



FUNDSQUARE

## QUALITY CHARTER

In the spirit of Total Quality Management (TQM), FUNDSQUARE S.A. aims to provide its customers a high quality products and services, guaranteeing them excellence. These requirements are based on values such as responsiveness, reliability, consistency and integrity. This dedication to quality involves all our staff and all functions within FUNDSQUARE S.A. and covers the entire life cycle of products and services.

FUNDSQUARE S.A. recognizes that the effectiveness of the main supporting functions of asset management, such as fund administration and transfer agency services, is essential for lasting quality.

Everybody involved, at whatever their level, in the success of FUNDSQUARE S.A. on the global financial scene ensures the continuity of its role of international standard within the framework of the cross-border distribution of investment funds.

In an increasingly demanding environment, continuous quality improvement is a major challenge.

To better respond to our mission, FUNDSQUARE S.A. is committed to concentrating its efforts, on a priority basis, on the following four areas:

- ◆ Meet the requirements of our customers, which implies
  - Understanding and anticipating their needs and responding to them quickly and effectively
  - Keeping them informed of the developments of our product and service offer
  - Promoting innovative, efficient and cost-effective solutions
  - Being committed to assess our products and services performance.
- ◆ Maintain and monitor the competence and expertise of our partners to maximize our clients level of satisfaction
- ◆ Develop and enhance the skills of our employees to ensure increased flexibility, performance and innovation in our activities, as well as a balance between skill level and strategic requirements
- ◆ Promote a culture of quality, in accordance with three objectives
  - Improve communication , exchanges and coordination
  - Ensure that the objectives are assessed and monitored through indicators
  - Involve staff in improving their processes or procedures.

We, FUNDSQUARE S.A., are firmly committed to this way forward as we trust it will benefit all stakeholders.

We will focus on ensuring that everyone, employees and partners, respects this charter so that we can progress together.

Luxembourg, 12/1/2017

Executive Management