

HUFVUDSTADEN

Press release, October 26, 2012

Hufvudstaden has the most satisfied office tenants in the industry.

The property company Hufvudstaden has the most satisfied office tenants in the industry. This was revealed in the annual Fastighetsbarometern survey, which was presented today. Hufvudstaden has placed first four out of the last five years.

Fastighetsbarometern is the property industry's satisfied customer survey. Hufvudstaden scored 81 (+3) on a scale of 0-100. The average for the industry is 72 (+1).

The areas that have the greatest impact on tenant satisfaction are the service provided by the property owner, handling the fault reporting, image and the capacity to adapt premises to the wishes of the tenant. Hufvudstaden achieved a high score in these specific areas and has noted a positive trend in the assessment of environmental consideration and indoor climate.

"We are proud of the result. It is a reflection of our ambition to be a customer-oriented company with a firm focus on service. The survey is an important tool in our endeavour to develop and become even better in our relationship with our customers," says Ivo Stopner, President of Hufvudstaden.

Hufvudstaden works consistently to increase the level of service and improve the way we treat our customers. Customer relations, service and distribution of information are issues that are prioritized in the day-to-day work.

"Hufvudstaden was founded in 1915. Long-term customer relationships are one of our most important cornerstones and our aim is for our customers to be even more successful when operating in our properties," concludes Ivo Stopner.

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HUFVUDSTADEN AB (publ)

Ivo Stopner
President

Fact file: Behind *Fastighetsbarometern* are the Swedish Property Federation and the consulting company CFI. Further details about *Fastighetsbarometern* are available at www.cfigroup.se.

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Hufvudstaden owns properties and lets office and retailing premises in central Stockholm and central Gothenburg. The holdings comprise around 30 properties with total floor space of 370,000 square metres. The market value of the property holdings is approximately SEK 23 billion. The company has around 100 employees, of whom 10 work in Gothenburg. www.hufvudstaden.se