BUSINESS RESPONSIBILITY REPORT

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

1. **Corporate Identity Number (CIN) of the Company:** L65190GJ1994PLC021012
2. **Name of the Company:** ICICI Bank Limited
3. **Registered address:** ICICI Bank Tower, Near Chakli Circle, Old Padra Road, Vadodara - 390 007, Gujarat, India.
4. **Website:** www.icicibank.com
5. **E-mail id:** companysecretary@icicibank.com
6. **Financial Year reported:** 2016-2017
7. **Sector(s) that the Company is engaged in (industrial activity code-wise):**
   Code: 64191-ICICI Bank is a banking company governed by the Banking Regulation Act, 1949.
8. **List three key products/services that the Company manufactures/provides:**
   ICICI Bank Limited (the Bank), incorporated in Vadodara, India, is a publicly held banking company engaged in providing a wide range of banking and financial services including retail banking, corporate banking and treasury operations.
9. **Total number of locations where business activity is undertaken by the Company**
   i. Number of International Locations (Provide details of major 5)
   ICICI Bank has banking subsidiaries in the United Kingdom and Canada, branches in Bahrain, China, Dubai International Financial Centre, Qatar Financial Centre, Hong Kong, Singapore, South Africa, Sri Lanka and the United States, and representative offices in Bangladesh, Indonesia, Malaysia and the United Arab Emirates. ICICI Bank's subsidiary in the United Kingdom has a branch in Antwerp, Belgium and a branch in Frankfurt, Germany.
   ii. Number of National Locations
   At March 31, 2017, ICICI Bank had a network of 4,850 branches and a presence in over 2,800 locations in India.
10. **Markets served by the Company – Local/State/National/International**
    ICICI Bank serves customers in national and international locations.

SECTION B: FINANCIAL DETAILS OF THE COMPANY

1. **Paid up Capital (INR):** ₹ 11.65 billion
2. ***Total Turnover (INR):** ₹ 736.61 billion
   *Total turnover represents the sum of "Interest earned" (Schedule 13 of the accounts) and "Other income" (Schedule 14 of the accounts).
3. **Total profit after taxes (INR):** ₹ 98.01 billion
4. **Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)**
   The Bank has spent ₹ 1.82 billion or approximately 1.8% of its average net profits of the last three financial years ending March 31, 2014, March 31, 2015 and March 31, 2016 towards CSR activities. Appropriate disclosures as prescribed under the Companies Act, 2013 have been made in the annual report for the year ended March 31, 2017 (fiscal 2017).
5. **List of activities in which expenditure in 4 above has been incurred:**
   The above expenditure has been undertaken on rural development activities including the Digital Village initiative, financial inclusion and financial literacy, skill development for sustainable livelihoods and elementary education.

BUSINESS RESPONSIBILITY REPORT

SECTION C: OTHER DETAILS

1. Does the Company have any Subsidiary Company/Companies?

Yes

2. Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)

The major domestic subsidiaries of the Bank contribute to the corpus of ICICI Foundation and towards relief and welfare. Some subsidiaries also undertake additional activities independently.

3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/ entities? [Less than 30%, 30-60%, More than 60%]

No

SECTION D: BR INFORMATION

Certain of the principles or components of the principles of the National Voluntary Guidelines (NVGs) on social, environmental and economic responsibilities of business have more relevance to a manufacturing company and the same has been specified under the respective sections. The Company has in place the policies and processes to address such principles of the NVGs on social, environmental and economic responsibilities of business which are applicable.

1. Details of Director/Directors responsible for BR

a) Details of the Director/Directors responsible for implementation of the BR policy/policies

- DIN: 00066009
- Name: Mr. N. S. Kannan
- Designation: Executive Director

b) Details of the BR head

S. No.	Particulars	Details
1	DIN (if applicable)	00008187
2	Name	Mr. P. Sanker
3	Designation	Senior General Manager (Legal) & Company Secretary
4	Telephone number	+91-22-2653 8826
5	E-mail id	companysecretary@icicibank.com

2. Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)

The NVGs on social, environmental and economic responsibilities of business prescribed by the Ministry of Corporate Affairs advocates the nine principles (detailed below) as P1-P9 to be followed:

P1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability
P2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle
P3	Businesses should promote the wellbeing of all employees
P4	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised
P5	Businesses should respect and promote human rights
P6	Business should respect, protect, and make efforts to restore the environment
P7	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner
P8	Businesses should support inclusive growth and equitable development
P9	Businesses should engage with and provide value to their customers and consumers in a responsible manner

The principle wise responses are mentioned in the Annexure to this report.

