

Axis Bank Limited



Business Responsibility
Report 2015-16

(Pursuant to regulation 34(2)(f) of the Securities and Exchange Board of India
(Listing Obligations and Disclosure Requirements) Regulations, 2015 (“Listing Regulations”))

Introduction:

The Bank has adopted a stakeholder centric Sustainability Framework to strategically drive its sustainability initiatives. The Bank’s Sustainability Framework is aligned to the principles of Business Responsibility as prescribed under the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVG-SEE) released by Ministry of Corporate Affairs, Government of India. The disclosures made under this report provide transparent and relevant information on the Bank’s efforts and performance against the nine principles of Business Responsibility. Adopting global best practices, the Bank also makes detailed disclosures on its sustainability initiatives and performance through its Sustainability Report. The Sustainability Report is prepared using Global Reporting Initiative (GRI) G4 reporting guidelines and is externally assured. The first Sustainability Report of the Bank was published for 2014-15 and similar report shall be published for the year 2015-16. In accordance with the Securities and Exchange Board of India (SEBI) circular CIR/CFD/CMD/10/2015 dated November 04, 2015, disclosures made under this report are also referenced to the disclosures made under the Bank’s Sustainability Report. The Sustainability Report and previous Business Responsibility Reports of the Bank can be accessed at <http://www.axisbank.com/csr/reportsNdisclosure.aspx>

Section A: General Information about the Company

1	Corporate Identity Number (CIN) of the Company	L65110GJ1993PLC020769
2	Name of the Company	Axis Bank Limited
3	Registered address	"TRISHUL", Third Floor, Opp. Samartheshwar Temple, Law Garden, Ellisbridge, Ahmedabad - 380 006
4	Website	www.axisbank.com
5	Email id	sustainability@axisbank.com
6	Financial year reported	2015-16
7	Sector(s) that the Company is engaged in (industrial activity code-wise)	National Industrial Classification 2008 Section K: Financial and Insurance Activities Code: 64191
8	Three key products/services of the Company (as in balance sheet)	<ul style="list-style-type: none"> • Deposits • Loans • Investments and foreign exchange
9(i)	Number of international locations	8 (including overseas subsidiary)
9(ii)	Number of National locations	2,895 branches
10	Markets served by the Company – Local/State/National/International/	Domestic: Pan India International: Singapore, Hong Kong, Dubai International Financial Centre (DIFC), Colombo, Shanghai. Representative offices in Dubai, Abu Dhabi and Bangladesh, and an overseas banking subsidiary in the United Kingdom

Section B: Financial Details of the Company

1	Paid up capital (₹crores)	476.57
2	Total turnover (₹crores)	50,359.50
3	Total profit after taxes (₹crores)	8,223.66
4	CSR spend as percentage of profit after tax (%)	1.69% (based on average net profits of last 3 financial years computed as per Section 198 of the Companies Act, 2013)
5	List of CSR activities	<p>The Bank undertakes various CSR activities in accordance with its 'Policy on Corporate Social Responsibility'. The CSR activities are undertaken by the Bank or through Axis Bank Foundation (ABF) or through any other Trust or agencies and entities as deemed suitable.</p> <p>The primary purpose of the Bank's CSR philosophy is to make a meaningful and measurable impact on the lives of economically, physically and socially challenged communities of the country by supporting initiatives aimed at creating conditions suitable for sustainable livelihood in these communities. The Bank aims to promote literacy among the disadvantaged and differently-abled people, and also financial literacy amongst consumers at large which includes consumer education and awareness as well as capacity building and skill building in various sectors of the economy. The Bank promotes initiatives that preserve, restore and enhance environment, ecological balance, and natural resources. It undertakes measures to eradicate hunger, poverty and malnutrition as well as to improve sanitation, health and hygiene. The Bank also aims to undertake activities to reduce inequalities faced by socially and economically backward groups. Please refer the Annexure V of the Bank's Annual Report 2015-16 for information on CSR activities. Additional information on the Bank's CSR initiatives can be found in the 'Communities' section of the Bank's Sustainability Report 2014-15 and similar report shall be published for 2015-16.</p>

