

Nurturing a Thriving Workforce

We believe that an organisation is as good as its people. For us, our employees are the backbone of our success story and we take all necessary measures to consistently elevate their experience at the workplace. We have a vision to make Axis Bank a melting pot of talent, and we always strive to create an environment that is fair, safe, inclusive, and diverse. We remain committed to investing in our people, presenting them with the best of opportunities to grow, both personally and professionally.

Capital linkage



Stakeholder linkage



OUR MOST IMPORTANT ASSET

Our Equal Employment Opportunity Policy guides us towards developing a workplace that recognises and values diversity and inclusion. It reinforces our focus on merit as the sole criterion for employment and advancement within the organisation.

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

85,815

Total Employees

9,791

Total Contractual Workforce

24.66%

Women Employees

DIVERSITY, EQUITY AND INCLUSION

As a Bank, our culture encourages an inclusive workplace that not only allows diversity to exist, but to thrive. Our practices are in line with our policies and we ensure equity by providing a level-playing field for every employee.

We value individuality and cherish the fact that every employee is different and brings unique value to the table. While Diversity, Equity and Inclusion have always been central to our ethos, it was formalised as a commitment in FY 2020-21, with the release of the Diversity, Equity and Inclusion Policy.

➔ The Policy can be accessed here <https://www.axisbank.com/docs/default-source/default-document-library/diversity-equity-and-inclusion-policy.pdf>

We also have in place a Policy on Board Diversity to ensure that the Board is endowed with an appropriate balance of skills, experience and diversity of perspectives.

➔ Please refer to the Board Policy on Diversity here <https://www.axisbank.com/docs/default-source/corporate-governance/policy-on-board-diversity.pdf>

As a part of our ESG agenda, we have committed to a target of having 30% women in the workforce by 2027.





“The onus of inclusion lies on those who are included, not on those who are excluded”

Our focus is to go:

Beyond the Binary

- We have updated our policies for gender inclusiveness beyond the binary of man and woman (Our total count of women and men includes a transman and a transwoman). At work, people are recognised in alignment with their self-identified gender and not the sex assigned at birth.

Beyond Biases

- We created our signature DE&I awareness programme ‘Pause for Bias’ to help our employees rise beyond their inherent unconscious biases.
- We are setting up ‘Inclusion Circles’ with gender-diverse members, people with varied abilities, different cognitive and sexual orientations and those from diverse functions, to ensure that we get a wider perspective to realise our inclusive vision.

Beyond Abilities

- We recognise that disability is not a monolith, and so, we are identifying roles for Persons with Disabilities.
- We have initiated the creation of signages for inclusive restrooms in our large offices, which are accessible to persons with physical disabilities. The signage has a braille script for easy navigation for persons with visual impairment.

Beyond Stereotypes

- We have created signages for inclusive ‘all gender’ restrooms in our large offices, which are accessible to persons with disabilities. The signage has a braille script for easy navigation for persons with visual impairment.

24.66%

Overall Diversity Ratio as on March 31, 2022

56%

Women in Frontline staff¹

22%

Women in STEM²

¹Frontline Staff consists of Sales Channels, Retail RMs, BRO/Tellers

²STEM for Axis Bank consists of IT, BU, Dbat, ISS, BSG and CXT functions

#COMEASYOUARE CHARTER

In a pathbreaking move, we announced the #ComeAsYouAre charter on September 06, 2021, which is the third anniversary of the historic section 377 verdict that paved the path for LGBTQIA+ rights in the country. This charter is a preamble of policies and practices for employees and customers from the LGBTQIA+ community to make them feel welcome and included.

➔ For more details, please access our press release on the same. <https://www.axisbank.com/about-us/press-releases/axis-bank-announces-comeasyouare-a-charter-of-policies-and-practices-for-employees-and-customers-from-the-lgbtqia-community>

Through our overarching Diversity Equity and Inclusion Policy and Human Rights Policy, we are building an ecosystem that protects the rights of each employee, specifically those who belong to historically marginalised identities and communities.

We ensure affirmative action through our inclusive messaging as well as hiring mechanisms. All our job posts go with the prompt, "#ComeAsYouAre Women, LGBTQIA+ and PwD (People with Disabilities) candidates of all ages are encouraged to apply". As a part of the #ComeAsYouAre charter, a job walk-in drive was organised at our branches on National Coming Out Day. Through prior intimation to branches, key considerations were discussed with Branch Heads for conducting LGBTQIA+ inclusive interviews. The drive received 1,431 walk-in applicants across 15 Tier-1 and Tier-2 cities.

