



Business Responsibility & Sustainability Report 2024-25

SECTION A: GENERAL DISCLOSURES

I. Details of the listed Entity

Sr. No.	Particulars	Details
1	Corporate Identity Number (CIN) of the Company	L65110GJ1993PLC020769
2	Name of the Company	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 office address	'Axis House', C-2, 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 2024-25
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	Rs. 619.47 crores
12	Name and contact details (telephone, email, address) of the person for BRSR Reporting	Abhejit Agarwal, Head - Sustainability & CSR E-mail ID: sustainability@axisbank.com Telephone number: 022-6226 0040
13	Reporting boundary	Standalone. All offices and branches of Axis Bank across India unless otherwise stated.
14	Name of assurance provider	SGS India Private Limited (hereinafter referred to as SGS)
15	Type of assurance obtained	Reasonable Assurance on BRSR Core as per SEBI Guidelines and Limited Assurance on other BRSR Indicators

II. Products/Services

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

Sr. No.	Description of Main Activity	Description of Business Activity	Percentage 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	Percentage of total Turnover contributed
1	Monetary intermediation of commercial banks, saving banks, postal savings bank and discount houses	64191	100%

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

Location	Number of Plants	Number of Offices	Total
National	N.A.**	5,876*	5,876
International	N.A.	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
International (No. of Countries)	2

*Including Union Territories

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

N.A.

c. A brief on types of customers

Axis Bank serves a diverse customer base across its Retail, Commercial, and Wholesale Banking segments.

- **Retail Banking** caters to urban, semi-urban, and rural customers, offering a comprehensive suite of products and services in loans, payments, savings, insurance, and investments. The Bank continues to enhance its digital platforms to deliver seamless and accessible banking experiences.
- **Commercial and Wholesale Banking** serves large corporates, MSMEs, Medium Enterprises (ME), Small Business Banking (SBB), and the Commercial Banking Group (CBG) with tailored solutions in loans, deposits, trade finance, forex, and derivatives, driven by a customer-first and transparent approach.

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		Other	
			No. (B)	% (B / A)	No. (C)	% (C / A)	No. (D)	% (D / A)
Employees								
1	Permanent (D)	1,04,453	75,542	72%	28,910	28%	1	0%
2	Other than Permanent (E)	9,948	8,363	84%	1,584	16%	1	0%
3	Total employees (D + E)	1,14,401	83,905	73%	30,494	27%	2	0%



Sr. No.	Particulars	Total (A)	Male		Female		Other	
			No. (B)	% (B / A)	No. (C)	% (C / A)	No. (D)	% (D / A)
Workers*								
4	Permanent (F)							
5	Other than Permanent (G)				N.A.			
6	Total workers (F + G)							

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

b. Differently abled Employees and Workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Differently abled Employees						
1	Permanent (D)	86	71	83%	15	17%
2	Other than Permanent (E)	0	0	0	0	0%
3	Total differently abled employees (D + E)	86	71	83%	15	17%
Differently abled Workers						
4	Permanent (F)					
5	Other than Permanent (G)			N.A.		
6	Total differently abled 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	15.38%
Key Management Personnel	6	0	0%

22. Turnover Rate for Permanent Employees and Workers:

	Turnover rate FY 2024-25			Turnover rate FY 2023-24			Turnover rate FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	25.60%	25.30%	25.50%	28.70%	28.80%	28.80%	34.40%	35.90%	34.80%
Permanent Workers				N.A.					

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

23. 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 participate in the Business initiatives of the listed entity? (Yes/No)
1	Axis Capital Limited	Subsidiary	100%	No
2	Axis Mutual Fund Trustee Limited	Subsidiary	75%	No
3	Axis Trustee Services Limited	Subsidiary	100%	No
4	Axis Asset Management Company Limited	Subsidiary	75%	No
5	Axis UK Limited (formerly named as Axis Bank UK Limited) ¹	Subsidiary	100%	No
6	Axis Finance Limited	Subsidiary	100%	No
7	Axis Securities Limited	Subsidiary	100%	No
8	A. Treds Limited	Subsidiary	67%	No
9	Freecharge Payment Technologies Private Ltd.	Subsidiary	100%	No

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 participate in the Business initiatives of the listed entity? (Yes/No)
10	Freecharge Business and Technology Services Ltd. ²	Subsidiary	100%	No
11	Axis Capital USA LLC	Step-down Subsidiary	100% (held by Axis Capital Ltd.)	No
12	Axis Pension Fund Management Limited	Step-down Subsidiary	47.27% (Axis Asset Management Company Limited - 51%, Axis Bank Limited - 9.02%)	No
13	Axis Max Life Insurance Limited ³	Associate Company	19.02% (Axis Bank Limited - 16.22% Axis Capital Limited - 1.89%, Axis Securities Limited - 0.93%)	No

Note:

- The banking license of Axis Bank UK Limited was cancelled by the UK regulators with effect from 24th October 2024. Subsequently, the name of the Company is changed from Axis Bank UK Ltd. to Axis UK Ltd. with effect from 1st November 2024. The Company is into liquidation since 9th December 2022.
- Freecharge Business And Technology Services Limited, a new subsidiary company of Axis Bank Limited, is incorporated on 16th March 2024.
- Axis Bank has purchased stake in Max Life Insurance Company Limited, making it an Associate Company w.e.f. 6th April 2021. The total ownership by Axis Entities is 19.02% (Axis Bank - 16.22%, Axis Capital - 1.86%, Axis Securities - 0.93%). Further, Max Life Insurance Company Limited has changed its name to Axis Max Life Insurance Limited w.e.f. 12th December 2024 after receiving regulatory approval.

VI. CSR Details**24. (i) Whether CSR is applicable as per Section 135 of Companies Act, 2013: Yes**(ii) **Turnover (in ₹.):** 1,47,934.10 crores(iii) **Net worth (in ₹.):** 1,73,051.25 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 2024-25			FY 2023-24		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities ¹	Yes, any queries or complaints can be shared by sending an email to csr@axisbank.com	0	0	-	0	0	-
Investors (other than shareholders)	Yes, Investors other than shareholders may send their complaints to shareholders@axisbank.com	0	0	-	0	0	-



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 2024-25			FY 2023-24		
		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
Shareholders	Yes, Shareholders may send their complaints to shareholders@axisbank.com	26	0	-	33	0	-
Employees and workers ²	Yes, The Bank has H-Response, an internal, confidential, and secure employee grievance/query redressal mechanism that is accessible to all employees through the Bank's One Axis App and the intranet portal	83,482	34	-	1,37,235	113	-
– POSH	Yes, internal policy	54	12	-	36	8	-
– Whistle blower ³	Yes, Link given below	673	363	-	494	211	-
Customers	Yes	5,90,540	11,143	-	5,61,010	20,754	-
Value Chain Partners	The Bank's Whistleblower mechanism is accessible to all Value Chain Partners						
Other (Please specify)	N.A.	N.A.	N.A.	-	N.A.	N.A.	-

Notes:

- 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.
- H-response records employee complaints which includes general queries related to compensation, location, attendance, administration, talent programs, and others received via the Bank's internal portal, H-Response. Complaints under POSH and Whistleblower categories are included separately below the overall employee complaints data.
- The Bank's Whistleblower mechanism is applicable to all the stakeholders.

Policy web links as below:

- Whistleblower - <https://www.axisbank.com/docs/default-source/quarterly-reports/whistleblower-policy.pdf>
- POSH - <https://www.axisbank.com/docs/default-source/default-document-library/abridged-version-of-the-posh-policy.pdf>
- 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:

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

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)
1	Risk Management	Opportunity	Robust risk management is paramount to enhance the Bank's resilience and supports sustainable growth. In a dynamic financial environment, proactively addressing both traditional and emerging ESG-related risks is essential for managing complexities and seizing opportunities.	We follow a proactive risk management approach supported by an independent Risk function and Board oversight, ensuring timely identification, mitigation, and adaptation to emerging risks.	Positive

