



ESG
Further
Information
2022



About this document

“ESG Further Information” consolidates material that complements Banco Itaú Chile’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.

Governance & Economic Dimension

Corporate Governance

In addition to Chilean law, all our directors meet at least 5 of the 9 independence requirements stipulated by S&P, as detailed below.

Independence Criteria S&P	Ricardo Villela Marino ^{1,2} (Chairman)	Milton Maluhy Filho	Pedro Samhan E. ³	Matías Granata ¹	Diego Fresco Gutiérrez ³	Pedro Paulo Giubbina Lorenzini ¹	Luis Octavio Bofill Genszsch ³	Rogério Carvalho Braga
1.- The director must not have been employed by the company as an executive during the last five years.	X		X	X	X	X	X	
2.- The director must not accept or have a "family member who accepts any payment from the company or from a parent company or subsidiary of the company in excess of USD\$60,000* during the current fiscal year or any of the last three fiscal years".		X	X	X	X	X	X	X
3.- The director must not be a "member of the family of a natural person who has worked, or during the last three years was employed by the company or by a parent or subsidiary of the company as an executive officer."	X	X	X	X	X	X	X	X
4.- The director must not be (and must not be affiliated with a company that is) an advisor or consultant to the company or a member of the company's senior management.	X	X	X	X	X	X	X	X
5.- The director must not be affiliated with a significant client or supplier of the company.	X	X	X	X	X	X	X	X
6.- The director must not have a contract(s) for personal services with the company or with a member of the company's senior management.	X	X	X	X	X	X	X	X
7.- The director must not be affiliated with a non-profit entity that receives significant contributions from the company.	X	X	X	X	X	X	X	X
8.- The director must not have been a partner or employee of the company's external auditor during the last three years.	X	X	X	X	X	X	X	X
9.- The director must not have any other criteria that the board of directors itself determines that cannot be considered as independent.			X		X		X	

1. Mr. Marino is a board member of Itaú Unibanco Holding; Messrs. Granata and Lorenzini are principal executives at Itaú Unibanco.

2. Mr. Marino is member of one of the families part of the controlling group of Itaú Unibanco.

3. Messrs. Samhan and Bofill are independent for purposes of Chilean Act No. 18,046; Mr. Fresco is considered an independent member of the Audit Committee as per applicable regulations.

In relation to our non-alternate directors, their experience goes as follows:

Executive experience in the financial industry	Risk management experience	Cybersecurity experience
6 directors ¹	5 directors ²	4 directors ³

Note: none of our directors currently have 4 or more mandates in publicly listed companies.

1- Financial Industry: Ricardo Marino, Milton Maluhy, Pedro Samhan, Matias Granata, Diego Fresco, Pedro Lorenzini. Our single Alternate Director, Mr. Braga, also has executive experience in the financial industry.

2- Risk Management: Ricardo Marino, Milton Maluhy, Pedro Samhan, Matias Granata, Diego Fresco, Pedro Lorenzini.

3- Cybersecurity: Milton Maluhy, Pedro Samhan, Diego Fresco, Matias Granata.

Regarding assistance:

In accordance with the provisions of article 49 bis, fifth paragraph of the General Banking Law, directors must comply with a minimum annual attendance. Said provision indicates that any member of the Board of Directors who, without its permission, fails to attend the sessions for a period of three months, will cease to be in office for that sole circumstance (in other words, at least an 83% attendance for the year for ordinary meetings).

Likewise, the General Banking Law, the Bank's Statute and the Corporate Governance Policy establish that the Board of Directors must meet at least once a month in ordinary sessions.

CEO Variable Compensation

For 2022, the evaluation of results was based on the following objectives related to financial returns: efficiency metrics, return on investment and direct expenses. Compensation for our CEO is set by our board and conducts a performance review Relative financial metrics (for example, peer comparison using metrics such as total shareholder return, Tobin's Q, growth, etc.) By 2022, evaluation of the results was based on the following objective related to relative metrics: growth of Banco Itaú loans in relation to the growth of industry loans. Our board sets compensation for our CEO and conducts a performance review."

Our current CEO has long-term compensation, associated with his membership in the Parent Program, Itaú Unibanco.

Materiality Process

Complementing pages 196-197 of our 2022 Integrated Report, material topics are updated at least every 2 years. In the latter case, it was carried out under the principle of double materiality, considering both the magnitude of the impact and its probability of occurrence.

The results were validated at the Senior Administration level.

Material Issue	Relevance for the company	Strategies to address it	Objectives, KPIs and Target Year & Link to Executive Compensation
Digital Transformation	Digital transformation is important as it helps us optimize our processes, make better use of our resources, and continue to develop towards the future, obtaining competitive advantages to stand out in the market.	At Itaú we are all "Risk Managers" and action to mitigate these possible impacts is our priority. In this line, we have an Agility desk focused on helping to generate this transformation and mainly that of people, thanks to the fact that the teams/communities are responsible for measuring their results and deliveries.	At Itaú, the simple and digital pillar is the third of the business strategy and has 4 associated OKRs, including leading the Net Promoter Score in all customer segments, increasing bank processing in the cloud, creating and improving channels of digital customer service, as well as obtaining increasing customer satisfaction in Web and App services. These OKRs call for joint work by technology, technological infrastructure, customer experience, financial and capital planning management, among others. The OKRs have a direct impact on the distribution of bonuses and incentives to executives, determined according to the annual fulfillment of the Objective Key Results, within the framework of the (public) business strategy by 2025.
Customer-centric solutions	The customer is at the center of all our strategic operations; By this, our permanent roadmap is to provide a close, agile and digital. The answers	We have developed initiatives such as Itaú Escucha that have allowed us to understand the needs of customers. We	Customer centricity is the second pillar of our business strategy for 2025. To this end, we focus annual OKRs aimed at leaders in customer satisfaction in all segments, as well as in products and services.

	to these challenges have been to innovate in methodologies to study their tendencies and look for work strategies more appropriate to their needs.	measure and monitor your satisfaction through the NPS in our Businesses. We offer a series of facilities including financial portability modalities.	As a second derivative, we focus on increasing the principality of our priority customer segments, offering digital solutions configured according to their needs. The OKRs have a direct impact on the distribution of bonuses and incentives to executives, determined according to the annual fulfillment of the Objective Key Results, within the framework of the (public) business strategy by 2025.
Cybersecurity and Data Protection	The loss of information, fraud and impersonation data are some of the challenges facing the new technological age. Faced with this reality, for us it is extremely important to have an area of Cybersecurity that decreases, and eliminates the chances of events that affect our digital security and that, therefore, the confidentiality of the data or assets of our clients in any area of operation	We have a management system that is supervised by our Cybersecurity and Fraud Department and is based on the guidelines of the Cybersecurity Policy, Corporate Information Security Policy and Incident Handling Policy. We have created awareness campaigns for employees and clients regarding cyber-attacks.	As part of our focus on sustainable results – the fifth pillar of our 2025 strategy – we focus on improving the cybersecurity control environment and strengthening the secure development of new technologies. The OKRs have a direct impact on the distribution of bonuses and incentives to executives, determined according to the annual fulfillment of the Objective Key Results, within the framework of the (public) business strategy by 2025.