Right from the induction of new joiners to the regular programmes for existing employees, we diligently conduct our 'Pause for Bias' sessions to get our employees in a self-reflective mood about their unconscious biases.

In FY 2021-22, 36,941 Employees Participated in 187 'Pause for Bias' seminars.

We have put in place policies and have undertaken campaigns to promote inclusivity in the workplace. We also put emphasis on differential hiring, allowing access to a wider talent pool while creating opportunities for individuals from diverse backgrounds.

All our employees are free to exercise the lawful right to Freedom of Association. However, we do not have any trade union.

We have undertaken flagship initiatives to drive our DE&I agenda forward, taking forward our aspiration to be the front runner in building a diverse, equitable and inclusive workplace within the banking sector in India.

#HOUSEWORKISWORK

Under our new initiative #HouseworkIsWork, we invited job applications from homemakers with a minimum graduation qualification from recognised institutes. The underlying objective is to offer them an opportunity to re-join the workforce. The campaign received 3,000+ applications through job links, direct reach outs and employee references. These included details of the

applicants' previous work experience, work format preferences (such as WFH, GIG-A or full time), and preferred functions/departments. The applications were appropriately segregated and tagged to relevant internal recruiters.

~3,000

Applications received under the #Houseworkiswork campaign

BUILDING AN INCLUSIVE ECOSYSTEM

We realise that to create true value, we need to expand awareness and conversations beyond our own premises. To this end, we undertook several programmes during the year.

LinkedIn Advocacy

To create awareness about our approaches, we organise special conversations of social significance on our official LinkedIn page.

Axis VIBE

VIBE, in our parlance, stands for Varsity of Inclusive Business Enterprises. Through Axis VIBE, we create a consortium of inclusive businesses who engage and learn from each other about inclusive and equitable practices.

Axis Women in Motion

We launched an outreach initiative, Axis Women in Motion (WiM), to build awareness in women students across the country so they can stay engaged in society as economic entities. As a part of WiM, women leaders of the Axis Group interact and engage with students and faculty members, share their life stories and inspire them to develop into economically and emotionally independent entities. These conversations have been conducted across 41 institutes, covering 10,200+ students and 248 faculty members.

WORKFORCE DIVERSITY**Diversity in Workforce**

Gender Diversity (%)	FY 2020-21	FY 2021-22
Male	76.61	75.34
Female	23.39	24.66
Others	0.00	0.00
TOTAL	100.00	100.00

Workforce by Age

By Age (%)	<30 years	30-50 years	>50 years	TOTAL
2020-21	46	53	1	100
2021-22	41	58	1	100

¹ Employee Gender and Category Wise (Numbers)

	FY 2020-21	FY 2021-22
Male		
Top Management	7	9
Senior Management	187	198
Middle Management	6,377	7,521
Junior Management	25,888	29,864
Frontline Staff	27,536	27,063
SUB-TOTAL	59,995	64,655
Female		
Top Management	0	0
Senior Management	15	20
Middle Management	1,144	1,388
Junior Management	7,278	7,902
Frontline Staff	9,875	11,848
SUB-TOTAL	18,312	21,158
Others		
Frontline Staff	0	2
SUB-TOTAL	0	2
TOTAL	78,307	85,815

NEW HIRES**Age and Gender Wise (Numbers)**

	FY 2020-21	FY 2021-22
Male		
<30 years	8,245	10,407
30-50 years	5,892	11,412
>50 years	17	18
SUB-TOTAL	14,154	21,837
Female		
<30 years	3,473	5,980
30-50 years	1,005	2,433
>50 years	2	4
SUB-TOTAL	4,480	8,417
Others		
<30 years	0	2
SUB-TOTAL	0	2
TOTAL	18,634	30,256

Age and Gender Wise (Numbers)

	FY 2020-21	FY 2021-22
Male		
<30 years	25,260	23,649
30-50 years	34,096	40,278
>50 years	639	728
SUB-TOTAL	59,995	64,655
Female		
<30 years	10,840	11,929
30-50 years	7,419	9,157
>50 years	53	72
SUB-TOTAL	18,312	21,158
Others		
<30 years	0	2
SUB-TOTAL	0	2
TOTAL	78,307	85,815

Region Wise (Numbers)

	FY 2020-21	FY 2021-22
Central Office	3,643	4,472
Regional Offices (Navi Mumbai + Hyderabad)	4,378	4,803
North	21,064	23,391
East	13,820	14,778
West	17,381	19,127
South	17,860	19,109
Overseas	161	135
TOTAL	78,307	85,815

¹ Employees in the roles of Sales Channel, Retail RMs, BRO/Tellers are categorized as Frontline Staff effective FY2022. Corresponding figures for FY2021 have been published.