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)
2	Corporate Governance & Ethical Business Conduct	Opportunity	Strong governance and ethical conduct are critical to maintaining stakeholder trust and long-term business sustainability. Identifying this as an opportunity ensures accountability, mitigates reputational and regulatory risks, and strengthens the Bank's ability to align with stakeholder expectations and evolving ESG standards.	Our strong Governance Framework ensures regulatory compliance, rigorous risk management, and internal controls, enabling sustainable value creation for all stakeholders.	Positive
3	Regulatory Compliance	Risk	Compliance with regulatory frameworks is critical not just for legal adherence but also for ensuring long-term value creation. Operating in a dynamic regulatory environment, the Bank recognizes that non-compliance may result in financial penalties, legal consequences, and reputational harm, making it a key material risk.	At Axis Bank, a strong culture of compliance enhances risk mitigation, strengthens business resilience, and builds stakeholder trust through our commitment to ethics and regulatory adherence.	Negative
4	Fraud and Money Laundering: - Prevention, Detection & Mitigation	Risk	Safeguarding against fraud and money laundering is crucial for Axis Bank and the financial system's integrity. As these risks evolve, especially with the growth of digital banking, it is essential to implement comprehensive measures to prevent, detect, and respond to them across all operations.	In response to the persistent threat of fraud and money laundering in both digital and physical realms, we have robust policy and process mechanisms across all areas of our banking operations. By investing in advanced technologies and enhancing our capabilities, we strengthen our ability to detect and prevent such risks, particularly in digital banking.	Negative
5	Privacy and Data Security	Risk	Data privacy and security are fundamental to maintaining customer trust. In today's digital world, protecting customer data is critical to our customer-centric approach. Data breaches can severely impact our customers, reputation, and business. Therefore, it is essential to constantly evaluate and improve IT security measures to reduce cyber threats and protect customer information.	Axis Bank prioritises data security, investing in robust capabilities and adhering to stringent cybersecurity policies aligned with industry best practices and regulations. The Information System Security Committee, ensures regular assessment and validation of controls against cyber threats, aligning with ISO 27001 and PCI DSS standards.	Negative



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)
6	Return on Equity and Return to Shareholders	Opportunity	Return on Equity (ROE) and Return to Shareholders have been identified as key opportunities as they reflect Bank's overall financial performance and the effectiveness of Bank's sustainability initiatives. Strong returns enhance investor confidence, support efficient capital allocation, and drive long-term value.	At Axis Bank, ROE signifies our profitability and resilience, enabling us to attract investors, access capital efficiently, and drive stakeholder value.	Positive
7	Customer Experience & Satisfaction	Opportunity	Exceptional customer experience and satisfaction are fundamental to Bank's success. With millions of customers relying on Bank, we are committed to safeguarding their interests, ensuring fairness, transparency, and the protection of their savings and investments. Customer feedback and effective grievance redressal are vital for continuously improving Bank's offerings and service delivery.	Through our digital outreach, we regularly capture customer feedback via satisfaction surveys to enhance our offerings.	Positive
8	Sustainable Finance & Responsible Banking	Opportunity	Integrating ESG factors into lending and investment directs capital toward projects with positive impacts, aligning with the demand for sustainable investment and mitigating risks by reducing exposure to sensitive assets. Responsible banking and financing practices allows Bank to prioritize projects with positive social impact and avoid those with negative consequences.	Axis Bank's Sustainable Financing Framework, the first by an Indian bank to receive a Second Party Opinion, guides future ESG issuances. Backed by an ESG Lending Policy and overseen by a dedicated ESG Working Group, the framework integrates climate risk into our core risk management with Board-level oversight.	Positive
9	Employee Engagement, Development & Wellbeing	Opportunity	Investing in employee development and engagement boosts motivation and retention, creating a stable and productive workforce. Prioritising employee health, safety, and well-being is essential. Creating a safe and healthy work environment—including addressing mental health, providing support during difficult situations, and promoting work-life balance—is crucial for attracting top talent and building a strong team.	Backed by a comprehensive HR policy, Axis Bank promotes flexible work, output-driven performance, and continuous upskilling. Our inclusive culture and innovative HR initiatives foster career growth, drive innovation, and support a diverse, future-ready workforce.	Positive

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)
10	Innovation & Digitalisation	Opportunity	Digitalisation & innovation are transforming banking and creating significant opportunities. These advancements allow Banks to optimise operations, enhance customer experience, and maintain competitiveness. By strategically adopting new technologies, Axis Bank can streamline processes, develop enhanced digital products and services, and improve user experience.	Axis Bank stands out through cutting-edge banking technology, digital innovation, and beyond-banking solutions. Enhanced digital capabilities and advanced analytics strengthen our tech framework and elevate customer experience.	Positive
11	Financial Inclusion, Literacy and Access	Opportunity	Financial Inclusion and Literacy present a strong opportunity to extend Bank's reach while advancing equitable growth. Aligned with Axis Bank's purpose of "Banking that leads to a more inclusive and equitable economy," we aim to empower underserved communities by broadening access to financial services.	Axis Bank's financial inclusion initiatives have empowered women and underserved communities by expanding access to social security schemes and formal banking. This has deepened rural outreach, built customer trust, and support sustainable growth.	Positive
12	Impact of Climate Change	Risk	Climate change poses a significant, multifaceted risk to Axis Bank, impacting its operations and broader economy. The Bank recognise the financial risks arising from climate change and mitigation. Our operational energy use, especially in digital infrastructure, contributes to emissions; inefficient management increases costs, scrutiny, and environmental harm. Axis Bank also recognise the importance of financed emissions from our investments and counterparties and their essential role in our climate strategy.	Axis Bank is committed to developing a proactive mitigation and adaptation plan, including conducting comprehensive climate risk assessments to identify and manage potential physical and transition risks impacting our business. By integrating sustainability criteria into our operations and credit appraisal, we contribute to a low-carbon economy, ensuring long-term financial stability.	Negative
13	Policy Advocacy & Thought Leadership	Opportunity	The Bank actively shapes the financial ecosystem through strategic policy advocacy and industry thought leadership, contributing to developing robust and sustainable regulations by providing expert insights to key forums like the World Economic Forum, SEBI, CII, and FICCI. By advocating for policies that promote innovation, inclusivity, and resilience, Axis Bank demonstrate its commitment to responsible governance and sustainable growth.	Axis Bank drives sustainable change through thought leadership, policy advocacy, and strategic partnerships. By engaging in key alliances and summits, we shape industry practices and promote resilience across the financial ecosystem.	Positive



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)
14	Community Engagement & Development	Opportunity	Engaging with communities around Bank's offices or areas of operation helps us to better understand their needs and challenges, allowing us to design focused initiatives that create meaningful social impact. This approach aligns with Axis Bank's purpose of "Banking that leads to a thriving community and a healthier planet."	Our CSR programs, overseen by the Board's CSR Committee and aligned with Section 135 of the Companies Act, draw inspiration from the UN SDGs. In FY 2024-25, initiatives spanned diverse regions and themes, including rural development, healthcare, sports, and research.	Positive
15	Diversity, Equity, and Inclusion	Opportunity	Creating a workplace where diverse backgrounds are represented, all employees feel valued, and equitable opportunities are available that strengthens the bank. Prioritising DE&I enhances Bank's reputation, drives innovation, and fuels long-term value creation.	Axis Bank's DE&I approach centers on empathy and belonging, fostering individual growth. Beyond internal efforts, we engage communities and corporates to promote diversity best practices and drive broader social impact.	Positive

For more information, Refer to the 'Materiality' section on page no. 58 of the Bank's Integrate Annual Report for FY 2024-25

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 Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)*	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	1. P1- Code of Conduct: https://www.axisbank.com/docs/default-source/corporate-governance/code-of-conduct-and-ethics.pdf Anti-Bribery and Anti-Corruption Policy: https://www.axisbank.com/docs/default-source/corporate-governance/code-of-conduct-and-ethics.pdf Conflict of Interest: https://www.axisbank.com/docs/default-source/quarterly-reports/conflict-of-interest-policy.pdf Code of Conduct and Conflict of Interest Norms in respect of Board of Directors: https://www.axisbank.com/docs/default-source/corporate-governance/code-of-conduct-and-conflict-of-interest-norms-for-directors.pdf 2. P2 - ESG Policy for lending: https://www.axisbank.com/docs/default-source/default-document-library/esg-policy-and-procedure.pdf								

Disclosure Question	P1	P2	P3	P4	P5	P6	P7	P8	P9	
			<div>3. P3 - 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 Board Diversity Policy: https://www.axisbank.com/docs/default-source/corporate-governance/policy-on-board-diversity.pdf Supplier Code of Conduct: https://application.axisbank.co.in/webforms/cptlead/pdf/Supplier%20Code%20of%20Conduct.pdf Grievance Redressal Policy: https://www.axisbank.com/docs/default-source/default-document-library/grievance-redressal/grievance-redressal-policy.pdf</div>							
			<div>4. P4 - 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</div>							
			<div>5. P5 - Human Rights Policy: https://www.axisbank.com/docs/default-source/default-document-library/human-rights-policy.pdf</div>							
			<div>6. P6 - Environmental management policy: https://www.axisbank.com/docs/default-source/default-document-library/axis-bank-policy-on-environmental-management.pdf</div>							
			<div>7. P7 – Code of Conduct & Ethics: https://www.axisbank.com/docs/default-source/corporate-governance/code-of-conduct-and-ethics.pdf</div>							
			<div>8. P8 - Corporate Social Responsibility Policy: https://www.axisbank.com/docs/default-source/default-document-library/approved-csr-policy-fy-2024-25.pdf</div>							
			<div>9. P9 - 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/default-document-library/grievance-redressal/grievance-redressal-policy.pdf</div>							



