

Top 7 retrieved chunks:

Chunk 1 (Score: 0.6809448513864458):

44 | Annual Report 2023-24 MATERIALITY ASSESSMENT To determine the most material topics, a materiality assessment exercise was conducted by the Bank to identify key material topics for our stakeholders and business. Our latest materiality assessment was carried out in fiscal 2022. The five-step approach for assessing material issues involved: Stakeholder Identification Process for capturing internal and external perspectives by identifying key internal and external stakeholders by mapping their interests and role for the organisation Identifying the Universe of Relevant ESG Topics List of 23 topics identified based on discussions with internal stakeholders, peer review and benchmarking, sector research, media reports and secondary sources Stakeholder Consultation Developed a survey for capturing responses from diverse stakeholders Data Collection and Analytics Analysed the data and level of priority of every material topic for every stakeholder Calibration of Results Developed a materiality matrix to prioritise the topics into high, medium and low categories based on the order of preference listed by stakeholders

Chunk 2 (Score: 0.665907603465504):

Annual Report 2023-24 | 45 Integrated Report Statutory Reports Financial Statements1 Compliance with regulations and other laws 2 Digital innovation/transformation 3 Data privacy and cybersecurity 4 Corporate governance and business ethics 5 Transparency and disclosures 6 Improving customer experience and satisfaction 7 Customer fairness and right-selling 8 Financial performance 9 Stability of risk management and risk outcomes 10 Leadership development and succession planning 11 Employee health and well-being 12 Board diversity including qualification/experience 13 Grievance redressal mechanism for stakeholders like customers and employees MATERIALITY MATRIX KEY MATERIAL ISSUES 14 Opportunities for learning, development and training for employees 15 Diversity and inclusion 16 Promoting financial inclusion, access and literacy 17 Social impact and governance evaluation in lending 18 Employee engagement and feedback mechanism 19 Promoting environment positive projects (e.g. lending to 'green' sectors) 20 Responsible sourcing and sustainable procurement practices 21 Participating in community development 22 Carbon emissions and resource efficiency in the Bank's own operations 23 Exposure of the Bank to climate-related risks in its loan portfolio Importance to Internal Stakeholders Importance to External Stakeholders Environmental Social Governance1 23 45 678 910 1112 1314 151617 1819 20 21 2223 MATERIALITY ASSESSMENT

Chunk 3 (Score: 0.6623639530010443):

BOARD'S REPORT114 | Annual Report 2023-24 3. Provide the web-link where Composition of CSR Committee, CSR Policy and CSR projects approved by the Board are disclosed on the website of the Company Link to the Bank's CSR page is: <https://www.icicibank.com/about-us/corporate-social-responsibility> 4. Provide the executive summary along with web-link(s) of Impact Assessment of CSR Projects carried out in pursuance of sub-rule (3) of rule 8, if applicable The Bank has conducted impact assessment of twelve projects through external agencies during fiscal 2024. These include: 1.

Impact assessment of MRI equipment provided to Tata Memorial Hospital, Mumbai, Maharashtra 2. Impact assessment of funds provided to patients for cancer treatment through the Indian Cancer Society 3. Impact assessment of cancer treatment equipment provided to Cachar Cancer Hospital and Research Centre, Silchar, Assam 4. Impact assessment of CT scan machine provided to Indo-Tibetan Border Police (ITBP) Force Composite Hospital, Dehradun, Uttarakhand 5. Impact assessment of cancer care equipment provided to Mahamana Pandit Madan Mohan Malviya Cancer Centre Hospital, Varanasi, Uttar Pradesh 6. Impact assessment of solar power installation at Dr. Shroff's Charity Eye Hospital, Lakhimpur Kheri, Uttar Pradesh 7. Impact assessment of waste collection vehicles provided to Gorakhpur Municipal Corporation, Uttar Pradesh 8. Impact assessment of education grants provided to children of ex-servicemen and war widows through the Kendriya Sainik Board 9. Impact assessment of training infrastructure provided for enabling piped water supply to homes in Bihar 10. Impact assessment of financial inclusion programme 11. Impact assessment of social awareness programme, and 12. Impact assessment of fraud awareness campaign undertaken in 2022. The executive summary of impact assessment of the projects as referred above is provided in Annexure 1 of the Annual Report on CSR. Link to the impact assessment reports on the Bank's website:

