

Business Responsibility & Sustainability Report 2023-24

Annexure I

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity

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', C-2, Wadia International Centre, Pandurang Budhkar Marg, Worli, Mumbai – 400 025, Maharashtra

6. E-mail

sustainability@axisbank.com

7. Telephone

022-24252525 / 43252525

8. Website

www.axisbank.com

9. Financial year for which reporting is being done

FY 2023-24

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

₹ 617.31 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@axisbank.com

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)

All offices and branches of Axis Bank Limited across India (only for the entity).

**14. Name of assurance provider**

DNV Business Assurance India Private Limited (herein after referred as DNV)

15. Type of assurance obtained

Reasonable Assurance of BRSR Core as per SEBI guidelines

II. Product/services**16. Details of business**

Sr. No.	Description of the 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, deposit products and foreign exchange and derivatives products to India's leading corporations, middle market companies and small and medium enterprises. The Bank's retail operations primarily consist of retail lending, payments, deposit taking and distribution of third-party insurance and investment products. The Bank also offers agricultural and rural banking products.	100%

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

Sr. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Deposits	65191	72%
2.	Loans	65191	65%
3.	Investments	65191	22%

*Percentage of turnover contributed is based on total assets.

III. Operations**18. Number of Locations where plants and/or operations/offices of the entity are situated**

Locations	Number of Plants	Number of Offices	Total
National	Not Applicable**	5,705*	5,705
International	Not Applicable	7	7

* Including extension counters

** 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 (Including Union Territories)
International (No. of Countries)	2

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

Not Applicable to 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 its 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 services 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):

Sr. No.	Particulars	Total (A)	Male		Female		Others
			No. (B)	% (B/A)	No. (C)	%(C/A)	
Employees							
1.	Permanent (D)	104,332	78,238	75%	26,087	25%	7
2.	Other than Permanent (E)	9,508	8,163	85.76%	1,345	14.13%	0
3.	Total Employees (D+E)	113,840	86,401	-	27,432	-	7
Workers							
4.	Permanent (F)						
5.	Other than Permanent (G)				N.A.		
Total Workers (F+G)							

*Other than permanent employees represents contractual employees which are on the payroll of the Bank's vendors

b. Differently abled Employees and Workers

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	%(C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	112	96	86%	16	14%
2.	Other than Permanent (E)	Nil	Nil	Nil	Nil	Nil
3.	Total Employees (D+E)	112	96	86%	16	14%
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)					
5.	Other than Permanent (G)			N.A.		
	Total Workers (F+G)					

21. Participation/Inclusion/Representation of women

	Total (A)	No. and Percentage of Females	
		No. (B)	% (B/A)
Board of Directors	13	2	15.4%
Key Managerial Personnel	6	0	0%

22. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

	FY-2024			FY-2023			FY-2022		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	28.70%	28.80%	28.80%	34.40%	35.90%	34.80%	31.10%	33.20%	31.60%
Permanent Workers				N.A.					



V. Holding, Subsidiary and Associate Companies (including joint ventures)

23. (a) Names of holding / subsidiary / associate companies / joint ventures

Sr. 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 Responsibility initiatives of the listed entity? (Yes/No)
1.	Axis Capital Limited	Subsidiary	100%	Yes
2.	Axis Mutual Fund Trustee Limited	Subsidiary	75%	Yes
3.	Axis Trustee Services Limited	Subsidiary	100%	Yes
4.	Axis Asset Management Company Limited	Subsidiary	75%	Yes
5.	Axis Bank UK Limited	Subsidiary	100%	N.A.
6.	Axis Finance Limited	Subsidiary	100%	Yes
7.	Axis Securities Limited	Subsidiary	100%	Yes
8.	A.Treds Limited	Subsidiary	67%	Yes
9.	Freecharge Payment Technologies Private Ltd.	Subsidiary	100%	Yes
10.	Axis Capital USA LLC	Step-down Subsidiary	100% (held by Axis Capital Ltd.)	N.A
11.	Axis Pension Fund Management Limited	Step-down Subsidiary	9.02% (directly by Axis Bank Ltd.)	N.A
12.	Max Life Insurance Company Limited	Associate Company	9.99%	N.A

Note:

- 1) In addition, a new company named 'Freecharge Business and Technology Services Limited', was incorporated on 16th March 2024 to exclusively act as Business Correspondent and Technological Service Provider to the Bank. No capital was infused by the Bank as on the date of this Report.
- 2) The Bank has purchased stake in Max Life Insurance Company Limited (Max Life), making it an Associate Company w.e.f 6th April 2021. The Bank along with its subsidiaries Axis Capital Limited and Axis Securities Limited (together "Axis Entities"), holds 12.99% in Max Life as on 31st March 2024 (Axis Bank 9.99%, Axis Capital 2.00%, Axis Securities 1.00%). Further, post receipt of all regulatory approvals, the Bank has increased its group holding in the Associate to 19.02% by investing an additional sum of ₹1,612 crores in April 2024.

VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)

Yes

(ii) Turnover (in ₹)

131,810.58 Crores

(iii) Net worth (in ₹)

144,069.47 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-2024			FY-2023		
		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	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.						
Investors (other than shareholders)	No	-	-	-	-	-	
Shareholders	Yes	33	0		13	0	
Employees	Yes	137,235	113		140,224	334	
• POSH	Yes	36	8		34	5	
• Whistleblower	Yes	494	211		395	61	
Customers	Yes	5,61,010	20,754		943,882	16,827	
Value Chain Partners	The Bank's Whistleblower mechanism is accessible to Value Chain Partners as well						
Other (please specify)	-						

Note: Under Employee complaints, the Bank has included general employee queries on compensation, location, attendance, admin, talent programs, catalyst, etc.

Complaints on POSH and Whistleblower are included under the Employee complaints category and are shared in separate rows.

Policy web links as below:

- Whistleblower - <https://www.axisbank.com/assets/pdf/whistleblower-policy.pdf>
- POSH - Internal policy
- Customers - <https://www.axisbank.com/docs/default-source/default-document-library/grievance-redressal/grievance-redressal-policy.pdf>
- Shareholders - <https://www.axisbank.com/docs/default-source/default-document-library/shareholders-handbook.pdf>

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

Sr. 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)
Please refer to the section "Stakeholder Engagement & Materiality Assessment" page no. 72-83 of Bank's Integrated Annual Report for FY 2023-24.					



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#	No^	Yes#	Yes#									
b. Has the policy been approved by the Board? (Yes/ No)	Y**	Y**	Y**	Y**	Y**	Y**	-	Y**	Y**									
c. Web Link of the Policies, if available	Yes^	Yes^	Yes^	Yes^	Yes^	Yes^	-	Yes^	Yes^									
2. Whether the entity has translated the policy into procedures. (Yes / No)	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									
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.	Y*	Y*	Y*	Y*	Y*	Y*	-	Y*	Y*									
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes									
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes									
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. 20 of Bank's Integrated Annual Report for FY 2023-24.																	
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	The Board of the Bank and its respective Committees																	
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 formed an ESG Committee of the Board which is responsible for decision making on Sustainability and ESG related issues.																	
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	Yes. The Bank has Board level committees that meet every quarter, and the policies are reviewed as necessary, except for Principle 7.																	
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances																		