Disclosure Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Customer Rights Policy: https://www.axisbank.com/docs/default-source/noticeboard/importantnotice/customer--rights-policy.pdf Whistleblower Policy: https://www.axisbank.com/docs/default-source/quarterly-reports/whistleblower-policy.pdf The following policies are also available on the Bank's website https://www.axisbank.com/ <i>Certain policies, being internal documents, are accessible to employees through the Bank's intranet.</i>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/certifications/ labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle	P2 - IFC Principles (Sustainability and Social Responsibility) P9 - ISO certified for AWS and Azure Cloud security ISO 27001 and PCI DSS standards ISO 27018								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any	<ul style="list-style-type: none"> Planting ~8 million trees across India by FY 2030 to help build a nationwide carbon sink. Targeting a 3.5% reduction in carbon emission intensity per employee by FY 2027. INR 60,000 crore incremental financing under Wholesale Banking for socially and environmentally positive sectors by FY 2030. Progressively scaling down exposure to carbon-intensive sectors, including coal and thermal power. Aiming to grow EV revenue share to 6% in two-wheeler and 4% in four-wheeler passenger loan portfolios by FY 2027. Targeting 30% female representation in the workforce by FY 2027. 								
6. Performance of the entity against the specific commitments, goals, and targets alongwith reasons in case the same are not met.	<ul style="list-style-type: none"> ~ 3.27 million trees planted (Mission2 Million tree plantation target and other plantation included). The emission intensity (Scope1 & 2 combined) is 1.34 t CO2e /FTE in FY 2024-25. ~₹48,412 crore financed under Wholesale Banking to sectors with positive social and environmental outcomes. Exposure to carbon intensive sectors under the target. Electric Vehicle (EV) penetration stands at 7.14% for two-wheelers and 2.92% for four - Achieved. 27.7% female representation in the workforce by FY 2025. 								

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

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

Governance, leadership, and oversight

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

Please refer to the section “MD&CEO’s Statement” page no. 70 of Bank’s Integrated Annual Report for FY 2024-25

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

The Board of Directors of Axis Bank is the highest authority responsible for oversight of Business Responsibility policies. As on 31st March 2025, the Board comprised 13 directors, including 8 Independent Directors, 1 Non-Executive Nominee Director, and 4 Whole-time Directors.

Implementation is driven by the MD & CEO along with senior management, under the Board’s supervision. The Board is supported by Board Committees, while Group Executives and Executive Committees ensure operational execution and monitoring.

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

Yes, the Bank has established a Board-level ESG Committee that is responsible for decision-making on sustainability and ESG-related matters. Please refer to page no. 185 of Bank’s Integrated Annual Report for further details on ESG Committee.

10. Details of Review of NGRBCs by the Company:

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

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

P1	P2	P3	P4	P5	P6	P7	P8	P9
No. The responsibility for effective implementation of relevant policies rests with the respective Heads of Departments. The Bank’s Internal Audit Department evaluates departmental compliance with applicable policies as part of its mandate. Additionally, the Compliance Department monitors adherence to policies mandated by the Reserve Bank of India (RBI), ensuring robust governance and regulatory alignment.								

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

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

N.A.



SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programmes
Board of Directors	13	<ol style="list-style-type: none"> Emerging Technologies and use case of AL/ML in future of Banking Cybersecurity and Infosec Global Geopolitical scenario Board Governance – View from the regulator Challenges and opportunities in the era of Digital Banking & FinTech Board Governance Global economic outlook and geopolitical events: impact on India and Banking Annual update on AML for Board of Directors Risk Management (Fraud Risk or Climate Risk, etc.) Global macro environment & its impact on India Indian banking industry – An investor's perspective Credit cycle in India Gen AI and its use cases in banking 	100%
Key Managerial Persons	8	<ol style="list-style-type: none"> Session on Board Governance - View from the regulator Cybersecurity and Infosec and session on Risk Management (Fraud Risk or Climate Risk, or any other) Global Geopolitical scenario Emerging Technologies and use case of AL/ML in future of Banking Challenges and opportunities in the era of Digital Banking & FinTech Board Governance - Conducted by CS team Global economic outlook and geopolitical events: impact on India and Banking Annual update on AML for Board of Directors 	100%
Employees other than BODs and KMPs	5,609	Principles 1, 3, 4, 5, 8, 9	99.92%
Workers			N.A.

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

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)
Penalty/Fine	Principle 1	Reserve Bank of India	37,32,505	Contravention of Foreign Exchange Management Regulations, 2000	No
	Principle 1	Reserve Bank of India	1,91,00,000	Contravention of certain provisions of the Banking Regulations Act, 1949	No
	Principle 1	Additional DIT (I&CI), Ahmedabad	50,000	Contravention of the provisions of The Income Tax Act, 1961	Yes
	Principle 1	Financial Intelligence Unit - India ("FIU-IND")	1,66,25,000	Imposition of monetary penalty in exercise of the powers conferred under the provisions of Section 13(2)(d) of the PMLA for non-compliances of Section 12(1) of the Prevention of Money Laundering Act, 2002 read with Prevention of Money Laundering (Maintenance of Records) Rules, 2005, in respect of opening and monitoring of certain accounts.	Yes
Settlement				Nil	
Compounding fees				Nil	
Non-Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment				Nil	
Punishment					

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
1. Contravention of the provisions of The Income Tax Act, 1961	Additional DIT (I&CI), Ahmedabad
2. Imposition of monetary penalty in exercise of the powers conferred under the provisions of Section 13(2)(d) of the PMLA	Financial Intelligence Unit - India ("FIU-IND")

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. As a governance best practice, the Bank's Anti-Bribery and Anti-Corruption Policy has been made accessible on its website at <https://www.axisbank.com/docs/default-source/corporate-governance/code-of-conduct-and-ethics.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 2024-25	FY 2023-24
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	N.A.	N.A.

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

	FY 2024-25		FY 2023-24	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	-	Nil	-

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

Not applicable.

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

	FY 2024-25	FY 2023-24
Number of days accounts payables	4.53	4.96

9. Openness 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 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases*	3.04%	3.39%
	b. Number of trading houses where purchases are made from	100	92
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	90.94%	94.47%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	N.A.	N.A.
	b. Number of dealers /distributors to whom sales are made	N.A.	N.A.
	c. Sales to top 10 dealers / distributors as % of total sales to dealers /distributors	N.A.	N.A.
Share of RPTs** in	a. Purchases (Purchases with related parties /Total Purchases	1.01%	1.21%
	b. Sales (Sales to related parties / Total Sales)	1.45%	1.29%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0.04%	0.03%
	d. Investments (Investments in related parties / Total Investments made	1.57%	1.18%

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

**Prior period numbers have been reinstated to conform to current year numbers. Based on the related parties as identified by the Bank and disclosed in note no. 2.5 of the standalone financial statements for FY 2024-25.

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	Percentage of value chain partners covered (by value of business done with such partners) under the awareness programmes
---	--	--

High-priority value chain partners have been identified, and training programmes are planned to be conducted in a phased manner based on a prioritised schedule.

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, in terms of Regulation 17(5) of the SEBI Listing Regulations relating to corporate governance. The Code of Conduct and Conflict of Interest Norms which is applicable and binding on all members of the Board of Directors of the Bank is laid down with an aim to ensure transparency and set high ethical standards in managing the affairs of the Bank. The Code of Conduct shall be adhered to by every Director of the Bank, while carrying out the fiduciary duties conferred upon him under applicable laws, as amended, from time to time.

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

Essential Indicators

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

S.No.	Segment	FY 2024-25	FY 2023-24	Details of improvements environmental and social impacts
1.	R & D	N.A.	N.A.	—
2.	Capex	3.94%	-	<p>The Bank continues to invest in innovation-led initiatives that enhance the environmental and social outcomes of its operations, particularly in areas such as digital banking, cybersecurity, ESG data systems, and customer-focused solutions. In FY 2024–25, a portion of the Bank's capital expenditure was strategically directed towards projects aimed at improving energy efficiency and promoting resource conservation.</p> <p>These investments included Centralized Energy Management Systems (CEMS), EV charging infrastructure to support green mobility, smart metering, and water-saving fixtures for enhanced resource efficiency. Additionally, digital banking platforms—such as the paperless account opening process through <i>Saksham</i>—were developed to reduce material consumption and improve service accessibility.</p> <p>While the Bank currently does not track or report R&D-related expenditure, it has taken steps to build internal systems that will enable better monitoring of sustainability-aligned capital investments.</p>

2. a. Does the entity have procedures in place for sustainable sourcing?

