



supplementary
index
2022

Itaú Unibanco Holding S.A.

about this report

Welcome to the Supplementary Index to the ESG 2022 Report of Itaú Unibanco Holding S.A.

This report is the summary of ESG metrics of Itaú Unibanco Holding S.A. in adherence with the main international sustainability guidelines: GRI, SASB and PRB.

Itaú Unibanco's report is in accordance with the GRI Standards for the period January 1, 2022 to December 31, 2022.

summary

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ESG Report

a full and detailed overview of our positive impact commitments, management practices, goals, and performance in the environmental and climate, social and governance areas, with indicators that adhere to the main global sustainability guidelines.



Supplementary Index

summary of ESG metrics in adherence with GRI, SASB, SDG, and PRB guidelines.



ESG Indicators

spreadsheet with the key ESG indicators, historical data, and references to the main standards.



Integrated Annual Report

a strategic and summarized overview of the value creation process, highlighting the business context, organization profile, strategy, risks and opportunities, and capital performance.



contact us

Questions about the information presented in our reports?

Talk to our Investor Relations team

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GRI Standards

Access the documents indicated in the "reference" column to find the data reported for the GRI metrics. Further details on the basis of preparation and any omission notes are available on [pages 31 to 41](#).

Metric	Organization profile	Reference	Status	Audited
GRI 2: General Disclosures: 1. The organization and its reporting practices				
GRI 2-1	Organizational details	ESG Report , page 07 Integrated Annual Report , page 11	complete	Yes
GRI 2-2	Entities included in the organization's sustainability reporting	ESG Report , page 04 Risk and Capital Management - Pillar 3 , page 16 ESG Indicators	complete	Yes
GRI 2-3	Reporting period, frequency and contact point	ESG Report , page 04	complete	Yes
GRI 2-4	Restatements of information	ESG Report , pages 04 and 10	complete	Yes
GRI 2-5	External assurance	ESG Report , pages 04 and 165	complete	Yes
GRI 2: General Disclosures: 2. Activities and workers				
GRI 2-6	Activities, value chain and other business relationships	ESG Report , pages 39 and 137 Integrated Annual Report , page 11	complete	No
GRI 2-7	Employees	ESG Report , pages 104 and 124	partial	Yes
GRI 2-8	Workers who are not employees	ESG Report , page 137	not disclosed	No
GRI 2: General Disclosures: 3. Governance				
GRI 2-9	Governance structure and composition	ESG Report , page 153	complete	No
GRI 2-10	Nomination and selection of the highest governance body	ESG Report , page 154	complete	No
GRI 2-11	Chair of the highest governance body	ESG Report , page 154	complete	No
GRI 2-12	Role of the highest governance body in overseeing the management of impacts	ESG Report , pages 75, 106, 134 and 154	complete	Yes
GRI 2-13	Delegation of responsibility for managing impacts	ESG Report , page 16	complete	Yes
GRI 2-14	Role of the highest governance body in sustainability reporting	ESG Report , page 04	complete	Yes
GRI 2-15	Conflicts of interest	ESG Report , page 164 Code of Ethics , page 35	complete	No

Metric	Organization profile	Reference	Status	Audited
GRI 2-16	Communication of critical concerns	ESG Report , page 16	partial	Yes
GRI 2-17	Collective knowledge of the highest governance body	ESG Report , pages 16 and 155 Investor Relations website	complete	No
GRI 2-18	Evaluation of the performance of the highest governance body	ESG Report , page 154	complete	No
GRI 2-19	Remuneration policies	ESG Report , pagea 126 and 155 Integrated Annual Report , page 29	complete	No
GRI 2-20	Process to determine remuneration	ESG Report , pagea 126 and 155 Integrated Annual Report , page 29	complete	No
GRI 2-21	Annual total compensation ratio	-	not disclosed	No
GRI 2: General Disclosures: 4. Strategy, policies, and practices				
GRI 2-22	Statement on sustainable development strategy	ESG Report , page 05	complete	No
GRI 2-23	Policy commitments	ESG Report , page 134 and 158	complete	Yes
GRI 2-24	Embedding policy commitments	ESG Report , page 158	complete	Yes
GRI 2-25	Processes to remediate negative impacts	ESG Report , page 27	partial	Yes
GRI 2-26	Mechanisms for seeking advice and raising concerns	ESG Report , pagea 158 and 161	complete	Yes
GRI 2-27	Compliance with laws and regulations	ESG Report , pagea 158 and 160	complete	Yes
GRI 2-28	Membership associations	ESG Report , pagea 135 and 149 ESG Indicators	complete	No
GRI 2: General Disclosures: 5. Stakeholders' engagement				
GRI 2-29	Approach to stakeholder engagement	ESG Report , pages 51, 55 and 59	complete	Yes
GRI 2-30	Collective bargaining agreements	ESG Report , page 126	complete	Yes
GRI 3: Material Topics 2021: 2. Activities and workers				
GRI 3-1	Process to determine material topics	ESG Report , pages 9 to 15	complete	Yes
GRI 3-2	List of material topics	ESG Report , pages 9 to 15	complete	Yes
GRI 3-3	Management of material topics	ESG Report , pages 9 to 15	complete	Yes

Metric	Organization profile	Reference	Status	Audited
GRI 201: Economic Performance 2016				
GRI 201-1	Direct economic value generated and distributed	ESG Report , page 139 Integrated Annual Report , page 20	complete	Yes
GRI 201-2	Financial implications and other risks and opportunities due to climate change	ESG Report , page 20, 29 e 49	complete	Yes
GRI 201-4	Financial assistance received from government	ESG Report , page 139 e 151	partial	Yes
GRI 203: Indirect Economic Impacts 2016				
GRI 203-2	Significant indirect economic impacts	ESG Report , page 59	complete	Yes
GRI 204: Procurement Practices 2016				
GRI 204-1	Proportion of spending on local suppliers	ESG Report , page 137	complete	No
NO				
GRI 205-1	Operations assessed for risks related to corruption	ESG Report , page 158	partial	No
GRI 205-2	Communication and training about anti-corruption policies and procedures	ESG Report , page 158	partial	Yes
GR 205-3	Confirmed incidents of corruption and actions taken	ESG Report , page 158	complete	Yes
GRI 207: Tax 2019				
GRI 207-1	Approach to tax	ESG Report , page 151	partial	No
GRI 207-2	Tax governance, control, and risk management	ESG Report , page 151	partial	No
GRI 207-3	Stakeholder engagement and management of concerns related to tax	ESG Report , page 149	partial	No
GRI 207-4	Country-by-country reporting	ESG Report , page 151	complete	No
GRI 301: Materials 2016				
GRI 301-1	Materials used by weight or volume	ESG Report , page 100	partial	No
GRI 301-2	Recycled input materials used	ESG Report , page 102	partial	No
GRI 302: Energy 2016				
GRI 302-1	Energy consumption within the organization	ESG Report , page 96	complete	Yes

Metric	Organization profile	Reference	Status	Audited
GRI 302-3	Energy intensity	ESG Report , page 96	partial	No
GRI 302-4	Reduction of energy consumption	ESG Report , page 96	complete	Yes
GRI 303: Water and Effluents 2018				
GRI 303-5	Water consumption	ESG Report , page 98	complete	Yes
GRI 304: Biodiversity 2016				
GRI 304-2	Significant impacts of biodiversity activities, products and services	ESG Report , page 23	partial	No
GRI 305: Emissions 2016				
GRI 305-1	Direct (Scope 1) GHG emissions	ESG Report , page 85	complete	Yes
GRI 305-2	Energy indirect (Scope 2) GHG emissions	ESG Report , page 85	complete	Yes
GRI 305-3	Other indirect (Scope 3) GHG emissions	ESG Report , page 85	complete	Yes
GRI 305-4	GHG emissions intensity	ESG Report , page 85	partial	Yes
GRI 305-5	Reduction of GHG emissions	ESG Report , page 85	complete	Yes
GRI 306: Waste 2020				
GRI 306-3	Waste generated	ESG Report , page 100	complete	Yes
GRI 306-5	Waste directed to disposal	ESG Report , page 102	complete	No
GRI 308: Supplier Environmental Assessment 2016				
GRI 308-1	New suppliers that were screened using environmental criteria	ESG Report , page 137	partial	No
GRI 308-2	Negative environmental impacts in the supply chain and actions taken	ESG Report , page 137	partial	No
GRI 401: Employment 2016				
GRI 401-1	New employee hires and employee turnover	ESG Report , page 124	complete	Yes
GRI 401-2	Benefits provided to full-time employees that are not provided to temporary or parttime employees	ESG Report , page 126	partial	No

Metric	Organization profile	Reference	Status	Audited
GRI 401-3	Parental leave	ESG Report , page 132	partial	No
GRI 403 Occupational Health and Safety 2018				
GRI 403-1	Occupational health and safety management system	ESG Report , page 133	complete	No
GRI 403-2	Hazard identification, risk assessment, and incident investigation	ESG Report , page 129	complete	No
GRI 403-3	Occupational health services	ESG Report , page 129	complete	No
GRI 403-4	Worker participation, consultation, and communication on occupational health and safety	ESG Report , page 129	complete	No
GRI 403-5	Worker training on occupational health and safety	ESG Report , page 130	complete	No
GRI 403-6	Promotion of worker health	ESG Report , page 131	complete	No
GRI 403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	ESG Report , page 131	complete	No
GRI 403-8	Workers covered by an occupational health and safety management system	ESG Report , page 132	partial	No
GRI 403-9	Work-related injuries	ESG Report , page 132	partial	Yes
GRI 403-10	Work-related ill health	ESG Report , page 133	partial	Yes
GRI 404: Training and Education 2016				
GRI 404-1	Average hours of training per year per employee	ESG Report , page 117 ESG Indicators	complete	No
GRI 404-2	Programs for upgrading employee skills and transition assistance programs	ESG Report , page 124	complete	No
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	ESG Report , page 117	partial	No
GRI 405: Diversity and Equal Opportunity 2016				
GRI 405-1	Diversity of governance bodies and employees	ESG Report , pages 104, 122 e 154 ESG Indicators	complete	Yes
GRI 405-2	Ratio of basic salary and remuneration of women to men	ESG Report , page 126	complete	Yes
GRI 406: Non-discrimination 2016				
GRI 406-1	Incidents of discrimination and corrective actions taken	ESG Report , page 162	complete	Yes

Metric	Organization profile	Reference	Status	Audited
GRI 413: Local Communities 2016				
GRI 413-1	Operations with local community engagement, impact assessments, and development programs	ESG Report , page 139	complete	No
GRI 414: Supplier Social Assessment 2016				
GRI 414-1	New suppliers that were screened using social criteria	ESG Report , page 139	partial	No
GRI 414-2	Negative social impacts in the supply chain and actions taken	ESG Report , page 137	partial	No
GRI 415: Public Policy 2016				
GRI 415-1	Political contributions	ESG Report , page 149	complete	Yes
GRI 417: Marketing and Labeling 2016				
GRI 417-3	Incidents of non-compliance concerning marketing communications	ESG Report , page 160	complete	Yes
GRI 418: Customer Privacy 2016				
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	ESG Report , page 161	complete	Yes

Sector Supplement Financial Services (G4 version)

Metric	Organization profile	Reference	Status	Audited
Product Portfolio				
G4-DMA (FS1)	Product portfolio: Policies with specific social and environmental components applied to business lines (former FS1)	ESG Report , page 30	complete	Yes
G4-DMA (FS2)	Product portfolio: Procedures for assessing and classifying socio-environmental risks in business lines (former FS2)	ESG Report , page 30	complete	Yes
G4-DMA (FS3)	Product portfolio: Processes for monitoring customer implementation of social and environmental requirements included in contracts or transactions (former FS3)	ESG Report , page 30	complete	Yes
G4-DMA (FS4)	Portfolio: Process(es) for improving staff competence in implementing social and environmental policies and procedures applied to business lines (former FS4)	ESG Report , page 30	complete	Yes
G4-DMA (FS5)	Product portfolio: Interactions with customers/ investors/business partners regarding environmental and social risks and opportunities (former FS5)	ESG Report , page 49	complete	Yes
G4-DMA (FS6)	Percentage of the portfolio of business lines by specific region, by size (e.g., micro/small and medium/large), and by sector	ESG Report , page 30	complete	Yes
G4-DMA (FS7)	Monetary value of products and services created to provide a specific social benefit for each business line, separated by purpose	ESG Report , page 59	complete	Yes

Metric	Organization profile	Reference	Status	Audited
G4-DMA (FS8)	Monetary value of products and services created to provide a specific environmental benefit for each business line, separated by purpose	ESG Report , page 30	complete	Yes
Audit				
G4-DMA (FS9)	Audit: scope and frequency of audits to assess implementation of social and environmental policies and risk assessment procedures (former FS9)	ESG Report , page 30	complete	Yes
Active ownership				
G4-DMA (FS10)	Percentage and number of companies in the institution's portfolio with which the organization has interacted on social or environmental issues	ESG Report , page 49	complete	Yes
G4-DMA (FS11)	Percentage of assets subject to positive and negative social or environmental evaluation	ESG Report , page 49	complete	Yes
G4-DMA (FS12)	Active ownership: Voting policy(ies) applied to social or environmental issues for shareholdings in which the organization has voting rights or advises on voting (former FS12)	ESG Report , page 49	complete	No
Local Communities				
G4-DMA (FS13)	Access points in sparsely populated or economically disadvantaged areas by type	ESG Report , page 59	complete	Yes
G4-DMA (FS14)	Initiatives to improve access to financial services for disadvantaged people	ESG Report , page 59	complete	Yes
Product and Service Labeling				
G4-DMA (FS15)	Product and Service Labeling: Policies for the proper development and sale of financial products and services (former FS15)	ESG Report , page 70	complete	No
G4-DMA (FS16)	Product and service labeling: Initiatives to improve financial education by type of beneficiary (former FS16)	ESG Report , page 70	complete	Yes

SASB content index

In 2019, we joined the Sustainability Accounting Standards Board Alliance, and started reporting information according to the financial industry SASB standards for 'Commercial Banking', 'Asset Management and Custody Activities' and 'Investment Banking and Brokerage'. In 2022, we also include indicators for the 'Insurance' and 'Mortgage Finance' guidelines. In this content index, we list the indicators disclosed in the reports of Itaú Unibanco Holding S.A. with references and links to the locations of these disclosures.

