

BUSINESS RESPONSIBILITY REPORT

[Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India
(Listing Obligations and Disclosure Requirements) Regulations, 2015]

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.

Note: The Board of Directors at its meeting held on May 9, 2020 approved the shifting of registered office of the Bank from the State of Gujarat to the State of Maharashtra, subject to the approval of Members and other regulatory approvals, as may be required. The Bank has received no-objection from the Reserve Bank of India to the proposal of shifting the registered office, subject to compliance with the guidelines and statutory provisions as applicable.

4. **Website:** www.icicibank.com

5. **E-mail id:** companysecretary@icicibank.com

6. **Financial Year reported:** 2019-2020

7. **Sector(s) that the Company is engaged in (industrial activity code-wise):**

Code: 64191-ICICI Bank Limited (ICICI Bank/the 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, is 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**

(a) 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, Hong Kong, Singapore, South Africa, Sri Lanka (in the process of being closed) 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 in Germany.

(b) Number of National Locations

At March 31, 2020, ICICI Bank had a network of 5,324 branches with presence in over 3,030 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:** ₹ 12.94 billion

2. ***Total Turnover:** ₹ 912.47 billion

**Total turnover represents the sum of "Interest earned" (Schedule 13 of the financial statements) and "Other income" (Schedule 14 of the financial statements).*

3. **Total profit after taxes:** ₹ 79.31 billion

4. **Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%):**

The Bank has spent ₹ 1,343.5 million or 2.1% of its average net profits of the last three financial years ending March 31, 2017, March 31, 2018 and March 31, 2019 towards CSR activities in fiscal 2020. Appropriate disclosures as prescribed under the Companies Act, 2013 have been made in the Annual Report for the year ended March 31, 2020 (FY2020).

5. **List of activities in which expenditure in 4 above has been incurred:**

The Bank's expenditures towards Corporate Social Responsibility during FY2020 were broadly focused on skill development for sustainable livelihoods, rural development and related activities, providing relief and support and contributing to the Chief Minister's disaster relief fund in states impacted by floods, awareness campaign through display of relevant messages on social issues, promoting hygiene, protecting the environment and financial literacy and counselling.

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 for Inclusive Growth and towards disaster management including relief and welfare. Some subsidiaries also undertake additional activities independently.

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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

Voluntary Guidelines (NVGs) on social, environmental and economic responsibilities of business which are applicable.

1. DIN: 00105962
2. Name: Mr. Anup Bagchi
3. Designation: Executive Director

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

The Company has in place the policies and processes to address principles of the National

(b) Details of the BR head

1. DIN (if applicable): Not Applicable
2. Name: Mr. Ranganath Athreya
3. Designation: Company Secretary
4. Telephone No.: +91-22-2653 6709
5. E-mail id: companysecretary@icicibank.com

2. Principle-wise (as per NVGs) BR Policy/policies

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.

3. Governance related to BR

(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

Annually

(b) 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 <https://www.icicibank.com/aboutus/annual.html>.

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The Bank has adopted the principles of the International Integrated Reporting Framework as developed by the International Integrated Reporting Council which covers the business responsibility practices in the Bank. For accessing the Integrated Report, please refer to the Annual Report FY2020 hosted on the website of the Bank at <https://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? If so, provide details thereof, in about 50 words or so.

120 investor complaints were received in fiscal 2020. As at March 31, 2020, one complaint was pending which has been subsequently addressed.

With respect to employees, the Bank has a mechanism as provided under the Whistle Blower Policy whereby employees can raise their concerns. The status of these cases, including the manner in which they are dealt with, is periodically reported to the Audit Committee.

The Bank is committed to the core principle of "Fair to Customer, Fair to Bank", and seeks to treat its customers fairly and provide transparency in its product and service offerings. The Bank makes continuous efforts to educate its customers to enable them to make informed choices regarding banking products and services. 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 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. During fiscal 2020, 8,676 complaints were outstanding at the beginning of the year and 234,812 complaints were received during the year, and of this total 239,531 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's business operations are conducted keeping in mind the environmental limits and ensuring ongoing efficiency gains. The Bank has a Board approved Environment, Social and Governance Framework integrating the various policies and approaches of the Bank. The Bank encourages customers to go digital in their banking activities and offers financial products and services that are end-to-end digitally processed. The Bank's rural banking operation caters to the financial requirements of customers in rural and semi-urban locations and also meet the larger goals of social empowerment and development. Some key initiatives include the support given to self-help groups that is promoting entrepreneurship among women, solutions developed for farmers and support to government schemes. For details, please refer the "Social and Relationship Capital" and "Natural Capital" chapters in the Integrated Report section of the Annual Report for FY2020.