Turnover— Age and Gender Wise (Numbers)

	FY 2021-22
Male	
<30 years	1,406
30-50 years	1,053
>50 years	0
SUB-TOTAL	2,459
Female	
<30 years	600
30-50 years	168
>50 years	0
SUB-TOTAL	768
TOTAL	3,227



²Employee Category Wise (Numbers)

	FY 2020-21	FY 2021-22
Top Management	1	1
Senior Management	29	19
Middle Management	790	1,440
Junior Management	6,496	12,693
Frontline Staff	11,318	16,103
TOTAL	18,634	30,256

² New Hires denote employees who have joined during the year and are on-roll as on 31 March 2022. Total New hires for the FY2021-22 were at 33,483.

³Employee Category Wise (Numbers)

	FY 2021-22
Top Management	0
Senior Management	0
Middle Management	59
Junior Management	1,089
Frontline Staff	2,079
TOTAL	3,227

³ New Hires Turnover denotes employees who joined and resigned within the same year.

ATTRITION

Workforce Turnover⁴ – Age and Gender Wise (Numbers)

	FY 2021-22
Male	
<30 years	10,052
30-50 years	9,302
>50 years	50
SUB-TOTAL	19,404
Female	
<30 years	4,532
30-50 years	2,020
>50 years	4
SUB-TOTAL	6,556
TOTAL	25,960

⁴ Denotes voluntary attrition and includes New Hire exits.

Workforce Turnover – Employee Category Wise (Numbers)

	FY 2021-22
Top Management	0
Senior Management	21
Middle Management	1,002
Junior Management	8,742
Frontline Staff	16,195
TOTAL	25,960

TURNOVER RATE

Turnover Rate for Permanent Employees and Workers (%)

	FY 2021-22		
	Male	Female	Total
Permanent Employees	31.1	33.2	31.6

Voluntary exits considered which exclude exits on account of demise, retirement, and termination.

CATALYST

Catalyst, our internal job platform, provides mobility to employees seeking different and more challenging roles internally.

In FY 2021-22, we filled 802 vacancies through internal job postings 10x times higher than internal moves during FY 2020-21, which was 80.

SECURING THE WORKFORCE FROM COVID-19

We continued with our hybrid working model through most of the fiscal, after having initiated a complete 'work from home' mandate well before the surge of the second and third waves of COVID-19. Under the oversight of CERT, that was formed in FY 2020-21, we issued regular and timely health advisories, monitored staff health, focused on maintaining social distancing, sanitised all our business locations and undertook other safety measures throughout the year. The initiatives undertaken during FY 2020-21 continued to be applicable during the year and can be accessed on page 67 of the Sustainability Report 2020-21.

ENSURING A HARASSMENT-FREE WORKPLACE

We are committed to creating a healthy, safe and secure workplace that fosters respect and dignity for all individuals. We have a zero tolerance towards any forms of harassment and constantly strive to create an environment that is free from unwelcome, offensive and discriminatory behaviour. We also take measures to ensure that no human rights violations of any sort can occur, knowingly or unknowingly, across our operations and value chain.

The Policy on Prevention of Sexual Harassment (POSH) is applicable to all our employees and is aligned with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

The Internal Complaints Committee, along with the policy, create a safe workplace for our female employees. We work towards building awareness, training and redressal, putting in place mechanisms that prevent any adverse consequences on the complainant. A mandatory, bank-wide training programme on POSH is conducted on the Learning Management System for employees, to create awareness about the policy, its provisions and mechanisms, to prevent and deal with cases of harassment.

The primary interventions to raise awareness on our POSH Policy and redressal systems continued to be implemented across the Bank, including awareness posters at all branches and offices, screen savers on all computers, periodic publication of Ethical Times, and most importantly, POSH training and awareness sessions, which continued to be conducted virtually.

RESHAPING OUR WORKPLACE

We have initiated several programmes to reshape the way we work, making way for a productive and driven workplace.