2a. If answer to S.No. 1 of the annexure against any principle, is 'No', the reasons for the same have been mentioned therein.

3. Governance related to BR

- ***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***

  Annually

- ***Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?***

  The Bank publishes the BR Report annually. The hyperlink for viewing the report is http://www.icicibank.com/aboutus/annual.html

SECTION E: PRINCIPLE-WISE PERFORMANCE

Principle 1

1. 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 is committed to acting professionally, fairly and with integrity in all its dealings. The Bank, through the Group Code of Business Conduct & Ethics, has adopted a 'zero-tolerance' approach to bribery and corruption. The Bank has put in place an 'Anti-Bribery and Anti-Corruption Policy', which sets forth obligations on part of every employee for prevention, detection and reporting of any act of bribery or corruption. The Group Code of Business Conduct & Ethics which captures the behavioural and ethical standards along with the 'zero tolerance' towards bribery covers all subsidiaries of the Bank. The Code is applicable to directors and employees of the Bank as well as the directors and employees of the subsidiary companies.

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

The number of complaints received from shareholders in fiscal 2017 was 103 and all the complaints have been resolved.

With respect to employees, the Bank has a mechanism as provided under the Whistle Blower Policy whereby employees can raise their concerns. A report on the concerns received and the manner in which they are dealt with is periodically reported to the Audit Committee.

The Customer Service Council (CSC) of the Bank functions as the Standing Committee on Customer Service. The CSC is chaired by a Working Director. Business Heads and the Heads of related departments are members of the CSC. The CSC focuses on building and strengthening customer service orientation in the Bank through initiating various measures including simplifying processes for improvement in customer service levels. The Board of the Bank has constituted a Customer Service Committee which reviews the customer service initiatives, oversees the functioning of the CSC and evolves innovative measures for enhancing the quality of customer service and improvement in the overall satisfaction level of customers. Of the 3,400 complaints outstanding at the beginning of the year and 217,473 complaints received during the year, 216,601 complaints have been resolved.

Principle 2

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

The Bank provides sustainable banking products to cater to different classes of customers through an expansive network of branches, ATMs, mobile, phone, internet and doorstep banking. Customised products include personal loans, home loans, loans for asset purchases and a wide range of savings products. The Bank also offers a selection of cards for convenience to complement the distinct lifestyle needs of customers. In addition, the Bank's Rural & Inclusive Banking Group focuses on rural and below poverty line customers. For details, please refer the "Business Overview" and "Promoting Inclusive Growth" sections of the Annual Report for fiscal 2017.

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The Bank through its Technology Finance Group (TFG) assists projects that relate to areas such as energy conservation, environment protection, education, health and sanitation. Some of the initiatives taken in this connection include afforestation initiatives in Chhattisgarh and Maharashtra, plantation crop initiatives for the benefit of tribal communities in tribal blocks of Wada, Vikramgad and Shahapur and support to Sahyadri Nisarga Mitra, an NGO engaged in nature conservation, watershed management project in Kishi village and biodiversity conservation research project in Arunachal Pradesh. In terms of social projects, support was also provided to the Swachh Bharat Abhiyan initiative announced by the Prime Minister through assistance in sanitation and hygiene projects. Assistance was also rendered to other projects connected with education, vocational training for disabled, handicapped children, strengthening infrastructure for nursing education in rural areas etc.

ICICI Foundation focuses on the areas of elementary education, sustainable livelihoods, primary healthcare and rural development. For details, please refer the "Promoting Inclusive Growth" section of the Annual Report for fiscal 2017.