Material Topics and Impacts

Regarding our materiality matrix published on page 197, our material issues with most value creation for our company are the following:

On the other hand, our material topics with a greater impact on our external stakeholders are:

Material Issue	Relevance for external stakeholders	Types of stakeholders reached	Output Metrics	Impact Metrics
Sustainable Results	Sustainable management is in our core business, which we implement through our digitization strategy together with a focus on sustainable finance, in addition to other traditional ESG aspects, which can have a triple impact: on people (diversity, equity, inclusion, development); the planet (responsible use of resources, climate change mitigation); and the profits (take new opportunities from of sustainable credits). From that, the policies and programs associated with socio-environmental financing and commitment to financial inclusion are derived.	Consumers Society Environment	In terms of coverage, the output metrics are associated in the scope of our commercial placements with clients, especially towards small and medium-sized companies that allow them to grow their business.	The external impact associated with this material topic is generated through the economic value generated and distributed (GRI 201-1 indicator) where the operating income generated is distributed in different roles, including Payments to the State (taxes, contributions and others), Commission for the Financial Market, and Contributions to the Community On the other hand, it is valued in terms of the business growth of the financed clients, with metrics such as: % of clients with increased profitability, % of businesses that have accessed new sources of financing.
Ethics and Anticorruption	The external impact is generated in terms of situations of ethical non-compliance, where violations can be generated around the clients that access our services.	Consumers	In terms of coverage, the output metrics are associated in the number of customers who file complaints in terms of privacy and transparency.	In terms of impact, the metrics are associated with the number of leaks of customer personal data, as well as the number of sanctions obtained in this area.

Emerging Risks

Complementing what is indicated in the 2022 Report and with the 20-F, Banco Itaú Chile identifies the following emerging risks for its business:

1. Privacy breaches associated with artificial intelligence and new technologies.

We are in a scenario where technologies are growing at an ever-faster pace. For instance, an article from Forbes states that by 2030 AI will be expected to perform functions such as predicting weather conditions and detect or detect life-threatening diseases in the nascent stage.

In order to innovate and keep up with trends, companies must incorporate artificial intelligence (AI) platforms and services into their processes. In the case of Banco Itaú Chile, as we pointed out in the 2022 Annual Report, we have incorporated the “data driven approach” into our business, creating working communities and centers of excellence, with more than 650 employees participating in the incorporation of state-of-the-art technology for the bank's processes and services.

Despite the obvious benefits for our business, the incorporation of this technology carries certain risks, especially in relation to the data that is collected from user. Considering, for example, that these platforms require biometric data and information that can be classified as sensitive, risks can be generated mainly associated with the leak and misuse of this information.

Serious privacy incidents in clients, associated with the incorporation of artificial intelligence can generate large litigation, in addition to bringing reputational costs with consumers -where migration to the competition can occur- as well as with our authorities.

In terms of mitigation, we have privacy policies, where we establish a series of responsibilities for data processing, especially in consideration of these new technologies. This entails severe disciplinary measures in case of non-compliance. The bank is also aligning its processes considering the GDPR as a demanding standard in terms of data protection. Banco Itaú has also strengthened its cybersecurity systems, generating advances aimed at both the protection of operating systems and transactions and operations with customers.

2. New regulations that emerge in the face of climate change

The risks associated with climate change under the TCFD framework entail, on the one hand, exposure to the physical effects of climate change, and on the other hand, risks associated with new regulations. In the latter case, the transition to a low-carbon economy implies a series of restrictions and limitations regarding the activities of companies -especially in sectors that are harmful to the environment.

As we pointed out in 20-F, Banco Itaú, as a financial institution, is exposed to greater scrutiny by stakeholders, especially considering the projects and sectors it finances. In this sense, this generates costs associated with the portfolio and the assets in which it is invested, especially in companies that may be more exposed to new regulations and/or that are not capable of meeting the expectations of the authorities. For example, the decarbonization plan proposes that Chile abandon its carbon energy matrix by 2040, where companies financed by the bank have a challenge to stop depending on this type of energy.

For our clients, the advance of these regulations has a series of implications, associated with the taxation of emissions based on the industries where they operate. In the most polluting industries, the risks associated with operational restrictions are increasingly explicit in the climate transition scenario.

As part of its mitigation actions, Banco Itaú is in the process of implementing the TCFD framework, which includes an analysis of climate risks and opportunities. With this, the company has aligned its financing and investment portfolio through policies and guidelines where Itaú seeks to identify more sustainable investment opportunities. This includes environmental guidelines where the emissions associated with an investment are examined, identifying those sectors that can contribute positively to the fight against climate change.

Furthermore, Itaú has promoted sustainability in the environment where it operates. In this way, it has supported its clients around the climate transition and the development of a sustainable model. Likewise, he has participated in the sustainable finance ecosystem, such as in discussion panels with the Principles of Responsible Investment (PRI) through Itaú AGF.

Risk Culture

Complementing what is stated in our 2022 Report, the risk culture at Itaú seeks to strengthen the individual and collective responsibility of all employees, in order to do the right thing, at the right time and in the right way, respecting the ethical way of doing business. It is based on the conscious assumption of risks; Discussion and action on the bank's risks and everyone's role in risk management, encouraging risk to be understood and discussed openly, within the levels defined according to the bank's risk appetite; and, so that each collaborator, regardless of their position, area or function, also assumes their responsibility for the risk management of their business.

We have a culture of feedback and continuous improvement. Our performance cycle identifies opportunities for improvement by evaluating the merit of our collaborators based on the achievement of goals and expected behaviors. The results allow us to develop the Strategic People Planning (PEP), with which we generate recognition, development, retention, and career planning actions. This evaluation is carried out on all our collaborators, except for some entry charges and new income. We have a differentiated performance measurement model for our Managers Corporate and Area Managers.

All our collaborators receive the conclusions of their annual performance, placing them in the categories outstanding, within expectations or below expectations. The employee performance appraisal also assesses their compliance with assigned training. In this sense, we have specific training in ethics and Compliance for the areas most exposed to risks, which include anticorruption, prevention of money laundering, OHS and socioenvironmental risk.