GIG-A Opportunities

The GIG-A opportunities, launched in FY 2020-21, generated positive results, opening a completely new pool of talent for us. As of March 2022, 3,600+ employees were part of GIG-A Anywhere, of which 42% were women, 41% were from non-metro towns and 71% were non-bankers. Additionally, 110+ freelancers are with us now under the GIG-A Freelancer programme. 92% of the participants in the GIG-A programmes were satisfied with their roles and overall experience.

3,600+

Employees took part in the GIG-A Anywhere programme

Hybrid Work Model

We continue to operate under a hybrid work model which was launched last year in large offices. As per the model, our employees have the choice to attend office for two days a week.

~12,000 EMPLOYEES

Continued to work in the hybrid model, as of March 2022.

EMPLOYEE SATISFACTION

We work tirelessly to create a workplace that induces pride within all our employees. We conduct confidential surveys to better understand their perception and sentiments regarding our alignment of culture and actions, adhering to our five Core Values – Customer Centricity, Teamwork, Ethics, Transparency and Ownership. We score our employees’ favourable responses as shown in the following table.

Employee Engagement Scores (%)

Core Value	FY	FY	FY
	2021-22	2020-21	2019-20
Customer Centricity	90	89	86
Ethics	59	68	67
Transparency	88	87	83
Teamwork	88	87	83
Ownership	88	87	84

Through focused employee initiatives such as the Compliance Culture Project, we are working on improving the Engagement Score in Ethics.

Additionally, the surveys also seek to gauge the level of pride that employees exude in their Bank.



Advocacy

89% ▲ **1%**
would recommend Axis
as a great place to work
to friends

Pride in Axis

89% ▲ **1%**
felt their friends and family
believe that Axis is a great
place to work

91% ▲ **1%**
felt good about the ways in
which Bank contributes to the
society

92%
believed Bank is well
positioned to win in the
future

94%
are proud to represent brand
Axis in conversation with
customers

REWARDING MERITOCRACY

Our Performance Management System focuses on developing a transparent, performance-driven culture which awards meritocracy. Our appraisal processes are designed to provide opportunities for employees, not just for excelling in their roles, but also to give them an opportunity to redeem themselves in case of lower-than-expected performances.

Performance Feedback – Employee Category Wise* (Numbers)

Received	FY 2020-21	FY 2021-22
Top Management	7	9
Senior Management	186	205
Middle Management	6,937	8,068
Junior Management	44,385	46,016

*Employees who have joined the Bank after 30th September in a financial year are not included in the annual appraisal for that year.

The Nomination and Remuneration Committee of the Board is the highest body governing remuneration and is guided by the Remuneration Policy. We are also working towards integrating ESG imperatives and commitments into the goal sheets and KRAs of pertinent leaders and departments, as a part of our overall ESG strategy.

Bank's Remuneration Policy can be accessed at:

➔ <https://www.axisbank.com/docs/default-source/quarterly-reports/comprehensive-remuneration-policy.pdf>

Use of Analytics for Workforce Management

We rely on data-based insights for decision-making. The Human resources team uses analytics to determine pay ranges, predict manpower requirements, and distribute rewards to ensure meritocracy and differentiation. The department also utilises analytics to track its overall manning, attrition, and transfers across the organisation. Further, the scope of analytics is expanded as and when a use case emerges.

INVESTING IN THE DEVELOPMENT OF OUR PEOPLE

We firmly believe that adequate, need-based training is an important tool for our employees to grow at work. Over the years, our approach towards employee learning and development has evolved from episodic learning interventions to integrated journeys with milestones.

In line with this thought, we initiated and conducted several key training and competency assessment programmes.

Leadership Ecosystem

Leadership Basecamp

Leadership Basecamp for frontline managers was launched for Liability Sales and Retail Lending SM and ASM. The objective was to help these managers get inducted into the Leadership ecosystem of the Bank. The same will be launched for Branch Banking and other roles in FY 2022-23.

Leadership Collective

Leadership Collective is an intervention created for our leaders in middle management to develop leadership mind-set, enhance capabilities and enable them to synergise to outperform as per the Leadership Ecosystem. It is a 12-month long learning journey launched for various cohorts, and it uses a blended approach with virtual workshops, webinars, e-learning modules and success stories of application.

Leadership Signature

The programme was launched for Senior Management to develop strategic mindset and vision to lead us into the future.