Section C: Other details

1	Company subsidiaries/joint-ventures	<p>Subsidiary companies</p> <ul style="list-style-type: none"> • Axis Capital Limited • Axis Securities Limited • Axis Private Equity Limited • Axis Trustee Services Limited • Axis Asset Management Company Limited • Axis Mutual Fund Trustee Limited • Axis Finance Limited • Axis Bank UK Limited • Axis Securities Europe Limited
2	Subsidiaries participating in Company's Business Responsibility (BR) initiatives	<ul style="list-style-type: none"> • Axis Capital Limited • Axis Securities Limited • Axis Trustee Services Limited • Axis Asset Management Company Limited • Axis Mutual Fund Trustee Limited • Axis Finance Limited
3	Other entities (e.g. suppliers, distributors etc.) participating in Company's BR initiatives	Nil



Section D (1): Business Responsibility Information

1.a.	Director responsible for implementation of BR policies, Director Identification Number (DIN)	00033882
	Director responsible for implementation of BR policies (Name)	Mr. V. Srinivasan
	Director responsible for implementation of BR policies (Designation)	Deputy Managing Director
1.b.	BR Head (DIN, if applicable)	N.A.
	BR Head (Name)	Ms. Manjiri Rele
	BR Head (Designation)	Senior Vice President, Ethics & Sustainability
	BR Head (Telephone number)	+91-22-2425-2525
	BR Head (email id)	sustainability@axisbank.com

Section D (2): BR Information - Principle-wise (as per NVGs) BR Policy/Policies (Yes/No)

		P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1	Do you have policy/policies for...#	Y	Y	Y	Y	Y	Y	N	Y	Y
2	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	-	Y	Y
3	Does the policy conform to any national /international standards? If yes, specify?	Y*	Y*	Y*	Y*	Y*	Y*	-	Y*	Y*
4	Has the policy being approved by the Board? If yes, has it been signed by MD/owner/CEO/ appropriate Board Director?	Y**	Y**	Y**	Y**	Y**	Y**	-	Y**	Y**
5	Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	-	Y	Y

Section D (2): BR Information - Principle-wise (as per NVGs) BR Policy/Policies (Yes/No)

	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
6	<p>Indicate the link for the policy to be viewed online?</p> <p>The following policies are available on the Bank's website www.axisbank.com</p> <ul style="list-style-type: none"> • Code of Bank's Commitment to Customers • Code of Bank's Commitment to Medium and Small Enterprises (MSE) • Customer Compensation Policy of the Bank • Banker's Fair Practice Code • Grievance Redressal Policy • Code of Conduct and Conflict of Interest Norms in respect of Board of Directors • Code of Conduct & Ethics for Senior Management • Policy on Corporate Social Responsibility • Citizen's Charter – A Charter for Customer Service • Customer Rights Policy • Code of Conduct for Direct Selling Agents • Policy on Related Party Transactions • Comprehensive Deposit Policy • Policy on Collection of Dues and Repossession of Securities • Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information (UPSI) • Policy for lending to Micro Small & Medium Enterprises (MSMEs) • Privacy Policy <p>The remaining policies being internal documents are only available to the employees through the Bank's intranet.</p> <p>The following policies of the Bank's subsidiaries companies are available on their respective websites as given below</p> <p>Axis Asset Management Company Limited (www.axismf.com)</p> <ul style="list-style-type: none"> • Privacy Policy • Voting Policy <p>Axis Securities Limited (www.axisdirect.co.in)</p> <ul style="list-style-type: none"> • Privacy Policy • Policies and Procedures Pertaining to Dealing with Clients <p>Axis Finance Limited (www.axisfinance.co.in)</p> <ul style="list-style-type: none"> • Code of Conduct [Directors and Senior Management] • Fair Practice Code • Privacy Policy • Interest Rate Policy • CSR Policy <p>Axis Capital Limited (www.axiscapital.co.in)</p> <ul style="list-style-type: none"> • Policy on Inactive Client Accounts • Policy against Circulation of Rumors • Policy on code modification • Citizens Charter • Policy on Corporate Social Responsibility <p>Axis Trustee Services Limited (www.axistrustee.com)</p> <ul style="list-style-type: none"> • Policy on Corporate Social Responsibility • Privacy Policy 								

