

OCCUPATIONAL HEALTH AND SAFETY POLICY

SUMMARY

Based on the commitments and principles adhered to by Itaú Chile—hereinafter "Itaú"—this document reaffirms our commitment to the occupational health and safety of all the people who work in the Bank, as well as expressing the guidelines and governance bodies necessary to become the leading bank in caring for people. The scope of this policy is for Itaú and its subsidiaries in Chile.

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1. OBJECTIVE

This policy aims to promote the continuous improvement of working conditions and contribute to the prevention of occupational health and safety risk factors, as well as the promotion of a healthy and safe organizational environment, implementing actions that make it possible to control, reduce and/or prevent occupational accidents and diseases of people working at Itaú.

2. TARGET AUDIENCE

This policy seeks to have a direct impact on all the people who work at Itaú and its subsidiaries in Chile. It also encompasses contractors or persons operating in the Bank's facilities.

3. INTRODUCTION

Occupational health and safety are fundamental aspects for Banco Itaú and its subsidiaries in Chile, since we recognize that the need for adequate physical and mental health are determining factors for a life compatible with human dignity. In this regard, occupational health and safety strategies seek to protect and preserve the physical, mental and social integrity of the people working at Itaú, seeking to implement measures and policies that help prevent occupational hazards, promote wellbeing and ensure safe and healthy working conditions.

4. SCOPE OF THE POLICY

This policy applies to Itaú's subsidiaries and business units in Chile, as well as external persons providing services in the Bank's facilities.

All of us are responsible for compliance with this Policy, and it is our duty to notify the Risk Prevention Unit of any actions or conditions that may cause accidents and/or occupational illnesses.

5. RESPONSIBILITIES

The effective management of our occupational health and safety principles are fundamental to safeguarding the wellbeing and integrity of those who work at the Bank. It is of utmost importance to have solid and proactive management to ensure successful implementation so that each person can work in a risk-free environment and contribute to Itaú's sustainable success.

It is therefore necessary to assume shared responsibility that involves different bodies and key people of the Bank, such as:

5.1. People & Performance Committee

The People and Performance Management Committee is the relevant governance body at Itaú Chile. It is responsible for reviewing, supervising and defining strategic focuses to control, reduce and/or prevent occupational accidents and illnesses. It also proposes the allocation of the necessary resources according to the defined objectives, which must be approved by the corresponding L1.

This committee oversees the development and compliance with occupational health and safety priorities and will be led by the Corporate Events and Benefits Department, through the Risk Prevention Unit, which will coordinate the necessary activities with the appropriate areas, to report on a quarterly basis, indicating progress, goals and efforts made in occupational health and safety.

The review and approval of the Bank's Senior Executive Committee may be requested to inform new definitions and strategic priorities in health and safety.

The Risk Prevention Unit may present to the Business Continuity and Suppliers Working Group the relevant processes in the area of occupational health and safety that have an impact on business continuity and, in turn, said working group will provide the information to the Supervisor's Operational Risk Committee whenever deemed appropriate.

5.2. Corporate Events and Benefits Department, through its Risk Prevention Unit.

It is responsible for:

- Providing information to the learning area, which generates educational and training opportunities on occupational health and safety, disseminating it among those who work in Itaú Chile.
- Supporting and working with other business areas to develop and monitor action plans in order to mitigate any risks detected.
- Advising and clarifying doubts on the interpretation of the principles and rules of this policy, and when necessary, referring such doubts to the People & Performance Technical Committee.
- Keeping this policy up to date, encouraging and coordinating participation from the people working in the Bank.
- Identifying and assessing risks associated with work activities and processes.
- Managing the implementation of security measures to prevent or mitigate identified risks.
- Overseeing and monitoring compliance with occupational health and safety policies and procedures.

- Promoting a culture of safety and encouraging active participation from people working in the Bank to identify and manage occupational risks.
- Collecting the necessary information and managing occupational health and safety indicators to evaluate and measure the performance of Itaú and its subsidiaries in Chile.
- Keeping updated records of occupational incidents, injuries and illnesses.
- Managing and conducting regular inspections and assessments to identify unsafe conditions and manage the implementation of corrective actions with the concerned areas.
- Coordinating and participating in emergency response and evacuation planning.

5.3. Corporate Retail Banking Division.

- Defining occupational health and safety delegates for each work center, to collaborate in the execution of activities and initiatives related to this matter.

5.4. Corporate Finance Division.

- Collaborating with the management and resolution of findings related to physical infrastructure conditions of existing work centers, as well as in construction and/or remodeling projects of buildings.

5.5. Corporate Technology Division.

- Collaborating with the management and resolution of findings related to technology infrastructure conditions of existing work centers, as well as in building construction and/or remodeling projects.

5.6. Other Corporate Divisions.

Every corporate division of Itaú Chile and its domestic subsidiaries is generally responsible for:

- Adhering to the guidelines and principles of this policy, as well as implementing occupational health and safety commitments and indicators in the performance of its activities and processes.
- Providing support to Corporate Events, Benefits and Risk Prevention management in the implementation of occupational health and safety commitments.
- Supporting occupational health and safety management by promoting adherence to this policy in work teams.

- Collaborating in identifying hazards, notifying about incidents identified in their respective areas.