The Bank through a dedicated group assists projects that relate to areas such as biodiversity, environmental sustainability and initiatives in education, health, sanitation and livelihoods. The team's mandate is to administer funding lines received from bilateral/multilateral agencies/Government of India, specifically for such projects. Their efforts include identifying relevant projects, ensuring financial assistance through collaboration or directly and knowledge sharing.

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The ICICI Foundation for Inclusive Growth focuses primarily on skill development for sustainable livelihoods. In response to the Covid-19 crisis, ICICI Foundation provided support to several states/union territories by facilitating supply of critical materials like masks, sanitisers and personal protective equipment.

For details relating to these initiatives, please refer the "Social and Relationship Capital" chapter and the "Natural Capital" chapter in the Integrated Report section of the Annual Report for FY2020.

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.

(a) Reduction during sourcing/production/distribution achieved since the previous year throughout the value chain?

NA

(b) 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)? If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

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 a financial services company, 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. For details, please refer to the 'Natural Capital' chapter in the Integrated Report section of the Annual Report for FY2020.

Principle 3

1. Please indicate the Total number of employees:

The Bank had 99,319 employees (including contractual employees) at March 31, 2020.

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

The Bank had 331 employees at March 31, 2020 on fixed term contract.

3. Please indicate the Number of permanent women employees:

The Bank had 30,590 women employees at March 31, 2020.

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 83 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 has complied with provisions relating to the constitution of Internal Complaints Committee under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The Bank, through the policy

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ensures that all such complaints are resolved within defined timelines.

The details pertaining to number of complaints during the year has been provided below:

- (a) number of complaints filed during the financial year: 52
- (b) number of complaints disposed off during the financial year: 52
- (c) number of complaints pending¹ at end of the financial year: Nil

¹ All complaints received during FY2020 have been closed within the applicable turnaround time (90 days).

8. What percentage of your under mentioned employees were given safety and skill up-gradation training in the last year? (a) Permanent employees (b) Permanent women employees (c) Casual/Temporary/Contractual employees (d) Employees with disabilities

Employee health and safety is of prime importance to ICICI Bank. The Bank conducts periodic training on subjects of advanced and basic fire safety training, first aid and evacuation related training for floor marshals, security personnel and employees across offices and branches. Periodic fire evacuation drills were conducted, at the office locations as well as branches, to sensitize 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 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.

The Bank continues to focus on capability building. The Bank has learning centres where training programs, designed to meet the changing skill requirements of its employees are conducted. Orientation sessions for new employees, role specific functional academies and capability building programmes, 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 modules. In fiscal 2020, the Bank delivered average of around seven mandays of learning covering all employees.

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 marginalized 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. Till March 31, 2020, over 520,000 individuals have been provided skill training by ICICI Foundation. The Bank's rural banking operation caters to the complete financial requirements of customers in rural and semi-urban locations, primarily engaged in agriculture and related activities and supporting self-help groups that are promoting entrepreneurship among women and solutions developed for the dairy farmers and other rural activities.

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 a dedicated Group has supported/granted assistance to entities engaged in a number of activities that benefit the underprivileged and the differently-abled.

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

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and its subsidiaries. It does not engage in any form of child labour and does not violate any principles relating to human rights.

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 also seeks compliance of vendors with national laws, including child labour.

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.*

Given the nature of business of the Bank, the aspects outlined under Principle 6 are applicable to its credit portfolio and to its own operations. The Bank has a social and environmental management framework that integrates analysis of the environmental and social risk assessment into the overall credit appraisal process for all new financing proposals. The Bank complies with applicable environmental regulations in respect of its premises and operations. Further, the Bank participates in initiatives towards addressing environmental issues. For details please refer to the 'Natural Capital' chapter in the Integrated Report section of the Annual Report for FY2020.

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.

