

**additional  
information**  
ESG  
report

**2021**

Itaú Unibanco Holding S.A.

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## GRI Standards summary

We demonstrate our commitment to transparency by disclosing our environmental, social, and governance impacts through various reporting frameworks.

We believe it is important that our stakeholders, including our customers, employees, suppliers, communities and shareholders, understand how we manage ESG issues and have insight into how we are conducting our business, values and commitments so as to have a positive impact, fulfilling our purpose of fostering the power of people transformation.

This document has been prepared in accordance with the Global Reporting Initiative (GRI) standards: Essential Option. This GRI summary covers information about our material topics and follows current GRI standards. The boundaries and basis of preparation of the key indicators contained in this report have been assured by an independent auditor (PwC) and are available in our [ESG Indicator Spreadsheet](#).

We annually disclose a package of reports containing economic-financial, environmental, social and governance information.

These reports follow the same preparation base date (from January 1, 2021, to December 31, 2021) and include the companies controlled by Itaú Unibanco Holding S.A. Our reports include information and data related to our strategy, governance, main initiatives, policies and processes, our performance and progress in relation to our goals and material topics (positive impact commitments). | [GRI 102-55](#) |

Indicator	Organization Profile	Reference (page)	Assured
<b>GRI 101 Fundamentals</b>			
<b>GRI 102 General Disclosure - General Contents</b>			
102-1	Organization Name	about this report, 05	No
102-2	Main activities, brands, products and services	integrated annual report, 16 and 19	No
102-3	Location of the organization's headquarters	Our headquarters is located at Praça Alfredo Egydio de Souza Aranha, 100 - 04344-902, São Paulo, SP - Brazil	No
102-4	Location of operations	integrated annual report, 16	No
102-5	Shareholding control and legal form of the organization	We are a publicly traded financial holding company, incorporated and existing under the laws of Brazil, with shares traded on the stock exchanges of Brazil (B3) and the United States (NYSE), and headquartered in São Paulo, Brazil.	No

Indicator	Organization Profile	Reference (page)	Assured
102-6	Markets in which the organization operates	integrated annual report, 20	No
102-7	Size of the organization	<b>workforce</b> , 75 integrated annual report, 55 ESG Indicators Spreadsheet	No
102-8	Information about employees and other workers	<b>workforce</b> , 75 <b>diversity, equality and inclusion</b> , 80 to 93 ESG Indicators Spreadsheet All employees, except interns and apprentices, work full time.	Yes
102-9	The organization's supply chain	<b>relationship with suppliers</b> , 114 to 116 ESG Indicators Spreadsheet	No
102-10	Significant changes in the organization or its supply chain	In 2021, no significant changes occurred in the organization and in our supply chain	No
102-11	Precautionary approach or principle	<b>climate change</b> , 11 to 13	Yes
102-12	Externally developed initiatives	<b>social investment</b> , 117 to 127 <b>human rights</b> , 128 and 129	No

Indicator	Organization Profile	Reference (page)	Assured
102-13	Participation in associations	<b>social investment</b> , 117 to 127 <b>human rights</b> , 128 and 129	No
<b>Indicators: Strategy</b>			
102-14	President's Statement	<b>message from the CEO</b> , 3 and 4	No
102-15	Main impacts, risks and opportunities	<b>biodiversity</b> , 14 to 18 <b>climate change</b> , 11 to 13 <b>socio-environmental and climate risk</b> , 19 to 27 sustainable finance, 28 to 44	No
<b>Indicators: Integrity and ethics</b>			
102-16	Values, principles, standards and norms of behavior	<b>integrity and ethics</b> , 136 to 140	No
102-17	Mechanisms for advice and ethical concerns	<b>development</b> , 97 to 103 <b>relationship with suppliers</b> , 114 to 116 <b>integrity and ethics</b> , 136 to 140 <b>whistleblowing channels</b> , 141 to 144	Yes
<b>Indicators: Governance structure</b>			
102-18	Indicators: Governance structure	<b>corporate governance</b> , 131 to 135	No
102-20	Executive level as responsible for economic, environmental and social topics	<b>corporate governance</b> , 131 to 135 <b>socio-environmental and climate risk</b> , 19 to 27 <b>privacy and data protection</b> , 51 to 57 <b>diversity, equality and inclusion</b> , 80 to 93 integrated annual report, 27	No
102-21	Stakeholder consultation on economic, environmental, and social topics	<b>ESG strategy</b> , 06 to 09	No

Indicator	Organization Profile	Reference (page)	Assured
102-22	Composition of the highest governance body and its committees	<b>corporate governance</b> , 131 to 135	No
102-23	Chairman of the highest governance body	<b>corporate governance</b> , 131 to 135	No
102-24	Selection and appointment to the highest governance body	<b>corporate governance</b> , 131 to 135 integrated annual report, 23 to 35	No
102-25	Conflict of interest	<b>whistleblowing channels</b> , 141 to 144	No
102-26	Role of the highest governance body in defining purpose, values, and strategy	<b>ESG strategy</b> , 06 to 09 <b>integrity and ethics</b> , 136 to 140	No
102-27	Collective knowledge of the highest governance body	<b>corporate governance</b> , 131 to 135	No
102-28	Evaluation of the performance of the highest governance body	<b>corporate governance</b> , 131 to 135 integrated annual report, 33	No
102-31	Analysis of economic, environmental and social topics	<b>corporate governance</b> , 131 to 135	No
102-32	Analysis of economic, environmental and social topics	<b>about this report</b> , 05	No
102-35	Compensation policies	<b>compensation and benefits</b> , 103 to 106 integrated annual report, 33 to 35	No
102-36	Process adopted to determine the remuneration	<b>compensation and benefits</b> , 103 to 106 <b>development</b> , 97 to 103 integrated annual report, 33 to 35	No

Indicator	Organization Profile	Reference (page)	Assured
102-37	Involvement of stakeholders in compensation	<b>compensation and benefits</b> , 103 to 106 integrated annual report, 35	No
102-38	Proportion of total annual compensation	<b>compensation and benefits</b> , 103 to 106	No
102-39	Proportion of percentage increase in total annual compensation	<b>compensation and benefits</b> , 103 to 106	No
<b>Indicators: Stakeholder engagement</b>			
102-40	List of stakeholder groups	<b>ESG strategy</b> , 06 to 09	Yes
102-41	Agreements and collective bargaining	<b>compensation and benefits</b> , 103 to 106	No
102-42	Identification and selection of stakeholders	<b>ESG strategy</b> , 06 to 09	Yes
102-43	Approach taken by the organization to engage stakeholders	The organization has different communication channels with its stakeholders, with different frequencies. <b>ESG strategy</b> , 06 to 09 <b>corporate behavior</b> , 140	Yes
102-44	Main concerns and topics raised	<b>ESG strategy</b> , 06 to 09	Yes
<b>Indicators: Reporting practices</b>			
102-45	Entities included in the consolidated financial statements	complete financial statements	Yes
102-46	Definition of the report content and limits of the material themes	<b>about this report</b> , 05 <b>ESG strategy</b> , 06 to 09	Yes

Indicator	Organization Profile	Reference (page)	Assured
102-47	List of material topics	<b>ESG strategy</b> , 06 to 09 ESG Indicators Spreadsheet	Yes
102-48	Reformulations of information	<b>about this report</b> , 05 and 68 the basis for preparing the ESG indicators can be found in the ESG indicators spreadsheet. Eventual reformulations of information also complement the footnotes of this report.	Yes
102-49	Changes in the content	<b>about this report</b> , 05 No significant changes	Yes
102-50	Reporting period	<b>about this report</b> , 05 January 1, 2021, to December 31, 2021.	No
102-51	Date of most recent previous report	2020 Available at: <a href="https://www.itaubr.com.br/relacoes-com-investidores/relatorio-anual/2020/">https://www.itaubr.com.br/relacoes-com-investidores/relatorio-anual/2020/</a>	No
102-52	Report Reporting Cycle	<b>about this report</b> , 05 Annual	No
102-53	Contact for questions about the report	<b>about this report</b> , 05 relacoes.investidores@itau_unibanco.com.br	No
102-54	Reporting approach according to GRI standards	<b>about this report</b> , 05 This report has been prepared in accordance with the GRI Standards: Essential option.	Yes
102-55	GRI Content Summary	<b>GRI Standards Summary</b>	No
102-56	External Assurance	<b>Independent Auditor's Report</b> , 175	Yes

