

CaixaBank AM management's commitment to quality with its customers is reflected in the following principles of its Management Policy:

- Strict compliance with all statutory and regulatory requirements applicable to the Manager including using quality best practices in managing our operations and in our investment solutions.
- Excellence in people management and maintaining a culture which encourages CaixaBank AM's people, suppliers and partners to take more responsibility for reducing and proactively managing process risks and identifying opportunities for improvement.
- Promote, develop and maintain proactive and integrated risk prevention and reduction management including managing non-conformities and appropriate handling of customer complaints.
- Develop an effective and transparent system for communication with all CaixaBank AM's stakeholders (employees, shareholders, regulators, society, suppliers, partners and customers) and build their needs into CaixaBank AM's continuous improvement system as another key piece of information and feedback.
- Manage with a commitment to continuous improvement and excellence in the performance of our operations by using mechanisms to improve the value provided in our processes.
- Promote CaixaBank AM's ethical values and principles by drawing up and publicising its Code of Ethics.