Section D (2): BR Information - Principle-wise (as per NVGs) BR Policy/Policies (Yes/No)

		P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes. Policies have been communicated to all key internal stakeholders of the Bank. The communication on policies covering all internal and external stakeholders is an on-going process								
8	Does the company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	-	Y	Y
9	Does the Company have a grievance re-dressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	-	Y	Y
10	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	The Head of Departments are responsible for effective implementation of the policies. The Compliance Department monitors the adherence to implementation of policies mandated by RBI.								

Section D (2): BR Information - Principle-wise (as per NVGs) BR Policy/Policies (Yes/No)

		P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1	Not understood the principles	-	-	-	-	-	-	-	-	-
2	Not at a stage where it finds itself in a position to formulate and implement the policies on specified principles	-	-	-	-	-	-	-	-	-
3	Does not have financial or manpower resources available for the task	-	-	-	-	-	-	-	-	-
4	Planned to be done within next 6 months	-	-	-	-	-	-	-	-	-
5	Planned to be done within the next 1 year	-	-	-	-	-	-	-	-	-
6	Other reasons	-	-	-	-	-	-	^ Refer to the response below	-	-

^ The Bank along with its subsidiaries works closely with collective trade and industry associations, while there is no specific policy outlined for this principle.

Principle-wise policies

P1	Compliance Policy, Whistleblower Policy, Anti Money Laundering Policy, Policy on prevention and reporting of frauds, Policy on recognition/rewards for detection of fraud, Code of Bank's Commitment to Customers, Code of Bank's Commitment to Micro and Small Enterprise, Code of Conduct and Ethics, Code of Conduct and Conflict of Interest Norms in respect of Board of Directors, Code of Conduct for Direct Selling Agents, Policy on Related Party Transactions, Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information (UPSI)
P2	Code of Bank's Commitment to Micro and Small Enterprise, Sustainable Lending Policy and Procedures, Credit Policy (SME Priority Sector exposures: Concessionary pricing), Policy for lending to Micro Small & Medium Enterprises (MSMEs)
P3	Remuneration Policy, Staff Housing Loan Policy, Staff Rules and Guidelines (covering leave policy, insurance benefits, superannuation scheme etc.), Policy on Prevention of Sexual Harassment, Policy on Safety for Women at Workplace, Policy on Human Rights
P4	Code of Bank's Commitment to Micro and Small Enterprise, Policy on Corporate Social Responsibility Policy, Credit Policy (SME Priority Sector exposures: Concessionary Pricing,), Policy for lending to Micro Small & Medium Enterprises (MSMEs)
P5	Policy on Human Rights, Code of Conduct and Ethics
P6	Policy on Environment Management
P8	Financial Inclusion practices, Policy on Corporate Social Responsibility
P9	Code of Bank's Commitment to Customers, Code of right sell for liability & investment products, Policy on outsourcing of financial services, Consumer Lending Credit Policy, Information Systems Security Policies, Citizen's Charter – A Charter for Customer Service, Customer Rights Policy, Comprehensive Deposit Policy, Policy on Collection of Dues and Repossession of Securities, Privacy Policy

* The policies are developed and aligned to applicable legal requirements, RBI norms and guidelines, requirements of listing agreement with stock exchanges, 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

Section D (3): BR Governance

3.a.	Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year	The performance on aspects of BR is reviewed by the Bank's Management Committee, headed by its MD & CEO on periodical basis, and atleast once a year put up to the Board.
3.b.	Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?	BR Report and Sustainability Report Frequency: Annual Hyperlink: http://www.axisbank.com/csr/reports Ndisclosure.aspx

Section E: Principle-wise Performance

Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

- Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/Joint-Ventures/Suppliers/Contractors/NGOs/ Others?

