

The Itaú logo consists of the word "Itaú" in a bold, yellow, sans-serif font, centered within a blue rounded square. The background of the entire page is a vibrant orange with abstract, overlapping geometric shapes in various shades of orange and yellow.

Itaú

ESG
Further
Information
2020

About This Document

“ESG Further Information” consolidates material that complements Itaú Corpbanca’s Integrated Annual Report. The objective of this document is to delve further into some of the more important material aspects, as well as to provide transparency and accessibility to relevant data about our organization, based on Chilean and global guidelines for the main ratios, ratings and reporting frameworks.

July 2021

ir.itaubank.cl

Economic Dimension

1. Corporate Governance

1.1. Board of Directors

These are our directors who meet at least 4 out of the 9 criteria (and 2 out of the first 3) noted by S&P on Independence:

- Jorge Andrés Saieh Guzmán (Chairman)
- Ricardo Villela Marino (Vice Chairman)
- Jorge Selume Zaror
- Fernando Aguad Dagach
- Gustavo Arriagada Morales
- Rogério Carvalho Braga
- Pedro Samhan Escáandar
- Fernando Concha Ureta
- Bernard Pasquier

It shall be noted that the 9 criteria of Independence defined goes as follow:

1. The director must not have been employed by the company in an executive capacity within the last year.
2. The director must not accept or have a “Family Member who accepts any payments from the company or any parent or subsidiary of the company in excess of \$60,000 during the current fiscal year”, other than those permitted by SEC Rule 4200 Definitions, including i) payments arising solely from investments in the company's securities; or ii) payments under non-discretionary charitable contribution matching programs. Payments that do not meet these two criteria are disallowed.
3. The director must not be a “Family Member of an individual who is [...] employed by the company or by any parent or subsidiary of the company as an executive officer.”
4. The director must not be (and must not be affiliated with a company that is) an adviser or consultant to the company or a member of the company's senior management.
5. The director must not be affiliated with a significant customer or supplier of the company.
6. The director must have no personal services contract(s) with the company or a member of the company's senior management.
7. The director must not be affiliated with a not-for-profit entity that receives significant contributions from the company.

8. The director must not have been a partner or employee of the company's outside auditor during the past year.
9. The director must not have any other conflict of interest that the board itself determines to mean they cannot be considered independent

1.2. Management Ownership

The following executives hold company shares in Itaú Corpbanca:

Executive Name	Position	Number of company shares
Marcela Leonor Jiménez Pardo	Corporate Director – People Management and Performance	4,733,571
Julián Eduardo Acuña Moreno	Corporate Director – Retail Banking	17,198,334
Juan Pablo Araujo Guerra	General Manager – Itaú Asset Management	4,385,142

1.3. Executive Team Variable Compensation

Executive team variable compensation	
Financial Returns (e.g., return on assets, return on equity, return on invested capital, among others)	For 2020, the evaluation of results was based on the following objectives related to financial returns: efficiency metrics, return on investment and direct expenses. Our board sets the compensation for our CEO and conducts a performance review
Relative Financial Metrics (e.g., comparison to peers using metrics such as total shareholder return, Tobin's Q, growth, among others.)	For 2020, the results evaluation was based on the following objective related to relative metrics: loan growth of Itaú Corpbanca in relation to loan growth in the industry. Our board sets the compensation for our CEO and conducts a performance review

2. Sustainable Finance

2.1. Sector Activities

We provide a broad range of wholesale and retail banking services to our customers in Chile and Colombia. In addition, we provide financial advisory services, mutual fund management, insurance brokerage and securities brokerage services through our subsidiaries, and banking services through our New York Branch. The following table shows the percentage of revenues from each segment.

Segment	% Revenues 2019	% Revenues 2020
Wholesale / Corporate / Investment banking	30.4%	30.5%
Project Finance	3.1%	4.3%

Asset Management	1.9%	1.6%
Wealth Management / Private Banking	0.9%	0.9%
Retail banking	54.7%	53.7%

Note: Itaú use internally other segments or classifications. Therefore, the percentages in the table do not total 100%. Project Finance is included in the segment of Wholesale, Asset Management is included in both Wholesale and Retail banking, and Wealth Management is included in Retail banking. Finally, our Treasury's revenues are not included.