Code	Accounting metric	Document and page	Commented compliance	Assured
Data Security				
FN-CB-230a.1	Number of data breaches; percentage involving personally identifiable information (PII); number of account holders affected	ESG Report , page 80	Partial: Some information required by the indicator is strategic, so it is not disclosed	No
FN-CB-230a.2	Description of approach to identifying and addressing data security risks	ESG Report , pages 73 to 80	Partial: The requested regulations are not applicable in Brazil	Yes
Transparent Information & Fair Advice for Customers				
FN-AC-270a.2	Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of financial product-related information to new and returning customers	ESG Report , page 160	Partial: The requested regulations are not applicable in Brazil	No
Financial Inclusion & Capacity Building				
FN-CB-240a.1	Number and amount of loans outstanding qualified to programs designed to promote small business and community development	ESG Report , page 59 to 64	Partial: The requested regulations are not applicable in Brazil	Yes
FN-CB-240a.2	Number and amount of past due and nonaccrual loans qualified to programs designed to promote small business and community development	ESG Report , pages 12 and 14	Partial: The requested regulations are not applicable in Brazil	Yes
FN-CB-240a.3	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	Launched in 2019 as a digital wallet, iti today is a complete 100% digital banking solution whose proposition is geared toward younger audiences seeking a no-cost service. By the end of 2022, we reached 18.5 million clients, 62% of which are under 35 years old, and 87% of these are non-account holders. ESG Report , page 61	Partial: – In Brazil we have no control of information that could determine which clients were previously unbanked or underbanked	No
FN-CB-240a.4	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	ESG Report , pages 12, 14, 62 to 64 and 67 to 72	Partial: – In Brazil we have no control of information that could determine which clients were previously unbanked or underbanked	Yes

Code	Accounting metric	Document and page	Commented compliance	Assured
Incorporation of Environmental, Social, and Governance Factors in Credit Analysis				
FN-CB-410a.1	Commercial and industrial credit exposure, by industry	<u>Management Discussion 4Q22</u> , page 96	Partial: The requested regulations are not applicable in Brazil	Yes
FN-CB-410a.2	Description of approach to incorporation of environmental, social and governance (ESG) factors in credit analysis	<u>ESG Report</u> , pages 27 to 38	Partial: Some information required by the indicator is not available	Yes
Incorporation of Environmental, Social, and Governance Factors in Investment Management & Advisory				
FN-AC-410a.1	Amount of assets under management, by asset class, that employ integration of environmental, social, and governance (ESG) issues, sustainability themed investing, and screening	<u>ESG Report</u> , page 53 and 54	Partial: The requested regulations are not applicable in Brazil	No
FN-AC-410a.2	Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment and/or wealth management processes and strategies	<u>ESG Report</u> , page 49 to 56	Partial: Some information required by the indicator is not available	No
FN-AC-410a.3	Description of proxy voting and investee engagement policies and procedures	<u>ESG Report</u> , pages 51 and 52	Partial: Some information required by the indicator is not available	No
Incorporation of Environmental, Social, and Governance Factors in Investment Banking & Brokerage Activities				
FN-IB-410a.1	Revenue from underwriting, advisory, and securitization transactions incorporating integration of environmental, social, and governance (ESG) factors, by industry	<u>ESG Report</u> , pages 46 to 47 and 53 to 54	Partial: The requested regulations are not applicable in Brazil	Yes
FN-IB-410a.2	Number and total value of investments and loans incorporating integration of environmental, social, and governance (ESG) factors, by industry	<u>ESG Report</u> , pages 39 a 47	Partial: The requested regulations are not applicable in Brazil	Yes
FN-IB-410a.3	Description of approach to incorporation of environmental, social and governance (ESG) factors into investment banking and brokerage activities	<u>ESG Report</u> , pages 39 a 56	Partial: Some information required by the indicator is not available	Yes
Business Ethics				
FN-CB-510a.1 FN-AC-510a.1 FN-IB-510a.1	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	<u>20F Form</u> (chapter 8A) <u>ESG Report</u> , page 160	Partial: The requested regulations are not applicable in Brazil	No
FN-CB-510a.2 FN-AC-510a.2 FN-IB-510a.2	Description of whistleblower policies and procedures	<u>ESG Report</u> , pages 161 to 164	complete	Yes
Systemic Risk Management				
FN-CB-550a.1 FN-IB-550a.1	Global Systemically Important Bank (G-SIB) score, by category	<u>20F Form</u> (Basel III Framework)	complete	No
FN-CB-550a.2 FN-IB-550a.2	Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	<u>Complete Financial Statements in IFRS 4Q22</u> , page 136	Partial: Some information required by the indicator is not available	No
FN-AC-550a.1	Percentage of open-end fund assets under management by category of liquidity classification	<u>ESG Report</u> , page 49	Partial: The requested regulations are not applicable in Brazil	No

Code	Accounting metric	Document and page	Commented compliance	Assured
FN-AC-550a.2	Description of approach to incorporation of liquidity risk management programs into portfolio strategy and redemption risk management	see footnote ¹	Partial: The requested regulations are not applicable in Brazil	No
FN-AC-550a.3	Total exposure to securities financing transactions		Partial: The requested regulations are not applicable in Brazil	No
Employee Incentives & Risk Taking				
FN-IB-550b.3	Discussion of policies around supervision, control, and validation of traders' pricing of Level 3 assets and liabilities	Complete Financial Statements in IFRS em IFRS , Note 28 - page 98	complete	No
Employee Diversity & Inclusion				
FN-AC-330a.1 FN-IB-330a.1	Percentage of gender and racial/ ethnic group representation for executive management, non-executive management, professionals, and all other employees	ESG Report , pages 11 and 104 to 116	Partial: Some information required by the indicator is not available	Yes
Activity Metric				
FN-CB-000.A	Number and value of checking and savings accounts by segment: personal and small business	Integrated Annual Report , page 51	Partial: Some information required by the indicator is strategic, so it is not disclosed	No
FN-CB-000.B	Number and value of loans by segment: personal, small business, and corporate	Complete Financial Statements in IFRS 4Q22 , Note 10 - page 64	Partial: Some information required by the indicator is strategic, so it is not disclosed	No
FN-AC-000.A	Total assets under management (AUM)	ESG Report , page 49	complete	No
FN-AC-000.B	Total assets under custody and supervision	ESG Report , page 49	complete	No
FN-IB-000.B	Number and value of proprietary investments and loans by sector	ESG Report , pages 39 to 48	Partial: The requested regulations are not applicable in Brazil	No
FN-MF-000.A	Number and value of mortgages originated by category: residential and commercial	Residential: 30,687 mortgages worth R\$24.5 billion Commercial: 4,686 mortgages worth R\$3.9 billion Mixed: 102 mortgages worth value of R\$13.5 billion	complete	No
FN-IN-0000.A	Number of policies in force, by segment: property and casualty, life, assumed reinsurance	ESG Report , page 65	complete	Yes
Environmental Risk to Mortgaged Properties				
FN-MF-450a.3	Description of how climate change and other environmental risks are incorporated into mortgage origination and underwriting	ESG Report , page 33	Partial: Some information required by the indicator is not available	Yes

¹ Liquidity control is performed by an internal system based on the Liquidity Curve and the Liability Curve. The methodology used by the Market and Liquidity Risk Control Department (DCRML) was developed internally and complies with the provisions of ICVM 555/2014. To assess the liquidity of the Funds' financial assets, the DCRML considers the main characteristics of each asset traded and the Funds' obligations, including margin deposits, futures contract adjustments, the settlement of transactions, which allows adequate liquidity control to ensure that all of the Funds' obligations can be met under normal and stress scenarios. The liquidity curve is calculated through the average volume traded in the secondary market, and a settlement factor is applied for both scenarios. The Fund's liability curve is formed through a statistical process, based on historical net funding data, and is defined as the sum of the worst redemptions observed in different periods ranging from 1 day to 252 business days, constructed from the Fund's payment term (contribution term + payment term). Liquidity control is performed daily by controlling the liquidity and liability curve. The two measures defined as the Liquidity Ratio and Asset-Liability Mismatch, and the Liquidity Ratio defined as the value of the Liquidity Curve at the point corresponding to the redemption payment term of the Fund. The Asset-Liability Mismatch is defined as the smallest difference between the liquidity curve and the liability curve. The liquidity ratio is calculated daily, based on the Funds' portfolios on the business day prior to the analysis date. In the process of generating the information for reporting, the liquidity ratio is compared with the value of future scheduled redemptions. In this way, the control is able to monitor possible liquidity problems, and in cases of mismatches of the Liquidity Index, or of Asset-Liability Mismatches, managers are notified to present an action plan, while in more complex situations they are taken to the Risk Committee for deliberation. In the process of generating information for reporting, the liquidity ratio is compared with the value of scheduled future redemptions. The control is performed daily, and the methodology is reviewed annually. We monitor the composition of the portfolio daily, as well as the liabilities and the volumes of assets traded in the secondary market. Based on this information we calculate the liquidity risk index and compare it with the fund's net asset value. For the regular scenario, our methodology works with a 20% liquidation shock on the total volume traded in the secondary market, and for the stress scenario a 10% factor is applied, ensuring we are able to absorb asset price fluctuations.

Code	Accounting metric	Document and page	Commented compliance	Assured
Incorporation of Environmental, Social, and Governance Factors into Investment Management				
FN-IN-410a.2	Description of approach to incorporation of environmental, social, and governance (ESG) factors into investment management processes and strategies	ESG Report , pages 65 to 66	Partial: Some information required by the indicator is not available	No
Physical Risk Exposure				
FN-IN-450a.2	Total amount of monetary losses attributable to insurance payouts from modeled natural catastrophes and non-modeled natural catastrophes, by type of event and geographic segment (net and gross of reinsurance)	ESG Report , page 65	Partial: Some information required by the indicator is not available	No
FN-IN-450a.3	Description of approach to incorporation of environmental risks into the underwriting process for individual contracts and the management of firm-level risks and capital adequacy	ESG Report , pages 65 to 66	Partial: Some information required by the indicator is not available	No
Policies Designed to Incentivize Responsible Behavior				
FN-IN-410b.2	Discussion of products and/or product features that incentivize health, safety, and/ or environmentally responsible actions and/or behaviors	ESG Report , pages 65 to 66	Partial: Some information required by the indicator is not available	No
Transition Risk Exposure				
FN-CB-1	Gross exposure to carbon-related industries, by industry, total gross exposure to all industries, and percentage of total gross exposure for each carbon-related industry	ESG Report , pages 90 to 96	complete	Yes
FN-CB-2	Percentage of gross exposure included in the financed emissions calculation.	ESG Report , pages 90 to 96	complete	Yes
FN-CB-3	For each industry by asset class: absolute gross Scope 1 emissions, Scope 2 emissions, Scope 3 emissions and gross exposure (i.e., financed emissions)	ESG Report , pages 90 to 96	complete	Yes
FN-CB-4	For each industry by asset class: gross emissions intensity by Scope 1 emissions, Scope 2 emissions, and Scope 3 emissions, and gross exposure (i.e., financed emissions)	ESG Report , pages 90 to 96	complete	Yes
FN-CB-5	Description of the methodology used to calculate financed emissions	ESG Report , pages 90 to 96	complete	Yes

reporting and self-assessment PRB

principle 1: alignment

We will align our business strategy to ensure that it is consistent with and contributes to individuals' needs and the goals of society as a whole, as expressed in the UN Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.

Business Model

Describe (at a high level) the business model of your bank, including the main segments of clients served, the types of products and services provided, as well as the main sectors and types of activities in the main geographies in which your bank operates or provides products and services.

Please also quantify the information by disclosing, e.g., the distribution of your bank's portfolio (%) by geography, segment (on balance sheet and/or off-balance sheet) or by disclosing the number of customers and clients served.

response

Itaú Unibanco Holding S.A. is a publicly-traded financial holding company, incorporated and operating under the laws of Brazil, with its shares traded on the Brazilian stock exchange (B3) and in the US (NYSE).

We provide a wide range of financial products and services to over **70 million individual and corporate clients** in Brazil and abroad, through our digital channels, physical branches, subsidiaries, and international associates.

We operate in all forms of banking through our portfolios of commercial, personal, mortgage, investment, and financing loans, leasing, investment, insurance, foreign exchange, and other financial services.

We conduct a wide range of operations abroad, with units strategically located in **18 countries and territories** in the Americas, Europe, and Asia. Our international presence gives rise to significant synergies in trade finance, Eurobond placement, and offering more sophisticated financial transactions to our clients.

Our business model is structured across three main segments:

Retail Banking

offers services to a diversified base of individual and corporate accountholder and non-accountholder clients in Brazil. This segment includes retail clients, high-income clients (Itaú Uniclass and Itaú Personalité), and micro and small companies. The products and

services offered by this segment include: personal loans, credit cards, payroll loans, vehicle financing, mortgage loans, insurance, pension plans and capitalization, and acquiring and other activities. Retail banking represents an important source of funding for our operations and generates a significant volume of finance income and banking fees.

In 2022, the results of the Retail Banking segment accounted for 60.1% of our total operating revenue and 35.5% of our consolidated profit.

Wholesale Banking

Looks after our high financial net worth (private banking) clients through units in Latin America, as well as offering banking services for mid-sized businesses, asset management, capital market solutions, and corporate and investment banking.

Our banking services management model is based on building close relationships with our clients by gaining a deep understanding of their needs and offering custom solutions. The activities focused on corporate clients include the provision of banking services to large corporations, while our investment banking activities involve raising funds for the large corporations segment, including fixed and variable income instruments.

In 2022, the results of the Wholesale Banking segment accounted for 30.4% of our total operating revenue and 41.1% of our consolidated profit.

Activities with the Market and Corporations

this segment manages the finance income associated with our capital surplus, subordinated debt surplus, and the carrying cost of the net balance of tax credits and liabilities. This segment also manages the financial margin arising from the trading of financial instruments via proprietary positions, currency interest rate gaps, and other risk factors, arbitrage opportunities in the domestic and foreign markets, and the marking-to-market of financial instruments. This segment also includes our interest in Porto Seguro S.A.

In 2022, the results of the Activities with the Market and Corporation segment accounted for 9.5% of our total operating revenue and 23.1% of our consolidated profit.

references

Integrated Annual Report 2022: Business Model (page 17)

ESG Report 2022: Sustainable Finance (page 39)

Form 20-F 2021: Business Overview (pages 39 to 58 and 141 to 144)

4Q22 Institutional Presentation (page 2 to 29)

strategy alignment

Does your corporate strategy identify and reflect sustainability as strategic priority/ies for your bank?

Yes No

Please describe how your bank has aligned and/or is planning to align its strategy to be consistent with the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and relevant national and regional frameworks.

response

Our ESG strategy is comprised of ten positive impact commitments, in line with the United Nations (UN) Sustainability Development Goals (SDGs), which guide our search for more sustainable performance in relation to environmental, social, climate and governance topics that are material to business and our stakeholders. We monitor key business-related ESG risks and opportunities based on the positive impact commitments, launched in 2019 and updated annually. The commitments guide our actions as we seek to contribute to Brazil's development, to generate positive impacts through our business, to be accountable in an efficient, transparent manner, and to monitor our conduct and way of acting.

