

About the IFM Investors Business Ethics Contact Line

What is the IFM Investors Business Ethics Contact Line?

The Business Ethics Contact Line is a confidential reporting tool managed by NAVEX Global through which you can raise good faith concerns about illegal, unethical or improper conduct at IFM Investors.

Who is Navex Global?

NAVEX Global is a third-party company contracted by IFM Investors to document concerns about potential illegal, unethical or improper conduct at IFM Investors. NAVEX Global's communication specialists are available 24-hours a day, every day, to document your concerns, which will then be sent to IFM Investors for proper handling.

How can I make a report?

You can make a report, 24-hours a day, every day, by clicking on "**Report a Concern**." You will then have the option to report your concerns via the website or by telephone. For general Human Resources issues including but not limited to, questions related to IFM Investors policy, compensation, career development and other topics of a similar nature, you can submit your concern to a member of the People & Culture team.

What type of situations should I report?

The EthicsPoint system is designed for employees to report any violation of our stated Code of Conduct or Code of Ethics and Personal Trading, or other concern you may have.

What happens after I report a concern?

NAVEX Global will prepare a written report of your concern and then the report will be sent to IFM Investors for proper handling. IFM Investors will identify the appropriate person to review the report, which may include Risk & Compliance, People & Culture, Legal or other subject matter experts within IFM Investors.

That team may reach out to you directly or through the IFM Investors Business Ethics Contact Line to ensure that they fully understand your concern. They will then take the necessary steps to address the matter that you have reported.

Any team or individual who receives your report will handle your report in accordance with IFM Investor's policies concerning non-retaliation and privacy.

Can I report a concern anonymously?

Subject to local law, you do not have to give your name when you make a report in most countries. IFM Investors encourages you to identify yourself when reporting a concern to make the process of

investigating and addressing your concern more efficient – the appropriate IFM person can contact you and gather additional information related to the matter that you have raised.

If you provide your name during the reporting process, IFM Investors will make reasonable efforts to handle your concern confidentially. In addition, IFM Investors prohibits retaliation against anyone who raises an issue in good faith or cooperates an investigation.

What if I remember something important after I make my report? Or what if the company has further questions for me concerning my report?

When you make a report, you will receive a unique user name and will be asked to choose a password. You will be able to use these details to log into the IFM Investors Business Ethics Contact Line to review any messages from the team that has been assigned to review your concern or to provide further information. You can return to the Business Ethics Contact Line again either by internet or telephone and access the original report to add more detail or answer questions posed by a company representative and add further information that will help resolve open issues. We strongly suggest that you return to the site in the time specified to answer company questions. If you have provided your name, someone will contact you after you have filed your report and you will be able to directly reach out to the team or individual assigned to your report if you have any further information.

NOTE: This Helpline is not an Emergency Service. Do not use this site to report events presenting an immediate threat to life or property. Reports submitted through this service may not receive an immediate response. If you require emergency assistance, please contact emergency services in your country. **This web page is hosted on NAVEX Global's secure servers and is not part of IFM Investors website or intranet.**