The Bank has put in place a Code of Conduct and Ethics which is applicable to all its employees. The Code articulates the ethical principles and acceptable behaviour that the Bank's employees are expected to demonstrate to uphold the Bank's values. The Code covers aspects related but not limited to ethics, accountability, conflict of interest, bribery and corruption. The Bank has also adopted Code of Conduct and Conflict of Interest Norms In Respect of Board of Directors to guide the Board members in ensuring highest ethical standards in managing the affairs of the Bank. The Bank has adopted Indian Banks' Association's 'Model Code of Conduct for Direct Selling Agents' and is applicable to all persons involved in marketing and distribution of any loan or other financial product of the Bank.

Similar to the Bank, all subsidiaries have set their individual Codes of Conduct for their employees.

For additional information, please refer to the 'Ethics & Risk Management' section of the Bank's Sustainability Report 2014-15 and similar report shall be published for 2015-16.

- How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.

The Bank has established various channels of communication, including grievance redressal mechanisms, for stakeholders to communicate their expectations and concerns. The details of the stakeholder complaints are as below

	Pending as on 31.03.2015	Received during 2015-16	Redressed during 2015-16	Pending as on 31.03.2016
Customer complaints*	9,513	2,27,676	2,27,690	9,499
Investor complaints	Nil	797	797	Nil
Consumer cases	1,317	262	223	1,356

*The information does not include complaints redressed within the next working day

Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

- List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.

The Bank believes that it has a significant role to play in furthering the financial inclusion agenda which is crucial to achieve inclusive growth and equitable development. The financial inclusion agenda of the Bank is geared to actively support the ambitious comprehensive financial inclusion plan of the Government of India through 'Pradhan Mantri Jan Dhan Yojana' (PMJDY). During the year, the Bank also expanded the financial inclusions agenda through distribution of Government insurance and pension schemes. The Bank has strong presence in remittance and payment services for rural and migratory population, and disbursement of Government benefits through Electronic Benefits Transfer. Through Axis Sahyog initiative, the Bank extends microfinance to women for livelihood activities which can augment their family income. 'Asha Home Loans' product caters to the low-income segment seeking loans for affordable housing. The Bank's 'Policy for lending to Micro and Small Enterprises (MSEs)' guides the efforts to support MSEs through credit related services. All these products and services of the Bank have inherent social opportunities that help in achieving inclusive growth and equitable development.

The Bank is also cognizant of its role in supporting environmental sustainability. During the year, it has put in place 'Sustainable Lending Policy and Procedures' to integrate environmental and social risk assessments into the credit risk management framework for qualifying projects. The Bank also supports sustainable sectors like renewable energy, waste management and mass rapid transportation through its lending activities.

For additional information, please refer to the 'Customers' and 'Environment' sections of the Bank's Sustainability Report 2014-15 and similar report shall be published for 2015-16.

- For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):
 - i. Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?
 - ii. Reduction during usage by consumers (energy, water) has been achieved since the previous year?Not applicable considering the nature of banking products and services
- Does the company have procedures in place for sustainable sourcing (including transportation)? If yes, what percent age of your inputs was sourced sustainably?

Considering the nature of banking products which is service oriented and not material resource intensive, sustainable sourcing for the Bank's products is not applicable. However, as a responsible corporate citizen the Bank endeavours to reduce the environmental impact of its operations. Paper is one of the key materials that the Bank uses. The Bank has made conscious efforts to procure wheat-straw based paper which is environment friendly compared to conventional wood based paper. During the year, the Bank procured 714 tonnes of wheat-straw based paper which is 67% of the total office paper procurement.

