ROBECO

Treating Clients Fairly Standard

Aim of this standard

Robeco's clients justify its existence, which is why Robeco is so interested in their needs and interests. A long-lasting relationship is more important to Robeco than short-term profit. To achieve a long-lasting relationship Robeco treats its clients fairly. This standard establishes the main principles related to treating clients fairly.

Key principles:

- Robeco is committed to develop and offer high quality products which are transparent and in accordance with compliance and integrity standards.

- Products and services marketed and sold are designed to meet the needs of the clients of Robeco.

- Advertising is fair, clear and not misleading.

- Robeco is transparent about its products and services.

- Robeco treats all portfolios in a fair and equal manner.

- Robeco takes all the needs and interests of an advisory client needed for providing a service into account.

- General principles for mutual funds are defined and the funds are managed accordingly.

- In the event of an operational error, Robeco will safeguard its clients' interests.

- Robeco handles all complaints properly and timely and considers complaints as important indications of the quality of the services and products provided by Robeco.

- The remuneration policy does not contain incentives which are in conflict with the fair treatment and interests of clients.

Requirements for Robeco Group including (minority) subsidiaries to comply with the standard:

- Every Robeco subsidiary elaborates the principles into one or more concrete procedures and takes the local legislation into account.

- The procedures contain controls, continuous adequate monitoring and periodic revision at least once every two years.

- The employees are sufficiently aware of the relevant principles. For this reason these procedures should be subject of the awareness program.

- The procedures describe principles related to advertisement, customer complaints, due care, product approval and transparency.