The Bank is committed to responsibly conduct its business. The Bank has in place a social and environmental management framework that integrates analysis of the environmental and social risk assessment into the overall credit appraisal process. Efforts on prudent use of natural resources is

ongoing, which includes increasing use of renewable energy sources, maintaining efficiency in operations and energy consumption and adopting sustainable banking practices. The Bank uses renewable energy at its premises wherever feasible. At March 31, 2020, the total renewable power capacity installed by the Bank at its premises were 2.8 MWp. The Bank has ensured Indian Green Building Council (IGBC) green building features in all its new offices and branches set up in fiscal 2020. A detailed energy audit of the Service Center (Corporate Office) in Mumbai and the large office at Hyderabad was undertaken during the year, and measures identified is expected to lead to savings in electricity consumption.

For further details, please refer to the "Natural Capital" chapter in the Integrated Report section of the Annual Report for FY2020.

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

Responsible financing is an important focus area for the Bank and incorporates assessment of environmental and social risks. The Bank has in place a social and environmental management framework that integrates analysis of the environmental and social risk assessment into the overall credit appraisal process. The framework is applicable for all new financing proposals above a specified threshold. The key elements of the assessment include an exclusion list, seeking a declaration from borrowers of compliance with applicable national environmental guidelines/approvals for qualifying proposals subject to threshold criteria defined in the framework, and due-diligence by a Lender's Independent Engineer (LIE) for large-ticket project loans identified as per the criteria defined in the framework.

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.

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For details, please refer to the “Natural Capital” chapter in the Integrated Report section of the Annual Report for FY2020.

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, 2020.

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 participates as members of 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. During the Covid-19 pandemic, the Bank engaged with regulators and industry bodies to provide ideas and help in the fight against the pandemic. The Bank, directly, and along with ICICI Foundation, has been working on several initiatives for promoting inclusive growth. The Bank and ICICI Foundation partner with state governments and other organisations to promote initiatives in the field of 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 RBI.

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 (ICICI Foundation) and rural development initiatives. The skill training initiatives of ICICI Foundation include the ICICI Academy for Skills (skill academies) operating 27 vocational training centres across India, the Rural Livelihood programme for empowering the village ecosystem that has covered over 2,000 villages and two Rural Self-Employment Training Institutes (RSETIs) providing vocational training to rural youth from economically weaker sections. On a cumulative basis, over 520,000 individuals were provided skill training till March 31, 2020, thus facilitating employability and ensuring a meaningful increase in the livelihood of these individuals. The efforts made in the villages apart from facilitating job opportunities and marketability, has also promoted local entrepreneurship including among women.

In the fight against the Covid-19 pandemic, the Bank and ICICI Foundation were involved in direct on-the-ground efforts. A district-level outreach was facilitated to provide essential support. The efforts involved engaging with frontline staff like doctors, police, district administration, para-military forces, and others. Essential supplies were provided including masks, sanitisers and personal protective equipments and few hospitals were supplied ventilators. State government efforts were supplemented by assisting the creation of mobile and web-based tracking systems for some states and also a war room. These efforts spanned 34 states/union territories.

The Bank pursues initiatives in the area of rural development, including efforts to improve financial inclusion, empowering women and supporting the agricultural economy.

For details, please refer to the “Social and Relationship Capital” chapter in the Integrated Report section of the Annual Report for FY2020.

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 the ICICI Foundation, with the assistance of implementation partners as required.

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

Periodic reviews are undertaken on various projects/initiatives. 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 under-privileged customers are reviewed regularly. In addition, ICICI Foundation assesses the impact of programmes undertaken by it. Baseline and endline research studies, process documentation and impact evaluation are carried out for the initiatives undertaken.

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 ₹ 1,343.5 million in FY2020 on corporate social responsibility related activities. The expenditure has been undertaken primarily on skill development for sustainable livelihoods, rural development and related activities, providing relief and support and contributing to the Chief Minister's disaster relief fund in states impacted by floods, awareness campaign through display of relevant messages on social issues, promoting hygiene, protecting the environment and financial literacy and counselling.

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. Initiatives in the area of rural development 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 98.3% of customer complaints/consumer cases during fiscal 2020.

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 advocacy and satisfaction levels of customers across key products and touch points. As part of this exercise, which is referred to as Net Promoter Score (NPS) and FOCUS (Feedback of the Customer), the customer's likelihood to recommend and satisfaction levels with the product and transaction experience are measured. Approximately 260,000 customers are covered every month for their feedback. 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 is 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 action points for improvement.

