%	32,279	29%	1	0%
Workers*								
4	Permanent(F)							
5	Other than permanent (G)				N.A.			
6	Total Workers (F+G)							

*Axis Bank, as a service sector organization, does not have workers as defined under the SEBI BRSR Guidance Note; hence, disclosures related to workers are not applicable.


b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female		Other	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No. (H)	% (H/A)
	Differently abled Employees							
1	Permanent (D)	100	83	83%	17	17%	0	0%
2	Other than Permanent (E)	4	4	100%	0	0%	0	0%
3	Total differently abled employees (D + E)	104	87	84%	17	16%	0	0%
	Differently abled Workers							
4	Permanent (F)							
5	Other than Permanent (G)							
6	Total differently abled workers (F + G)							

N.A.

21. Participation/ Inclusion/ Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	13	3	23.08%
Key Management Personnel	6	-	-

22. Turnover rate for permanent employees and workers:

	FY 2025-26 (Turnover rate in current FY)			FY 2024-25 (Turnover rate in previous FY)			FY 2023-24 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent employee	21.88%	23.53%	22.36%	25.60%	25.30%	25.50%	28.70%	28.80%	28.80%
Permanent workers						N.A.			

V. Holding, Subsidiary and Associate Companies (including joint ventures)
23. Names of holding/ subsidiary/ associate companies/ joint ventures

S. No.	Name of the holding /subsidiary / associate companies / joint ventures (A)	Indicate whether holding/Subsidiary/ Associate/Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business initiatives of the listed entity? (Yes/No)
1	Axis Finance Limited	Subsidiary	100%	No
2	Axis Securities Limited	Subsidiary	100%	No
3	Axis Capital Limited	Subsidiary	100%	No
4	Axis Asset Management Company Limited	Subsidiary	75%	No
5	Axis Mutual Fund Trustee Limited	Subsidiary	75%	No
6	Axis Trustee Services Limited	Subsidiary	100%	No
7	A.Treds Limited	Subsidiary	67%	No
8	Axis UK Limited ¹	Subsidiary	100%	No
9	Freecharge Payment Technologies Private Limited	Subsidiary	100%	No
10	Freecharge Business and Technology Services Limited	Subsidiary	100%	No
11	Axis Pension Fund Management Limited	Step-down Subsidiary	9.02% (directly by Axis Bank Ltd.) 51% (held by Axis AMC Ltd.)	No

S. No.	Name of the holding /subsidiary / associate companies / joint ventures (A)	Indicate whether holding/Subsidiary/ Associate/Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business initiatives of the listed entity? (Yes/No)
12	Axis Capital USA LLC	Step-down Subsidiary	100% (held by Axis Capital Ltd.)	No
13	Axis Max Life Insurance Limited	Associate Company	19.02% Axis Bank Limited- 16.22 %Axis Capital Limited- 1.86% Axis Securities Limited-0.93%	No

NOTE:

- The banking license of the Axis UK Limited was cancelled by the UK regulators with effect from 24th October 2024. Subsequently, the name of the company was changed from Axis Bank UK Ltd to Axis UK Ltd with effect from 1st November 2024. The company has been in liquidation since 9th December 2022.

VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

(ii) Turnover (in ₹) : 1,53,163.08 crores

(iii) Net worth (in ₹): 1,96,039.77 crores

VII. Transparency and Disclosures Compliances

25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2025-26			FY 2024-25		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities ¹	Yes, any queries or complaints can be shared by sending an email to csr@axis.bank.in	0	0		0	0	
Investors (other than shareholders)	Yes, Investors other than shareholders may send their complaints to shareholders@axis.bank.in	0	0		0	0	
Shareholders	Yes, shareholders may send their complaints to shareholders@axis.bank.in Link of policy given below the table.	46	0		26	0	
Employees and workers ²	Yes, the bank has H-Response, an internal, confidential and secure employee grievance / query redressal mechanism that is accessible to all employees through the Bank's One Axis App and the intranet portal	1,34,495	152	.	83,482	34	



Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2025-26			FY 2024-25		Remarks
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	
- POSH	POSH policy available. Link given below table.	49	10		54	12	
- Whistle Blower ³	Whistle blower policy available. Link given below table.	607	172		673	363	
Customers	Yes	5,14,897	20,716		5,90,540	11,143	
Value Chain Partners	The Bank's Whistle blower mechanism is accessible to Value Chain Partners as well						
Other (Please specify)	N.A.						

Notes:

1. The Bank and its implementation partners engage with the community periodically. Any complaints/grievances raised by the community are resolved on site on a periodic basis.
2. Bank's internal portal (H-Response) captures general employee queries regarding compensation, location, attendance, administration, and talent programs. POSH and Whistleblower grievances are reported separately.
3. The Bank's Whistleblower mechanism is applicable to all the stakeholders.

Policy web links are as follows:

- **Whistleblower** - <https://www.axis.bank.in/docs/default-source/quarterly-reports/whistleblower-policy.pdf>
- **POSH** - https://www.axis.bank.in/docs/default-source/default-document-library/abridged-version-of-the-posh-policy.pdf?sfvrsn=f6e12930_5
- **Customers** - <https://www.axis.bank.in/docs/default-source/default-document-library/grievance-redressal/grievance-redressal-policy.pdf>
- **Shareholders** - https://www.axis.bank.in/docs/default-source/default-document-library/shareholders-handbook.pdf?sfvrsn=49f1aa1d_1

26. Overview of the entity's material responsible business conduct issues:

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format.

S. No.	Material Issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial Implications of the risk or opportunity (Indicate positive or negative implications)
1	Risk Management	Opportunity	Robust risk management is paramount to enhance the Bank's resilience and supports sustainable growth. In a dynamic financial environment, proactively addressing both traditional and emerging ESG-related risks is essential for managing complexities and seizing opportunities.	We follow a proactive risk management approach supported by an independent Risk function and Board oversight, ensuring timely identification, mitigation, and adaptation to emerging risks.	Positive
2	Corporate Governance & Ethical Business Conduct	Opportunity	Strong governance and ethical conduct are critical to maintaining stakeholder trust and long-term business sustainability. Identifying this as an opportunity ensures accountability, mitigates reputational and regulatory risks, and strengthens the Bank's ability to align with stakeholder expectations and evolving ESG standards.	Our strong Governance Framework ensures regulatory compliance, rigorous risk management, and internal controls, enabling sustainable value creation for all stakeholders.	Positive
3	Regulatory Compliance	Risk	Compliance with regulatory frameworks is critical not just for legal adherence but also for ensuring long-term value creation. Operating in a dynamic regulatory environment, the Bank recognizes that non-compliance may result in financial penalties, legal consequences, and reputational harm, making it a key material risk.	At Axis Bank, a strong culture of compliance enhances risk mitigation, strengthens business resilience, and builds stakeholder trust through our commitment to ethics and regulatory adherence.	Negative
4	Fraud and Money Laundering: - Prevention, Detection & Mitigation	Risk	Safeguarding against fraud and money laundering is crucial for Axis Bank and the financial system's integrity. As these risks evolve, especially with the growth of digital banking, it is essential to implement comprehensive measures to prevent, detect, and respond to them across all operations.	In response to the persistent threat of fraud and money laundering in both digital and physical realms, we have robust policy and process mechanisms across all areas of our banking operations. By investing in advanced technologies and enhancing our capabilities, we strengthen our ability to detect and prevent such risks, particularly in digital banking	Negative



S. No.	Material Issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial Implications of the risk or opportunity (Indicate positive or negative implications)
5	Privacy and Data Security	Risk	Data privacy and security are fundamental to maintaining customer trust. In today's digital world, protecting customer data is critical to our customer-centric approach. Data breaches can severely impact our customers, reputation, and business. Therefore, it is essential to constantly evaluate and improve IT security measures to reduce cyber threats and protect customer information.	Axis Bank prioritises data security, investing in robust capabilities and adhering to stringent cybersecurity policies aligned with industry best practices and regulations. The Information System Security Committee, ensures regular assessment and validation of controls against cyber threats, aligning with ISO 27001 and PCI DSS standards.	Negative
6	Return on Equity and Return to Shareholders	Opportunity	Return on Equity (ROE) and Return to Shareholders have been identified as key opportunities as they reflect Bank's overall financial performance and the effectiveness of Bank's sustainability initiatives. Strong returns enhance investor confidence, support efficient capital allocation, and drive long-term value	At Axis Bank, ROE signifies our profitability and resilience, enabling us to attract investors, access capital efficiently, and drive stakeholder value.	Positive
7	Customer Experience & Satisfaction	Opportunity	Exceptional customer experience and satisfaction are fundamental to the Bank's success. With millions of customers relying on Bank, we are committed to safeguarding their interests, ensuring fairness, transparency, and the protection of their savings and investments. Customer feedback and effective grievance redressal are vital for continuously improving Bank's offerings and service delivery.	Through our digital outreach, we regularly capture customer feedback via satisfaction surveys to enhance our offerings.	Positive
8	Sustainable Finance & Responsible Banking	Opportunity	Integrating ESG factors into lending and investment directs capital toward projects with positive impacts, aligning with the demand for sustainable investment and mitigating risks by reducing exposure to sensitive assets. Responsible banking and financing practices allows Bank to prioritize projects with positive social impact and avoid those with negative consequences.	Axis Bank's Sustainable Financing Framework, the first by an Indian bank to receive a Second Party Opinion, guides future ESG issuances. Backed by an ESG Policy for Lending, the framework integrates climate risk into our core risk management with Board-level oversight.	Positive

