Itaú Unibanco’s Commitment to Human Rights

Aligned to the UN Guiding Principles of Business and Human Rights
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 International 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:

- **2003**: United Nation’s Global Pact
- **2008**: National Pact for the Eradication of Slave Labor
  - Principles of Responsible Investment (PRI)
  - United Nations Environment Program-Finance Initiative (UNEP FI)
- **2012**: Principles of Sustainable Insurance (PSI)
- **2015**: Pact Towards Sport
- **2016**: Business Pact for Integrity and Against Corruption
  - Business Initiative for Racial Equality
- **2017**: Women’s Empowerment Principles (WEPS)
  - Commitment Cover Letter Towards Diversity
  - Business Coalition for Racial and Gender Equality
- **2018**: Business Forum and LGBT Rights
  - Standards of Conduct for Businesses (UN)
- **2019**: Principles for Responsible Banking
- **2004**: Business Cover Letter for Human Rights and Promotion of Decent Work
- **2008**: Business Contribution to the Promotion of Green and Inclusive Economy (RIO + 20)
- **2012**: Equator III Principles (PRI)
- **2015**: Business Cover Letter Towards Diversity
- **2016**: Women’s Empowerment Principles (WEPS)
- **2017**: Business Coalition for Racial and Gender Equality
- **2019**: Principles for Responsible Banking
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.
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.
Current Guidelines

The 12 guidelines that lead our organization to guarantee the respect for human rights. Click and find out more.
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!
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.

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.

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.

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

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

Good practices and programs that help ensure compliance with our guidelines and respect for our audiences

employees

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

• FOSTERING POLICY FOR MOTHERS
• MATERNITY SUPPORT PROGRAM

clients

• CREDIT
• INVESTMENT

society

• WORKING WITH THE COMMUNITY AND THE GOVERNMENT
• GRIEVANCE CHANNELS

suppliers

• CONTRACT FORMALIZATION
• CODE OF ASSOCIATION
Final considerations
A constant commitment to renewal and evolution
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 involves 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 addition 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.