For additional information, please refer to the 'Environment' sections of the Bank's Sustainability Report 2014-15 and similar report shall be published for 2015-16

- Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

The nature of banking products is service oriented and not material resource intensive, and the Bank does not procure goods for further processing. The manpower services required for offices and branches are generally hired from local agencies where possible. Axis Bank Foundation, through its community development initiatives, helps communities including women entrepreneurs and local & small producers through market linkages to sell their produce.

For additional information, please refer to the 'Communities' sections of the Bank's Sustainability Report 2014-15 and similar report shall be published for 2015-16.

- Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

The nature of banking products is service oriented and not material resource intensive, and hence recycling of products is not applicable for the Bank's products. The Bank has a recycling program under 'Green Banking' initiative to recycle dry waste collected in offices and branches into note pads, note books and envelopes. Since its inception in August 2011, the program resulted in recycling of 268 tonnes of dry waste into 38000 items viz. notebooks, notepads, envelopes and bookmarks. Currently, over 80 offices and branches of the Bank in Mumbai and Thane regions are covered under this initiative. During the year, the Bank has also installed an organic waste composter to convert the organic (kitchen) waste at Axis House into compost manure.

For additional information, please refer to the 'Environment' sections of the Bank's Sustainability Report 2014-15 and similar report shall be published for 2015-16.

Principle 3: Businesses should promote the wellbeing of all employees

- Please indicate the Total number of employees (as at 31.03.2016)
50,135
- Please indicate the Total number of employees hired on temporary/ contractual/ casual basis. (as at 31.03.2016)
17,633
- Please indicate the Number of permanent women employees. (as at 31.03.2016)
10,764
- Please indicate the Number of permanent employees with disabilities (as at 31.03.2016)
37
- Do you have an employee association that is recognized by management?

The Bank does not have an employee union. The Bank respects the right of 'Freedom of Association'. The Bank ensures that all employee grievances are received and addressed through various channels such as H-Response (virtual helpdesk to handle employee queries) or the whistleblower portal.

For additional information please refer to the 'People' section of the Sustainability Report 2014-15 and similar report shall be published for 2015-16.

- What percentage of your permanent employees is members of this recognized employee association?
Not applicable
- Please indicate the number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.
32 complaints related to sexual harassment received during the year.
4 complaints related to sexual harassment pending as at 31.03.2016.
No complaints related to child labour, forced labour, involuntary labour received during the year.
- What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?
- Permanent Employees
- Permanent Women Employees
- Casual/Temporary/Contractual Employees
- Employees with Disabilities

The Bank has institutionalised learning and development processes to create right competencies across levels and help employees progress in their career. The learning and development needs are identified through multiple processes which include business vision and priorities, competency frameworks and training needs identified through performance management system. The Bank has a comprehensive 'Competency Directory' for frontline roles like Front Desk Officers and Relationship Managers to develop skills that ensure consistency in customer service and adherence to regulations. Various role-based and work-level trainings are conducted by internal and external faculty. To promote a culture of 'learning at your desk' and self - learning, the Bank has built up user friendly e-learning platform, Axis Academy for easy access to training. Safety of employees is of utmost importance to the Bank. During the year, the Bank has partnered with the world's largest open online education company Coursera, which has tie-ups with 138

global universities and offers over 1,700 courses and specialisations, to offer tailor-made online courses for its employees. Periodic communication and alerts are sent to employees on safety related aspects. There are e-learning modules on fire safety which all employees are required to undertake. Apart from that regular fire drills and audits are also conducted

Employee type	Skill upgradation (no. of employees trained)	Skill upgradation (person hours of training)
Permanent Male Employees	39,340	12,12,769
Permanent Female Employees	10,758	3,31,095

For additional information please refer to the 'People' section of the Sustainability Report 2014-15 and similar report shall be published for 2015-16.

Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

- **Has the company mapped its internal and external stakeholders?**

The Bank engages with myriad stakeholders through formal and informal channels of communication. The Bank has mapped its key stakeholder groups.

For additional information please refer to the 'Sustainability @ Axis Bank' section of the Sustainability Report 2014-15 and similar report shall be published for 2015-16.

- **Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?**

The Bank engages with vulnerable and marginalised sections of society through its products and community engagement initiatives. The Bank and Axis Bank Foundation engage with these stakeholders (as defined in the Principle 4 of the NVG-SEE) such as women and girls, people with disabilities, children , tribals, and migrant workers. Through the Rural and Inclusive banking initiatives, the Bank engages with these sections of the society to create financial literacy and further the agenda of financial inclusion through specialised products. The Bank has launched 'Asha Home Loans' which caters to low income segment for affordable housing loan options. 'Chhota Recurring Deposit' was launched to enable customers to save small amounts through recurring deposits.

The Bank also engages with the disadvantaged and marginalised communities through the Axis Bank Foundation (ABF) to create a positive impact through community development initiatives.

- **Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.**

The Bank reaches out to disadvantaged, vulnerable and marginalised sections of society through its rural and inclusive banking initiatives to create financial literacy and further the agenda of financial inclusion through specialised products. 'Axis Sahyog' initiative extends microfinance to women groups while 'Asha Home Loans' cater to low income segment for affordable housing loan options. Financial inclusion products such as PMJDY accounts, Government insurance and pension schemes aim to bring millions of these stakeholders under the ambit of formal banking system, thus enabling them with access to savings and capital. The Bank offers specialised products and services such as Women Savings Accounts, Future Stars Savings Account, Sukanya Samriddhi Yojana Accounts and education loans to girl child at reduced interest rates. The Bank also engages with children through its annual painting competition 'Splash' which enables children to express their talent on stimulating topics and also conducts financial literacy sessions at schools. Payment and remittance services of the Bank help migrant labour send the money back home in easy, safe and secure manner. The Bank also engages with the disadvantaged and marginalised communities through the Axis Bank Foundation (ABF) to create a positive impact through community development initiatives.

ABF initiatives cater to women, children, children with disabilities, tribals and rural populace at large.

For additional information please refer to the 'Customers' and 'Communities' section of the Sustainability Report 2014-15 and similar report shall be published for 2015-16

Principle 5: Businesses should respect and promote human rights

- Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?

The Bank and its subsidiaries are committed to upholding the dignity of every individual engaged or associated with them. The Bank has put in place a Policy on Human Rights applicable to all employees to reaffirm its commitment to human rights. The Policy on Human Rights supplements the Bank's Code of Conduct and Ethics, which lays down the acceptable employee behavior on various aspects including human rights.

For additional information please refer to the 'People' section of the Sustainability Report 2014-15 and similar report shall be published for 2015-16.

- How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

Please refer to response to point no. 2 under Principle 1 for details on stakeholder complaints.

Principle 6: Business should respect, protect, and make efforts to restore the environment

- Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.

The Bank has put in place 'Policy on Environment Management' to guide its efforts on managing and reducing environmental impact due to own operations.

For additional information please refer to the 'Environment' section of the Sustainability Report 2014-15 and similar report shall be published for 2015-16

- Does the company have strategies/initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.

The Bank, guided by its 'Policy on Environment Management', continuously strives to reduce the environmental impacts of its own operations. Climate change mitigation and adaptation is an integral part of the Bank's environment agenda. On the own operations front, the Bank focuses on improving energy efficiency, use of renewable energy, procurement of greener products (wheat-straw based paper) and waste recycling to reduce the carbon footprint. The Bank has exposure to sustainable sectors like renewable energy, waste management and mass rapid transportation which contribute to environmental sustainability. During the year, 'Sustainable Lending Policy and Procedures' was also adopted to integrate environmental and social risk assessment into credit risk framework for qualifying projects.