S. No.	Material Issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial Implications of the risk or opportunity (Indicate positive or negative implications)
9	Employee Engagement, Development & Wellbeing	Opportunity	Investing in employee development and engagement boosts motivation and retention, creating a stable and productive workforce. Prioritising employee health, safety, and wellbeing is essential. Creating a safe and healthy work environment—including addressing mental health, providing support during difficult situations, and promoting work-life balance—is crucial for attracting top talent and building a strong team.	Backed by a comprehensive HR policy, Axis Bank promotes flexible work, output-driven performance, and continuous upskilling. Our inclusive culture and innovative HR initiatives foster career growth, drive innovation, and support a diverse, future-ready workforce.	Positive
10	Innovation & Digitalisation	Opportunity	Digitalisation & innovation are transforming banking and creating significant opportunities. These advancements allow Banks to optimize operations, enhance customer experience, and maintain competitiveness. By strategically adopting new technologies, Axis Bank can streamline processes, develop enhanced digital products and services, and improve user experience.	Axis Bank stands out through cutting-edge banking technology, digital innovation, and beyond banking solutions. Enhanced digital capabilities and advanced analytics strengthen our tech framework and elevate customer experience.	Positive
11	Financial Inclusion, Literacy and Access	Opportunity	Financial Inclusion and Literacy present a strong opportunity to extend the Bank's reach while advancing equitable growth. Aligned with Axis Bank's purpose of "Banking that leads to a more inclusive and equitable economy," we aim to empower underserved communities by broadening access to financial services.	Axis Bank's financial inclusion initiatives have empowered women and underserved communities by expanding access to social security schemes and formal banking. This has deepened rural outreach, built customer trust, and support sustainable growth.	Positive
12	Impact of Climate Change	Risk	Climate change poses a significant, multifaceted risk to Axis Bank, impacting its operations and broader economy. The Bank recognise the financial risks arising from climate change and mitigation. Our operational energy use, especially in digital infrastructure, contributes to emissions; inefficient management increases costs, scrutiny, and environmental harm. Axis Bank also recognise the importance of financed emissions from our investments and counterparties and their essential role in our climate strategy.	Axis Bank is committed to developing a proactive mitigation and adaptation plan, including conducting comprehensive climate risk assessments to identify and manage potential physical and transition risks impacting our business. By integrating sustainability criteria into our operations and credit appraisal, we contribute to a low-carbon economy, ensuring long-term financial stability.	Negative



S. No.	Material Issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial Implications of the risk or opportunity (Indicate positive or negative implications)
13	Policy Advocacy & Thought Leadership	Opportunity	The Bank actively shapes the financial ecosystem through strategic policy advocacy and industry thought leadership, contributing to developing robust and sustainable regulations by providing expert insights to key forums like the World Economic Forum, SEBI, CII, and FICCI. By advocating for policies that promote innovation, inclusivity, and resilience, Axis Bank demonstrates its commitment to responsible governance and sustainable growth.	Axis Bank drives sustainable change through thought leadership, policy advocacy, and strategic partnerships. By engaging in key alliances and summits, we shape industry practices and promote resilience across the financial ecosystem.	Positive
14	Community Engagement & Development	Opportunity	Engaging with communities around Bank's offices or areas of operation helps us to better understand their needs and challenges, allowing us to design focused initiatives that create meaningful social impact. This approach aligns with Axis Bank's purpose of "Banking that leads to a thriving community and a healthier planet."	Our CSR programs, overseen by the Board's CSR Committee and aligned with Section 135 of the Companies Act, draw inspiration from the UN SDGs. In FY 2024-25, initiatives spanned diverse regions and themes, including rural development, healthcare, sports, and research.	Positive
15	Diversity, Equity, and Inclusion	Opportunity	Creating a workplace where diverse backgrounds are represented, all employees feel valued, and equitable opportunities are available that strengthens the bank. Prioritising DE&I enhances Bank's reputation, drives innovation, and fuels long-term value creation.	Axis Bank's DE&I approach centres on empathy and belonging, fostering individual growth. Beyond internal efforts, we engage communities and corporates to promote diversity best practices and drive broader social impact.	Positive

For more information, Refer to the 'Materiality' section on page no. 55 of the Bank's Integrated Annual Report for FY 2025-26

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions			P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes											
1.	a.	Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b.	Has the policy been approved by the Board ? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	c.	Web Link of the Policies, if available	1. P1- Code of Conduct: https://www.axis.bank.in/docs/default-source/corporate-governance/code-of-conduct-and-ethics.pdf Anti-Bribery and Anti-Corruption Policy: https://www.axis.bank.in/docs/default-source/default-document-library/document-lists/our-policies/anti-bribery-and-anti-corruption-policy.pdf								

Conflict of Interest:

<https://www.axis.bank.in/docs/default-source/quarterly-reports/conflict-of-interest-policy.pdf>

Code of Conduct and Conflict of Interest Norms in respect of Board of Directors:

https://www.axis.bank.in/docs/default-source/corporate-governance/code-of-conduct-and-conflict-of-interest-norms-for-directors.pdf?sfvrsn=26d07193_5

2. P2 - ESG Policy for lending:

https://www.axis.bank.in/docs/default-source/default-document-library/esg-policy-and-procedure.pdf?sfvrsn=a9c3ab3_1

3. P3 - Equal Employment opportunity policy:

https://www.axis.bank.in/docs/default-source/default-document-library/document-lists/our-policies/equal_opportunity_policy.pdf?sfvrsn=fc13f00a_2

Diversity, Equity and Inclusion Policy:

https://www.axis.bank.in/docs/default-source/default-document-library/document-lists/our-policies/diversity-equity-and-inclusion-policy.pdf?sfvrsn=5bcc1426_1

Board Diversity Policy:

<https://www.axis.bank.in/docs/default-source/corporate-governance/policy-on-board-diversity.pdf>

Supplier Code of Conduct:

<https://application.axis.bank.in/webforms/cptlead/pdf/Supplier%20Code%20of%20Conduct.pdf>

Grievance Redressal Policy:

<https://www.axis.bank.in/docs/default-source/default-document-library/grievance-redressal/grievance-redressal-policy.pdf>

4. P4 - Shareholders:

https://www.axis.bank.in/docs/default-source/default-document-library/shareholders-handbook.pdf?sfvrsn=49f1aa1d_1

Corporate Social Responsibility Policy:

https://www.axis.bank.in/docs/default-source/quarterly-reports/corporate-social-responsibility-policy.pdf?sfvrsn=e5954f9c_3

5. P5 - Human Rights Policy:

https://www.axis.bank.in/docs/default-source/default-document-library/document-lists/our-policies/human-rights-policy.pdf?sfvrsn=7b9b8efb_6


6. P6 - Environmental management policy:

https://www.axis.bank.in/docs/default-source/default-document-library/document-lists/our-policies/axis-bank-policy-on-environmental-management.pdf?sfvrsn=b43761ec_2

7. P7 - Code of Conduct & Ethics:

https://www.axis.bank.in/docs/default-source/default-document-library/document-lists/our-policies/code-of-conduct-and-ethics.pdf?sfvrsn=7ab09a0a_1

8. P8 - Corporate Social Responsibility Policy:

https://www.axis.bank.in/docs/default-source/quarterly-reports/corporate-social-responsibility-policy.pdf?sfvrsn=e5954f9c_3

9. P9 - Grievance Redressal Policy:

<https://www.axis.bank.in/docs/default-source/default-document-library/grievance-redressal/grievance-redressal-policy.pdf>

Customer Privacy Policy:

https://www.axis.bank.in/docs/default-source/default-document-library/document-lists/our-policies/g13-privacy-policy.pdf?sfvrsn=c8e5d72c_1

Customer Rights Policy:

<https://www.axis.bank.in/docs/default-source/default-document-library/customer-rights-policy.pdf>

Whistleblower Policy:

<https://www.axis.bank.in/docs/default-source/quarterly-reports/whistleblower-policy.pdf>

Responsible Disclosure Policy

https://www.axis.bank.in/docs/default-source/default-document-library/responsible-disclosure-policy.pdf?sfvrsn=3bf34b4d_1

The following policies are also available on the Bank's website <https://www.axis.bank.in/csr/our-policies-disclosures>

<https://www.axis.bank.in/shareholders-corner/corporate-governance>

Certain policies, being internal documents, are accessible to employees through the Bank's intranet.

2	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

4	Name of the national and international codes/certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	The Bank has adopted and aligned with several nationally and internationally recognized standards, certifications, and regulatory frameworks that support its commitment to ethical governance, information security, responsible technology deployment, customer trust, and stakeholder value creation. The standards/certifications adopted by the Bank and their alignment with the NGRBC Principles are provided below: P1 - ISO 27001, 27017, 27018, 27034, ISO 42001: 2023 P2 - IFC Principles (Sustainability and Social Responsibility) P9 - ISO certified for AWS and Azure Cloud security ISO 27001 and PCI DSS standards ISO 27018
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	- Planting ~8 million trees across India by FY 2030 to create a nationwide carbon sink. - Targeting a 3.5% reduction in carbon emission intensity per employee by FY 2027. - Mobilise INR 60,000 crore in incremental wholesale banking financing towards environmentally and socially beneficial sectors by FY2030. - Progressively scaling down exposure to carbon-intensive sectors, including coal and thermal power. - Increase the share of EV financing revenues to 8% in two-wheeler and 7% in passenger four-wheeler loan portfolios by FY2027. - Achieve 30% female representation in the workforce by FY2027.
6	Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.	~ 4.16 million trees planted - Carbon emission intensity (Scope 1 and Scope 2 combined) stood at 1.55 tCO₂e per FTE in FY2025-26, reflecting progress towards the FY2027 target. ~₹61,348 crore financed under Wholesale Banking to sectors with positive social and environmental outcomes - Exposure to carbon intensive sectors remained within the targeted cap. - EV penetration reached 9.01% in the two-wheeler portfolio and 7.20% in the passenger four-wheeler portfolio, exceeding the FY2027 targets. - Female representation in the workforce increased to 30.1% in FY2025-26

* The policies are developed and aligned to applicable compliance requirements, RBI norms and guidelines, requirements of listing agreement with stock exchanges, or the Bank's internal requirements and best practices.

**The policies are approved by the Board of Directors or Committee of the Board of Directors or senior management of the Bank.

Governance, leadership, and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)

Please refer to the section “MD&CEO’s Statement” page no. 64 of Bank’s Integrated Annual Report for FY 2025-26

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).

The Board of Directors holds highest authority for oversight of Business Responsibility and Sustainability Policies. As of 31 March 2026, the Board comprises 13 directors – 8 Independent, 1 Non-Executive Nominee, and 4 Whole -Time. The MD & CEO, supported by senior management, drives implementation under Board supervision. Board Committees, and Executive Committees ensure operational execution and monitoring.

