

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:** 2017-2018
- 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 also has a branch each in Belgium and Germany.
 - ii. Number of National Locations**
At March 31, 2018, ICICI Bank had a network of 4,867 branches with presence in over 2,850 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):** ₹ 12.86 billion
- 2. *Total Turnover (INR):** ₹ 723.86 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):** ₹ 67.77 billion
- 4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)**
The Bank has spent ₹ 1.70 billion or 2.0% of its average net profits of the last three financial years ending March 31, 2015, March 31, 2016 and March 31, 2017 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, 2018 (FY2018).
- 5. List of activities in which expenditure in 4 above has been incurred:**
The Bank's expenditures towards corporate social responsibility were focused on skill development for sustainable livelihoods, elementary education and rural development activities including digital villages, financial inclusion and financial literacy.

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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

1. Details of Director/Directors responsible for BR

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

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.

- DIN: 00105962
- Name: Mr. Anup Bagchi
- Designation: Executive Director

b) Details of the BR head

| S. No | Particulars | Details |
|-------|---------------------|--|
| 1 | DIN (if applicable) | Not applicable |
| 2 | Name | Mr. Ranganath Athreya (with effect from July 28, 2018) |
| 3 | Designation | General Manager & Company Secretary |
| 4 | Telephone number | +91-22-2653 6709 |
| 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 well-being 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 2018 were 196 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.

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The Customer Service Council (CSC) of the Bank functions as the Standing Committee on Customer Service. The CSC is chaired by a Wholetime 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 4,272 complaints outstanding at the beginning of the year and 237,343 complaints received during the year, 235,406 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 2018.

The Bank through its Technology Finance Group (TFG) assists projects that relate to areas such as energy & environment conservation, education, health and sanitation. Some of the initiatives taken in this connection include plantation crop initiatives for the benefit of tribal communities in select blocks of Palghar and Thane District through "Vidhayak Sansad", a NGO working for tribal development, assistance to Kasturba Solar Khadi Mahila to meet the operating expenses for their existing solar charkha cluster and for setting up additional capacity in Melghat in Amravati district and assistance for construction of a green building for Rural Self Employment Training Institute in Jodhpur. In terms of social projects, support was provided to various organisations like Akshaya Patra Foundation for setting up of a modern kitchen to provide mid-day meals, Bhavani Vidyarthi Kalyan Pratishthan for construction of a hostel for 400 girl students from marginalised background in Beed district of Maharashtra, MelJol (an NGO) for making children and youth financially literate in backward areas of Gadchiroli district in Maharashtra and Institute for Exceptional Children (a non-profit organisation) for providing mental health diagnosis and care intervention to children, adolescents, adults belonging to economically and socially underprivileged section and their caregivers. Further, support was provided to the Swachh Bharat Abhiyan, a national initiative announced by the Prime Minister by contributing towards a part of the cost of constructing 1,150 toilets in various locations of Tamil Nadu through local bodies.

The ICICI Foundation focuses on the areas of elementary education and skill development for sustainable livelihoods. For details, please refer the "Promoting Inclusive Growth" section of the Annual Report for FY2018.

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 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 82,724 employees (including contractual employees) at March 31, 2018.

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

The Bank had 345 employees at March 31, 2018 on fixed term contract.

3. Please indicate the number of permanent women employees:

The Bank had 23,153 women employees at March 31, 2018.

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 71 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 CY2017, 99 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 defensive driving 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 alerts to bank's helpline for assistance if the need arises.

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The Bank continues to focus on capability building. The Bank has learning centers where training programs, designed to meet the evolving skill requirements of employees are conducted. Orientation sessions for new employees, role specific functional academies and capability building programs, leadership mentoring programs and professional development programs for junior level to senior executives all form part of the trainings conducted. Employees are also provided access to a suite of e-learning programs. In fiscal 2018, the Bank delivered average of eight 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.

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 development and empowering the 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 FY2018.

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 imbuing 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 Air Conditioning System, Polarised refrigerant additive for improving compressor efficiency of Air Conditioning Systems, Electronically Commuted blowers in Air Handling Units (AHU) have been installed across the Bank's offices/branches. Around 200 ATMs have been converted into solar ATMs and 410 Grameen branches have been using solar power. Third party power purchase agreements for 8 MW for solar power have been entered into for the offices at Bandra-Kurla Complex and Chandivali in Mumbai and the Hyderabad towers.

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 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. Green PINs and credit card e-statements have been enabled for specific customer segments.

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 the Bank's activities, products and services on the environment. The Corporate headquarters of ICICI Bank has been successfully re-audited for ISO 14001 : 2015 compliance in April 2018.

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

1. National Awards for Excellence in Energy Management-2017 by the Confederation of Indian Industry for seven towers;
2. Gold at Global Environment Awards 2017 organised by the Energy and Environment Foundation;
3. Silver award for Quality Project on Energy Conservation at ICICI Bank Towers by Quality Council of India; and
4. 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.

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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, 2018.

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. The senior management of the Bank are members of various committees constituted by government, regulators and industry bodies.

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 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 Foundation for Inclusive Growth and the creation of digital villages which is a joint effort of the Bank and ICICI Foundation. The skill training initiatives of ICICI Foundation include the ICICI Academy for Skills focused on providing skill training to underprivileged youth in urban and semi-urban areas, the Digital Villages initiative, a pan-India programme focused on providing locally relevant skills to village residents, and two Rural Self Employment Training Institutes (RSETIs) providing vocational training to rural youth from economically weaker sections. The total number of youth trained till date under these initiatives crossed 267,000 individuals at March 31, 2018. Under the Digital Villages initiative, over 600 villages have been converted into Digital Villages, which involves three elements including 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 organisation?

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 2018, an assessment was conducted on the impact of skill training to the individuals in Digital Villages in terms of their employability and economic improvement.

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 ₹ 1.70 billion in FY2018 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 including the digital villages 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 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 encourage 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 97.4% of customer complaints/consumer cases during fiscal 2018.

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 the Bank 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, 160,000 customers were contacted every month for their feedback in fiscal 2018. 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 conforms 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. | | | | | | | | | |

| | |
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| 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 marginalised. 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 emphasises 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 |