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ANNEXURE

(a) Details of compliance (Reply in Y/N)

Sr. No.	Questions	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	Y	N	Y	Y
2	Has the policy been 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? (50 words)	Y	Y	Y	Y	Y	Y	-	Y	Y
4	Has the policy been 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
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	Y
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 redressal 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?#	Y	Y	Y	Y	Y	Y	-	Y	Y

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(b) If answer to the question at Sr. No.1 against any principle, is 'No', please explain why:

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	The company has not understood the Principles	-	-	-	-	-	-	-	-	-
2	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles	-	-	-	-	-	-	-	-	-
3	The company does not have financial or manpower resources available for the task	-	-	-	-	-	-	-	-	-
4	It is planned to be done within next 6 months	-	-	-	-	-	-	-	-	-
5	It is planned to be done within the next 1 year	-	-	-	-	-	-	-	-	-
6	Any other reason (please specify)	-	-	-	-	-	-	Please refer Note P7	-	-

Notes

P1	<p>Sr. No. 3 - The Bank has an Anti Bribery & Anti Corruption Policy, Group Code of Business Conduct and Ethics, Policy on Related Party Transactions, Group Anti Money Laundering and Combating Financing of Terrorism Policy and the Whistle Blower Policy. 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 and the Policy on Related Party Transaction is available on the Bank's website at www.icicibank.com. The other policies are internal documents and accessible only to employees of the organisation.</p>
P2	<p>The Bank is committed to the philosophy of 'Fair to Customer, Fair to Bank' and strives to ensure fair features and pricing in products sold. The Bank complies with regulations governing its products and services. The Bank complies with the Customer Rights Policy which enshrines the basic rights of customers of the Bank. These rights include Right to Fair Treatment; Right to Transparency, Fair and Honest Dealing; Right to Suitability; Right to Privacy; Right to Grievance Redress and Compensation. The Bank is committed to increased use of technology to provide services and convenience. In this regard, the Bank complies with the "Customer Relations Policy" which covers the aspects of customer protection, mechanism for creating customer awareness on the risks and responsibilities involved in electronic banking transactions, timelines for effecting compensation and the customer liability in such scenarios.</p>
P3	<p>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.</p>

BUSINESS RESPONSIBILITY REPORT

P4	<p>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 skill development and sustainable livelihoods. The Bank has a Corporate Social Responsibility Policy which can be viewed on the Bank's website at https://www.icicibank.com/managed-assets/docs/about-us/ICICI-Bank-CSR-Policy.pdf. The details of agri and rural banking products and facilities are available on the Bank's website at https://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.</p>
P5	<p>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 Bank's website at https://www.icicibank.com/managed-assets/docs/personal/general-links/code_of_business_conduct_ethics.pdf. The Code of Commitment is available at the Bank's branches and made available to customers on their request.</p>
P6	<p>The Bank has a Board approved Environment, Social and Governance Framework integrating the various policies and approaches of the Bank. The framework provides the various aspects relating to environment sensitivity in the Bank's operations. 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 and stipulates an environmental and social due diligence for projects above specific thresholds.</p>
P7	<p>While there is no specific policy outlined for this principle, the "ICICI Group Code of Business Conduct and Ethics" governs all employees, officers and Directors and requires them to act in accordance with high professional and ethical standards. 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.</p>
P8	<p>P8 Sr. No. 3 and 6 - The Bank has a Corporate Social Responsibility Policy which can be viewed on the Bank's website at https://www.icicibank.com/managed-assets/docs/about-us/ICICI-Bank-CSR-Policy.pdf. The ICICI Foundation for Inclusive Growth focuses primarily on skill development for sustainable livelihoods for the marginalized individuals. The initiatives of ICICI Foundation for Inclusive Growth can be viewed on the weblink www.icicifoundation.org. The Bank pursues initiatives in the area of rural development, including efforts to improve financial inclusion, empowering women and supporting the agricultural economy. For details, please refer to the "Social and Relationship Capital" chapter in the Integrated Report section of the Annual Report for FY2020.</p>
P9	<p>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 on the Bank's website at https://www.icicibank.com/notice-board.html. The Customer Rights Policy can be viewed on the Bank's website at https://www.icicibank.com/managed-assets/docs/personal/general-links/code-of-commitment/customer-rights-policy.pdf.</p>

* 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