

PRESS RELEASE

Hufvudstaden retains top position in the Property Barometer – for the ninth consecutive year

Hufvudstaden continues to rank among the best in the property industry for customer satisfaction. With a Customer Satisfaction Index (CSI) score of 89, the company maintains its highest result ever in this year's Property Barometer survey for offices. This marks the ninth consecutive year that Hufvudstaden has ranked first in the Large Companies category. The result demonstrates the importance of close customer relationships and a long-term commitment to service and quality.

The Property Barometer's annual customer survey provides valuable insights into customer experiences and areas for improvement. Hufvudstaden's CSI score remains unchanged at 89 compared with the previous year, while the industry average has increased to 83. The company continues to receive high ratings in several areas, including location, customer contacts, fault reporting and information.

"We are very pleased and proud of this excellent result. Above all, it is encouraging to know that our customers are satisfied and have the right conditions to run their businesses in our premises. This is at the heart of our long-term commitment to service, quality and close customer relationships," says Anders Nygren, CEO of Hufvudstaden.

The survey also shows that the sustainability score has increased by three points to 90, while customers continue to give high ratings for information and the quality of the properties.

"The result reflects the dedication and care our employees demonstrate in their daily work. At the same time, feedback from our customers is an important part of our ongoing development efforts, helping us identify both what we do well and where we can improve further," says Frida Wijkström, Head of Business Area Stockholm at Hufvudstaden.

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HUFVUDSTADEN AB (publ)

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About the Property Barometer

The Property Barometer (Fastighetsbarometern) is conducted by the Swedish Property Federation (Fastighetsägarna Sverige) and consulting firm CFI Group. For more information, visit www.cfigroup.se.

- Hufvudstaden CSI 2026: 89 (unchanged)
- Industry average: 83 (+2)
- Ninth consecutive first-place ranking in the Large Companies category
- Sustainability: 90 (+3)
- Environmental consideration: 90 (+1)
- Highest-rated areas: Location, Customer contacts, Fault reporting and Information