In matters of cybersecurity and information security, as part of a relevant risk, we develop different initiatives to periodically train our collaborators:

- "Cybersecurity Culture" Program: We carry out phishing campaigns to test and measure the detection capacity of suspicious emails by new collaborators or part of specific teams.
- Phishing box: Specific email to report suspicious emails. To raise an alert, collaborators must press a "report phishing" button on their email platform.
- Continuity and contingency plans: These plans are periodically evaluated to identify risks and vulnerability of our technological infrastructure.

On the other hand, the bank's management framework includes a tool to formalize the identified risks. All employees, with the support of the Operational Risk team, can use it to document and report risks. After formalizing the risk, the areas responsible for solving the problem are identified. According to the level of risk, the deadlines for the implementation of the solutions are defined. The mitigants are approved by the impacted areas and the Operational Risk team. With this, communications are made to all workers on a regular basis, where corporate policies, complaint channels, types of risk and how they should be avoided are disclosed. Messages sent by email from comunicaciones@itau.cl and have a massive reach.

For its part and playing a crucial role in the continuous improvement for risk management, the 2nd line of defense, in risk governance, is made up of internal controls and operational risk. They are responsible for supporting the business areas and support in the management of operational risks and adherence of the processes to current regulations (internal and external).

Within the framework of these processes, information is collected from the business and support areas, being instances where collaborators can contribute to the improvement of risk management.

In terms of risk criteria for the product offering, Itaú has a product governance made up of the various technical areas responsible for evaluating the impacts that a product can bring to the bank. Economic aspects, operational risks, financial risks, accounting structure, cybernetics, fraud, fiscal, commercial and operational strategy, adaptation to regulations and laws, among other fundamental points, are evaluated. The approval is deliberated in a session with the corporate managers, where all relevant aspects for decision-making on the implementation of the product are addressed.

Crime Prevention

Banco Itaú has a due diligence procedure to ensure compliance with the provisions of its crime prevention model.

This includes a procedure called "Know Your Customer" (KYC) where background information is collected from clients to ensure that they do not have links in terms of terrorist financing and asset laundering. This includes both face-to-face and non-face-to-face due diligence.

In terms of PEP clients, it is Senior Management who must review and terminate those cases that are determined to be of greater risk.

The registration of documents related to money laundering and terrorist financing is 5 years, in accordance with local legislation.

Codes of Conduct: Systems/ Procedures

All those who are part of the company must follow the guidelines of the Code of Ethics and Conduct. Cases of non-compliance, depending on its severity, can have a serious impact on employees, taking disciplinary measures that affect their remuneration that include until the termination of the contract.

In terms of breaches to our codes of conduct, the number of complaints received went as following, as noted on page 169 in our 2022.

Category	Number of complaints
Workplace harassment	1
Sexual Harassment	2
Conflicts of interest	9
Mistreatment, threats or retaliation	19
Discrimination	0
Fraud	10
Improper use and/ or unauthorized disclosure of confidential or insider information	3
Health and safety risk	1
Other	5 ¹

1- Other complaints were of different nature, not related to the above categories.

No complaints were received regarding corruption, bribery, or customer data privacy.

Policy Influence: Contributions and Other Spending

Banco Itaú seeks to contribute to the public debate, through various associations with which it contributes annually. The following figures represent their contributions for the years 2019-2020 in Chile and Colombia.

	2019	2020	2021	2022
Lobbying, interest representation or similar	\$0	\$0	\$0	\$0
Local, regional or national political campaigns / organizations / candidates	\$0	\$0	\$0	\$0
Trade associations or tax-exempt groups (e.g., think tanks)	\$377,287,550	\$463,061,971	\$494,218,538	\$119,285,549
Other (e.g., spending related to ballot measures or referendums)	\$0	\$0	\$0	\$0
Total	\$377,287,550	\$463,061,971	\$494,218,538	\$119,285,549

Figures in CLP, in the case of contributions from Banco Itaú Colombia, conversion has been made considering 31.12.2022, where 1 COP= 0,1765 CLP.

Note: The decrease by 2022 is due to the fact that in some cases the company ceased to be part of certain entities

Our largest contributions go as follows.

Name of entity	Description	Amount spent by Itaú Chile as of December 31 st , 2022 (CLP)
ABIF	Trade union organization, which brings together all private banks established in the country, as well as foreign banks that maintain representative offices in Chile.	\$51,301,508

Asobancaria & Asobolsa	The Association of Banks and Financial Institutions of Colombia, Asobancaria, is the representative union of the Colombian financial sector. In the case of Asobolsa, it consists of the association of brokerage companies on the stock exchanges.	\$23,853,754*
Asociación de Fiduciarias de Colombia (Association of Trust Companies)	Trade association that represents the interests of trust companies in Colombia.	\$23,476,003
Acción Empresas	Non-profit organization, of business origin, seeks to improve the lives of people and the planet through business sustainability in Chile.	\$ 8,581,600

Note: In contributions to ABIF, another \$9,146,169 were allocated to Colegio San Lorenzo, as a social contribution to a school in a vulnerable context. Said amount is not considered above.

*Another \$9,146,169 was spent for a community contribution to the ABIF, not considered in the figures of the table above, as they are items dedicated to the discussion of public policies.

Banco Itaú has been in constant participation and involvement in the public debate, through the aforementioned associations. Among the issues that have occupied the agenda have been the solvency of the capital market, and promoting the importance of savings, especially in a context of high inflation. Another issue of similar relevance has been the promotion of financial inclusion, facilitating access to underprivileged sectors.

This is how ABIF, where Itaú has an active role, has promoted a series of measures that include the generation of an investment and savings generation agenda to boost the capital market. Laws for Fintech have also been supported to consider in the implementation of an open banking system a coordinated process with the different actors to carry out the various adaptations and developments that this involves.

Climate Alignment – Lobby and Trade Associations

The climate change crisis is increasing, with profound and critical effects on ecosystems around the world. Banco Itaú Chile believes that it is urgent to take profound measures to reverse this crisis, in addition to building adaptation capacity and resilience in the face of adverse effects. For this reason, we are one of the 13 banking institutions to be signatories of the TCFD framework in Latin America, where we are implementing our actions, objectives, and guidelines on climate change.

Implementation of this framework has meant to have aligning all of the company's processes, operations and flows around climate objectives, or at least ensuring that they are not contrary to them. This includes, among other aspects, purchasing processes, financing, investments, branch management, and participation in trade associations.

It is convenient to point out that all the participations and alliances where Banco Itaú Chile takes part (including its union participation), go through a validation of our management and executive areas. This validation considers an alignment with the strategic objectives of the company, including those of sustainability and climate change.

In order to observe that these participations in trade associations are in line with sustainable objectives, and especially regarding climate change, Banco Itaú has carried out the exercise of analyzing the positions of these entities regarding climate change and international treaties such as the Paris Agreement.