Induction

Headstart – Organisational Induction Programme

This is a unique, online organisational induction programme going up to the Deputy Vice President grade, with focus on Axis Values, Axis Culture, Compliance, Cybersecurity and AML KYC, among other key priorities. Headstart was introduced in June 2020 with a unique Stay Positive Programme, for increasing mindfulness and direct interaction between new joiners and senior leaders.

Headstart – Functional Induction Programme

This is a functional induction programme for new joiners in specific business units such as Rural Lending, Retail Assets, and Corporate Salary, among others, for role-specific training in Products and Processes.

Axis Competency Profiler

Axis Competency Profiler (ACP) is an assessment engine focused on building functional competencies specific to every role. The assessment is directly linked with promotions and role transitions. Employees (up to grade of DVP and below) across 1,600+ roles were eligible for the assessment in FY 2021-22. There were 368 profilers and 80,000+ questions spread across three difficulty levels in the assessment, which was launched in a phased manner in November 2021, and continued till March 2022.

Mandatory Compliance Certifications

Certifications in line with regulatory requirements as well as corporate governance took place throughout the year. Specifically, 100% certification was achieved by designated staff on KYC and AML and 86% of all our employees completed the five mandatory Compliance courses, Cyber Security awareness for Senior Management and Board members, and assessment on Code of Conduct and Ethics.

Compliance Culture Project

The Compliance Culture project for Branch Banking, implemented in association with an expert, was launched in FY 2020-21, with a focus on building a strong culture of compliance among branches through a host of micro-projects that have addressed key compliance and audit issues. The Project has achieved substantial success in addressing critical compliance issues in each region and promoting a culture of adhering to compliance.

Go Beyond – Wholesale Banking

Learning journeys for Wholesale Banking Products and Commercial Banking Group were launched under the Go Beyond Initiative during the year, comprising a combination of functional and behavioural inputs. The learning journeys seek to build capabilities among key customer-facing roles in these business lines.

Silver Certification BRO Programme

Learning journeys for the BRO Channel were launched under the Go Beyond Initiative. Comprising a combination of functional and behavioural inputs, the learning journeys seek to build capabilities among key customer-facing roles in these business lines.

Silver Certification

Silver Certification is a learning journey focused on employee capability-building specific to frontline roles. This included programmes designed to develop the skillset, toolset, mindset and knowledge required for respective roles. In FY 2021-22, we started with a total of 5,500 eligible employees (with a tenure of 6 months and above). The learning journey is directly linked with promotions and role transitions.

RM Programmes

RM (Relationship Manager) learning journey covers the induction and the ongoing learning journey for Priority, NR and Burgundy business verticals.

Employee Training – Employee Category and Gender Wise (Person-hours)

	FY 2020-21	FY 2021-22
Male		
Top Management	22	51
Senior Management	1,908	2,105.54
Middle Management	314,730	2,38,408
Junior Management	1,511,332	9,12,708
Frontline Staff	988,352	23,35,729
Female		
Top Management	0	0
Senior Management	268	168.5
Middle Management	59,609	44,714.8
Junior Management	654,060	2,34,470
Frontline Staff	187,044	11,39,270

* Training numbers include person-hours spent for induction and refresher courses

For FY 2021-22, average person-hours of training was 51.49 for males, 63.57 for females, and 54.61 person-hours for all employees overall. Out of all training given to employees, 62% were conducted online, in the form of e-learning modules and remaining 38% were classroom-based training.



PRIORITISING EMPLOYEE HEALTH AND WELL-BEING

The well-being of our employees continues to be one of our top priorities. We are constantly working towards making our workplaces safer and our welfare policies much more inclusive. We invest in engaging with our employees through various initiatives to not just boost productivity at work but to also ensure holistic physical and mental well-being.

We kickstarted several key initiatives to fulfil this agenda, during the year.

Wellness Webinars

Through these webinars conducted by medical professionals and health and wellness partners, we stress on the importance of keeping fit and fine.

Emphasising Mental Health

We have developed an app-based employee assistance programme service that ensures access to mental health professionals for online consultations. We have also onboarded individual counsellors to offer proactive, personal one-on-one talk therapy and group sessions on specific needs including Stress Therapy, Relationship and Marriage Counselling, Child and Adolescent behaviour, Personal Coaching, Gender and Sexuality counselling, Pet therapy and more.

Multi-Modal Therapeutic Practices

In our group coaching sessions, we deploy multi-modal therapeutic practices like Dance Movement Therapy and Psycho Drama to address the opportunities that exist within ourselves.