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. The various Head of Departments are responsible for effective implementation of the pertinent policies. The Bank's Internal Audit Department, among its mandates, assesses each department's adherence to their respective policies. In addition, the Bank's Compliance Department monitors the adherence to implementation of policies mandated by RBI.									
* 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.									
^ The Bank along with its subsidiaries works closely with collective trade and industry associations, while there is no specific policy outlined for this principle.									
The following policies are available on the Bank's website www.axisbank.com									
1. Code of Bank's Commitment to Customers https://www.axisbank.com/docs/default-source/code-of-commitment/code-of-bank's-commitment-to-customers.pdf?sfvrsn=4									
2. Code of Bank's Commitment to Medium and Small Enterprises (MSE) https://www.axisbank.com/docs/default-source/default-document-library/mse-doc-new-01.pdf									
3. Customer Compensation Policy of the Bank https://www.axisbank.com/docs/default-source/noticeboard/importantnotice/compensation-policy-.pdf									
4. Bank's Fair Practice Code https://www.axisbank.com/docs/default-source/code-of-commitment/fair-practice-code-for-lenders.pdf?sfvrsn=2									
5. Grievance Redressal Policy https://www.axisbank.com/docs/default-source/default-document-library/grievance-redressal/grievance-redressal-policy.pdf									
6. Conflict of Interest https://www.axisbank.com/docs/default-source/quarterly-reports/conflict-of-interest-policy.pdf									
7. Code of Conduct and Conflict of Interest Norms in respect of Board of Directors https://www.axisbank.com/docs/default-source/corporate-governance/code-of-conduct-and-conflict-of-interest-norms-for-directors.pdf									
8. Code of Conduct & Ethics https://www.axisbank.com/docs/default-source/corporate-governance/code-of-conduct-and-ethics.pdf									
9. Corporate Social Responsibility Policy https://www.axisbank.com/docs/default-source/default-document-library/approved-csr-policy-FY-2023-24.pdf									
10. Policy on Environment Management https://www.axisbank.com/docs/default-source/default-document-library/axis-bank-policy-on-environmental-management.pdf									
11. Sustainable Lending Policy & Procedures https://www.axisbank.com/docs/default-source/default-document-library/axis-bank-sustainable-lending-policy-and-procedures-summary.pdf									
12. Board Diversity Policy https://www.axisbank.com/docs/default-source/corporate-governance/policy-on-board-diversity.pdf									

13. Remuneration Policy
<https://www.axisbank.com/docs/default-source/quarterly-reports/comprehensive-remuneration-policy.pdf>
14. Equal Employment Opportunity Policy
https://www.axisbank.com/docs/default-source/default-document-library/Equal_opportunity_policy.pdf
15. Citizen's Charter – A Charter for Customer Service
<https://www.axisbank.com/docs/default-source/code-of-commitment/citizen-39-s-charter.pdf?sfvrsn=2>
16. Customer Rights Policy
<https://www.axisbank.com/docs/default-source/noticeboard/importantnotice/customer--rights-policy.pdf>
17. Code of Conduct for Direct Selling Agents
https://www.axisbank.com/docs/default-source/code-of-commitment/code_of_conduct_for_direct_selling_agents.pdf?sfvrsn=2
18. Policy on Related Party Transactions
<https://www.axisbank.com/docs/default-source/quarterly-reports/policy-on-related-party-transactions.pdf>
19. Comprehensive Deposit Policy
<https://www.axisbank.com/docs/default-source/code-of-commitment/comprehensive-deposit-policy.pdf?sfvrsn=2>
20. Policy on Collection of Dues and Repossession of Securities
<https://www.axisbank.com/docs/default-source/default-document-library/loans/policy-on-collection-of-dues-and-repossession-of-security.pdf>
21. Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information (UPSI)
<https://www.axisbank.com/docs/default-source/quarterly-reports/05code-of-fair-disclosure-of-upsi.pdf>
22. Policy for Determining Material Subsidiaries
<https://www.axisbank.com/docs/default-source/quarterly-reports/07policy-for-determining-material-subsiidiary.pdf>
23. Policy for Determining Material Event or Information
<https://www.axisbank.com/docs/default-source/corporate-governance/policy-for-determination-of-materiality-of-events.pdf>
24. Policy for lending to Micro Small & Medium Enterprises (MSMEs)
<https://www.axisbank.com/docs/default-source/code-of-commitment/policy-for-lending-to-micro-small-amp-medium-enterprises.pdf?sfvrsn=2>
25. Privacy Policy
https://www.axisbank.com/docs/default-source/code-of-commitment_comprehensive-notice-board/g13-privacy-policy.pdf?sfvrsn=0
26. Remuneration Policy for Non-Executive Chairman and Non-Executive Directors
<https://www.axisbank.com/docs/default-source/quarterly-reports/comprehensive-remuneration-policy.pdf>
27. Remuneration Policy for MD& CEO, Whole Time Directors, Material Risk Takers, Control Function Staff and Other Employees
<https://www.axisbank.com/docs/default-source/quarterly-reports/comprehensive-remuneration-policy.pdf>
28. Archival Policy
https://www.axisbank.com/docs/default-source/quarterly-reports/09axis_bank_limited_archival_policy.pdf

29. Dividend Distribution Policy

<https://www.axisbank.com/docs/default-source/quarterly-reports/dividend-distribution-policy-of-the-bank.pdf>

30. Diversity, Equity & Inclusion Policy

<https://www.axisbank.com/docs/default-source/default-document-library/diversity-equity-and-inclusion-policy.pdf>

31. Tax Policy

<https://www.axisbank.com/docs/default-source/quarterly-reports/tax-policy-of-the-bank.pdf>

32. Policy on appointment of statutory central auditors

<https://www.axisbank.com/docs/default-source/quarterly-reports/policy-on-appointment-of-statutory-central-auditors.pdf>

PRINCIPLE-WISE POLICIES

Principle 1

- Code of Conduct: <https://www.axisbank.com/docs/default-source/quarterly-reports/03code-of-conduct-and-ethics-senior-mgt.pdf>
- Anti-Bribery and Anti-Corruption Policy: <https://www.axisbank.com/docs/default-source/quarterly-reports/anti-bribery-and-anti-corruption-policy.pdf>

Principle 2

- ESG Policy for lending: <https://www.axisbank.com/docs/default-source/default-document-library/esg-policy-and-procedure.pdf>

Principle 3

- Equal Employment opportunity policy: https://www.axisbank.com/docs/default-source/default-document-library/Equal_opportunity_policy.pdf
- Diversity, Equity and Inclusion Policy: <https://www.axisbank.com/docs/default-source/default-document-library/diversity-equity-and-inclusion-policy.pdf>
- Supplier Code of Conduct: <https://application.axisbank.co.in/webforms/cptlead/pdf/Supplier%20Code%20of%20Conduct.pdf>

Principle 4

- Shareholders: <https://www.axisbank.com/docs/default-source/default-document-library/shareholders-handbook.pdf>
- Corporate Social Responsibility Policy: <https://www.axisbank.com/docs/default-source/default-document-library/approved-csr-policy-FY-2023-24.pdf>

Principle 5

- Human Rights Policy: <https://www.axisbank.com/docs/default-source/default-document-library/human-rights-policy.pdf>

Principle 6

- Environmental management policy: <https://www.axisbank.com/docs/default-source/default-document-library/axis-bank-policy-on-environmental-management.pdf>

Principle 8

- Corporate Social Responsibility Policy: <https://www.axisbank.com/docs/default-source/default-document-library/approved-csr-policy-FY-2023-24.pdf>

Principle 9

- Grievance Redressal Policy: <https://www.axisbank.com/docs/default-source/default-document-library/grievance-redressal/grievance-redressal-policy.pdf>



- Customer Privacy Policy: https://www.axisbank.com/docs/default-source/code-of-commitment_comprehensive-notice-board/g13-privacy-policy.pdf?sfvrsn=0
- Whistleblower Policy: <https://www.axisbank.com/docs/default-source/quarterly-reports/whistleblower-policy.pdf>

The remaining policies being internal documents are available to the employees through the Bank's intranet.