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

As a financial services institution, Axis Bank's operations are not materially resource-intensive in the traditional sense, and raw material sourcing is not a significant aspect of its business model. However, the Bank remains committed to enhancing its **resource efficiency and sustainable procurement practices** in line with its broader ESG goals. To reduce its environmental footprint, the Bank has been **procuring paper from recycled or sustainably sourced materials** (where applicable), including wheat straw-based paper, **digitizing customer-facing services**, significantly lowering the need for physical printing and paper usage, **implementing internal efficiencies** to rationalize printing and material consumption. For procurement of essential equipment to support banking



operations—such as **computer hardware, lighting devices, air conditioners, and DG sets**—the Bank follows **green procurement principles**, prioritizing models that comply with **Bureau of Energy Efficiency (BEE)** star ratings. Furthermore, the Bank has established a **Supplier Code of Conduct**, outlining expectations for vendors to adopt **environmentally responsible, socially inclusive, and ethical practices** in line with the Bank's values.

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

1. Plastics (including packaging)	Axis Bank has implemented structured processes to manage the safe and responsible disposal of various end-of-life materials generated from its operations. For internally generated e-waste—
2. E-waste	including computers, monitors, printers, UPS systems, and routers—the Bank follows a robust process of collection, secure data sanitization, and disposal through authorised recyclers registered with the Central and State Pollution Control Boards, in full compliance with the E-Waste Management Rules, 2022. Hazardous waste such as toner cartridges and used batteries is also managed responsibly, with UPS batteries being 100% recycled through certified vendors in accordance with applicable regulatory requirements. The Bank continues to reduce the use of paper-based products such as cheque books, passbooks, and printed welcome kits through digitisation initiatives. At key offices, paper waste is segregated and recycled through authorised vendors as part of the Bank's commitment to responsible material use and environmental compliance.
3. Hazardous waste	
4. Other waste	

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

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

Leadership Indicator

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

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

No. Axis Bank has not conducted Life Cycle Assessments (LCA) for its services, as it is not considered material to the Bank's operations given the nature of its business as a financial services provider.

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

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

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

Indicate input material	Recycled or reused input material to total material	
	FY 2024-25	FY 2023-24
Recycle	- *	-
Reuse	-	-

* stands data Not Available.

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

	FY 2024-25			FY 2023-24		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (including packaging)	N.A.			N.A.		
E-waste						
Hazardous waste						
Battery waste						
Other waste						

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

	FY 2024-25	FY 2023-24
Reclaimed products and their packaging materials (as percentage of products sold) for each product category	N.A.	N.A.

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

Essential Indicators

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

Category	Percentage 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	75,542	75,542	100%	-*	-	-	-	75,542	100%	3,342	4%
Female	28,910	28,910	100%	-	-	28,910	100%	-	-	1,983	7%
Others	1	1	100%	-	-	1	100%	-	-	-	-
Total	1,04,453	1,04,453	100%	-	-	28,911	28%	75,542	72%	5,325	5%
				Other than Permanent Employees							
Male	8,363	8,363	100%	8,363	100%	-	-	8,363	100%	-	-
Female	1,584	1,584	100%	1,584	100%	1,584	100%	-	-	-	-
Others	1	1	100%	1	100%	-	-	-	-	-	-
Total	9,948	9,948	100%	100%	100%	1,584	16%	8,363	84%		

*The Bank does not provide Accidental Insurance


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

Category Total (A)	Total (A)	% of Employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Daycare 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						N.A.					
Total											
Other than Permanent Employees											
Male											
Female						N.A.					
Total											

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

	FY 2024-25	FY 2023-24
Cost incurred on well-being measures as a % of total revenue of the Company	0.19%	0.14%

*Includes premiums paid towards Medclaim and Group Term Life Insurance policies, along with expenses incurred for day care facilities, staff welfare initiatives, infant care policy, and other related benefits.

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

	FY 2024-25			FY 2023-24		
	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 percentage of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	99.99%	N.A.	Yes	99.99%	N.A.	Yes
Gratuity	100%	N.A.	Yes	100%	N.A.	Yes
ESI			N.A.			
Others - please specify			N.A.			

3. Accessibility of workplaces

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

Yes, The Bank has a fair and equitable relationship with its employees. It treats all employees fairly and does not discriminate them on any grounds such as gender, age, religion, caste, literacy, economic status, or physical disability. To cater to the needs of "persons with disabilities (PwD)", the Bank has enabled Braille keypad and talking functionality (voice guidance). In alignment with the BCSBI Code of Commitment, the Bank is committed to enhancing accessibility for all. Accordingly, ramps are built at branches to make them easier to facilitate convenient access for persons with disabilities.

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

Yes. The Bank has a standalone Equal Employment Opportunity Policy that upholds the principles of non-discrimination and inclusion, in line with the Rights of Persons with Disabilities Act, 2016. Through its ACCESS program (the Bank's

disability hiring initiative), Axis Bank conducts sensitization workshops, including sessions on the Act, to foster an inclusive workplace. The policy reinforces the Bank's commitment to providing equal opportunities and a safe, respectful environment for all.

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	99.99%	79.00%	N.A.	
Female	99.70%	76.00%		
Total	99.83%	78.00%		

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

Category	Yes/No (If yes, then give details of mechanism in brief)
Permanent employees	Yes. The Bank has a robust grievance redressal framework for employees. This includes Amber, an AI-driven chatbot deployed under the 'Open to Listening' initiative, which regularly engages with selected employees to gauge sentiment, understand their experiences, and identify concerns. The insights gathered are used to inform and strengthen the Bank's people practices. HResponse, the Bank's central HR query platform, ensures timely resolution of employee queries. Additionally, a confidential <i>Whistleblower</i> channel enables employees to report concerns related to misconduct, policy violations, or unethical practices.
Other than Permanent employees	Yes, Other than permanent employees are required to route their grievances through their respective agencies. While Axis Bank, as the principal employer, does not intervene directly in the administrative matters of outsourced vendors; branch offices may escalate specific concerns to the Corporate Real Estate Services (CRES) team for resolution on behalf of outsourced personnel.
Permanent workers	N.A.
Other than Permanent Workers	

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

Category	FY 2024-25			FY 2023-24		
	Total employees workers in respective category (A)	No. of employees in respective category, who are part of association(s) or Union* (B)	% (B/A)	Total employees workers in respective category (C)	No. of employees in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees	1,04,453	-	-	1,04,332	-	-
Male	75,542	-	-	78,238	-	-
Female + Others	28,911	-	-	26,094	-	-
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 2024-25					FY 2023-24				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No.(B)	% (B/A)	No.(C)	% (C/A)		No.(E)	% (E/D)	No.(F)	% (F/D)
	Employees									
Male	75,542	69,634	92.2%	75,505	99.9%	78,238	78,238	100%	-	-
Female	28,910	24,163	83.6%	28,656	99.1%	26,087	26,087	100%	-	-
Others	1	1	100.0%	1	100.00%	7	7	100%	-	-
Total	1,04,453	93,798	89.8%	1,04,162	99.7%	1,04,332	1,04,332	100%	-	-
	Workers									
Male										
Female										
Others										
Total										
	N.A.									

N.A.

The percentage of employees who completed mandatory training modules is calculated based on the total employee base. However, if only eligible employees are considered, the completion rates are 99.1% for Health & Safety training and 99.9% for Skill Upgradation training

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No.(B)	% (B/A)	Total (C)	No.(D)	% (D/C)
Employees						
Male	75,542	71,402	95%	78,238	50,780	65%
Female	28,910	25,480	88%	26,094	18,120	69%
Others	1	1	100%	-	-	-
Total	1,04,453	96,883	93%	1,04,332	68,900	66%
Workers						
Male						
Female						
Total						

N.A.

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, Axis Bank has institutionalized an Occupational Health and Safety (OHS) Policy this year to enhance its governance framework and promote a culture of employee well-being. The OHS Policy consolidates the Medclaim Policy, Wellbeing Policy, Group Term Life Insurance Policy, Employee Care Benevolent Fund, and the Prevention of Sexual Harassment at the Workplace Policy, among others, to create a unified and holistic approach to employee's health and safety. Recognising the critical importance of workplace health and safety, the Bank constituted a dedicated OHS Working Group, drawing expertise from across key verticals including Human Resources, Sustainability & CSR, Ethics, Risk, and CRES. The Working Group oversees the policy's implementation, monitors performance through an OHS dashboard, and periodically reviews OHS performance to ensure its effectiveness and relevance.

The OHS Policy can be accessed here: <https://www.axisbank.com/docs/default-source/quarterly-reports/occupational-health-and-safety-policy.pdf>

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

Axis Bank proactively monitors and manages workplace hazards through e-surveillance, which includes responding to branch alerts, conducting random checks for fire and safety risks, and supporting monthly inspections of safety detectors. The Bank also conducts periodic mock drills that cover fire safety training, equipment checks, evacuation procedures, and overall emergency preparedness.