Indicator	Organization Profile	Reference (page)	Assured
<b>GRI 103 Management approach - Material topics</b>			
<b>Material Topic - Transparency in Reporting and Communication</b>			
103-1	Transparency in reporting and communication: Explanation of the material topic and its limit	<b>ESG strategy</b> , 06 to 09 <b>transparency in reporting and communication</b> , 146 and 147 ESG Indicators Spreadsheet	No
103-2	Transparency in reporting and communication: Management approach and its components	<b>ESG strategy</b> , 06 to 09 <b>transparency in reporting and communication</b> , 146 and 147 ESG Indicators Spreadsheet	No
103-3	Transparency in Reporting and Communication: Evaluation of the Management Approach	<b>ESG strategy</b> , 06 to 09 <b>transparency in reporting and communication</b> , 146 and 147 ESG Indicators Spreadsheet	No
<b>Material Topic - Financing in positive impact sectors</b>			
103-1	Financing in positive impact sectors: Explanation of the material topic and its limit	<b>ESG strategy</b> , 06 to 09 <b>financing in positive impact sectors</b> , 150 and 151 ESG Indicators Spreadsheet	No
103-2	Financing in positive impact sectors: Management approach and its components	<b>ESG strategy</b> , 06 to 09 <b>financing in positive impact sectors</b> , 150 and 151 ESG Indicators Spreadsheet	No
103-3	Financing in positive impact sectors: Evaluating the form of management	<b>ESG strategy</b> , 06 to 09 <b>financing in positive impact sectors</b> , 150 and 151 ESG Indicators Spreadsheet	No

Indicator	Organization Profile	Reference (page)	Assured
<b>Material Topic - Inclusion and entrepreneurship</b>			
103-1	Inclusion and entrepreneurship: Explanation of the material topic and its limit	<b>ESG strategy</b> , 06 to 09 <b>inclusion and entrepreneurship</b> , 152 and 153 ESG Indicators Spreadsheet	No
103-2	Inclusion and entrepreneurship: Management approach and its components	<b>ESG strategy</b> , 06 to 09 <b>inclusion and entrepreneurship</b> , 152 and 153 ESG Indicators Spreadsheet	No
103-3	Inclusion and entrepreneurship: Evaluating the Management Approach	<b>ESG strategy</b> , 06 to 09 <b>inclusion and entrepreneurship</b> , 152 and 153 ESG Indicators Spreadsheet	No
<b>Material Topic - Responsible investment</b>			
103-1	Responsible investment: Explanation of the material topic and its limit	<b>ESG strategy</b> , 06 to 09 <b>responsible investment</b> , 148 and 149 ESG Indicators Spreadsheet	No
103-2	Responsible investment: Management approach and its components	<b>ESG strategy</b> , 06 to 09 <b>responsible investment</b> , 148 and 149 ESG Indicators Spreadsheet	No
103-3	Responsible investment: Evaluation of the form of management	<b>ESG strategy</b> , 06 to 09 <b>responsible investment</b> , 148 and 149 ESG Indicators Spreadsheet	No

Indicator	Organization Profile	Reference (page)	Assured
<b>Material Topic - Financial citizenship</b>			
103-1	Financial citizenship: Explanation of the material topic and its limit	<b>ESG strategy</b> , 06 to 09 <b>financial citizenship</b> , 154 and 155 ESG Indicators Spreadsheet	No
103-2	Financial citizenship: Form of management and its components	<b>ESG strategy</b> , 06 to 09 <b>financial citizenship</b> , 154 and 155 ESG Indicators Spreadsheet	No
103-3	Financial citizenship: Evaluating the form of management	<b>ESG strategy</b> , 06 to 09 <b>financial citizenship</b> , 154 and 155 ESG Indicators Spreadsheet	No
<b>Material Topic – Ethics in business and relationships</b>			
103-1	Ethics in business and relationships: Explanation of the material topic and its limits	<b>ESG strategy</b> , 06 to 09 <b>ethics ins business and relationships</b> , 156 to 159 ESG Indicators Spreadsheet	No
103-2	Ethics in business and relationships: Management approach and its components	<b>ESG strategy</b> , 06 to 09 <b>ethics ins business and relationships</b> , 156 to 159 ESG Indicators Spreadsheet	No
103-3	Ethics in relationships and in business: Evaluation of the form of management	<b>ESG strategy</b> , 06 to 09 <b>ethics ins business and relationships</b> , 156 to 159 ESG Indicators Spreadsheet	No
<b>Material Topic - Responsible management</b>			
103-1	Responsible management: Explanation of the material topic and its limit	<b>ESG strategy</b> , 06 to 09 <b>responsible management</b> , 159 to 164 ESG Indicators Spreadsheet	No

Indicator	Organization Profile	Reference (page)	Assured
103-2	Responsible management: Form of management and its components	<b>ESG strategy</b> , 06 to 09 <b>responsible management</b> , 159 to 164 ESG Indicators Spreadsheet	No
103-3	Responsible management: Evaluation of the form of management	<b>ESG strategy</b> , 06 to 09 <b>responsible management</b> , 159 to 164 ESG Indicators Spreadsheet	No
<b>Material Topic - Inclusive management</b>			
103-1	Inclusive management: Explanation of the material topic and its limit	<b>ESG strategy</b> , 06 to 09 <b>inclusive management</b> , 165 to 167 ESG Indicators Spreadsheet	No
103-2	Inclusive management: Management approach and its components	<b>ESG strategy</b> , 06 to 09 <b>inclusive management</b> , 165 to 167 ESG Indicators Spreadsheet	No
103-3	Inclusive management: Evaluating the form of management	<b>ESG strategy</b> , 06 to 09 <b>inclusive management</b> , 165 to 167 ESG Indicators Spreadsheet	No
<b>Material Topic - Private social investment</b>			
103-1	Private social investment: Explaining the Material Topic and its Limits	<b>ESG strategy</b> , 06 to 09 <b>private social investment</b> , 168 and 169 ESG Indicators Spreadsheet	No
103-2	Private social investment: Management Approach and its Components	<b>ESG strategy</b> , 06 to 09 <b>private social investment</b> , 168 and 169 ESG Indicators Spreadsheet	No
103-3	Private social investment: Evaluation of the form of management	<b>ESG strategy</b> , 06 to 09 <b>private social investment</b> , 168 and 169 ESG Indicators Spreadsheet	No

Indicator	Organization Profile	Reference (page)	Assured
<b>Material topic - Amazon</b>			
103-1	Amazon: Explaining the Material Topic and its Limits	<b>ESG strategy</b> , 06 to 09 <b>Amazon</b> , 170 to 173 ESG Indicators Spreadsheet	No
103-2	Amazon: Management Approach and its Components	<b>ESG strategy</b> , 06 to 09 <b>Amazon</b> , 170 to 173 ESG Indicators Spreadsheet	No
103-3	Amazon: Evaluation of the form of management	<b>ESG strategy</b> , 06 to 09 <b>Amazon</b> , 170 to 173 ESG Indicators Spreadsheet	No
<b>Specific Content - Economic</b>			
<b>GRI 201 - Economic performance</b>			
201-1	Direct economic value generated and distributed	<b>social investment</b> , 117 to 127 integrated annual report, 22 ESG Indicators Spreadsheet	Yes
201-2	Financial implications and other risks and opportunities related to climate change	<b>climate change</b> , 11 to 13 <b>sustainable finance</b> , 28 to 44	Yes
201-4	Financial support received from the government	<b>social investment</b> , 117 to 127 ESG Indicators Spreadsheet	Yes