Co-creation

At Axis Bank, we co-create possibilities and opportunities for our stakeholders. Recreation is an important component of co-creation.

Employee Benefits

Employee Benefits (₹ million)	FY 2020-21	FY 2021-22
Gratuity benefit plan expenses*	352.9	711.8
Compensated absences expenses*	NA #	NA
Contribution to employees' superannuation plan for the year*	154.2	142.3
Provident Fund benefit plan expenses*	1,353.9	1709.6

*Section 2.2.12 – Employee Benefits, as part of 'Notes Forming Part of the Financial Statements' on pages 190-192 of the Annual Report 2021-22.

#Axis Bank has discontinued PL encashment from FY 2019-20.

Parental Leave

The parental leave policy instituted by us has evolved over time, becoming more inclusive and providing leaves for single parents and for parents who are adopting, while being gender inclusive. The policy is as follows:

- Maternity leaves have been renamed as 'Leaves for birthing parents' to include transmen who could be birthing parents.
- Paternity leave or leave for partner of birthing parent can be availed by members of all genders regardless of marital status. This recognises all employees of all genders who have a birthing partner besides cismen in heterosexual relationships, and hence, can be availed by lesbian women, intersex persons and transgender men and women.
- Adoption leaves can be availed by all employees regardless of gender or marital status.
- Special leaves when employee is the partner of the birthing parent who is the primary care-giver due to the demise of their partner.
- Employees who are intersex and transgender persons can avail of Gender Affirmation leaves in many tranches as required for surgical interventions.
- The medical insurance covers Gender Affirmation surgery costs.

Employees Availing Parental Leave

	FY 2020-21	FY 2021-22
Paternal	2,318	2,726
Maternal	448	1,439
Employees Returning to Work after Availing Parental Leave as on March 31, 2022		
Paternal	2,178	2,726
Maternal	352	1,303

Employees who availed parental leave in FY 2020-21, returned to work and are still on company rolls as on March 31, 2022:

2,245
Male

1,218
Female

Grievance Redressal

An important step in our endeavour to achieve our philosophy of 'Dil Se Open' is establishing 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 our HR app, One Axis, or the intranet portal.

H-Response received 138,371 queries within various categories during the reporting year, of which 137,040 queries were resolved as on March 31, 2022. Employee query categories include retiral benefits, salary, tax exemption, investments, transfer, attendance, learning and development, resignation, leaves, Mediclaim and insurance, and performance management.

1,37,040

Queries resolved in FY 2021-22

PROTECTING HEALTH AND SAFETY AT WORKPLACE

We take the health and safety of our employees very seriously, and are committed to strengthening our policies, frameworks and processes on Occupational Health and Safety (OHS). We have also actively worked on supporting and protecting the well-being of our employees during the pandemic.

Our 'Visit' app is the central platform developed for ensuring the health and wellness of employees. It provisions for doctor consultations, enrolment of dependents under Mediclaim, annual health check-up for applicable employees, COVID-19 care, doorstep pharmacy delivery, fitness workout videos, mindfulness podcasts and more.

Currently, we focus on fire safety, fire prevention and risk-based security surveillance of the central command centre, as a part of our OHS agenda. We are working on expanding our horizons to encompass more OHS related aspects.

Fire Safety and Fire Prevention

The Safety and Security team focuses on various aspects of physical security, fire safety and fire prevention at the workplace. We focus on certain critical parameters to ensure the mitigation of Threat, Risks, and Vulnerability emanating from tangible acts of wilful and unlawful

interference, including fire related incidences, and accidents.

➔ A detailed commentary on our fire-safety processes is provided on page 65 of the Bank's Sustainability Report 2020-21, which can be accessed here https://www.axisbank.com/Sustainability-Reports/2020-2021/Axis%20SR%2020-21_Final.pdf

Central Command Centre

Our Airoli office is equipped with a 'state-of-the-art' system as Central Command Centre. This Command Centre currently provides risk-based security surveillance, remotely, to 3,999 branches, 102 offices, and 36 Currency Chests.

Command Centre connected branches use IP-based cameras, which operate through a Network Video Recorder, Intrusion Alarm System connected over IP to Motion sensors, Panic Switch, Smoke Detectors, Seismic ATM Sensors and Sound hooter. We have Quick Response Teams mapped to each branch which is further mapped to the Centre, to extend on-field support to branches. The Centre plays a key role during any natural or social exigency.

The Command Centre averted potential fire incidents at 213 branches during the year.