9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.

Yes. The Bank has a Board-level ESG Committee responsible for decision-making on sustainability and ESG-related matters. Refer to page 307 of the Integrated Annual Report for further details.

10. Details of Review of NGRBCs by the Company :

Subject for review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually / Half yearly / Quarterly / Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Yes, the Bank has Board-level committees that convene quarterly, with policies reviewed and updated as needed.																	

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.

P1	P2	P3	P4	P5	P6	P7	P8	P9
No. Implementation responsibility rests with the respective Heads of Departments. The Bank’s Internal Audit Department evaluates departmental policy compliance, while the Compliance Department monitors adherence to Reserve Bank of India (RBI) mandates – ensuring robust governance and regulatory alignment.								

12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

N.A.

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent, and Accountable.

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programmes
Board of Directors	6	1. Board Governance - View from the Regulator 2. Cybersecurity and Infosec Update for Board of Directors 3. Global economic outlook and geopolitical events: impact on India and Banking 4. Session on emerging technologies 5. Session on Risk Management 6. Annual update on AML for Board of Directors	100%
Key Managerial Personnel	6	1. Board Governance - View from the Regulator 2. Cybersecurity and Infosec Update for Board of Directors 3. Global economic outlook and geopolitical events: impact on India and Banking 4. Session on emerging technologies 5. Session on Risk Management 6. Annual update on AML for Board of Directors	100%
Employees other than BODs and KMPs	5,148	Principles 1, 3, 4, 5, 8, 9	99.59%
Workers	N.A		

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

	NGRBC Principle	Name of the Regulatory / Enforcement agencies/judicial institutions	Monetary		Has an appeal been preferred (Yes/No)
			Amount (in INR)	Brief of the Case	
Penalty/Fine	Principle 1	Reserve Bank of India	₹29,60,000	Contravention of Section 47A (1)(c) read with Section 46 (4)(i) of the Banking Regulation Act, 1949.	No



Monetary					
	NGRBC Principle	Name of the Regulatory / Enforcement agencies/judicial institutions	Amount (in INR)	Brief of the Case	Has an appeal been preferred (Yes/No)
	Principle 1	PMLA Appellate Tribunal	₹39,20,000	Violation of certain provisions of Prevention of Money Laundering Act, 2002 (PMLA provisions) as under: i. Failing to evolve proper internal mechanism for detecting and reporting suspicious transactions during the 46 months period from April 2006 to February 2010. ii. For not filing correct CTRs for 1063 cash transactions that took place during May 2006 to August 2009. iii. For failure in carrying out proper identification and verification in respect of 56 accounts of Balaji Bullion Group companies, one account of Narmada Vikas Pariyojana, and 55 accounts related to the Maple Advisory Services Pvt. Ltd. and related accounts.	Yes
	Principle 1	Reserve Bank of India	-	Letter of Caution passed by the Reserve Bank of India's High-level Committee in connection with the directions contained in the judgement dated 11 September, 2025 of the Hon'ble High Court of Calcutta in MAT No. 781/ 2025 and MAT No. 894 of 2025.	No
	Principle 1	Employees Provident Fund Organization	₹1,13,76,736	Recovery of Interest under Section 7Q and damages under Section 14B of the Employees' Provident Funds and Miscellaneous Provisions Act, 1952, against delay in remittance for contribution to Employees' Pension Scheme during the period from 1 April, 2015 to 31 March, 2022.	No
Settlement				Nil	
Compounding Fee				Nil	
Non-monetary					
	NGRBC Principle	Name of the regulatory/enforcement agencies/ judicial institutions		Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment				Nil	
Punishment					

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed:

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Violation of certain provisions of Prevention of Money Laundering Act, 2002 (PMLA provisions).	High Court, New Delhi.

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Yes, the Bank's commitment to preventing bribery and corruption is embedded within its Code of Conduct and Ethics through a comprehensive Anti-Bribery and Anti-Corruption (ABAC) framework. The policy reinforces the Bank's zero-tolerance approach towards bribery, corruption, and unethical business practices across all operations. In line with good governance practices and to promote transparency, the Anti-Bribery and Anti-Corruption Policy is publicly available on the Bank's website at <https://www.axis.bank.in/docs/default-source/default-document-library/document-lists/our-policies/anti-bribery-and-anti-corruption-policy.pdf>

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

	FY 2025-26	FY 2024-25
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	N.A.	N.A.

6. Details of complaints with regard to conflict of interest:

	FY 2025-26		FY 2024-25	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	-	Nil	-

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Not applicable.

8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods / services procured) in the following format:

	FY 2025-26	FY 2024-25
Number of days of accounts payables	4.18	4.53

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2025-26	FY 2024-25
Concentration of Purchases	a. Purchases* from trading houses as % of total purchases	1.00%	3.04%
	b. Number of trading houses where purchases are made from	89	100
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	78.53%	90.94%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	N.A.	N.A.
	b. Number of dealers /distributors to whom sales are made	N.A.	N.A.
	c. Sales to top 10 dealers / distributors as % of total sales to dealers /distributors	N.A.	N.A.
Share of RPTs in**	a. Purchases (Purchases with related parties /Total Purchases	0.66%	1.01%
	b. Sales (Sales to related parties / Total Sales)	1.63%	1.45%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0.08%	0.04%
	d. Investments (Investments in related parties / Total Investments made	1.42%	1.57%

*Trading Houses - Legal entity that is engaged in the exporting and importing of goods and services

**Based on the related parties as identified by the Bank and disclosed in note no. 2.5 of the standalone financial statements for FY 2025-26

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year

Total number of awareness programmes held	Topics / principles covered under the training	% age of value chain partners covered (by value of business done with such partners) under the awareness programmes
	Nil	

No awareness programmes were conducted during the year. However, the Bank supported select value chain partners through a hand-holding exercise for BRSR Core data collection and plans to roll out awareness initiatives in a phased manner.

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/ No) If Yes, provide details of the same.

Yes. The Bank has formulated and adopted the Code of Conduct and Conflict of Interest norms in respect of Board of Directors of the Bank, which stipulates the measures which a Director shall adopt for monitoring and management of any situation of conflict of interest that may arise.

The Code of Conduct, which is applicable and binding on all members of the Board of Directors of the Bank has been formulated with an aim to ensure transparency and set high ethical standards in managing the affairs of the Bank. The Code of Conduct shall be adhered to by every Director of the Bank, while carrying out the fiduciary duties conferred upon him under applicable laws, as amended, from time to time.

PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe.

Essential Indicators

- 1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**

	FY 2025-26	FY 2024-25	Details of improvements in environmental and social impacts
R & D	NA	NA	-
Capex	4.46%	3.94%	Axis Bank directs capital expenditure toward initiatives improving environmental and social outcomes in digital banking, cybersecurity, and ESG data systems. FY 2025-26 investments prioritized energy efficiency and resource conservation via Centralized Energy Management Systems (CEMS), EV charging infrastructure, smart metering, and water-saving fixtures. Digital platforms such as - 'Saksham' paperless account opening process—reduce material consumption and enhance service accessibility. While R&D expenditure is not currently tracked, the Bank is developing internal systems to monitor sustainability-aligned capital investments.

- 2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)**

No

- b. If yes, what percentage of inputs were sourced sustainably?**

The Bank does not currently have a formal sustainable sourcing policy or procedures in place, and therefore the percentage of inputs sourced sustainably is not tracked. However, sustainability considerations are incorporated into procurement decisions wherever feasible. The Bank procures recycled or wheat straw-based paper, promotes digitization to reduce paper consumption, and gives preference to energy-efficient operational equipment, such as computer hardware, lighting, air conditioners and diesel generator sets, with higher energy performance ratings. In addition, the Supplier Code of Conduct requires vendors to comply with applicable environmental regulations, conserve natural resources, manage waste responsibly, and adopt practices aimed at minimizing the environmental impact of their operations, products and services.

- 3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste:**

1	Plastics (including packaging)	Axis Bank has established processes for the safe management of end-of-life materials generated through its operations. E-waste, including IT and electronic equipment, is collected, securely data-sanitised, and channelled to authorised recyclers registered with the CPCB/SPCBs in compliance with the E-Waste (Management) Rules, 2022. Hazardous waste such as used batteries and toner cartridges is disposed of through certified vendors, with UPS batteries being fully recycled. The Bank also promotes responsible waste management through source segregation and recycling of paper and plastic waste via authorised agencies, while continuously reducing waste generation through digitisation and paperless banking initiatives.
2	E-waste	
3	Hazardous waste	
4	Other waste	

- 4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

No. Extended Producer Responsibility (EPR) is not applicable to Axis Bank's activities, as the Bank does not manufacture or introduce products such as plastic packaging, electrical and electronic equipment, or batteries into the market under its own brand, as defined under the relevant waste management rules.

Leadership Indicators:

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No). If yes, provide the web-link.
N.A.					

Given the nature of Axis Bank's business as a financial services institution, Life Cycle Assessments (LCAs) of products and services are not considered material to its operations. Consequently, the Bank has not undertaken any LCAs during the reporting year.

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Sr. No.	Name of the product/Service	Description of the risk/concern	Action taken
N.A.			

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate input material	Recycled or reused input material to total material	
	FY 2025-26	FY 2024-25
Recycle	-*	-
Reuse	-	-

*The Bank procures recycled paper wherever feasible. While the quantity of recycled paper is measured, its volume as percentage of total input material sourced for providing services (by value) is not significant.

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

	FY 2025-26			FY 2024-25		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (including packaging)	N.A.			N.A.		
E-waste						
Hazardous waste						
Battery waste						
Other waste						

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

	FY 2025-26	FY 2024-25
Reclaimed products and their packaging materials (as percentage of products sold) for each product category.	N.A.	N.A.

PRINCIPLE 3: Businesses should respect and promote the well-being of all employees, including those in their value chains.