2. ***For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):***

   Considering the nature of business of the Bank and the products/initiatives referred to above, some of the questions below are not applicable to the Bank.

   i. **Reduction during sourcing/production/distribution achieved since the previous year throughout the value chain?**
   NA

   ii. **Reduction during usage by consumers (energy, water) has been achieved since the previous year?**
   Please refer to the response under Principle 6.

3. ***Does the company have procedures in place for sustainable sourcing (including transportation)?***

   NA

4. ***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?

   NA

5. ***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.***

   Considering that the Bank is not a manufacturing unit, the waste generated at its offices is managed as per the waste disposal off process. The Bank has procedures in place to dispose off e-waste through authorised e-waste vendors. There are sewage treatment plants at two of our large offices where waste water is entirely treated & re-utilised for gardening, flushing & cooling tower requirements.

Principle 3

1. ***Please indicate the total number of employees:***

   The Bank had 82,841 employees (including contractual employees) at March 31, 2017.

2. ***Please indicate the total number of employees hired on temporary/contractual/casual basis:***

   The Bank had 394 employees at March 31, 2017 on fixed term contract.

3. ***Please indicate the number of permanent women employees:***

   The Bank had 22,229 women employees at March 31, 2017.

4. ***Please indicate the number of permanent employees with disabilities:***

   The Bank does not specifically track the number of disabled employees. The Bank is an equal opportunity employer and treats all employees at par. Based on the income tax declarations which enable claiming income tax deduction for self-disability, the Bank had 80 such employees.

5. ***Do you have an employee association that is recognised by management:***

   No

6. ***What percentage of your permanent employees are members of this recognised employee association?***

   NA

7. ***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.***

   The Bank does not engage in any form of child labour/forced labour/involuntary labour and does not adopt any discriminatory employment practices. The Bank has a policy against sexual harassment and a formal process for dealing with complaints of harassment or discrimination. The said policy is in line with relevant Act passed by the parliament in 2013. The Bank, through the policy ensures that all such complaints are resolved within defined timelines. During the year, 95 cases were actioned and were disposed off.

8. ***What percentage of your under mentioned employees were given safety and skill up-gradation training in the last year?***

   - **Permanent employees**
   - **Permanent women employees**
   - **Casual/temporary/contractual employees**
   - **Employees with disabilities**

   Employee health and safety is of prime importance to ICICI Bank. The Bank conducts robust and periodic training like advanced and basic fire safety training, first aid and Cardio Pulmonary Resuscitation (CPR) training and evacuation related training for floor marshals and employees across offices and branches. Periodic fire evacuation drills were conducted at the office locations as well as branches, to sensitise employees about fire safety norms and regulations. The fire safety training is also conducted for Probationary Officers and Sales Officers at the respective academies. The Bank has tie-ups with vendors to educate and demonstrate use of fire-fighting equipment to branch staff. The Bank conducts comprehensive safety training for women employees where they are trained on situation reaction and self-defense and updated on legal provisions relevant to their safety. The Bank has a Quick Response Team (QRT) to respond to women employees if they are in distress while commuting. Each QRT is a specially equipped vehicle. It is GPS enabled and carries a stretcher and fire extinguishers along with a team trained to deal with medical and personal safety related emergencies. The Bank has also made available iTravelSafe, a mobile application, to its employees, which can be used to send distress signals if the need arises.

   The Bank continues to focus on capability building. The Bank has training centers where training programmes, designed to meet the changing skill requirements of its employees are conducted. Orientation sessions for new employees, role specific functional academies, leadership mentoring programmes and professional development programmes for junior level to senior executives all form part of the trainings conducted. Employees are also provided access to a suite of e-learning programmes. In fiscal 2017, the Bank delivered around seven and half mandays of learning covering all employees, including permanent women employees and employees with disabilities.

Principle 4

1. ***Has the company mapped its internal and external stakeholders? Yes/No***

   Yes

2. ***Out of the above, has the company identified the disadvantaged, vulnerable & marginalised stakeholders***

   The Bank is guided by Reserve Bank of India (RBI) prescribed guidelines on priority sector lending, lending to small and marginal farmers, lending to weaker section etc., and government-led initiatives to improve access to financial services, and insurance and pension cover for reaching out to disadvantaged, vulnerable and marginalised stakeholders.