Indicator	Organization Profile	Reference (page)	Assured
<b>GRI 203 - Indirect Economic Impacts</b>			
203-2	Significant indirect economic impacts	<b>sustainable finance</b> , 28 to 44	Yes
<b>GRI 204 - Purchasing Practices</b>			
204-1	Proportion of spending with local suppliers	<b>relationship with suppliers</b> , 114 to 116 ESG Indicators Spreadsheet	No
<b>GRI 205 - Anticorruption</b>			
205-2	Communication and training on anti-corruption policies and procedures	<b>integrity and ethics</b> , 136 to 140 ESG Indicators Spreadsheet	Yes
205-3	Confirmed cases of corruption and actions taken	<b>integrity and ethics</b> , 136 to 140 <b>whistleblowing channels</b> , 141 to 144 ESG Indicators Spreadsheet	Yes
<b>GRI 206 - Anti-competitive behavior</b>			
206-1	Lawsuits for unfair competition, trust practices and monopoly	<b>integrated annual report</b> , 85	Yes
<b>GRI 207 - Taxes (2019 version)</b>			
207-1	Tax Approach	<b>political influence</b> , 126 and 127	No
207-2	Governance, control and fiscal risk management	<b>political influence</b> , 126 and 127	No
207-3	Stakeholder engagement and management of tax-related concerns	<b>political influence</b> , 126 and 127	No
207-4	Country-by-country reporting	complete financial statements	No



Indicator	Organization Profile	Reference (page)	Assured
<b>Specific Content - Environmental</b>			
<b>GRI 301 - Materials</b>			
301-1	Materials used, broken down by weight or volume	<b>waste management</b> , 71 to 73 ESG Indicators Spreadsheet	No
<b>GRI 302 - Energy</b>			
302-1	Energy consumption within the organization	<b>energy</b> , 68 and 69 ESG Indicators Spreadsheet	Yes
302-4	Reduced energy consumption	<b>energy</b> , 68 and 69 ESG Indicators Spreadsheet	Yes
<b>GRI 303 - Water and wastewater (2018 version)</b>			
303-1	Interactions with water as a shared resource	<b>water consumption</b> , 70 ESG Indicators Spreadsheet	No
303-3	Water withdrawal	<b>water consumption</b> , 70 ESG Indicators Spreadsheet We don't have procedures that allow us to identify whether our water supply comes from water-stressed areas.	Yes
303-5	Water consumption	<b>water consumption</b> , 70 ESG Indicators Spreadsheet We don't have procedures that allow us to identify whether our water supply comes from water-stressed areas.	Yes
<b>GRI 305 - Emissions</b>			
305-1	Direct greenhouse gas emissions - scope 1	<b>carbon emissions</b> , 60 to 67 ESG Indicators Spreadsheet	Yes
305-2	Indirect greenhouse gas emissions - scope 2	<b>carbon emissions</b> , 60 to 67 ESG Indicators Spreadsheet	Yes

Indicator	Organization Profile	Reference (page)	Assured
305-3	Other indirect greenhouse gas emissions - scope 3	<b>carbon emissions</b> , 60 to 67 ESG Indicators Spreadsheet	Yes
305-5	Reduction of greenhouse gas emissions	<b>carbon emissions</b> , 60 to 67 ESG Indicators Spreadsheet	Yes
<b>GRI 306 - Effluents and waste</b>			
306-3	Generated waste	<b>waste management</b> , 71 to 73 ESG Indicators Spreadsheet	Yes
<b>GRI 307 - Environmental Compliance</b>			
307-1	Non-compliance with environmental laws and regulations	<b>environment</b> , 59 ESG Indicators Spreadsheet	No
<b>GRI 308 - Supplier environmental assessment</b>			
308-1	New suppliers selected based on environmental criteria	<b>relationship with suppliers</b> , 114 to 116 ESG Indicators Spreadsheet	No
308-2	Significant negative environmental impacts in the supply chain and actions taken	<b>relationship with suppliers</b> , 114 to 116 ESG Indicators Spreadsheet	No
<b>Specific Content - Social</b>			
<b>GRI 401 - Employment</b>			
401-1	New hires and turnover	<b>attraction and retention</b> , 94 to 96 ESG Indicators Spreadsheet	Yes
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	<b>compensation and benefits</b> , 103 to 106 ESG Indicators Spreadsheet	No
<b>GRI 403 - Occupational health and safety (2018 version)</b>			
403-2	Hazard identification, risk assessment, and incident investigation	<b>health, safety and well-being</b> , 107 to 113 ESG Indicators Spreadsheet	No
403-3	Occupational Health Services	<b>health, safety and well-being</b> , 107 to 113 ESG Indicators Spreadsheet	No

Indicator	Organization Profile	Reference (page)	Assured
403-5	Training of workers in occupational health and safety	<b>development</b> , 97 to 103 <b>health, safety and well-being</b> , 107 to 113 ESG Indicators Spreadsheet	No
403-6	Worker Health Promotion	<b>compensation and benefits</b> , 103 to 106 <b>health, safety and well-being</b> , 107 to 113 ESG Indicators Spreadsheet	No
403-7	Prevention and mitigation of impacts on occupational health and safety directly linked to business relationships	<b>health, safety and well-being</b> , 107 to 113 ESG Indicators Spreadsheet	No
403-9	Work-related injuries	<b>health, safety and well-being</b> , 107 to 113 ESG Indicators Spreadsheet	No
<b>GRI 404 - Training and education</b>			
404-1	Average hours of training per year per employee	<b>development</b> , 97 to 103 ESG Indicators Spreadsheet	No
404-2	Employee skills enhancement and career transition assistance programs	<b>attraction and retention</b> , 94 to 96 <b>development</b> , 97 to 103 ESG Indicators Spreadsheet	No
404-3	Percentage of employees receiving regular performance and career development reviews	<b>development</b> , 97 to 103 ESG Indicators Spreadsheet	No
<b>GRI 405 - Diversity and Equal Opportunity</b>			
405-1	Diversity in governance bodies and employees	<b>diversity, equality and inclusion</b> , 80 to 93 <b>workforce</b> , 75	Yes
405-2	Ratio between the basic salary and remuneration received by women and those received by men	<b>diversity, equality and inclusion</b> , 80 to 93 <b>compensation and benefits</b> , 103 to 106 ESG Indicators Spreadsheet	Yes

Indicator	Organization Profile	Reference (page)	Assured
<b>GRI 406 - Non-discrimination</b>			
406-1	Cases of discrimination and corrective measures taken	<b>whistleblowing channels</b> , 141 to 144 ESG Indicators Spreadsheet	Yes
<b>GRI 407 - Freedom of association and collective bargaining</b>			
407-1	Operations with suppliers where the right to freedom of association and collective bargaining may be at risk	<b>relationship with suppliers</b> , 114 to 116	No
<b>GRI 408 - Child Labor</b>			
408-1	Operations with suppliers with significant risk of child labor cases	<b>socio-environmental and climate risk</b> , 19 to 27 <b>relationship with suppliers</b> , 114 to 116 In 2021, we were not aware of any incidents of child labor at our suppliers.	No
<b>GRI 409 - Forced or compulsory labor</b>			
409-1	Operations with suppliers with significant risk of cases of forced or compulsory labor	<b>socio-environmental and climate risk</b> , 19 to 27 <b>relationship with suppliers</b> , 114 to 116 In 2021, we were not aware of any incidents of forced or compulsory labor at our suppliers.	No
<b>GRI 412 - Human Rights Assessment</b>			
412-1	Operations subject to human rights or human rights impact assessments	<b>socio-environmental and climate risk</b> , 19 to 27 <b>relationship with suppliers</b> , 114 to 118 In 2021, we were not aware of any human rights-related incidents at our suppliers.	No