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

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

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

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

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

Safety Incident/Number	Category	FY 2024-25	FY 2023-24*
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	-
	Workers	N.A.	-
Total recordable work-related injuries	Employees	0	-
	Workers	N.A.	-
No. of fatalities	Employees	0	-
	Workers	N.A.	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	-
	Workers	N.A.	-

*In FY 2023-24 the Bank was in the process of developing an OHS policy and framework. In FY 2024-25, the Bank institutionalized a comprehensive Occupational Health and Safety (OHS) Policy, reinforcing our commitment to a safe, healthy, and inclusive workplace

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

Axis Bank is committed to ensuring a safe, secure, and healthy workplace for its employees. To safeguard its workforce and physical assets against unforeseen events, the Bank has instituted a robust Business Continuity Plan (BCP), with mandatory e-learning modules for all employees to build awareness and preparedness.

Key safety measures include:

- Annual fire safety training and evacuation drills
- Regular issuance of fire safety advisories and strategic placement of safety signage
- E-surveillance and real-time alert monitoring

To promote holistic health and wellness, the Bank has consolidated various services on a single digital platform—Visit App—which offers:

- Doctor consultations (tele/video)
- Lab tests with doorstep sample collection and timely reporting
- Annual health check-ups for AVP & above (aged 40+)
- Enrolment of dependents under the Mediclaim policy
- Discounted doorstep pharmacy deliveries
- Real-time tracking of insurance claims
- Access to fitness videos, mindfulness podcasts, and health risk assessments



These integrated initiatives reflect the Bank's proactive approach to fostering a safe, resilient, and well-supported work environment.

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

	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions*						
Health & Safety*						

* Employee complaints are addressed through 'H-Response'—a secure and confidential grievance redressal platform accessible via the Bank's HR app and intranet. During the reporting year, a total of 83,482 complaints and queries were received through H-Response. While specific complaints related to 'Working Conditions' and 'Health & Safety' are currently recorded as part of overall queries, the Bank has developed a comprehensive Occupational Health and Safety (OHS) policy and framework to enable more granular tracking and reporting of such complaints going forward.

14. Assessments for the year:

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

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

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

Leadership Indicators

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

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

Workers: N.A.

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

The Bank strives to embed environmental and social considerations into its procurement practices. It sets clear expectations for vendors and suppliers through a comprehensive Supplier Code of Conduct, mandating adherence to labour laws, human rights, and applicable regional regulations.

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 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
Employees	N.A.	N.A.	N.A.	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)

Yes. Depending on specific expertise requirements, the Bank may engage retired employees as consultants on a case-by-case basis, enabling continued contribution and employability. Additionally, the Bank contributes to the Employees' Provident Fund and facilitates employee investment in the National Pension Scheme, supporting long-term financial security and smooth career transition post-retirement.

5. Details on assessment of value chain partners:

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

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

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

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

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

Essential Indicators

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

Axis Bank identified its key stakeholder groups through a comprehensive internal assessment and industry benchmarking exercise, mapping their influence on and impact by the Bank's operations. Stakeholders were then categorized into internal, external, and affected groups, and prioritized based on their relevance to the Bank's value creation. A double materiality approach—aligned with CSRD and ESRS—was adopted to identify and assess 15 key IROs (Impacts, Risks, and Opportunities). Customized surveys captured both impact materiality and financial materiality and the findings were used to develop a Materiality Matrix, ensuring a focused and informed stakeholder engagement process.



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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors	No	<ul style="list-style-type: none"> » Investor meetings, conference calls, roadshows » Website, email communications, social media » Annual General Meeting » Investor grievance mechanisms » Stock exchange intimations 	Continuous/Periodic/ Need Based	<p>To ensure alignment on long-term value creation and strategic direction.</p> <p>Key topics addressed include financial performance, governance, ESG risks and opportunities, responsible lending, and innovation.</p>
Customers	No	<ul style="list-style-type: none"> » Communication at branches and with relationship managers » Telephonic and online communication via website, emails, social media, platforms » Axis Virtual Centre 	Continuous/Need Based	<p>To enhance their financial well-being through reliable products, innovative solutions, transparent practices, and strong data privacy. A swift and effective grievance redressal system ensures their concerns are promptly addressed, reinforcing trust and satisfaction.</p>
		<ul style="list-style-type: none"> » Customer satisfaction survey, Grievance mechanisms » Marketing campaigns » Meetings with corporate customers 		<p>Key matters discussed include:</p> <ul style="list-style-type: none"> » Quality products and services » Innovative technology » Transparency and fair business » Maintaining customer data privacy and security » Effective and quick customer grievance Redressal Mechanism
Employees	No	<ul style="list-style-type: none"> » Internal communications – webcasts, newsletters, surveys, emails » Management visits to branches » Employee Engagement Surveys » Amber AI chatbot for Real-Time listening » Town-hall meetings with MD » Training and development programmes » Mid-year and annual performance appraisals » Intranet portal – My Connect » Employee engagement survey » Wellness programs » Employee-led communities and groups like Pride365 	Continuous/Need Based	<p>Employees directly impact the bank through their productivity and skills, affecting bank's ability to meet targets and satisfy customers.</p> <p>Key topic discussed are as follows:</p> <ul style="list-style-type: none"> » Compensation and benefits » Talent management, and Learning & Development (L&D) initiatives » Productivity » Health, Safety and Employee Wellbeing » Work-life balance » Employee engagement

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Regulators & Policymakers	No	<ul style="list-style-type: none"> » Mandatory filings with regulators; interaction during inspections » One-on-one meetings and group meetings, email correspondence » Periodical submissions of business and operational performance » Engagement at banking and industry platforms and conferences, regulatory reviews » Corporate announcements 	Continuous/Need Based	The Banking sector operates under the highest fiduciary and regulatory standards set by its regulators, at all times. Banks are significantly impacted by their regulators as well as policymakers. Changes in regulations, such as priority sector lending targets or new policies to address cybersecurity, directly affect a bank's business strategy as well as profitability.
Community & NGOs	Yes	<ul style="list-style-type: none"> » CSR Programmes implemented by Axis Bank » Feedback through structured questionnaires » Conferences and roundtables » NGO / CSO capacity building workshops 	Continuous/Need Based	The bank actively contributes to societal well-being through impactful CSR initiatives, partnerships with NGOs, and collaborations with academia.
Industry & Peers	No	<ul style="list-style-type: none"> » Communication with industry and trade associations: » Engagement under the Indian Banks' Association » Multilateral platforms » Corporate seminars 	Continuous/Need Based	To stay aligned with evolving sector trends and regulatory developments. These engagements support policy advocacy, enable knowledge sharing, and foster collaboration to shape best practices and strengthen the banking ecosystem.
Rating Agencies	No	<ul style="list-style-type: none"> » One-on-one meetings and group meetings » Email correspondence » Submissions of Financial & Non-Financial Performance for issuance & review of ratings 	Periodic/Need Based	Rating agencies significantly influence the bank's financial health and public perception. Their assessments directly impact the bank's access to capital, influencing the interest rates on instruments issued by the bank and ultimately affecting the cost of capital.



Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Value Chain Partners	No	» Vendor meetings » Structured surveys » Techno-commercial discussions and service engagements » Audit, governance, and compliance meetings » Contracts, emails, and calls	Periodic/Need Based	Guided by a comprehensive Vendor Code of Conduct, Axis Bank encourages ethical and sustainable practices across its supplier base. Key topics discussed during engagement are: » Timely payouts » Fair contractual terms and adherence to those » Organisational ESG consciousness » Transparent, ethical, and long-term business relations » Regular exchange of technical know-how

For more details, Refer Page no. 48 of stakeholder engagement section of the Bank's Integrated Annual Report for FY 2024-25.

Leadership Indicators

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

Axis Bank engages with eight key stakeholder groups through structured consultations on economic, environmental, and social topics, with feedback regularly communicated to the Board through internal reviews and leadership updates.

Stakeholders are systematically mapped based on their influence on and impact by the Bank, following internal assessments and leadership discussions. The identified stakeholder groups include Investors, Customers, Employees, Regulators & Policymakers, Industry & Peers, Communities & NGOs, Rating Agencies, and Value Chain Partners. Engagements are tailored and planned—such as investor meetings, customer surveys, employee town halls, and policy dialogues—ensuring inclusive consultations on material ESG topics. Feedback and insights from these engagements are consolidated and shared with senior leadership and the Board through formal review mechanisms, enabling informed strategic decisions aligned with stakeholder priorities.

