

SUSTAINABILITY POLICY



SUMMARY

Based on the commitments and principles to which Itaú Colombia, hereinafter "Itaú", adheres, this document reaffirms Itaú's commitment to sustainable development and establishes the foundations, guidelines, and governance bodies necessary to fulfill the vision of being a bank that contributes to sustainable growth, integrating environmental, social and corporate governance (ESG) issues into business management. The scope of this policy is Itaú Colombia and its subsidiaries.

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1 TARGET AUDIENCE

This policy aims to directly impact all employees of Itaú Colombia and its subsidiaries and indirectly influence the Bank's priority stakeholders: customers, shareholders, investors, suppliers, employees, and society.

2 INTRODUCTION

Our vision is to be a bank that contributes to sustainable growth, defining sustainability as the creation of shared value for our key stakeholders, including employees, customers, investors, suppliers, service providers, regulators, and society. This vision encompasses ensuring business continuity, customer satisfaction, and adherence to laws and regulations.

3 OBJECTIVE OF THE POLICY

This policy aims to ratify our commitment to the pursuit of sustainable development; formalize the sustainability strategy of Itaú Colombia; and specify the guidelines for the continuous improvement of our sustainability approach, based on good environmental, social and corporate governance (ESG) practices.

4 SCOPE OF THE POLICY

This policy applies to Itaú Colombia's subsidiaries and business units. This policy does not cover products, credits or financing, nor does it regulate the contracting of suppliers or the acquisition of goods and services. These and other sustainability processes may be regulated – if the bank determines it to be relevant – in the respective internal policies and regulations of suppliers, products, credits and other related areas.

5 RESPONSIBILITIES

5.1 Higher Commission on Sustainability and Diversity (CSSD)

The Higher Commission on Sustainability and Diversity is the highest instance of sustainability governance in Itaú. It is composed of members of the Higher Executive Commission (L1), or representatives they designate and supervises and defines the strategic foci of sustainability of the bank, promoting its integration into the business and organizational culture.

The commission entrusts the development and fulfillment of sustainability priorities to different thematic tables, units and business areas belonging to them, which will be led by a L2 management, which will coordinate the activities that are necessary with the areas that are determined relevant. The areas in charge will report quarterly to the CSSD, indicating progress, goals and efforts made.

The CSSD meets quarterly for a space of one hour and is convened by the Communications and Sustainability Management. New definitions and strategic priorities will require agreement by a simple majority of the corporate vice-presidents that make up the commission. If so defined, it could

be requested the review and approval of the bank's Higher Executive Committee. The permanent members of the CSSD are as follows and in case the Chairman is unable to attend, he will be subrogated – for the purposes of this Commission – by the Vice-President of Human Management:

- President
- Legal Vice-President
- Vice President of Human Management
- Vice President of Risks
- Vice President of Digital
- Vice-President of Treasury
- Vice President of Retail Banking
- Financial Vice-President
- Vice President of Wholesale Banking
- Vice President of Technology
- Vice President of Operations
- Sustainability Manager (secretariat).

5.2 Sustainability Management

It is responsible for:

- To develop, in conjunction with the training area, training on this policy, disseminating it among the Bank's main stakeholders.
- Support other business areas in the development of action plans to mitigate the risk arising from non-adherence to this policy and related policies, as well as accompany the evolution of the plans referred to.
- Keep this policy up to date, stimulating and coordinating the participation of the Bank's main stakeholders.
- Involve and advise relevant areas in the evaluation of adherence to voluntary commitments and in responding to questionnaires, indexes and sustainability surveys and, if necessary, submit them to the approval of the Higher Commission on Sustainability and Diversity.
- Map, analyze and internalize trends that have impacts on our business, involving the relevant areas in their evaluation and incorporation.
- Clarify doubts about the interpretation of the principles and rules of this policy, and when necessary, refer such doubts to the Higher Commission on Sustainability and

Diversity.

- Coordinate the collection of information and indicators to evaluate and measure the performance of Itaú and its subsidiaries in terms of sustainability, managing transparency through its publication in the various sustainability reports.
- Identify the relevant issues for the sustainable management of Itaú, considering its context and the expectations of its stakeholders, through dialog and consultation.

5.3 Areas of Itaú

Each area of Itaú, its subsidiaries will have the responsibility of:

- Adhere to the guidelines and principles of this policy, as well as applying voluntary commitments and sustainability indicators to the development of its activities and processes.
- Collaborate in the protection and respect of the human rights of collaborators and other stakeholders, ensuring compliance with the law and the early identification of situations that may pose risks.
- Support the construction, survey and management of indicators (data and information) necessary for the presentation of accounts to this governance, relevant stakeholders and questionnaires, indexes, surveys and sustainability reporting instruments.
- Participate in the discussion on the impacts derived from signing commitments and voluntary pacts, contributing with background and a position on this.

6 RULES

We are committed to guiding the Bank's actions under the following guidelines:

Sustainable and measurable management

We continuously incorporate sustainability into our processes, through sustainability indicators and management reports, through which we communicate our progress and performance in environmental, social and corporate governance (ESG) issues.

Corporate governance under ethical standards

We strive to lead transparently and responsibly, with a commitment to society and adherence to the highest standards of governance and management. Ethics and transparency are central to our business practices and our relationships with stakeholders.

Satisfaction of our customers

We build long-term relationships, making available to our customers all the information necessary for the conscious use of financial products and services, ensuring the highest level of satisfaction and protection of their personal data.

Well-being of employees

We promote an inclusive work environment, ensuring adequate working conditions for their well-being and integrating diversity into employee selection, promotion and development programs.

Respectful relationship with suppliers

We promote and facilitate the development of our suppliers, perfecting the requirements of their hiring so that they also meet sustainability criteria and are aware of Itaú's approach to contribute to sustainable growth and customer satisfaction. In this matter, the internal regulations on purchases and payments to suppliers will regulate any requirement or clause to be required of suppliers in matters of sustainability, if the bank deems it appropriate, according to its priorities

Shared value for society

We uphold our commitment to addressing the critical challenges posed by sustainable development at both the national and global levels, supporting initiatives and public policies aimed at fostering a positive impact of our operations on society.

Environmental management

We promote respect for the environment, developing and perfecting mechanisms and policies for managing the direct and indirect impacts of our operations.

Transparency and accountability

Itaú and its subsidiaries use relevant monitoring and accountability instruments, aligned with the national and international commitments recognized by the Bank. The list of commitments to which Itaú adheres and/or is a signatory is updated and published annually in our integrated report.

The management report of our sustainability practices is aligned with the guidelines of the Global Reporting Initiative (GRI), as well as other standards and methodologies that are relevant for transparency.

7 RELATED DOCUMENTS

- Social, Environmental and Climate Responsibility Policy (PRSAC), Itaú Unibanco Holding S.A.
- Sustainability Policy Itaú Chile.

8 GLOSSARY

ESG: Environmental, Social and Governance. It refers to the three fundamental issues of sustainability.

Stakeholders: All individuals, groups of individuals or organizations that affect or may be affected by the activities of the organization, in particular customers and users of products and services, collaborators, suppliers, investors, government and community.

Sustainability: Development is sustainable when it meets the needs of the present generation without compromising the ability of future generations to meet their own needs (Brundtland Report - UN, 1987).

9 CONTROL INFORMATION

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