Indicator	Organization Profile	Reference (page)	Assured
<b>GRI 414 - Social assessment at suppliers</b>			
414-1	New suppliers that were selected based on social criteria	<b>relationship with suppliers</b> , 114 to 118 ESG Indicators Spreadsheet	No
414-2	Negative social impacts in the supply chain and the measures taken	<b>relationship with suppliers</b> , 114 to 118 ESG Indicators Spreadsheet	No
<b>GRI 415 - Public Policies</b>			
415-1	Political contributions	<b>corporate behavior</b> , 140 ESG Indicators Spreadsheet	No
<b>GRI 417 - Product and service labeling</b>			
417-3	Cases of non-compliance regarding marketing communications	<b>corporate behavior</b> , 140 ESG Indicators Spreadsheet	Yes
<b>GRI 418 - Customer privacy</b>			
418-1	Proven complaints regarding breaches of privacy and loss of customer data	<b>privacy and data protection</b> , 51 to 57 ESG Indicators Spreadsheet	Yes
<b>Sectorial contents</b>			
<b>Sector Supplement - Financial Services (G4 version): Economic Performance</b>			
G4-DMA	Economic Performance	<b>socio-environmental and climate risk</b> , 19 to 27 <b>sustainable finance</b> , 28 to 44 <b>financial education</b> , 45 to 47 <b>social investment</b> , 117 to 127 ESG Indicators Spreadsheet	No

Indicator	Organization Profile	Reference (page)	Assured
<b>Sector Supplement - Financial Services (G4 version): Product Portfolio</b>			
G4-DMA	Product portfolio: Policies with specific social and environmental components applied to business lines (former FS1)	<b>socio-environmental and climate risk</b> , 19 to 27 ESG Indicators Spreadsheet	Yes
G4-DMA	Product portfolio: Procedures for assessing and classifying socio-environmental risks in business lines (former FS2)	<b>socio-environmental and climate risk</b> , 19 to 27 ESG Indicators Spreadsheet	Yes
G4-DMA	Product portfolio: Processes for monitoring customer implementation of social and environmental requirements included in contracts or transactions (former FS3)	<b>socio-environmental and climate risk</b> , 19 to 27 ESG Indicators Spreadsheet	Yes
<b>Sector Supplement - Financial Services (G4 version): Product Portfolio</b>			
G4-DMA	Portfolio: Process(es) for improving staff competence in implementing social and environmental policies and procedures applied to business lines (former FS4)	<b>socio-environmental and climate risk</b> , 19 to 27 ESG Indicators Spreadsheet	Yes
G4-DMA	Product portfolio: Interactions with customers/ investors/business partners regarding environmental and social risks and opportunities (former FS5)	<b>sustainable finance</b> , 28 to 44 ESG Indicators Spreadsheet	Yes
G4-FS6	Percentage of the portfolio of business lines by specific region, by size (e.g., micro/small and medium/large), and by sector	<b>socio-environmental and climate risk</b> , 19 to 27 ESG Indicators Spreadsheet	Yes

Indicator	Organization Profile	Reference (page)	Assured
G4-FS7	Monetary value of products and services created to provide a specific social benefit for each business line, separated by purpose	<b>sustainable finance</b> , 28 to 44 ESG Indicators Spreadsheet	Yes
G4-FS8	Monetary value of products and services created to provide a specific environmental benefit for each business line, separated by purpose	<b>socio-environmental and climate risk</b> , 19 to 27 ESG Indicators Spreadsheet	Yes
<b>Sector Supplement - Financial Services (version G4): Audit</b>			
G4-DMA	Audit: scope and frequency of audits to assess implementation of social and environmental policies and risk assessment procedures (former FS9)	<b>socio-environmental and climate risk</b> , 19 to 27 ESG Indicators Spreadsheet	Yes
<b>Sector Supplement - Financial Services (G4 version): Active ownership</b>			
G4-FS10	Percentage and number of companies in the institution's portfolio with which the organization has interacted on social or environmental issues	<b>sustainable finance</b> , 28 to 44 ESG Indicators Spreadsheet	Yes
G4-FS11	Percentage of assets subject to positive and negative social or environmental evaluation	<b>sustainable finance</b> , 28 to 44 ESG Indicators Spreadsheet	Yes
G4-DMA	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)	<b>sustainable finance</b> , 28 to 44 ESG Indicators Spreadsheet	No

Indicator	Organization Profile	Reference (page)	Assured
<b>Sector Supplement - Financial Services (version G4): Local Communities</b>			
G4-FS13	Access points in sparsely populated or economically disadvantaged areas by type	<b>sustainable finance</b> , 28 to 44 ESG Indicators Spreadsheet	Yes
G4-FS14	Initiatives to improve access to financial services for disadvantaged people	<b>sustainable finance</b> , 28 to 44 ESG Indicators Spreadsheet	Yes
<b>Sector Supplement - Financial Services (version G4): Product and Service Labeling</b>			
G4-DMA	Product and Service Labeling: Policies for the proper development and sale of financial products and services (former FS15)	<b>financial education</b> , 45 to 47 ESG Indicators Spreadsheet	No
G4-DMA	Product and service labeling: Initiatives to improve financial education by type of beneficiary (former FS16)	<b>financial education</b> , 45 to 47 ESG Indicators Spreadsheet	Yes

## SASB metrics index

In 2019, we joined the Sustainability Accounting Standards Board Alliance and started reporting information according to the financial sector SASB standards for “Commercial Banking”, “Asset Management and Custody Activities” and “Investment Banking and Brokerage”.

In this table of contents, we list the indicators disclosed in the annual reports of Itaú Unibanco Holding S.A., together with references and links to the locations of these disclosures. The basis of preparation and other references related to the reported indicators are set out in the ESG indicator spreadsheet.

Topic	Metric	Accounting metric	Reference (page)	Comments	Assured
Data Security	FN-CB-230a.1	Number of data breaches, percentage involving personally identifiable information (PII), number of account holders affected. Note to FN-CB-230a.1 - Disclosure should include a description of corrective actions implemented in response to data breaches.	N.A.	Not reported - The information requested is considered strategic by the Company and therefore is not disclosed.	No
	FN-CB-230a.2	Description of the approach to identify and resolve data security risks.	<b>privacy and data protection</b> , 51 to 57 integrated annual report, 15	Partial - The requested regulations are not applicable in Brazil.	Yes
Transparent Information	FN-AC-270a.2	Total pecuniary losses from lawsuits associated with the marketing and communication of information about financial products to new and returning clients	integrated anual report, 86	Partial - The requested regulations are not applicable in Brazil.	No
Building inclusion & financial capability	FN-CB-240a.1	Number and value of outstanding loans dedicated to programs designed to promote small business and community development. Note to FN-CB-240a.1 - The disclosure should include a description of how the entity's results in the Community Reinvestment Act (CRA) Examinations are integrated into its strategy for building financial inclusion and capacity.	<b>sustainable finance</b> , 28 to 44 <b>inclusion and entrepreneurship</b> , 152 and 153 integrated annual report, 52	Partial - The requested regulations are not applicable in Brazil.	Yes
	FN-CB-240a.2	Number and value of past due and defaulted loans dedicated to programs designed to promote small business and community development.	<b>sustainable finance</b> , 28 to 44 <b>inclusion and entrepreneurship</b> , 152 and 153	Partial - The requested regulations are not applicable in Brazil.	Yes
	FN-CB-240a.3	Number of retail banking accounts, at no cost, opened for customers previously without or with limited access to banking services.	integrated anual report, 69	Not reported - In Brazil we have no control of information that could determine which clients were previously without access or with limited access to banking services.	No
	FN-CB-240a.4	Number of participants in financial education initiatives for customers without access, with limited access, or underserved by financial services. Note to FN-CB240a.4 - The disclosure should include a description of the financial education initiatives.	<b>sustainable finance</b> , 28 to 44 <b>inclusion and entrepreneurship</b> , 152 and 153 <b>financial citizenship</b> , 154 and 155 integrated annual report, 83	Partial - In Brazil we have no control of information that can determine which clients were without access, with limited access to, or lacking financial services.	Yes