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

Yes, inputs received from diverse stakeholders through Axis Bank's Stakeholder Engagement and Materiality Analysis exercise have been instrumental in identifying the most relevant environmental and social material issues. The Bank has disclosed corresponding targets, initiatives, and progress for each material topic in the Stakeholder Engagement and Materiality section of its Integrated Annual Report FY 2024-25 (refer page no. 48)

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

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

PRINCIPLE 5: Businesses should respect and promote human rights

Essential 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 2024-25			FY 2023-24		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent*	1,04,453	93,650	89.66%	1,04,332	1,04,332	100%
Other than permanent	9,948	9,948	100%	-	-	-
Total Employees	1,14,401	1,03,598	90.6%	1,04,332	1,04,332	100%
Workers						
Permanent						
Other than permanent						
Total Workers						

*The percentage of employees who completed mandatory training modules is calculated based on the total employee base. However, if only eligible employees are considered, the completion rate for trainings on human rights issues is 99.06%

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

Category	FY 2024-25					FY 2023-24				
	Total (A)	Equal to Minimum wage		More than Minimum wage		Total (D)	Equal to Minimum wage		More than Minimum wage	
		Number(B)	%(B/A)	Number(C)	%(C/A)		Number(E)	%(E/D)	Number(F)	%(F/D)
Employees										
Permanent	As an institution in the Banking sector, the Bank is compliant with the Labour laws of India, that stipulate minimum wages for employees falling under different categories. The Bank's remuneration practices are aligned with Section 197 read with Rule 5 (1) of the Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014, as amended, in respect of Directors / Employees of the Bank. The remuneration paid to all the employees / MD & CEO / Whole-Time Directors of the Bank, for the fiscal 2025, 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	9,948	9,948	100%	-	-	9,508	9,508	100%	0	0
Male	8,363	8,363	100%	-	-	8,163	8,163	100%	0	0
Female	1,584	1,584	100%	-	-	1,345	1,345	100%	0	0
Others	1	1	100%	-	-	-	-	-	-	-
Workers										
Permanent	N.A.									
Male										
Female										
Other than Permanent										
Male										
Female										



3. Details of remuneration/salary/wages

a. Median remuneration / wages:

	Male		Female		Others	
	Number	Median Remuneration/salary/wages of respective category	Number	Median Remuneration/salary/wages of respective category	Number	Median Remuneration/salary/wages of respective category
Board of Directors (BOD) ¹	7	20,25,000	2	20,25,000	-	-
Key Managerial Personnel ²	6	4,32,91,715	0	-	-	-
Employees other than BOD and KMP ³	65,781	13,60,805	22,852	13,72,795	-	-
Workers	N.A.					

1. Remuneration and number is of Non-Executive Directors (NEDs) and includes only fixed remuneration on an annualized basis. The sitting fees for attending the meetings of Board and Board committees is INR 1,00,000 per session and is not included in the above table.
2. Median remuneration for KMP is calculated considering the fixed remuneration along with the perquisites. Remuneration taken into consideration for above calculation is only for the period, the employee has served as a KMP
3. Median remuneration for permanent staff (excluding overseas staff) is calculated considering the fixed remuneration of all confirmed employees along with perquisites. The median of grade-wise medians for grades with both male and female employees is shown above.

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

	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	21.85%	20.90%

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

Yes. The Bank's commitment to human rights is anchored in its Human Rights Policy and supported by related governance frameworks. To ensure effective oversight and implementation, the Bank has established a Sustainability and Inclusion Council, which reports to the ESG Steering Committee. This committee is responsible for monitoring and guiding the execution of the Human Rights Policy across the organization.

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

The Bank has established robust internal mechanisms to address grievances related to human rights, ensuring a safe, ethical, and inclusive workplace. These include the Whistleblower Policy, which allows internal and external stakeholders to confidentially report concerns related to misconduct, irregularities, or malpractices without fear of retaliation. Employees can also raise issues through the secure H-Response portal, participate in regular townhalls, or directly escalate matters to Senior Management. Additionally, the Internal Complaints Committee under the POSH framework actively promotes a safe environment for women employees through awareness, training, and prompt redressal. The Bank also upholds employees' lawful right to freedom of association, reinforcing its commitment to human rights and workplace dignity.

The Bank's Human Rights Policy, which outlines its commitment and approach to upholding human rights across its operations, is available at: <https://www.axisbank.com/docs/default-source/default-document-library/human-rights-policy.pdf>.

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

	FY 2024-25			FY 2023-24		
	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	54	12	-	36	8	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/ Involuntary labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

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

	FY 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Re-dressal) Act, 2013 (POSH)	54	36
Complaints on POSH as a % of female employees / work-ers	0.18%	0.13%
Complaints on POSH upheld	30	20

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

The Bank has a comprehensive Prevention of Sexual Harassment (POSH) policy, supported by mandatory annual training for all employees. The policy ensures that anyone working with, associated with, or visiting the Bank can raise complaints without fear of retaliation. During investigations, the aggrieved individual may request temporary separation from the accused through the Central Internal Committee (CIC). The Bank ensures complete protection against victimization, including threats, retaliation, unfair disciplinary actions, or any form of discrimination—safeguarding the rights and dignity of all parties involved.

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

Yes. The Bank incorporates human rights requirements into its business agreements and contracts. Vendor evaluation criteria include social and environmental considerations, with a focus on compliance with norms related to human rights, labour, health & safety, and the environment. All suppliers are required to formally acknowledge and adhere to the Bank's Supplier Code of Conduct. Additionally, the Bank's ESG Policy for lending mandates Environmental and Social Due Diligence (ESDD) for projects, further reinforcing its commitment to human rights across its value chain.

10. Assessments for the year:

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



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

Not Applicable. However, the Bank takes several steps to prevent cases of Sexual Harassment. Please refer to Directors' Report of the Bank's Integrated Annual Report FY 2024-25.

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 promotes a fair and equitable relationship between the Bank and its Customers. The Bank treats all customers fairly and does not discriminate customers on any grounds such as gender, age, religion, caste, literacy, economic status, or physical disability. To cater to the needs of "persons with disabilities", the Bank has enabled its ATMs with braille keypad and talking functionality (voice guidance). In respect of Bank branches which are not easily accessible, ramps are constructed wherever feasible, for facilitating access to persons with disabilities. Adequate seating arrangements and support for banking services are provided. Certain large offices have special equipment, such as stretchers and wheelchairs for ease of movement. We also provide doorstep banking for ease of operations for Senior Citizens and persons with disabilities. Customers in need of assistance can contact the designated officer at their branch or may bring it to the notice of the Nodal Officer.

4. Details on assessment of value chain partners:

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

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

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

Not Applicable.

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment**Essential Indicators**

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

Parameter	FY 2024-25	FY 2023-24
From renewable sources (GJ)		
Total electricity consumption (A)	72,474.22	43,693.77
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)	72,474.22	43,693.77
From non-renewable sources (GJ)		
Total electricity consumption (D)	6,38,777.76	7,52,604.83
Total fuel consumption (E)	1,14,210.57	1,01,527.96
Energy consumption through other sources (F)	0.00	0.00
Total energy consumed from non-renewable sources (D+E+F)	7,52,988.33	8,54,132
Total energy consumed (A+B+C+D+E+F)	8,25,462.55	8,97,826.56
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations (GJ/Rupee)	0.0000005708	0.0000006811
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for (GJ/Rupee adjusted for PPP)	0.0000118	0.0000153
Energy intensity in terms of physical output		
Energy intensity (optional) – the relevant metric may be selected by the entity (GJ/FTE)	7.90	8.61

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

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

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

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

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	-*	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	1,79,489.20	1,94,074.00
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	1,79,489.20	1,94,074.00
Total volume of water consumption (in kilolitres per year) (reported for 9 offices only) (Considering avg. of 330 working days)	1,79,489.20	1,94,074.00
Water intensity per rupee of turnover (Total water consumption / Revenue from operations) (Litre per rupee)	0.000124	0.000147



Parameter	FY 2024-25	FY 2023-24
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) (reported for 9 offices only)	0.00256	0.00330
Water intensity in terms of physical output	N.A.	N.A.
Water intensity in terms of physical output	N.A.	N.A.

-* stands data Not Available

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

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

4. Provide the following details related to water discharged:

Parameter	FY 2024-25	FY 2023-24
Water discharge by destination and level of treatment (in kiloliters)		
(i) To Surface water	-*	N.A.
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater	-	-
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater	-	-
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third parties	-	-
- No treatment		
- With treatment – please specify level of treatment		
(v) Others	-	-
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kiloliters)		

-* stands data Not Available

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

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

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

Zero Liquid Discharge (ZLD) is not applicable to Axis Bank's operations as the Bank is a service-oriented organization and does not generate industrial effluent. However, the Bank ensures that wastewater from its facilities is managed responsibly. Most offices are connected to municipal wastewater treatment systems, and select campuses are equipped with sewage treatment plants (STPs) to enable water recycling and reduce freshwater demand.

