

Environmental and Social Responsibility and Positive Impact Guide for Suppliers

Itaú Unibanco

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1. About this Guide

We live in an ever-changing society, one in which challenges are not only economic, but also environmental and social. Issues like how companies and people relate to each other, and how products and services are produced and consumed within the value chain, are demanding an increasingly careful look at their impact on the planet.

We at Itaú Unibanco, as a financial institution, believe in our potential to drive positive changes in society based on sustainability and environmental and social responsibility principles. To this end, we are committed to adjusting our performance strategy to the UN Sustainable Development Goals (SDGs) and we have internally set Positive Impact Commitments in our business areas.

We know that the path towards a more balanced society and a promising future is long and challenging. And we are not alone. We understand the importance of working together with our partners and stakeholders, with the supply chain as a key pillar as we make headway in this journey.

The Guide

Against this backdrop, we have designed the **Environmental and Social Responsibility and Positive Impact Guide for Suppliers** to share our environmental and social guidelines and promote sustainable practices along our supply chain. This document supplements Itaú Unibanco's Supplier Relationship Code, the Code of Ethics and the internal policies addressed to these parties.

It is our understanding that each and every company has autonomy in its operations, adopting criteria and procedures consistent with its business. However, we also believe that our value chain is an extension of our operation. On this account, we wish to work with responsible suppliers committed to the development of society and the environment, who are capable of ensuring continuity and the ongoing improvement of our commercial relations, in addition to contributing to strengthening and protecting our reputation.

2. Environmental Management

Corporate Environmental Management is key to the efficient management of natural resources, in addition to helping measure the impacts of a company's activities, serving as an operational efficiency and risk mitigation tool.

Itaú Unibanco has a public commitment to striving for responsible management and improving environmental performance, even though financial sector operations generate less direct environmental impact when compared to other sectors of economy. This issue becomes even more prominent when we consider the size of the structure required for the efficient operation of financial institutions. In view of the size of our operations in large urban centers, where our main operations are located, we understand the importance of mapping, measuring and managing the environmental impact of our activities, since, as aforementioned, this is how we will be able to reduce our pressure on natural resources. In our operation, we have implemented Itaú Unibanco Eco-Efficiency Platform, a cloud system operating as a repository and to track natural resources consumption, greenhouse gas (GHG) emissions, waste generation, among other information. This is how we manage several environmental indicators to improve our environmental performance and the eco-efficiency of our administrative buildings and branches.

In addition to these eco-efficiency activities, we highlight our ongoing efforts to implement and expand the Environmental Management System (EMS) and ISO 14001 certification in our administrative buildings, contributing to promote good legal/environmental practices in our activities, products and services.

We encourage suppliers to adopt specific environmental performance assessment methods or practices for greenhouse gas emissions, water and energy consumption, and product life cycle, among critical aspects. We believe that a robust and efficient Environmental Management along the supply chain strengthens the environmental and social commitment and responsibility to society and the environment, in addition to strengthening a long-lasting and sustainable business relationship.



What is encouraged

- Have a documented and updated environmental policy that includes the commitment to sustainable development and environmental protection.
- Promote the conscious use of natural resources, avoiding the waste of water and energy, focusing on process improvement and efficiency.
- Prioritize the consumption of clean energy.

- Promoting a low carbon economy by the internal reduction of GHG emissions.
- Managing the waste generated in its operations in conformity with Law No. 12,305 (National Solid Waste Policy), aiming at waste reduction, reuse, recycling and proper final disposal.
- Protect the environment, including pollution prevention, managing and minimizing environmental impacts resulting from its activities through continuous improvement processes.
- Encourage the environmental education of its employees and service providers to act responsibly in resource management and environmental preservation.
- Be environmentally approved to work in our ISO14001 certified centers and ensure the Integration/training of service providers performing activities that impact the environment in the certified centers.
- Comply with applicable environmental legislation, regulatory standards and other requirements undersigned by the Organization regarding
- environmental issues.
- Provide permanent communication channels for environmental issues, seeking to clarify questions and meet demands.
- Promote good environmental and social practices.
- Have certifications that ensure that a given product or process is carried out in a sustainable manner and in conformity with the environment.