6. RULES

At Itaú we put people at the center, as they are our most valuable asset, and their wellbeing is a priority. Our goal is to create a safe, healthy, inclusive and productive work environment by striving to prevent occupational accidents and illnesses, and to promote a culture of safety and due diligence rooted in our vision of being a responsible bank, committed to excellence and sustainable development. This policy is a commitment to guiding our actions according to the following principles:

6.1. Risk prevention and mitigation

- We identify the occupational health and safety hazards and risks to which Itaú's employees may be exposed, in order to determine those critical processes, prioritizing the implementation of action plans, programs and preventive activities aimed at avoiding, reducing and/or minimizing work-related incidents.
- We have emergency plans and carry out preventive evacuation drills should an emergency arise. These plans are based on hazard identification and risk assessment, as well as the disaster risk reduction plan.
- We investigate work incidents to determine the causes behind the events, in order to define preventive actions to avoid similar events from happening again.
- We evaluate our performance in occupational health and safety, through occupational accident rates, which we try to keep below the indicators provided by the Social Security Superintendencies, both for the country and for the financial sector.
- We guarantee and promote caring for external service personnel, who, prior to their entry, must be evaluated for compliance with the occupational health and safety standards required by the Bank's regulations.

6.2. Leadership and management

- We lead and promote a culture of safety and occupational health starting from senior management.
- Through the Senior Executive Committee, we secure any necessary resources in accordance with the objectives defined to establish, implement, maintain and improve the occupational health and safety of people working in the Bank.

6.3. Legal and regulatory compliance

- We comply with current legislation, regulations, standards and commitments related to occupational health and safety, maintaining updated knowledge of the applicable requirements and those that Itaú Chile and its domestic subsidiaries have voluntarily agreed to.

6.4. Human rights, harassment and non-discrimination

- We guarantee that all our actions are carried out with full respect for the human rights of everyone with whom we interact.
- We promote a safe workplace based on respect for differences and freedom from discrimination, in which we provide equal opportunities, safeguarding fair treatment and ensuring conditions that facilitate the performance and development of those working at Itaú, regardless of gender, nationality, sexual orientation, gender identity, gender expression, age, disability, or any other differences.
- We promote the comprehensive development and full participation of men and women. We reject any conduct that threatens the self-esteem, health, integrity, freedom, safety, equality and dignity of people, such as gender violence, sexual harassment, mobbing, harassment or aggression.

6.5. Participation and communication

- We have a listening, participation and consultation mechanism, where we take into account the opinions and concerns of those who work at Itaú, valuing their contributions to identify and manage occupational risks.
- We foster the active participation and communication of people in the different bodies where we address occupational health and safety issues, such as: joint committees, occupational health and safety delegates of each facility, interdisciplinary committees.
- We disseminate and communicate occupational risk prevention measures through the different communication media available at Itaú.
- We have means and channels in place so that all those who work at Itaú can report harassment and violence at work, free of retaliation.

6.6. Shared responsibility and continuous improvement

- We plan our work based on our risks and in collaboration with contractors, suppliers and external parties to ensure a safe and healthy working environment.
- We execute our planning and assume occupational health and safety as a shared responsibility of all



people working at Itaú.

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- We continually seek opportunities for improvement by establishing performance indicators.
- We learn from our mistakes and take corrective actions swiftly and effectively.

7. RELATED DOCUMENTS

- Diversity and Inclusion Policy
- Sustainability Policy
- Code of Ethics and Conduct
- Internal Regulations on Order, Hygiene, and Safety: Annex I of the Internal Regulations on Order, Hygiene, and Safety: Policy and Protocol for the Prevention of Sexual Harassment, Workplace Harassment, and Workplace Violence. Karin Law No. 21,643; and Annex II of the Internal Regulations on Order, Hygiene, and Safety: Procedure for the Investigation of Sexual Harassment, Workplace Harassment, and Workplace Violence. Karin Law No. 21,643. Risk Prevention Manual
- Itaú Occupational Health and Safety Findings Management Procedure
- Itaú Procedure for OHS Hazard Identification and Risk Assessment
- Itaú Procedure for Determining Legal and Other OHS Requirements
- Regulations for Itaú Contractors.
- Itaú Emergency and Evacuation Plan.

8. GLOSSARY

Below are the terms and definitions used in Itaú's occupational health and safety policy for a better understanding, these concepts are extracted from ISO 45001 and according to the provisions of Law No. 21.643 "Karin Law" for the prevention of sexual harassment, workplace and workplace violence.

- Corrective action: Action to eliminate the cause of a nonconformity or incident and prevent its recurrence.
- Sexual harassment. This is understood to mean that a person makes, in an improper manner, by any means, requests of a sexual nature, not consented to by the recipient, that threaten or harm his or her employment situation or employment opportunities.
- Harassment at work. This is understood as any conduct that constitutes aggression or harassment exercised by the employer, by one or more workers, against one or more other workers, regardless of the means used, whether it is manifested once or repeatedly, provided that it results in the affected worker or workers being undermined, mistreated or humiliated, or threatens or harms their employment situation or their employment opportunities.
- Translated with DeepL.com (free version)
- Occupational health and safety performance: Measurable outcome related to the effectiveness of preventing injuries and health deterioration for workers and providing safe and healthy workplaces.
- Contractor: An external organization that provides services to the organization in accordance with agreed

- specifications, terms and conditions.
- Incident: An event arising out of or in the course of work that could or does result in injury and/or health impairment.
 - Continuous improvement in occupational health and safety: Recurrent activity to improve occupational health and safety performance.
 - Hazard: Source with a potential to cause injury and health impairment.
 - Occupational health and safety risk: Combination of the likelihood that work-related hazardous events or exposures will occur and the severity of injury and/or health impairment that said events or exposures may cause.
 - Violence in the workplace. Exercised by third parties outside the labor relationship, understood as those behaviors that affect the workers, on the occasion of the provision of services, by clients, suppliers or users, among others.