

PRESS RELEASE

Hufvudstaden wins Swedish customer satisfaction award with highest rating ever

Hufvudstaden has cemented its first place on the list of large property companies in Sweden's annual Fastighetsbarometer customer survey of office tenants. Hufvudstaden has increased its top rating from the previous year by two places, giving it a customer satisfaction rating of 88. This is the sixth consecutive year that Hufvudstaden has been ranked top in the survey.

"Once again, I'd like to express our sincere thanks to all our customers who, by participating in the survey, help us to continuously develop and improve our offering. This year, Hufvudstaden improved in several categories, which speaks to a structured and value-building approach across the organisation," says Anders Nygren, Hufvudstaden CEO.

The annual Fastighetsbarometer customer survey is a key benchmark for the Swedish property sector, providing excellent insights into areas that need improvement. This year, Hufvudstaden once again tops the survey's list of large companies with a customer satisfaction rating of 88. This is Hufvudstaden's best rating since it started participating in the survey back in 1997. The industry average was 79 on a 100-point scale.

Hufvudstaden top-scored for contact staff, image, location, fault reporting, and information. The largest increase was reported in the environmental awareness category, which demonstrates that our systematic sustainability work delivers results. Some 95% of respondents said they would recommend Hufvudstaden as a landlord.

"We're incredibly proud to have increased our rating to this year's top ranking of 88. We always strive to offer our clients an exceptional level of service and make their daily lives easier so that they can focus on their businesses," says Lars Orrvik, Service Director Hufvudstaden.

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HUFVUDSTADEN AB (publ.)

Anders Nygren
Chief Executive Officer

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