What is unacceptable

- Fail to properly manage their environmental and social risks and expose the bank's image or its operation due to voluntary negligence or omission to act.
- Disrespect environmental and social legislation.

3. Environmental and Social Risk

We believe that a significant part of the value we can return to society lies in contributing to the build-up of an economy supported by the sustainability and environmental and social responsibility pillars. To this end, it is imperative that environmental and social risks are known and properly managed. As a financial institution, we understand that our responsibility can be even greater.

If materialized, environmental and social risks can negatively impact society, the economy and the environment. Furthermore, our customers, suppliers and Itaú Unibanco itself may be subject to financial losses as a result of these events.

Accordingly, we operate with integrity and are committed to ensuring the proper management of environmental and social risks arising from the bank's operation or the relationship with suppliers and customers. When it comes to the particular interaction with suppliers, we favor those who adopt the best environmental and social management practices and operate in accordance with related applicable legislation.



What is encouraged

- Adopt an environmental and social management system, mitigating the environmental and social impacts of its activities.
- Keep open communication channels with the communities impacted by its activities.
- Apply the tools introduced by the National Solid Waste Policy, with emphasis on reverse logistics.
- Properly manage its environmental liabilities.
- Adopt responsible management practices in the use of natural resources.
- Adopt environmental audit processes.
- Comply with current environmental regulations and laws, including, if applicable, Licenses, Permits and Fire Brigade Inspection Certificate (AVCB).



What is unacceptable

- Involvement in activities that use compulsory labor, child labor in disagreement with legislation and/or activities that exploit prostitution, including child prostitution.
- Fail to operate in agreement with environmental legislation.
- Fail to adopt adequate measures to manage its environmental and social risk.
- Adopt practices that may compromise Itaú Unibanco's image.

4. Health, Safety and Wellbeing

Itaú Unibanco values the life and safety of workers, whether they are bank employees or outsourced service providers. We encourage practices and activities aimed to develop a healthy workplace, ensuring adequate working conditions in compliance with applicable laws and regulatory standards* of the Ministry of Labor.

(*) Regulatory Standards (RS) – Supplementary provisions to chapter V of the Consolidation of Labor Laws (CLT) regulated by Ordinance No. 3,214 of June 8, 1978.

We believe that complying with occupational health and safety (OHS) guidelines is everyone's duty and that is why we have prepared this guide with basic guidelines that must be strictly met by our service providers, but do not comprehensive cover all cases of prevention of occupational accidents and diseases, in view of the constant updating of work technologies and applicable legislation.

Itaú Unibanco's suppliers are responsible for all services that they may subcontract, considering that such companies (subcontractors) may also undergo an assessment of compliance with the occupational health and safety laws and standards in force.

The assumptions below must be compulsory for our suppliers, even though not limited to:

- Ensure compliance with occupational health and safety Laws and Standards.
- Provide employees with training and guidance to avoid/prevent occupational accidents and/or diseases and meet the required regulations.
- Provide occupational health and safety documentation whenever requested by Itaú Unibanco's Contracting department or the Occupational Safety department.
- Start activities only after occupational safety assumptions have been met.
- Report any occupational accident to the contracting department, which must report it to the Occupational Safety department together with the investigation carried out, so that corrective and preventive measures are taken by both parties. Include a copy of the Occupational Accident Report (CAT), when applicable.
- Itaú Unibanco may cease, embargo or shut down, fully or partially, the execution of works or services whenever a situation of serious or imminent risk or a condition that endangers the life of others arise. Itaú Unibanco also reserves the right to set other Occupational Safety and Medicine requirements as deemed necessary.

- High-risk activities must be monitored by an expert professional from the Occupational Health and Safety department of the supplier/service provider carrying out the activity in question.
- The service provider must cease the activity that endangers the life, health or physical integrity of people, and such activity should resume after the risk is mitigated.