For additional information please refer to the 'Environment' section of the Sustainability Report 2014-15 accessible at <http://www.axisbank.com/download/Environment.pdf> and similar report shall be published for 2015-16. Climate change related strategies are also disclosed in the Bank's CDP Response 2015 accessible at www.cdp.net

- Does the company identify and assess potential environmental risks?

The Bank has identified key environmental risks especially pertaining to climate change. The risks are disclosed in the Bank's CDP Response 2015 accessible at www.cdp.net

- Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?

None

- Has the company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.

The Bank has multipronged approach to managing its environmental impacts. Focus is placed on energy efficiency, use of solar energy, procurement of greener products (wheat-straw based paper) and waste management to reduce environmental impacts. The Bank also aims to leverage the digital banking strategy to reduce environmental impacts related to usage of paper and avoidance of travel by customers to branches. Customer awareness on 'green banking' such as e-statement subscriptions, e-welcome kits and ATM messages to avoid printing of transaction slips further support the Bank's efforts in reducing environmental impacts.

For additional information please refer to the 'Environment' section of the Sustainability Report 2014-15 accessible at <http://www.axisbank.com/download/Environment.pdf> and similar report shall be published for 2015-16.

- Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?

N.A

- Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.

None

Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

- Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:

The Bank along with its subsidiaries works closely with collective trade and industry associations. The Bank also participates in key projects and initiatives undertaken by the Government and regulators.

Some of the key trade and industry associations where the Bank and/or its subsidiaries are represented include:

- All India Management Association (AIMA)
- Association of Investment Bankers of India (AIBI)
- Association of Mutual Funds in India (AMFI)
- Association of National Exchanges Members of India (ANMI)
- Associated Chambers of Commerce & Industry of India (ASSOCHAM)
- Bombay Chamber of Commerce and Industry (BCCI)
- BSE Brokers Forum
- Confederation of Indian Industry (CII)
- Data Security Council of India
- Federation of Indian Chambers of Commerce and Industry (FICCI)
- Fixed Income Money Market and Derivatives Association (FIMMDA)
- Foreign Exchange Dealers Association of India (FEDAI)
- Indian Banks Association (IBA)

- National Stock Exchange (NSE) Regional Consultative Group
- The India Chief Human Resource Officer's Forum (CHRO)
- Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)

Through various trade and industry associations, the Bank and its subsidiaries promote policies and initiatives that aim to create efficient and transparent financial system for the country, enhance financial literacy and improve access of banking system to the unbanked areas, and support key sectors of nation building and rural development. The Bank believes in integrated development of the industry by sharing and adopting best practices. The Bank also participates in key projects and initiatives undertaken by the Government and regulators.

Principle 8: Businesses should support inclusive growth and equitable development

- Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.

The Bank has put in place 'Policy on Corporate Social Responsibility' to guide its efforts on CSR initiatives that contribute to inclusive growth and equitable development. The Bank's primary CSR philosophy rests on purpose driven approach to create a meaningful and measurable positive impact on the lives of economically, physically and socially challenged communities of the country by supporting initiatives aimed at creating conditions suitable for sustainable livelihood in these communities. A multi-pronged approach is adopted by the Bank for its CSR agenda which is also intertwined with the Bank's sustainability agenda of creating enduring value for all its stakeholders. The Bank, through Axis Bank Foundation, supports the sustainable livelihoods program which aims to create 1 million sustainable livelihoods by 2017. Financial Inclusion and Literacy is one of the key national priorities and the Bank leverages its pan India presence to reduce inequalities faced by socially and economically backward groups through financial inclusion and promote financial literacy which includes consumer education and awareness amongst consumers at large with a focus on rural populace. The Bank supports MSME sector development through knowledge sharing programs and undertakes skill development programs for youth to equip them with employable skills for better opportunities. Environmental sustainability is another key focus area for the Bank's CSR agenda and the Bank undertakes various environmental sustainability projects and community engagement programs.