Topic	Metric	Accounting metric	Reference (page)	Comments	Assured
Incorporation of environmental, social and governance factors in credit analysis	FN-CB-410a.1	1 Commercial and industrial credit exposure, by sector	<b>socio-environmental and climate risk</b> , 19 to 27 <b>sustainable finance</b> , 28 to 44 integrated annual report, 50	Partial - The requested regulations are not applicable in Brazil.	Yes
	FN-CB-410a.2	Description of the approach to incorporating environmental, social and governance (ESG) factors into credit analysis.	<b>socio-environmental and climate risk</b> , 19 to 27 <b>financing in positive impact sectors</b> , 150 and 151 <b>sustainable finance</b> , 28 to 44 and 150 to 151 integrated annual report, 49 to 50	Partial - Some of the information required by the indicator is not available.	Yes
	FN-AC-410a.2	Description of the approach to incorporating environmental, social, and governance factors into investment and/or wealth management processes and strategies.	<b>socio-environmental and climate risk</b> , 19 to 27 <b>sustainable finance</b> , 28 to 44 integrated annual report, 48 to 50	Partial - Some information required by the indicator is not available.	Yes
	FN-IB-410a.1	Revenue from (1) underwriting, (2) advisory, and (3) securitization transactions that integrate environmental, social, and governance (ESG) factors, by sector	<b>sustainable finance</b> , 28 to 44 integrated annual report, 50	Partial - The requested regulations are not applicable in Brazil.	No
	FN-IB-410a.2	(1) Number and (2) total value of investments and loans that integrate environmental, social and governance (ESG) factors, by sector	<b>sustainable finance</b> , 28 to 44 integrated annual report, 48 to 49	Partial - The requested regulations are not applicable in Brazil.	No
	FN-IB-410a.3	Description of the approach to incorporating environmental, social and governance (ESG) factors into investment banking and brokerage activities	<b>sustainable finance</b> , 28 to 44 integrated annual report, 50	Partial - Some of the information required by the indicator is not available.	No
	FN-AC-410a.1	Value of assets under management, by asset class, that employ (1) integration of environmental, social and governance (ESG) issues, (2) thematic investment in sustainability, and (3) screening	integrated annual report, 48 to 50	Partial - The requested regulations are not applicable in Brazil.	No
	FN-AC-410a.3	Description of proxy voting and investee engagement policies and procedures	<b>sustainable finance</b> , 28 to 44 integrated annual report, 50	Partial - Some of the information required by the indicator is not available.	No

Topic	Metric	Accounting metric	Reference (page)	Comments	Assured
<b>Business Ethics</b>	FN-CB-510a.1	Total monetary losses arising from legal actions associated with fraud, insider trading, antitrust, anti-competitive conduct, market manipulation, mismanagement, other related financial industry rules or regulations. Note to FN-CB-510a.1 - The entity will provide a brief description of the nature, background, and any corrective actions taken as a result of the pecuniary losses.	integrated annual report, 85	Partial - The requested regulations are not applicable in Brazil.	No
	FN-CB-510a.2   FN-AC-510a.2   FN-IB-510a.2	Description of the policies and procedures for whistleblowing.	<b>integrity and ethics</b> , 136 to 140 <b>whistleblowing channels</b> , 141 to 144 integrated annual report, 14 and 86 to 87	Complete.	Yes
	FN-IB-510a.1	Total value of monetary losses resulting from lawsuits associated with fraud, insider trading, antitrust, anti-competitive conduct, market manipulation, mismanagement, or other laws or regulations related to the financial sector	integrated annual report, 85	Partial - The requested regulations are not applicable in Brazil.	No
	FN-AC-510a.1	Total value of monetary losses resulting from lawsuits associated with fraud, insider trading, antitrust, anti-competitive conduct, market manipulation, mismanagement, or other laws or regulations related to the financial sector	integrated annual report, 85	Partial - The requested regulations are not applicable in Brazil.	No
	FN-AC-510a.2	Description of the policies and procedures for whistleblowing	<b>whistleblowing channels</b> , 141 to 144 integrated annual report, 86 to 87	Partial - The requested regulations are not applicable in Brazil.	No
<b>Systemic Risk Management</b>	FN-CB-550a.1   FN-IB-550a.1	Global Systemically Important Bank (G-SIB) score, by category. Note to FN-CB-550a.1 - The entity will describe whether the Global Systemically Important Bank (G-SIB) score is calculated by the entity or obtained from regulatory authorities, and whether the entity is required to report the underlying data to regulators	integrated annual report, 37 and 38	Complete.	Yes
	FN-CB-550a.2   FN-IB-550a.2	Description of the approach to incorporating the results of mandatory and voluntary stress tests into capital adequacy planning, the long-term corporate strategy and other corporate activities	complete financial statements	Partial - The information is not available from the Company.	No
	FN-IB-550b.3	Discussion of the policies related to supervision, control and validation of prices of Level 3 assets and liabilities set out by traders	complete financial statements	Complete.	No
	FN-AC-550a.2	Description of the approach to incorporating liquidity risk management programs into the strategy and management of portfolio redemption risk	additional information, 16	Partial - The requested regulations are not applicable in Brazil.	No
	FN-AC-550a.3	Total exposure to securities financing operations	additional information, 16	Partial - The requested regulations are not applicable in Brazil.	No
FN-AC-550a.1	Percentage of assets under management of open-ended funds by liquidity rating category	<b>sustainable finance</b> , 28 to 44	Partial - The requested regulations are not applicable in Brazil.	No	

Topic	Metric	Accounting metric	Reference (page)	Comments	Assured
Employee Diversity and Inclusion	FN-AC-330a.1   FN-IB-330a.1	Percentage of gender and racial/ethnic group representation in (1) executive management, (2) non-executive management, (3) technical positions, and (4) all other employees.	<b>diversity, equality and inclusion</b> , 80 to 93 integrated annual report, 72	Partial - Some information required by the indicator is not available.	Yes
	FN-CB-000.A	Number and value of banking and savings accounts by segment: (a) individuals and (b) small businesses	integrated annual report, 64	Partial - Some of the information required by the indicator is strategic, so it is not disclosed.	Yes
Activity metric	FN-CB-000.B	Number and value of loans, by segment: (a) individuals, (b) small businesses, and (c) corporate. Note to FN-CB-000.B - Real estate loans and revolving credit should be excluded from the scope of the disclosure.	complete financial statements	Partial - Some of the information required by the indicator is strategic, so it is not disclosed.	No
	FN-IB-000.B	(1) Number and (2) value of own investments and loans per sector	<b>sustainable finance</b> , 28 to 44	Partial - The requested regulations are not applicable in Brazil.	No
	FN-AC-000.B	Total assets under custody and supervision	<b>sustainable finance</b> , 28 to 44	Complete.	No

**additional information**  
- FN-AC-550a.2 e FN-AC-550a.3 metrics

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, with 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 and 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.



## Sustainable Development Goals (SDGs)

The Sustainable Development Goals (SDGs) were launched in September 2015 and bring together 17 goals and 169 targets to be achieved by 2030, involving diverse themes on social, economic and environmental issues. In parallel, the financial system has a relevant role to play in driving economic growth and encouraging practices that lead to a more sustainable society. We believe, then, that the SDGs can drive positive transformations, because they help direct efforts and prioritize initiatives, highlighting the role of companies and institutions in this context. Since

the launch, we are committed to acting on the SDGs, both for their dissemination and for their incorporation.

The results of our actions show that we are on the right track, but that this is a long journey that requires continuous learning and dedication. We are committed to keeping moving forward and promoting an environment of respect and equal opportunities for all.