P1	Compliance Policy, Anti Money Laundering Policy, Policy on prevention and reporting of frauds, Policy on recognition/rewards for detection of fraud
P2	Credit Policy (SME Priority Sector exposures: Concessionary pricing)
P3	Staff Housing Loan Policy, Staff Rules and Guidelines (covering leave policy, insurance benefits, superannuation scheme etc.), Policy on Prevention of Sexual Harassment, Policy on Safety for Women at Workplace
P4	Credit Policy (SME Priority Sector exposures: Concessionary Pricing)
P8	Financial Inclusion practices
P9	Code of right sell for liability & investment products, Policy on outsourcing of financial services, Consumer Lending Credit Policy, Information Systems Security Policies, Cybersecurity Policy, Customer Rights Policy, Comprehensive Deposit Policy, Policy on Collection of Dues and Repossession of Securities

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the principles material to its business (Yes/No)					N.A.				
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)									

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

Essential Indicator**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	%age of persons in respective category covered by awareness programmes
Board of Directors	Total Topics: 3	Principle 1 • Induction Programme for new Directors • Familiarisation Programme for Independent Directors • Continuous Education and Learning Program (CELP)	100%
Key Managerial Personnel	Total Topics: 7 40 Person hours training provided to KMPs	Principle 1 • Board Governance – View from the regulator. • Annual update on AML for Board of Directors. Principle 2 and 4 • Global learnings on Risk Management based on recent events in banking industry. Principle 9 • AI (ChatGPT 4) and the world of Banking and Customer. • Resilience and Cyber Security. Principle 7 and 8 • Outside-in view (Global economic outlook and geopolitical events: impact on India and Banking). Principle 6 and 8 • ESG and Climate Change.	100%
Employees other than BoD and KMPs	• For fiscal year 2024, average person hours training was 66.3 hours for men and 70.3 hours for women and 67.3 hours for all employees overall. • Out of all trainings given to employees 58% were conducted online in the form of e-learning modules and remaining 42% were classroom-based training. • The Bank's signature Diversity, Equity and Inclusion (DE&I) awareness training programme "Pause for Bias" helps employees rise beyond their inherent unconscious. • The Pause for Bias is part of Induction programme and so far, the team has conducted 294 Pause for Bias" sessions and have covered 42,403 employees across the Bank.	Principle 1,3,4,5,8,9	99% employees covered under key organisation trainings through Learning Management System (LMS) on POSH, Code of Conduct, Information Security and Business Continuity.
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

Monetary N.A.				
NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred (Yes/no)
Penalty (Fine 1)	Reserve Bank of India (RBI)	₹ 90.92 Lakhs	The Reserve Bank of India ("RBI") has, vide letter dated November 16, 2023, imposed a monetary penalty amounting to ₹ 90.92 lakhs (Rupees Ninety lakh and Ninety-Two Thousand only) for non-compliance with certain directions issued by RBI on 'Reserve Bank of India (Know Your Customer (KYC)) Directions, 2016', 'Loans and Advances – Statutory and Other Restrictions', 'Guidelines on Managing Risks and Code of Conduct in Outsourcing of Financial Services by Banks' and 'Code of Conduct for Opening and Operating Current Accounts'.	No
Penalty (Fine 2)	Competition Commission of India (CCI)	₹ 40 Lakhs	The Competition Commission of India ("CCI") vide its letter dated August 17, 2023, has imposed a penalty amounting to ₹ 40 lakhs under Section 43A of Competition Act, 2002 for failure to comply with the provisions of Section 6(2) of the Competition Act, 2002 with respect to acquisition of stake in CSC e-Governance Services India Limited.	No
Settlement			Nil	
Compounding Fee			Nil	
Non-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)
Imprisonment			Nil	
Punishment			Nil	

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
N.A.	N.A.

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.

The Bank has in place, an Anti-Bribery and Anti-Corruption Policy that reiterates the Bank's zero tolerance to bribery and corruption at the Bank. The Bank's Anti-Bribery and Anti-Corruption Policy is accessible on its website at <https://www.axisbank.com/docs/default-source/quarterly-reports/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-2024	FY-2023
Directors	None	None
KMPs	None	None
Employees	None	None
Workers	None	None

6. Details of Complaints with regard to conflict of interest

	FY-2024		FY-2023	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	None	-	None	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	None	-	None	-

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-2024	FY-2023
Number of days of accounts payables	4.96	3.67

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-2024	FY-2023
Concentration of Purchases	a. Purchases from trading houses* as % of total purchases	3.39%	1.00%
	b. Number of trading houses where purchases are made from	92	86
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	94.47%	72.13%
Concentration of Sales	a. Purchases (Purchases with related parties / 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)	1.17%	1.20%
	b. Sales (Sales to related parties / Total Sales)	0.29%	0.25%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0.03%	0.04%
	d. Investments (Investments in related parties/Total Investments made)	1.01%	1.16%

*Bank has not considered overseas operations in the above disclosure

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



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
N.A.	N.A.	N.A.

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 Board has formulated and adopted the Code of Conduct and conflict of interest norms for the Board of Directors, and the code of conduct and ethics of the Bank (Code of Ethics), in terms of Regulation 17(5) of the SEBI Listing Regulations relating to corporate governance.

The code of conduct and conflict of interest norms for the Board of Directors provides for do's and don'ts to be followed by the Directors of the Bank and contains norms with respect to conflict of interest, skill development, health, confidentiality, insider trading and sexual harassment etc.

The Code of Ethics is a statement of the Bank's commitment to integrity and the highest standards of ethical practices. It defines the standards of conduct that is expected of all employees in order that the right decisions are taken in performing their roles and responsibilities across various functions in the Bank.

The Code of Ethics is intended to be the charter for day-to-day work, to enable employees to make the right decisions and, therefore, serves to (1) underline the fundamental commitment to compliance with regulatory guidelines and laws of the land, (2) set forth basic parameters of ethical and acceptable social behaviour, and (3) establish a system for detection and reporting of known or suspected ethical or violations of regulations.

During the fiscal 2024, the Bank has not entered into any materially significant transactions with its directors or relatives of the directors, which could lead to potential conflict of interest between the Bank and these parties, other than transactions entered in the ordinary course of its business. All the members of the Board of Directors of the Bank have affirmed compliance with the said codes as applicable to them for fiscal 2024.

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-2024	FY-2023	Details of improvement in environmental and social impacts
R&D			
Capex			N.A.

Given the nature of the sector in which the Bank operates, this question is not directly applicable. However, as a good corporate citizen, the Bank has taken initiatives that helps reduce its carbon footprint by investing in energy efficient technologies and promoting responsible behaviour among employees. Additionally, the Bank also supports various environmental causes, through its corporate social responsibility programmes.

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

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

As an institution providing financial services, the Bank's operations are not material resource intensive. Thus, sustainable sourcing of raw materials may not be a significant material issue for the banking sector in general. However, as a responsible corporate citizen, the Bank has been focusing on maximising its resource consumption efficiency, reducing waste generation while focusing on improving its process efficiency and productivity. Even as digitization of products and services has been reducing the requirement of paper, it remains a significant resource consumed during the Bank's normal course of business, and it has focused on reducing its paper consumption further by scaling up recycling, procuring paper from more sustainable sources, and rationalizing

printing requirements internally within the business. For procurement of equipment that are required to run the banking operations, such as computer hardware, lighting devices, air conditioners and DG sets, the Bank considers green procurement and ensures that energy efficiency standards are duly considered during the purchase of such equipment. The Bank also has a Supplier Code Conduct outlining its expectations from vendors to adopt the sustainable practices.

The corporate office of the Bank and few other large offices in Mumbai source 100% renewable energy for its daily consumption.

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.

The Bank has a centralised and robust waste management system that helps segregate, collect, transport and recycle all the different categories of waste generated at its corporate headquarters, at Axis House, Mumbai, as well as several of its large offices. The Bank has undertaken several initiatives that helped reduction in waste generation, responsible waste disposal & recycling and reduce the load on landfills. In fiscal 2024, the Bank recycled ~210 metric tonnes of dry waste such as newspapers, shredded documents, dry paper cups and tissues. The Bank has deployed necessary systems and processes to effectively and sustainably manage paper waste and e-waste. In addition, the Bank's digitization efforts across its office and branch locations are also helping rationalise its paper requirements. The e-waste generated by the Bank primarily consists of computers, monitors, modems, switches, laptops, scanners, routers, printers, and UPS systems. In addition to this, the Bank has engaged authorised vendors empanelled with SPCB (State Pollution Control Board) and CPCB (Central Pollution Control Board) for disposal of e-waste in compliance with pertinent government regulations.

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.

Not applicable. Considering the nature of banking products which is service-oriented and not material resource intensive, EPR is not applicable and is not a significant material issue for the banking sector in general.