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

   ICICI Foundation undertakes a number of initiatives for the under-privileged, including a large scale skill development initiative. The Bank's Rural & Inclusive Banking Group focuses on rural and below poverty line customers. For details, please refer the "Promoting Inclusive Growth" section of the Annual Report.

   The Bank is taking steps to enable easier access to the Bank's branches and ATMs for the physically challenged and is also providing facility for the visually challenged to transact at ATMs. The Bank through its Technology Finance Group has supported/granted assistance to entities engaged in a number of activities that benefit the under-privileged, including skill development, healthcare, medical research & treatment facilities, school education and upgrading quality of nursing education for girls.

   For further details, please refer the "Business Overview" and "Promoting Inclusive Growth" sections of the Annual Report of fiscal 2017.

Principle 5

1. ***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's philosophy of non-discrimination among employees, meritocracy and mechanisms for redressal of employee issues applies across the Bank and its subsidiaries.

   ICICI Bank follows the code issued by The Banking Codes and Standards Board of India which covers aspects like good & fair banking practices, transparency in services & products, high operating standards, cordial relationship with consumers & measures which build confidence of the consumer in the banking system.

   The Bank also seeks to ensure that there is no discrimination in selection of suppliers and vendors, and has put in place a grievance redressal mechanism for the same.

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

   Please refer response to question number 2 under Principle 1.

Principle 6

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

   As outlined under Principle 2, the aspects outlined under this Principle are not substantially relevant to the Bank given the nature of its business. The Bank complies with applicable environmental regulations in respect of its premises and operations. Further, the Bank participates in initiatives towards addressing environmental issues.

2. ***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.***

   Yes. As an environmentally responsible corporate, ICICI Bank has been striving towards imbibing green sustainable processes, policies and practices. 'Go Green' is an organisation-wide initiative that promotes cost efficient environment-friendly automated channels and building awareness and consciousness of our environment among employees. The new branches/offices have been designed such that they are equipped with energy efficient air conditioners, LED lights, motion detector sensors and other energy conservation measures. Energy conservation measures such as installation of energy efficient equipment, Variable Refrigerant Flow (VRF) technology in HVAC, Polarised refrigerant additive for improving compressor efficiency of HVAC systems, Electronically Commuted blowers in Air Handling Units (AHU) have been installed across the offices/branches. 85 ATMs have been converted to Solar ATMs.

   To reduce paper consumption, ICICI Bank emphasises the use of alternate banking channels like internet banking, mobile banking, phone banking, insta-banking, ATMs, fully electronic branches and tab banking. ICICI Bank has moved from paper intensive processing to image based electronic processing. The Bank has endeavoured to reach

out to the customers and seek their collaboration in the 'Go Green' movement, encouraging online bill payment, online funds transfer and subscribing to e-statements to migrate customers to 'paperless' and 'commute-free' modes of conducting banking transactions. Credit decisioning is now done on the basis of e-dedupes. Green PINs and Credit card e-statements have been enabled for specific customer segments. 16 types of letters and advices have been discontinued in physical form.

The Bank also adopted corporate objectives for environment conservation activities in conformity with the ISO-14001 standard ''International Organisation for Standardisation'' for environmental management systems. This enables the organisation in developing policy and objectives for addressing the twin objectives of environmental sustainability and assessment of impact of bank's activities, products and services on the environment. The Corporate headquarters of ICICI Bank has been successfully re-audited for ISO 14001 compliance in Feb'17.

The Bank has received awards and recognitions for its green initiatives and energy conservation efforts as detailed below:

1. First Prize in building sector for Chandivali tower at National Energy Conservation Awards organized by BEE, Ministry of Power, Government of India
2. National Awards for Excellence in Energy Management-2016 by CII for 9 towers
3. Gold at Global Environment Awards 2016 organised by the Energy and Environment Foundation
4. Silver award for Quality project on Energy conservation at ICICI Bank Towers by Quality council of India
5. ISO 14001 re-audit completion for BKC towers

3. Does the company identify and assess potential environmental risks? Y/N

The Bank complies with applicable environmental regulations in respect of its premises and operations. The Bank is aware of the potential environmental risks and participates in initiatives as mentioned above to address the environmental concerns.