Essential Indicators:

1. a. Details of measures for the well-being of employees:

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
										Permanent employees	
Male	70,837	70,837	100%	-	-	0	0%	70,837	100%	3,194	4.51%
Female	30,500	30,500	100%	-	-	30,500	100%	0	0%	1,995	6.54%
Others	0	0	0%	-	-	0	0%	0	0%	0	0.00%
Total	1,01,337	1,01,337	100%	-	-	30,500	30%	70,837	70%	5,189	5.12%
				Other than Permanent employees*							
Male	8,454	8,454	100%	8,454	100%	-	-	8,454	100%	-	-
Female	1,779	1,779	100%	1,779	100%	1,779	100%	-	-	-	-
Others	1	1	100%	1	100%	-	-	-	-	-	-
Total	10,234	10,234	100%	10,234	100%	1,779	17%	8,454	83%	-	-

*All employees are covered under the ESIC Act, and the above-mentioned benefits are provided in accordance with the provisions of the Act.

b. Details of measures for the well-being of workers:

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day-care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male											
Female							N.A.				
Total											
Other than Permanent workers											
Male											
Female							N.A.				
Total											

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format-

	FY 2025-26	FY2024-25
Cost incurred on wellbeing measures as a % of total revenue of the company	0.18%	0.19%

2. Details of retirement benefits, for Current FY and Previous Financial Year

Benefits	FY 2025-26			FY 2024-25		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	N.A.	Yes	99.99%	N.A.	Yes
Gratuity	100%	N.A.	Yes	100%	N.A.	Yes
ESI						N.A.
Others - Please specify						N.A.

3. Accessibility of workplaces:

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes. Axis Bank is committed to providing an inclusive and accessible workplace for all employees and workers, including persons with disabilities, in line with the requirements of the Rights of Persons with Disabilities Act, 2016. The Bank has undertaken measures to enhance accessibility across its premises and branches, including the provision of ramps to facilitate convenient access for persons with disabilities. In addition, the Bank offers accessibility features such as Braille keypads and voice-guided (talking) functionality at select customer touchpoints to support individuals with visual impairments. The Bank continues to strengthen accessibility and inclusion across its operations as part of its commitment to equal opportunity and non-discrimination.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes. The Bank has an Equal Employment Opportunity Policy aligned with the provisions of the Rights of Persons with Disabilities Act, 2016, reaffirming its commitment to equal opportunity, non-discrimination, and an inclusive workplace for persons with disabilities. The Bank further advances disability inclusion through ACCESS, its dedicated disability hiring programme, and conducts regular sensitisation and awareness initiatives to foster a respectful, accessible, and equitable work environment for all. The Policy is available at: https://www.axis.bank.in/docs/default-source/default-document-library/document-lists/our-policies/equal_opportunity_policy.pdf?sfvrsn=fc13f00a_2

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent Employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	99.71%	83.29%	N.A.	
Female	99.80%	82.06%		
Total	99.76%	82.69%		

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

Category	Yes/No (If yes, then give details of mechanism in brief)
Permanent employee	Yes. The Bank has established multiple grievance redressal mechanisms for employees, including Amber, an AI-driven employee listening platform, HResponse, a centralized HR query resolution system, and a confidential Whistleblower Mechanism for reporting misconduct, policy violations, and unethical practices. These channels enable timely resolution of concerns and support a transparent, inclusive, and responsive workplace.
Other than Permanent employee	Yes, Other than permanent employees are required to route their grievances through their respective agencies. While Axis Bank, as the principal employer, does not intervene directly in the administrative matters of outsourced vendors; branch offices may escalate specific concerns to the Corporate Real Estate Services (CRES) team for resolution on behalf of outsourced personnel.
Permanent workers	N.A.
Other than Permanent Workers	

7. Membership of employees and worker in association(s) or unions recognised by the listed entity:

Category	FY 2025-26			FY 2024-25		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union* (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total* Permanent Employees	1,01,337	-	-	1,04,453	-	-
Male	70,837	-	-	75,542	-	-
Female	30,500	-	-	28,911	-	-
Total Permanent Workers						
Male						N.A.
Female						

*The Bank does not have any employee trade union and does not engage in any collective bargaining agreement, although it allows all employees to exercise the lawful right to 'freedom of association'.

8. Details of training given to employees and workers:

	FY 2025-26					FY 2024-25				
	Category Total (A)	On Health and safety measures		On Skill Upgradation		Total (D)	On Health and safety measures		On Skill Upgradation	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
	Employees									
Male	70,837	66,864	94.4%	70,807	99.96%	75,542	69,634	92%	75,505	99.90%
Female	30,500	25,806	84.6%	30,114	98.73%	28,910	24,163	84%	28,656	99.10%
Others	0	0	-	0	-	1	1	100%	1	100%
Total	1,01,337	92,670	91.45%	1,00,921	99.59%	1,04,453	93,798	90%	1,04,162	99.70%
	Workers									
Male										
Female										
Total										

9. Details of performance and career development reviews of employees and worker:

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. (B)	%(B/A)	Total (C)	No. (D)	%(D/C)
	Employees					
Male	70,837	70,744	99.9%	75,542	71,402	95%
Female	30,500	27,355	89.7%	28,910	25,480	88%
Others	0	0	-	1	1	100%
Total	1,01,337	98,099	96.8%	1,04,453	96,883	93%
	Workers					
Male						
Female						N.A.
Total						

10. Health and safety management system:

- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?

Yes. The Bank has implemented an Occupational Health and Safety (OHS) Management System through its Occupational Health and Safety Policy, which applies to all employees and covers all offices, branches, and operational locations under its control. The policy aims to provide a safe, healthy, and inclusive workplace and is supported by an OHS governance structure comprising a dedicated OHS Working Group with representation

from Human Resources, Sustainability & CSR, Ethics, Risk, and Corporate Real Estate Services (CRES). The framework integrates health, safety, well-being, emergency preparedness, and employee welfare initiatives, and its effectiveness is periodically monitored and reviewed. The OHS Policy can be accessed at https://www.axis.bank.in/docs/default-source/default-document-library/occupational-health-and-safety-policy.pdf?sfvrsn=d8bfc3fa_1

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

The Bank adopts a proactive approach to identifying and managing workplace risks through regular workplace inspections, e-surveillance systems, branch safety alerts, periodic audits, fire and life-safety equipment checks, and emergency preparedness drills. Risk assessments are conducted for routine and non-routine activities, and corrective and preventive actions are implemented to mitigate identified hazards. OHS performance is monitored through periodic reviews and reporting mechanisms.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

Yes, Employees can report accidents, incidents, or hazards to their HODs or Operations Head as soon as practically possible. They can also raise work-related hazard requests through the Bank's internal employee portal. During periodic fire drills, employees are trained to identify and address hazards and are informed about the 24x7 Central Command Centre, which can be contacted in case of any workplace emergency.

d. Do the employees/ workers of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes. The Bank has implemented Group Term Life Insurance and Mediclaim policies to cover the non-occupational medical and healthcare needs of its employees. These benefits are explained during employee induction and are readily accessible through the Bank's internal portal.

11. Details of safety related incidents, in the following format:

Safety Incident / Number	Category	FY 2025-26	FY 2024-25
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.00	0.00
	Workers	N.A.	N.A.
Total recordable work-related injuries	Employees	0	0
	Workers	N.A.	N.A.
No. of fatalities	Employees	0	0
	Workers	N.A.	N.A.
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	N.A.	N.A.

12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

Axis Bank is committed to providing a safe, secure, and healthy workplace through a comprehensive framework of safety, business continuity, and employee well-being initiatives. The Bank maintains a robust Business Continuity Plan (BCP), supported by mandatory employee training, to ensure preparedness and operational resilience during disruptions. Key workplace safety measures include:

- Annual fire safety training and evacuation drills across office
- Regular issuance of fire safety advisories and strategic placement of safety signage
- E-surveillance systems with real-time monitoring and alert mechanisms
- Ongoing employee awareness and preparedness programmes on workplace safety

To promote holistic well-being, the Bank provides integrated health and wellness services through its digital platform, enabling employees to access:

- Telephonic and video consultations with healthcare professional

- Diagnostic and laboratory services with doorstep sample collection
- Preventive health check-ups for eligible employees
- Mediclaim enrolment and insurance claim tracking facilities
- Discounted doorstep pharmacy services
- Fitness resources, mindfulness content, and health risk assessments

During FY 2025-26, the Bank further strengthened its employee wellness agenda through webinars and awareness sessions on topics such as desk yoga, ergonomics at work, heart health, nutrition, gut health, eye care, and fatigue management. These initiatives reflect the Bank's proactive approach to fostering a safe, healthy, and supportive work environment.

13. Number of Complaints on the following made by employees and workers:

	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	-*			-		
Health & Safety						

* Employee complaints are addressed through 'H-Response'—a secure and confidential grievance redressal platform accessible via the Bank's HR app and intranet. During the reporting year, a total of 1,34,495 complaints and queries were received through H-Response. While specific complaints related to 'Working Conditions' and 'Health & Safety' are currently recorded as part of overall queries, the Bank has developed a comprehensive Occupational Health and Safety (OHS) policy and framework to enable more granular tracking and reporting of such complaints going forward.

14. Assessments for the year:

	Percentage of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	Nil
Working Conditions	Nil

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

While the Bank takes multiple measures to ensure safety across its premises, no formal assessments have been conducted by third-party or statutory entities to identify significant risks or concerns. Nonetheless, the Bank remains focused on mitigating threats, risks, and vulnerabilities — including those arising from unlawful acts and fire-related incidents. As part of its proactive approach, fire drills are regularly conducted across all branches and offices in line with NBC norms.

Leadership Indicators:

1. Does the entity extend any life insurance or any compensatory package in the event of death of:

(A) **Employees:** Yes. All the Bank's employees in India are covered under a Group Term Life Insurance policy, which offers financial security to their families in the event of an untimely demise. Additionally, the Employee Care Benevolent Fund Scheme provides ex-gratia support to assist the dependents of deceased employees, helping ensure their continued wellbeing.

(B) **Workers:** N.A.