On one hand, Banco Itaú Chile actively participates in the Association of Banks and Financial Institutions (ABIF) as a union that represents our sector in Chile, in which our CEO Gabriel Amado de Moura takes part in its Board. When analyzing the ABIF publications during the year 2022, the entity has also expressed its concern about the consequences of climate change, as well as the role of the financial sector to mitigate and adapt to the associated effects.

Furthermore, ABIF has generated a series of actions that go hand in hand with international frameworks, including:

- Participation in the “Mesa Verde” (Green Board), as a Public-Private instance led by the Ministry of Finance in Chile, to promote environmental objectives and develop financial instruments against climate change.
- Become signatories of the Green Agreement led by the Ministry of Finance in Chile through which common principles were agreed and a series of voluntary commitments were defined in the medium term within the framework of managing risks and opportunities associated with climate change.

- Creation of an internal ESG Committee, with the aim of analyzing and promoting issues related to the environment, society, and corporate governance at the industry level.
- Adherence to the Principles of Responsible Banking, as a commitment and a path to follow, which implies promoting the UN Sustainable Development Goals, the Paris Climate Agreement, and other national and international frameworks among its associates.

On the other hand, Banco Itaú Colombia participates through Asobancaria, an association that represents banking and financial entities in that country. As in the case of ABIF in Chile, this trade association has shown that it is aligned with the international frameworks for climate change. In fact, Asobancaria has developed a green protocol in conjunction with the Colombian Ministry of the Environment to mobilize financial institutions in the implementation of eco-efficiency strategies, development of green products, and implementation systems for social and environmental risks.

This has generated a series of public-private collaborations to mobilize the financial sector around climate change. In fact, Banco Itaú Colombia co-signed the renewal of the Colombian Green Protocol in 2022.

Additionally, on 2022 Banco Itaú Colombia reaffirmed its support to the ten principles of the UN Global Pact, through its Communication on Progress.

Banco Itaú Colombia, through its asset management division, is also a member of the Association of Trust Companies in Colombia. This entity in 2022 its first sustainability report, prepared from the identification of material issues relevant to the sector that include -among other items- climate change. On this material topic, the report indicates an express commitment to reduce and mitigate the impact. Furthermore, on 2022 Itaú Asset Management Colombia adhered to the PRI initiative (Principles for Responsible Investment) recognizing that ESG issues are relevant in its fiduciary role.

In this sense, participation in trade associations for both Chile and Colombia have not only shown that there are no misalignments with our internal environmental objectives, but also have been an opportunity for an active promotion of international standards regarding climate change. Itaú has sought to promote public policies and alliances with the State to develop common guidelines around the objectives set in the Paris agreement - which seeks to limit global temperature change to 1.5 degrees Celsius.

Additionally, and as we pointed out in our Report in Chile, our parent Itaú Unibanco has also participated in an ecosystem to generate sustainability in the banking and financial sector, for instance, by promoting the sustainable development of the ecosystems of the Brazilian Amazon.

Lastly, Banco Itaú does not have lobby contributions, for which reason this analysis regarding its climatic alignment has not been carried out.

Tax Reporting

In accordance with what is stated in our Annual Report and our Financial Statements, our tax information goes as following:

Figures in millions of Chilean Pesos (MM \$ CLP)	2021	2022	Total 2021-22
Earnings before Tax	\$393,928	\$402,279	\$393,928
Reported Taxes	\$ 113,144	-\$31,506	\$81,638
Cash Taxes Paid	\$103,018	\$62,634	\$165,652

Note for our reported taxes: Chilean regulations require us to adjust our equity in line with price level fluctuation. In a year of high inflation such as 2022 (with 13.3% inflation, double vs previous year), this accounting adjustment had a significant impact on the taxes paid, as can be seen on page 150 of the Financial Statements (Note 18- Taxes, table c).

The effect of this is reflected in our Fiscal Years for 2021 and 2022 with the following values (in Millions of Chilean Pesos \$CLP)

2021	2022
\$ 62,109	\$ 155,880

Sustainable Financing

Our financing, for all segments, is governed by the guidelines of the Climate Change and Socio-Environmental Risk Policy.

It states: "Banco Itaú Chile recognizes that climate change is a factor that can have a significant impact on the different types of risks to which it is exposed, for which reason it must be adequately managed by all its collaborators, from their various fields of action. Likewise, Banco Itaú Chile expresses its commitment to protecting the environment and to efforts to curb climate change."

In social terms, the policy states: "Avoid financing activities that socially and environmentally contradict the values of Banco Itaú Chile, especially those that refer to concern for people, ethics and benefits for our customers."

Regarding due diligence for our customers, this policy enacts the request to clients for relevant documentation of a social and environmental nature, where its relevance will be evaluated based on the exclusion list defined by the bank.

In terms of engagement, our parent Itaú Unibanco defined itself as a climate transition bank. This is how we have promoted and collaborated with our clients towards carbon neutrality as a horizon and detection of sustainable opportunities.

Sustainable Investments

Our subsidiary Itaú AGF has 100% of its assets covered by the responsible investment policies of Banco Itaú Chile

At Itaú AGF, the following ESG standards are considered for its investments:

- Environmental standards consider the footprint of an investment in natural resources, such as water, level of waste or greenhouse gas emissions.
- Social aspects focus on the company's relations with its stakeholders, that is, collaborators, clients, suppliers and communities.
- Governance: considers aspects such as its executive compensation structure, audits, internal controls, independence of the board of directors, management, accounting policies and tax strategy, among others

In terms of specific guidelines for types of assets in Itaú AGF:

- Fixed Income: ESG factors are incorporated by analyzing the potential impact of these issues on cash flow and solvency indicators. The objective is to adjust the rating of the issuers and test the events that could result in a default by the company.
- Variable income: ESG factors, the potential impact of these issues on cash flow and the cost of capital is analyzed. The objective is to adjust the target prices and anticipate events that can create or reduce added value in a company.

Itaú AGF is individually committed to actively promoting the adoption of ESG best practices in the companies that are part of their portfolios, through communication with them, in order to reduce risks and protect the interests of its clients. For the same purpose, Itaú AGF participates in Engagement processes (or Relationship) in a collaborative form, to join forces with other investors who share common vision regarding of the importance of sustainability in investments.

Itaú AGF is a PRI signatory and follows its guidelines in the development of its Engagement processes.

Specifically, in terms of climate change, Itaú AGF has followed the TCFD guidelines when delivering recommendations to the companies with which it has established engagement processes.

Thus, in 2022 Itaú AGF was part of a Collaborative Engagement pilot initiative led by PRI, the first in our country and in Latin America (formerly Brazil). Together with the network of PRI signatories in Chile and fulfilling the role of leading investors, the subsidiary participated in the development and implementation of different Collaborative Engagement proposals.

