

SUMMARY

This regulation establishes the commitment of Itaú Colombia and Subsidiaries, to the valuation and promotion of diversity, inclusion, and equity, in the exercise of respect for differences, as well as the responsibilities of the areas involved in the management process. And it is structured and drafted according to the framework defined by Itaú Chile.

CONTENT

- 1 DIVERSITY, INCLUSION AND EQUITY
- 2 OBJECTIVE
- 3 PUBLIC
- 4 RESPONSIBILITIES
- 5 RULES
- 6 RELATED DOCUMENTS

1. DIVERSITY, INCLUSION AND EQUITY

At Itaú we understand diversity, inclusion and equity as competitive advantages that enrich the management of the different business units and allow us to evolve and transform, with the conviction of integrating diverse contributions.

In this framework, diversity, inclusion and equity is understood as the set of actions aimed at promoting the incorporation and management of individuals, safeguarding equity in their treatment and in the conditions provided to facilitate their performance, development and access to opportunities, regardless of gender, nationality, sexual orientation, race, ethnicity, age or situations of disability.

2. OBJECTIVE

This Policy seeks to define the criteria and guidelines for the assessment and promotion of diversity in our business strategy and relationship with our employees and stakeholders.

3. TARGET POPULATION

This Policy applies to all activities of Itaú and its subsidiaries, both in Colombia and affiliates, as well as to all its own employees, contractor employees, suppliers, executives and directors.

4. GENERAL PRINCIPLES OF POLICY

- The Itaú processes are guided by guidelines of inclusion and respect for diversity, seeking the integration and development of all people.
- Itaú promotes diversity within its teams and in the organizational culture. The organization takes care of heterogeneity, equal access conditions, permanence and mobility within the organization.
- The Bank promotes a safe working environment that favors respect for differences between people, taking into account all dimensions of diversity: Gender, race, religion, age, disability or sexual diversity.
- Itaú does not discriminate against any of its employees – own or contractors on the

basis of gender, age, marital status, disability, sexual orientation, race, ethnicity, nationality, union, political affiliation or opinion, religion or any status protected by law.

- The bank encourages training and participation to promote gender equity, diversity and inclusion of people.

5. RESPONSIBILITIES

5.1 Higher Commission on Sustainability:

It is the highest instance of sustainability governance in Itaú. It is composed of twelve members of the Bank's Steering committee, or representatives they designate, and is responsible for coordinating all the actions necessary to meet the objectives of the Sustainability Policy through the development of programs and initiatives aligned with the Bank's strategic focus, promoting the integration of sustainable development into business practices and internal culture. It is the body responsible for monitoring strategic progress regarding the gaps in the pillars of diversity of gender equity, disability, sexual diversity, age and intercultural.

This committee shall meet 4 times a year. The sessions will be convened by the Communications, Institutional Relations and Sustainability Management.

The permanent members of this Committee:

- President
- Legal Vice-President
- Vice President of Human Management
- Vice-President of Risks
- Digital Vice President
- Vice-President of Treasury
- Commercial Vice President of Retail Banking
- Financial Vice-President

- Vice President of Wholesale Banking
- Vice President of Technology
- Vice President of Operations
- Manager of Communications, Institutional Relations and Sustainability

5.2 Communications, Institutional Relations and Sustainability Management

- Lead the management of diversity and inclusion in the bank, with a strategy linked to the culture and the sense of our business.
- Develop and implement initiatives that promote diversity, along with aligning and coordinating the different bodies and teams around this purpose.
- Update and monitor the evolution of indicators of diversity and inclusion, and from this carry out continuous improvement actions.
- To be the Bank's counterpart with external organizations working on this matter, as well as to be responsible for the delivery of information.
- Disseminate internally the principles and values that promote diversity and inclusion in the bank, supporting the awareness and involvement of employees, ensuring that they do not engage in discriminatory practices or that reinforce stereotypes.
- Incorporate diversity as a pillar in the internal communications strategy, making visible the initiatives implemented and aligned with the corporate culture.

5.3 Organizational development management

- Promote and coordinate initiatives that foster the development of all Bank employees on equal opportunities and based on meritocracy.
- Promote diversity in the processes of attraction and selection. All the trials in the processes of attraction and selection will be composed of a person with criteria of diversity (gender, LGBTIQ+ community, disability, nationality, race).
- Develop campaigns to attract talents, through representative events to all types of public.

- Promote inclusive benefits management, which considers the diversity of the bank's employees both in the value proposition and in its administration.

5.4 People Management Consultants

- Guide managers to develop diverse work teams

5.5 Corporate Governance Management

- Deliberate on cases involving discriminatory practices and attitudes within Itaú and apply the corresponding sanction for each situation.
- Make visible the existence of a confidential reporting channel for collaborators to communicate actions that violate these internal regulations, or that arbitrarily discriminate against any group or individual. It must ensure that reporting channels are properly disseminated and easily accessible.

5.6 Experience and quality to customers

- Drive a customer experience free of discrimination, which considers respect and value of diversity.
- Guarantee sufficient tools in the process of customer experience in the different channels of customer and user service.
- Ensure the definition, implementation and communication of products that allow the financial inclusion of minority populations.
- Evaluate improvements in accessibility in plants, buildings and office network, with the aim of identifying adaptations that imply complete accessibility to customers and the general public.

5.7 Purchasing Management:

- Incorporate inclusion practices into the Organization's supply process.
- Promote assessment practices through certified tools to measure Diversity, Inclusion and Equity practices throughout the supply chain.
- Generate spaces and elements of awareness, education and training in Diversity, Inclusion and Equity for the promotion of good practices in suppliers.

5.8 Incorporate non-discrimination and harassment regulations

- Discrimination is defined as acts that are not based on personal capacity or suitability as the granting of unequal treatment to a person or group of persons on racial, religious, political, sex, orientation, sexual, age, physical or mental condition, or other arbitrary or unreasonable element or factor.
- Itaú, promotes and encourages an environment of respect, diversity and inclusion for all people, also commits to guarantee equal opportunities and participation of all Bank employees, seeking an environment free of arbitrary or unreasonable discrimination within the operation as with all its stakeholders and identifying opportunities for improvement to fulfill its purpose of inclusion.
- Itaú, rejects acts of harassment, as provided in the governance and procedures established in the Internal Rules of Good Treatment.

6. RELATED DOCUMENTS

- Ethics Policy.
- General Code of Conduct
- Manual of Good Treatment
- Internal Policy of Diversity, Inclusion and Equity Itaú Chile.
- Sustainability Policy, Itaú Colombia.
- Higher Commission on Sustainability and Diversity Bylaws Colombia.