

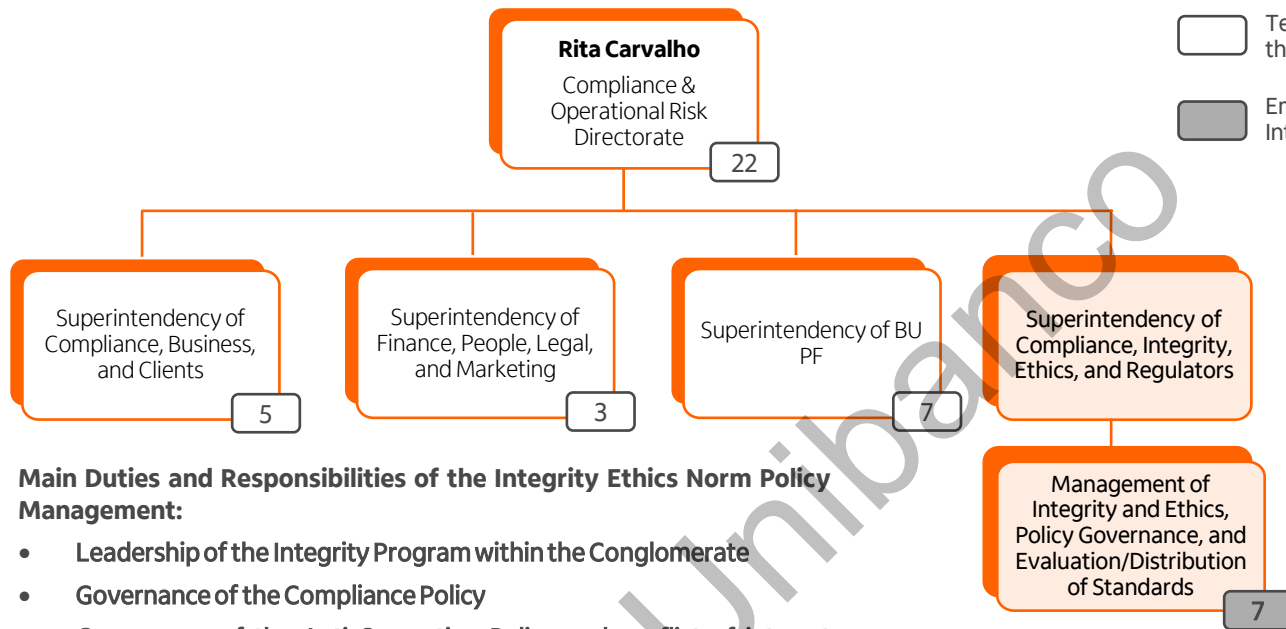
Area responsible for Leadership and Governance of the Integrity Program



Area responsible for the duties and processes of the Integrity Program, such as: Whistleblowing Channel, Fraud Prevention, and Anti-Money Laundering.



Area responsible for Social, Environmental, and Climate Risk.



- Team members who make up the key pillars of the Integrity Program.
- Employees exclusively dedicated to the Integrity and Ethics Program..

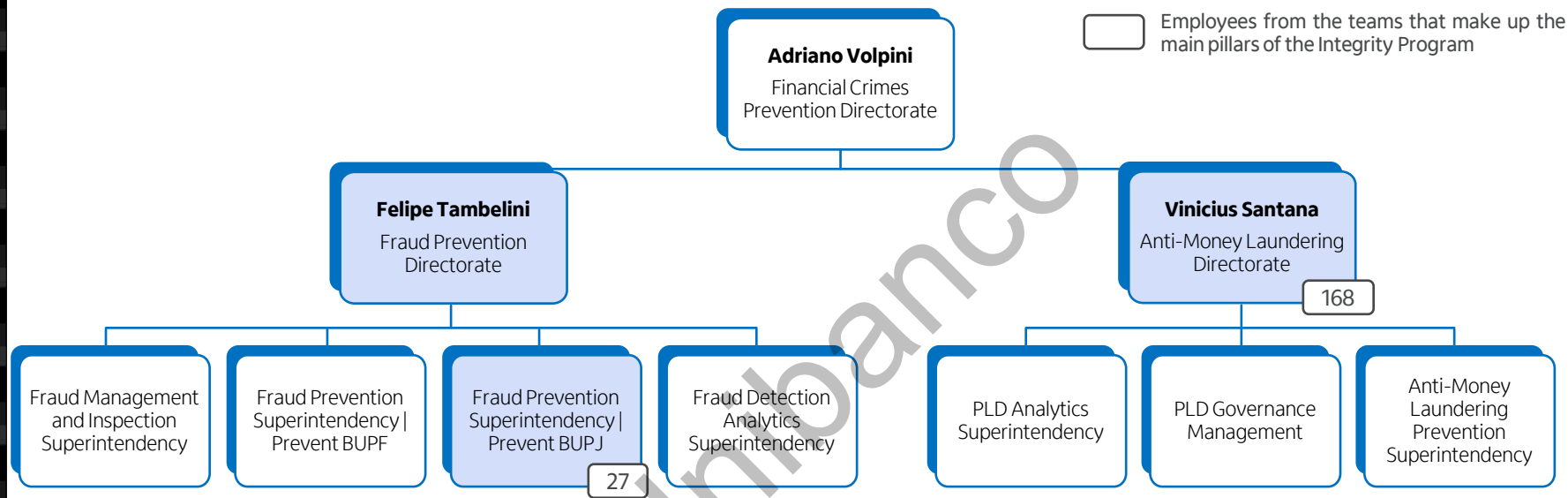
Main Duties and Responsibilities of the Integrity Ethics Norm Policy Management:

- Leadership of the Integrity Program within the Conglomerate
- Governance of the Compliance Policy
- Governance of the Anti-Corruption Policy and conflict of interest rules
- Management and revision of the Code of Ethics and Conduct
- Monitoring and evaluation of Integrity and Ethics risks
- Communication and training – Integrity and Ethics
- Coordination of Integrity and Ethics Committees and related reports
- Monitoring the Regulatory Environment (evaluation and distribution of new regulations)
- Governance of Internal Policies and Responsibility Terms

Main Duties and Responsibilities of the Compliance, Business and Clients; Finance, People, Legal, and Marketing Superintendencies, and BU PF, regarding the Integrity Program:

- Development and monitoring of conduct risk

Obs. Other superintendencies of the Directorate are not listed, only the main ones involved in the Integrity Program



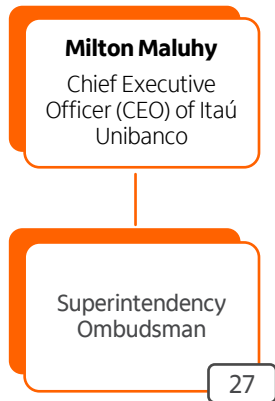
Main Duties and Responsibilities of the Fraud and Inspection Superintendency:

- Investigation of reports regarding misconduct, illegal activities, and internal fraud.
- Handling customer disputes arising from all products, services, and channels.
- Management of recovery of disputed amounts.
- External investigations and initiation of inquiries/crime reports.

Main Duties and Responsibilities of the Anti-Money Laundering Superintendency:

- Defines Policies, Guidelines, and Strategy.
- Engages with Business Units, Regulators, and International Branches
- Assesses Risks of Products/Processes/Services.
- Manages risks and conducts suitability assessments for clients, partners, and suppliers.

Obs. Other departments, superintendencies, and management areas of the Directorate are not listed; only the main superintendencies involved in the Integrity Program are highlighted.



Main Duties and Responsibilities of the Ombudsman Superintendency:

Maintain a continuous communication process that ensures all employees clearly perceive that the Ombudsman works to resolve interpersonal and interest-related conflicts in the workplace.

- Advise employees in situations of workplace conflicts;
- Investigate reports of unethical behavior (such as moral harassment, sexual harassment, retaliation, discrimination, bias, conflict of interest, etc.) by employees and administrators of Itaú Unibanco;
- Recommend actions to be implemented in the analyzed cases, ensuring they are consistent with and aligned to the Organization's principles and values;
- Generate indicators and information for executives, providing an overview of cases of unethical behavior and the main issues within the areas;
- Maintain contact with managers across various areas of the Organization to identify their support needs and provide actions and recommendations that address the identified needs;
- Promote a high level of trust and credibility that encourages the use of the channel;
- Promote—based on reflection on each addressed case and analysis of recurring behaviors, concentrations in specific areas or situations—preventive actions that positively encourage changes in behaviors and processes within the Organization, as well as continuous learning to foster constant evolution in an environment of trust and respect among employees.



Employees from the teams that form the main pillars of the Integrity Program.

Obs. Other directorates reporting to the Chief Executive Officer are not listed.