The focus was on the identification of reporting gaps of certain IPSA companies regarding of the SASB standard in consideration of the implementation of NCG 461 that came into force in November 2021.

Along with the above, the recommendations aligned with the TCFD have been incorporated into include in their reports and analyses, focused on the following topics: Carbon Emissions, Water and Waste Management.

In terms of escalation in case the engagement is not successful, internal governance is activated, which involves the General Manager, Variable Income Manager, Fixed Income Manager and Assistant Manager of Asset Allocation to promote ESG practices for our investees.

Sustainable Products

For the retail segment, we have financed a series of projects that have contributed especially to the installation of solar panels, photovoltaic plants, and other types of renewable energy, along with sponsoring projects for electric vehicles and electronic recycling. This type of credit granted to SMEs in 2022 amounting to a total of MM 1,160 \$CLP.

For the corporate segment, the number of ESG credits amounted to \$116,014 MM CLP in 2022.

Environmental Dimension

Emissions

Direct Greenhouse Gas Emissions (Scope 1):

Through the replacement of their air conditioning systems and refrigerant gases with more efficient alternatives, our company has successfully curbed its direct scope 1 emissions. This strategic shift not only bolstered the company's energy efficiency but also led to a marked decrease in its carbon footprint. This move underscores the company's resolute dedication to sustainability and its proactive stance in mitigating climate change impacts within its operational framework.

Target for the year 2022: 744 tCO₂e

Data for the year 2022 and previous:

Scope 1	Itaú Chile	Coverage
2019	273 tCO ₂ e	100% Revenues of Itaú Chile
2020	317 tCO ₂ e	
2021	786 tCO ₂ e	
2022	212 tCO ₂ e	

Scope 1	Itaú Colombia	Coverage
2022	19 tCO ₂ e	24% Revenues of Itaú Colombia

Consolidated data:

Scope 1	Total	Total Coverage
2019	273 tCO ₂ e	73%
2020	317 tCO ₂ e	69%
2021	786 tCO ₂ e	80%
2022	231 tCO ₂ e	85%

Indirect Greenhouse Gas Emissions (Scope 2):

With sustainability at its core, our company achieved a remarkable reduction in its scope 2 emissions, indirect emissions, during the year 2022. This milestone was reached by ensuring that all the electrical energy consumed, both at our corporate headquarters and our branches, originated exclusively from renewable sources. Through the acquisition of

certificates covering a total volume of over 12 million kilowatt-hours, we solidified our commitment to reducing our carbon footprint and made a tangible contribution to the fight against climate change.

Target for the year 2022: 6,172 tCO₂e

Data for the year 2022 and previous:

Scope 2	Itaú Chile	Coverage
2019	7,894 tCO ₂ e	100% Revenues of Itaú Chile
2020	6,972 tCO ₂ e	
2021	6,070 tCO ₂ e	
2022	3,796 tCO ₂ e	

Scope 2	Itaú Colombia	Coverage
2021	340 tCO ₂ e	24% Revenues of Itaú Colombia
2022	157 tCO ₂ e	

Consolidated data:

Scope 2	Total	Coverage
2019	7,894 tCO ₂ e	100%
2020	6,972 tCO ₂ e	69%
2021	6,410 tCO ₂ e	80%
2022	3,953 tCO ₂ e	85%

Indirect Greenhouse Gas Emissions (Scope 3):

The reduction in our scope 3 indirect emissions from 2021 to 2022 can be attributed to a blend of factors. These encompass a decrease in office supplies usage and issued bank cards, the integration of two external data centers armed with 100% renewable energy certificates, a slight curtailment in our valuable transportation service, and reduced customer footfall at the bank, owing to the expanding digitization of our services. This comprehensive approach underscores our multifaceted commitment to emissions reduction, reflecting our dedication to sustainability across diverse operational fronts.

Target for the year 2022: 8,473 tCO₂e

Data for the year 2022 and previous:

Scope 3 Itaú Classification	GHG Protocol Classification	Unit	2019	2020	2021	2022
Office supplies + bank cards*	Category 1 - Purchased goods and services	tCO ₂ e	248	211	151	161*
External data center services	Category 1 - Purchased goods and services	tCO ₂ e	455	413	427	0
Fuel manufacture for Scope*	Category 3 - Fuel- and energy-related activities	tCO ₂ e	12	12	13	15
Armored transportation services	Category 4 - Upstream transportation and distribution	tCO ₂ e	602	581	395	344*
Courier transportation services	Category 4 - Upstream transportation and distribution	tCO ₂ e	681	535	512	950
Waste and recycling	Category 5 - Waste generated in operations	tCO ₂ e	1,022	885	811	776
Business trips*	Category 6 - Business travel	tCO ₂ e	799	357	151	646*
Employee transport	Category 7 - Employee commuting	tCO ₂ e	4,792	2,711	2,176	3,772
Visits to the bank: Customer trips	Category 9 - Downstream transportation and distribution	tCO ₂ e	5,035	3,110	2,807	1,774
Visits to the bank: Island + third-party ATMs	Category 9 - Downstream transportation and distribution	tCO ₂ e	327	263	270	70
Visits to the bank: Website	Category 9 - Downstream transportation and distribution	tCO ₂ e	1,486	1,493	1,229	859
TOTAL tCO₂e			15,459	10,571	8,942	9,366

* Office supplies + bank cards, Fuel manufacture for Scope 1 and Business Trips: This item includes information for Itaú Colombia for year 2022.

Resource Efficiency and Circularity – Energy Consumption:

Energy consumption within the organization	Units	2019	2020	2021	2022
Itaú Chile	GWh	19.6	18.3	15.4	12.4
	MWh	196,000	18,300	15,400	12,400
Itaú Colombia	GJ	17,179	12,229	6,310	5,115
	MWh	4,772	3,397	1,753	1,421
Total	MWh	24,372	21,697	17,153	13,821
Total Renewable	MWh	0	0	0	12,300
Total Non-renewable	MWh	24,372	21,697	17,153	1,521
Data Coverage	%	100%	100%	100%	100%

Our target for 2022 was 0% non-renewable energy for the operation.

In 2022 all our electrical energy came from renewable sources, both for our corporate building and our branches, through the purchase of renewable energy certificates for a volume of more than 12 million kWh.

Waste - Waste Disposal:

Classified waste management categories	Units	2019	2020	2021	2022
Total waste recycled/ reused	ton	63	30	10	44
Total waste disposed	ton	2.266	2.120	1,872	1,537
Waste landfilled	ton	2,263.07	2,119.91	1,871.51	1,536.63
Waste incinerated with energy recovery	ton	0	0	0	0
Waste incinerated without energy recovery	ton	0	0	0	0
Waste otherwise disposed	ton	0	0	0	0
Waste with unknown disposal method	ton	2.93	0.09	0.49	0.37
Data coverage (as % of denominator)	%	100.00	100.00	100.00	100.00

Our target for 2022 was 1,537 Mt of total waste disposed.