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

Parameter	Please specify unit	FY 2024-25	FY 2023-24
NOx	- *	-	-
SOx	-	-	-
Particulate matter (PM)	-	-	-
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify	-	-	-

-* stands data Not Available

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

Parameter	Unit	FY 2024-25	FY 2023-24
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)	tCO ₂ e	Diesel consumption and Fugitive emissions from AC. CO ₂ - 11,296.79 (Tons) CH ₄ - 31.86 (tCO ₂ e) N ₂ O - 18.71 (tCO ₂ e)	Diesel consumption and Fugitive emissions from AC. CO ₂ - 15,750.49 (Tons) CH ₄ - 27.77 (tCO ₂ e) N ₂ O - 16.31 (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)	tCO ₂ e	1,28,997.62	1,49,684.74
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	0.097	0.126
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)		0.00000201	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	tCO ₂ e/FTE*	1.34	1.59

*FTE- Full time Employee

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



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

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

1. Implementation of Solar energy project at Solapur, aggregating ~ 2 MW which helped avoiding ~ 2,221.59 tCO₂e of carbon emissions in FY 2024-25.
2. Axis Bank has started procuring solar power of ~1 MW (3.50 Lakhs units p.a.) under Power Purchase Agreement (PPA) Model from fiscal 2020 for Bank's Data Centre in Bengaluru. The Bank has consumed ~ 100.70 lac units of electricity for its Data Centre, alone in FY 2024 -25, which helped in avoiding ~7,320. 89 tCO₂e of carbon emissions.
3. During FY 2024-25, the implementation of CEMS in 600 branches helped save 38.72 lac units of electricity, which resulted in avoiding ~2,814.96 tCO₂e of carbon emissions.
4. Three of the large offices in Mumbai viz. Axis House Worli, Andheri MIDC and Ruby Mills are 100% on green energy. This has helped in avoiding ~5,040.17 tCO₂e of carbon emissions.
5. Axis House, Worli has an additional solar power capacity of 224 KW. This is used explicitly for the machinery in the building. This has helped in avoiding ~53.11 tCO₂e of carbon emissions.
6. Maintenance of unity power factor through APFC panels in auto mode for optimum use of power at Axis House Mumbai and Axis House Noida.
7. Star-rated, energy-efficient air conditioners and motion sensors were deployed Axis House, Mumbai and Regional Office Bengaluru to enhance energy performance.
8. Data Centre of the Bank has adopted various energy efficiency measures, such as:
 - Adopted advanced cooling technologies and thermal management strategies, including air-cooled chillers and thermal insulation
 - Equipped server racks with temperature and humidity sensors integrated with Building Management Systems (BMS)
 - Implemented highly efficient modular UPS systems, achieving operational efficiency of over 97%
 - Installed motion-sensor LED lighting and environmentally friendly materials to optimize energy usage and enhance sustainability
9. Electrical vehicle (EV) charging facilities were installed at large campuses, including Axis House in Mumbai, MIDC Andheri, and Axis House in Noida, to promote cleaner mobility and reduce Scope 3 emissions.
10. Advanced cooling technologies, such as air-cooled chillers and thermal insulation, were adopted to further improve energy performance in large buildings.
11. The Bank prioritizes the use of low-VOC (Volatile Organic Compound) primers and paints in its infrastructure projects, ensuring improved indoor air quality and reduced environmental emissions during fit-outs and renovations

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

Parameter	FY 2024-25	FY 2023-24
Total Waste generated (in metric tonnes)		
Plastic waste (A) (06 offices)	3.69	4.99
E-waste (B) (Pan India)	396.89	28.79
Bio-medical waste (C)	.*	-
Construction and demolition waste (D) (2 offices)	16.53	4.57
Battery waste (E) (5 offices)	34.48	34.76
Radioactive waste (F)	N.A.	N.A.
Other Hazardous waste. Please specify, if any. (G)	N.A.	N.A.
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	Paper Waste – 207.34 (12 offices)	Paper Waste – 234.69 (11 offices)
	Metal Waste – 13.82 (04 offices)	Metal Waste – 9.73 (03 offices)
	Glass Waste – 0.56 (01 office)	Glass Waste – 0.54 (03 offices)
	Organic Waste – 182.45 (11 offices)	Organic Waste - 157.08 (08 offices)
	Inert Waste – 0.18 (1 office)	
Total (A+B + C + D + E + F + G + H)	856.04	475.15
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations (Kg/Rupee)	0.000000653	0.0000003605
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP Kg/Rupee)	0.0000000122	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 tons)

Category of waste (in metric tons)		
(i) Recycled		
Plastic waste (A) - 6 offices	3.69	-
E-waste (B) - PAN India	396.89	-
Battery waste - 5 office	34.48	-
Paper Waste - 12 offices	207.34	-
Metal Waste - 04 offices	13.82	-
Glass Waste - 01 offices	0.65	-
(ii) Re-used	0.00	-
(iii) Other recovery operations		
Organic Waste - 08 offices	182.37	-
Total	839.24	-



For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)		
Category of waste	FY 2024-25	FY 2023-2024
(i) Incineration	0.00	-
(ii) Landfilling		
Organic Waste - 03 offices*	7.02	-
Construction and demolition waste - 2 offices**	16.53	-
Paper Waste - 3 offices*	1.13	-
Inert Waste - 01 offices*	0.18	-
(iii) Other disposal operations	-	-
Total	24.87	-

*Handed over to local corporation

**Disposed through authorised agencies

-* stands data Not Available

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

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

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

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

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

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

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

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

No. Axis Bank does not have any operations or offices located in or around ecologically sensitive areas such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, or coastal regulation zones where specific environmental approvals or clearances are required as per applicable environmental regulations.

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

No. environmental impact assessments were required or undertaken by Axis Bank in the current financial year, as the nature of the Bank's operations does not involve infrastructure or industrial projects that fall under the purview of Environmental Impact Assessment (EIA) regulations.

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

Yes. Axis Bank is compliant with applicable environmental laws, regulations, and guidelines in India, including the Water (Prevention and Control of Pollution) Act, the Air (Prevention and Control of Pollution) Act, the Environment (Protection) Act, and the rules framed thereunder.

Leadership Indicators

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

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

- Name of the area
- Nature of operations
- Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	-*	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	--
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

-* stands data Not Available

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

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



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

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	41,566.90	39,888.28
Total Scope 3 emissions per rupee of turnover	g CO ₂ e/ Rupee	0.029	0.030
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	tCO ₂ e/Full Time Employee (FTE)	0.40	0.38

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

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

Axis Bank does not have any direct operations in or around ecologically sensitive areas, and hence, has not caused any significant direct or indirect impact on biodiversity in such zones during the reporting period. However, as part of its commitment to responsible financing, the Bank conducts environmental and social risk assessments for its wholesale banking lending activities, in line with its ESG policy. This framework ensures that potential environmental and biodiversity-related risks associated with financed projects are identified, evaluated, and addressed appropriately before loan disbursement.

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	Deployed CEMS across 600 branches / offices to monitor and optimize Electricity consumption	In FY 2024-25, the implementation of CEMS in 600 branches helped save 38.72 lac units of electricity, which resulted in saving ~2,814.96 tCO ₂ e of carbon emissions.
2	Solar Power - 2 MW at Solapur	Commissioned a 2 MW solar plant in Solapur, Maharashtra	Aggregating Solar Power of ~ 2 MW which helped avoiding ~ 2,221.59 tCO ₂ e of carbon emissions in FY 2024-25.
3	Green Renewable Power purchase arrangements, BCC Bangalore	Procuring ~ 1 MW of solar power for the Bengaluru Data Centre under a Power Purchase Agreement (PPA).	The Bank has consumed ~ 100.70 lac units of electricity for its Data Centre, alone in FY 2024 -25, which helped in avoiding ~7,320. 89 tCO ₂ e of carbon emissions.
4	Wheat Straw based paper procured	In line with sustainable sourcing practices, the Bank uses wheat straw-based paper where feasible, prioritizing alternatives with lower carbon footprints.	The bank minimised about ~ 3.63 tCO ₂ e of carbon emissions.
5	Digital Banking Services – 'Saksham'		helped in avoiding ~ 46.37 tCO ₂ e of carbon emissions.
	Digital Banking Services - e-statements & e-welcome kits	Use of various digital banking initiatives, replacing physical statements and onboarding materials with digital formats.	helped in avoiding ~ 28.76 tCO ₂ e of carbon emissions
	Paperless Digital Loans in Digital Lending - DBAT		helped in avoiding ~1,202.27 tCO ₂ e of carbon emissions.

Sr. No	Initiative undertaken	Details of the initiative (<i>Web-link, if any, may be provided along-with summary</i>)	Outcome of the initiative
6	Axis House, MIDC Andheri & Ruby Mills	These offices operate entirely on renewable/Green energy.	helped in avoiding ~ 5,040.17 tCO ₂ e of carbon emissions.
	Axis House, Worli - supplementary 224 KW solar panels		helped in avoiding ~ 53.11 tCO ₂ e of carbon emissions.

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

Axis Bank has instituted a comprehensive Business Continuity Management (BCM) framework, aligned with RBI guidelines and global best practices, to ensure uninterrupted banking services across all critical functions. The framework is built on three strategic pillars—business continuity, disaster recovery, and emergency response—to minimize any financial, regulatory, or reputational impact during disruptions. Oversight is provided by the BCP & Crisis Management Committee, and rigorous testing ensures ongoing readiness. The Bank's Business Continuity Office continually strengthens preparedness, enabling resilience across operations.