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

The Bank requires its value chain partners to comply with all applicable statutory and regulatory requirements, including the timely deduction and deposit of statutory dues related to their workforce and operations. These expectations are communicated through the Supplier Code of Conduct and contractual agreements, which mandate adherence to relevant labour, tax, and social security laws. Compliance is monitored through vendor onboarding, periodic assessments, and governance mechanisms, as applicable.



- 3. Provide the number of employees / workers having suffered high consequence work - related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:**

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2025-26	FY 2024-25	FY 2025-26	FY 2024-25
Employees				
Workers		N.A.		

- 4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)**

Yes. The Bank supports employees in managing career transitions through post-retirement engagement opportunities, wherein retired employees may be retained as consultants based on business requirements and specialised expertise. The Bank also promotes long-term financial well-being through contributions to the Employees' Provident Fund and by facilitating participation in the National Pension System (NPS), helping employees prepare for financial security beyond active employment.

- 5. Details on assessment of value chain partners:**

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Nil
Working conditions	Nil

The Bank does not currently assess its value chain partners on ESG parameters. It is engaging with select partners to facilitate BRSR data readiness and plans to progressively implement processes for ESG evaluation across its value chain.

- 6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.**

Currently, the Bank does not undertake any assessments of health and safety practices and working conditions of value chain partners. However, certain aspects of ESG parameters are integrated into the Bank's Vendor Management practices. At present no significant risks have been identified.

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders.

Essential Indicators:

- 1. Describe the processes for identifying key stakeholder groups of the entity.**

Axis Bank identifies key stakeholders through comprehensive internal assessments and industry benchmarking, mapping influence and impact. Stakeholders are categorized as internal, external, or affected groups, and prioritized by their role in value creation. Using a double materiality approach aligned with CSRD and ESRS, we identified 15 key Impacts, Risks, and Opportunities (IROs). Customized surveys assessing impact and financial materiality informed our Materiality Matrix, ensuring a targeted stakeholder engagement strategy.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors	No	» Investor meetings, conference calls, roadshows » Website, email communications, social media » Annual General Meeting » Investor grievance mechanisms » Stock exchange intimations	Continuous/Periodic/Need Based	To ensure alignment on long-term value creation and strategic direction. Key topics addressed include financial performance, governance, ESG risks and opportunities, responsible lending, and innovation.
Customers*	No	» Communication at branches and with relationship managers » Telephonic and online communication via website, emails, social media, platforms » Axis Virtual Centre » Customer satisfaction survey, Grievance mechanisms » Marketing campaigns » Meetings with corporate customers	Continuous/Need Based	To enhance their financial well-being through reliable products, innovative solutions, transparent practices, and strong data privacy. A swift and effective grievance system ensures their concerns are promptly addressed, reinforcing trust and satisfaction. Key matters discussed include: » Quality products and services » Innovative technology » Transparency and fair business » Maintaining customer data privacy and security » Effective and quick customer grievance Redressal Mechanism
Employees	No	» Internal communications – webcasts, newsletters, surveys, emails » Management visits to branches » Employee Engagement Surveys » Amber AI chatbot for Real-Time listening » Town-hall meetings with MD » Training and development programmes » Mid-year and annual performance appraisals » Intranet portal – My Connect » Employee engagement survey » Wellness programs » Employee-led communities and groups like Pride365	Continuous/Periodic	Employees directly impact the bank through their productivity and skills, affecting the bank's ability to meet targets and satisfy customers. Key topic discussed are as follows: » Compensation and benefits » Talent management, and Learning & Development (L&D) initiatives » Productivity » Health, Safety and Employee Wellbeing » Work-life balance » Employee engagement



Regulators & Policymakers	No	» Mandatory filings with regulators; interaction during inspections » One-on-one meetings and group meetings, email correspondence » Periodical submissions of business and operational performance » Engagement at banking and industry platforms and conferences, regulatory reviews » Corporate announcements	Continuous/Need Based	The Banking sector operates under the highest fiduciary and regulatory standards set by its regulators, at all times. Banks are significantly impacted by their regulators as well as policymakers. Changes in regulations, such as priority sector lending targets or new policies to address cybersecurity, directly affect a bank's business strategy as well as profitability.
Community & NGOs	Yes	» CSR Programmes implemented by Axis Bank » Feedback through structured questionnaires » Conferences and roundtables » NGO / CSO capacity building workshops	Continuous/Need Based	The bank actively contributes to societal well-being through impactful CSR initiatives, partnerships with NGOs, and collaborations with academia.
Industry & Peers	No	» Communication with industry and trade associations: » Engagement under the Indian Banks' Association » Multilateral platforms » Corporate seminars	Continuous/Need Based	To stay aligned with evolving sector trends and regulatory developments. These engagements support policy advocacy, enable knowledge sharing, and foster collaboration to shape best practices and strengthen the banking ecosystem
Rating Agencies	No	» One-on-one meetings and group meetings » Email correspondence » Submissions of Financial & Non-Financial Performance for issuance & review of ratings	Periodic/Need Based	Rating agencies significantly influence the bank's financial health and public perception. Their assessments directly impact the bank's access to capital, influencing the interest rates on instruments issued by the bank and ultimately affecting the cost of capital.
Value Chain Partners	No	» Vendor meetings » Structured surveys » Techno-commercial discussions and service engagements » Audit, governance, and compliance meetings » Contracts, emails, and calls	Periodic/Need Based	Guided by a comprehensive Vendor Code of Conduct, Axis Bank encourages ethical and sustainable practices across its supplier base. Key topics discussed during engagement are: » Timely pay outs » Fair contractual terms and adherence to those » Organisational ESG consciousness » Transparent, ethical, and long term business relations » Regular exchange of technical know-how

*The Bank communicates with customers in regional languages on a need basis to ensure accessibility and effective engagement.

For more details, Refer Page no. 47 of stakeholder engagement section of the Bank's Integrated Annual Report for FY 2025-26.

Leadership Indicators:

- 1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.**

Axis Bank has established a structured stakeholder engagement framework to facilitate ongoing dialogue on economic, environmental, and social matters. The Bank identifies and prioritises stakeholder groups based on their influence on, and impact from, its operations through periodic assessments and leadership reviews. Key stakeholder groups include investors, customers, employees, regulators and policymakers, industry bodies and peers, communities and NGOs, rating agencies, and value chain partners. Engagement is undertaken through multiple channels, including investor interactions, customer feedback mechanisms, employee town halls, supplier engagements, community consultations, and regulatory dialogues.

Feedback and insights gathered through these consultations are consolidated and reviewed by management, and are subsequently communicated to senior leadership and the Board through formal governance and review processes. This enables the Board to consider stakeholder perspectives while guiding the Bank's strategy, risk management, and sustainability priorities.

- 2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.**

Yes. Stakeholder consultations form an integral part of Axis Bank's approach to identifying and managing material environmental and social topics. Through its stakeholder engagement and materiality assessment process, the Bank gathers inputs from key stakeholder groups to understand their expectations, concerns, and priorities. These insights are used to identify and prioritise material ESG topics, which in turn influence the Bank's sustainability strategy, policies, targets, and action plans. The outcomes of this process is reflected in the Bank's management approach to material issues, with corresponding initiatives, targets, and performance disclosures presented in the Stakeholder Engagement and Materiality section of the Integrated Annual Report FY 2025-26 (refer page no. 48).

- 3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.**

Axis Bank's 'OPEN' philosophy drives its commitment to creating long-term, meaningful impact within vulnerable and marginalized communities. The Bank's CSR interventions are designed to uplift underserved populations, particularly in remote regions and Aspirational Districts. Through its flagship Financial Inclusion Program, Axis Bank promotes access to banking and financial services for economically weaker sections across rural and urban India. Under the 'Axis Dil-Se' initiative, the Bank enables access to quality education for children in remote areas, including the North-East. Additionally, the Bank supports climate-vulnerable communities by implementing initiatives aimed at enhancing climate resilience and adaptive capacity.

PRINCIPLE 5: Businesses should respect and promote human rights.**Essential Indicators:**

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	1,01,337	92,415	91.2%	1,04,453	93,650	89.7%
Other than permanent	10,234	10,234	100%	9,948	9,948	100%
Total Employees	1,11,571	1,02,649	92%	1,14,401	1,03,598	90.6%
Workers						
Permanent	N.A.					
Other than permanent						
Total Workers						

2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY 2025-26					FY 2024-25				
	Total (A)	Equal to Minimum wage		More than Minimum wage		Total (D)	Equal to Minimum wage		More than Minimum wage	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Employees										
Permanent	As an institution in the Banking sector, the Bank is compliant with the Labour laws of India, that stipulate minimum wages for employees falling under different categories. The Bank's remuneration practices are aligned with Section 197 read with Rule 5 (1) of the Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014, as amended, in respect of Directors / Employees of the Bank. The remuneration paid to all the employees / MD & CEO / Whole-Time Directors of the Bank, for the fiscal 2026, is in accordance with the Remuneration Policy for MD & CEO, Whole-Time Directors, Material Risk Takers, Control Function Staff and other employees of the Bank.									
Male										
Female										
Other than Permanent	10,234	10,234	100%	-	-	9,948	9,948	100%	Nil	Nil
Male	8,454	8,454	100%	-	-	8,363	8,363	100%	Nil	Nil
Female	1,779	1,779	100%	-	-	1,584	1,584	100%	Nil	Nil
Others	1	1	100%	-	-	1	1	100%	-	-
Workers										
Permanent	N.A.									
Male										
Female										
Other than Permanent	N.A.									
Male										
Female										

3. Details of remuneration/salary/wages

a. Median remuneration / wages:

	Male		Female		Others	
	Number	Median Remuneration/salary/wages of respective category	Number	Median Remuneration/salary/wages of respective category	Number	Median Remuneration/salary/wages of respective category
Board of Directors (BOD)	6	27,00,000	3	27,00,000	-	-
Key Managerial Personnel	5	4,50,20,189	-	-	-	-
Employees other than BOD and KMP	63,350	12,50,004	24,774	12,68,148	-	-
Workers		N.A.				