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.
LCA of products is not applicable for the Bank's products and services					

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.

Name of Product	Description of the Risk/Concern	Action Taken
Not Applicable		

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 re-used input material to total material	
	FY-2024	FY-2023
	*	-

* About ~210 metric tonnes of dry waste such as newspapers, shredded documents, dry paper cups, cardboard boxes and tissues collected at select large offices in across India, were sent for recycling in fiscal 2024.



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-2024			FY-2023		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)						
E-waste						
Hazardous waste						
Other waste						

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

Indicate Product Category	Reclaimed Products and their packaging materials as % of total products sold in respective category
	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 measure 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	78,238	78,238	100%	The Bank does not provide Accidental Insurance		0	0%	78,238	100%		*
Female	26,087	26,087	100%			26,087	100%	0	0%		
Others	7	7	100%			7	100%	0	0%		
Total	104,332	104,332	-			26,087	-	78,238	-		
Other than Permanent Employees											
Male											
Female											
Total											

* The Bank offers a day care facility inside its corporate office in Mumbai. All employees are eligible to avail the same.

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

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											
Female											
Others											
Total											
Other than Permanent Employees											
Male											
Female											
Total											

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

	FY-2024
Cost incurred on wellbeing measures as a % of total revenue of the Company	0.14%*

* Includes cost incurred on Medclaim and Group term life premiums paid, and amount spent on day care facility in Mumbai corporate office.

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

Benefits	FY-2024			FY-2023		
	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	99.99%	N.A.	N.A.	99.99%	N.A.	N.A.
Gratuity	100%	N.A.	N.A.	100%	N.A.	N.A.
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.

The Bank remains committed to being an organisation with strong respect for human rights, inclusive environment & safe work conditions and ethically sound business practices for employees. Currently, the Bank has 112 differently abled employees across locations.

The Bank strives to create an inclusive and safe work environment for its employees, it has initiated the creation of signages for inclusive restrooms in its large offices, which are accessible to persons with physical disabilities. The signage has a braille script for easy navigation for persons with visual impairment. Wheelchair Access Paths are also provided enabled to the PwD customers at the branch offices.

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.

The Bank has a standalone Equal Employment Opportunity Policy that guides and reinforces the Bank's focus on providing equal opportunity for employment and advancement. As part of its ACCESS program (The Axis disability hiring program), the Bank conducts sensitization workshops to create awareness on various kinds of disabilities and how it affects persons with disabilities at workplace. A session on 'Rights of Persons with Disabilities Act, 2016' is a part of this sensitization workshop.

The Policy can be accessed at - https://www.axisbank.com/docs/default-source/default-document-library/Equal_opportunity_policy.pdf

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	100.00%	61.35%	N.A.	
Female	99.85%	51.77%		
Total	82.93%	57.40%		



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.

	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Workers	N.A.
Other than Permanent Workers	
Permanent Employees	Yes*
Other than Permanent Employees	Yes*

*The Bank has established a robust grievance redressal mechanism that allows employees to share their concerns and receive timely resolution. This is facilitated through H-Response, an internal, confidential, and secure employee grievance/query redressal mechanism that is accessible to all employees through the Bank's HR app, One Axis, or the intranet portal. The Bank also introduced an AI Bot called Amber for pulse sensing, under an 'Open to Listening' initiative. The tool reaches out to selected employees and has regular conversations around their experiences and concerns.

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

Category	FY-2024			FY-2023		
	Total employees / workers in respective category (A)	No. of employees / workers respective category, who are part 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						
- Male						
- Female						
Total Permanent Workers						
- Male						
- 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:

Category	FY-2024					Total	FY-2023				
	Total	On Health and safety measures		On Skill upgradation			On Health and safety measures		On Skill upgradation		
		(A)	No. (B)	% (B/A)	No (C)		% (C/ A)	(D)	No. (E)	% (E/D)	No. (F)
Employees											
Male		78,238	100%				68,308	100%			
Female		26,087	100%				23,587	100%			
Others		7	100%				3	100%			
Total		104,332	100%				91,898	100%			
Workers											
Male						N.A.					
Female											
Total											

N.A.

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

Category	FY-2024			FY-2023		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	78,238	50,780	65%	68,308	42,328	62%
Female and Others	26,094	18,120	69%	23,590	14,602	62%
Total	104,332	68,900	66%	91,898	56,930	62%
Workers						
Male						
Female						
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. While the Bank is currently developing an OHS policy and framework, it has taken the following measures for Safety Management Action through Physical Security

- Hands-on training on evacuation during emergency is conducted every year
- Briefing on Fire safety is provided at the premises
- Demonstration and Hands-on training of use of Fire extinguisher is imparted
- Inspection of Fire Extinguishers is undertaken regularly
- Refilling of Fire Extinguishers is conducted at regular intervals
- Monthly Inspection of Detectors/ sensors is carried out

As part of the Bank's efforts to ensure the mental well-being of employees, it has appointed a Chief Wellness Officer and a team of counsellors. There has been a significant increase in the uptake of counselling services. One-on-one sessions have surged from 7 per quarter to over 80, alongside 4-6 group sessions every month. Moreover, 150+ employees have been trained as 'Wellness Sherpas' to support colleagues facing mental health challenges.

Details of more wellness initiatives are given on page no. 142 of the Bank's Integrated Annual Report for FY 2023-24

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

Following routine and non-routine actions are undertaken through e-surveillance

- Responding to alerts received from branches
- Monitor Branches randomly for presence of fire hazards or other hazards
- Assist Branches for monthly inspection of detectors
- Support Branches during emergency

Further, the Bank conducts regular fire drills during which the employees are briefed on identifying and eliminating hazards. Security Guards deployed at Bank premise are trained on fire safety equipment. Advisories are issued on various safety related aspects such as weather warnings or fire safety and security.

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

In order to report work-related hazards, the staff can raise a request through Bank's internal portal for employees. The employees are also briefed during periodic fire drills on how to identify hazards and to eliminate them. They are made aware of the process to contact the Central Command Centre which is available 24*7, in case of a work-related hazard.



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

Yes. The Bank has in place a Group Term Life Insurance and a Medclaim policy to address the non-occupational medical and healthcare needs of its employees. Employees are educated about these policies during the induction and these policies are made available on the Bank's internal portal for ready reference.

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

Safety Incident/Number	Category*	FY 2024	FY 2023
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees Workers		
Total recordable work-related injuries	Employees Workers	The Bank is in the process of developing an OHS policy and framework. The Bank shall adopt the concept of materiality and applicability to report safety-related incidents going forward, as some indicators may not be material to it. The Bank does not employ any workers.	
No. of fatalities	Employees Workers		
High consequence work-related injury or ill-health (excluding fatalities)	Employees Workers		

*Including in the contract workforce

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

The Bank continues to focus on strengthening its policies, systems and processes to ensure the safety of its employees and physical assets in the face of unforeseen negative events. The Bank has in place, a Business Continuity Plan (BCP), and it is mandatory for all employees to undertake an e-learning module of the BCP. Measures undertaken by the Bank for ensuring a safe and healthy workplace.

- Fire Training is conducted every year
- Evacuation drill is conducted every year
- Fire safety advisories are released
- Fire safety signage is provided at different points
- E-surveillance and alert monitoring is performed

In terms of Health & Wellness of the employees, the Bank has made all services available under one platform i.e. on Visit App. Below listed are few: -

- Doctor Consultation (On call/Video)
- Enrolment of dependents under Medclaim
- Lab tests with sample collection on doorstep with reports in 48 hrs
- Annual Health Check-up for AVP & above (40 yrs.+)
- Doorstep pharmacy delivery at discounted prices
- Claims submission, status check and settlement on App
- Fitness Workout videos
- Mindfulness podcasts
- Health Risk Assessment

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

	FY-2024			FY-2023		
	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	The Bank has established a robust grievance redressal mechanism that allows employees to share their concerns and receive timely resolution. This is facilitated through H-Response, an internal, confidential, and secure employee grievance/query redressal mechanism that is accessible to all employees through the Bank's HR app, One Axis, or the intranet portal. Complaints specific to 'Working Conditions' and 'Health & Safety' are separately tracked in H-Response. The Bank is in process of developing an OHS policy and framework, which shall enable the tracking of such complaints.					
Health & Safety						

14. Assessments of the Year

	% 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 various measures to ensure safety in its premises, there have been no assessments conducted for identification of significant risks/concerns by third party or statutory entities.