We support the main global climate change management guidelines and commitments set out in Paris Agreement. As signatories to the Principles for Responsible Banking (PRB), we are committed to aligning our efforts with the Paris Agreement, which aims to limit the global warming average temperature to 2°C, with efforts to keep it below 1.5°C, and our NetZero goal is aligned with this. After our adherence to NetZero, we set a decarbonization strategy that permeates all our Positive Impact Commitments to ensure a single governance framework for all ESG topics.

Does your bank also reference any of the following frameworks or sustainability regulatory reporting requirements in its strategic priorities or the policies through which these are implemented?

- UN Guiding Principles on Business and Human Rights
- International Labor Organization fundamental conventions
- UN Global Compact
- UN Declaration on the Rights of Indigenous Peoples
- Any applicable regulatory reporting requirements on environmental risk assessments, e.g. on climate risk
- Any applicable regulatory reporting requirements on social risk assessments, e.g. on modern slavery
- None of the above

response

Itaú has an **Environmental, Social and Climate (SEC) Risks Policy**, available on our Investor Relations website, which establishes the rules and responsibilities of Itaú Unibanco Holding S.A. regarding the management of social, environmental and climate risks, in compliance with the applicable Brazilian regulations.

These risks may materialize as traditional risks, and actions are designed for each type of risk to identify, measure, assess, monitor, report, control, and mitigate any adverse effects arising from their interactions with SEC Risks.

Management must follow the guidelines of the SEC Risks policy, as well as:

- i. the principles and guidelines set out in the Social, Environmental and Climate Responsibility Policy
- ii. the provisions of the Internal Risk Management Policy
- iii. the principles of materiality and proportionality
- iv. the decisions set forth in the relevant Standards and Procedures
- v. public commitments assumed by Itaú Unibanco

Our **Social, Environmental and Climate Responsibility Policy** establishes, among other guidelines, the principles of respect for and protection of human rights by promoting diversity, equity and inclusion, and preventing moral and sexual harassment, any type of discrimination, or degrading work conditions contrary to the law (child, forced, or slave-like labor).

Furthermore, considering the principles of materiality and proportionality, when granting or renewing a loan, we apply an individualized social and environmental risk assessment methodology for clients that operate in industries that are considered sensitive to these risks. In these assessments, in addition to environmental criteria, we check human rights-related practices,

for example, indicators on workers' health and safety, conflicts with traditional communities, and supply chain management.

The inputs used for this methodology include media research, public information, and self-report questionnaires, and its outputs inform client risk ratings and lending decisions. Furthermore, the environmental and social risk assessments we use for project finance reflect material and sensitive topics such as climate change and human rights, including mapping all traditional populations that may be directly or indirectly affected by the project, and the requirement for studies that map the respective proposition, if necessary.

We also reference the following sustainability regulatory frameworks or requirements:

- Social, Environmental, and Climate Risks Policy (BACEN)
- Social, Environmental, and Climate Responsibility Policy (BACEN)
- Form 20-F (SEC)
- Reference Form (CVM)
- **Climate Report**

references

Social, Environmental, and Climate Risks Policy
Social, Environmental, and Climate Responsibility Policy
Form 20-F 2021

principle 2: Impact and Target Setting

We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to people and the environment resulting from our activities, products and services. To this end, we will set and publish targets in priority areas where we can have the most significant impacts.

2.1. impact analysis (key step 1)

Show that your bank has performed an impact analysis of its portfolio(s) to identify its most significant impact areas and determine the priority areas for target-setting. The impact analysis shall be updated regularly and must fulfil the following requirements/elements (a-d)².

a) scope

What is the scope of your bank's impact analysis?

Please describe which parts of the bank's core business areas, products/services across the main geographies in which the bank operates in (as described under 1.1 above) have been considered in the impact analysis. Please also describe which areas have not yet been included, and why.

response

Aligned with the challenges of our climate strategy, in 2022 we conducted a study to measure and analyze the emissions financed within our credit portfolio.

We have developed a methodology to calculate the intensity of our financed emissions by industry and by transaction type. We assessed the Wholesale Bank's loan operations, in Brazil and abroad, including private securities, in addition to the Retail Bank's mortgage loans and vehicle financing operations. Together, the portfolios evaluated account for **59.6% of our loan portfolio** in December 2022, and **20.7 million tons of CO₂e**.

For the remaining portfolio (40.4%), which mainly consists of loan transactions with individuals (such as personal loans and credit cards) no emissions calculation methodology is applicable.

references

ESG Report 2022: ESG Strategy (page 9)

Climate change (page 20)

Sustainable Finance (page 39)

Financed emissions (page 90)

b) portfolio composition

Has your bank considered the composition of its portfolio (as a %) in the analysis?

Please provide the proportional composition your portfolio globally and per geographical scope: (i) by sector or industry for the business, corporate and investment banking portfolios (i.e. sector exposure or industry breakdown as a %), and/or ii) by product or service and by type of customer for the consumer and retail banking portfolios. If your bank has taken another approach to determining the scale of its exposure, please elaborate, to show how you have considered where the bank's core business/major activities lie in terms of industry or sector.

response

The Impact Analysis Tool describes the composition of the Portfolio.

In December 2022, our loan portfolio totaled **R\$1,141 billion** and mainly consisted of loan operations in Brazil (accounting for 80% of our portfolio):

- loans to individuals (35%), such as credit card, personal credit, payroll loans, vehicle financing, and mortgages.
- micro, small and medium-sized businesses (15%), including rural credit for individuals.

- large corporations (30%), including loan transactions and private securities, such as debentures, CRIs, Commercial Papers, Rural Producer Notes, Financial Bills, Investment Fund units, and Eurobonds.

Our Latin American operations account for the remaining 20% of our total portfolio, mainly represented by our operations in Chile, Argentina, Colombia, Paraguay, Panama, and Uruguay.

In the Financed Emissions section of our ESG Report 2022, we show our loan portfolio and the financed emissions intensity by industry, asset class and region. For more information on our calculation methodology and industry classification please see our **ESG Indicators** spreadsheet.

references

ESG Report 2022: Sustainable Finance (page 39)

Financed Emissions (page 90)

4Q22 Management Discussion & Analysis and Full Financial Statements: Loan Portfolio (page 23)

ESG Indicators

c) context

What are the main challenges and priorities related to sustainable development in the main countries/regions in which your bank and/or your clients operate?

Please describe how these have been considered, including the stakeholders with whom you have engaged to help inform this element of the impact analysis. This step aims to put the impacts of your bank's portfolio into the context of society's needs.

response

Our strategic sustainability vision, which is reviewed annually, is the result of an ongoing process for identifying and assessing global demands and challenges for Itaú Unibanco and our main stakeholders, with whom we are in dialogue to identify and

prioritize the most relevant topics for business sustainability, that is, topics that have a greater potential to impact (or be impacted by) our activities and operations. Our strategy prioritizes positive impact initiatives that address the social, environmental and climate challenges and trends in the countries and regions in which we operate.

references

ESG Report 2022: ESG Strategy (page 9)

Based on these first three elements of an impact analysis, what positive and negative impact areas has your bank identified?

Which significant impact areas (at least two) did you prioritize when pursuing your target setting strategy?

response

- The identification, analysis and prioritization of the material topics that make up the positive impact commitments involved our employees, internal leaders, clients, stockholders, investors, market analysts, supply chain, entities specialized in sustainability (such as agencies providing ESG ratings and corporate sustainability indices), representatives of civil society and specialized advisory firms. We list below the impact areas prioritized by our sustainability strategy:
- gender and race inclusion and equity in the workforce, including leadership positions
- eco-efficiency and environmental responsibility (reduction of water consumption, energy, waste generation and GHG emissions) financing for projects and industries with positive impacts, such as infrastructure, sanitation, education, health, and renewable energy
- loans for women and women-led businesses

- development of micro business owners and small businesses
- financial inclusion, with a focus on the middle, working and lower classes and the North and Northeast regions
- financial citizenship, with differential conditions, debt prevention and credit rehabilitation
- ESG assessments and offers in investments
- physical and mental wellbeing
- promotion of bio-economy, prevention of deforestation, and financial and non-financial support to sustainable crops
- investments in social projects (education, culture, sports, health, mobility, longevity, local development, diversity, and innovation)

references

ESG Report 2022: ESG Strategy (page 9)

For these prioritized impact areas (min. two):

Performance measurement

Has your bank identified which sectors and industries, as well as types of customers financed or invested in, are causing the most significant actual positive or negative impacts? Please describe how you assessed their performance, using appropriate indicators related to significant impact areas relevant to your bank’s context. In determining the priority areas for target-setting among the areas of most significant impact, you should consider the bank’s current performance levels, i.e. qualitative and/or quantitative indicators and/or proxies for the social, economic and environmental impacts of the bank’s activities and provision of products and services. If you have identified climate and/or financial health and inclusion as your most significant impact areas, please also refer to the applicable indicators in the Annex.

If your bank has taken another approach to assessing the intensity of impact resulting from its activities and provision of products and services, please describe this. The outcome of this step will then also provide the baseline (including indicators) you can use for setting targets in the two or more areas of most significant impact.

response

We are committed to achieving zero greenhouse gas emissions, including financed emissions, by 2050, and to becoming a Net Zero Bank.

Aligned with the challenges of our climate strategy, in 2022 we conducted a study to measure and analyze the emissions financed within our credit portfolio. We have developed a methodology to calculate the intensity of emissions financed by industry and by transaction type. We assessed the Wholesale Bank’s loan operations in Brazil and abroad, including private securities, in addition to the Retail Bank’s mortgage loans and vehicle financing operations.

The indicators obtained are also used in the process of defining and reviewing interim targets and policy of gradual restrictions to more environmentally intensive industries.

In the Financed Emissions section of our ESG Report 2022, we show our loan portfolio and the intensity of financed emissions by industry, asset class and region. For more information on our calculation methodology and industry classification, please see our **ESG Indicators** spreadsheet.

self-assessment summary

Which of the following impact analysis components has your bank completed, in order to identify the areas in which your bank has its most significant (potential) positive and negative impacts?

scope:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> In progress	<input type="checkbox"/> No
portfolio composition:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> In progress	<input type="checkbox"/> No
context:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> In progress	<input type="checkbox"/> No
performance measurement:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> In progress	<input type="checkbox"/> No

Which most significant impact areas have you identified for your bank, as a result of the impact analysis?

Climate change mitigation, climate change adaptation, resource efficiency and circular economy, biodiversity, financial health and inclusion, human rights, gender equality, decent employment, water, pollution, other: please specify

How recent is the data used for and disclosed in the impact analysis?

- Up to 6 months prior to publication
- Up to 12 months prior to publication
- Up to 18 months prior to publication
- Longer than 18 months prior to publication

Open a text field to describe potential challenges, aspects not covered by the above: (optional)

2.2. target setting (key step 2)

Show that your bank has set and published a minimum of two targets which address the two or more different areas of most significant impact identified in your impact analysis. The targets have to be Specific, Measurable (qualitative or quantitative), Achievable, Relevant and Time-bound (SMART). Please disclose the following elements of target setting (a-d), for each target separately:

a) alignment

which international, regional or national policy frameworks have you identified as relevant to align your bank's portfolio with?

Show that the selected indicators and targets are linked to and drive alignment with and greater contribution to the relevant Sustainable Development Goals, the goals of the Paris Agreement, and other relevant international, national or regional frameworks. You can build upon the context items under 2.1.

response

As signatories of the Principles of Bank Responsibility (PRB) and the Net Zero Banking Alliance (NZB), we are committed to aligning our efforts with the Paris Agreement, which aims to limit the increase in global average temperature below 1.5°C and to become a Net Zero bank by 2050, including zero net emissions from our loan portfolio. Accordingly, we are working on the transition to a low carbon economy, with a strategy focused on engaging with our stakeholders and defining policies, action plans, and measuring performance against the challenges of fighting climate change.

We develop products and services that have a positive impact on the climate, establish targets for reducing our own emissions and those of our clients in the energy generation and charcoal industries, which are the first industries we have prioritized in accordance with our NZBA commitments, and we have been supporting the decarbonization of agribusiness and encouraging the development of Brazil's carbon market.

references

ESG Report 2022: ESG Strategy (page 9)

b) baseline

Have you determined a baseline for the selected indicators and assessed the current level of alignment? Please disclose the indicators used as well as the baseline year. You can build upon the performance measurements undertaken in 2.1 to determine the baselines for your targets.

A package of indicators has been developed for climate change mitigation and for financial health and inclusion to guide and support banks with their target setting and implementation journey. The overview of indicators can be found in the Annex to this template.

If your bank has prioritized climate mitigation and/or financial health and inclusion as (one of) your most significant impact areas, it is strongly recommended to report on these indicators in the Annex. Please include the relevant indicators using the indicator code in the following table, including the impact area, all relevant indicators and the corresponding indicator codes:

response

impact area: climate change mitigation

target 1_ We have significant potential to promote a low-carbon economy in the production chains of all industries in which we operate, and we have positioned ourselves as the bank of climate transition, both for mitigating risks in businesses that intensify climate change and driving businesses that bring in new models and solutions to reduce greenhouse gas (GHG) emissions.

impact area: economic convergence, inclusive and healthy economies

target 2_ Financial institutions are key to driving sustainable change in the economic system. As major sources of loans and investments, they are able to redirect capital towards companies supporting environmental and social initiatives. Accordingly, we set a target

of contributing R\$400 billion to sustainable development by 2025, through business initiatives that foster a greener, more sustainable and inclusive economy.

target 3_ In our microcredit operations, we offer formal and informal microentrepreneurs (up to R\$ 360 thousand/year of turnover) credit lines to finance productive activities, in line with the National Production-Oriented Microcredit Program (PNMPO). We offer more affordable rates, contract Yesplicity, and exclusive service in order to foster financial inclusion and the formation of an ecosystem of small business owners for the social and economic development of Brazil's lower-income population.

target 4_ Since 2019, iti, our digital bank, has offered a full-feature account at no cost. In 2022, we launched relevant new products for our iti clients, such as 100% digital microcredit acquisition, salary portability, underage accounts, and payroll accounts. We also launched exclusive features for iti clients.

response

ESG Indicators spreadsheet showing the key ESG indicators, historical data, and references to the main standards.

**c) SMART targets
(incl. key performance indicators (KPIs))**

Please disclose the targets for your first and second areas of most significant impact, if already in place (as well as for further impact areas, if in place).