4. 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?

The above question is not applicable to the Bank as it is not a manufacturing company. However, the Bank assists projects that promote bio-diversity and environmental sustainability and projects that reduce greenhouse gas emissions.

5. 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.

As outlined above, the Bank participates in several initiatives in the area of environment sustainability.

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

The Bank complies with applicable environmental regulations in respect of its premises and operations.

7. 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.

There were no outstanding notices at March 31, 2017.

Principle 7

1. 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 is a member of various trade bodies and associations such as the Indian Banks' Association and Confederation of Indian Industry in India and Institute of International Finance. Senior management of the Bank are members of various committees constituted by government, regulators and industry bodies.

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2. ***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)***

   The Bank, through trade bodies and associations, puts forth a number of suggestions with respect to the economy in general and the banking sector in particular. The Bank, directly, and along with ICICI Foundation has been working on several initiatives for promotion of inclusive growth. The Bank and ICICI Foundation partner with the state governments and other organisations to promote initiatives in the field of elementary education, sustainable livelihoods and rural development.

   The Wholetime Directors and members of senior management participate in various committees/ working groups constituted by the Government of India and the Reserve Bank of India.

Principle 8

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

   The major initiatives taken up are in the areas of skill development through the ICICI Academy for Skills and the creation of Digital Villages which is a joint effort of the Bank and ICICI Foundation. The ICICI Academy provides vocational training to youth from economically weaker sections to help them earn a sustainable livelihood. As of March 31, 2017, there were 24 training centres across the country and the skill training initiatives of ICICI Foundation through IAS and RSETIs crossed the milestone of providing training to over one lakh individuals. Another major initiative made jointly by the Bank and ICICI Foundation was the creation of 100 ICICI Digital Villages in 100 days during fiscal 2017. These villages were spread across 17 states. Three elements govern this programme which are complete digitisation of all financial transactions and commercial activities in the villages, providing vocational training free of cost to the villagers and access to credit to enhance their livelihoods.

   The Bank also pursues initiatives in the area of rural development, including efforts to improve financial inclusion and provide access to savings account, insurance and pension products.

   For details, please refer the "Promoting Inclusive Growth" section of the Annual Report.

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

   The projects/programmes are undertaken primarily through in-house teams and ICICI Foundation, with the assistance of implementation partners as required.

3. ***Have you done any impact assessment of your initiative?***

   Periodic reviews are undertaken on various projects. The Bank's initiatives in the area of rural development, particularly with regard to progress made in providing access to banking and financial services to underprivileged customers are reviewed regularly. In addition, ICICI Foundation assesses the impact of all programmes undertaken by it. Baseline and endline research studies, process documentation and impact evaluation are carried out for the initiatives undertaken. For instance, in fiscal 2017, an assessment was conducted on the impact of the skill training given at the Digital Villages. The results of ICICI Foundation's skill development initiatives are evaluated based on the number of youth trained and their employability.

4. ***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 ₹ 1.82 billion in fiscal 2017 on corporate social responsibility related activities. The expenditure has been undertaken primarily on skill development and sustainable livelihoods, elementary education and rural development related activities like Digital Village programme, financial inclusion and financial literacy.

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

   Community development forms the core for all initiatives undertaken by the Bank. The programmes of ICICI Foundation are designed to reflect the needs of each target population. ICICI Foundation encourages the active engagement of key stakeholders such as the Governments, NGOs, Panchayati Raj Institutions (PRIs), communities and other local institutions in the project planning and implementation to facilitate developing and building community ownership while ensuring the sustainability of the programmes. Other initiatives in the area of rural development, including the ICICI Digital Village initiative, also encourages community participation at the village level and are focused on providing opportunities to target customers to improve their livelihood.

Principle 9

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

   The Bank resolved 98% of customer complaints/consumer cases during fiscal 2017.

2. ***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).***

   This aspect is not applicable as the Bank is not a manufacturing company. The Bank complies with disclosure requirements relating to its products and services.