The Bank continues to focus on critical parameters aimed at mitigating threats, risks, and vulnerabilities, including those stemming from deliberate and unlawful acts and fire-related incidents and accidents. As part of proactive approach, fire drills are conducted across all branches and offices of the Bank in accordance 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 (Y/N) (B) Workers (Y/N).**

- Employees (Y/N) – Yes. All of Bank's India employees are covered under the organisation's Group Term Life Insurance policy. This policy provides financial protection and security to the employee's family, in case of an unfortunate death of an employee. Employee Care Benevolent Fund Scheme covers the employee and support needy families with an ex-gratia amount towards survival of their dependents. This scheme extends cash benefits to the dependents of the employee in the event of demise.
- Workers (Y/N) - Not applicable

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 works towards greater integration of environmental and social considerations in its procurement practices. The Bank also sets clear expectations with vendors and suppliers through its Supplier code of conduct to abide by labour laws, human rights and regulations in their regions of business.

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-2024	FY-2023	FY-2024	FY-2023
Employees	N.A.			
Workers				



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)

Depending upon specific expertise requirement within the Bank, certain retired employees may be provided an opportunity to work as consultants on a case-to-case basis. The Bank also contributes to the Employees Provident Fund and further provides a platform for employees to create their own corpus by investing in the National Pension Scheme via the Bank.

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

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.

The Bank is cognizant that its activities directly or indirectly impact a myriad of stakeholders, ranging from customers, regulators, peers, business partners, to communities. It believes that communicating with its stakeholders transparently and engaging with them meaningfully is key to fostering and maintaining strong and long-term relationships with its stakeholder spectrum. Engagements with diverse range of stakeholders help the Bank to better understand the social, environmental and economic impacts, including indirect impacts, of its activities, and their feedback, guidance and critiques enables it to perform as a responsible corporate citizen. The Bank conducts proactive and focused engagements with diverse sets of stakeholders to help identify material issues, evaluate business strategy and operations, products, services and solutions, minimise reputational risk and positively influence our internal and external environment. The key internal stakeholders of the Bank include the senior management and employees, while its external stakeholders comprise of shareholders & investors, customers, regulatory authorities, community & NGOs, industry & peers, vendors & service providers, media and academia. The Bank continues to actively engage with its various stakeholders throughout the year, through various modes of engagement.

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

For more details, Refer Page no. 72 of stakeholder engagement section of the Bank's Integrated Annual Report for FY 2023-24.

Stakeholders 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
Shareholders & Investors	No	- Investor Meets - Top Management roadshows - Investor grievance channels Whistle-blower mechanism, emails - Face-to-face meetings - Annual General Meetings - Annual Report and Sustainability Report - ESG assessments by investor-focused agencies - Investor Relations portal on website	- Need-based - Periodic - Annual - On-going	The Bank conducts a proactive and focused engagements with diverse sets of stakeholders which helps identify significant material issues for the Bank, evaluate business strategy and operations, products, services and solutions, minimises reputational risk and positively influence our internal and external environment.
Customers	No	- Formal and informal means at branches, offices and on ground - Social media communications - Print and television marketing campaigns - Customer Care channels - App, telephone, email, website - Customer Satisfaction surveys - Financial Literacy programs - Brochures and word of mouth	- On-going - Event-based - Periodic	
Senior Management	No	- Board meetings - Management Committee meetings - Axis Blitz program	On-going	
Employees	No	- Town Halls - Training and capacity development programmes - Whistle-blower mechanism - Annual performance appraisals - Intranet portal - MyConnect - Internal communications - webcasts, newsletters, surveys, mails - Axis Cares - Employee payroll giving - Senior management visits to locations	- On-going - Event-based	
Regulatory Authorities	No	- One-to-one as well as group meetings - Telephone, email and mail correspondence - Periodical submission of business & operational performance - Mandatory regulatory filings including to RBI and SEBI - Engagement at banking platforms and meetings	- Periodic - Need-based	
Community & NGOs	Yes	- Direct CSR initiatives at multiple locations - Axis Cares - Employee payroll giving - CSR interventions by Axis Bank Foundation and its implementation partners - Whistleblower Mechanism	- Periodic - Need-based - On-going	
Industry & Peers	No	- Industry and trade associations - Participation in multilateral platforms - Direct, one-on-one engagements	- Event-based - Need-based	
Vendors and service providers	No	- One-on-one vendor meets - Techno-commercial discussions and service engagements - Governance-related meetings - Supplier Assessments - Email, telephone and mail communications - Whistle-blower Mechanism	- On-going - Periodic - Need-based	
Media	No	- Press Releases - Interviews in print and television - Emails and telephonic communications - PR agency partnerships - Media Days	- Event-based - On-going	
Academia	No	- Campus Placements - Campus engagements - Common industry forums	On-going	



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.**

The Bank engages with a wide range of stakeholders who help identify material issues, evaluate business strategy and operations, products, services and solutions, minimise reputational risk and positively influence internal and external environment. The engagements include stakeholder engagement and materiality exercise, customer satisfaction surveys, town halls, training programs, social media platforms etc. The inputs received from diverse range of stakeholders are communicated to the Board and senior management to seek their guidance and action.

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. The outputs of Stakeholder Engagement & Materiality Analysis exercise are used to identify the most relevant material issues pertaining to environment and social factors and the Bank has further reported the targets, progress of the projects and activities pertaining to each material issue, refer page no. 72-83 of Stakeholder Engagement section of the Bank's Integrated Annual Report for FY 2023-24.

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

The Bank's 'OPEN' philosophy continues to shape its strategy and actions towards creating long-term impact on the community. CSR interventions consciously strive to positively impact the lives of the most marginalised communities, such as those in India's Aspirational Districts or in the country's remote regions. The Financial Inclusion Program is the Bank's flagship intervention to promote the financial integration of opportunities for economically weaker sections in rural and urban India. Through, Axis Dil-Se, one of the Bank's flagship umbrella programs in education, it focuses on providing children from remote regions in India such as the North-east access to quality education and learning opportunities. The Bank is also working with vulnerable communities towards strengthening their climate adaptation and building climate resilience.

PRINCIPLE 5 Businesses should respect and promote human rights

Essential Indicator

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-2024			FY-2023		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	104,332	104,332	100%	91,898	91,898	100%
Other than permanent	Nil	Nil	Nil	Nil	Nil	Nil
Total Employees	104,332	104,332	100%	91,898	91,898	100%
Workers						
Permanent						
Other than permanent						
Total Workers						

N.A.

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

Category	Total (A)	FY-2024				Total (D)	FY-2023			
		Equal to Minimum Wage		More than Minimum Wage			Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		% (E / D)	No. (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 2024, 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	9,508	9,508	100%	Nil	Nil	9,132	9,132	100%	Nil	Nil
Male	8,163	8,163	100%	Nil	Nil	7,931	7,931	100%	Nil	Nil
Female	1,345	1,345	100%	Nil	Nil	1,201	1,201	100%	Nil	Nil
Workers										
Permanent	N.A.									
Male										
Female										
Other than Permanent										
Male										
Female										

3. Details of remuneration/salary/wages

a. Median/Remuneration/Wages

The Bank's remuneration practices are underpinned by principles of meritocracy and fairness. The remuneration system strives to maintain the ability to attract, retain, reward and motivate talent in order to enable the Bank to attain its strategic objectives within the increasingly competitive context in which it operates. The Bank's pay-for-performance approach strives to ensure that both internal and external equity are in line with the emerging market trends. The Bank has formulated and adopted a Remuneration Policy for Non-Executive Chairman and Non-Executive Directors of the Bank which provides guidelines for payment of remuneration to the Non-Executive Chairman and Non-Executive Directors of the Bank. During fiscal 2022, the said policy was amended in line with RBI circular on Corporate Governance in Banks - Appointment of Directors and Constitution of Committees of the Board dated 26 April, 2021. The Bank has also formulated a Remuneration Policy for MD & CEO, Whole-Time Directors, Material Risk Takers, Control Function Staff and other employees of the Bank, in terms of the provisions of the Companies Act, 2013, SEBI Listing Regulations and Guidelines on Compensation of Whole-Time Directors /Chief Executive Officers / Material Risk Takers and Control Function staff, issued by the RBI on 4 November, 2019. This Remuneration Policy inter alia contains guidelines relating to compensation structure consisting of fixed pay, variable pay, employee stock options, compensation revision cycle and framework regarding malus / clawback.