1. Remuneration is of Non-Executive Directors (NEDs) and includes only fixed remuneration on an annualised basis. The sitting fees for attending the meetings of Board and Board committees is not included in the above table.
2. Median remuneration for KMP is calculated considering the fixed remuneration along with the perquisites. Remuneration taken into consideration for above calculation is only if the employee has served as a KMP for the entire year.
3. Median remuneration for permanent staff (excluding overseas staff) is calculated considering the fixed remuneration along with perquisites. The median of grade-wise medians for grades with both male and female employees is shown above.

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2025-26	FY 2024-25
Gross wages paid to females as % of total wages	23.17%	21.85%

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes. The Bank's commitment to respecting and upholding human rights is guided by its Human Rights Policy and supported by a robust governance framework. Oversight of human rights-related matters is provided through the Sustainability and Inclusion Council, which is responsible for driving the implementation, monitoring, and integration of human rights commitments across the organisation. A policy-led structure overseen at a senior management level ensures that human rights impacts, risks, and related issues are reviewed and addressed through appropriate governance and decision-making mechanisms.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

The Bank is committed to upholding human rights and fostering a safe, ethical, and inclusive workplace. It has established grievance redressal mechanisms, including the Whistleblower Policy, H-Response portal, townhalls, and escalation channels to address concerns related to misconduct, irregularities, and workplace issues. The Internal Complaints Committee under the POSH framework supports a safe environment for women employees through awareness, training, and timely resolution of complaints. The Bank also respects employees' right to freedom of association and workplace dignity. The Policy is accessible at: https://www.axis.bank.in/docs/default-source/default-document-library/document-lists/our-policies/human-rights-policy.pdf?sfvrsn=7b9b8efb_6

6. Number of Complaints on the following made by employees and workers:

	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	49	10	-	54	12	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/Involuntary labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY 2025-26	FY 2024-25
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	49	54
Complaints on POSH as a % of female employees / workers	0.16%	0.18%
Complaints on POSH upheld	22	30

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

The Bank has established a comprehensive Prevention of Sexual Harassment (POSH) framework to ensure a safe, respectful, and inclusive workplace. The policy is supported by mandatory annual awareness and training programmes for employees and provides a mechanism for employees and other associated individuals to raise concerns without fear of retaliation.

The Central Internal Committee (CIC) facilitates fair and confidential handling of complaints, including provisions for interim measures such as temporary separation, wherever requested. The Bank maintains a zero-tolerance approach towards victimization, retaliation, discrimination, or unfair treatment, thereby safeguarding the dignity and rights of all stakeholders involved.

9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes. The Bank incorporates human rights considerations into its business agreements and due diligence processes. Suppliers are evaluated on parameters such as labour practices, health and safety, human rights, and environmental compliance, and are required to adhere to the Supplier Code of Conduct. Additionally, the Bank's ESG Policy for lending mandates Environmental and Social Due Diligence (ESDD) for applicable projects, helping identify and manage potential human rights risks across its value chain.

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	Nil
Forced/Involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others- please specify	

11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.

Not Applicable. However, the Bank takes several steps to prevent cases of Sexual Harassment. Please refer to the Directors' Report of the Bank's Integrated Annual Report FY 2025-26.

Leadership Indicators:

1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.

Nil

2. Details of the scope and coverage of any Human rights due-diligence conducted.

The Bank has implemented an ESG Policy for Lending that integrates Environmental and Social Risk considerations into its credit assessment and decision-making processes. The policy reflects the Bank's commitment to responsible lending practices by incorporating principles of human rights protection, equitable treatment, and inclusive growth while evaluating lending opportunities and stakeholder impacts. The Policy is accessible at: https://www.axis.bank.in/docs/default-source/default-document-library/esg-policy-and-procedure.pdf?sfvrsn=a9c3ab3_1

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes. The Bank is committed to providing an accessible and inclusive environment for persons with disabilities in line with the Rights of Persons with Disabilities Act, 2016. Accessibility measures include Braille-enabled and voice-guided ATMs, ramps at branches wherever feasible, adequate seating and customer assistance facilities, and specialised mobility equipment such as wheelchairs at select offices. The Bank also offers doorstep banking services for senior citizens and persons with disabilities, supported by designated branch and nodal officers to facilitate seamless access to banking services.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	
Discrimination at workplace	
Child Labour	
Forced/Involuntary labour	Nil*
Wages	
Others- please specify	

*The Bank has made significant progress in mapping and engaging with its value chain partners across both upstream and downstream segments. Building on this foundation, the Bank is in process of evaluating the ESG parameters across its value chain, in alignment with its commitment to responsible business practices and stakeholder well-being.

5. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 4 above.

Not Applicable

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment.

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2025-26	FY 2024-25
From renewable sources		
Total electricity consumption (A)	57,006.08	72,474.22
Total fuel consumption (B)	0.00	0.00
Energy consumption through other sources (C)	0.00	0.00
Total energy consumed from renewable sources (A+B+C)	57,006.08	72,474.22
From non-renewable sources		
Total electricity consumption (D)	7,38,940.00	6,38,777.76
Total fuel consumption (E)	1,14,880.00	1,14,210.57
Energy consumption through other sources (F)	0.00	0.00
Total energy consumed from non-renewable sources (D+E+F)	8,53,820.00	7,52,988.33
Total energy consumed (A+B+C+D+E+F)	9,10,826.08	8,25,462.55
Energy intensity per rupee of turnover (GJ/Rupee) (Total energy consumed / Revenue from operations)	0.0000006082	0.0000005708
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (GJ/Rupee) (Total energy consumed / Revenue from operations adjusted for PPP)	0.0000124	0.0000118
Energy intensity in terms of physical output		
Energy intensity (optional) – the relevant metric may be selected by the entity	8.99	7.90

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, assurance has been carried out by SGS India Pvt. Ltd.

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

No, Axis Bank does not have any sites or facilities identified as Designated Consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India.

3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water	-*	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	2,03,267.17	1,79,489.20
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	2,03,267.17	1,79,489.20
Total volume of water consumption (in kilolitres)*	2,03,267.17	1,79,489.20
Water intensity per rupee of turnover (L/Rupee) (Total water consumption / Revenue from operations)	0.000133	0.000124
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (L/Rupee) (Total water consumption / Revenue from operations adjusted for PPP)	0.00276	0.00256
Water intensity in terms of physical output	N.A.	N.A.
Water intensity (optional) – the relevant metric may be selected by the entity	N.A.	N.A.

-*stands Data Not Available

*Water consumption is reported for 9 offices only.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

Yes, assurance has been carried out by SGS India Pvt. Ltd.

4. Provide the following details related to water discharged:

Parameter	FY 2025-26	FY 2024-25
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	-*	NA
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater	-	-
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater	-	-
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties	-	-
- No treatment		
- With treatment – please specify level of treatment		
(v) Others	-	-
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

-* stands Data Not Available

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, assurance has been carried out by SGS India Private Limited.

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

Zero Liquid Discharge (ZLD) is not applicable, as the Bank is a service-oriented organization not generating industrial effluent. We manage wastewater responsibly: most offices connect to municipal treatment systems, while select campuses operate Sewage Treatment Plants (STPs) to enable water recycling and reduce freshwater demand.

6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	FY 2025-26	FY 2024-25
Nox	-*	-	-
Sox	-	-	-
Particulate matter (PM)	-	-	-
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify	-	-	-

-* stands Data Not Available

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, assurance has been carried out by SGS India Private Limited.

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3 , if available)	tCO2e	Diesel Consumption: CO2- 11,593.56(Tons) CH4- 32.05 (tCO2e) N2O – 18.82 (tCO2e)	Diesel consumption: CO2- 11,296.79 (Tons) CH4- 31.86 (tCO2e) N2O – 18.71 (tCO2e)
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3 , if available)	tCO2e	1,45,733.94	1,28,997.62
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	g CO2 e/ Rupee	0.105	0.097
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)		0.00000214	0.00000201
Total Scope 1 and Scope 2 emission intensity in terms of physical output			
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	tCO2e/FTE	1.55	1.34

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, Independent assurance has been carried out by SGS India Pvt. Ltd.

8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.

We are committed to investing in digital solutions and multi-pronged energy-conserving initiatives to further our commitment to achieving greater environmental efficiency in our operations. Key initiatives include:

1. Implementation of Solar energy project at Solapur, aggregating ~ 2 MW which helped avoiding ~ 2,043.38 tCO2e of carbon emissions in FY 25-26.



2. Axis Bank has started procuring solar power of ~1 MW (3.50 Lakhs units p.a.) under Power Purchase Agreement (PPA) Model from fiscal 2020 for the Bank's Data Centre in Bengaluru. The Bank has consumed ~ 59.8 lac units of electricity for its Data Centre, alone in FY 2025 -26, which helped in avoiding ~4245.80 tCO₂e of carbon emissions.
3. During FY 25-26, the implementation of CEMS in 600 branches helped save 35.80 lac units of electricity, which resulted in avoiding ~2,542.34 tCO₂e of carbon emissions.
4. Three of the large offices in Mumbai viz. Axis House Worli, Andheri MIDC and Ruby Mills are 100% on Green energy. This has helped in avoiding ~4913.85 tCO₂e of carbon emissions.
5. Axis House, Worli has an additional solar power capacity of 224 KW. This is used explicitly for the machinery in the building. This has helped in avoiding ~38.91 tCO₂e of carbon emissions.
6. Maintenance of unity power factor through APFC panels in auto mode for optimum use of power at Axis House Mumbai and Axis House Noida.
7. Installation of motion sensors for workstations and common area lighting at Axis House, Mumbai and Regional Office Bengaluru. The Bank shall introduce sensors in additional locations.
8. Data Centre of the Bank has adopted various energy efficiency measures, such as:
 - Adopted advanced cooling technologies and thermal management strategies, including air-cooled chillers and thermal insulation
 - Equipped server racks with temperature and humidity sensors integrated with Building Management Systems (BMS)
 - Implemented highly efficient modular UPS systems, achieving operational efficiency of over 97%
 - Installed motion-sensor LED lighting and environmentally friendly materials to optimise energy usage and enhance sustainability.

9. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2025-26	FY 2024-25
Total Waste generated (in metric tonnes)		
Plastic waste (A) – 06 offices	5.14	3.69
E-waste (B) – PAN India	46.19	396.89
Bio-medical waste (C)	0.00	0.00
Construction and demolition waste (D) – 2 offices	14.37	16.53
Battery waste (E) – 1 office	6.39	34.48
Radioactive waste (F)	N.A.	N.A.
Other Hazardous waste. Please specify, if any. (G)	N.A.	N.A.
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	Paper Waste– 166.23 (12 offices) Metal Waste – 60.08 (04 offices) Glass Waste – 1.65 (01 office) Organic Waste – 340.84 (12 offices) Inert Waste – 1.32 (1 office)	Paper Waste – 207.34 (12 offices) Metal Waste – 13.82 (04 offices) Glass Waste – 0.56 (01 office) Organic Waste – 182.45 (11 offices) Inert Waste – 0.18 (1 office)
Total (A+B + C + D + E + F + G + H)	642.20	856.04
Waste intensity per rupee of turnover (Kg/Rupee) (Total waste generated / Revenue from operations)	0.000000429	0.000000653
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.00000000872	0.00000000122
Waste intensity in terms of physical output		
Waste intensity (optional) – the relevant metric may be selected by the entity		

Parameter	FY 2025-26	FY 2024-25
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Recycled		
Plastic Waste (A) - 6 offices	5.11	3.69
E-waste (B) - PAN India	46.19	396.89
Battery Waste - 5 office	6.39	34.48
Paper Waste - 12 offices	165.47	207.34
Metal Waste - 04 offices	57.43	13.82
Glass Waste - 01 offices	1.64	0.65
(ii) Re-used	0.00	0.00
(iii) Other recovery operations		
Organic Waste - 08 offices	338.80	182.37
Total	621.03	839.24
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration		0.00
(ii) Landfilling		
Organic Waste - 1 offices*	2.00	7.02
Construction and demolition waste - 2 offices**	14.37	16.53
Paper Waste - 3 offices*	1.18	1.13
Inert Waste - 01 offices**	1.34	0.18
(iii) Other disposal operations		
Total	18.89	24.87

*Handed over to local municipal corporation

**Disposed through authorised agencies

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, Independent assurance has been carried out by SGS India Private Limited.

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Axis Bank adopts a responsible and compliance-driven approach to waste management across its establishments. The Bank follows key principles of Refuse, Reduce, Replace, Recycle, and Rethink as part of its broader commitment to sustainability and operational efficiency. With a long-term vision of reducing waste generation and minimizing landfill contribution, the Bank has adopted several initiatives to manage waste effectively and in compliance with applicable regulations.

Refuse, Reduce & Replace: Through digital banking initiatives such as SAKSHAM, Axis Bank has significantly reduced its paper consumption by replacing physical statements and documents with digital formats. In line with sustainable sourcing practices, the Bank uses recycled and wheat straw-based paper where feasible, prioritizing alternatives with lower carbon footprints over conventional materials.

Recycle: The Bank has partnered with authorized vendors empanelled with State and Central Pollution Control Boards (SPCBs/CPCBs) for the collection, handling, and environmentally sound disposal of e-waste generated across its pan India operations. Replaced UPS and backup batteries are 100% recycled through certified handlers, helping to prevent the release of hazardous substances into the environment. Additionally, paper and dry waste are segregated at key locations and responsibly handed over to authorized local vendors for recycling. While Axis Bank's operations do not involve the direct use of hazardous or toxic chemicals, any operational by-products, including toner waste and e-waste, are handled in full compliance with applicable environmental laws and waste management rules.



These practices reflect Axis Bank's commitment to SDG 12 (Responsible Consumption and Production) and to embedding sustainability principles into day-to-day banking operations.

- 11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:**

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N)
If no, the reasons thereof and corrective action taken, if any.			
No, Axis Bank does not have any operations or offices located in or around ecologically sensitive areas such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, or coastal regulation zones where specific environmental approvals or clearances are required as per applicable environmental regulations.			

- 12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:**

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
No environmental impact assessments were required or undertaken by Axis Bank in the current financial year, as the nature of the Bank's operations does not involve infrastructure or industrial projects that fall under the purview of Environmental Impact Assessment (EIA) regulations.					

- 13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:**

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Yes. Axis Bank is compliant with applicable environmental laws, regulations, and guidelines in India, including the Water (Prevention and Control of Pollution) Act, the Air (Prevention and Control of Pollution) Act, the Environment (Protection) Act, and the rules framed thereunder.				

Leadership Indicators

- 1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):**

For each facility / plant located in areas of water stress, provide the following information:

- (i) Name of the area:
- (ii) Nature of operations:

(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water	-*	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)		

-* stands Data Not Available

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, assurance has been carried out by SGS India Private Limited.

2. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	44,211.88	41,566.90
Total Scope 3 emissions per rupee of turnover	g CO ₂ e/ Rupee	0.030	0.029
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	tCO ₂ e/Full Time Employee (FTE)	0.44	0.40

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, assurance has been carried out by SGS India Pvt. Ltd.

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Axis Bank does not have any direct operations in or around ecologically sensitive areas, and hence, has not caused any significant direct or indirect impact on biodiversity in such zones during the reporting period. However, as part



of its commitment to responsible financing, the Bank conducts environmental and social risk assessments for its wholesale banking lending activities, in line with its ESG policy. This framework ensures that potential environmental and biodiversity-related risks associated with financed projects are identified, evaluated, and addressed appropriately before loan disbursal.

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Adoption of centralised Energy Management System (CEMS) initiative	Deployed CEMS across 600 branches / offices to monitor and optimize Electricity consumption	In FY 25-26, the implementation of CEMS in 600 branches helped save 35.80 lac units of electricity, which resulted in saving ~2,542.34 tCO ₂ e of carbon emissions.
2	Solar Power - 2 MW at Solapur	Commissioned a 2 MW solar plant in Solapur, Maharashtra	Aggregating Solar Power of ~ 2 MW which helped avoiding ~ 2,043.38 tCO ₂ e of carbon emissions in FY 25-26.
3	Green Renewable Power purchase arrangements, BCC Bangalore	Procuring ~ 1 MW of solar power for the Bengaluru Data Centre under a Power Purchase Agreement (PPA).	The Bank has consumed ~ 59.8 lac units of electricity for its Data Centre, alone in FY 2025 -26, which helped in avoiding ~4,245.80 tCO ₂ e of carbon emissions.
4	Wheat Straw based paper procured	In line with sustainable sourcing practices, the Bank uses wheat straw-based paper where feasible, prioritizing alternatives with lower carbon footprints.	The bank minimised about ~ 3.56 tCO ₂ e of carbon emissions.
5	Digital Banking Services - 'Saksham'	Use of various digital banking initiatives, replacing physical statements and onboarding materials with digital formats.	helped in avoiding ~ 57.96 tCO ₂ e of carbon emissions
	Digital Banking Services - e-statements & e-welcome kits		helped in avoiding ~ 31.84 tCO ₂ e of carbon emissions.
	Paperless Digital Loans in Digital Lending - DBAT		helped in avoiding ~3246.72 tCO ₂ e of carbon emissions.
6	Axis House, MIDC Andheri & Ruby Mills	These offices operate entirely on renewable/Green energy.	helped in avoiding ~ 4913.85 tCO ₂ e of carbon emissions.
	Axis House, Worli - supplementary 224 KW solar panels		helped in avoiding ~ 38.91 tCO ₂ e of carbon emissions.

5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

Axis Bank utilizes a comprehensive Business Continuity Management (BCM) framework – aligned with RBI guidelines and global best practices – to ensure uninterrupted services. This framework rests on three strategic pillars: business continuity, disaster recovery, and emergency response. Oversight is provided by the BCP & Crisis Management Committee, with rigorous testing to ensure resilience. The Policy is accessible at:

<https://www.axis.bank.in/docs/default-source/collection-solutions/business-continuity-management-at-axis-bank-ltd.pdf>

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?

We observed no significant adverse environmental impacts arising from our value chain during the reporting period. We proactively mitigate potential indirect risks via our ESG risk assessment framework for wholesale lending and promote sustainable procurement practices, ensuring environmental responsibility across our financing and supplier ecosystem.

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

Axis Bank has not conducted formal environmental impact assessments of value chain partners. We are currently strengthening ESG integration across procurement and supplier engagement, with the aim to incorporate such assessments in the future.

8 How many Green Credits have been generated or procured:

a. By the listed entity : Nil

b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners: N.A.

PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

Essential Indicators:

1. a. Number of affiliations with trade and industry chambers/ associations.

Axis Bank representatives actively contribute to policy advocacy by serving on 47 committees, sub-committees, working groups, and platforms across industry bodies, trade associations, chambers of commerce, media, and academic institutions.

b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/ associations (State/National)
1	Indian Banks Association (IBA)	National
2	Associated Chambers of Commerce & Industry of India (ASSOCHAM)	National
3	Bombay Chamber of Commerce and Industry (BCCI)	National
4	World Economic Forum	International
5	Confederation of Indian Industry (CII)	National
6	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
7	Fixed Income Money Market and Derivatives Association (FIMMDA)	International
8	NASSCOM	National
9	Data Security Council of India	National
10	EDM Council	National

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.

Name of authority	Brief of the Case	Corrective action taken
No such cases were reported in the current financial year		

Leadership Indicators:**1. Details of public policy positions advocated by the entity:**

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain ? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/Quarterly / Others –please specify)	Web Link, if available
The Bank holds no direct public policy positions. However, we actively contribute to banking sector policy development through industry forums, events, and consultations – supporting and influencing regulatory and policy advancements. For details, refer to the 'Thought Leadership' section on page 198 of the Integrated Annual Report for FY 2025–26.					

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development.**Essential Indicators:****1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**

Axis Bank's operations do not trigger statutory Social Impact Assessment (SIA) requirements. However, we maximize CSR impact through rigorous program design, implementation modelling, and governance in collaboration with partners. Impact assessments for eligible CSR projects, as mandated by the Ministry of Corporate Affairs, are conducted by qualified independent agencies.

