



**GENESIS PROPERTY**

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**CUSTOMER SATISFACTION POLICY**

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# CUSTOMER SATISFACTION POLICY

## I. Objective

The objective of this policy is to ensure a high level of customer satisfaction by delivering superior real estate services that meet the needs and expectations of tenants. The policy focuses on creating and maintaining modern, healthy, and sustainable work environments.

## II. Principles

### 1. Quality of Office Spaces

- **Modern and Functional Design:** All buildings managed by Genesis Property are designed to offer efficient and comfortable workspaces. Facilities include modern technologies and recreational areas to support a balance between professional and personal life.
- **Certifications and Standards:** We ensure that all our buildings obtain internationally recognized certifications, such as the IMMUNE Building Standard™, to guarantee a safe and healthy work environment.

### 2. Sustainability and Energy Efficiency

- **Carbon Emission Reduction:** We are committed to reducing carbon emissions through investments in energy efficiency and the use of renewable resources, aiming for all buildings to meet Nearly Zero Energy Building (NZEB) standards by 2030.
- **Sustainable Building Management:** We implement sustainable practices in building management to maximize energy efficiency and minimize environmental impact.

### 3. Communication and Feedback

- **Transparency:** We provide clear and transparent information about our services and initiatives, including periodic reports on sustainability progress and service improvements.
- **Listening to Tenants:** We encourage constant feedback from tenants through satisfaction surveys and regular meetings to understand and promptly address their needs.

### 4. Innovation and Continuous Improvement

- **Adoption of New Technologies:** We continuously invest in cutting-edge technologies to enhance tenant experience and operational efficiency.
- **Continuous Improvement:** We constantly evaluate and improve our processes and services to exceed tenant expectations and ensure an optimal work environment.

### III. Specific Commitments

- 1. Certifications and Health:** Ensure all buildings are certified with health and safety standards like the IMMUNE Building Standard™.
- 2. Progress Reporting:** Annually publish the Communication On Progress report in line with UN Global Compact requirements, reflecting our commitment to sustainability and social responsibility.
- 3. Customization:** Personalize and adapt office spaces to meet the specific requirements of each tenant, ensuring maximum flexibility and comfort.
- 4. Ongoing Support:** Provide continuous technical and administrative support to quickly resolve any issues or requests from tenants.

### IV. Implementation and Monitoring

- **Dedicated Teams:** Dedicated building management teams will monitor and implement the customer satisfaction policy.
- **Periodic Reviews:** The policy will be reviewed periodically to ensure it remains relevant and effective in light of industry changes and tenant feedback.

### V. Conclusion

Through this policy, Genesis Property reaffirms its commitment to providing exceptional, healthy, and sustainable work environments, prioritizing the satisfaction and well-being of its tenants.

This policy outlines the commitment and proactive measures Genesis Property takes to maintain high customer satisfaction, ensuring their office spaces are modern, sustainable, and responsive to tenant needs.