

Our Approach to Creating Enduring Value



An Integrated Approach

Our purpose - Banking for an equitable and inclusive economy, thriving community and a healthier planet, best underscores our role as an institution. As an integral component of the economy, we help meet the diverse and manifold banking needs of Millions of Indians.

These requirements range from individuals in urban and rural India, small businesses, corporations, civil society organisations and government institutions, in addition to being the channel for their savings and investments.

We play an integral role in driving investments into critical aspects of the economy such as creation of crucial social and economic infrastructure, ranging from schools and hospitals to roads, bridges, and urban mass transportation systems.

We also drive financial inclusion of the unbanked and underbanked population in the country, helping them enter the financial mainstream with microfinance schemes, basic bank accounts and other such facilities that make them financially secure.

We strive to deliver on the wellbeing and professional advancement of our employees, the social and economic progress of the community, and maintaining the trust of our partners and overall value chain.

The Bank's value creation process has been derived from the Integrated Reporting framework and covers its strategy, governance, systems and processes, and outcomes related to its diverse business and non-business activities. A pictorial depiction of the Bank's value creation model can be accessed on page 12 of the Bank's Sustainability Report for FY 2018-19, accessible on our website.

Alignment with Global Sustainable Development Agenda

The principles of equitable and sustainable development are the most prominent tenets guiding global economic activity today. As large organisations move from 'profit' to 'purpose' and investors, regulators and civil society rapidly adopting the principles of E, S and G, Axis Bank remains cognisant of its responsibility to actively participate and contribute to driving forward India's equitable and sustainable economic transition.



Pertinent business and non-business activities of the Bank are aligned to the pertinent Sustainable Development Goals, as well as to India's commitments under the Paris Agreement. We shall continue to actively align our organisational activities with the Sustainable Development Goals and the global climate action agenda, and commit ourselves to scaling the activities that can deliver greater social and environmental impact.

GPS Progress

Through these unprecedented times, we remain committed to delivering on our medium-term strategic goals under the vectors of Growth, Profitability and Sustainability. During the year, we continued to invest in several initiatives and strategic projects in line with our GPS strategy.



Growth

- Led by our focus on building granularity across businesses and strong focus on execution, we have delivered strong growth across our focused segments
- Our CBG loan growth stood at 13% y-o-y
- Retail disbursements touched all-time highs during the fourth quarter



Profitability

- Net profit grew by 305% y-o-y
- Operating profits grew by 10% with NIMs improving to 3.53%
- Our cost to assets has moderated during the year to 1.96% from 2.09% and we continued to focus on building cost consciousness across the Bank




















Sustainability

- In the last two years, we have taken concrete actions towards strengthening the core around policies, processes, controls, and operations
- We have progressively strengthened our risk management framework and our credit underwriting processes

[Read more in Axis Bank Annual Report 2020-21](#)

Aligning ourselves to the Global Developmental Agenda

UN SDGs	Axis Bank Programmes	Output and Outcomes*		Read More
	Coverage of national social security schemes under Axis Sahyog programme	9.06 Lakhs savings accounts under PMJDY	8 Lakhs borrowers under MUDRA Scheme	 41-42
		7.15 Lakhs Atal Pension Yojana customers		
	Building rural resilience under ABF's Sustainable Livelihoods Programme	0.92 Million households reached under ABF's Mission 2 Million	198 Districts in 25 states where ABF is active	 70-73
	Axis DilSe Programme in Manipur	300+ students		 74
	Axis Bank Scholarship Program at Ashoka University	10 Women Axis Bank Scholars		 75
	Museum of Solutions for children at Mumbai	<i>Under construction, scheduled in FY 2021-22</i>		 76
	CSR programme in Financial Literacy and Financial Inclusion under Axis Sahyog	9 Lakhs+ participants reached		 76-77
	Retail Loans in Education sector	~ 22,900 customers		 45
	Women-led SHGs under Axis Sahyog Microfinance Program	16 Lakhs+ women borrowers		 41-42
	Diversity, Equity, and Inclusion at Axis Bank	- Axis Women in Motion programme - We Lead initiative - D, E & I Policy launched		 55-56
	POSH Policy and governance mechanisms	24 POSH workshops conducted pan-India		 56
	Solar power generation and renewable energy procurement at branches and offices	7.05 MW in-house solar capacity		 83
	Wholesale Lending and financing Portfolio in renewable energy	~ ₹9,753 Crores green corporate lending portfolio		 79
	Internal energy efficiency initiatives	~ 15,360 tCO₂e emissions avoided		 83-84

	Skill development interventions under Sustainable Livelihoods Program by ABF	~ 48,400 <i>beneficiaries under Skilling</i>	73
	Lending and financing to Greener infrastructure, including mass transport and green buildings	~ ₹9,753 Crores <i>green corporate lending portfolio</i>	79
	Lending and financing to MSME Sector	₹69,850 Crores <i>of SME advances</i>	44
	Axis Sahyog Microfinance programme	6.38 Lakhs ₹2,027 Crores <i>accounts opened</i> <i>disbursed</i>	41
	SHG creation and capacity building in rural India by ABF	<i>- Nurturing rural entrepreneurs</i> <i>- Promoting collective bargaining</i>	73-74
	Lending to the Affordable housing sector by Axis Bank	83,000+ <i>customers, with outstanding portfolio of ~ ₹9,580 Crores</i>	45
	Urban Development partnerships under Government Coverage	<i>Pan-India mandates under Aadhar enabled services, Smart Cities Mission, Government e-Marketplace, FDMS</i>	52-53
	Lending to Mass Rapid Transport and green buildings under sustainable portfolio	~ ₹9,753 Crores <i>green corporate lending portfolio</i>	79
	Promoting sustainable agricultural practices, watershed development and soil conservation under ABF's Sustainable livelihoods programme	<i>Management of natural resources among rural communities</i>	72-73
	Waste management initiatives in Axis Bank offices	~21.4 Tonnes 12.6 Tonnes <i>of wet and dry waste from Mumbai offices processed</i> <i>of e-waste responsibly disposed</i>	83
	Lending and financing to Renewable energy sectors under sustainable finance portfolio	~ ₹9,753 Crores <i>green corporate lending portfolio</i>	79
	Climate resilience interventions under Sustainable Livelihoods programme by ABF	<i>- Watershed management</i> <i>- Conservation and regeneration of natural resources</i>	71-72