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	Please refer to 'Disclosure on Remuneration' made in Bank's Integrated Annual Report FY 2023-24.			
Key Managerial Personnel				
Employees other than BoD and KMP				
Workers	N.A.			



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

	FY-2024
Gross wages paid to females as % of total wages	20.9%

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. Guided by the Bank's Human Rights Policy and other pertinent policies that address various aspects of human rights, the Bank has in place the necessary management oversight to address such aspects in its operations. These include the ESG Committee of the Board and the Diversity, Equity and Inclusion Council at the Management level.

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

The Bank remains committed to respecting and imbibing internationally recognized human rights principles and standards and putting in place the systems and processes to ensure no human rights violations occur across the range of its operations. The Bank has a Human Rights Policy and it is accessible at <https://www.axisbank.com/docs/default-source/default-document-library/human-rights-policy.pdf>

The Policy guides the Bank's action on creating a safe & healthy workplace, that encourages diversity, equal opportunity, and fair practices in employee life cycle including compensation & benefits, redressal mechanism, that are relevant to organization and applicable to all employees, business partners and other relevant parties. The Policy supplements the Bank's Code of Conduct and Ethics that lays down standards for acceptable employee behaviour on various professional and ethical aspects.

The Bank has formulated a Whistleblower policy to maintain highest standards of ethics, integrity, accountability and transparency and to provide safeguards to various stakeholders including shareholders, depositors and employees. This Policy provides employees the opportunity to address serious concerns arising from irregularities, malpractices and other misdemeanours committed by the Bank's personnel by approaching the Whistleblower Committee of the Bank. The Mechanism allows the Bank's internal and external stakeholders to report any issue or occurrence committed, confidentially and without fear of retribution. The Bank has in place an employee portal, H-Response, for employees to communicate their grievances or concerns to the Management in a confidential and secure manner. The Bank also has an Internal Complaints Committee on the Prevention of Sexual Harassment (POSH) continues to deliver on its mandate of making the Bank a safe and secure environment for its female employees, working on various aspects related to awareness, training and redressal.

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

	FY-2024			FY-2023		
	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	36	08	-	34	5	-
Discrimination at workplace			Nil			
Child labour						
Forced Labour / Involuntary Labour						
Wages			Nil			
Other human rights related issues						

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

	FY-2024	FY-2023
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	36	34
Complaints on POSH as a % of female employees / workers	0.13%	0.14%
Complaints on POSH upheld	20	21

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

The Bank has a Prevention of Sexual Harassment (POSH) policy, and all employees undergo a mandatory annual training for the same. The POSH module and the policy enable all those working, associated and visiting the Bank to raise their concerns and make complaints without fear. The employees are also informed that during the period of investigation, the aggrieved person may request the Central Internal Committee (CIC) for temporary separation from the accused. The Bank would ensure that the complainant, witnesses or the person(s) against whom the complaint is made are not victimized or discriminated against while dealing with the complaints of sexual harassment. Complete protection is given to the complainant against any unfair practice like retaliation, threat, or intimidation of termination/suspension of service, disciplinary action, transfer, demotion, refusal of promotion, discrimination, any type of harassment, biased behaviour including any direct or indirect use of authority to obstruct the complainant's right to continue to perform his/her duties/functions.

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

Yes. The Bank's evaluation criteria for vendors includes social and environmental considerations, focusing on compliance to standardised norms and regulations for environment, health & safety, human rights, labour, among others. The Bank has mandated a supplier sign-off mechanism on a Supplier Code of Conduct.

Further, the Bank has in place an ESG policy for lending, as a part of which it performs Environmental and Social Due Diligence of the projects it invests in. The provisions of the policy can be accessed here - <https://www.axisbank.com/docs/default-source/default-document-library/esg-policy-and-procedure.pdf>

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 Directors' Report of the Bank's Integrated Annual Report FY 2023-24.

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 in place an ESG Policy for Lending, which integrates Environmental and Social Risk consideration in the Bank's credit appraisal mechanism. This policy includes protection of human rights and assures fairness, inclusion in development opportunities for all stakeholders. The policy can be accessed at <https://www.axisbank.com/docs/default-source/default-document-library/esg-policy-and-procedure.pdf>

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?

The Bank remains committed to being an organisation with strong respect for human rights, inclusive environment & safe work conditions and ethically sound business practices for employees. The Bank has employed 112 persons with disabilities under its ACCESS program (The Axis disability hiring program). The Bank strives to create an inclusive and safe work environment for its employees; it has initiated the creation of signages for inclusive restrooms in its large offices, which are accessible to persons with physical disabilities. The signage has a braille script for easy navigation for persons with visual impairment.



4. Details on assessment of value chain partners:

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

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: (Numbers are in TJ)

Parameter	FY-2024	FY-2023
From renewable sources		
Total electricity consumption (A)	43.69	11.94
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)	43.69	11.94
From non-renewable sources		
Total electricity consumption (D)	752.60	894.19
Total fuel consumption (E)	101.53	99.74
Energy consumption through other sources (F)	0.00	0.00
Total energy consumed from non-renewable sources (D+E+F)	854.13	993.93
Total energy consumed (A+B+C+D+E+F)	897.83	1005.42
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) (Joules/Rupee)	681.15	988.96
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP) (GJ/Rupee adjusted for PPP)	0.0000153	Not Available
Energy intensity in terms of physical output		
Energy intensity (optional) – the relevant metric may be selected by the entity (GJ/FTE)	8.61	10.96

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 DNV Business Assurance India Private Limited.

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.

Not Applicable

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

Parameter	FY-2024	FY-2023
Water withdrawal by source (in kilolitres)		
(i) Surface water	Not Available	Not Available
(ii) Groundwater	Not Available	Not Available
(iii) Third party water	Not Available	Not Available
(iv) Seawater / desalinated water	Not Available	Not Available
(v) Others	Not Available	Not Available
Total volume of water withdrawal (in kilolitres/Year) (i + ii + iii + iv + v) (Data included for 9 offices only)	1,94,074	-----
Total volume of water consumption (in kilolitres/Year) (Reported for 9 offices only)	1,94,074	Not Available
Water intensity per rupee of turnover (Total water consumption / Revenue from operations) (Water consumption is reported for 9 offices only) (Litre/Rupee)	0.000147	-----
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) (Litre/Rupee adjusted for PPP)	0.00330	Not Available
Water intensity in terms of physical output	Not Available	Not Available
Water intensity (optional) – the relevant metric may be selected by the entity	Not Available	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, Independent assurance has been carried out by DNV Business Assurance India Private Limited.

4. Provide the following details related to water discharged:

Parameter	FY-2024	FY-2023
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	Not Available	Not Available
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater	Not Available	Not Available
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater	Not Available	Not Available
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties	Not Available	Not Available
- No treatment		
- With treatment – please specify level of treatment		
(v) Others	Not Available	Not Available
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

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 DNV Business Assurance India Private Limited.



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

Not Applicable

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

Parameter	Please specify unit	FY-2024	FY-2023
NOx	-	N.A.	N.A.
SOx	-	N.A.	N.A.
Particulate matter (PM)	-	N.A.	N.A.
Persistent organic pollutants (POP)	-	N.A.	N.A.
Volatile organic compounds (VOC)	-	N.A.	N.A.
Hazardous air pollutants (HAP)	-	N.A.	N.A.
Others – please specify	-	N.A.	N.A.