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
N.A.					

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity:

S. No.	Name of Project for which R&R is ongoing	State	District	No of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
N.A.						

3. Describe the mechanisms to receive and redress grievances of the community.

As a financial institution, our core operations typically do not generate community grievances. For CSR initiatives, we integrate feedback mechanisms – including direct beneficiary engagement and baseline, midline, and end-line assessments – to ensure program alignment. Additionally, stakeholders (including vendors and community members) may report concerns via our robust Whistleblower Mechanism via the dedicated email address at: csr@axis.bank.in.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

Category of waste	FY 2025-26	FY 2024-25
Directly sourced from MSMEs/ small producers	8%	10%
Directly from within India	100%	100%

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost.

Location	FY 2025-26	FY 2024-25
1. Rural	3.16%	3.87%
2. Semi-urban	10.73%	11.76%
3. Urban areas	24.98%	23.31%
4. Metropolitan area	61.13%	61.05%

Leadership Indicators:

- 1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):**

Details of negative social impact identified	Corrective action taken
N.A.	

- 2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:**

S. No.	State	Aspirational District	Amount spent (in crore)
1	Andhra Pradesh	Visakhapatnam	1.47
		Vizianagaram	
2	Assam	Baksa	0.91
		Barpeta	
		Darrang	
		Dhubri	
		Goalpara	
		Udalguri	
3	Bihar	Banka	8.50
		Gaya	
		Jamui	
		Muzaffarpur	
		Nawada	
4	Chhattisgarh	Bastar	9.10
		Bijapur	
		Korba	
		Mahasamund	
		Narayanpur	
		Rajnandgaon	
		Sukma	
		Dantewada (Dakshin Bastar Dantewada)	
		Kanker (Uttar Bastar Kanker)	
5	Gujarat	Dahod	2.52
		Narmada	
6	Jammu and Kashmir	Baramulla	0.12
7	Jharkhand	Bokaro	26.66
		Chatra	
		Dumka	
		Garhwa	
		Giridih	
		Godda	
		Gumla	
		Hazaribagh	
		Khunti	
		Latehar	
		Lohardaga	
		Palamu	
		Ramgarh	
		Ranchi	
		Sahebganj	
		Simdega	
		Paschimi Singhbhum (West Singhbhum)	
		Purbi Singhbhum (East Singhbhum)	
8	Karnataka	Raichur	0.05
9	Kerala	Wayanad	0.86



S. No.	State	Aspirational District	Amount spent (in crore)
10	Madhya Pradesh	Barwani	10.35
		Chhatarpur	
		Damoh	
		Guna	
		Khandwa (East Nimar)	
		Rajgarh	
		Singrauli	
		Vidisha	
11	Maharashtra	Gadchiroli	6.01
		Nandurbar	
		Washim	
		Osmanabad (Dharashiv)	
12	Meghalaya	Ri Bhoi	0.49
13	Mizoram	Mamit	0.15
14	Nagaland	Kiphire	1.58
15	Odisha	Balangir	21.20
		Dhenkanal	
		Gajapati	
		Kalahandi	
		Kandhamal	
		Koraput	
		Malkangiri	
		Nabarangpur	
		Nuapada	
		Rayagada	
16	Punjab	Firozpur (Ferozepur)	0.05
17	Rajasthan	Baran	5.11
		Dholpur	
		Karauli	
18	Tamil Nadu	Ramanathapuram	5.48
		Virudhunagar	
19	Tripura	Dhalai	0.27
20	Uttar Pradesh	Bahraich	1.35
		Chitrakoot	
		Sonbhadra	
21	Uttarakhand	Haridwar	0.09
		Udham Singh Nagar	
		Total	102.33

Source: <https://www.niti.gov.in/sites/default/files/2022-09/List-of-Aspirational-Districts.pdf> as of 31st March 2026).

3 (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)

No, the Bank does not currently have a preferential procurement policy covering the specified parameters. However, it actively promotes green procurement practices wherever applicable.

(b) From which marginalized /vulnerable groups do you procure?

N.A.

(c) What percentage of total procurement (by value) does it constitute?

N.A.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

S. No.	Intellectual Property based on traditional knowledge	Owned/Acquired (Yes/No)	Benefit Shared(Yes/No)	Basis of calculating benefit share
		N.A.		

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved:

Name of authority	Brief of the case	Corrective action taken
	N.A.	

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1	Education	~16 Lakh (Direct Beneficiaries including teachers and students)	100%
2	Financial Inclusion	~2.7 Lakh	100%
3	Sustainable Livelihood (Total Households)	7,12,879	100%
4	Sports	~1100	100%

Under its Environment theme in CSR, the Bank is targeting planting 8 million saplings across India by 2030. The larger eco-system services of nature positively support large sections of communities directly as well as indirectly in a wide variety of ways. The Bank has planted 15 lakh saplings in FY 2025-26.

PRINCIPLE 9: Businesses should engage with and provide value to their consumers in a responsible manner.

Essential Indicators:

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

The Bank has established a multi-channel customer grievance redressal mechanism to receive, address, and respond to customer feedback and complaints. Customers can raise concerns through branches, relationship managers, telephonic and digital platforms, including the website, email, social media channels, and the Axis Virtual Centre. The Bank also conducts periodic customer satisfaction surveys and leverages initiatives such as *Axis Pride* to strengthen service quality, capture customer insights, and ensure timely and effective resolution of grievances.

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:

State	As a % to total turnover
Environmental and social parameters relevant to the product	N.A.
Safe and responsible usage	
Recycling and/or safe disposal	

3. Number of consumer complaints in respect of the following:

	FY 2025-26			FY 2024-25		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	0	0		0	0	
Advertising	11,421	973		12,744	544	
Cyber- security	0	0		0	0	
Delivery of essential services	4,28,258	16,979		4,97,247	8,782	
Restrictive Trade Practices	0	0		0	0	
Unfair Trade Practices*	4,657	231		4,438	146	
Other	70,561	2,533		76,111	1,671	

*The Bank records and reports customer complaints in accordance with the 16 categories prescribed by the RBI circular dated January 27, 2021. For the purpose of BRSR disclosures, these existing customer complaints have been systematically reclassified to align with the reporting requirements of BRSR.

4. Details of instances of product recalls on account of safety issues:

	Number	Reasons for call
Voluntary recalls	N.A.	
Forced recalls		

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Yes. The Bank has a robust framework to manage cyber security and data privacy risks through comprehensive Information and Cyber Security Policies, aligned with its OPEN philosophy. Governance is overseen by an executive level Information System Security Committee and Information Technology & Digital Strategy Committee of the Bank.

The framework adheres to leading standards including ISO 27001, ISO 27017, ISO 27018, ISO 27034, and PCI DSS. During the year (FY26), the Bank additionally achieved ISO / IEC 42001:2023 certification, the international standard for Artificial Intelligence Management Systems (AIMS), reinforcing its commitment to responsible, secure, and well-governed adoption of AI technologies.

A defense-in-depth approach is adopted, supported by 24x7 monitoring through a dedicated Security Operations Centre (SOC), rigorous pre-deployment assessments, and strong technical and administrative controls to prevent, detect, and respond to cyber threats, ensuring the protection of customer data and digital assets.

The relevant policy / framework is available at: Refer to Cyber security and Data Privacy section on page 194 of the Integrated Annual Report FY 2025-26.

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

We are committed to safeguarding data privacy and delivering secure services. No privacy-related complaints or data breaches occurred in FY 2025-26. Our Policy reinforces responsible processing, and we ensure transparency via regulatory-compliant privacy notices. There were no reported instances of product recalls, advertising violations, or regulatory penalties related to the safety of products or services during the year.

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches

No such instances were reported during the year.

b. Percentage of data breaches involving personally identifiable information of customers

N.A.

c. Impact, if any, of the data breaches

N.A.

Leadership Indicators:

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

Our products and services cater to a wide spectrum of the Indian economy and society. We ensure compliance with RBI norms and equip staff with critical Know Your Customer (KYC) policies and product information. In this regard, the Bank's key codes, policies and commitments towards customers, such as the Code of Commitment, Citizen's Charter, Customer Rights Policy, among others, are accessible on our website at - <https://www.axis.bank.in/docs/default-source/default-document-library/document-lists/code-of-commitment/code-of-bank's-commitment-to-customers.pdf>

Information regarding our financial products and services is available at: <https://www.axis.bank.in/sitemap>

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

The Bank promotes safe and responsible use of its products and services through its Privacy Policy, customer awareness initiatives, and ongoing communication on secure banking practices. Robust security measures across digital banking channels, including multi-factor authentication, real-time fraud monitoring, and proactive threat management, help protect customer information and encourage secure usage of banking services.

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

The Bank proactively communicates potential service disruptions to customers through appropriate channels in line with regulatory requirements. These efforts are supported by a robust Business Continuity Plan (BCP), which forms an integral part of the Bank's risk management framework and is designed to ensure the uninterrupted delivery of critical banking services.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

The Bank is committed to transparent and responsible communication of product information in accordance with applicable regulatory requirements, including guidelines issued by the RBI and the standards prescribed by the Banking Codes and Standards Board of India. Product pricing, associated risks, terms and conditions governing usage throughout the product life cycle, and the respective responsibilities of the customer and the Bank are clearly disclosed. In furtherance of this commitment, the Bank:

- Ensures complete transparency so that the customers can have a clear understanding of what they can expect from the Bank.
- Provides customers with information about its products and services, terms and conditions, and the interest rates / service charges in a simple and easily understandable language, and with sufficient information so that the customer can make an appropriate and informed decision/ choice of product.
- Displays product related information and tariff schedule on the website for customer's perusal. Provides information on interest rates, fees and charges either on the Notice Board in the branches or website or through helplines.
- Provides Product information, related terms & conditions and tariffs at the time of on boarding in the welcome kit as well as directly through customers through on-boarding emailers and SMS'.
- Makes known the key risks associated with the product through provision of Most Important Terms and Conditions (MITC) associated with the product or service.
- Make every effort to ensure that staff dealing in a particular product is properly trained to provide relevant information to customers fully, correctly and honestly, among others.