2.2. ESG Products & Services for Wholesale/ Corporate/ Investment Banking

Itaú Corpbanca has made an analysis of the products and services in the wholesale segment that are in line with the UN Sustainable Development Goals (SDGs). We have detected up to 9 of the 17 categories, for a total of placements of Ch\$1,683,183,242,091 (US\$2,366 million approximately).

This total is divided into our 3 large Wholesale Banking segments:

- A. Corporate Segment:** We have detected 54 clients that fall into the categories of SDGs 3, 6, 7, 8, 9, 10 and 11. The total amount is Ch\$1,091,618,844,026. The main category in this segment is 7 (Affordable and Clean Energy), followed by 9 (Industry, Innovation and Infrastructure). These categories represent 44% and 30% of this segment, with placements for Ch\$481,518 million and Ch\$334,995 million, respectively.
- B. Large Companies Segment (GGEE):** In this segment, we have 359 clients, with a total amount of Ch\$466,251,832,578. The SDGs detected among these clients are 3, 4, 7, 8 and 12. In this segment the largest weight would correspond to the category of the SDG number 8 (Decent work and economic growth), with placements for Ch\$210,623 million, corresponding to Fogape loans to support companies hit by the Social Outbreak and the Pandemic, with the main purpose of maintaining employment . The next category is SDG 4 (quality education), with placements for Ch\$137 million. In total, both categories represent 45% and 29% of the entire segment, respectively.
- C. Real Estate Segment:** In this segment, we have only found companies under SDGs 8 and 11, with 85 cases for a total amount of Ch\$125,312,565,489. The real estate segment is focused on providing access to social housing within the sustainability criteria. We have included it within 11 (sustainable cities and communities). Within this category are 96% of the segment's snacks, for Ch\$120,448 million.

Our infrastructure Projects Finance that meet ESG criteria (in accordance with the 17 UN SDGs) are detailed below:

Type of Project	FY 2020 (in Ch\$ million)	Comments
Commercial credits for infrastructure projects with an impact on the energy sectors	450,957	Includes projects associated with clean energy and transmission (In alignment with SDG 7- Clean and affordable energy)

Sanitary Infrastructure	150,661	Includes projects associated with the improvement of hospital infrastructure and public health facilities (In alignment with SDG 3 – Health and Wellbeing)
Total value of green or sustainable infrastructure projects	601,618	64.23% of the total, includes both categories listed above
Total value of infrastructure financing	936,613	Other projects included in this total are related to road and airport infrastructure

2.3. ESG Products & Services for Retail Banking

Regarding our retail segment, we support SMEs that are being born from their businesses, and this represents **30% of our customer acquisition flow in this segment on the last months**. We do this through the evaluation of the partners.

Examples of projects with ESG characteristics supported in our retail segment:

- Eco-efficient pellet plant
- Solar energy projects in vineyards and agricultural sectors
- Photovoltaic transmission system in the south of the country
- Installation of electronic waste recycling and recovery of reusable material

3. Privacy Protection

Itaú Corpbanca Colombia has established a series of guidelines and protocols regarding the protection of privacy that include:

- clauses and requirements in the safeguarding of confidential information to its suppliers
- definition of responsibilities to collaborators and managers to safeguard the information
- contact information defined in the address of the main branch in Colombia
- control and protection requirements to ensure continuous compliance with its guidelines

	2020
Number of complaints received from outside parties and substantiated by the organization in FY 2020	70,778
Number of complaints from regulatory bodies in FY 2020	4,010