<https://www.icicibank.com/about-us/corporate-social-responsibility> 5. (a) Average net profit of the Company as per sub-section (5) of Section 135 ` 284,474.8 million (b) Two percent of average net profit of the Company as per sub-section (5) of Section 135 ` 5,689.5 million (c) Surplus arising out of the CSR projects or programmes or activities of the previous financial years ` 171.2 million (d) Amount required to be set-off for the financial year, if any ` 688.1 million (e) Total CSR obligation for the financial year [(b)+(c)-(d)] ` 5,172.6 million 6. (a) Amount spent on CSR Projects (both ongoing project and other than ongoing projects) ` 5,179.9 million (includes unspent amount of ` 1,500.0 million budgeted for ongoing CSR project with Tata Memorial Centre, which was transferred to the Unspent CSR Account on April 15, 2024 and would be spent over three years, as per CSR rules.) (b) Amount spent in Administrative Overheads Nil

Chunk 4 (Score: 0.6606525264196703):

BOARD'S REPORT Annual Report 2023-24 | 115 Integrated Report Statutory Reports Financial Statements (c) Amount spent on Impact Assessment, if applicable ` 8.8 million (d) Total amount spent for the Financial Year [(a) + (b) +(c)] ` 5,188.7 million (includes spends from surplus generated from CSR activities in fiscal 2023 of ` 171.2 million and spent by September 30, 2023, and unspent amount of ` 1,500.0 million budgeted for ongoing CSR project with Tata Memorial Centre, which was transferred to the Unspent CSR Account on April 15, 2024 and would be spent over three years, as per CSR rules.) (e) CSR amount spent or unspent for the financial year: Total amount spent in fiscal 2024 (in ` million) Amount unspent (in ` million) Total amount transferred to Unspent CSR Account as per Section 135(6) Amount transferred to any fund specified under Schedule VII as per second proviso to Section 135(5) Amount Date of transfer Name of the Fund Amount Date of transfer 3,688.7# 1,500.0* April 15, 2024 Nil NA NA # Includes spends from surplus generated from CSR activities in fiscal 2023 of ` 171.2 million and spent by September 30, 2023. * Unspent amount of ` 1,500.0 million pertains to the ongoing project on cancer care with Tata Memorial Centre. (f) Excess amount for set-off, if any Sr. No. Particular Amount (in ` million) (1) (2) (3) (i) 2% of average net profit of the Company as per Section 135(5) 5,001.5* (ii) Total amount spent for the Financial Year 5,188.7# (iii) Excess amount spent for the financial year [(ii)-(i)] 187.2 (iv) Surplus arising out of the CSR projects or programmes or activities of the previous financial years, if any 171.2 (v) Amount available for set off in succeeding financial years [(iii)-(iv)] 16.0 * Adjusted for excess amount of ` 688.1 million spent during fiscal 2023 and available for set off in fiscal 2024 # 1) Includes spends from surplus generated from CSR activities in FY2023 of ` 171.2 million that was transferred to the Unspent CSR Account in April 2023 and spent by September 30, 2023, as required by law. 2) Includes unspent amount of ` 1,500.0 million budgeted for the ongoing

project on cancer care with Tata Memorial Centre. The amount was transferred to the Unspent CSR Account on April 15, 2024 and would be spent over three years as per CSR Rules. 7. Details of Unspent Corporate Social Responsibility amount for the preceding three Financial Years: Not applicable

Chunk 5 (Score: 0.6599134278807208):

