



Reference	EOP/ESG/POLSUP/TSP/01	Version: June 2, 2021
Policy Supplement Title	Tenant Satisfaction - Operations	
Entity	Embassy Office Parks Management Services Private Limited (“ Manager ”) in its capacity as manager of Embassy Office Parks REIT (“ Embassy REIT ”)	
Responsibility	Head - Operations (India)	

Version #	Version Date	Change Type
V1	June 2, 2021	Created

Document Review Cycle			
#	Effective Date	Next review date	Policy Owner
1	June 2, 2021	On or before May 30, 2022	Head – Operations (India)

Applicability	This policy is applicable for only the Operations Function under the purview of the Manager, Embassy REIT, its Special Purpose Vehicles (“ SPVs ”) and its Holding Company(ies) (“ Holdco ”).
Purpose	Established to provide guidelines to achieve and improve tenant satisfaction.
Aspects	<p>Embassy REIT is a tenant focused organisation and recognises its responsibility to achieving tenant satisfaction.</p> <p>At Embassy REIT, we are committed to satisfying our tenants and maintaining the same through the following measures:</p> <p>Tenant Needs determination:</p> <ul style="list-style-type: none"> Determining the needs of the tenant and endeavouring to meet all these needs as well as going beyond their expectations. <p>Tenant Service:</p> <ul style="list-style-type: none"> Providing consistent, timely, reliable service. <p>Tenant Engagement:</p> <ul style="list-style-type: none"> Continually engaging tenants to monitor their satisfaction and through tenant relationship management and engagement programs.
Implementation and monitoring	The ESG Committee shall monitor the implementation of this policy supplement and establish suitable processes, procedures and infrastructure to support compliance.
Amendments	This policy will stand automatically amended to the extent of any relevant change(s) in the applicable law and or for any change(s) in fact.