For additional information please refer to the 'Customers' and 'Communities' section of the Sustainability Report 2014-15 and similar report shall be published for 2015-16

- Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organization?

The Bank undertakes CSR programmes/projects directly or through Axis Bank Foundation or through any other Trust or agencies and entities as it deems suitable.

- Have you done any impact assessment of your initiative?

Axis Bank Foundation conducts impact assessments of its programs by engaging reputed independent agencies / institutions. During the year, the Foundation has released five thematic impact studies of its initiatives – agriculture and allied interventions, skill development initiatives, special education, highway rescue and trauma care, and gendered perspectives. The studies highlight the financial and social impact created by the sustained interventions of the Foundation. To further share best practices in CSR management, the Foundation has released a CSR Process Management Manual that be adopted by other organisations and NGOs. The impact studies and CSR Process Management Manual can be accessed at <http://www.axisbankfoundation.org/sectoral-reports.aspx>

For additional information please refer to the 'Communities' section of the Sustainability Report 2014-15 and similar report shall be published for 2015-16.

- What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken?

The Bank has spent ₹137.41 crores towards various CSR initiatives during the year 2015-16. The details of the CSR initiatives can be found in Annexure V of the Bank's Annual Report 2015-16.

For additional information please refer to the 'Communities' section of the Sustainability Report 2014-15 and similar report shall be published for 2015-16.

- Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

Axis Bank Foundation works towards ensuring sustainability of its CSR programs beyond project period by creating an enabling environment for community adoption of such programs. Through its partner NGOs, the Foundation facilitates in empowering community members through structures such as Women Federations through capacity building measures so that the CSR interventions become self-sustaining programs beyond the project period.

For additional information please refer to the 'Communities' section of the Sustainability Report 2014-15 and similar report shall be published for 2015-16.

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

- What percentage of customer complaints/consumer cases are pending as on the end of financial year.

Please refer the response to the point 2 under Principle 1 for details on customer complaints / consumer cases.

- Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A./ Remarks (additional information)

The Bank provides transparent information on its products through its website which has detailed information on product features, service charges and fees applicable. The customers are also provided with detailed product information through "Most Important Document" that the customer is required to read and sign-off along with account opening / card application form. Interest rates are published on the website for various deposit schemes. The Bank also has online tools for customers to understand their eligibility, applicable interest rates and service charges for loan products such home loans and car loans. SMS alerts are sent to customers when the charges or fees get triggered or levied in their account. For example, alerts are sent to the customers to maintain desired Average Quarterly Balance (AQB) before quarter so that customers can avoid penalty charges. Similarly, customers are made aware of free monthly ATM transactions available through SMS alerts.

For additional information please refer to the 'Customers' section of the Sustainability Report 2014-15 and similar report shall be published for 2015-16.

- Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.

Nil



- Did your company carry out any consumer survey/ consumer satisfaction trends?

The Bank conducts an annual Customer Satisfaction Survey (CSAT) to assess the perception and expectations of customers on various aspects of our products, services and brand. At the transaction level, Customer Transaction Survey (CTS) is an on-going survey that is conducted with a sampling of customers to understand their experience with different aspects of the Bank. The insights from the surveys are discussed and process/product improvements are made based on the feedback received.

Axis Asset Management Company Ltd. through Axis Mutual Fund seeks feedback from investors on the services provided through EasyCall (toll-free service) facility. Axis Securities Ltd. conducts customer feedback survey for active, inactive and High Networth Individuals (HNI) on various aspects of customer service including quality of research, web interface, trainings etc.

For additional information please refer to the 'Customers' section of the Sustainability Report 2014-15 and similar report shall be published for 2015-16.