Which KPIs are you using to monitor progress towards reaching the targets? Please disclose.

response

impact area: climate change mitigation

target 1_ reduce our Scope 1, 2 and 3 emissions and become a Net Zero Carbon bank by 2050. Monitored indicators: We monitor waste generation and water and energy consumption in the course of our own operations, as well as monitoring our financing of positive impact industries. Additionally, we monitor, on a monthly basis, the exposure of the loan portfolio to physical and transition risks, with regular reports according to our governance structure for the topic.

impact area: economic convergence, inclusive and healthy economy

target 2_ Allocate R\$400 billion to sustainable development projects by 2025, through business initiatives that promote a greener, more sustainable and inclusive economy.

- **Monitored indicators:** amount allocated (in R\$ billion) in loans to positive impact industries to structure transactions with an ESG seal, and Retail ESG products.

target 3_ Increase the volume of credit provided to women-led businesses (50% interest or more) to reach a portfolio value of R\$17.8 billion by 2025.

- **Monitored indicators:** loans to women-led small and medium-sized businesses.

target 4_ Contribute to financial inclusion by reaching 30 million clients in a low-cost financial services platform by 2026, with at least 20 million from the middle, working and lower classes, and 10 million from Brazil's Northern and Northeastern regions.

- **Monitored indicators:** number of middle, working and lower class clients in it, from the North and Northeast regions, and new users who previously were not our accountholders.

references

ESG Report 2022: ESG Strategy (page 9)

d) Action plan

Which actions (including milestones) have you defined to meet the set targets?

Please also show that your bank has analyzed and acknowledged significant (potential) indirect impacts of the set targets within the impact area, or on other impact areas, and that it has set out relevant actions to avoid, mitigate, or compensate potential negative impacts.

response

impact area: climate change mitigation

target 1_ In 2022, we carried out studies mapping the carbon emissions scenarios, assessing industry decarbonization curves, identifying the main climate transition opportunities and advances in new technologies, and adjusting our climate-related risk management, with a focus on value creation for our clients and advancing actions to support them through the transition to a low-carbon economy.

impact area: economic convergence, inclusive and healthy economies

target 2_ We work to identify ESG opportunities that create value by offering a portfolio of solutions that support the sustainable development of our clients. We have a team dedicated to providing advisory services to clients and originating ESG operations at Itaú BBA.

We also have several initiatives such as the Green Entrepreneur Plan, an Itaú BBA initiative in Brazil, in partnership with the International Finance Corporation (IFC), a member entity of the World Bank, which provides technical solutions to adjust projects from client construction companies and real estate developers towards more sustainable construction processes. As another example, in 2021 we created a structure dedicated to the development of "green" credit lines for Agribusiness. In partnership with the Institute of Forest and Agricultural Management and Certification (IMAFLOA), we developed a methodology for assessing farming projects that can be financed across five areas (low-carbon agriculture, biodiversity, animal well-being, water resources and energy efficiency) which take into consideration environmental, social and governance criteria.

target 3_ We support the development of women-led businesses by offering solutions, tools, training, and acceleration actions. Itaú Mulher Empreendedora (IME), a program to encourage women's entrepreneurship, was created in 2013 in partnership with the International Finance Corporation (IFC), and offers free initiatives for training, acceleration, inspiration, and networking between female entrepreneurs.

We have also continued to offer different acceleration initiatives to support female entrepreneurs with management solutions to bolster the growth and sustainability of their businesses, through intensive training, mentoring, and follow-up. Since 2017, more than 100 enterprises have benefited from direct participation in the program.

references

ESG Report 2022: ESG Strategy (page 9)

self-assessment summary

Which of the following components of target setting in line with the PRB requirements has your bank completed, or is currently in the process of assessing...

	... first area of most significant impact: ... (please name it)	... second area of most significant impact: ... (please name it)	(if you are setting targets in more impact areas) Third (and subsequent) area(s) of impact: ... (please name it/them)
alignment	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No
baseline	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No
SMART targets	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No
action plans	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No

2.3. target implementation and monitoring (Key Step 2)

For each target separately

Show that your bank has implemented the actions it previously defined to meet the targets set. Report on your bank's progress since the last report towards achieving each of the set targets and the impact of your progress, using the indicators and KPIs to monitor progress you defined under 2.2.

Or, in the case of changes to implementation plans (relevant for second and subsequent reports only)

Describe the potential changes (changes to priority impact areas, changes to indicators, acceleration/review of targets, introduction of new milestones or revisions of action plans) and explain why those changes have become necessary.

response

target 1_ In 2022, our total emissions, including our Scope 1, 2 and 3 emissions and our financed emissions, reached 20.7 million tCO₂e. This was due to the technological improvements we have implemented to gather the data used to take our emissions inventory for our own operations, and the continued expansion of the implementation of the PCAF recommendations for our financed emissions, which allowed us to achieve full coverage of all regions and measurable credit products.

Our goal is to achieve net zero by 2050. To achieve this, we have set intermediate targets for our operations, such as waste generation and water and energy consumption reduction targets; and for our businesses, such as financing positive impact industries and setting industry-specific decarbonization targets. In setting these targets, we take into consideration the availability of current technologies, and the development of new technologies.

target 2_ In 2022, the amount allocated to positive impact businesses was up 6.2% compared to 2021, totaling R\$266 billion. Loan operations focused on industries and projects that promote positive impact on the environment and society (such as energy and renewable energy services, agribusiness, pulp and paper, infrastructure, health and education) reached R\$197 billion – a year-on-year increase of 5.9%.

On the other hand, the structuring of transactions with the ESG seal, in the ESG local and foreign markets, such as green bonds, social bonds, sustainable bonds and sustainability-linked bonds, reached R\$29.2 billion in 2022 – a year-on-year drop of 30.1%.

The ESG Retail products offered reached R\$39.7 billion in 2022, driven by microcredit operations, loans to women entrepreneurs, financing of electric and hybrid vehicles and solar panels – a year-on-year increase of 59.0%.

target 3_ In 2022, the volume of credit granted to women-led small and medium-sized businesses reached R\$15.8 billion, accounting for 23% of our total loan portfolio and year-on-year growth of 37.4%.

In light of the evolution of our business strategy, we revised the target to include the corporate vehicle financing segment. As a result, the target for women owners in our loan portfolio went from R\$14.1 billion to R\$17.8 billion by 2025.

target 4_ Iti ended 2022 with 18.5 million clients, a year-on-year growth of 55%. Of these clients, 91% are from the middle, working and lower classes (16.9 million) and 42% are from the North and Northeast regions (7.8 million). Furthermore, 87% of new iti users in 2022 were not previously our accountholders.

references

ESG Report 2022: ESG Strategy (page 9)

principle 3: clients and customers

We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.

3.1. Client engagement

Does your bank have a policy or engagement process in place with clients and customers to encourage sustainable practices?

Yes In progress No

Does your bank have a policy for sectors in which you have identified the highest (potential) negative impacts?

Yes In progress No

Describe how your bank has worked with and/or is planning to work with its clients and customers to encourage sustainable practices and enable sustainable economic activities. This should include information on relevant policies, actions planned/implemented to support clients' transitions, selected indicators on client engagement and, where possible, the impacts achieved. This should be based on and in line with the impact analysis, target-setting and the action plans put in place by the bank.

response integrating ESG into investments

We believe that the good management of environmental, social and governance issues is a key long-term performance driver for the companies in which we invest, whether due to the opportunities presented or the risk mitigation prospects.

Guided by our Sustainability Investments Policy, which follows the PRI guidelines, we have made continuous improvements in terms of the integration of ESG issues into all our investment decision-making, not just for certain products or strategies.

We have developed our ESG screening models for companies, in line with international initiatives such as SASB and TCFD, according to traditional valuation models that seek to estimate the financial impact of material ESG issues for each investee company. We evaluated the ESG practices and performance of investees by observing the material topics for each ESG pillar, considering sector-specific themes.

Our Sustainability Policy also outlines our approach to engagement with investees for active and passive investment strategies. Engagement takes place through interactions and dialogue between investors and current or potential investees, with the following main objectives:

- encourage the adoption of the best management and governance practices
- influence sustainability-focused policies and practices
- discuss ESG risks and opportunities
- encourage transparency and disclosure of material ESG information
- broaden the understanding of certain environmental, social and governance issues that could impact the value of companies

In 2022, **173 companies from different economic sectors were engaged in ESG issues**, including more carbon-intensive sectors or sectors with a higher potential to be exposed to the impacts of climate change. We also engage collectively, together with other investors, to promote the adoption of ESG best practice across the capital markets, as follows:

- **Carbon Disclosure Project (CDP):** encourage increased transparency in the reporting of information on climate risk management for companies around the world.

- **Investors for the Climate (IPC):** a collaborative initiative of investors to encourage more transparency in reporting the climate risk management information for Brazilian companies.

- **Investors Policy Dialogue on Deforestation (IPDD):** through a collaborative investors' initiative, promotes dialogue with public agencies and sector associations on the topic of deforestation.

Another pillar of our engagement is attending our investees' stockholders' meetings with the objective of promoting better environmental, social and corporate governance practices. Our exercising of voting rights is guided by the Proxy Voting Policy for active and passive investments. In 2022, **we attended 277 general stockholders' meetings of investees**, including more carbon-intensive sectors or sectors with a higher potential to be exposed to the impacts of climate change.

ESG integration in credit

In order to transform our ambition into action, we understand that training our employees is key to supporting our clients with the transition to a low-carbon economy by providing innovative solutions and project structuring.

Therefore, we made available knowledge trails about ESG, including our Net Zero strategy, on our internal education platform. Additionally, we promoted a series of presentations with internal experts and external guests about different topics, focused on the teams that contribute to achieving our climate strategy. Leadership engagement is a central pillar in our training strategy, with content aimed at encouraging more assertive decision making in view of the challenges and opportunities of the ESG agenda.

Throughout 2022, we also held over **460 engagement meetings with clients**, in addition to six training events with companies from different industries, such as steel and iron, retail, chemicals, energy, waste management and sanitation, which were focused on the

sustainable finance agenda, including case studies and market best practice. We made available a monthly newsletter with data from the market and significant news about social, environmental and climate issues, which may impact our clients, such as issuances by Brazilian companies in the local and foreign markets, the regulatory scenario, climate solutions and innovations in the ESG ecosystem.

ESG Advisory and Climate Finances

We have a team dedicated to providing advisory services to clients and originating ESG transactions at Itaú BBA. In 2022, Itaú stood out once again, both in the local and foreign markets. In the local market, we participated in 30 ESG-labeled offerings. In the foreign market, we participated in five issuances by Brazilian companies. We believe that, especially in emerging markets such as Brazil and other countries where the Bank operates, commitment not only from customers, but also from financial institutions, is required to ensure that the added value of ESG operations can be enjoyed by all stakeholders.

With this in mind, we have opted not to charge clients (in terms of services provided) for ESG advisory services, to motivate clients and recurring issuers to anticipate the trend of ESG integration in their business models, and thereby contribute to the global challenge of achieving the UN 2030 Agenda goals.

We have operated in the climate finance market since 2017, when we started to offset our Scope 1 and 2 greenhouse gas emissions by buying credits from the Climate Commitment Program.

The program, which was launched in partnership with reputable institutions and is under the technical leadership of Ekos Brasil Institute, (OSCIP - Public Interest Civil Society Organization), was a pioneering initiative in Brazil, connecting companies interested in offsetting their emissions with projects dedicated to generating carbon credits with social and environmental benefits. Additionally, we use the program to offset our own carbon emissions.

The purpose of this initiative is to engage the private sector in climate responsibility actions, and in 2022 it achieved 22,600 hectares of protected forest; over 15 supported projects; over 1 million MWh of renewable energy generated; a 1.4 million decrease in verified emissions (tCO₂e); and over 1,600 people trained.

In 2021, we created a business team specialized in ESG and climate issues, focused on offering climate solutions to our clients, with a strategy supported by three key pillars: (i) diagnosis; (ii) reduction and removal of emissions; and (iii) management of residual emissions.

We want to encourage our clients to invest increasingly in understanding their carbon footprints and identifying projects that could contribute to reducing and/or eliminating GHG emissions from their activities. In cases in which reducing and/or eliminating GHG emissions is still not possible, we encourage the company to invest in managing their emissions. With this goal in mind, we are working on all fronts, based on a one-stop-shop concept for carbon services, from origination of projects through to their sale.

On the origination side, our ESG Business team has the expertise to provide our clients with advisory services to identify both new projects that require financing for reduction and/or removal initiatives, and new carbon credit projects that could be developed and monetized. The team also works on structuring funds and other investment vehicles for carbon projects, allocating capital to this type of initiative.

We were the first Brazilian bank to provide advisory services for a merger and acquisition operation in the carbon market, as advisors to Carbonext on the sale of an ownership interest to Shell. We were also innovative in investing, together with Suzano, Vale, Marfrig, Santander and Rabobank, in the creation of Biomax, a new company focused on forest conservation and restoration.

The carbon market represents a significant opportunity for Brazil, which has the potential to generate high integrity credits that contribute to achieving our climate targets.

references

ESG Report 2022: Sustainable Finance (page 39)

3.2. business opportunities

Describe what strategic business opportunities your bank has identified to increase of positive and reduce negative impacts, and/or how you have worked on these during the reporting period.

Provide information on existing products and services, information on sustainable products developed in terms of value (USD or local currency) and/or as a % of your portfolio, and the SDGs or impact areas on which you are striving to make a positive impact (e.g. green mortgages – climate, social bonds – financial inclusion, etc.).

response

Social, environmental and climate issues may impact society as a whole, as well as the stability of the global financial system. We work to identify our exposure to risks, manage our impacts and generate new opportunities. Our ambition is to support our clients with the transition towards a more inclusive, lower-carbon economy by offering innovative solutions and products.

Our ESG strategy is translated into ten positive impact commitments that reflect the most relevant issues for our business and stakeholders. The **Financing in positive impact industries, Responsible investment, Inclusion and entrepreneurship and Financial citizenship** commitments are the pillars of this strategy, with a focus on increasingly responsible and sustainable business opportunities that contribute positively to the UN Sustainable Development Goals (SDG):



Our “positive impact” classification considers: (i) loan operations focused on industries and projects that promote a positive impact on the environment and society (such as energy services and renewable energy, agribusiness, pulp and paper, infrastructure, health and education); (ii) the structuring of transactions with

an ESG seal, in local and foreign markets, such as green bonds, social bonds, sustainable bonds and sustainability-linked bonds; and (iii) offering of retail ESG products, driven by microcredit transactions, credit for women entrepreneurs, financing of electric and hybrid vehicles and solar panels. In 2022, the amount allocated to **positive impact businesses** was up 6.2% compared to 2021, totaling **R\$266 billion**.

In partnership with the International Finance Corporation (IFC), we provide technical solutions to adapt projects to sustainable construction processes. The goal is to encourage the financing of more sustainable real estate developments, whether commercial or residential, by offering differential terms, which may include lower financing rates. In 2022, the amount financed reached **R\$2.4 billion**.

We also carried out rural credit operations and issued rural product notes with differential rates to agricultural producers who have preserved native vegetation areas larger than those required by the Forestry Code, and who commit to not engage in deforestation of any of their properties over the term of the transaction. In 2022, **R\$21.6 million** was disbursed under transactions with agricultural producers, who collectively maintained **5,700 hectares of native vegetation** in excess of the minimum required by the law.

In partnership with the Reverte Program, an initiative of Syngenta and The Nature Conservancy, aimed at promoting the conversion of degraded grazing land into arable land in the Brazilian Cerrado, **R\$183.1 million** was disbursed, contributing to the conversion of **27,200 hectares of degraded pasture into crops**. In addition to increasing productivity, this movement enables the expansion of production areas without the need to open new areas, avoiding fresh deforestation.

We have also structured several ESG loan operations, both onshore and offshore, following the guidelines of the Loan Markets Association (LMA) and market best practice, which

includes operations with a green, social or sustainable seal, or operations with a seal of transition and characteristics linked to sustainability targets (ESG-Linked). In 2022, **R\$235 million** (local currency) and **US\$10 million** (foreign currency) were earmarked for green loan transactions. In addition to **R\$33.3 million** (local currency) and **US\$191.5 million** (foreign currency) in transactions linked to sustainability goals.

In the structuring of ESG bond issues, **35 fixed-income** transactions were conducted in the capital markets, making us the absolute leaders in the ESG ranking. We supported the raising of **R\$24.8 billion** in the local market in green, social and sustainable transactions. Additionally, in the foreign market, we supported the structuring of **US\$1.813 billion**, distributed through securities labeled as: sustainability-linked, green, and social bonds. Agribusiness Receivables Certificates (CRA), Real Estate Receivables Certificates (CRI), Promissory Notes (NP), Incentive Debenture, Simple Debentures, and Receivables Investment Funds (FIDC) were also issued.

In 2022, we continued our strategy of ESG proprietary funding in accordance with our **Sustainability finance framework**. We issued our first green bond through a private placement, totaling **US\$62.5 million**, and a sustainable loan of approximately **US\$80 million** borrowed by us. Under both transactions, the funds must be allocated to financing or refinancing eligible green investments, as described in our Sustainability Finance Framework. We also carried out inaugural ESG funding in the local market in 2022, totaling approximately **R\$4 billion**.

We raised approximately **R\$1.5 billion** in green financial bills (LF) in the local market with the International Finance Corporation (IFC). The funds raised will be used to support the financing of electric, hybrid and multifuel vehicles, with the aim of fostering a low-carbon economy and boosting the segment of low-GHG-emissions vehicles in Brazil.

We issued **R\$2 billion** in Social Financial Bills in the local market to support women's entrepreneurship in Brazil, representing the largest gender-related funding source in the Brazilian capital market. Of this total, R\$1 billion was raised from the International Finance Corporation (IFC) and, through a second issuance, an additional R\$1 billion was raised from the market. These funds will be allocated to the Itaú Mulher Empreendedora (Itaú Women Entrepreneurs) program to finance women-led small and medium-sized businesses, through acceleration initiatives and training and networking programs. It is worth mentioning that a portion of the funds will be allocated to companies in the Northern and Northeastern regions in Brazil.

We also launched our ESG CDB. Our goal is to offer a simple instrument with a two-year maximum term, with a yield subject to the Interbank Deposit Certificate (CDI) rate, the funds from which are also allocated to projects under our framework. In 2022, the portfolio value reached **R\$126 million**.

Through targeted BNDES credit facilities, we allocated more than **R\$735.4 million** to different projects that generate positive social, environmental, and climate impacts, such as reducing the environmental impacts of agricultural and cattle raising activities, the acquisition of local machinery and equipment, and the recovery and upgrading manufacturing, infrastructure, trade, service provision, agriculture, forestry, fishing, and fish farming facilities.

We launched a new credit facility exclusively for financing photovoltaic projects. We will offer financing for up to 100% of the amount of photovoltaic projects for accountholders and non-accountholders, at attractive interest rates and with payment in up to 96 installments. In 2022, we will reach **R\$55.1 million** in financing for solar panels.

Since 2019, we have been offering differential rates (starting at 1.29% p.m.) to encourage the growth of the electric segment in Brazil. We have noted growth in the share of these vehicles in our total production. In the last two years, the volume of credit granted for financing vehicles in these categories grew by 270% compared to 2020, reaching **R\$568.3 million** in 2022.

We set a record for the expansion of the microcredit portfolio, obtaining an active portfolio of **R\$ 340.9 million** in microcredit loans, benefiting more than 90,000 people with microcredit, 65% of whom were female entrepreneurs.

In addition, the credit volume for women-led businesses (50% interest or more) reached **R\$15.8 billion**, accounting for 23% of our total loan portfolio and representing year-on-year growth of 37.4%.

iti, our 100% free digital bank, ended 2022 with **18.5 million clients**, a year-on-year growth of 55%. Of these clients 91% are from the middle, working and lower classes (16.9 million) and 42% are from the North and Northeast regions (7.8 million). Furthermore, 87% of new iti users in 2022 were not previously our accountholders.

references

ESG Report 2022: Sustainable Finance (page 39)

Sustainable Finance Framework

Annual Report on the Allocation and Impacts of Sustainable Funding

principle 4: stakeholders

We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals.

4.1. stakeholder identification and consultation

Does your bank have a process for identifying and regularly consulting, engaging, collaborating and partnering with stakeholders (or stakeholder groups) you have identified as relevant in relation to the impact analysis and target setting process?

Yes

In progress

No

Please describe which stakeholders (or groups/types of stakeholders) you have identified, consulted, engaged, collaborated or partnered with for the purpose of implementing the Principles and improving your bank's impacts. This should include a high-level overview of how your bank has identified relevant stakeholders, the issues addressed/results achieved and how they fed into the action planning process.

response

During the annual review process of our ESG strategy, in 2021 and 2022, we carried out an open survey on our investor relations website to listen to our stakeholders about environmental, social and governance issues. We conducted in-depth interviews with specific stakeholders, such as clients, non-clients, employees, suppliers, investors and experts, to solicit their opinions on material ESG issues.

The key market trends, the regulatory environment, and the opinions and expectations of our stakeholders, expressed in public meetings, communications channels, targeted surveys, investors' statements of interest, SASB's sectoral materiality map,

feedback provided by ESG ratings agencies, the results of corporate sustainability indices, and public opinion were also taken into consideration in our strategic review.

The results obtained are also presented in our Governance forums and shared and discussed internally with the business and back-office departments to develop action plans that address the risks and opportunities identified.

references

ESG Report 2022: ESG Strategy (page 9)

principle 5: governance & culture

We will implement our commitment to these Principles through effective governance and a culture of responsible banking.

5.1. governance structure for the implementation of the principles

Does your bank have a governance system in place that incorporates the PRB?

Yes In progress No

Please describe the relevant governance structures, policies and procedures your bank has in place/is planning to put in place to manage significant positive and negative (potential) impacts and support the effective implementation of the Principles. This includes information about: (i) which committee has responsibility for the sustainability strategy, as well as the approval and monitoring of targets (including information about the highest level of governance to which the PRB is subject); (ii) details of the chair of the committee and the process and frequency for the board having oversight of PRB implementation (including remedial actions in the event of targets or milestones not being achieved, or unexpected negative impacts being detected); and (iii) remuneration practices linked to sustainability targets.

response

responsibility for governance

Board of Directors

Sustainability is an important agenda at the Board of Directors' meetings, and is dealt with exclusively at least once each year. The Board is charged with guiding, reviewing, approving and monitoring the effectiveness of our ESG strategy and our corporate sustainability policies, in line with the challenges and long-term trends, supported by the Social, Environmental and Climate Responsibility Committee (CRSAC), and for dissemination to and engagement of employees regarding relevant ESG issues. In 2022, the highlights of the topics discussed included issues related with

our climate strategy and the monitoring of our positive impact commitments.

Social, Environmental, and Climate Responsibility Committee

In 2022, we expanded the scope of the committee, starting to integrate both environmental and climate aspects. The main responsibilities of this joint body, which meets three times a year and includes members of the Board of Directors, are as follows:

- Define strategies to strengthen our social, environmental and climate responsibilities.
- Monitor the performance of our initiatives focused on sustainability.
- Assess the completion and effectiveness of the actions implemented, including making recommendations for improvement.

Superior ESG Council

The ESG Council, which includes members of the Executive Committee, meets twice a year and is responsible for:

- Ensuring compliance with our ESG strategy.
- Monitoring the evolution of the main business sustainability indicators, projects and initiatives.
- Monitoring the bank's work towards meeting the main ESG demands of stakeholders.
- Approving the projects and resources required to address any priority challenges to ensure the effectiveness of our Social, Environmental and Climate Responsibility Policy.
- Providing guidance to the Board of Directors.

In 2022, among the topics discussed at the ESG council, the highlights included the monitoring of the positive impact commitments, a review of long-term targets, the expansion of the climate strategy, the implementation of the social, environmental and climate risks policy (PRSAC), and the progress of our private social investment programs, among others.

Risk and Capital Management Committee

Responsible for the management of social, environmental and climate (SEC) risks (together with the Risks Committee), and includes a governance structure composed of different joint bodies, which are responsible for the decision-making process according to the specificities of each forum, focusing on risk mitigation, to maintain the Company's exposure to SEC risks at acceptable levels.

We have policies aimed at establishing fair, clear, and equitable criteria for promotion and merit, as well as ensuring compliance with collective bargaining agreements, performance evaluation processes, profit sharing, and supplementary profit sharing. Learn about the main components of the compensation offered below.

compensation linked to ESG metrics

Environmental, social and governance issues affect the variable compensation of employees involved in activities, businesses, and commitments related to the ESG agenda, and is set based on performance indicators, projects and initiatives present in the individual target contracts, at various hierarchical levels.

Our employees' target contracts have targets linked to ESG issues and can impact individual variable compensation at different hierarchical levels, with an emphasis on topics such as: climate change, environmental management, diversity, employee experience, transparency, customer satisfaction, and financial citizenship.

references

ESG Report 2022: ESG Strategy (page 9)
Compensation & Benefits (page 126)
Corporate Governance (page 153)

5.2. promoting a culture of responsible banking

Describe the initiatives and measures taken by your bank to foster a culture of responsible banking among its employees (e.g. capacity building, e-learning, sustainability training for client-facing roles, inclusion in remuneration structures and performance management and leadership communication, amongst others).

response itubers culture

Our vision is to be a leading bank in terms of sustainable performance and client satisfaction. At Itaú, sustainability is part of our culture and values.

To encourage the adoption of best practice in our business and relationships, we conduct communication, engagement and development campaigns for employees and management on sustainable growth, positive impact, diversity and inclusion, ethical relationships, innovation and transparency, among other subjects.

In 2022, we launched our new itubers culture, which is aligned with the principles of banking responsibility and best practice, and reiterates our values to all employees:

- i. we are driven by results
- ii. ethics are non-negotiable
- iii. we work for the client
- iv. we don't know everything
- v. we want diversity and inclusion
- vi. we want diversity and inclusion

"culture and values" is also one of the pillars of our annual employee assessment process, and is expected to impact individual variable compensation at all hierarchical levels.

learning ecosystem

Our learning ecosystem harnesses new ways of learning to reflect an increasingly digital world and careers which are in a process of constant transformation. This ecosystem consists of, but is not limited to, our digital platform, corporate education programs and learning trials, training support, the work of experts (specialists in key skills who disseminate these skills internally), and career coaching and acceleration.

We have approximately 2,000 learning trails available across the whole organization, encouraging self-directed learning on an ongoing basis, in accordance with business and career requirements, including on ESG issues.

specific training

Considering the materiality of our sustainability strategy, business areas conduct specific webinars for employees. For example, content on Sustainable Finance, ESG Assessment, ESG Concepts were introduced to Itaú Private Banking. For our Wholesale segment, we conducted specific training for sales teams on ESG Transactions and Climate Strategy.

compensation linked to ESG metrics

Environmental, social and governance issues affect the variable compensation of employees involved in activities, businesses, and commitments related to the ESG agenda, and is determined based on performance indicators, projects and initiatives present in the individual target contracts, at various hierarchical levels.

The issues included in the employees' target contracts at different hierarchical levels connect to our ESG strategy, and may impact individuals' variable compensation.

references

Integrated Annual Report 2022: New Itubers Culture (page 16)
ESG Report 2022: ESG strategy (page 9)
Development (page 117)
Business ethics (page 157)

5.3. policies and Due Diligence processes

Does your bank have policies in place that address environmental and social risks within your portfolio? Please describe.

Please describe what due diligence processes your bank has put in place to identify and manage the environmental and social risks associated with your portfolio. This can include aspects such as the identification of significant/salient risks, environmental and social risk mitigation and the definition of action plans, monitoring and reporting on risks and any existing grievance mechanisms, as well as the governance structures you have in place to oversee these risks.

response

We have different analysis methodologies for our many types of structured loan operations. The specific transactions approved by the Wholesale Products Committee, for example, are always accompanied by an environmental and social risk analysis form that indicates whether there is a need to establish additional due diligence prior to contracting.

Transactions such as corporate investments (acquisitions of preferred shares) are also subject to specific analysis methodologies that, in addition to the due diligence usually conducted by outside firms, include a technical assessment by our social, environmental, and climate risk team. Another example is transactions involving Real Estate Receivables Certificates (CRI) and Agribusiness Receivables Certificates (CRA) which, depending on their characteristics, may also receive technical support from this department.

Itaú has an **Environmental, Social and Climate Risks Policy**, available on our Investor Relations website, which establishes the rules and responsibilities of Itaú Unibanco Holding S.A. regarding the management of social, environmental and climate risks, in compliance with the applicable Brazilian regulations.

These risks may materialize as traditional risks, and specific actions are designed for each type of risk to identify, measure, assess, monitor,

report, control, and mitigate any adverse effects arising from their interactions with SEC Risks.

Management must follow the guidelines of the SEC Risks policy, as well as:

- i. the principles and guidelines provided for by the Social, Environmental and Climate Responsibility Policy
- ii. the provisions of the Internal Risk Management Policy
- iii. the principles of materiality and proportionality
- iv. the decisions set forth in the relevant Standards and Procedures

references

Social, Environmental, and Climate Risks Policy

ESG Report 2022: Sustainable Finance (page 39)

Human Rights (page 134)

Suppliers (page 137)

self-assessment summary

Do the CEO or other C-suite officers have regular oversight over the implementation of the Principles through the bank's governance system?

Yes No

Does the governance system entail structures to oversee PRB implementation (including impact analysis and target setting, actions to achieve these targets and processes for remedial action in the event targets/milestones are not achieved or unexpected negative impacts are detected)?

Yes No

Does your bank have measures in place to promote a culture of sustainability among employees (as described in 5.2)?

Yes In progress No

principle 6: transparency & accountability

We will periodically review our individual and collective implementation of these Principles, and will be transparent about and accountable for our positive and negative impacts and our contribution to society's goals.

6.1. assurance

Has this publicly disclosed information on your PRB commitments been assured by an independent assurer?

Yes In progress No

response

The information presented in this report was reviewed and assured by the independent auditing firm PricewaterhouseCoopers (PwC), which also assessed its compliance with the AA1000AP (2018), GRI, SASB and PRB standards. This process followed the guidelines stated in our corporate policies and audit committee regulations.

references

ESG Report 2022: About this Report (page 3)
Independent Auditor's Assurance Report (page 165)

6.2. reporting on other frameworks

Does your bank disclose sustainability information based on any of the listed below standards and frameworks?

GRI SASB CDP

IFRS Sustainability Disclosure Standards (to be published)

TCFD Other: International Integrated Reporting Framework – Value Reporting Foundation

response

Every year we disclose to our stakeholders a set of supplementary reports that aim to provide transparency on social, environmental, climate, and governance issues:

ESG Report

A full, detailed overview of our positive impact commitments, management practices, targets, and performance in the environmental and climate, social and governance areas, with indicators derived from the main global sustainability guidelines.

Integrated Annual Report

A strategic and summarized overview of the value creation process, highlighting the business context, organizational profile, strategy, risks and opportunities, and capital performance.

Supplementary Index

Summary of ESG metrics in compliance with the GRI, SASB, SDG, and PRB guidelines.

ESG Indicators

Spreadsheet showing key ESG indicators, historical data, and references to the main standards.

Climate Report - TCFD

Overview of our climate-related governance, strategy, risk management, metrics, and targets pursuant to the TCFD recommendations.

references

ESG Report 2022: About this Report (page 3)

Integrated Annual Report 2022: About this Report (page 3)

Climate Report: About this Report (page 3)

6.3. outlook

What are the next steps your bank will undertake during next 12-month reporting period (particularly on impact analysis, target setting and governance structures for implementing the PRB)?

response

Our strategic sustainability vision, which is reviewed annually, is the result of an ongoing process for identifying and assessing global demands and challenges for Itaú Unibanco and our main stakeholders, with whom we are in dialogue to identify and prioritize the most relevant topics in terms of business sustainability.

We anticipate a new revision exercise for our sustainability strategy which will include a review of our materiality matrix and a reassessment of our positive impact targets and commitments.

We periodically consult our key stakeholders (including stockholders, investors, clients, suppliers, employees, management members, sustainability experts, community members, academics and other members of civil society) to identify key business risks, opportunities and impacts related to social, environmental, climate, and governance issues.

references

ESG Report 2022: ESG Strategy (page 9)

4Q22 Management Discussion & Analysis and Full Financial Statements: Guidance (page 9)

6.4. Challenges

What challenges have you prioritized to address when implementing the Principles for Responsible Banking?

Please choose what you consider the top three challenges your bank has prioritized addressing in the last 12 months (optional question).

- Embedding PRB oversight into governance
- Gaining or maintaining momentum within the bank
- Getting started: where to start and what to focus on in the beginning
- Conducting an impact analysis**
- Assessing negative environmental and social impacts
- Choosing the right performance measurement methodology/ies**
- Setting targets
- Customer engagement
- Stakeholder engagement
- Data availability**
- Data quality
- Access to resources
- Reporting
- Assurance
- Prioritizing actions internally
- Other

basis of preparation

This document is part of our annual reporting suite and aims to bring transparency and standardization to the reporting of ESG metrics. The objective of the basis of preparation is to facilitate understanding about the boundaries and assumptions adopted in the ESG Report 2022 and to ensure that the information presented is in adherence with the GRI guidelines.

The preparation basis was reviewed and assured by PricewaterhouseCoopers (PwC), an independent audit company that also reviewed the report's alignment with AA1000AP (2018), GRI, SASB, and PRB standards.

about Itaú

Itaú Unibanco Holding S.A. (Itaú) is a publicly held company, organized and existing under the laws of Brazil. Itaú has a presence in 18 countries and territories. The head office is located at Praça Alfredo Egydio de Souza Aranha, nº 100, in the city of São Paulo, state of São Paulo, Brazil.

Itaú is a financial holding company controlled by: (i) Itaú Unibanco Participações S.A. ("IUPAR"), a holding company which owns 51.71% of our common shares, and which is jointly controlled by (ii) Itaúsa S.A. ("ITAÚSA"), a holding company controlled by members of the Egydio de Souza Aranha family, and (iii) Companhia E. Johnston de Participações ("E. JOHNSTON"), a holding company controlled by the Moreira Salles family. Itaúsa also directly holds 39.21% of ITAÚ UNIBANCO HOLDING's common shares.

Itaú offers a full range of banking services, through its different portfolios: commercial banking; investment banking; real estate lending; loans, financing and investment; leasing and foreign exchange business. Our operations are grouped into three main segments: Retail Banking, Wholesale Banking, and Market and Corporate Activities.

reporting boundaries

The limits presented here refer to Itaú's ESG indicators disclosed in the ESG Report, Integrated Annual Report and ESG Indicators spreadsheet. The information reported in these documents covers the Group's operations,

with a focus on Brazil and Latin America, including operations of associates and subsidiaries companies, and our interest in investees companies, with a few exceptions. The list of the Itaú's consolidated companies, including the countries where they operate, and ownership information, are available in the Risk Management Report and Pillar 3 (page 16).

The information presented refers to the period from January 1, 2022, to December 31, 2022, with comparative data for the last three years, including material events that occurred after this period up to the date of approval of the reports, in line with the period adopted in the Annual Consolidated Financial Statements. Our reports do not present significant changes or restatements compared to previous reports.

scope

This document summarizes the concepts, criteria and basis of preparation of the ESG data used to measure the performance of our business. We ensure that adequate procedures are in place, in all material respects, as set out in this document. These procedures ensure that:

- the information presented in the reports reflect our performance.
- the data consider materiality criteria and are consistent with the definitions and scope described in the basis of preparation.
- material themes include our Positive Impact Commitments' targets and indicators.
- the indicators measuring methods are clearly described in the ESG Report, Integrated Annual Report and ESG Indicator Spreadsheet.
- in case of exclusion, change and/or reformulation of any information, the explanation will be clearly indicated in the footnotes present in the reports

currencies

The reports present mostly values in local currency (BRL) and values in foreign currency (USD). The values in foreign currency were converted into BRL using the exchange rate at the end of the period. For more information about the functional currencies of the Group's companies and the conversion rates used, see the [Management Discussion & Analysis and Complete Financial Statements 4Q22](#) (pages 30 and 67).

quality and information source

The information presented in the reports were reviewed by our governance and subjected to peer and executive review processes responsible for the topic, including internal controls.

The preparation, collection and consolidation processes were carried out by Itaú's Investor Relations Department, in collaboration with several departments of the Organization. The data reported were extracted from internal information and business management systems, by the respective departments responsible for each topic.

reporting standards and guidelines

In line with our commitment to transparency in reporting and communication, we have adopted the main international accountability standards, ESG guidelines and best practices of reporting, such as the Global Reporting Initiative (GRI) Standards, Sustainability Accounting Standards Board (SASB), Task Force for Climate Disclosure (TCFD), International Accounting Standards Board (IASB), Principles for Responsible Banking (UNEP-FI) and Sustainable Development Goals (SDGs).

Global Reporting Initiative (GRI) Standards

The GRI metrics are indicated in the ESG Report, Integrated Annual Report and ESG Indicators spreadsheet.

- **Metric:** presents the GRI references, as indicated in the GRI Standards
- **Description:** details the metric presented in the GRI Standards.
- **Reference:** identifies the page number and the report that presents the respective metric.
- **Status:** informs whether the metric has been reported partially or completely.
- **Audit:** informs if the specific metric was audited by an independent audit.

additional information and omission notes

metric	description	commentary
GRI 2-6	Activities, value chain and other business relationships	<p>Considering “significant changes” as changes that may contribute to and/or cause potential economic, social, environmental, and climate relevant impacts.</p> <p>Considering “other relevant business relationships” as the main commercial partnerships and joint ventures of the Group’s companies, such as:</p> <ul style="list-style-type: none"> • Credit Cards: Retail partnerships in the credit card segment with major retail brands in Brazil, such as Magazine Luiza, Ponto Frio, Pão de Açúcar, Assai, Extra, and Grupo Big. • Insurance: Our insurance activity includes a 30% stake in Porto Seguro S.A., offering products in collaboration with our Retail channels - branch network, partnerships with retailers, credit card clients, real estate and vehicle financing and personal loans - and Wholesale channels. • Distribution Channels: Additional ATMs in Brazil through a partnership with Tecban company, which are a convenient and efficient way to serve customers due to their low operational costs, 24/7 availability, and a very complete service offering. • Fidelity and Rewards program: Our cashback and rewards program (iupp) offers, through various business partnerships, benefits to our customers, such as discounts, cashback, airline miles and other exclusive benefits.
GRI 2-7	Employees	<p>Considering employees in Brazil and Latin America, under the People Area management.</p> <ul style="list-style-type: none"> • Employees: employees with signed labor contracts, under the laws in force in Brazil or (CLT), such as: directors, trainees, interns and apprentices, except for the CEO. • Permanent: employees without a fixed term employment contract. • Temporary: employees with a fixed-term employment contract (e.g. apprentices, interns and trainees). • Full-time: according to the CLT, is considered full-time job working periods that last 8 hours a day, limited to 44 hours a week. • Part-time: according to the CLT, is considered part-time job periods that do not exceed 25 (twenty-five) hours a week (e.g. interns and apprentices). • significant fluctuations: if the turnover rate reaches indexes way above the historical average or the main market peers, mainly due to voluntary movement. In addition, we constantly monitor the “human capital risk” assessments conducted by the third parties (e.g. ESG Risk Ratings and Corporate Sustainability indexes). <p>Data related to workforce were extracted from the internal system “People Soft”, used by the People Department to manage employees in Brazil and abroad (e.g. diversity, occupational health & safety, attraction & retention, employee experience, among others).</p> <p>Omission note: We understand that the number of employees at international units by country and by gender is not a material data, since they represent only 4.4% of total workforce. For this reason, we do not disclose item b.</p>
GRI 2-8	Workers who are not employees	<p>There are no significant activities of the Organization conducted by employees who are not employees. The main activities performed by contracted suppliers are: construction, maintenance and property; information technology services; marketing; training; advice and consulting; legal advice, customer service and call-center, transportation of valuables, security, telecommunications and mail.</p> <p>Omission note: Due to confidentiality reasons, we do not disclose data related to Workers who are not employees at the Organization. (itens a and b).</p>
GRI 2-9	Governance structure and composition	<p>The Board of Director’s members are elected annually at General Stockholders’ meetings. Other members and officers are appointed in accordance with the Bylaws and the Nomination Policy, which establishes the criteria to be observed.</p> <p>On April 26, 2022, at our AGM, the members Pedro Moreira Salles, Roberto Egydio Setubal, Alfredo Egydio Setubal, Ana Lúcia de Mattos Barretto Villela, Fábio Colletti Barbosa, Candido Botelho Bracher, Frederico Trajano Inácio Rodrigues, João Moreira Salles, Maria Helena dos Santos Fernandes de Santana, Pedro Luiz Bodin de Moraes and Ricardo Villela Marino were reelected and César Nivaldo Gon was elected a member of Itaú’s Board of Directors for a one-year term.</p> <p>Regarding our Fiscal Council, on the same date, Gilberto Frussa was elected as effective member, having João Costa been reelected as his substitute. Eduardo Miyaki was elected as effective member, and Reinaldo Guerreiro was reelected as his substitute. Artemio Bertholini was reelected as effective member and Rene Guimarães Andrich was elected as alternate member.</p> <p>On April 26, 2022, at our AGM, the officers from Executive Committee were also re-elected for the one-year term.</p>

metric	description	commentary
GRI 2-15	Conflicts of interest	<p>In accordance with our Code of Ethics and our Corporate Policy on Integrity, Ethics and Conduct (Global), whenever the personal interests of an administrator or employee clash with those of the Organization or its stakeholders, a conflict is configured.</p> <p>These situations may jeopardize the Organization's integrity and reputation. Therefore, these must be managed effectively and transparently, in addition to being promptly communicated to management and the competent channels. Persons involved in a possible conflict of interest must abstain from decisions involving themselves by absenting from the forum (in internal meetings such as integrity and ethics collegiate or other similar meetings; or even in external forums such as Board of Directors, Executive Officers, and Shareholders' Meetings where the person involved is a member) at the times such decisions are addressed.</p> <p>Examples of the most common conflict of interest situations that can be identified:</p> <ul style="list-style-type: none"> • use of information, records and know-how of the Organization and third parties • partnership in companies • external activities • candidacy and election to public offices • family and close relationships • relationships with customers, suppliers, business partners and employees • gifts, invitations and hospitalities • gifts between employees • contributions (donations and sponsorships): offering and receiving • personal investments • doubts and exceptions • Other guidelines for specific topics related to conflicts of interest: • Non-disclosure Agreement (NDA) • Offer and receipt of Soft Dollar • Conflict of interest between the Investment Banking and Research Chinese Wall areas
GRI 2-16	Communication of critical concerns	<p>At Itaú Unibanco, risk management must be conducted in an integrated manner, aiming at the dissemination of our risk culture, maintaining the institution within the guidelines defined in the Risk Appetite Statement and the stress test program (internal procedures), aligned with the internal policy guidelines. The main forums and areas related to risk management include:</p> <ul style="list-style-type: none"> • First line of defense: Compete to the first line of defense, represented by the business or support areas, to promptly communicate to the Risk Area (second line of defense) whenever they identify potential risks not foreseen in the development of control activities. • Second line of defense: The Risk Area is responsible for ensuring that the risk reports presented to Senior Committees, Business units' Executives, Chief Risk Officer (CRO) and periodically to the Board of Directors are clear and timely. Besides ensuring the communication of risks or relevant failures found in the existing controls to the same bodies, so that the level of exposure and compliance to the established limits is monitored. • Risk and Capital Management Committee - CGRC: to submit reports and recommendations on risk-related topics for deliberation by the Board of Directors. <p>In addition, directors must inform the Nominating and Corporate Governance Committee of the external activities they carry out in other organizations for analysis and possible manifestation of potential conflict of interest.</p> <p>According to the Rule for receiving and handling of information relating to breach of regulatory provisions and fraud or errors of internal controls, accounting and auditing, when there are indications, signs, suspicions or evidence of occurrences that may affect the Organization, or harm its clients, employees and third parties, it is the duty of the employees or third parties to immediately communicate the facts to the Audit Committee.</p> <p>Considering "critical concerns" as reporting and concerns that present the following characteristics:</p> <ul style="list-style-type: none"> • Non-compliance with legal and regulatory standards and internal rules, which jeopardize the continuity of the Organization. • Fraud perpetrated by the Institution's administrators, regardless of the amounts involved. • Fraud equal to or greater than 0.5% of the Organization Stockholders' Equity, originating from employees and third parties. • Errors that result in inaccuracies in the financial statements of the Organization, equal to or greater than 0.5% of its Stockholders' Equity. <p>Omission note: Due to confidentiality reasons, we do not report the total number of crucial concerns reported to the Board of Directors (item b).</p>

metric	description	commentary
GRI 2-20	Process to determine remuneration	<p>The Compensation Committee is responsible for promoting and overseeing discussions within the Board of Directors on compensation-related matters, including:</p> <ul style="list-style-type: none"> the formulation and annual review of compensation policies and models, including fixed and variable remuneration, and benefits. proposing to the Board of Directors the amount of the global compensation of the administrators to be submitted to the General Stockholders' meetings. the evaluation of future scenarios and market practices, in order to identify significant discrepancies in relation to similar companies, proposing the necessary adjustments. the compatibility between the Remuneration Policy and the Risk Management Policy. <p>Our policies are aimed at establishing fair, clear, and equitable criteria for promotion and merit, compliance with collective bargaining agreements, performance evaluation processes, profit sharing, supplementary profit sharing, among others.</p> <p>Know more about the compensation models and processes in the Remuneration Policy for Administrators and Compensation Committee Internal Charter.</p>
GRI 2-21	Annual total compensation ratio	<p>The amounts related to the employees' and directors' individual compensation are treated as confidential. For this reason, we do not report the proportion of total annual compensation, only consolidated amounts paid and accrued in the year.</p> <p>Considering "total compensation" as the annual personnel expenses, such as compensation, charges, social benefits, terminations, training and profit sharing.</p> <p>Know more about the compensation models and processes in the 20-F Form and Reference Form.</p> <p>Omission note: Due to confidentiality reasons, we do not disclose the ratio between the highest and median employee compensation, the value of the highest annual compensation and the median employee compensation (items a and b)</p>
GRI 2-23	Policy commitments	<p>The precautionary principle is a process that assists decision making, with the adoption of precautionary measures related to scientific evidence about potential economic, environmental, social, or climate risks and their materiality, allowing protective measures to be taken in a precautionary manner.</p>
GRI 2-30	Collective bargaining agreements	<p>Know more in the metric GRI 2-7.</p>
GRI 201-1	Direct economic value generated and distributed	<p>The Statement of Added Value (DVA) presents economic data regarding the creation of wealth, its distribution, and the factors that contributed to its creation.</p> <p>The DVA is required by the Brazilian corporate law and the accounting practices adopted in Brazil applicable to publicly held companies. The DVA was prepared in accordance with the criteria defined in Technical Pronouncement CPC 09 - Statement of Added Value and is part of the consolidated financial statements of Itaú Unibanco Holding S.A.</p> <p>Know more about the value added in the Consolidated Financial Statement (page 56). The list of companies included in the Financial Statements is available in the Risk and Capital Management Report - Pillar 3 (page 16).</p>
GRI 201-2	Financial implications and other risks and opportunities due to climate change	<p>Considering "substantive change" as systemic changes (organizational, technological, regulatory, social, environmental, and climate) that can impact a wide range of stakeholders and require a process of transition and/or adaptation.</p>
GRI 201-4	Financial assistance received from government	<p>Considering "financial support received from the government" as the current and deferred tax liabilities and other deferred taxes, social contributions and income tax.</p> <p>Know more in the Consolidated Financial Statements (page 118).</p> <p>Omission note: Due to materiality and/or unavailability reasons, we only report data related to tax relief and tax credits by country (item i).</p>
GRI 203-2	Significant indirect economic impacts	<p>Considering "significant indirect economic impact" as private investments (incentivized or not) in social and environmental projects by donations and contributions, and philanthropic activities</p> <p>Through these investments, we seek to promote access to and the expansion of rights, improve quality of life and strengthen people's power of transformation, supporting the development of public policies and collective agendas, in an integrated manner with the Sustainable Development Goals (SDGs) and with federal, state and municipal plans and policies.</p>
GRI 204-1	Proportion of spending on local suppliers	<p>Considering "local suppliers" as active suppliers located in Brazil. For the KPI, we considered the proportion of suppliers with active procurement processes in Brazil, by the total number of suppliers with active procurement processes in the year.</p>

metric	description	commentary
GRI 205-1	Operations assessed for risks related to corruption	<p>We understand corruption as the act of suggesting, offering, promising, granting, requesting, demanding, accepting or receiving, directly or indirectly, on demand or not, to/from persons or companies in the public, private or third sector organizations, from any country, undue advantages of any nature (financial or otherwise) in exchange for performing or omitting acts inherent to their duties, operations or activities for the Conglomerate or aiming at benefits for themselves or for third parties. For example, we do not allow cash payments or delivery of valuables, such as event tickets and other benefits, in exchange for facilitating actions or decisions of public or private authorities.</p> <p>We also evaluate operations for risks related to corruption based on national and foreign legislation (Brazilian Federal Law 12,846/2013, the “Foreign Corrupt Practices Act” (FCPA) of the United States, the “UK Bribery Act” of the United Kingdom, among others) and identify the countries with the highest risk of corruption practices, establishing processes and controls in accordance with the specific regulations and particularities of each jurisdiction.</p> <p>Considering as operations all activities, businesses and relationships carried out by employees, managers and representatives of Itaú Unibanco Holding S.A.</p> <p>We understand as significant risks those that may impact the Organization’s image and reputation.</p> <p>Know more in the Corporate Policy on Corruption Prevention (Global).</p> <p>Omission note: Due to unavailability reasons, we do not disclose the total number of operations assessed under corruption risk, only the reported cases and disciplinary measures adopted (item b).</p>
GRI 205-2	Communication and training about Anti-corruption policies and procedures	<p>The Anti-corruption policies and procedures were made available and communicated to 100% of our employees, as well as our suppliers (business partners), who must be aware of our guidelines and act in a manner consistent with our principles and values.</p> <p>The mandatory training cycle of the Integrity and Ethics Program, which covers the most relevant topics to ensure an aligned and compliant performance, includes the module on Corruption Prevention, which establishes the standards of conduct in business with public and private bodies, a whistleblowing channel, as well as an alert to the risks and consequences of this illicit practice.</p> <p>Know more about Anti-corruption procedures in the Corporate Policy on Corruption Prevention (Global).</p> <p>Know more in the metric GRI 2-7.</p> <p>Omission note: Due to unavailability reasons, we only report the total percentage of employees that have been communicated or engaged about the topic or the anti-corruption policy.</p>
GR 205-3	Confirmed incidents of corruption and actions taken	<p>We understand as “confirmed cases of corruption” the cases that, after analysis by our Inspector Office, are proven to be justified, regardless of whether or not they are in accordance with the legislation in force in Brazil.</p> <p>Our corruption prevention procedures are based on the best global practices, in order to combat deviations, whether between public and private agents or between private agents:</p> <ul style="list-style-type: none"> • The Corruption Prevention Policy reinforces the commitment to proactively cooperate with national and international initiatives to combat corruption in all its forms. • The Integrity and Ethics Program establishes a set of rules and practices to mitigate the risks of the Bank’s exposure to illicit acts. <p>Know more in the metrics GRI 205-1 and GRI 2-7</p>
GRI 207-4	Country-by-country reporting	<p>We present the current and deferred income tax and social contribution paid in Brazil, Chile, Uruguay, Colombia, Argentina, Paraguay, USA, Switzerland, UK, Portugal and Others.</p> <p>Note: The branches located in Cayman and Bahamas are an extension of the parent company and their respective results, as with the other entities in these jurisdictions, are taxed in Brazil.</p>
GRI 301-1	Materials used by weight or volume	<p>We follow the guidelines of the National Solid Waste Policy (Law No. 12,305/2010) and invest in initiatives that enable the reduction of material consumption, especially waste electrical and electronic equipment, critical factors of our business.</p> <p>The main materials used in our business and operations are (in tons)</p> <ul style="list-style-type: none"> • wood fibers • plastic • electronic equipment <p>Omission note: Due to relevance and unavailability reasons, we do not disclose the proportion of recycled and non-recycled materials used in the packaging of products and services.</p>
GRI 301-2	Recycled input materials used	<p>The main materials used in our business and operations, in tons, are:</p> <ul style="list-style-type: none"> • Wood fiber: furniture and paper used in business, such as customer correspondence, checks and printing, and by contracted suppliers have Forest Stewardship Council (FSC) International Forest Conservation certification. • Plastic: such as cups, packaging and cutlery available in the cafeterias. • Electronics: electronic equipment, computers, peripherals, telephone sets, among others. <p>Omission note: Due to relevance and unavailability reasons, we do not disclose the proportion of recycled and non-recycled materials used by The Organization.</p>

metric	description	commentary
GRI 302-1	Energy consumption within the organization	<p>Considering the electricity consumption (in MWh) of our operations in Brazil for both administrative buildings and branches. This data is measured through invoices/records. This data is also reported in Scope 2 of our Greenhouse Gas Inventory.</p> <p>Note: We recalculated our energy consumption to include distributed energy generation</p>
GRI 302-4	Reduction of energy consumption	<p>Considering the total consumption of electricity in the year (in MWh).</p> <p>Know more in the metric GRI 302-1.</p>
GRI 303-5	Water consumption	<p>Considering the total consumption of water from utility and artesian wells, rainwater, reuse water and water curtains.</p> <p>For the definition of water stress areas we consider the “Aqueduct Water Risk Atlas” raking.</p> <p>We understand as “significant impact” the risks of lack of supply or interruption of operations of the branches and administrative buildings in Brazil.</p>
GRI 304-2	Significant impacts of biodiversity activities, products and services	<p>We consider as “significant impacts to biodiversity” the indirect impacts related to credit operations for large companies that operate in more sensitive sectors, from the environmental and climate point of view:</p> <ul style="list-style-type: none"> • agribusiness - pesticides and fertilizers • agribusiness - meat packing plants • energy • real estate • timber • mining • metallurgy and steel industry • oil and gas • paper and cellulose • rural producers • chemical and petrochemical • textile <p>In line with our Responsible Investment Policy, we also integrate aspects of biodiversity and land use in the investment, company assessment, and investee engagement processes, seeking to mitigate negative impacts and foster positive impacts. We evaluate issues that can unbalance ecosystems and have a direct impact on human life, such as: deforestation, bio-invasion, forest certification, waste management, exploitation of natural resources and/or irregular land occupation.</p> <p>In partnership with other companies, we created a joint venture dedicated to the restoration, conservation and preservation of forests in Brazil, which aims to achieve a total restored and protected area of 4 million hectares of native forests in different Brazilian biomes, such as the Amazon, Atlantic Forest and Cerrado.</p> <p>Omission note: Due to unavailability reasons, we do not report the significant direct and indirect positive and negative impacts with reference to Species affected, Extent of areas impacted, Duration of impacts and Reversibility or irreversibility of the impacts.</p>
GRI 305-1	Direct (Scope 1) GHG emissions	<p>We measure scope 1 emissions (for our operations in Brazil, Argentina, Paraguay and Uruguay), applying the methodologies of the Brazilian GHG Protocol Program.</p> <p>Scope 1 emissions (tCO₂e) are direct emissions, derived from mobile combustion (from displacement activities of the executive fleet, agri fleet and our own aircraft), stationary and fugitive emissions (related to refrigeration, with the use of refrigerants in our branches and administrative centers).</p>
GRI 305-2	Energy indirect (Scope 2) GHG emissions	<p>We measure scope 2 emissions (for our operations in Brazil, Argentina, Paraguay and Uruguay, applying the methodologies of the Brazilian GHG Protocol Program).</p> <p>Scope 2 emissions (tCO₂e) are the indirect emissions from the acquisition of electricity and can be calculated using two approaches, location-based approach (when the company consumes directly from the electricity system) and by purchase choice (when the company chooses to consume from cleaner sources). Our inventory relies on both approaches.</p>

metric	description	commentary
GRI 305-3	Other indirect (Scope 3) GHG emissions	<p>We measure scope 3 emissions (for our operations in Brazil, Argentina, Paraguay and Uruguay) and financed emissions (category 15 for all our national and international operations), applying the methodologies of the Brazilian GHG Protocol Program and PCAF, respectively.</p> <p>Scope 3 emissions (tCO₂e) are indirect emissions, from sources that are not part of our operation, but for which we have responsibility because they are a consequence of our activities. Our scope 3 emissions are in the category's transportation and distribution, employee commuting, solid waste generation, business travel, and financed emissions. Regarding our solid waste, our indicator covers 100% of operations in Brazil.</p> <p>The emissions from business travel are composed of activities involving air and land travel made by employees in third-party vehicles, such as air travel, outsourced fleets and taxi services.</p> <p>For the calculation of financed emissions in our credit operations, we adopted the Partnership for Carbon Accounting Financials (PCAF) guidelines. We evaluate indirect GHG emissions from the corporate credit portfolio, vehicle financing and real estate credit for retail clients, which represent approximately 50% of our total portfolio. Emissions are presented by industry, asset class and region. The portfolio coverage ratio was calculated by the ratio between the value of the portfolio evaluated and the total value of the portfolio for which PCAF methodology is available.</p> <p>Note: The inventory of financed emissions was recalculated with the inclusion of securities and the exclusion of endorsements and sureties.</p> <p>Know more in the ESG Report (page 90)</p>
GRI 305-5	Reduction of GHG emissions	<p>We adopt metrics for the management of climate risks and opportunities, connected to our business and our operation. We actively participate in global discussions focused on building new metrics, as well as evolving emissions quantification calculations and methodologies.</p> <p>We are committed to reducing our scope 1, 2 and 3 emissions, and to becoming a "Net Zero Carbon" bank by 2050. To achieve this, we rely on intermediate targets for our operations, such as targets for reducing waste generation and water and energy consumption; and for our businesses, such as financing sectors with a positive impact and setting sector-specific decarbonization targets. In setting our targets we consider the availability of current technologies, but also rely on the development of new technologies.</p>
GRI 306-3	Waste generated	<p>The waste generated by our operations (branches and administrative buildings) is sent to landfills, incineration with energy generation, or recycling, including:</p> <ul style="list-style-type: none"> • Waste - Class II - Gardening, Waste - Class II - Food scraps, Waste - Class II - Composting - Coffee grounds, Waste - Class II - Composting - Cigarette, Waste - Class II - Composting - Common, Waste - Class II - Composting - Pruning • Recycling of hazardous materials: Waste - Class I - Grease Container, Waste - Class I - Light Bulbs, Waste - Class I - Batteries; Waste - Class I - Toner. • Paper sent for recycling: includes waste of confidential documents, wastepaper and paper towel recycling. • Recycling of other materials: Recycling of other class II waste. • Includes waste such as paint cans, contaminated liquids, medicines and contaminated solid waste. The total amount for 2022 now includes the sum of waste incinerated (all of our waste incinerated and co-processed is used for energy recovery).
GRI 306-5	Waste directed to disposal	<p>Know more in the metric GRI 306-3.</p>
GRI 308-1	New suppliers that were screened using environmental criteria	<p>We consider as "new suppliers" the new active suppliers that have undergone an evaluation and approval process conducted by the purchasing area.</p> <p>To start or renew a relationship with Itaú, companies and suppliers undergo an approval process to update their registration and assess their adherence to Itaú Unibanco's social, environmental and climate responsibility practices, as well as legal compliance, assessing, according to the product or service supplied, the risks related to image and compliance with current legislation, the supplier's financial health and compliance with labor obligations. We also request information on diversity and inclusion.</p> <p>If relevant non-compliances are identified, they may be blocked from new hires or have their contracts terminated.</p> <p>Omission note: Due to confidentiality reasons, we do not disclose the number of new suppliers contracted.</p>
GRI 308-2	Negative environmental impacts in the supply chain and actions taken	<p>Our supply chain counts on 1,900 companies, active throughout 2022, of which 97.7% will be local suppliers (Brazil).</p> <p>Considering as potential or significant "negative impacts" the direct or indirect impacts generated or identified by our suppliers that may impact (or have impacted) a wide range of stakeholders, due to social, environmental and climate impacts.</p> <p>Considering "potential impacts" as impacts that may occur in the future and "actual impacts" as impacts that have already occurred and need to be remedied.</p> <p>Omission note: Due to confidentiality and unavailability reasons, we do not report the number and percentage of suppliers with environmental impact risk (items b, c and d).</p>

metric	description	commentary
GRI 401-1	New employee hires and employee turnover	<p>The turnover rate considers the total resignations in Brazil (voluntary, involuntary and total) divided by the monthly average of active employees in the year in Brazil (not considering apprentices, expatriates, retirees by disability, directors and interns).</p> <p>Voluntary dismissals refer to situations in which the initiative comes from the employee, and involuntary dismissals when the initiative comes from the employer.</p> <p>For more information about turnover, hiring and dismissals by gender and age group, access the ESG Report (page 124).</p> <p><u>Know more in the metric GRI 2-7.</u></p>
GRI 401-2	Benefits provided to full-time employees that are not provided to temporary or parttime employees	<p><u>Know more in the metric GRI 2-7.</u></p>
GRI 401-3	Parental leave	<p><u>Know more in the metric GRI 2-7.</u></p> <p>Omission note: Due to confidentiality and unavailability reasons, we do not disclose the total number of employees (by gender) that took parental leave (items a and b).</p>
GRI 403-1	Occupational health and safety management system	<p>Our workforce is divided into different levels of positions:</p> <ul style="list-style-type: none"> • Executive level: directors who are part of the Executive Committee, except the CEO. • Directors • Superintendents • Managers • Coordinators • Other managers • Administrative staff • Commercial and operational employees • Trainees • Interns • Apprentices <p><u>Know more in the metrics GRI 2-7 and GRI 2-8.</u></p>
GRI 403-2	Hazard identification, risk assessment, and incident investigation	<p><u>Know more in the metric GRI 403-1.</u></p>
GRI 403-3	Occupational health services	<p><u>Know more in the metric GRI 403-1.</u></p>
GRI 403-4	Worker participation, consultation, and communication on occupational health and safety	<p><u>Know more in the metric GRI 403-1.</u></p>

metric	description	commentary
GRI 403-5	Worker training on occupational health and safety	Know more in the metric GRI 403-1.
GRI 403-6	Promotion of worker health	Know more in the metric GRI 403-1.
GRI 403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	<p>Considering “significant occupational health and safety impacts” the direct and indirect impacts caused by working environment/conditions risks that can impact a wide range of employees and require a process of transition and/or adaptation.</p> <p>A safe and inclusive work environment contributes to the reduction of accidents and decreases the risks of occupational and mental illnesses, injuries and work accidents, contributing to the stabilization of occupational health and safety indicators and rates (such as absenteeism, sick leave and days lost), which are used to assess and monitor the significant impacts of occupational health and safety.</p> <p>We identify the risks related to the work environment by means of maintenance routines and preventive actions, of data collected during visits by safety technicians, by monitoring health and safety at work indicators, by the notes from inspection agencies and unions, as well as directly with employees, by means of interviews during inspections and specific communication channels.</p> <p>In the annual occupational exams, we evaluate the physical and mental health of employees to measure the risk of illness. This way, it is possible to act on prevention with the early identification of employees who present emotional alterations and direct them to a proper evaluation.</p>
GRI 403-8	Workers covered by an occupational health and safety management system	<p>All employees are covered by the Occupational Health and Safety management system, which includes programs and initiatives related to OHS risk management, work accident communications, ergonomic analysis, workstation assessment, unhealthy and dangerousness assessment, leaving the workplace, vaccination campaigns, periodic occupational medical examinations, complementary clinical assessment, readaptation upon returning to work, telemedicine, parental support, mental health, among others.</p> <p>Know more in the metric GRI 2-7.</p> <p>Omission note: Occupational Health & Safety data considers only employees. Workers who are not employees were not considered. We do not report the total hours worked requested in item (a).</p>
GRI 403-9	Work-related injuries	<p>To calculate the injury rate, we divide the total accident benefits plus the total occupational accident communications issued in the period (disregarding duplicates) by the total number of hours worked by the internal public in the same period, multiplied by 200,000.</p> <p>Know more in the metric GRI 2-7.</p> <p>Omission note: Occupational Health & Safety data considers only employees. Workers who are not employees were not considered. We do not report the total hours worked requested in item (a).</p>
GRI 403-10	Work-related ill health	<p>To calculate the occupational disease rate, we divided the total number of accident benefits in the period by the total number of hours worked by the internal public in the same period, multiplied by 200,000.</p> <p>To calculate the days lost rate, we divided the total days lost with occupational diseases in the period by the total number of hours worked by the internal public in the same period, multiplied by 200,000.</p> <p>The concept of work accident and occupational disease is based on the Social Security Law n. 8,213/91. In the cases of typical accidents, commuting accidents, and occupational diseases, we have established a Communication of Work Accident (CAT) channel, seeking to analyze and understand the causes so that correction and prevention actions can be adopted.</p> <p>The strategies, guidelines, roles and attributions of all employees in relation to the theme are described in the Health, Safety and Welfare Policy (Brazil), in the Organization’s Commitment to Occupational Health and Safety (Holding) and in other policies that address specific themes, such as support for the employee, return to work, support for pregnancy and rules for leaves from work.</p> <p>Know more in the metric GRI 2-7.</p> <p>Omission note: Occupational Health & Safety data considers only employees. Workers who are not employees were not considered (item a).</p>
GRI 404-1	Average hours of training per year per employee	<p>The average number of training hours reflects only the training initiatives managed by the Organization and considers all the employees in the period (except temporary employees).</p> <p>The training indicators include synchronous and asynchronous actions and are assessed at three job levels: (i) interns and apprentices; (ii) employees in operational and support functions (operational, junior, full or senior job level); and (iii) leadership (coordinator job level or above).</p> <p>Know more in the metric GRI 2-7.</p>

metric	description	commentary
GRI 404-2	Programs for upgrading employee skills and transition assistance programs	The main employees' training and development KPIs were generated in the iox platform. Iox is in a digital ecosystem of continuous learning, with Degreed's technology, which gathers several tools and initiatives for employee training and qualification in all international units (except Chile, Colombia and Switzerland).
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	<p>All employees are subjected to performance evaluation, which may vary according to the position and function.</p> <p>Employees in the administrative and support areas receive formal feedback, including opportunities for development and individual development programs, appropriate to their needs. The evaluation cycle considers the results obtained in the year and the way in which these results are delivered and is based on the behaviors expected by Itaú Unibanco, consisting of two individual evaluations: challenge evaluation and behavioral evaluation.</p> <p>The employees of the branch network are assessed using the "Evolui" model, which is conducted by the people area, with managers discussing each employee individually, presenting individual business indicators, sales quality and results, and also considering the manager's qualitative assessment, in addition to the result of the behavioral assessment.</p> <p>Know more in the metric GRI 2-7.</p> <p>Omission note: Due to unavailability reasons, we do not disclose the percentage of employees (by gender) who received regular performance and career development evaluations (item a).</p>
GRI 405-1	Diversity of governance bodies and employees	<p>Our workforce is divided into different levels of positions:</p> <ul style="list-style-type: none"> • Executive level: directors who are part of the Executive Committee, except the CEO. • Directors • Superintendents • Managers • Coordinators • Other managers • Administrative staff • Commercial and operational employees • Trainees • Interns • Apprentices <p>Know more in the metric GRI 2-7.</p>
GRI 405-2	Ratio of basic salary and remuneration of women to men	<p>The equity pay factor relates the average compensation of women at each of the indicated functional levels and the average compensation of men at the same level. The calculation rationale considered December 2022 remuneration, including the average of fees and fixed remuneration in the period.</p> <p>Know more about gender pay ratio in the ESG Report (page 126).</p>
GRI 406-1	Incidents of discrimination and corrective actions taken	<p>In 2022, despite the continuous reinforcement of affirmative action, promoting and expanding knowledge of diversity issues, and the greater encouragement for employees to speak out and not accept situations of threat, persecution, exclusion, embarrassment and harassment, we continue to see an increase in the number of accusations involving bullying, sexual harassment and discrimination.</p> <p>As part of an organization that seeks to be an example of best practices and watches over the integrity and protection of its employees, the Ombudsman, through a totally independent and autonomous analysis, concluded that the complaints were well-founded and determined the dismissal of all those who had engaged in such behavior (sexual harassment, bullying and discrimination). All the complaints were made through our channels of expression and were evaluated and handled by the Ombudsman.</p>

metric	description	commentary
GRI 413-1	Operations with local community engagement, impact assessments, and development programs	<p>Considering “significant indirect economic impact” as private investments (incentivized or not) in social and environmental projects as engagement and development actions aimed at the local community. Through these investments, we seek to promote access to and the expansion of rights, improve quality of life and strengthen people’s power of transformation, supporting the development of public policies and collective agendas, in an integrated manner with the Sustainable Development Goals (SDGs) and federal, state and municipal plans and policies.</p> <p>Omission note: Due to confidentiality reasons, we do not disclose the number of new suppliers contracted.</p>
GRI 414-1	New suppliers that were screened using social criteria	<p>To start or renew a relationship with Itaú Unibanco, companies and suppliers go through an approval process to update their registration and assess their adherence to Itaú Unibanco’s social, environmental and climate responsibility practices, as well as legal compliance, assessing, according to the product or service supplied, the risks related to image and compliance with current legislation, the supplier’s financial health and compliance with labor obligations. We also request information on diversity and inclusion.</p> <p>If relevant non-compliances are identified, they may be blocked from new hires or have their contracts terminated.</p> <p>Omission note: Due to confidentiality reasons, we do not disclose the number of new suppliers contracted.</p>
GRI 414-2	Negative social impacts in the supply chain and actions taken	<p>We evaluate and monitor the adequacy of suppliers to our principles, values and commitments, seeking to mitigate risks and ensure an aligned chain for positive impact generation.</p> <p>Our Supplier Relationship Code and the Guide to Social, Environmental and Climate Responsibility and Positive Impact for Suppliers determine the values, conduct and guidelines to be observed, and the standard contract with suppliers expressly determines compliance with the main legislation related to social, environmental and climate issues.</p> <p>Among the topics evaluated in the supply chain, can be highlighted:</p> <ul style="list-style-type: none"> • ethics and transparency • traceability and integrity • valorization of human rights and diversity • environmental preservation • climate changes • social responsibility and development • constitutional social rights • no work analogous to slavery and child labor • security and banking secrecy • data protection • Anti-corruption and combating the practice of harmful acts against the public administration <p>Omission note: Due to confidentiality and unavailability reasons, we do not report the number and percentage of suppliers with environmental impact risk (items b, c and d).</p>
GRI 415-1	Political contributions	We do not make contributions or donations to campaigns, candidates or political parties, in line with the Election Law (Law No. 9,504/1997) and corporate policies, and there were no contributions with voting or referendums.
GRI 417-3	Incidents of non-compliance concerning marketing communications	Considering “incidents of non-compliance concerning marketing communications” as the conviction cases in the National Council of Advertising Self-regulation (CONAR) and public civil actions involving marketing communications.
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	<p>The reports received in our Reporting Channel, which can be made anonymously or identified, are analyzed by the competent areas, with independence, impartiality and exemption, keeping track of the history and in accordance with internal policies.</p> <p>The Corporate Security Office, through the activities conducted by the Inspector’s Office, is responsible for investigating the accusations and, when irregularities or deviations of conduct are identified, administrative and, when applicable, criminal and civil measures are taken. The Board also directs preventive and detective solutions, acting on the root cause in the fight against fraud.</p> <p>We also have an internal channel dedicated to receiving complaints that are related to the General Law of Data Protection. From there, we direct the matters to the areas that may support the conduct of investigations, depending on the scope of the demand received. In the case of internal violations, the inspectorate is triggered, so that they can manage a possible disciplinary corrective action and ensure the investigation in its entirety.</p> <p>Know more about reporting channels and complaints in the ESG Report (page 161)</p> <p>Omission note: Due to confidentiality reasons, we do not disclose data related to the number of leaks, thefts, or losses of information (item b).</p>

