



Dussmann Group

## Welcome to the Dussmann Group



## 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.



*Catherine von Fürstenberg-Dussmann*

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



*Dirk Brouwers*

**Dirk Brouwers**  
CEO  
of the Dussmann Group

## Always One Idea Ahead



The lynchpin of our corporate culture is you. We know that your daily dedication plays a decisive role in the company's success. This is why the Dussmann Group places emphasis on fair wages, social benefits and the opportunity of personal development. People helping people in the circle of life from kindergarten to nursing homes. We develop customized solutions for our clients to meet every need. The engines that drive us are innovation and progress. This is why the Dussmann Group is constantly developing—with new, improved products, breaking new ground. We see the future as an opportunity and we count on the creativity of our workforce to bring our society forwards. You too can contribute your ideas and suggestions now and in the future.





## Dussmann Service

### Service Around the Globe

What Peter Dussmann started as a home cleaning service in Munich and successively developed is today the largest company division of the Dussmann Group. In a total of 21 countries across the world, we offer the whole range of facility services. Integrated facility management is a package from more than 70 individual services: from technical management to catering, security and cleaning services, to commercial management and energy management Dussmann Service develops concepts for the various needs of different sectors and creates an individual service package for each individual client.

The advantage of such a package: we can plan each work process right down to the smallest detail and achieve excellent results improving the quality of our services and enabling us to react swiftly when changes are requested. In addition, our client has just one contact person who he knows and trusts for all services. Dussmann Service accompanies its clients when they establish operations in other countries thereby entering new markets, maintaining the partnerships and the quality that they are accustomed to. Yet another example of our flexibility: When starting up operations in a new country, it is necessary to adjust to local conditions in terms of language, mentality and available resources. The objective remains the same, no matter where operations are located: to work together in providing services with consistently high standards to our clients.

## 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.



## Dussmann KulturKindergarten

### Holistic Learning

Our youngest company division, Dussmann KulturKindergarten, was established in 2011. We plan and operate in-house corporate child-care facilities all over Germany. These are characterized by an emphasis on arts and culture, a bilingual approach and long opening hours. The objective of our clients is to become a more attractive employer for existing and potential employees because the intense competition for qualified personnel is growing daily. For employees, finding a balance between family and work is an increasingly important issue. We help our clients to achieve their objectives combining pedagogical expertise with business know-how—a combination that is new in Germany.





## Kursana A Home from Home

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.



Dussmann Headquarters  
Worldwide activities  
are coordinated in Berlin.



# How we became the number one multi-service provider

- **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 Dussmann Office 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 multi-service 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

● **If you have questions or suggestions, please send them by e-mail to:**  
mitarbeiter@dussmann.de

[www.dussmanngroup.com](http://www.dussmanngroup.com)  
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