### Priority SDGs

SDGs	target by 2030	positive impact commitment
<b>1 – No Poverty</b>	1.4 – equal rights to economic resources, access to basic services, property, inheritance, natural resources, new technology and financial services.	Financial citizenship
<b>2 - Zero hunger and sustainable agriculture</b>	2.3 – double agriculture productivity and incomes of small-scale food producers.	Amazon
	2.a – increase investment in rural infrastructure, research and extension of agricultural services and technology development.	
<b>4 – Quality education</b>	4.1 – ensure that all girls and boys complete free, equitable and quality primary and secondary education.	Private social investment
	4.3 – ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university.	Private social investment
	4.4 – substantially increase the number of youth and adults who have relevant skills.	Private social investment
	4.5 – eliminate gender disparities in education and ensure equal access to all levels of education and vocational training.	Private social investment
	4.7 – ensure that all learners acquire the knowledge and skills needed to promote sustainable development.	Private social investment
<b>5 – Gender equality</b>	5.1 – end all forms of discrimination against all women and girls everywhere.	Inclusive management
	5.5 – ensure women's full and effective participation in and equal opportunities for leadership.	Inclusive management inclusion and entrepreneurship
	5.a – Undertake reforms to give women equal rights to economic resources.	Inclusion and entrepreneurship

SDGs	target by 2030	positive impact commitment
<b>7 – Affordable and clean energy</b>	7.2 – substantially increase the share of renewable energy in the global energy mix.	Financing in positive impact sectors Responsible management
	7.a – enhance international cooperation to facilitate access to clean energy research and technology.	Financing in positive impact sectors
<b>8 – Decent work and economic growth</b>	8.2 – achieve higher levels of economic productivity through diversification, technological upgrading and innovation.	Financing in positive impact sectors
	8.3 – promote development-oriented policies and encourage the formalization and growth of micro-, small- and medium-sized enterprises.	Inclusion and entrepreneurship Amazon
	8.4 - improve global resource efficiency in consumption and production and endeavor to decouple economic growth from environmental degradation.	Amazon
	8.5 – achieve full and productive employment and decent work for all women and men.	Inclusive management
	8.6 – substantially reduce the proportion of youth not in employment, education or training.	Private social investment
	8.8 - protect labor rights and promote safe and secure working environments	Inclusive management
	8.9 – devise and implement policies to promote sustainable tourism.	Private social investment
	8.10 – encourage and expand access to banking, insurance and financial services for all.	Inclusion and entrepreneurship Financial citizenship
<b>9 – Industry, innovation and infrastructure</b>	9.1 – develop quality, reliable, sustainable and resilient infrastructure, to support economic development and human well-being.	Financing in positive impact sectors Amazon
	9.2 – promote inclusive and sustainable industrialization and significantly raise industry’s share of employment and gross domestic product.	Financing in positive impact sectors
	9.3 – increase the access of small-scale industrial and other enterprises to financial services.	Inclusion and entrepreneurship Amazon
	9.4 – upgrade infrastructure and retrofit industries to make them sustainable, with improved resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes.	Financing in positive impact sectors
	9.c – significantly increase access to information and communications technology.	Financing in positive impact sectors

SDGs	target by 2030	positive impact commitment
<b>10 – Reduced inequalities</b>	10.2 – empower and promote the social, economic and political inclusion.	Inclusion and entrepreneurship Financial citizenship Inclusive management Private social investment
	10.3 – ensure equal opportunity and reduce inequalities of outcome.	Inclusive management
<b>11 – Sustainable cities and communities</b>	11.2 – provide access to safe, affordable, accessible and sustainable transport systems.	Financing in positive impact sectors Private social investment
	11.4 – strengthen efforts to protect and safeguard the world’s cultural and natural heritage.	Private social investment
	11.a – support positive economic, social and environmental links between urban, peri-urban and rural areas.	Private social investment
	11.c. - support less developed countries, in building sustainable and resilient buildings.	Financing in positive impact sectors
<b>12 – Responsible consumption and production</b>	12.2 – achieve the sustainable management and efficient use of natural resources.	Responsible management
	12.5 – substantially reduce waste generation through prevention, reduction, recycling and reuse.	Responsible management
	12.6 – encourage companies to adopt sustainable practices and to integrate sustainability information into their reporting cycle.	Transparency in reporting and communication Financing in positive impact sectors Responsible investment Responsible management

SDGs	target by 2030	positive impact commitment
<b>13 – Climate action</b>	13.1 – strengthen resilience and adaptive capacity to Climate-related hazards and natural disasters in all countries.	Transparency in reporting and communication Responsible investment Responsible management
	13.2 – integrate climate change measures into national policies, strategies and planning.	Amazon
	13.3 - improve education, awareness-raising and human and institutional capacity related to climate change mitigation, adaptation, impact reduction and early warning systems.	Transparency in reporting and communication
	13.a – implement the commitment to a joint goal of mobilizing \$100 billion annually by 2020 from all sources to address the needs of developing countries to face climate change, and fully operationalize the Green Climate Fund.	Transparency in reporting and communication
<b>15 – Life on land</b>	13.b – promote mechanisms for raising the capacity for effective climate change-related planning and management.	Transparency in reporting and communication Amazon
	15.1 – ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services.	Amazon
	15.2 - promote the implementation of sustainable management of all types of forests, halt deforestation, restore degraded forests and increase afforestation and reforestation.	Amazon
	15.5 – take urgent and significant action to reduce the degradation of natural habitats, halt the loss of biodiversity and, by 2020, protect and prevent the extinction of threatened species.	Amazon
<b>15 – Life on land</b>	15.b – mobilize significant resources from all sources and at all levels to finance sustainable forest management and provide adequate incentives to advance such management, including for conservation and reforestation.	Amazon

SDGs	target by 2030	positive impact commitment
<b>16 – Peace, justice and strong institutions</b>	16.5 – substantially reduce corruption and bribery.	Ethics in relations and business
	16.6 – develop effective, accountable and transparent institutions.	Transparency in reporting and communication Ethics in relations and business Private social investment
	16.7 - ensure responsive, inclusive, participatory and representative decision-making.	Transparency in reporting and communication Ethics in relations and business Inclusive management
	16.10 – ensure public access to information and protect fundamental freedoms.	Transparency in reporting and communication Ethics in relations and business
<b>17 – Partnerships for the goals</b>	17.16 – enhance the global partnership for sustainable development.	Private social investment

## Principles for Responsible Banking (UNEP-FI)

The Principles for Responsible Banking are a unique framework to ensure that the strategy and practice of signatory banks align with the society's vision for its future as expressed in the Sustainable Development Goals and the Paris Agreement.

Reporting and self-assessment requirements	Summarized answer	Reference (page)
<b>Principle 1 – Alignment: we will align our business strategy to be consistent with and contribute to individuals' needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.</b>		
1.1 Description of the business model	Present in 18 countries, we seek to provide complete solutions in terms of products and services, through financial intelligence and an ecosystem of partnerships, to individuals and corporate clients, in Brazil and abroad, in all types of banking activities, through the following portfolios: commercial, investment, real estate loans, loans, financing and investment, leases and foreign exchange transactions. Our performance echoes in our continuous efforts fully to meet the needs of each client so that they can find all their financial products in a single place, through the most convenient channel for them: our physical and client site branches, ATMs, digital channels, subsidiaries and international associates.	integrated annual report, 18
1.2 Description of how we have aligned our strategy to contribute to society's goals	Our sustainability journey began over 20 years ago. At that time, among other hallmarks, we signed up to several global compacts aimed at addressing E&S issues and gathered the most relevant topics for a more sustainable performance into our Positive Impact Commitments, guiding our decision-making process and integrating social, environmental and governance aspects into business, operations and stakeholder relations. This topic is aligned with the global scenario since it reflects the UN Sustainable Development Goals (SDGs). To access the priority SDGs to our ESG strategy and their associated targets, see the SDGs Appendix.	ESG strategy, 06 to 09
<b>Principle 2 – Impact and target setting: identification of 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 the areas where we can have the most significant impacts.</b>		
2.1 Impact analysis: identification of the areas of impact, taking into consideration: a) Scope: business areas involved; b) Scale of exposure: areas of impact; c) Context and relevance: priorities for sustainable development; and d) Scale and intensity related to the bank's activities	Our Positive Impact Commitments and areas of impact were identified based on the following stages: diagnosis (immersion in major sustainability trends); analysis of existing frameworks; dialogue with specialists; interviews with employees and leaders; and stakeholder panels with representatives from civil society, supported by two advisory firms, to consolidate the new strategy. We know that the identification of our areas of impact is an ongoing process. In 2021, we began analyzing our significant impacts using a tool provided by UNEP-FI to analyze our portfolio impact. To this end, we set up an interdisciplinary working group to gain a broader and more focused view on our sectors and map our operations.	ESG strategy, 06 to 09

