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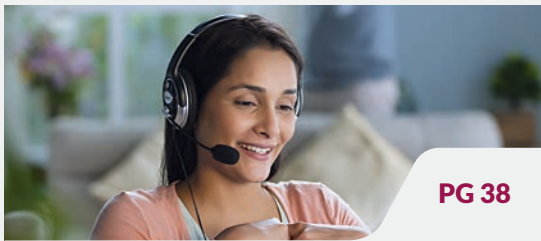
## Open to Creating Value



**PG 30**

For our shareholders and other stakeholders by executing on our strategies, growing 'One Axis Ecosystem' and maintaining financial prudence.

## Open to Listening



**PG 38**

To the aspirations of our customers, and fulfilling them through our retail, corporate and digital franchise.

## Open to Nurturing



**PG 48**

Our team of go-getters to achieve more everyday.

## Open to Caring



**PG 52**

For the communities of which we are a part and help improve their lives.

## Open to Empowering



**PG 56**

Our nation through financial inclusion and responsible awareness programmes.

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# 'Open'

*For your dreams, our eyes are open. For your hopes, our minds are open. For your plans, we promise to open every possible window of opportunity. We have always used this philosophy to deliver tangible value and bring impactful change in the lives of millions of citizens.*

*Our credo has helped us respond with speed to economic and industry headwinds, evolving customer requirements, intensifying competition and technological disruption. As our playground is constantly shifting, our solutions and architectures are dynamic and in sync with the broad changes that we see around us.*

*Fiscal 2020-21 was an extraordinary year for India and the world. We adapted and persevered through the crisis to fortify our balance sheet and deliver a healthy overall performance. We asked our customers, investors and other stakeholders*

*about their aspirations and concerns, and took that insight to reconfigure our operating rhythm and rigour. Our innate flexibility helped us refine our strategies faster in an operating environment fraught with downside risks.*

*We further ramped up our technology and digital capabilities during the year to provide our customers a host of additional conveniences, while continuing to invest in nurturing our relationships. We bring the same warmth of openness to our work culture, which helps our teams stay motivated in a high-performance environment.*

*Over the last few years, we have built the foundation of a banking franchise that is essentially relationship led, stakeholder driven and underpinned by strong corporate governance.*



## Key highlights for fiscal 2020-21

# Our performance for the year



### Financial

9%

₹996,118 crores

**Total assets**

10%

₹707,306 crores

**Total deposits**

9%

₹623,720 crores

**Total advances**

16%

₹29,239 crores

**Net interest income**

305%

₹6,588 crores

**Net profit**



Growth in fiscal 2020-21  
vis-à-vis fiscal 2019-20



### Environment

55,000

**LED light fittings installed  
at 1,100 branches**

5 MN

**Paper sheets saved  
through Saksham  
application**

1,493

**Branches with CEMS  
energy management  
solution installed**



## People

78,000+

Workforce

52

Person hours of training  
per employee (33 person  
hours previous year)

45,457

Employees part of  
silver certification  
learning journeys



## Community

₹91 CR

CSR spending

198

Districts in 25 states and  
UTs where Axis Bank  
Foundation (ABF)  
is active

0.92 MN

Households/trainees  
impacted under ABF's  
Sustainable Livelihoods  
programme under  
'Mission2Million'

Above are standalone figures as on/for year ended 31 March, 2021 unless otherwise mentioned



# Always open, always future focused

*Our business landscape is evolving faster than ever, the financial needs of our customers are changing, technology breakthroughs are challenging legacy business processes and enriching customer journeys. Amid this era of radical transformation, flexibility and openness hold us in good stead.*

Our primary business comprises commercial banking operations for retail and corporate customers.

## **Retail banking**

Our operations consist of retail lending, payments, deposit taking and distribution of third-party insurance and investment products. The Bank also offers agricultural and rural banking products.