4. Emerging Risks

Name of risk	Description	Impact on our Business	Mitigating Actions
Digital Inequality	As noted on our Integrated Report, digital inequality gap is increasing at a rapid rate in	This emerging risk could undermine Itaú's process of Digital Transformation (which is	We have been concerned about generating contributions through ChileEnter, donating

	the context of the current COVID-19 Pandemic. Reports suggest that this gap could increase for the next 5 years amongst countries if enough action is not taken.	one of our key material issues). While our company has sought to innovate through branches and new digital platforms, applications, and automated processes, having customers who have greater difficulties in accessing technology can reduce the business profits and gains in terms of operational costs derived from these innovations.	computers and technological equipment to vulnerable communities, as part of our Corporate Citizenship. Banco Condell, focused on customers in lower-income segments, has generated new digital functionalities automatically and at no cost to its users.
Extreme Weather	Scientists have warned that the extreme weather will increase rapidly during the next decade, causing a direct impact on activities linked to the primary sector of the economy, in addition to the ecological and humanitarian disasters that it entails.	In terms of risk for Itaú Corpbanca, this may manifest itself in -regulation risks: reducing the investment portfolio managed by the company in activities that generate a high contribution to climate change -physical risks: our branches located in places exposed to climate change may receive associated effects	We have generated a significant effort to incorporate environmental parameters mainly in our investment portfolio in Wholesale Banking, supporting clean and affordable energy projects We have also contributed to combat climate change with eco-efficiency in our branches.

5. Codes of Conduct: Reporting on breaches

Regarding the issues most reported by our public in breaches of our codes of conduct:

1. Mistreatment / Abuse of Power (15 cases)
2. Fraud / Scam (14 cases)
3. Lack of Ethics and Conduct (12 cases)

Measures we have taken:

- 1. Headquarters' follow-up / Feedback (19 cases)
- 2. Disengagement (16 cases)
- 3. Process Improvements (9 cases)

Social Dimension

1. Labour Practice Indicators

1.1. Workforce breakdown: Gender

Diversity Indicator	Chile % of total	Colombia % of total
Share of women in total workforce	52%	56%
Share of women in top management positions	21%	55%
Share of women in all management positions, including junior, middle and top management	27%	55%
Share of women in junior management positions	32%	54%
Share of women in management positions in revenue-generating functions	23%	56%
Share of women in STEM-related positions	30%	41%

2. Human Rights

Framed within our Commitment to Human Rights, we have performed a Due Diligence on Human Rights, supported by an external consultancy with ample experience in this subject. The objective of the process was to identify potential risks of impacts to Human Rights across our value chain, including our own operations, our individual clients, and our Project Finance portfolio. The scope of the process was focused on our operations in Chile, and the methodology used enabled us to develop the capabilities to perform a periodic review of possible Human Rights risks in the future.

Groups at risk covered in the process were:

- Own employees
- Contractors
- Children
- Migrant workers
- Minorities (sexual, ethnical, disabilities)
- Indigenous people
- Women
- Communities surrounding the projects we have financed

The Human Rights we focused on were:

- Right to association, strike and collective bargaining
- Right to movement of people

- Right to non-discrimination of minorities
- Rights of children (particularly child work)
- Right to individual health and safety
- Right to family life
- Right to decent working conditions (including equitable remuneration)
- Right to freedom of expression
- Right to privacy
- Right to free movement (forced labour and human trafficking)

The main finding of the process was that generally, the company has robust policies, procedures and mechanisms that should at large prevent the risk of vulnerating Human Rights. Despite this, some specific gaps and omissions were identified in specific processes and protocols that could expose the company to eventual risks.

3. Human Capital Development

3.1. Average Hiring Costs

Hiring Costs	Chile Total (Ch\$)	Colombia Total (COP\$)
Average Hiring Costs per FTE	204,106	470,760

4. Talent Attraction and Retention

4.1. Staff Hiring

In 2020 we hired a total of 622 people. We decreased hiring in comparison to 2019 and 2018 due to budget restrictions that arose from the Covid-19 pandemic.

