

Progress on...  **AXIS BANK**



SUSTAINABLE PROGRESS

At Axis Bank, we believe success is a never ending journey, and this is at the core of our brand value proposition. In the journey of human progress, we are all connected like never before and are in the defining phase in history for shaping the future we want.

The United Nations Sustainable Development Goals, UNFCCC Conference of Parties (COP) 21 climate change agreement, World Economic Forum's Global Risks amongst others, are some of the key global indicators towards immediate and affirmative action required to ensure a sustainable future.

'Sustainable Progress', as an extension of our brand proposition 'Progress on...', is an articulation of our sustainability philosophy and our steadfast commitment towards building a sustainable future for all.



About the Report

This is our second Sustainability Report, covering the reporting period 2015-16. The report is prepared using the Global Reporting Initiative (GRI) G4 Sustainability Reporting Guidelines, and is 'in accordance' with G4 'core' reporting option. KPMG was engaged to provide external assurance and the report is also aligned to the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVG-SEE), United Nations Global Compact (UNGC) Principles, and the UN Sustainable Development Goals.

Our reporting approach focuses on highlighting the Bank's sustainability performance, while providing transparent and relevant information on the 'material aspects' that are of significance to both us and our

stakeholders. The approach to materiality and stakeholder engagement is reported in subsequent sections. The reporting boundary for 2015-16 was primarily limited to the Indian operations of Axis Bank Limited and to the Axis Bank Foundation. Relevant disclosures are made across the report to indicate the reporting boundary for the performance and information presented. The complete GRI G4 Content Index for 2015-16 can be accessed through the website at www.axisbank.com/csr

Your feedback is important in our quest to enhance our reporting efforts. Send in your valuable comments and feedback to sustainability@axisbank.com or reach us through the social media channels given below.



fb.com/AxisBank



twitter @AxisBank



linkedin.com/Axis Bank



Instagram/AxisBank



youtube.com/AxisBank



This report contains references to relevant additional information. Active web-links and QR codes are provided across the report to enable the reader access such information. Smart phones or tablets can be used to scan the QR code to access and read additional information.

Independent Assurance

KPMG (Registered), India was selected to provide independent assurance on this sustainability report which conforms to the Global Reporting Initiative (GRI) G4 guidelines in-accordance with 'core' criteria. 'Limited Assurance' was provided against the International Standard on Assurance Engagements (ISAE) 3000 on the report contents as described in the assurance scope. The full assurance statement with conclusions provided by KPMG (Registered), India is available on our website www.axisbank.com/csr/csr.aspx



Scan the QR code to access the Independent Assurance Statement



Scan the QR code to access the GRI content Index

Additional Resources



axisbank.com



Axis Bank Annual Report 2015-16



Axis Bank Business Responsibility Report 2015-16



axisbankfoundation.org

CONTENTS

SUSTAINABILITY HIGHLIGHTS	1
MESSAGE FROM THE MANAGING DIRECTOR & CHIEF EXECUTIVE OFFICER	3
ABOUT AXIS BANK	5
SUSTAINABILITY@AXIS	7
CORPORATE GOVERNANCE	22
ETHICS & RISK MANAGEMENT	26
ECONOMIC CONTRIBUTION	29
CUSTOMERS	32
SHAREHOLDERS & PROVIDERS OF CAPITAL	44
PEOPLE	48
ENVIRONMENT	56
COMMUNITIES	64
PERFORMANCE REVIEW	75
AWARDS & ACCOLADES	81



Axis House, Mumbai – the Corporate Headquarters of Axis Bank

ABOUT AXIS BANK

Axis Bank is the third largest private sector bank in India offering an entire comprehensive spectrum of financial services to customer segments covering Large and Mid-Corporates, Micro, Small and Medium Enterprises (MSME), Agriculture and Retail Businesses.

Vision

To be the preferred financial solutions provider excelling in customer delivery through insight, empowered employees and the smart use of technology

Values



Customer Centricity



Ethics



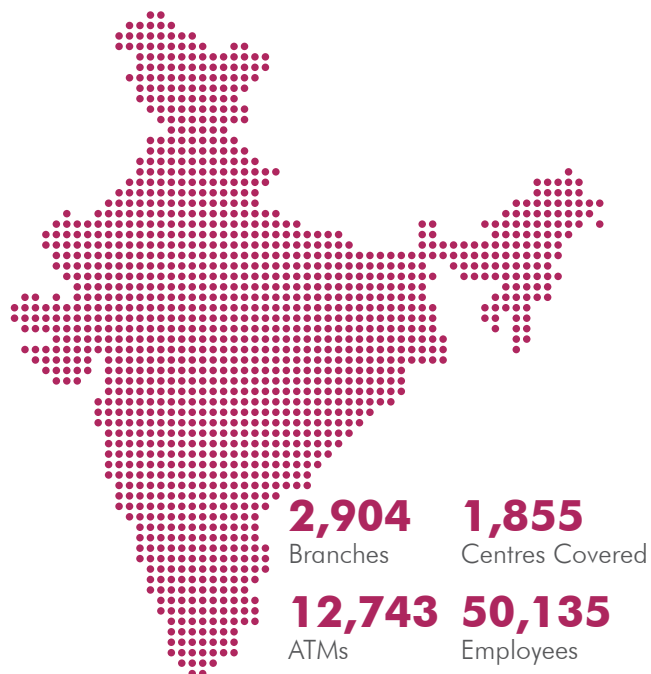
Transparency



Teamwork



Ownership



International Presence



London, UK



Singapore



Shanghai,
Hong Kong



Dubai, Abu
Dhabi, DFIC



Colombo



Dhaka

Data as on 31st March, 2016

Business Segments



Retail Banking

End-to-end retail banking services:

- Deposits
- Loans
- Investments
- Payment Solutions
- Digital Banking

- 17 million Savings Account customers
- ₹1,058 billion Savings Bank deposits
- ₹1,385 billion Retail Loans portfolio
- ₹194 billion Credit Card spends
- 3.7 million Axis Internet Banking users, 2.4 million Axis Mobile Banking App users
- More than 0.3 million Insurance Policies sold
- More than 0.3 million Online Trading Accounts opened
- Processed US\$ 2 billion Outward Retail Remittance and US\$ 6 billion Inward Retail Remittance



Corporate Credit

Composite credit facilities:

- Working Capital
- Term Loan
- Project Finance

- ₹1,554 billion Corporate Credit portfolio



Treasury

Integrated Treasury business covering:

- Asset Liability Management
- Correspondent banking activity
- Foreign Exchange and Derivative Trading
- Bullion Business
- Investments in SLR and Non-SLR securities
- Arranger Ship Business

- ₹1,241 billion bonds and debentures arranged for various Public Sector Undertakings and corporates



Transaction Banking

Integrated Transaction banking business covering:

- Current Accounts
- Collection & Payment Solutions
- Forex
- Trade Services
- Capital Market Solutions

- ₹637 billion Current Account deposit base



SME Business

Robust SME Support:

- Working Capital
- Term Loan
- Trade Finance
- Project Finance

- ₹449 billion SME advances