Annual Report 2023-24 | 63 Integrated Report Statutory Reports Financial StatementsCORPORATE SOCIAL RESPONSIBILITY (CSR) Social issues such as access to healthcare, prevention of environmental degradation, skill development and livelihood opportunities remain critical areas requiring support in India. Creating a thriving society and economy requires significant investments in these areas. The Bank, through its implementing arm, the ICICI Foundation for Inclusive Growth (ICICI Foundation), has focussed on creating a positive impact through its CSR initiatives and is working directly with communities and stakeholders to meaningfully contribute in these areas. The activities are also aligned with the United Nations (UN) Sustainable Development Goals (SDGs). During fiscal 2024, the Bank's contribution towards social causes was `5.19 billion. The CSR initiatives were mainly in the areas of healthcare and sanitation, environmental and ecological projects, livelihood and social interventions focussed on meeting specific local needs. In the area of healthcare, support was extended for cancer care, cardiac care, eye care and trauma care by providing equipment, funds for surgeries, undertaking capacity building, organising eye screening camps and support for emergency care. In the area of environment and ecology, extensive watershed and rainwater harvesting projects were taken up during the year as part of water conservation projects. Till March 31, 2024, total water harvesting potential of about 25.8 billion litres has been created across rural India. The other area of extensive work done is in forest conservation. The initiatives on forest conservation and ecology included ensuring water availability, restoring habitat, enhancing biodiversity, preventing soil erosion, supporting afforestation and livelihood creation, and other green initiatives which included installation of renewable energy capacity for creating grid-free forests and supporting clean energy in villages. These efforts were across 53 forest reserves as on March 31, 2024. Successful rejuvenation of Alkoda Lake in Raichur District, Karnataka.Counselling by a child nutritionist at Cachar Cancer Care Hospital and Research Centre in Silchar, Assam. • More than 3.7 million trees have been planted till March 31, 2024. • The various CSR initiatives have created a positive impact for over 12.8 million beneficiaries. SOCIAL AND RELATIONSHIP CAPITAL

Chunk 6 (Score: 0.6522771457852322):

Annual Report 2023-24 | 245 Integrated Report Statutory Reports Financial Statements FINANCIAL STATEMENTS OF ICICI BANK LIMITED SCHEDULES forming part of the Accounts (Contd.) CSR activities during FY2024 were in the areas of affordable and accessible healthcare, environmental and ecological projects like afforestation and rainwater harvesting, livelihood projects and social interventions. The following table sets forth, for the periods indicated, the amount spent by the Bank on CSR related activities. ` in million Sr. No.ParticularsYear ended March 31, 2024 Year ended March 31, 2023 In cashYet to be paid in cashTotal In cashYet to be paid in cashTotal 1. Construction/ acquisition of any asset - - - - - 2. On purposes other than (1) above13,684.7 1,504.0 5,188.7 4,626.6 - 4,626.6 1. For the year ended March 31, 2024, out of the amount (yet to be paid in cash), as required under the Companies (Corporate Social Responsibility Policy) Amendment Rules, 2021, ` 1,500.0 million budgeted in FY2024 for ongoing project with Tata Memorial Centre but which remained unspent, was

transferred to the Unspent CSR Account in April, 2024 and would be spent over three years, as per CSR rules. Balance ` 4.0 million pertains to provision made for CSR expenses of FY2024 and amount is yet to be paid. The following table sets forth, for the periods indicated, the details of movement in provision pertaining to CSR related activities ` in million

Particulars	Year ended March 31, 2024	Year ended March 31, 2023
Opening balance of provision	- 24.9	54.0
Add: Provision for expenses during the year	1,504.0	-
Less: Payment out of opening balance	- 24.9	-
Closing balance of provision	1,504.0	54.0

54. Green deposits The Bank has not yet offered green deposits to its customers. 55. Disclosure of customer complaints The following table sets forth, for the periods indicated, the movement of complaints received by the Bank from its customers.