What is encouraged

- Send all Occupational Safety documentation to the contracting and managing departments before the start of activities and periodically update OHS-related data and information, such as accident statistics, preventive actions or activities to promote accident prevention among employees during the provision of services to Itaú Unibanco.
- Make use of proper PPE throughout the activity in question.
- Cease any activities that provide risks not previously mapped in the risk analysis or for which the professionals involved are not trained or any activities in which questions arise as to the proper execution of the work.
- Report the use of chemical products accompanied by the corresponding Material Safety Data Sheet (MSDS).
- List all employees involved in the service provision and inform the contracting, managing and access control (if any) departments.



What is unacceptable

- Start any activities without complying with occupational health and safety requirements provided for in regulatory standards and other applicable laws.
- Carry out high-risk activities without the respective Work Permit duly signed by those involved in the activity.
- Perform any activity without being properly trained to do so.
- Fail to report any accident occurred while providing services to Itaú Unibanco.
- Perform activities by using makeshift machinery, equipment or tools unsuitable for the activity.
- Share PPE under any circumstances.
- Fail to signal areas for risks from falling object and material.
- Obstruct emergency exits or escape routes, as well as firefighting equipment in general.

Remote Working

In view of the increase need for remote activities, as it comes to nearly all activities being of an administrative nature, Itaú Unibanco has set protocols and guidelines in

place for our employees and suppliers. What is a great enabler can become a great “villain” if measures are not taken to transform home working into the best possible experience.

As ergonomics is the key concern, we bring about some guidelines so that we can adopt remote working activities in a safe and healthy way.

- **Proper posture:** it is important to have adjustable chairs to allow users to adjust the workstation to each employee’s anthropometry.
The spine should remain straight, with the top of the computer screen at eye level, avoiding cervical spine extensions.
Elbows need to be bent to approximately 90 degrees and be well supported on chair armrest. If there is no armrest, elbows may be supported on the table itself so it is possible to maintain the other suggested postures.
Feet should be well supported on the floor. If it is not possible due to desk height, use a footrest or improvise with a box or some object that allows support, preventing the back of the thigh from being pressed to the chair and causing poor circulation and discomfort in lower limbs.
- **Keeping workstations tidy:** try to keep your workstation clean and organized, keeping the clutter at bay by removing objects such as glasses, cups. Do not leave wires and cables in the way, thus avoiding accidents.
- **Workplace:** Keep spaces well ventilated, well lit and at a pleasant temperature. Avoid noisy places, as they can generate stress, in addition to disturbing concentration.
- **Breaks:** take breaks along your journey, do quick stretches, walk a little, avoid staying in the same position for long periods.
- **Food and Water:** prioritize healthy food and drink water continuously. Keep a bottle of water available so you can remember to drink it while you can see the volume of water ingested.

We also recommend that you see to the **Occupational Safety Manual for Service Providers** to get to know and review in more detail all the Health, Safety and Wellbeing assumptions. [Click here](#) to access the Manual.

5. Human Rights and Diversity

Itaú Unibanco has always believed that a bank is made up of people and that ethics, respect and appreciation of people who build the bank are the core of all its achievements. We recognize our role in protecting and fostering diversity at home and in society, aiming to be a role model for best practices and continue to provide everyone with equal opportunities based on fair competition in view of differences.

We believe that being part of a value chain with multiple backgrounds, cultures, beliefs, experiences, races, genders, disabilities, sexual orientations and generations means expanding perspectives and viewpoints in decision-making processes, by providing greater innovation and employee, partner and customer satisfaction, in addition to greater positive impact of operations.

As a strategic, well recognized and valued topic in our culture, diversity management, both in-company and in society, is guided by our Internal Policy for Valuing Diversity and the commitments we have signed over time, such as the United Nations Global Compact, the National Pact for the Eradication of Slave Labor, the Business Charter for Human Rights and Promotion of Decent Work, the Business Initiative for Racial Equality, the Business Coalition for Racial and Gender Equity and the Women's Empowerment Principles (WEPs).