3. ***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.***

   In the ordinary course of banking business, several customers and borrowers have disputes with the Bank which could result in their filing a civil suit, criminal complaint or a consumer complaint alleging deficiency of services. The Bank always strives to have a cordial relationship with its customers/ borrowers and attempts to have an amicable settlement of the dispute but in some cases needs to pursue legal resolution of the same.

4. ***Did your Company carry out any consumer survey/consumer satisfaction trends?***

   The Bank on a continuous basis measures the satisfaction levels of customers transacting across various touch points. As part of this exercise, which is referred to as FOCUS (Feedback of the Customer), the customer's feedback and satisfaction levels with the transaction experience are measured. Approximately 80,000 customers were contacted every month for their feedback in fiscal 2017. This feedback is then analysed and the insights from the same are implemented to improve products and processes and enhance the service quality of the Bank.

   Besides, the Bank also conducts a detailed Customer Satisfaction Study (C-SAT). Existing customers of the bank and competition are met for a detailed interview where their feedback regarding the product and channel experiences are captured.

   In addition, extensive diagnostic research in specific areas is conducted on a regular basis. The focus of the research is to identify areas of improvement in the products and services of the bank and define appropriate steps for improvement.

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ANNEXURE

		P1- Please refer Note P1	P2- Please refer Note P2	P3- Please refer Note P3	P4- Please refer Note P4	P5- Please refer Note P5	P6- Please refer Note P6	P7- Please refer Note P7	P8- Please refer Note P8	P9- Please refer Note P9
1	Do you have a policy/policies for....	Y	Y	Y	Y	Y	N	N	Y	Y
2	Has the policy been formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	-	-	Y	Y
3	Does the policy conform to any national /international standards? If yes, specify? (50 words)	Y	Y	Y	Y	Y	-	-	Y	Y
4	Has the policy been approved by the Board?*	Y	Y	Y	Y	Y	-	-	Y	Y
	If yes, has it been signed by MD/ owner/CEO/appropriate Board Director?	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
6	Indicate the link for the policy to be viewed online?	Y	Y	Y	Y	Y	-	-	Y	Y
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	-	-	Y	Y
8	Does the company have in-house structure to implement the policy/ policies.	Y	Y	Y	Y	Y	-	-	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	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? Please see #	Y	Y	Y	Y	Y	-	-	Y	Y

P1 Sr No 3-The Bank has an Anti Bribery & Anti Corruption Policy, Group Code of Business Conduct and Ethics and Whistle Blower Policy. The Anti-Bribery & Anti-Corruption Policy broadly conforms to the requirements of anti-bribery statutes and the regulatory guidance issued in relation to the same. While the corporate governance requirements prescribed under the Listing Regulations require the Bank to have a Code of Conduct, there is no prescribed standard for the same. The Group Code of Business Conduct and Ethics is based on professional and ethical standards which the Bank believes all its employees as well as Directors should adopt. The Whistle Blower Policy broadly conforms to the standards set by the Protected Disclosure Scheme of Reserve Bank of India. The Whistle Blower Policy also confirms to the requirements as stipulated by the Companies Act, 2013 and its rules. Sr No 6- The Group Code of Business Conduct and Ethics is available on the website of the Bank (www.icicibank.com). The other policies are internal documents and accessible only to employees of the organisation.