Water - Water Use:

Total water withdrawn	Unit	2019	2020	2021	2022
Itaú Chile	Thousands of m3	181	165	170	109
Itaú Colombia		15	5.8	3.4	4.4
Consolidated data		196	170.8	173.4	113.4
Total water use	m3	0.196	0.1708	0.1734	0.1134
Data coverage	%	100.00	100.00	100.00	100.00

Our target for 2022 was 113.4 thousand of m3 of total water use.

Climate Strategy

As a company, we prioritize proactive climate risk management to ensure the long-term sustainability and resilience of our business operations. Our climate risk management process involves a comprehensive approach to identifying, assessing, and responding to climate-related risks. We recognize that climate change-related risks can have a substantial impact on our business over the medium to longer term, and we acknowledge the inherent uncertainties in terms of their timing and magnitude. To address these challenges, we have established a structured framework that covers different types of climate risks across various stages of our value chain and considers different time horizons. Our climate risk assessments are in alignment with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), which emphasizes the importance of disclosing processes for identifying and assessing climate-related risks. We integrate these processes into our overall risk management strategy to ensure that climate-related risks are treated with the same rigor and consideration as other business risks. By conducting thorough climate risk assessments, we gain insights into potential impacts on our business, strategies, and financial performance. This enables us to develop effective mitigation and response strategies to minimize the negative consequences of climate-related risks and capitalize on emerging opportunities.

The Bank is progressing in the development of a Climate Risk Map and its channels of transmission to the traditional risks of the Bank. In this process, the qualitative impact of relevant climate risks for Banco Itaú Chile is being defined within the Bank's traditional risk disciplines.

In this process, the most relevant climate risks for Banco Itaú Chile are identified, using as a foundation the risk inventory defined by Itaú Unibanco. This inventory is based on scientific reports and those from financial system organizations, such as the Financial Stability Board (FSB), World Economic Forum (WEF), International Monetary Fund (IMF), Bank for International Settlements (BIS), and the Network of Central Banks and Supervisors for Greening the Financial System (NGFS). These risks were grouped into "Risk Families," and they were also identified based on the type of risk, whether "Physical" or "Transition". An example of an identified risk family would be "Impact of Physical Risks / Other Secondary Consequences of Climate Risks," classified as a "Physical Risk." This encompasses aspects like the alteration in climate patterns, occurrences of extreme weather events, and the potential for a systemic financial crisis. It also covers issues such as unemployment, climate-induced migrations, pandemics, and other secondary risks stemming from climate-related risks.

The potential impacts of climate risks on traditional risk disciplines are evaluated qualitatively, assigning a relevance level to each of them.

Types of climate-related risk included in risk assessment:

- Current Regulation
- Emerging Regulation
- Technology Risk
- Legal Risk
- Market Risk
- Reputational Risk
- Acute Physical Risk
- Chronic Physical Risk

The scope of our climate risk assessment extends across various stages of our value chain, encompassing:

- Internal Operations: Our assessment diligently examines the potential climate-related risks within our own operations. This entails a thorough evaluation of how our activities and facilities might be vulnerable to climate impacts.
- Downstream Activities and Clients: We go beyond the boundaries of our immediate operations by assessing the climate risks associated with our downstream activities and, importantly, the potential impact on our clients. This comprehensive approach allows us to gain a holistic understanding of how climate-related risks might reverberate throughout our value chain and affect our clientele.

The time horizons for the materialization of climate risks were defined by Itaú Unibanco and adopted by Banco Itaú Chile. These are as follows:

- Short Term: Less than 2 years
- Medium-Short Term: Between 2 and 5 years
- Medium-Long Term: Between 5 and 10 years
- Long Term: More than 10 years

An approximate materialization timeframe is assigned to each risk, and the number of occurrences of each timeframe is analyzed within risk families. This process is designed so that the most frequent timeframe represents the family's designated timeframe. In the event of a tie in occurrences, the shorter timeframe is chosen (the more conservative option).

Itaú has conducted climate-related scenario analysis based on the qualitative climate scenarios defined by the Network for Greening the Financial System (NGFS):

- Transition Scenario: NGFS (2°C and below scenarios) and NGFS (Above 2°C scenarios)
- Physical Scenario: RCP 2.6 (or SSP1 2.6) and RCP 6.0 (or SSP4 6.0)

Decarbonization Strategy

We have clear guidelines that make effective the reduction of our exposure in said sector:

Our controller adhered to the Net Zero Banking Alliance, committing a 50% reduction in its net emissions by 2030 and reaching 0 net emissions by 2050, which includes the emissions of its credit portfolio.

In 2021 we signed an agreement with the IFC "Itaú Corpbanca Coal Related Exposure Disclosure" where we commit to annually report information related to the exposure related to financing that uses or is related, directly or indirectly, to the use of coal resources (Generation, Mining, Commerce and/or transport). The following aspects are covered throughout these guidelines:

Business Activities

- Credit Lines/Lending Activities
- Underwriting Fixed Income Product Activities
- Infrastructure Finance/Project Finance

Policy Aspects

Both ceased financing for new coal projects and expansion of existing coal projects & Ceased general finance to coal companies, which are expanding for the following sectors:

- Coal Mining
- Coal Power
- Coal Infrastructure

We do not invest nor finance the following unconventional oil and gas activities

- Tar Sands
- Arctic Oil & Gas
- Liquefied Natural Gas (LNG) derived by non-conventional extractions:
- Shale Oil & Gas
- Offshore Oil & Gas

Financed Emissions

In the most recent Climate Report from Itaú Unibanco Holding, a significant step towards transparency and environmental responsibility was divulged by including consolidated financed emissions. This momentous initiative not only sheds light on Brazil's own carbon footprint but also encompasses Itaú Chile and Itaú Colombia in Latin America. Below is the consolidated summary of the financed emissions:

GHG emissions intensity, by region	Portfolio			Financed emissions (scopes 1 + 2)			Relative emissions (scopes 1 + 2/ portfolio)		
	(R\$ billions)			(millions of metric tons of CO ₂ eq)			(metric tons of CO ₂ eq / R\$ billions)		
	2020	2021	2022	2020	2021	2022	2020	2021	2022
Brazil (head office)	293.8	343.8	372.7	9.4	11.7	12.8	0.032	0.034	0.034
Latin America (Paraguay, Uruguay, Argentina, Chile ¹ and Colombia ¹)	116.3	114.8	110.9	4.2	3.3	2.9	0.036	0.028	0.026
Other foreign units (Europe, Central and North America)	55.1	68.8	75.7	1.8	2.4	3.1	0.033	0.035	0.040
Total	465.2	527.5	559.2	15.5	17.3	18.8	0.033	0.033	0.034

Note 1: Please notice that reported information here consolidates data from Itaú Chile and Itaú Colombia.