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.

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

Parameter	Unit	FY-2024	FY-2023
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	Diesel Consumption: CO ₂ - 7,376.48 (Tons) CH ₄ - 27.77 (tCO ₂ e) N ₂ O – 16.31 (tCO ₂ e) Refrigerants – 8,374.01 (tCO ₂ e)	Diesel Consumption: CO ₂ - 7,390.65 (Tons) CH ₄ - 29.12 (tCO ₂ e) N ₂ O – 16.34(tCO ₂ e) Refrigerants – 2003.44 (tCO ₂ e)
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	1,49,684.74	2,01,192.57
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	g CO ₂ e/ Rupee	0.126	0.21
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)		0.00000281	----
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	Full time Employee (FTE)	1.59	2.30

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 DNV Business Assurance India Private Limited.

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

The Bank is committed to investing in digital solutions and multi-pronged energy-conserving initiatives to further the Bank's commitment to achieving greater environmental efficiency in its operations. Key initiatives include:

- Implementation of Solar energy project at Solapur, aggregating ~ 2 MW which helped avoiding ~ 2,286.16 tCO₂e of carbon emissions in fiscal 2024.
- Procuring solar power of ~1 MW (3.50 Lakhs units p.a.) under Power Purchase Agreement (PPA) Model from fiscal 2020 for Bank's Data Centre in Bengaluru. The Bank has consumed ~ 47.35 lac units of electricity for its Data Centre, alone in FY 2024, which helped in avoiding ~3,390.26 tCO₂e of carbon emissions.

- In FY 2024, the implementation of CEMS in 600 branches helped save 39.05 lac units of electricity, which resulted in avoiding ~2,796.26 tCO₂e of carbon emissions.
- 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 ~2,928.07 tCO₂e of carbon emissions.
- Axis House, Worli has an additional solar power capacity of 227 KW. This is used explicitly for the machinery in the building. This has helped in avoiding ~85.71 tCO₂e of carbon emissions.
- Maintenance of unity power factor through APFC panels in auto mode for optimum use of power at Axis House Mumbai and Axis House Noida.
- 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.

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

Parameter	FY-2024	FY-2023
Total Waste generated (in metric tonnes)		
Plastic waste (A) - 07 offices	4.99	1.92
E-waste (B) - PAN India	28.79	38.45
Bio-medical waste (C)	0.00	No data available
Construction and demolition waste (D) - 3 offices	4.57	No data available
Battery waste (E) - 1 office	34.76	No data available
Radioactive waste (F)	0.00	N.A.
Other Hazardous waste. Please specify, if any. (G)	0.00	
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector) (Reported for selected offices)	• Paper Waste – 234.69 (11 offices) • Metal Waste – 9.73 (03 offices) • Glass Waste – 0.54 (03 offices) • Organic Waste - 157.08 (08 offices)	Paper Waste – 122.04
Total (A+B + C + D + E + F + G + H)	475.15	162.41
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations) (waste generation reported for selected offices only) (kg/rupee)	0.0000003605	----
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) (Tons/Rupee adjusted for PPP)	0.00000000808	----
Waste intensity in terms of physical output	----	----
Waste intensity (optional) – the relevant metric may be selected by the entity	----	----
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled		
(ii) Re-used	----	----
(iii) Other recovery operations	----	----
Total		
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	No data available	No data available
(ii) Landfilling	No data available	No data available
(iii) Other disposal operations	Sold to authorised scrap dealers	---
Total		

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 DNV Business Assurance 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.

Given the nature of the Bank's business activities, which is providing banking products and services to serve its customers and stakeholders, it largely consumes resources for running its banking operations. This includes purchased electricity and the use of diesel gen sets at its branches, and use of paper in its banking forms, statements, and other such documents that the Bank uses to conduct its banking activities.

The Bank has in place its Policy on Environmental Management that provides a strategic guidance to its activities aimed at enhancing resource use efficiency and waste reduction while improving productivity and efficiency. Through varied initiatives, the Bank works towards reducing its resource consumption, as well as focus on enhancing energy efficiency. In addition, the digitization of its internal processes has aided its efforts, such as by replacing the need for paper.

The Bank also engages with authorised waste recycling vendors empanelled with SPCBs (State Pollution Control Boards) and CPCB (Central Pollution Control Board) for disposal of e-waste in compliance with pertinent government regulations. The waste-paper and plastics are given to local scrap dealers for recycling purposes. In general, the Bank does not utilise any hazardous and toxic chemicals in its products and processes, thus, it does not generate any hazardous or toxic by-product or waste as an outcome.

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:

Sr. 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.
			N.A.

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
					N.A.

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 taken, if any action
				N.A.

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-2024	FY-2023
Water withdrawal by source (in kilolitres)		
(i) Surface water	Not Available	Not Available
(ii) Groundwater	Not Available	Not Available
(iii) Third party water	Not Available	Not Available
(iv) Seawater / desalinated water	Not Available	Not Available
(v) Others		
Total volume of water withdrawal (in kilolitres)	Not Available	Not Available
Total volume of water consumption (in kilolitres)	Not Available	Not Available
Water intensity per rupee of turnover (Water consumed / turnover)	Not Available	Not Available
Water intensity (optional) – the relevant metric may be selected by the entity	Not Available	Not Available
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	Not Available	Not Available
- No treatment		
- With treatment – please specify level of treatment		
(ii) Into Groundwater	Not Available	Not Available
- No treatment		
- With treatment – please specify level of treatment		
(iii) Into Seawater	Not Available	Not Available
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties	Not Available	Not Available
- No treatment		
- With treatment – please specify level of treatment		
(v) Others	Not Available	Not Available
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

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 DNV Business Assurance India Private Limited.



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

Parameter	Unit	FY-2024	FY-2023
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)	Metric tonnes of CO ₂ equivalent	39,888.28	54,745.69
Total Scope 3 emissions per rupee of turnover	g CO ₂ e/ Rupee	0.030	0.054
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	Full Time Employee (FTE)	0.38	0.60

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 DNV Business Assurance India Private Limited.

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.

Not Applicable. As an institution providing financial services, the Bank does not cause any significant, direct impact on biodiversity. The Bank assesses the environmental and social risks as part of its lending activities as per ESG Policy for Lending for Wholesale Banking.

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:

Sr. 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	The details of this initiative are published on page no. 168 of the Bank's Integrated Annual Report for FY 2023-24	In FY 2023-24, the implementation of CEMS in 600 branches helped save 39.05 lac units of electricity, which resulted in saving ~2,796.26 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.

The BCP & Crisis Management Committee (BCPMC) exercises oversight on the implementation of the Bank's approved Business Continuity Plan (BCP) framework, which is an integral component of its overall risk governance framework and has been put in place to ensure continuity of service to its large customer base. The effectiveness of the approved Business Continuity Plan (BCP) framework is tested for all identified critical internal activities to ensure readiness to meet various contingency scenarios. The Policy is accessible at:

<https://www.axisbank.com/docs/defaultsource/noticeboard/customerserviceinformation/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?

Not Applicable

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

Not Applicable

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

Essential Indicator

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

Empanelment on 26 industry bodies/committees

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 anticompetitive conduct by the entity, based on adverse orders from regulatory authorities.

Name of authority	Brief of the case	Corrective action taken
Competition Commission of India (CCI)	The CCI vide its letter dated August 17, 2023 had imposed a penalty of ₹ 40 lakhs on the Bank in relating to its investment in CSC e-Governance ("CSC"), on account of not notifying the CCI or taking their approval for the investment made in CSC e-Governance.	The Bank had paid the penalty.

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
There are no such positions taken by the Bank.					

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.