Through "Itaú's Commitment to Human Rights", Itaú Unibanco underlines its commitment to human rights in its relations with employees, clients, suppliers, partners and society, providing information on our related guidelines, implementations, monitoring, mitigation and remediation activities.

For us, therefore, in addition to building a workplace of respect, Human Rights and Diversity are matters also related to business, clients, suppliers and civil society. Accordingly, we team up with the many departments of the bank to meet the needs of all our stakeholders. After all, diversity is good for business, but above all it is a matter of human rights.



What is encouraged

- Carry out diagnoses of risks of violation of Human Rights, including the impacts of their activities on human rights.
- Seek to prevent or mitigate negative impacts.
- Have human rights and inclusion-related policies, practices and tools in their activities and in society.



What is unacceptable

- Encourage, support or carry out discrimination or harassment practices or provide unworthy working conditions while contracting with Itaú or in other contracts.
- Discriminate, exclude or treat people differently on the grounds of sexual orientation, race, ethnicity, gender, gender identity, age, culture, religion, nationality, social status and/or disability.
- Limit, clamp down on or censor the free expression of thought of employees and other stakeholders.

6. Climate Change

We aim to increasingly incorporate more climate variables (such as changes in rainfall patterns, prolonged periods of drought, catastrophic weather events, among many others) in our business to manage any risks arising therefrom. Recognizing the magnitude of climate risks for our business puts us in a strategic position to ensure operational and business continuity in face of climate change and its increasingly evident impacts on the economy, such as the rise in size and frequency of forest fires, sea level rise, and temperature change impacting crops.

As a financial institution, we recognize our role in influencing positive changes in society and fostering a low-carbon economy through our relationship with stakeholders and loan and investment operations.

We seek to adopt internal eco-efficiency initiatives and reduce GHG emissions from our direct operations (administrative buildings and branch network). In addition to continually investing in projects that mitigate our GHG emissions, we have been offsetting GHG since 2015. Since 2017 this offset has been carried out through the public notice of the Climate Commitment Program, in partnership with Natura and Instituto Ekos Social.

Last but not least, we encourage our suppliers to introduce this topic into their operating strategy, first by identifying and quantifying their emissions through a Greenhouse Gas Inventory, so that later they can engage in the latest discussions on climate change and underline their company's stance on such a sensitive and increasingly mainstream topic.



What is encouraged

- Structure a GHG inventory in their operations.
- Make public climate change-related commitments.
- Take part in information reporting programs and questionnaires that assess the company's performance on climate change issues, such as the CDP Supply Chain Program, for diagnosis based on market perspectives.
- Set internal policies to address their company's climate and operation issues, associating this topic with the core of its operations.



What is unacceptable

- Negligence or lack of management of greenhouse gases.
- Promote climate-intensive practices, without any kind of environmental concern or offsetting.

7. Development of Society

We recognize our responsibility in playing a transformative role, acting on beyond our operations and activities and contributing to generate positive impacts on the market, environment and society. Our impact goes beyond business operations: we must focus on the needs and the players in the different places where we operate, as we want to work together with the local community through cross-cutting support that positively impacts the development of regions.

Accordingly, we are one of the most important players in private social investment in the places we operate, whether through direct contributions or projects supported by incentive laws or through our foundations and institutes. We have formalized in an internal policy the guidelines that our entire social investment must contribute to Sustainable Development Goals (SDGs) and prioritize the influence on public policies and the collective agendas at global, national or local levels, since we believe in building new collaboration models among different sectors of society and in integrating SDGs into state and municipality plans and policies.

We are also engaged in debates, events and activities that help improve and strengthen the communities surrounding our major business centers in Brazil, aiming to make breakthroughs in projects, institutions and individuals.

The voluntary actions of our employees reinforce Our Way of being. The Mobiliza Itaú (mobilize Itaú) Committees are currently the key strategy for sharing the importance of volunteering among employees. Organized by administrative centers or municipalities, these groups work together with their teams to spread available activities and encourage volunteering across Brazil, keeping the institutional alignment with the causes advocated by Itaú Social.

