

CONVENDUM QUALITY POLICY



CONVENDUM®

CONVENDUM establishes modern and effective coworking spaces and hybrid offices, on AAA-locations of large cities Central Business Districts. CONVENDUM provides premium offices combined with activity based coworking areas, lounge, conference center, restaurant, café, health club, music studios and showrooms. Additionally we also offer accommodation in form of business apartments.

CONVENDUM QUALITY POLICY

This quality policy serves as the foundation for CONVENDUM's ongoing and continuous quality work. CONVENDUM defines quality as how well we succeed in satisfying and preferably exceeding the current and future needs and expectations of our members and conference guests. Our members and conference guests should be able to trust that delivery occurs on time and always with the highest possible service quality.

We deliver a service every day with multiple underlying support services and always strive to perform at the top with the best possible service, short lead times, positivity, and commitment. Our vision is for CONVENDUM to be the obvious choice for office and conference spaces in Sweden and the Nordic region for both small and large companies, while also being an attractive employer in the service industry.

QUALITY IN WHAT WE DO

- All CONVENDUM employees should be familiar with this quality policy.
- Quality is the single most important factor for a positive customer experience and for the continued positive development of the business.
- We are transparent with our quality results as they support our positioning and stimulate continuous improvement of the operations.
- We measure our quality level several times a year through CSI (Customer Satisfaction Index) sent out in spring and fall to all CONVENDUM members. We also measure ESI (Employee Satisfaction Index), which is sent annually to all company employees. The results are then reviewed, and action plans are developed and implemented to further improve quality. CSI and ESI constitute two of the four parts of the company's quality management system. Quarterly internal quality controls are conducted to ensure compliance with our operational standards.
- Targets for ESI, CSI, and internal quality control are decided annually.

QUALITY ORGANIZATION

- The CEO has overall responsibility for the company's quality work, and other members of the management team have delegated quality responsibility for their respective area(s) and should demonstrate a clear commitment to quality work.
- Employees should understand their role in daily quality work and actively take responsibility by reporting deviations and suggesting new procedures that can contribute to reducing risks and increasing quality to their immediate supervisor.

QUALITY MANAGEMENT SYSTEM

The quality management system consists of four parts, ESI and CSI as mentioned above, as well as the standards established by the management team in the form of COS (CONVENDUM Operational Standards) and CLS (CONVENDUM Leadership Standards).

- Our commitments are governed and monitored in the quality management system through measurements of the system's four different parts. Thus, we conduct both internal and external measurements of our quality level.
- The internal and external measurement helps us continue to deliver the highest possible service to our members and conference guests while creating a scalable company for the future with clear routines and processes.

- We ensure and improve the business by following agreed-upon procedures and ways of working and through continuous improvement efforts.

PRINCIPLES FOR QUALITY WORK

- We should have an open and learning corporate climate where security for members, conference guests, visitors, suppliers, and employees has the highest priority.
- We should work proactively to identify risks, prevent harm, and quickly detect areas for improvement.
- We should continuously and systematically document, establish, and improve our operational processes to achieve maximum customer benefit, good working environment, and sustainable environment.
- We should act in accordance with our core values and always promote the development of our employees.



CONVENDUM®

ENABLING SUCCESS



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