

PRESS RELEASE

Hufvudstaden retains record rating in key property barometer survey

Hufvudstaden has once again taken first place in Sweden's annual customer survey of office tenants, *Fastighetsbarometer*. In doing so, Hufvudstaden cements its top rating from last year, based on an overall customer satisfaction rating of 88. This is the seventh consecutive year that Hufvudstaden has topped the survey's Large Companies category.

"A big thank you to all our customers who help us continuously develop and improve by participating in the survey – your feedback is extremely important to us. This year, Hufvudstaden has retained its highest score ever, which we're extremely proud of. We've built up an unwavering customer focus throughout the organisation for many years, and we work hard to meet our customers' high expectations," says Anders Nygren, Hufvudstaden CEO.

The annual *Fastighetsbarometer* customer survey is a key benchmark for the Swedish property sector and provides valuable insights into areas that need improvement. This is the seventh consecutive year that Hufvudstaden has achieved a top rating in the survey. The industry average this year was 79 on a 100-point scale.

Hufvudstaden top scored in several categories including contact person, image, location, error reporting and information. Hufvudstaden also improved its rating in the environmental awareness category, suggesting that its structured approach to sustainability is delivering results. A whopping 92% of respondents said they would recommend Hufvudstaden as a landlord.

"It's extremely encouraging that we've maintained our customer satisfaction rating at last year's record 88. We always strive to provide our customers with a high level of service and make their daily routine easier so that they can focus on their business," says Lars Orrvik, Service Director Hufvudstaden.

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HUFVUDSTADEN AB (publ.)

Further information: *Fastighetsbarometer* is organised by trade association Fastighetsägarna Sverige and consultancy CFI Group. Details about the *Fastighetsbarometer* are available at www.cfigroup.se (in Swedish).

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