Itaú's employees interested in volunteering also have the support of Itaú Social's team to make their proposals feasible. Opportunities are offered for employees to engage in activities structured by Itaú Social itself – as in the cases of reading and financial education mediation activities. Employees are also encouraged to spontaneously propose activities on different topics.

Every year we engage our employees nationwide in campaigns for collecting clothes, blankets, toys, personal hygiene products, books and even bicycles. Our volunteers engage with communities to collect donations and forward them to charitable institutions across Brazil.

We also have pro-bono consulting programs connecting our employees to small entrepreneurs to help the latter improve their business management, as well as mentoring events for young people with a focus on joining the labor market.



What is encouraged

- Make social investments in social organizations and community-oriented projects.
- Take on public social responsibility commitments.
- Engage in talks with the government and the third sector with a focus on setting up public policies.
- Carry out volunteering programs to help develop local communities and their population.



What is unacceptable

- Promote any environmental, social or economic practices that are harmful to communities.

8. Our Behavior and Ethical Principles

Ethics is key in all relationships because it reflects our values and principles in how we do business, how we behave, how we see others and what we expect from society.

At Itaú Unibanco we have the ongoing challenge of serving our customers with excellence and exceeding their expectations against a background of fierce competitive. In these times of rapid and intense changes in technology and consumer habits, this challenge becomes even greater. We must at the same time pursue differential results, at all times with ethics in mind and in line with our values, which is an essential condition for the sustainability of these results.

We have a Code of Ethics to ensure that the bank's employees good conduct is known and exercised on a daily basis.

Adherence to Itaú Unibanco's Code of Ethics and to the Conglomerate's principles and values is assured through a set of guidelines, processes and joint committees named the Integrity and Ethics Program. This Program is provided for in the Corporate Conduct, Integrity and Ethics Policy which comprises:

- guidelines supplementing the Code of Ethics concerning conduct in relation to a number of stakeholders, potential conflicts of interest and preventing illicit acts.
- the Program governance, including communication and training, accountability of different stakeholders, monitoring and protecting complainants.
- the responsibility of the Integrity and Ethics Joint Committees for defining and ensuring the application of the Program guidelines, and the responsibility of the Audit Committee for monitoring the actions defined accordingly.

We aim to have the same transparency, legitimacy, quality and reliability with our suppliers, service providers and partners like the ones we have reached with our clients. Therefore, the [Supplier Relations Code](#) guides the interactions between our employees and suppliers. We also have a structured process for evaluating suppliers and service providers, aimed to mitigate risks in our supply chain considering both the scale and complexity of the activities they carry out.



What is encouraged

- Act ethically in its business and relationships, in conformity with applicable legislation and meeting the labor and tax obligations in connection with its operations.
- Prevent and combat public or private corruption and money laundering, as well as other illicit acts.

- Encourage transparent and honest business practices, supported through Ethics Management Programs covering employees, business partners and supply chain.
- Use integrity and ethics criteria to choose suppliers and service providers.
- Provide for contractual clauses that address the obligation to meet ethical standards and comply with related applicable legislation.



What is unacceptable

- Promote practices that disrespect Itaú Unibanco's policies and procedures, particularly those aimed at obtaining undue advantages.
- Ignore risk mitigation practices set by Itaú Unibanco.
- Fail to comply with applicable rules and laws within the scope of the contract.

9. Final Considerations

We believe that the success and balance of business must be accompanied by respect and compliance with current legislation and the basic rights of people and the environment. But, above all, we believe that getting to know and managing environmental and social risks, as well as adopting practices that factor in opportunities and technology trends are key for our push for efficiency, value creation and negative impact mitigation.

We are committed to improving the environmental performance of our operations and promoting sustainable practices in our supply chain through the public commitment to Responsible Management, included in our eight Positive Impact Commitments.

On this account, we underline the importance for your company to also encourage your own suppliers to adopt commitments and practices of environmental and social responsibility and positive environmental and social impact in their chains. We count on you, Supplier, to take on this challenge together, encouraging a virtuous cycle of sustainability in our society.

Itaú Unibanco Sustainability Department | Supplier Relations Department