## **Commercial and wholesale banking**

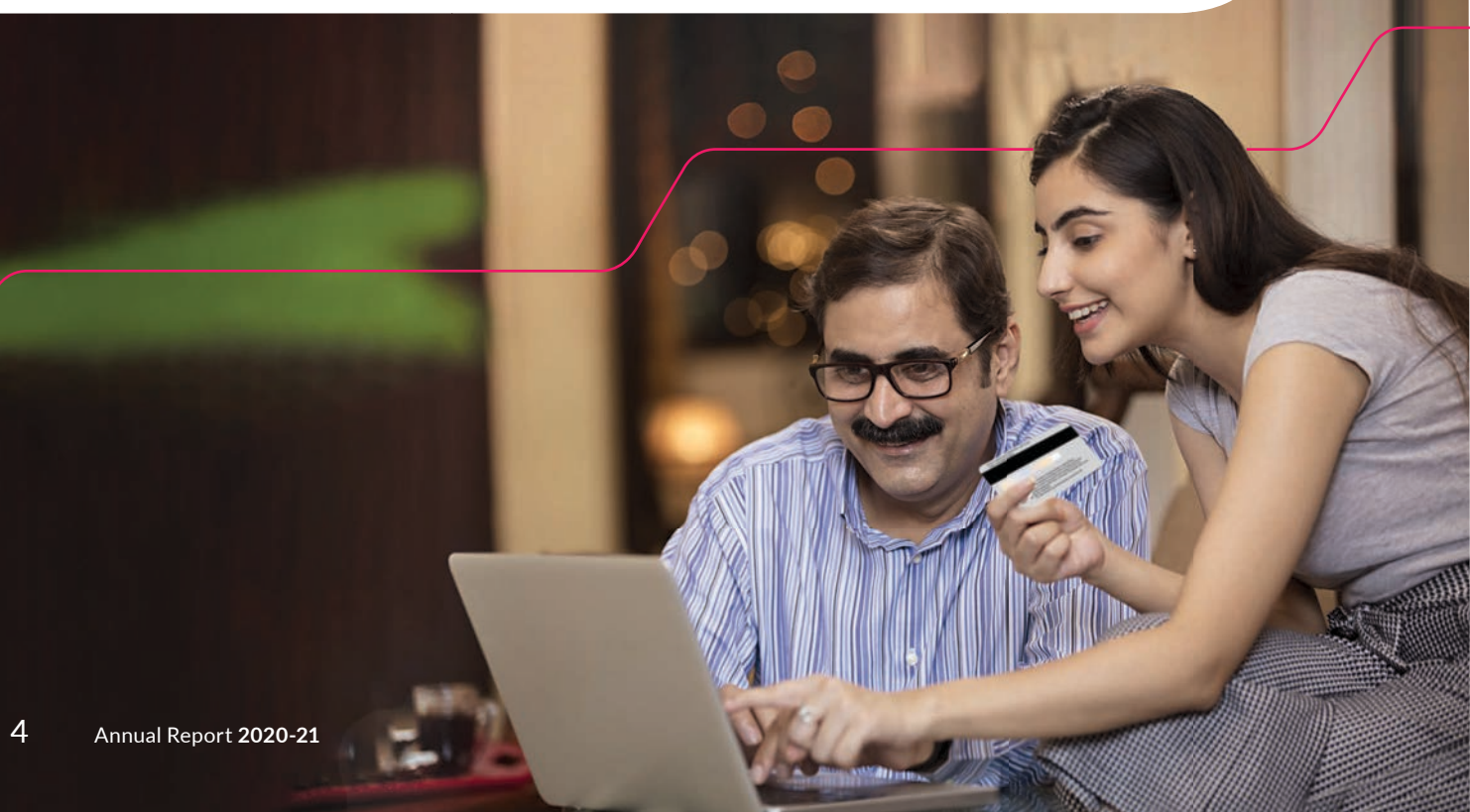
We provide a range of products and services, including loan products, fee and commission-based products and services, deposit products and foreign exchange

and derivative products to India's leading corporations, middle market companies and small and medium enterprises.

## **One Axis**

Our integrated 'One Axis' philosophy (including our subsidiaries) has helped us emerge as a one-stop financial services provider for our customers, with ability to cross-sell products and services.

Strong customer relationships, sharp execution focus, wide distribution network, motivated team and digital outreach have helped us strengthen our Balance Sheet across various business cycles.





## Our vision

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

## Growing prominence

3<sup>rd</sup>@

**Largest private bank in India**

4<sup>th</sup>

**Consecutive year of inclusion into the esteemed FTSE4Good Emerging Index**

@In terms of total assets

## Our core values



**Customer Centricity**



**Ethics**



**Transparency**



**Teamwork**



**Ownership**



## Attractive market share

### Traditional Banking Segment<sup>#</sup>

5.10%

Assets

4.30%

Deposits

5.22%

Advances

### Digital Banking Segment

17%

UPI<sup>@</sup>

16%

Mobile<sup>@</sup>

4<sup>th</sup>

Largest credit card issuer



## Growing touchpoints

4,594

Domestic branches  
(including extension counters)

17,043

ATMs and cash deposits/  
withdrawal machines

121

SME centres

6 LAKH+

Point of Sale (POS)  
machines

7.15 MN

Active credit cards

23.83 MN

Debit cards in force





## Strong balance sheet

19.12%

**Capital adequacy ratio**  
(Previous year 17.53%)

16.47%

**Tier I capital adequacy ratio**  
(Previous year 14.49%)

1.05%

**Net Non-Performing Asset (NPA)**  
(Previous year 1.56%)

1.95%

**Standard Asset Coverage Ratio (SACR)**  
(Previous year 1.38%)

72%

**Provision coverage ratio**  
(Previous year 69%)

₹12,010 CR

**Cumulative provisions**  
(Standard + additional non-NPA)



## Sound profitability

3.53%

**Net interest margin (NIM)**  
(Previous year 3.51%)

1.96%

**Cost to assets**  
(Previous year 2.09%)

2.74%

**Operating profit margin**  
(Previous year 2.83%)

#Source: RBI Report

@ By volumes for fiscal 2020-21

Above are standalone figures as on/for year ended 31 March, 2021 unless otherwise mentioned

# Message from MD & CEO

*"Staying true to our ethos of customer centricity, our 78,000+ team members collectively and individually went above and beyond their call of duty to serve our customers, our communities and most importantly our nation and the economy during one of the most challenging phases of our lifetime."*

Amitabh Chaudhry



*Dear Shareholders,*

Fiscal 2020-21 was truly an extraordinary year in history. The unprecedented health crisis that still continues to unfold across the country, brought the best out of us as we made steady progress towards our medium-term GPS objectives while delivering on our 'Dil Se Open' promise to our stakeholders.

Through the year, our support to customers and communities in helping them emerge from the COVID pandemic remained unwavering. I am proud of the commendable efforts and character displayed by all the team members of Axis family. I would also like to thank all the COVID Warriors for the tremendous

job that they have been doing, especially the healthcare professionals, who are constantly fighting all odds to save thousands of lives.

As the economy continues to combat the second wave of unprecedented COVID-19 pandemic, we as a Bank reiterate our commitment of being 'Open' to our customers' needs, concerns, challenges and aspirations. My heart goes out to all who have been directly impacted by the pandemic. However, the fast pace of vaccination and slowdown in new infections in several states do provide hope. I am confident that we can and will come out of this together.