P2	The Bank complies with regulations governing its products and services and has taken initiatives to promote inclusive growth and environmental sustainability. Sr No 3 and 6 - The ICICI Foundation for Inclusive Growth focuses on the areas of elementary education, sustainable livelihoods, primary healthcare and financial inclusion. The Bank has a Corporate Social Responsibility Policy which can be viewed on the weblink http://www.icicibank.com/managed-assets/docs/about-us/ICICI-Bank-CSR-Policy.pdf The initiatives of ICICI Foundation for Inclusive Growth can be viewed on the link www.icicifoundation.org The details of agri and rural banking products and facilities are available on http://www.icicibank.com/rural/index.html. The Bank also formulates a three-year financial inclusion plan which is approved by the Board of the Bank and has clear targets disaggregated to the Bank's controlling offices across various states.
P3	Sr No 3- In line with the general laws and regulations and sound ethical practices followed nationally, the Bank has adopted employee oriented policies covering areas such as employee benefits and sexual harassment at the workplace which endeavour to provide an environment of care, nurturing and opportunity to accomplish professional aspirations.Sr No 6- These policies can be viewed online only by the employees of the organisation.
P4	The principle enunciates the aspect of being responsive towards all stakeholders especially those who are disadvantaged, vulnerable and marginalized. Sr No 3 and 6- The Bank has set processes in place to achieve the objectives addressed by this principle. The ICICI Foundation for Inclusive Growth works towards inclusive growth through interventions in areas like elementary education, sustainable livelihoods and healthcare. The Bank has a Corporate Social Responsibility Policy which can be viewed on the weblink http://www.icicibank.com/managed-assets/docs/about-us/ICICI-Bank-CSR-Policy.pdf . The details of financial inclusion efforts of ICICI Group are available on http://www.icicigroupcompanies.com/financial_inclusion_efforts.html. The details of agri and rural banking products and facilities are available on http://www.icicibank.com/rural/index.html. The Bank also formulates a three-year financial inclusion plan which is approved by the Board of the Bank and has clear targets disaggregated to the Bank's controlling offices across various states.
P5	Sr No 3- The Group Code of Business Conduct & Ethics (Code) which has been adopted by the Bank and all its subsidiary companies addresses the requirements of this principle. The Code emphasizes fair employment practices & diversity, fair competition, prohibition of harassment & intimidation and safety at the workplace. The Bank follows the Code of Commitment based on the standards issued by the Banking Codes and Standards Board of India which covers aspects like good and fair banking practices, transparency in services and products, high operating standards and cordial relationship with customers. The Bank is an equal opportunity employer and believes in providing a safe workplace and an enabling work environment to its employees. Sr No 6- The Group Code of Business Conduct and Ethics is available on the website of the Bank (www.icicibank.com). The Code of Commitment is available at the Bank's branches and made available to customers on their request.
P6	The aspects outlined under this Principle are not substantially relevant to the Bank given the nature of its business. The Bank complies with applicable environmental regulations in respect of its premises and operations. Further, the Bank participates in initiatives towards addressing environmental issues. The Bank also requires the borrowers of project loans to comply with the various national environmental standards.
P7	While there is no specific policy outlined for this principle, the Bank, through trade bodies and associations, puts forth a number of suggestions with respect to the economy in general and the banking sector in particular. The Bank, directly, and along with the ICICI Foundation for Inclusive Growth has been working on several initiatives for promotion of inclusive growth.
P8	Sr No 3 and 6- The Bank has a Corporate Social Responsibility Policy which can be viewed on the weblink http://www.icicibank.com/managed-assets/docs/about-us/ICICI-Bank-CSR-Policy.pdf. The ICICI Foundation for Inclusive Growth focuses on the areas of elementary education, sustainable livelihoods, primary healthcare and financial inclusion. The details of financial inclusion efforts of ICICI Group are available on http://www.icicigroupcompanies.com/financial_inclusion_efforts.html. The details of agri and rural banking products and facilities are available on http://www.icicibank.com/rural/index.html. The initiatives of ICICI Foundation for Inclusive Growth can be viewed on the link www.icicifoundation.org. The Bank also formulates a three-year financial inclusion plan which is approved by the Board of the Bank and has clear targets disaggregated to the Bank's controlling offices across various states.
P9	Sr No 3: The Bank has a Customer Grievance Redressal Policy and a Customer Compensation Policy which conform to the guidelines issued by Reserve Bank of India . The Bank also has a Customer Rights Policy which enshrines the basis rights of the customer and the responsibilities of the Bank. Sr No 6- The two policies can be viewed online on http://www.icicibank.com/notice-board.html The Customer Rights Policy can be viewed online on http://www.icicibank.com/managed-assets/docs/personal/general-links/code-of-commitment/customer-rights-policy.pdf

* *Policies wherever stated have been approved by the Board/Committee of the Board/senior management of the Bank*

\# *All policies and processes are subject to audits and reviews done internally in the Bank from time to time*