Source: Climate Report 2022 Itaú Unibanco Holding S.A. p. 59

Social Dimension

In our Integrated Report we have published the social data for each site, Chile and Colombia. However, we decided to publish a summary of this social data.

Social data 2022	Itaú Chile			Itaú Colombia			TOTAL
	Mujeres	Hombres	Total Chile	Mujeres	Hombres	Total Colombia	
Total workforce	2,573	2,545	5,118	1,280	1,077	2,357	7,475
All Management positions (Managers+ deputy managers+ junior positions)	352	511	863	167	156	323	1,186
Junior management positions (supervisors)	343	466	809	135	119	254	1,063
Top management positions	9	45	54	2	10	12	66
Management positions in revenue-generating functions	243	304	547	328	193	521	1,068
STEM positions	125	378	503	324	388	712	1,215
Number of new hires	520	578	1,098	103	154	257	1,355
Percentage of open positions filled by internal candidates	49.11% (includes Chile & Colombia)						
Women Gender Equity Target	45-50% by 2025 (Chile) Women in all management positions, including junior, middle and top management (Baseline: 40.8% in 2022)						
Total employee turnover rate	19.5% (1,462 people who have left the company over 7,475 total employees)						
Voluntary employee turnover rate	6.3% (includes Chile & Colombia)						
Absentee rate	3.69% (includes Chile & Colombia)						
Training Hours	401,319	403,614	804,933	39,415	33,891	73,306	878,239

Labor Practice Indicators

Workforce Breakdown: Nationality

For our Chilean headquarters, which represents 68% of the workforce, we did the breakdown of the total workforce by nationality, based on 5,118 total employees.

Nationality	Share in total workforce in 2022 (as % of total workforce)
Chilean	93.40%
Venezuelan	3.85%
Brazilian	0.70%
Colombian	0.49%
Others	1.56%

Likewise, we report the breakdown of management positions by nationality, which includes all management positions, and was based on the total number of management positions in Chile in 2022, equivalent to 863 workers.

Nationality	Share in all management positions, including junior, middle and senior management in 2022 (as % of total management workforce)
Chilean	91.00%
Venezuelan	1.74%
Brazilian	3.00%
Colombian	0.90%
Others	3.36%

Human Rights

Framed within our Commitment to Human Rights, in 2021, 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 labor 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.

Human Rights Mitigation & Remediation

Mitigation plans: After carrying out our due diligence process in 2021, which included the evaluation of workers, suppliers & contractors, clients, and communities, in matters of Occupational Health and Safety, Labor Conditions, Freedom of Association and Strike, Equality and Non- Discrimination , Privacy and Freedom of Expression , Family Integrity , Freedom of Movement and Determination , and Personal Integrity, we have implemented new policies and commitments. Our mitigation plan was based on generating a document that certifies our Commitment to Human Rights, which is associated with the risks identified in due diligence on Human Rights. In addition, we strengthened our commitment to the human right to equality and non-discrimination with a Diversity and Inclusion policy, which is aligned with the Human Rights commitment and the new version of the Code of Ethics and Conduct. Lastly, we also published an occupational health and safety policy, with the purpose of granting coverage to the human right to health. The new commitments and policies are available at:

- [Política de Diversidad e Inclusión](#)
- [Código de Ética y Conducta](#)
- [Política de seguridad y salud ocupacional](#)

▪ Human Rights Commitment

Remediation plans: At the time of this report, we do not have information on human rights remediation plans.

The Human Rights we focused on were grouped into eight categories, also detailing the stakeholders possibly affected and the areas of the bank where these risks could materialize:

Category	Human Rights	N° UNGP	Workers	Contr. (& Suppl)	Clie.n.	Com.	Itaú Corp.	Insta. Cob.	Ban. Cond.	Corr. Seg.	Prog. Soc.	Proj. Fin.
Working Conditions	The right not to be subjected to slavery, servitude or forced labor	4	X	X							X	X
	Right to work	24	X	X			X	X	X	X	X	X
	The right to enjoy decent and satisfactory conditions of work	25	X	X (P)*			X	X	X	X	X	X
	Right to social security, including social insurance	27	X	X				X	X	X	X	X
	Right to an adequate standard of living	29	X	X		X		X		X	X	X
	Protection rights for children	20	X	X								X
Freedom of Movement and Determination	Right to freedom of movement	8	X	X		X						X
	Right to self-determination	1				X						X
Equality and Non-Discrimination	Right to equality before the law, equal protection of the law and non-discrimination rights	22	X	X	X		X	X	X	X	X	X
	Minority rights	23	X	X	X	X	X	X	X	X	X	X
Family Integrity	Family protection rights and the right to marry	19	X	X			X	X	X	X	X	X
	Right to a family life	28	X	X			X	X	X	X	X	X
Personal Integrity	Right to life	2	X	X		X	X		X		X	X
	The right not to be subjected to torture, cruel, inhuman and/or degrading treatment	3	X	X		X	X	X	X	X	X	X
	Right to liberty and security of person	5	X	X (P)*		X	X	X	X	X	X	X
	Right not to be subjected to imprisonment for inability to fulfill a contract	7		(P)	X		X	X	X		X	X
Freedom of Association and Strike	Right to freedom of association	18	X	X			X	X	X	X	X	X
	Right to form and join trade unions and right to strike	26	X	X			X	X	X	X	X	X
Privacy and Freedom of Expression	Rights to freedom of opinion and expression	15	X	X		X	X	X	X	X	X	X
	Right to privacy	13	X	X	X		X	X	X	X	X	X
	Rights to freedom of thought, conscience and religion	14	X	X			X	X	X	X	X	X
Health and Safety	Right to health	30	X	X	X	X	X	X	X	X	X	X

Human Capital Development

Training & Development Inputs

In 2022, the **average hours per FTE of training and development** was **117.5** for Chile and Colombia. In Chile, we carried out 401,319 hours of training for women and 403,614 hours of training for men, totaling 804,933 hours among 5,118 employees. In Colombia, we conducted 39,415 hours of training for women and 33,891 hours of training for men, totaling 73,306 hours among 2,357 employees.

The above figures were calculated using the information according to the table below:

	Chile	Colombia	Total
Training hours	804,933	73,306	878,239
Employees	5,118	2,357	7,475

In 2022, we allocated CLP\$2,644,555,645 in training activities, therefore the **average consolidated amount spent per FTE on training and development** was CLP\$563,637. This represents a significant increase compared to 2021, when we spent a total amount of CLP\$929,856,911 and an average of CLP \$118,968 per FTE on training and development for Chile and Colombia.

