

Fostering Impactful Dialogues

Our purpose is meaningless without the active participation of our stakeholders in the course of its realisation. We continue to engage with them to account for their needs, expectations and aspirations, taking care to uphold them in all our decision-making. Such meaningful engagements shape our processes and enhances the value we create.



SHAREHOLDERS & INVESTORS



CUSTOMERS



SENIOR MANAGEMENT



EMPLOYEES



REGULATORY AUTHORITIES

Modes of engagement

<ul style="list-style-type: none"> • Investor meets • Top Management roadshows • Investor grievance channels – Whistleblower mechanism, emails • Face-to-face meetings • Annual General Meeting • Annual Report and Sustainability Report • ESG assessment by investor-focused agencies such as MSCI ESG Research and Sustainalytics • Investor relations information portal on website 	<ul style="list-style-type: none"> • Formal and informal means at branches • Social media communications • Print and Television marketing campaigns • Customer care channels – Telephone, email, on-website • Customer satisfaction surveys 	<ul style="list-style-type: none"> • Board meetings • Management committee meetings • Axis Blitz programme 	<ul style="list-style-type: none"> • Town-hall meetings • Training and capacity development programmes • Whistle-blower mechanism • Annual performance appraisals • Intranet portal – MyConnect • Internal communications - webcasts, newsletters, surveys, mails • Axis cares - Employee volunteering & payroll giving • Senior management visits to branches 	<ul style="list-style-type: none"> • One-on-one meetings and group meetings • Email and mail correspondence • Periodical submission of business & operational performance • Mandatory regulatory filings including to RBI and SEBI • Engagement at banking platforms and meetings
---	--	---	--	--

Frequency

<ul style="list-style-type: none"> • Need-based • Periodic • Annual • Ongoing 	<ul style="list-style-type: none"> • Ongoing • Eventual • Periodic 	<ul style="list-style-type: none"> • Ongoing 	<ul style="list-style-type: none"> • Ongoing • Eventual 	<ul style="list-style-type: none"> • Periodic • Need-based
---	---	---	---	--

We are aware of the potential direct and indirect impact our operations can have on our key stakeholders. We are also cognizant of the insights that regular, structured engagement with stakeholders can bring to our approach towards sustainability. Their concerns, inputs and feedback guide our sustainability strategy and help identify areas that we need to focus on, for long-term, sustainable growth.

We primarily adopt the following modes of engagement for regular and focused interaction with our stakeholders. Their inputs are critical to us while arriving at the topics most material. These material topics help address potential risks and opportunities, shape our business strategy and contribute towards the development of transparent, sustainability disclosures.

COMMUNITY & NGO'S	INDUSTRY & PEERS	VENDORS AND SERVICE PROVIDERS	MEDIA	ACADEMIA
<ul style="list-style-type: none"> • Axis DilSe initiative in Ladakh region • Axis Cares - Employee payroll giving • Financial literacy & Inclusion initiatives • CSR interventions led by Axis Bank Foundation 	<ul style="list-style-type: none"> • Industry and trade associations such as CII, FICCI • Participation in multilateral platforms 	<ul style="list-style-type: none"> • One-on-one vendor meets • Techno-commercial discussions and service engagements • Meetings related to audits, governance, compliance • Supplier sustainability assessments • Email communications • Whistleblower mechanism 	<ul style="list-style-type: none"> • Press releases • Interviews of top management in print and television • Emails and telephonic communications • PR agency partnerships • Media days 	<ul style="list-style-type: none"> • Campus placements • Common industry forums • CSR engagements
<ul style="list-style-type: none"> • Periodic • Need-based 	<ul style="list-style-type: none"> • Eventual 	<ul style="list-style-type: none"> • Ongoing • Periodic 	<ul style="list-style-type: none"> • Eventual • Ongoing 	<ul style="list-style-type: none"> Ongoing Eventual