The Bank's operations do not involve any projects which require need for any Social Impact Assessments. However, from a CSR standpoint, to ensure adherence to programme objectives and maximization of social impact, the Bank works closely with its implementing partners on CSR programme design, the implementation model, and the governance and reporting of impact during the course of the programme. Impact Assessments of eligible CSR projects as per directives of the Ministry of Corporate Affairs are carried out 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, in the following format:

Sr. 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 services provider, the Bank's business operations typically may not lead to any community-related grievances. As a part of the Bank's Corporate Social Responsibility activities, the Bank weaves provisions for receiving and acting on community grievances in its programs, including direct interactions with the community. The Bank conducts baseline, midline and end line studies of its CSR programmes to ensure its interventions remain aligned to community needs and expectations at all times.

The Bank also has in place a whistleblower mechanism to capture any grievance / complaint of any internal or external stakeholder which includes vendors, communities etc. The e-mail ID which is accessible to all its internal and external stakeholders is whistleblower@axisbank.com.

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

	FY-2024	FY-2023
Directly sourced from MSMEs/ small producers	11%	9%
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-2024
Rural	3.9%
Semi-urban	9.7%
Urban	19.5%
Metropolitan	66.9%

- *Numbers mentioned above are specific to Indian geography.
- Classification is based on the RBI Guidelines and Census 2011. As per the latest census all, urban would be classified as metropolitan based on the population index.

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:

Sr. No.	State	Aspirational District	Amount spent (In ₹ crore)
1	Assam	Baksa	0.48
		Barpeta	
		Darrang	
		Goalpara	
2	Bihar	Araria	4.73
		Aurangabad	
		Banka	
		Begusarai	
		Gaya	
		Jamui	
		Katihar	
		Khagaria	
		Muzaffarpur	
		Nawada	
		Purnia	
		Sheikhpura	
		Sitamarhi	
3	Chhattisgarh	Bastar	5.23
		Bijapur	
		Dantewada	
		Kanker	
		Kondagaon	
		Korba	
		Mahasamund	
		Narayanpur	
		Rajnandgaon	
4	Gujarat	Dahod	1.81
		Narmada	
5	Jammu & Kashmir	Baramulla	0.01
6	Jharkhand	Bokaro	8.38
		Chatra	
		Dumka	
		East Singhbhum	
		Garhwa	
		Giridih	
		Godda	
		Gumla	
		Hazaribagh	
		Khunti	
		Latehar	
		Lohardaga	
		Palamu	
		Ramgarh	
		Ranchi	
		Sahebganj	

Sr. No.	State	Aspirational District	Amount spent (In ₹ crore)
		Simdega	
		West Singhbhum	
		Raichur	
		Yadgir	
7	Karnataka	Wayanad	0.14
8	Kerala	Barwani	0.13
9	Madhya Pradesh	Chhatarpur	1.35
		Damoh	
		Guna	
		Khandwa (East Nimar)	
		Rajgarh	
		Singrauli	
		Vidisha	
		Gadchiroli	
		Nandurbar	
		Osmanabad (Dharashiv)	
10	Maharashtra	Washim	0.69
11	Meghalaya	Ri Bhoi	0.34
12	Nagaland	Kiphire	0.42
13	Odisha	Balangir	13.66
		Dhenkanal	
		Gajapati	
		Kalahandi	
		Kandhamal	
		Koraput	
		Malkangiri	
		Nabarangpur	
		Nuapada	
		Rayagada	
14	Rajasthan	Baran	0.06
		Jaisalmer	
		Sirohi	
15	Tamil Nadu	Ramanathapuram	1.31
		Virudhunagar	
16	Uttar Pradesh	Bahraich	0.09
		Balrampur	
		Chandauli	
		Fatehpur	
		Sonbhadra	
17	Uttarakhand	Haridwar	0.05
		Udham Singh Nagar	
Total			38.90

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)
- (b) From which marginalized /vulnerable groups do you procure?
- (c) What percentage of total procurement (by value) does it constitute?

The Bank does not have a preferential procurement policy addressing the above parameters. However, the Bank does focus on green procurement wherever applicable.

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/ (Yes/No)	Acquired	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 the Authority	Brief of the Case	Corrective action taken
	N.A.	

6. Details of beneficiaries of CSR Projects:

Sr. No.	CSR Projects	No. of persons benefited with CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Education	~ 22,000 persons	99.35%
2.	Environment	1.33 million trees planted as of 31 st March 2024	NIL
3.	Financial Inclusion	~ 11,00,000	100%
4.	Sustainable Livelihood	~ 3,85,350 Households FY-2024	100%

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

Essential Indicator

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

The Bank is committed to delivering the highest levels of customer experience and satisfaction to its customer base and has put in place the requisite frameworks and measurements to gauge customer satisfaction across key journeys, touch points and business lines. The Bank collects feedback from customers via online surveys and telephonic interviews for select segments, wherein surveys are sent through SMS and emails to customers.

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

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



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

#	FY-2024		Remarks	FY-2023		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data Privacy	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Unfair Trade Practices*	16,940		The Bank shall report the complaints pending resolution for Unfair Trade practices going forward.	38,197	**	-
Other	-	-	-	-	-	-

* The Bank categories customer complaints as per the 16 categories of Unfair Trade Practices as defined by the RBI in its circular dated 27th Jan 2021. This data includes the following two categories – Mis-selling & Non-observance of Fair Practices Code.

The Bank shall report consumer complaints on Advertising, Delivery of essential services and Restrictive Trade practices going forward.

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

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

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.

The Bank pursues a holistic Information and Cyber Security programme with a comprehensive Information Security Policy, Cyber Security Policy and standards based on industry best practices, with compliance to regulatory guidelines and in alignment to regulatory directives on Information and Cyber security. The Bank has invested in strong technical and administrative controls to proactively prevent, detect, and timely contain and respond any suspicious activity. The Bank is compliant to ISO 27001 standard and PCI DSS standards. The Bank remains committed to adopting the highest standards for customer privacy and data security, and is guided by its Customer Privacy Policy, accessible at https://www.axisbank.com/docs/default-source/code-of-commitment_comprehensive-notice-board/g13-privacy-policy.pdf?sfvrsn=0

Details of the Bank's Information Technology and Cyber Security governance, controls and initiatives during the year are provided in the 'Information Technology and Cyber Security' section of the Management Discussion & Analysis in the Bank's Integrated Annual Report 2023-24.

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.

The Bank has institutionalized its commitment to preserving privacy of its customers whilst providing them with innovative solutions to make banking seamless and inclusive for all through the focus on people, process, and technology.

The Bank has not received any privacy complaints in the FY-2024. The Bank's Privacy Policy aims to enhance customer awareness towards its systems for protecting and processing personal data responsibly. The Bank follows all regulatory norms on displaying privacy notices to customers for its products and services.

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches

None, No data breach reported in fiscal 2024.

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

None

c. Impact, if any, of the data breaches

None

Leadership Indicators

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

The Bank's products and services cater to a wide spectrum of the Indian economy and its society and are designed to best meet their needs and requirements. The Bank has the necessary checks and balances in place to ensure that its product offerings meet the stringent norms put in place by the Reserve Bank of India, and that its representatives, especially those dealing directly with customers, whether in person, on the phone, or online, are adequately trained on critical Know Your Customer policies, and equipped with the relevant 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 the Bank's website at <https://www.axisbank.com/webforms/code-of-commitment>.

The Bank publishes information about its varied range of financial products and services in its website <https://www.axisbank.com/explore-products>

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

The Bank has in place a Privacy Policy for customers to increase awareness on the steps taken by the Bank to protect and process personal data of customer, in a responsible manner.

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

The Bank has adequate measures in place towards informing its customers of any risks of disruption or discontinuation of its services, which are also guided by the appropriate regulations for the sector. These are also guided by the Bank's Business Continuity Plan (BCP) framework, which is an integral component of its overall risk governance framework and has been put in place to ensure continuity of service to its large customer base.

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 ensures that its products and services are transparent, easily understood by, and clearly communicated to its customers in line with the extant rules and guidelines of the regulator as well as standard setting bodies such as the Banking Codes and Standards Board of India. Accordingly, products' pricing, the associated risks, the terms and conditions that govern use over a product's life cycle and the responsibilities of the customer and the Bank are clearly disclosed. In pursuance of the above, 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 decisions/ 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.