Particulars	Year ended March 31, 2024	Year ended March 31, 2023
a. No. of complaints pending at the beginning of the year	14,429	10,401
b. No. of complaints received during the year	346,314	248,337
c. No. of complaints disposed during the year	338,204	244,309
3a. Of which, number of complaints rejected by the Bank	149,458	101,227
d. No. of complaints pending at the end of the year	22,539	14,429

1. Complaints do not include complaints redressed by the Bank within one working day.

Chunk 7 (Score: 0.6514370012885342):

BOARD'S REPORT90 | Annual Report 2023-24 indicating the activities to be undertaken by the Bank and recommendation of the amount of expenditure to be incurred on such activities, identifying the focus, from among the themes specified in Schedule VII of the Companies Act, 2013, for initiatives to be undertaken by the Bank, reviewing and recommending the annual CSR plan to the Board with details of CSR initiatives and projects and schedule of implementation, monitoring the CSR activities, implementation and compliance with the CSR Policy, reviewing the submissions to be made to the Board with respect to implementation of the annual CSR action plan including the disbursement of funds for the purposes and manner as approved, implementation of on- going projects as per approved timelines and year-wise allocation of funds, any modifications to be suggested to on- going projects, earmarking unspent CSR amount, if any, in subsequent periods as prescribed in the Companies Act, 2013 and suggest deployment of any amount spent in excess of the requirement for set-off in subsequent years, reviewing impact assessment of projects, and reviewing and implementing, if required, any other matter related to CSR initiatives as recommended/suggested by RBI or any other body. Composition There were four meetings of the Committee during the year - April 20, 2023, July 21, 2023, October 19, 2023 and January 18, 2024. The details of the composition of the Committee and attendance at its meetings held during the year are set out in the following table:

Name of Member	Number of meetings attended
Girish Chandra Chaturvedi, Chairman (upto June 30, 2024)	4/4
Pradeep Kumar Sinha (w.e.f. February 23, 2024) - Radhakrishnan Nair	4/4
Uday Chitale	4/4
Vibha Paul	4/4
Anup Bagchi (upto April 30, 2023)	1/1
Rakesh Jha (w.e.f. May 1, 2023)	3/3

The Board at its meeting held on June 29, 2024 reconstituted the Committee and appointed Pradeep Kumar Sinha as the Chairman of the Committee with effect from July 1, 2024. Details about the policy developed and implemented by the Company on CSR initiatives taken during the year ICICI Bank has a long-standing commitment towards socio-economic development through CSR initiatives. The CSR Policy sets the framework guiding the CSR activities to be undertaken. The CSR activities are primarily in the areas of healthcare, environment and ecology, sustainable livelihoods and skilling, social interventions including financial literacy, social awareness and other activities as may be permitted under applicable law. The activities are implemented either directly or through the ICICI Foundation for Inclusive Growth. The CSR policy was reviewed and updated in June 2024 to facilitate the Bank's endeavour to take up multi-year CSR projects to make sustainable impact. The CSR policy has been hosted on the website of the Bank at <https://www.icicibank.com/about-us/corporate-social-responsibility>. The Annual Report on the Bank's CSR activities is annexed herewith as Annexure D. V. Credit Committee Terms of Reference The functions of the Committee inter alia includes review of developments in key industrial

sectors, major credit portfolios and approval of credit proposals as per the authorisation approved by the Board. Composition There were thirty-one meetings of the Committee during the year - April 11, April 27, May 9, May 17, June 9, June 23, June 30, July 14, July 28, August 3, August 9, August 17, August 29, September 12, September 21, September 29, October 13, October 26, November 9, November 20, November 28, December 22 and December 29 in 2023 and January 12, January 24, February 7, February 14, February 29, March 11, March 26 and March 30 in 2024. The details of the composition of the Committee and attendance at its meetings held during the year are set out in the following table:
