

# Itaú Unibanco's Commitment to Human Rights



ALIGNED TO THE UN GUIDING PRINCIPLES  
OF BUSINESS AND HUMAN RIGHTS

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## A FUNDAMENTAL COMMITMENT FOR US

With this document we intend to reinforce Itaú Unibanco Holding S.A's commitment to respect human rights in its relationship with employees, customers, suppliers, partners and partnerships. This document contains the guidelines that direct our activities in the prevention of risks and violations, as well as foment the good practices in place.

Itaú Unibanco is committed to comply with the guidelines provided by the United Nations International Charter on Human Rights. This Commitment is also guided by the 2011 United Nations Guiding Principles on Business and Human Rights, which are based on the "Protect, Respect, and Repair" pillars approved by the Human Rights Council of the organization. The UN's recommendations as well as the In-

ternational Labor Organization (ILO), guide our performance on critical, mitigation, remediation and monitoring practices and actions regarding vulnerable groups (children, adolescents, indigenous people, migrants, women, blacks, people with disabilities, LGBT + and others). At Itaú Unibanco, ethics and respect for people are above all. This is why we seek continuous improvement on the mechanisms that manage mitigation and remediation actions. For us, protecting the rights inherent in each human being is a daily and fundamental commitment to ensure Itaú Unibanco's ethics, continuity and credibility.

*WE DEEM IT INADMISSIBLE AND INTOLERABLE ANY ACT THAT VIOLATES THE RIGHTS OF THOSE WORKING WITH US.*



# Some important pacts and public commitments already in place:

BUSINESS COVER LETTER  
FOR HUMAN RIGHTS  
AND PROMOTION  
OF DECENT WORK

BUSINESS CONTRIBUTION  
TO THE PROMOTION OF  
GREEN AND INCLUSIVE  
ECONOMY (RIO + 20)

BUSINESS PACT FOR  
INTEGRITY AND  
AGAINST CORRUPTION

BUSINESS FORUM AND  
LGBT RIGHTS

EQUATOR III  
PRINCIPLES

PRINCIPLES OF  
SUSTAINABLE INSURANCE  
(PSI)

BUSINESS INITIATIVE  
FOR RACIAL EQUALITY

STANDARDS OF  
CONDUCT FOR  
BUSINESSES (UN)

2004

2012

2016

2018

2003

2008

2015

2017

2019

UNITED NATION'S  
GLOBAL PACT

NATIONAL PACT FOR THE  
ERADICATION OF SLAVE LABOR

PACT  
TOWARDS  
SPORT

WOMEN'S  
EMPOWERMENT  
PRINCIPLES (WEPS)

PRINCIPLES  
FOR  
RESPONSIBLE  
BANKING

PRINCIPLES OF RESPONSIBLE  
INVESTMENT (PRI)

UNITED NATIONS  
ENVIRONMENT PROGRAM-  
FINANCE INITIATIVE (UNEP FI)

COMMITMENT COVER  
LETTER TOWARDS  
DIVERSITY

BUSINESS COALITION  
FOR RACIAL AND  
GENDER EQUALITY



# Bank policies



RESPECT FOR HUMAN RIGHTS PERMEATES  
ALL OUR INSTITUTIONAL AND BUSINESS POLICIES.



In addition to this Commitment,  
other Itaú Unibanco documents also show  
our concern for human rights, such as:

## CODE OF ETHICS

It brings together principles that  
underpin an organizational culture  
aimed at valuing people, rigorously  
complying with rules and regulations  
and the constant pursuit of  
development.

## POLICY FOR SUSTAINABILITY AND SOCIAL AND ENVIRONMENTAL RESPONSIBILITY

Its purpose is to formalize guidelines and principles  
to incorporate our internal processes of customer  
and supplier analysis and treatment of the internal  
public. To respect and protect human rights and  
diversity, to fight against child and slave-like labor,  
climate change, biodiversity, natural resources,  
and socio-environmental risk management are some  
of the topics present in this policy.



# Sustainable Developmental Goals

In 2015, 193 UN member states made a commitment to join efforts to end poverty, inequality, injustice and combat climate change.

THE UNITED NATIONS HAS LISTED 17 SUSTAINABLE DEVELOPMENT GOALS (SDGS) TO BE ACHIEVED BY 2030, WHICH ARE ALSO GUIDED BY HUMAN RIGHTS.

In our actions and policies, we seek to follow these objectives. You will be able to identify the SDGs that are impacted through our guidelines.





REMUNERATION

EDUCATION AND CULTURE

EQUALITY

DIVERSITY

ENGAGEMENT

HEALTH AND SAFETY

CORRUPTION PREVENTION

# Current Guidelines

MORAL AND SEXUAL HARASSMENT

CHILD LABOR AND SLAVE-LIKE PRACTICES

THE 12 GUIDELINES THAT LEAD OUR ORGANIZATION TO GUARANTEE THE RESPECT FOR HUMAN RIGHTS. CLICK AND FIND OUT MORE.

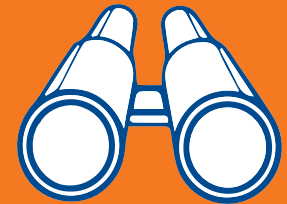
FREE ASSOCIATION

EMBARGOES

PRIVACY



# Implementation and monitoring



## HOW WE IDENTIFY AND CONTROL NONCONFORMITIES BASED ON OUR COMMITMENT

The implementation and execution of human rights initiatives are carried out in all areas of the institution, laid out in our current policies and processes. In order to ensure that the principles and precepts are being followed by all, we conduct the Due Diligence process (assessment and analysis of human rights management) every two years and periodic monitoring through Internal Audits, responsible for verifying the compliance of internal processes. For the Purchasing Department, specifically, in addition to internal and external audits performed on suppliers on-site, we prioritize those deemed critical. Respecting and protecting human rights also means providing a place or space for receiving reports on violations, where facts can be identified and ascertained. In this sense, we provide employees and the external public Grievance Channels, which include the necessary guidelines for forwarding such information. Check them out in the following pages.

**CONTINUOUS WORK AND A MISSION OF ALL!**



## EXTERNAL OMBUDSMAN



It's part of Itaú Unibanco's customer service system in Brazil for customers unsatisfied with the resolution obtained through our regular channels - call centers, customer service or internet.

[LEARN MORE](#)

## SUPPLIER'S CHANNEL

Implemented in 2016, this channel ensures a transparent and ethical environment with our suppliers throughout Brazil




[LEARN MORE](#)

Respecting and protecting human rights also means providing a place or space for receiving reports of violations, in order to identify and ascertain the facts. In this sense, we provide Grievance channels for our employees and the external public, which include the necessary guidelines for forwarding such information.

## INTERNAL OMBUDSMAN

It's an internal ombudsman channel. Guided by commitment, dialogue, transparency, integrity and ethics, the Internal Ombudsman assists employees in solving interpersonal conflicts and interests in the workplace by acting with confidentiality, neutrality and independence.



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## INSPECTOR



The Inspector is responsible for managing internal and external fraud prevention in the various products and services offered within the conglomerate.

[LEARN MORE](#)

# Grievance Channels



- STAY OK PROGRAM
- MY TIME PROGRAM
- EXTENDED PATERNITY LEAVE

[LEARN MORE](#)

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- FOSTERING POLICY FOR MOTHERS
- MATERNITY SUPPORT PROGRAM

[LEARN MORE](#)

*employees*

- CREDIT
- INVESTMENT

[LEARN MORE](#)

*clients*

# Mitigation and Restitution

GOOD PRACTICES AND PROGRAMS THAT HELP ENSURE COMPLIANCE WITH OUR GUIDELINES AND RESPECT FOR OUR AUDIENCES

*society*

*suppliers*

- CONTRACT FORMALIZATION
- CODE OF ASSOCIATION

[LEARN MORE](#)

- WORKING WITH THE COMMUNITY AND THE GOVERNMENT
- GRIEVANCE CHANNELS

[LEARN MORE](#)

# *Final considerations*

A CONSTANT COMMITMENT TO RENEWAL AND EVOLUTION

PUBLICATION  
OF COMMITMENT  
FROM ITAU  
UNIBANCO TO  
HUMAN RIGHTS

2014

DEFINITION OF  
GOVERNANCE  
IN THE AREA OF  
SUSTAINABILITY

2016

DEFINITION  
OF FREQUENCY OF DUE  
DILIGENCE PROCESS –  
BIENNIAL



EXTENDED  
GOVERNANCE  
OF DIVERSITY  
HUMAN RIGHTS

SQUAD AND BUSINESS  
DIVERSITY

2018

2015

ACHIEVEMENT  
OF THE FIRST DUE  
DILIGENCE PROCESS



2017

ITAU UNIBANCO  
COMMITMENT UPDATE  
TO HUMAN RIGHTS



ACHIEVEMENT  
OF THE 2ND CASE  
OF DUE DILIGENCE

2019

ACHIEVEMENT  
OF 3RD CASES  
OF DUE DILIGENCE



# WE ARE COMMITTED TO PROTECTING AND RESPECTING THE FUNDAMENTAL RIGHTS OF EVERY HUMAN BEING WE RELATE TO ALONG OUR CHAIN OF PRODUCTS, SERVICES AND PROCESSES

We will continue to work on improvement plans and mitigation actions, focusing mainly on human rights, risk management and drawing on specialized partnerships by incorporating the best market practices and the guidance of bodies that establish social responsibility guidelines.

We seek to strengthen our commitment to sustainable development through our services, processes and products, and with respect for and protection of human rights, social and environmental responsibility, and ethical conduct, thereby contributing to the advancement of the Guiding Principles on Business and Human Rights and the global agenda of the Sustainable Development Goals. This is a constant challenge that in-

volves looking into the future and positioning ourselves in the present.

The first version of this document formalizing our commitment to the respect for human rights was published in 2014. In 2015, we completed our first Due Diligence process in Brazil, in partnership with an independent third-party expert, which identified the need to improve through an improvement plan. As a result, in 2016 we improved human rights management at our institution and drafted a more complete and thorough version of this document.

In 2017, we conducted the second Due Diligence process in Brazil, to calculate actual or potential impacts on human rights, in ad-

dition to assessing the management of the issue and monitoring compliance with the guidelines of our commitment.

In 2018, from the diagnosis of this second process, some priority issues were taken to the governance analysis through the Sustainability Committee. After mapping them out we then prepared working groups by themes and created action plans for mitigation, resolution and monitoring agendas with a primary focus on risk management. Our priorities were: employee discrimination, customers, suppliers, and occupational health and safety discrimination.

The current document is the result of this process.

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PUBLISHED: 05/2019  
1ST VERSION: 06/2014