

Get to Know Our Company

Dear Friends,

We welcome you to the Dussmann Group. We are happy to have you on board. We have created this brochure to give you a first impression of our company as part of your initial orientation. With over 60.000 employees in 21 countries, the Dussmann Group is one of the largest international multiservice providers. Our company was founded in 1963 by Peter Dussmann and has been growing steadily ever since—both in terms of sales and personnel. On average, Dussmann creates more than 5 new jobs each day.

Each of the company divisions makes a daily contribution to this growth: Dussmann Service in Germany and across the world, Kursana, Dussmann Office, Dussmann das KulturKaufhaus and Dussmann KulturKindergarten. We are characterized as customer service oriented, close to the client, innovative with a sense of responsibility towards all of our employees.

We invite you to become a part of the Dussmann world and through your daily work, to shape it and to contribute to a better world and our company's success.





Catheline von Sürstenleurg - Dussmann

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Catherine von Fürstenberg-Dussmann Chairperson of the Board of Trustees of the Dussmann Group

Dirk Brouwers
CEO
of the Dussmann Group

Always One Idea Ahead



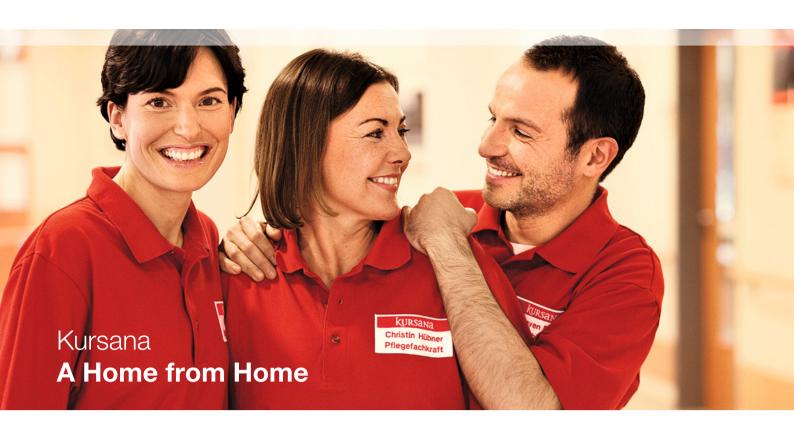


Dussmann Office The Instant Office

Our company entered the office services market in 1984 with the founding of Dussmann Office. The client rents not only turn-key offices but also a whole package of services and the associated infrastructure—a business address and telephone number, reception and secretarial services and conference rooms and services. They can choose between a virtual office, a complete office, a day office or simply a conference room with the necessary technical equipment. Dussmann Office has premises in 10 cities across Germany, always situated in selected, first-class locations.







The second largest company division is Kursana, one of the leading private providers of services for the elderly. In Germany, Austria, Switzerland, Estonia and Italy, we provide nursing and care to 13,600 seniors in 116 facilities. These offer high levels of comfort and reflect the demanding standards of a modern comfortable environment. The welcoming, safe, private atmosphere reflects the spirit and the character of our facilities.

Residents can choose from Domizil, Residenz and Villa facilities. All of them provide a comprehensive range of

care and services. As a result, Kursana can offer the full spectrum of care for the elderly—traditional long-term care and solutions for specific needs and nursing requirements. Kursana is well-known for its high standards of quality "people first" concept. Our personnel is there for our residents 24/7, 365 days a year.

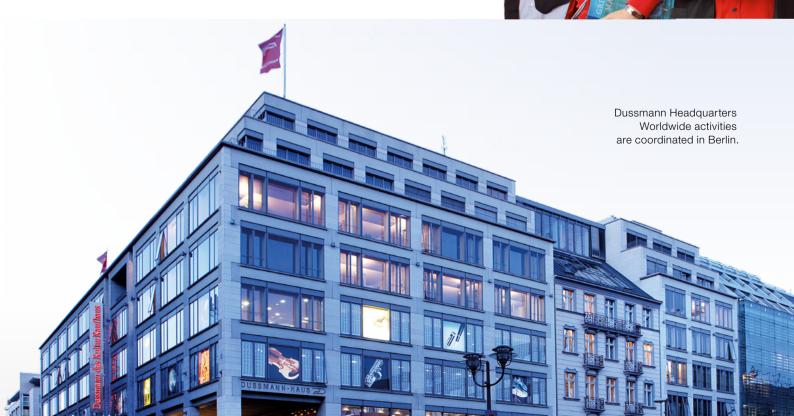
As a member of the Dussmann Group, Kursana benefits from a close cooperation with Dussmann Service and its experience and competence in the provision of facility services such as cleaning, catering, security and technical services.

