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Covivio launches ‘Excellence by Covivio’: bringing hotel-style standards to the heart of the office experience

Covivio is launching “Excellence by Covivio”, a training programme designed for its operational teams and service providers, with a clear objective: to instil the standards and service aspirations of the luxury hospitality sector across all its office buildings. This initiative once again illustrates the growing synergies between the group’s various business lines, by applying hospitality expertise to enhance the office experience.

To develop this programme, Covivio has partnered with **The Talent Network**, a leading training organisation specialising in service excellence, particularly in the high-end and luxury hospitality sectors.

Through a bespoke training programme co-designed with the operational teams, “Excellence by Covivio” aims to equip internal and external teams working on the ground every day with the gestures, attitudes and instincts characteristic of a first-class hospitality experience: anticipating needs, personalising interactions, demonstrating proactivity and cultivating an eye for detail. These are the fundamentals that transform a simple service into a genuine experience.

With this programme, Covivio goes even further in meeting the expectations and requirements of its clients and their staff, who are seeking increasingly service-oriented and experiential working environments. The aim is to deliver a seamless and authentic customer experience.

With ‘Excellence by Covivio’, the group is taking a new step forward in its service ambitions and aims to make hospitality a genuine distinguishing feature of its customer experience and a powerful driver of its assets’ appeal.”

With ‘Excellence by Covivio’, we want every interaction in our buildings to bear the hallmark of hospitality: a personalised approach and attention to detail worthy of the finest hotels. More than just a training programme, this is a genuine cultural transformation, designed to embed ‘Excellence by Covivio’ sustainably into the day-to-day practices of our teams and service providers,” explains **Stéphanie La Sala, Director of Customer Relations and Property Management.**

CONTACTS

Press Relations

Anne-Laure Vigneau

Tel: +33 (0)6 38 63 28 22

anne-laure.vigneau@covivio.fr

Investor Relations

Anne-Sophie Jugean

anne-sophie.jugean@covivio.fr

Louise-Marie Guinet

Tel: +33 (0)1 43 26 73 56

covivio@wellcom.fr

ABOUT COVIVIO

Thanks to its partnering history, its real estate expertise and its European culture, Covivio is inventing today's user experience and designing tomorrow's city.

A preferred real estate player at the European level, Covivio is close to its end users, capturing their aspirations, combining work, travel, living, and co-inventing vibrant spaces.

A benchmark in the European real estate market with €24,2 bn in assets, Covivio offers support to companies, hotel brands and territories in their pursuit for attractiveness, transformation and responsible performance.

Build sustainable relationships and well-being, is the Covivio's Purpose who expresses its role as a responsible real estate operator to all its stakeholders: customers, shareholders and financial partners, internal teams, local authorities but also to future generations and the planet. Furthermore, its living, dynamic approach opens up exciting project and career prospects for its teams.

Covivio's shares are listed in the Euronext Paris A compartment (FR0000064578 - COV), are admitted to trading on the SRD, and are included in the composition of the MSCI, SBF 120, Euronext IEIF "SIIC France" and CAC Mid100 indices, in the "EPRA" and "GPR 250" benchmark European real estate indices, and in the ESG FTSE4 Good, DJSI World & Europe, Euronext (Sustainable World 120, Sustainable Euro 120, CDP Environment ESG France EW, SBF Top 50 ESG, SBT 1.5°), Stoxx ESG, Ethibel and Gaïa, and has received recognition and ratings from EPRA BPRs Gold Awards (financial reporting and sustainable development), CSA S&P (top 10%), CDP (A), GRESB (91/100, 5-Star, 100% public disclosure), ISS-ESG (B) and MSCI (AAA).

Notations solicited:

Financial part: BBB+ / Stable outlook by Standard and Poor's