



<b>Reference</b>	EOP/ESG/POLSUP/TSP/01	Version: June 2, 2021
<b>Policy Supplement Title</b>	<b>Tenant Satisfaction - Operations</b>	
<b>Entity</b>	Embassy Office Parks Management Services Private Limited (“ <b>Manager</b> ”) in its capacity as manager of Embassy Office Parks REIT (“ <b>Embassy REIT</b> ”)	
<b>Responsibility</b>	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	Q4 Board Meeting date of the Manager of every Financial Year	Head – Operations (India)

<b>Applicability</b>	This policy is applicable for only the Operations Function under the purview of the Manager, Embassy REIT, its Special Purpose Vehicles (“ <b>SPVs</b> ”) and its Holding Company(ies) (“ <b>Holdco</b> ”).
<b>Purpose</b>	Established to provide guidelines to achieve and improve tenant satisfaction.
<b>Aspects</b>	<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><b>Tenant Needs determination:</b></p> <ul style="list-style-type: none"> <li>Determining the needs of the tenant and endeavouring to meet all these needs as well as going beyond their expectations.</li> </ul> <p><b>Tenant Service:</b></p> <ul style="list-style-type: none"> <li>Providing consistent, timely, reliable service.</li> </ul> <p><b>Tenant Engagement:</b></p> <ul style="list-style-type: none"> <li>Continually engaging tenants to monitor their satisfaction and through tenant relationship management and engagement programs.</li> </ul>
<b>Implementation and monitoring</b>	The ESG Committee shall monitor the implementation of this policy supplement and establish suitable processes, procedures and infrastructure to support compliance.
<b>Amendments</b>	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.