Dussmann das KulturKaufhaus Open for Cultural Insights

The multi-media store, Dussmann das KulturKaufhaus on Friedrichstrasse in Berlin was founded in 1997 by Peter Dussmann. It is unique in Germany for its range of products and opening times from Monday to Saturday, 9 a.m. to midnight; here too, Peter Dussmann has set new standards of service. Across a retail area of 7,300 square meters, customers can choose from books, audio books, CDs, DVDs, stationary, sheet music and much more.

As in all company divisions, the KulturKaufhaus puts service first.

Our customers can listen to CDs at listening points, read books, borrow reading glasses and take advantage of our packing and shipping services. There are regular concerts and readings by world-class artists without entrance charge on the KulturBühne, the Dussmann theater. Restaurant Ursprung at the foot of the Vertical Garden invites you to linger.



- 1963 The success story of the Dussmann Group begins when a home cleaning company in Munich is founded.
- 1969 The number of personnel has grown from 10 to
 1,000. The Dussmann Group expands abroad and wins its first hospital cleaning contract.
- 1978 The company becomes

 a specialist multiservice provider extending the service
 range to include catering,
 housekeeping and security.
- 1984 The first DussmannOffice opens in Munich.Within twelve months,a further ten offices follow.
- 1985 The first Kursana Residenz facilities for the elderly are opened. Unlike traditional homes, residents are enabled to live independently as if in a hotel.

- 1990 Dussmann Service
 opens 14 branch offices
 in the new federal states
 as one of the first service
 providers to do so.
- 1997 In Berlin, Dussmann
 das KulturKaufhaus is
 opened Germany's largest
 media department store with
 the longest opening hours.
- 2000 headed by Peter Dussmann, the Dussmann Group is Germany's leading multiservice provider.
- 2001 In Germany's capital,
 the catering contract with
 the German parliament begins.
 Kursana takes on nine new
 facilities for the elderly and
 joins Germany's foremost
 private providers of seniors'
 facilities.
- 2004 Dussmann Service is named Caterer of the Year.
 Kursana acquires hospitalia care and becomes the leading private provider of seniors' facilities.

- 2005 The Dussmann Group
 concentrates its strategy
 on the two growth markets
 of integrated facility management and services for the
 elderly.
- 2008 Peter Dussmann gives up chairmanship of the supervisory board for health reasons. His wife, Catherine von Fürstenberg-Dussmann, is appointed to the supervisory board.
- 2010 Dussmann Service provides services at the EXPO
 2010. Kursana takes on
 8 seniors' facilities from the US provider Sunrise.
 Peter Dussmann's plan to make the company a management foundation is realized. Catherine von
 Fürstenberg-Dussmann heads the board of trustees.

2012 Dussmann continues

 to grow and sets records for sales, results and the number of employees—the highest since the company was founded. The first corporate responsibility report "future in our hands" is published.



Dussmann EcoSystem

Corporate responsibility and vision are the foundation upon which the future is built and we have therefore developed a sustainability concept: the Dussmann EcoSystem. The concept is a reflection of our ecological, economical and social commitment in our business dealings—an ongoing commitment which we have honored for many years in the provision of all of our services and which we reaffirm each day.

You will find further information about Dussmann EcoSystem in intranet: headquarters/corporate communications/EcoSystem



Code of Conduct



Ethical values are an integral part of our corporate identity. This is why we have set down our principles as a corporate code of conduct; it is a set of unambiguous and binding rules on which our decisions and our business dealings are based. It is a guide for all members of staff and defines our ethical, economic and legal principles.

You can download the code of conduct from intranet at: headquarters/executive board/Code of Conduct