

LaSalle Investment Management SAS

LaSalle France

COMPLAINTS HANDLING PROCESS

April 2025

The complaints handling process (the “Process”) describes the process implemented by LaSalle Investment Management SAS (“LIM SAS”) to ensure that complaints received from investors are handled in a consistent, fair and prompt manner, in accordance with Article 318-10 and Article 318-10-1 of the General Regulation of the *Autorité des Marchés Financiers* (“AMF”) as well as with the AMF Instruction DOC-2012-07.

For the purpose of this Process, a complaint is defined as a statement expressing dissatisfaction with LIM SAS, regardless of who receives it. It can come from anyone with a legitimate interest, even without a contractual relationship with LIM SAS. This includes current and former clients, holders of financial securities, individuals who have requested products or services from LIM SAS or who have been solicited by LIM SAS, including their representatives and beneficiaries.. For the avoidance of doubt, a request of information, advice or clarification concerning the services rendered is not considered a complaint and is not covered by the Process.

Making the complaint

Complaints should be made in writing, in English or French, and be addressed to the *Responsable de la Conformité et du Contrôle Interne* (“RCCI”) with the reference at the following address or e-mail:

LaSalle Investment Management SAS

Attention: RCCI / Tania Favero

112 avenue Kléber, 75784 Paris Cedex 16, France

E-mail address: Tania.Favero@lasalle.com

Phone number: +33 (0) 1 56 43 46 54

To enable LIM SAS to investigate the complaint as swiftly as possible the complainant must describe his/her concerns in sufficient detail. If a complaint is received verbally, and we cannot provide an immediate and complete resolution, we will ask the complainant to submit his/her complaint in writing in a durable medium.

The RCCI ensures that LIM SAS Staff and the managing directors receive appropriate guidance to enable them to clearly identify a complaint and activate the process flow described below.

Acknowledgment

A written acknowledgement (letter or email) is sent by the RCCI to the complainant within the ten business days that follow the receipt of the complaint, acknowledging receipt of the complaint and indicating when a full response is expected to be issued. The RCCI keeps the complainant informed of the progress when, due to particular and duly justified circumstances, the timeframes to which LIM SAS has committed cannot be met.



Investigation

The investigation is conducted in a competent, diligent, and impartial manner by the RCCI, who participates to discussion with inherent teams and with the managing directors of LIM SAS. Once all the relevant information has been gathered and reviewed, the RCCI decides whether to uphold the complaint and what, if any, redress is appropriate.

Response to the complaint

The RCCI sends the response to the complainant by formal letter or by email, within two months from the date of dispatch¹ of the first written expression of dissatisfaction from the complainant. The RCCI specifies the possible avenues of recourse, particularly for out-of-court dispute resolution, including the existence and contact details of the competent mediator. The RCCI specifies, where applicable, that the mediator can be contacted without delay or, if not, that they can in any case be contacted two months after sending the first written complaint to LIM SAS.

The AMF Ombudsman

If the complainant is not satisfied with the outcome of his/her complaint, he/she may contact the AMF Ombudsman, free of charge, preferably by filling in the electronic form on the AMF website (<https://www.amf-france.org/fr/le-mediateur-de-lamf/votre-dossier-demeditation/vous-voulez-deposer-une-demande-de-mediation>), or by post at 17 place de la Bourse 75082 Paris Cedex 2.

Recordkeeping

The RCCI logs and reports all complaints received in a complaints register (an electronic register saved in the Compliance Function's secured folder), which includes the following information:

- Activities/services concerned
- Date of complaint;
- Date of acknowledgement of the complaint
- Description of the complaint
- Analysis
- Answer provided
- Date of the answer provided
- Corrective actions taken

Closure of a complaint can take place when a final response has been sent to the complainant or the complainant has confirmed that the complaint has been withdrawn or resolved to their satisfaction.

On closure of a complaint, the RCCI ensures that the complaints register is updated, and that all relevant paperwork is filed on the complaints file.

All received, handled and closed complaints will be electronically archived in a digital secured folder. The length of time that the matter remains filed shall be based on its nature. However, all complaints shall remain on file for at least five (5) years. The complaints file and the register shall be kept at the LIM SAS premises.

¹ Date as per postmark



Complaints monitoring and reporting

On a quarterly basis, the RCCI will report to the managing directors the complaints received with the information on their nature, their background, the financial, operational and reputational risks, the financial, contractual and regulatory impacts, the achieved settlements, the mitigation actions undertaken and the next steps if applicable.

On an annual basis, the RCCI will verify:

- information made available to Investors (e.g. on durable communication means);
- quality and compliance to applicable regulations of measures in place to manage and follow up complaints.

The RCCI shall analyse the nature of complaints received, on a permanent basis, in order to identify any trends that may indicate there is a recurring or systemic problem and ensure that appropriate remedial action is taken.