The aforementioned increase is mainly due to the development of non-recurring training courses in 2022.

Employee Development Programs

We have two employee development programs, Lidera, a leadership program and the Agility Academy, a continuous learning process for employees which offers training opportunities.

% of FTEs participating in the program at Lidera program: 789 participants in 2022.

% of FTEs participating in the program the Agility Academy: In 2022, we had 5,759 participants and 10,077 hours at the Agility Academy.

Talent Attraction & Retention

Hiring

The total number of new employee hires was calculated using publicly available information for Chile and Colombia. In Chile, the total number of new hires was equal to 1,098 new workers (520 women and 578 men), and in Colombia, the total number of new hires was equal to 257 (103 women and 154 men). Therefore, **in 2022, the total number of new employee hires was 1,355 workers**, while in 2021 there were 966 new hires.

Type of Performance Appraisal

Besides of the performance evaluations disclosed in our Annual Report, we also conduct continuous feedback, through a platform that allows permanent feedback between collaborators, regardless of the role, a way to complement the annual performance cycle, as well as an evaluation of goals, called "Challenges", where our workers can have individual challenges and/or in a hybrid model.

Long-Term Incentives for Employees

We have a Long-term incentive program for employees called Long Term Bond (BLP).

- **Description:** Long Term Bond (BLP)

1. Assigned to those collaborators belonging to the DC and CDA subject to withholding.
2. The assignment corresponds to a defined value based on the results.

3. Settlement and payment:

- Form of payment of BLP: corresponds to the value that results from adding or subtracting, depending corresponding, of the nominal amount and the variation of the price of the ITAU Chile share of the average of the 30 calendar days prior to the payment date. It is a requirement to have employment contract in force on the effective date of payment
- **Our long-term incentives for employees below the senior management level are on average paid out after 3years.**
- **Do the long-term incentives include targets associated with sustainability performance?** At the moment, there are no incentives related to sustainability factors.

Employee Support Programs

- **Breast-feeding/lactation facilities or benefits:** Breastfeeding/lactation facilities or benefits: At our corporate offices, we have a space for breast-feeding, and it may be used by all Banco Itaú employees who perform functions in the NLC corporate buildings or in nearby branches, in addition to those who are in these buildings for training or meetings and require it. The room also can be used to extract and store breast milk. It is available through our benefits website called miportalituber.itaui.cl
- **Paid parental leave for the primary caregiver** (please enter total number of paid leave in weeks offered to the majority of your employees): 30 weeks.
- **Paid parental leave for the non-primary caregiver** (please enter total number of paid leave in weeks offered to the majority of your employees): 4 weeks or more.

Employee turnover rate

In Chile, Total employee turnover rate for 2022, was equal to 18.2% over a universe of 5,118 total employees, and in Colombia, 531 people have left the company in a universe of 2,357 total employees, given a 22,5% of employee turnover in Colombia.

In summary, **the total employee turnover in 2022 was 19.6%** for Chile and Colombia (1,462 people who have left the company over a universe of 7,475 workers).

In 2022, the voluntary turnover was equal to 5.5% in Chile and Colombia was 8%, given an overall voluntary turnover of 6.3%.

Chile & Colombia	2019	2020	2021	2022
Employee turnover rate	14.0%	14.3%	18.72%	19.5%
Voluntary turnover rate	5.3%	3.4%	6.84%	6.3%
Coverage	100%	100%	100%	100%

Trend of Employee Wellbeing

Chile

We have conducted 2 employee surveys, eNPS and Pulse. The first is about work motivation and satisfaction, we asked what is the probability that you would recommend Itaú to your friends and colleagues as a good place to work?

The second one is about collaboration, pride of belonging, performance, development, human sense, recognition, equity and communication.

Colombia

We carry out a work environment survey to find out how far we have progressed in our purpose of being a better place to work and to be able to recognize what we have done well, as well as detect opportunities for improvement within the

areas and the organization. This survey measured general communication between areas, job satisfaction and integrity, internal motivation, well-being, equity, camaraderie, and pride about working for the company.

Occupational Health and Safety

Complementing the information on page 77 of our 2022 Annual Report, we have an OHS Program and Manual, which includes the following elements:

- **Joint Hygiene and Safety Committees:** will be established for those bank branches and subsidiaries that have a staff of more than 25 people permanently on each shift for more than 3 consecutive months. It will conform according to the provisions of D.S No. 54. With representatives of the company, as well as of the workers, holding elections every two years or according to the current regulations.
- **Investigation of incidents:** The direct manager/agent/head of operations/supervisor of the injured party must immediately begin gathering the necessary background information for the investigation of the incident. The manager must send the background information collection form to the Risk Prevention Department prevencionderiesgos@itau.cl within the first 24 hours after the incident, with the aim of guiding the final investigation process, which must be delivered within a period of time. Maximum of 72 hours.
- Finally, the Department of Risk Prevention, the supervisor of the injured, together with the Joint Hygiene and Safety Committee, if applicable, will jointly carry out the investigation of work incidents that occur.
- **Emergency plans:** The corresponding Emergency and Evacuation Plans have been prepared and arranged digitally, for each work center according to geographical area based on the guidelines delivered by ONEMI, a governmental organism.

Absentee rate

Absenteeism rate calculation: [Number of days absent in the accounting period / Total days scheduled to work in the accounting period] x 100

Absenteeism rate	2019	2020	2021	2022
	5.7	9.9	5.3	3.69
Coverage	61%	100%	65%	100%

Financial Inclusion

Financial Inclusion Products & Services

Through our Banco Condell unit, we offer financial services to customers with income of Ch\$500,000 or less. Customers with adequate credit behavior can choose to open a checking account at Itaú, accessing personalized and digital attention. We perform a case-by-case analysis in order to provide access to credit to people with low incomes, no assets and non-verifiable informal income.

Initiative	2021	2022
N° Customers with consumer loan	45,061	41,003
No. of consumer loan operations	49,223	44,466

Financial Inclusion - Non-Financial Support

We have different initiatives to bring the financial world closer to people in simple language. In our channels we disseminate valuable content on financial, investment, pension and credit solutions to both customers and noncustomers.¹

¹ Read more: https://s2.q4cdn.com/476556808/files/doc_downloads/ESG/Financial-Inclusion-Commitment.pdf

Initiative	Platform	2022
Podcast "ITAÚ INVERSIONES"	Spotify	7,144 annual views
ECONOMINA	Instagram	637,894 annual views (Reels)
Visión de Lideres	YouTube	1,149,496 Annual views

Privacy Protection

Itaú and its subsidiaries preserve the privacy of Users and do not share their data and information with third parties, except with the User's own consent, by legal provision or court order and in the hypothesis provided in item 4.