Reporting and self-assessment requirements	Summarized answer	Reference (page)
	<p>a) Scope: Our core impact topics include issues related to ethics in business, the inclusive management of employees, the responsible management of our operations and value chain, and how we influence our clients through our business, our care for the financial health of people, the development and support we provide to entrepreneurs, our investment process, and financing in positive impact sectors, in addition to the transparent reporting of our information.</p> <p>In order to gain a deeper view of our impacts, we have determined the Wholesale Business and Small and Middle-Market Companies segments to a preliminary impact assessment, taking into account the significance of the sectors to the Bank.</p>	<p><b>ESG strategy</b>, 06 to 09</p>
	<p>b) Scale: In order to generate a positive impact, we need goals and governance focused on our business, products and services. The highlights include our loan operations (individuals and companies) and investment operations, which enable us to transition to a more sustainable economy. Additionally, during the impact assessment carried out by the tool, the 30 largest economic groups financed in the two segments listed in the item above were identified.</p>	<p><b>corporate governance</b>, 131 to 136</p>
	<p>c) Context and relevance: We have incorporated the particular challenges facing Brazil into our Positive Impact Commitments: reducing race and gender inequalities; preventing indebtedness; encouraging the development of small businesses; and fostering positive impact sectors, such as infrastructure, sanitation, education, health and renewable energy.</p> <p>To analyze our impacts on a more detailed basis, and consistently with the Brazilian context, we use evolution indicators for Brazil based on different ESG criteria, such as water and sanitation, housing, climate, etc. Therefore, we consulted the Sustainable Development Report dashboard issued by the United Nations, which maps the evolution of different countries based on ESG criteria.</p> <p>The impact analysis tool establishes the correlation between Brazilian indicators and data included in our portfolio mentioned in the previous stages.</p>	<p><b>ESG strategy</b>, 06 to 09</p>

Reporting and self-assessment requirements	Summarized answer	Reference (page)
	<p>d) The two segments analyzed the present concentration in the same economic groups, which break down into similar sectors of impact. Based on our analysis of the level of exposure of the economic groups selected by the bank, compared to the national parameters determined by the UNEP-FI tool, we identified the following sectors of impact:</p> <p><b>Economic convergence, inclusive and healthy economies</b></p> <p>Building a fairer, equal and sustainable world is a challenge that mobilizes governments, social organizations and companies all over the world. As the largest Brazilian bank, we are aware of our role as an agent of the transformation of society, and as a supporter of new collaborative models towards fundamental values and collective wellbeing.</p> <p>Itaú has been constantly improving its strategies to support sustainable economic development, as well as Brazilian entrepreneurship, aware of its role, as a financial institution, in contributing to the longevity of very small and small businesses, even in adverse scenarios. Offering sustainable solutions with financial returns and benefits to society is a key part of these operations.</p> <p><b>Climate</b></p> <p>We are aware of the global emergency related to the fight against climate change. National and international movements are becoming stronger and forcing the private sector</p> <p>Since 2008, Unibanco has been measuring and offsetting its Scope 1 and 2 GHG emissions. The bank was one of the founders of the Commitment to Climate platform, which selects certified high quality carbon credits. Since 2019 the bank has also supported the Task Force on Climate-related Financial Disclosures (TCFD), aimed at making progress on integrating climate variables into its assessment of risks and opportunities. Additionally, we have been testing the Paris Agreement Capital Transition Assessment (PACTA) methodology, developed by the Second Investing Initiative, to evaluate the alignment of the carbon intensity in certain sectors with specific climate scenarios.</p> <p>We have also signed up to the Partnership for Carbon Accounting Financials (PCAF), a global partnership of over 210 financial institutions focused on developing harmonized methodologies to measure and disclose the underlying emissions associated with the entities and corporations we finance.</p> <p>After these initiatives, in 2021, we signed up to the Net-Zero Banking Alliance, a UN-led global alliance of the financial sector in order to decarbonize the economy. For that purpose, we launched a plan to become a carbon neutral bank for Scopes 1, 2 and 3 by 2050, with annual targets up to that point.</p>	<p><b>climate change</b>, 11 to 13</p> <p><b>biodiversity</b>, 14 to 18</p> <p><b>sustainable finance</b>, 28 to 44</p>



Reporting and self-assessment requirements	Summarized answer	Reference (page)
<b>Main conclusions on the impact analysis</b>		
<p>Even though the strategy revision had been carried out prior to our signing the Principles for Responsible Banking, the process proceeded was mostly aligned with the practices and guidelines, including identifying the areas of impact associated with our business, involving stakeholders in the process, and publishing the targets with updated reporting in the following year.</p> <p>The results obtained using the UNEP-FI analysis tool for portfolio impact helped us confirm our most significant business areas, identifying sectors already deemed relevant by us, such as climate and economic convergence, and inclusive and healthy economies. Using the working group set, Itaú intends to extend this analysis to other segments in the coming year.</p>		
<b>2.2 Target setting</b>	<p>Context - In this process, in 2019, with the setting of our positive impact commitments, we carried out a diagnosis of global challenges, held talks with our main stakeholders, such as employees, internal leaders, and representatives of the civil society. Supported by two external advisory firms, we identified material topics which could potential impact our business and operations. We also analyzed our historical data based on these topics. This vision is expressed by the Positive Impact Commitments, with specific targets guiding our business in the coming years. Details of the development of these commitments are included in this report. Two examples of SMART targets and their related contexts and the applicable SDGs are presented below:</p>	<b>ESG strategy</b> , 06 to 09
	<p>Target 1 – Inclusion and entrepreneurship. In the last 30 years, micro and small enterprises (MSEs) in Brazil have become increasingly significant within the market.</p> <p>By strengthening this segment, which accounts for a significant portion of the jobs created and income generated in Brazil, we not only contribute to business prosperity, but also to developing people and communities in every corner of the country. Our responsibility as a financial institution is to support those who are on this path, and thus support the economy of the whole country. One example of a target we set is as follows: Increasing the credit volume for women-led small and medium-sized businesses, reaching R\$11 billion in credit, and at least 21% of the total portfolio, by 2024.</p> <p>SDGs: 5, 8 and 10</p>	<b>ESG strategy</b> , 06 to 09
	<p>Target 2 – Financing positive impact sectors. Financial institutions are key to 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.</p> <p>Accordingly, we set a target of contributing R\$ 400 billion to sustainable development by 2025, through business initiatives that foster a sustainable, increasingly green and more inclusive economy.</p> <p>SDGs: 7, 11 and 13</p>	<b>ESG strategy</b> , 06 to 09