Marcia Kinsch
Wholesale Credit Risk
and Modeling
Directorate

RSAC and Agro
Superintendency

9

Main Duties and Responsibilities of the RSAC and Agro Superintendency:

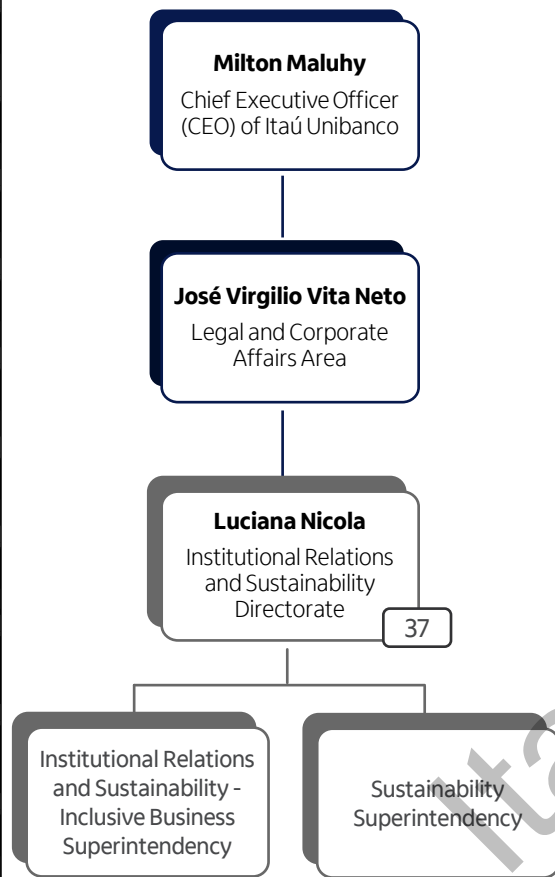
- Definition of criteria, guidelines, and methodologies for managing Social, Environmental & Climate risks from an institutional perspective.
- Credit Risk Management for the Agro segment.
- Participation in credit committees for the Agro segment, in accordance with governance levels and ratings.
- Definition of criteria, guidelines, and methodologies for managing Social, Environmental & Climate risks from the perspectives of business, clients, and guarantees.



Employees from teams responsible for activities related to Social, Environmental, and Climate Risk.

Obs.. Other superintendencies and management areas of the Directorate are not listed. Highlighted is the superintendency responsible for Social, Environmental, and Climate Risk.

Principais Atribuições e Responsabilidades da Diretoria Relações Institucionais e Sustentabilidade:



Financial Citizenship

- Ensure the effectiveness of the Governance of the Financial Education Policy, in partnership with the Compliance area.
- Monitor and oversee the progress of educational actions or initiatives aimed at improving clients' financial health, as established in the policy.
- Disseminate and train internal areas on basic financial education concepts for client relations.

Institutional Sustainability and ESG Governance

- ESG Governance and management of PRSAC (CMN Resolution 4945/21)
- Internal dissemination agenda for information and trends related to the ESG agenda
- Management of IU ESG (ESG Dashboard)
- Monitoring and Support for the Implementation of the ESG Strategy

Institutional Programs

- Promote dialogue with representative entities of society, such as CSOs (Civil Society Organizations), associations, and communities.
- Manage institutional programs focused on Diversity, Mobility, Longevity, Corporate Volunteering, and Women's Entrepreneurship.
- Develop the Human Rights agenda with a focus on clients, civil society, and suppliers.

Sponsorships and Donations

- Management of the governance process for the institution's Sponsorships and Donations.

Climate Strategy

- Operates as "One Itaú," integrating all International Units through data, governance, engagement, and business opportunities aligned with local realities.
- Provides technical expertise for setting decarbonization targets, identifying low-carbon trends with clients, and maintaining relationships with the NZBA.
- Promotes advocacy with regulators and policymakers, contributing to the advancement of the climate agenda.
- Offers technical guidance for measuring, managing, and offsetting the institution's own emissions, as well as leading reports such as the CDP, fostering transparency and ESG data management.

ESG Strategy in Business

- Leads the consolidation of Itaú's sustainable finance strategy, integrating commitments, frameworks, and opportunities for positive impact.
- Provides technical expertise for the development of sustainable financial instruments, ESG collateral management, and the preparation of reports such as Allocation and ESG reports.
- Represents Itaú in external forums and initiatives, contributing to the advancement of public policies, taxonomies, and products with positive contributions.
- Promotes studies, validations, and recommendations in sustainable finance, fostering integration and knowledge sharing across areas.

Obs. Other directorates are not listed. Highlighted is the Directorate responsible for ESG.