New Staff Hires	2018	2019	2020
Chile	957	1,001	473
Colombia	299	244	149
Total	1,256	1,245	622
Percentage of open positions filled by internal candidates (internal hires)	2019	2020	
Chile	38%	46%	
Colombia	n.a.	52%	

4.2. Performance

Type of Performance Appraisal	Chile	Colombia	Total	% of all employees
Management by objectives: systematic use of agreed measurable targets by line superior	4,782	2,772	7,554	90%
Multidimensional performance appraisal (e.g. 360 degree feedback)	4,782	420	5,202	62%
Formal comparative ranking of employees within one employee category	4,721	334	5,055	60%

4.3. Employee Turnover Rate

Turnover Rate 2020	Chile	Colombia
Total employee turnover rate	15.7%	12%
Voluntary employee turnover rate	3.1%	3.8%

4.4. Employee Engagement

In 2020, Colombia obtained 79.4% of favourable responses in *Rankmi* platform, with a coverage of 82.7% and a goal of 79%.

In Chile, due to the pandemic, a different measurement was applied to that of previous year: "Pulse Covid". Due to the context of the pandemic, Pulse-Covid was considered an alternative tool, considering management aspects in the face of the crisis, while also addressing the commitment of collaborators. This survey obtained 84.6% of favourable responses, with a coverage of 83.9%, which was evaluated as positive within the company.

5. Occupational Health and safety

5.1. Health & Well-being: Programs and benefits

In Chile, we have flexible-hour programs, recognizing the value that our collaborators place on their time. We have a Bank of Hours, in which employees have 12 hours per year to dispose of them according to their own needs, with a minimum of 1 hour and a maximum of 4 hours per request. We have early closure on Thursday before a holiday Friday. Friday hours (until 4:45 pm) apply on Thursday before the holiday Friday. Hours are flexible on Fridays in summer and winter. Employees can leave at 3:00 pm on three Fridays during the month of July. In January and February, employees leave at 3:00, one hour and 45 minutes before the normal end of the workday.

In addition, 1 administrative day is granted per month and a free afternoon on the employee's birthday.

Regarding remote work, we have formalization of the home office work modality. Collaborators whose role allow the remote work modality, there is a permanent and mixed home office where face-to-face work and home office are combined.

In Colombia, we have developed the remote work of our collaborators. 81% of our collaborators use this option. Average hours of flexible civil servant work per day is 3.69.

In relation to support for mothers and fathers, in Chile we have:

- Lactation room, providing adequate space for the extraction and storage of breast milk.
- Nursery or Caregiver Room (according to requirements).
- Gradual departure and return of maternal leave.
- Kindergarten Support.
- Complementary insurance for children.
- Assignment and permits for the birth of children.
- Christmas gift for children up to 12 years old.
- Business days for birth / adoption of children.

At Itaú Colombia we have 14 additional calendar days to those established by law for maternal leave. In addition, in the event of the mother's death, the Bank will grant the father 7 business days of paid leave in addition to those assigned for paternity leave (8 business days) and 5 business days for the death of family members.

5.2. Absentee Rate

Absentee Rate	2018	2019	2020
Chile	6.5%%	5.7%	7.5%
Colombia	3.6%	10.0%	14.0%

Environmental Dimension

1. Carbon Footprint

Company Unit	2019			2020		
	Total Emissions (tCO ₂ e)	Emissions per FTE (tCO ₂ e/FTE)		Total Emissions (tCO ₂ e)	Emissions per FTE (tCO ₂ e/FTE)	
Itaú Corpbanca in Chile	19,464	3.47		12,217	2.34	

Breakdown of 2020 Carbon Footprint by emission source:

Scope 1	324 (tCO ₂ e)	2.65%
Scope 2	5,577 (tCO ₂ e)	45.6%
Scope 3	6,136 (tCO ₂ e)	51.7%

2. Waste Generated

In 2020 Itaú Corpbanca generated a total of 3.09 tCO₂ in Chile through landfilled waste (equivalent to 8,802 tons). This represented 25.3% of our scope 3 emissions.

3. Business Travel

In 2020, Itaú Corpbanca generated a total of 349 tCO₂ in Chile through this source, representing 2.87% of our emissions.