Reporting and self-assessment requirements	Summarized answer	Reference (page)
<b>Main conclusions on the target setting</b>		
<p>We made significant headway in the target structuring process with the business and supporting areas in charge of the ESG topics which ensure a higher level of commitment and more ambitious targets. Over the two years of the Positive Impact Commitments, we advanced and reviewed the targets for our assumed commitments based on a medium-term vision, which were monitored by responsible sponsors, and an ESG governance structure, which is described in detail below.</p> <p>The progress towards the targets was disclosed in a more detailed report on the priority topics on Itaú's sustainability website, and their evolution is reported annually herein.</p>		
<b>2.3 Plans for target implementation and monitoring</b>	<p>Actions to monitor the progress of the targets.</p> <p>The commitments launched at the end of 2019 and reviewed in 2021 are broken down into over 50 targets subject to disclosure. These targets are monitored based on specific indicators and periodically reported to the executives responsible for the commitments, as well as to the Executive Committee and to the Board of Directors.</p> <p>As part of our commitments, we value information transparency, and publish a specific and detailed report containing the priority information. By means of a consolidated governance structure integrated into our business, we incorporate sustainability into our strategy, which enables us to incorporate environmental, social and economic issues and trends into our operations. With the aim of providing consistency and regularity, we have adopted the PMO process (an organizational structure for monitoring targets) since 2020, to ensure the organization of the topic and the interface between sustainability leaders and the sponsors of each commitment.</p> <p>We have also created a corporate policy that sets the goals and responsibilities of each person involved. The main functions of this structure include placing of the target vision and commitment indicators at the center of the initiatives, for the purposes of external and internal reporting, and identifying areas which require attention and best practice to help support the agendas.</p>	<p><b>ESG strategy</b>, 06 to 09  <b>corporate governance</b>, 131 to 136</p>
<b>Main conclusions on target monitoring</b>		
<p>Itaú Unibanco's ESG path has addressed sustainability issues for over twenty years. Recently, we revisited our ESG governance to intensify the monitoring of the priority fronts and their respective targets within the business and supporting areas of the bank. Against this backdrop, we currently have a Superior ESG Committee, which enables us to report the progress of the ESG strategy to the Executive Committee every two months.</p>		
<b>2.1 Progress on implementing targets</b>	<p>The progress towards the more than 50 targets disclosed can be followed in this report and in the Report on Two Years of Positive Impact Commitments. In 2021, we carried out a review of our commitments and targets, with the aim of making them stronger and more aligned with our management strategy. We highlight an example of progress from this last cycle: as part of the financing positive impact sectors target, in 2021, we reviewed the positive impact sectors, taking into consideration the new taxonomies as a means of fine-tuning to reflect the new market concepts and practices. Accordingly, we changed the target of contributing R\$ 400 billion to sustainable development by 2025, through business initiatives that foster a sustainable and increasingly green and more inclusive economy.</p>	<p><b>ESG strategy</b>, 06 to 09  <b>corporate governance</b>, 131 to 136</p>

Reporting and self-assessment requirements	Summarized answer	Reference (page)
<b>Main conclusions on the progress on implementing targets</b>		
The new ESG governance framework strengthened the prioritization, definition and target monitoring of the Positive Impact Commitments. This in turn reinforces the ESG strategy, resulting in the implementation of increasingly bold ESG targets.		
<b>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.</b>		
<b>3.1 Overview of our practices</b>	<p>We adopt policies to formalize and consolidate existing structures to protect the interests of our employees, clients, management members and stockholders, as well as to promote our culture and values. Our policies are available on our Investor Relations website. Among them, we highlight the Sustainability and Environmental and Social Responsibility Policy (PRSA), which sets out the guidelines, strategies and fundamental principles for E&amp;S management, including institutional issues, and addressing the specific procedures and the key risks for the Company's operation.</p> <p>At Itaú Asset Management, we integrate ESG issues into our investment valuations, including these variables in traditional valuation models, with an analysis of the impact on the cash flow and cost of capital.</p> <p>Our E&amp;S risk assessment for loan operations (in accordance with the Environmental and Social Risk Policy), follows due diligence procedures specific to each segment and economic sector according to the relevance and proportionality of the associated risk.</p>	<p><b>ESG strategy</b>, 06 to 09</p> <p><b>corporate governance</b>, 131 to 136</p> <p>Investor Relations website: Policies and procedures</p>
<b>3.2 Actions planned and/or thought about to encourage sustainable economic activities</b>	<p>The ESG Council, which is composed of members of the Executive Committee and meets every two months, was set up to speed up ESG discussions and ensure compliance with the Sustainability and Environmental and Social Responsibility Policy. It also makes decisions related to the Positive Impact Commitments, as well as at monitoring the progress towards the targets associated with the commitments.</p> <p>Additionally, Itaú Unibanco's organizational structure includes an Institutional Relations and Sustainability Office that ensures the continuous building of a sustainability strategy by means of ESG-related strategic actions, in partnership with business and supporting areas, and has an overview of the internal challenges, as well as those of the ESG market as a whole, to foster the progress of the topic and of the sustainability strategy, thus ensuring a continuous, integrated overview of the business areas.</p>	<b>corporate governance</b> , 131 to 136
<b>Principle 4 – Stakeholders: we will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals.</b>		
<b>4.1 Stakeholders involved</b>	<p>The development process for the impact initiatives and targets take into account the fruits of dialogue with different stakeholders. Internal and external evaluations were carried out to capture how our performance is perceived by different audiences, such as employees, executives, clients, stockholders, suppliers and representatives of civil society.</p> <p>Additionally, in 2021, as part a permanent listening process, we launched a survey of our main stakeholders to align our actions and understanding on ESG topics with Itaú Unibanco's evolution on these issues.</p> <p>For further information on these commitments, see the Chapter ESG strategy.</p>	<b>ESG strategy</b> , 06 to 09

Reporting and self-assessment requirements	Summarized answer	Reference (page)
<b>Principle 5 – Governance and culture: we will implement our commitment to these principles through effective governance and a culture of responsible banking.</b>		
<b>5.1 Governance structure to manage impacts and support effective implementation of the principles</b>	The Principles for Responsible Banking are drivers of the review process for the Positive Impact Commitments. The principles must be addressed through the same governance structures indicated above.	corporate governance, 131 to 136
<b>5.2 Initiatives to foster a culture of responsible banking</b>	All employees have been trained on our sustainability strategy as part of the Integrity Program. Internal campaigns were carried out focused on the Positive Impact Commitments, and the results were disclosed to all employees. Also in 2021, we launched an internal knowledge trail focused on employee engagement in ESG topics, including a specific module on the Principles of for Responsible Banking.	Integrity and ethics, 136 to 140
<b>5.3 Governance structure to implement the principles</b>	The Principles for Responsible Banking drive the review of the Positive Impact Commitments, which already have priority targets. The principles must be addressed through the same governance structures indicated above. We currently monitor pending issues related to the principles, and design action plans based on the Sustainability and Compliance structures.	corporate governance, 131 to 136
<b>Main conclusions on the governance structure of the Principles for Responsible Banking</b>		
<p>The main results of the strategy of implementing the commitments have been:</p> <ul style="list-style-type: none"> <li>• Dialogue with different stakeholders: understanding internal challenges and external demands to progress with the agenda; and</li> <li>• Cross-cutting performance: with officers in charge of several business and supporting areas promoting an ongoing exchange of experiences and team engagement; and</li> <li>• Structured governance: strengthening the ESG governance to address and making this agenda a priority for the bank.</li> </ul>		
<b>Principle 6 – Transparency and accountability: we will periodically review our individual and collective implementation of these principles, and be transparent about and accountable for our positive and negative impacts and our contribution to society’s goals.</b>		
<b>6.1 Progress on implementing the Principles for Responsible Banking</b>	We have incorporated the Principles for Responsible Banking into the Positive Impact Commitments. To enable this, the commitments were also aligned with major frameworks, such as the SDG, the Paris Climate Agreement and the TCFD, different stakeholders were engaged to identify our main areas of impact, and our targets were made public to enable society to monitor them. Our progress towards these targets is available in our Report on Two Years of Positive Impact Commitments.	ESG strategy, 06 to 09
<b>Main conclusions on the implementation of the Principles for Responsible Banking</b>		
<p>In recent years, we have made headway on the Principles For Responsible Banking, designing targets to foster sustainable development. Through ongoing dialogue with stakeholders, our ESG strategy enables us to review targets and focus on topics related to the agenda.</p> <p>In 2021, we began an assessment the impacts of our portfolio, which certified our choices regarding the priority topics determined by our Positive Impact Commitments. Accordingly, we reinforced the importance of the analyses and application of the Principles for Banking Responsibility in guiding the priorities of our ESG initiatives.</p>		