The Policy is accessible at:

<https://www.axisbank.com/docs/default-source/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?

Axis Bank has not observed any significant adverse environmental impacts arising directly from its value chain during the reporting period. However, the Bank proactively mitigates potential indirect risks through its ESG risk assessment framework for wholesale lending and promotes sustainable procurement practices. These measures help ensure environmental responsibility across its financing and supplier ecosystem.

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

Currently, Axis Bank has not conducted any formal assessments of its value chain partners for their environmental impact. However, the Bank is in the process of strengthening its ESG integration across procurement and supplier engagement, with the aim to incorporate such assessments in the future.

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

Essential Indicators

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

Axis Bank representatives actively contribute to policy advocacy through their empanelment on 47 Committees, Sub-Committees, Working Groups, and platforms across various industry bodies, trade associations, chambers of commerce, media, and academic institutions.

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

S. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/ associations (State/National)
1	Indian Banks Association (IBA)	National
2	Associated Chambers of Commerce & Industry of India (ASSOCHAM)	National
3	Bombay Chamber of Commerce and Industry (BCCI)	National
4	World Economic Forum	International
5	Confederation of Indian Industry (CII)	National



S. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
6	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
7	Fixed Income Money Market and Derivatives Association (FIMMDA)	International
8	NASSCOM	National
9	Data Security Council of India	National
10	EDM Council	National

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

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

Leadership Indicators

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/Half yearly/Quarterly /Others -please specify)	Web Link, if available
The Bank has not taken any direct public policy positions. However, it actively contributes to policy development in the banking sector through participation in industry forums, events, and consultations, thereby supporting and influencing regulatory and policy advancements. Please refer to the section "Thought Leadership" page no. 196 of Bank's Integrated Annual Report for FY 2024-25.					

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 projects that mandate Social Impact Assessments. However, from a CSR perspective, the Bank actively collaborates with implementing partners to ensure alignment with programme objectives and maximize social impact. This includes close oversight of programme design, implementation models, and governance mechanisms. In compliance with the Ministry of Corporate Affairs' guidelines, Impact Assessments of eligible CSR projects are conducted by qualified, independent third-party agencies.

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

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

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

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

As a financial services institution, the Bank's core operations typically do not generate community-related grievances. However, through its Corporate Social Responsibility (CSR) initiatives, the Bank integrates mechanisms for receiving and addressing community feedback, including direct engagement with beneficiaries. To ensure alignment with community needs, the Bank conducts baseline, midline, and end-line assessments of its CSR programmes. Additionally, a robust whistleblower mechanism is in place to capture grievances or concerns from both internal and external stakeholders—including vendors and community members. Stakeholders can share their concerns via the dedicated email address: csr@axisbank.com.

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

Category of waste	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/ small producers	10%	11%
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 2024-25	FY 2023-24
Rural	3.87%	3.9%
Semi Urban	11.76%	9.7%
Urban	23.31%	19.5%
Metropolitan	61.05%	66.9%

(Place to be categorized as per RBI Classification System - rural/ semi-urban / urban / metropolitan)

- 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 Districts	Amount (In ₹ crore)
1	Andhra Pradesh	Visakhapatnam	1.59
		Vizianagaram	
2	Assam	Baksa	0.72
		Barpeta	
		Darrang	
		Dhubri	
		Goalpara	
		Udalguri	
3	Bihar	Aurangabad(BH)	5.25
		Banka	
		Gaya	
		Jamui	
		Muzaffarpur	
		Nawada	



Sr. No.	State	Aspirational Districts	Amount (In ₹ crore)
4	Chhattisgarh	Bastar	10.77
		Bijapur	
		Dakshin Bastar Dantewada	
		Korba	
		Mahasamund	
		Narayanpur	
		Rajnandgaon	
		Sukma	
		Uttar Bastar Kanker	
5	Gujarat	Narmada	0.31
6	Himachal Pradesh	Chamba	0.04
7	Jharkhand	Bokaro	16.69
		Dumka	
		East Singhbhum	
		Garhwa	
		Godda	
		Gumla	
		Hazaribagh	
		Khunti	
		Latehar	
		Lohardaga	
		Palamu	
		Ramgarh	
		Ranchi	
		Sahebganj	
		Simdega	
		West Singhbhum	
8	Kerala	Wayanad	0.02
9	Madhya Pradesh	Barwani	3.27
		Chhatarpur	
		Damoh	
		Guna	
		Khandwa (East Nimar)	
		Rajgarh	
10	Maharashtra	Singrauli	0.97
		Vidisha	
		Dharashiv	
11	Meghalaya	Gadchiroli	0.56
		Ri Bhoi	
12	Mizoram	Mamit	0.02
13	Nagaland	Kiphire	0.02

Sr. No.	State	Aspirational Districts	Amount (In ₹ crore)
14	Odisha	Balangir	17.49
		Dhenkanal	
		Gajapati	
		Kalahandi	
		Kandhamal	
		Koraput	
		Malkangiri	
		Nabarangpur	
		Nuapada	
		Rayagada	
15	Punjab	Ferozepur	0.06
16	Rajasthan	Baran	1.59
		Dholpur	
		Jaisalmer	
17	Tamil Nadu	Ramanathapuram	6.06
		Virudhunagar	
18	Uttar Pradesh	Bahraich	2.25
		Chandauli	
		Chitrakoot	
19	Uttarakhand	Haridwar	0.10
		Udham Singh Nagar	
Total			67.79

3. a. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)
- No, the Bank does not currently have a preferential procurement policy covering the specified parameters. However, it actively promotes green procurement practices wherever applicable.
- b. From which marginalized /vulnerable groups do you procure?
- N.A.
- c. What percentage of total procurement (by value) does it constitute?
- N.A.

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

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

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

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



6. Details of beneficiaries of CSR projects*:

S. No.	CSR Project	No of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1	Education	8,56,008	100%
2	Environment (Total Tree Plantation)	32,73,765 (saplings)	---
3	Financial Inclusion	1,98,459	95%
4	Sustainable Livelihood (Total Households)	3,87,467	100%
5	Sports	381	50%

*standalone for FY 2024-25

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

Essential Indicators

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

Axis Bank has established multiple robust mechanisms to receive and address customer complaints and feedback. These include communication through branches and relationship managers, telephonic and online channels such as the Bank's website, emails, and social media platforms, as well as interactions through the Axis Virtual Centre. The Bank regularly conducts customer satisfaction surveys and grievance redressal mechanisms, including Axis Pride – a dedicated initiative aimed at ensuring quick resolution of customer complaints.

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

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

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

*	FY 2024-25			FY 2023-24		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	0	0	-	0	0	0
Advertising	12,744	544	-	-	-	-
Cyber- security	0	0	-	0	0	0
Delivery of essential services	4,97,247	8,782	-	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	4,438	146	-	16,940	0	The Bank shall report the complaints pending resolution for Unfair Trade practices going forward.
Other	76,111	1,671	-	-	-	-

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

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

	Number	Reasons for call
Voluntary recalls		
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.

Yes. The Bank has a robust framework to manage cyber security and data privacy risks through comprehensive Information and Cyber Security Policies, aligned with its OPEN philosophy. Governance is overseen by an executive-level Information System Security Committee. The framework adheres to leading standards including ISO 27001, ISO 27017, ISO 27018, ISO 27034, and PCI DSS. A defense-in-depth approach is adopted, supported by 24x7 monitoring through a dedicated Security Operations Centre (SOC), rigorous pre-deployment assessments, and strong technical and administrative controls to prevent, detect, and respond to cyber threats, ensuring the protection of customer data and digital assets.

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 remains committed to safeguarding customer data privacy and delivering secure, reliable services. No complaints related to privacy or data breaches were received during FY 2024-25. Our Privacy Policy reinforces responsible data processing and enhances customer awareness of how their personal data is protected. The Bank ensures transparency by displaying appropriate privacy notices in line with regulatory norms across all products and services. With a strong focus on people, processes, and technology, we continuously strengthen our data governance framework to offer seamless and inclusive banking. There were no reported instances of product recalls, advertising violations, or penalties related to the safety of products or services during the reporting year.

7. Provide the following information relating to data breaches.**a. Number of instances of data breaches**

Nil. No such instances reported during the year.

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

N.A.

c. Impact, if any, of the data breaches

N.A.

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

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.

The Bank a powerful security umbrella across Internet Banking, Mobile Banking, and Credit Cards by combining multifactor authentication, real-time fraud monitoring, and other best practices. We protect customer data through vigilant detection and rapid response to threats

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

The Bank has robust measures in place to proactively inform customers of any potential service disruptions or discontinuations, in line with applicable regulatory requirements. These efforts are supported by a comprehensive Business Continuity Plan (BCP) framework, which forms an integral part of the Bank's broader risk governance architecture. The BCP ensures seamless continuity of critical services and operations, safeguarding the interests of the Bank's diverse and extensive 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