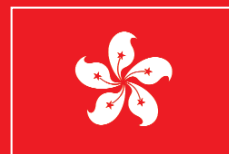


Dussmann Service for Diplomatic Missions



Global, Multi-Faceted, Comprehensive: Our Experience

With more than 51,000 employees and activities in 26 countries, the Dussmann Group is a global player with expanding international activities. The focus of everything we do is the fulfillment of our clients' requirements. The positive developments over the past years and our international success confirm that this approach is the right one. Dussmann Service is characterized not only by client-orientation but also by continuous development in every respect. The consistent and innovative improvement of existing services ensure that Dussmann Service fulfills and exceeds even the highest quality requirements.

Competent, Cost-Effective and Quality-Conscious: Our Portfolio

The demands placed on a facility service provider by diplomatic missions are exceptional. Only those with the necessary know-how and experience are in a position to carry out the special tasks competently. Over the past 10 years,

Dussmann Service has been serving diplomatic offices across the world. Our approach is to offer a concept which is tailored to match your needs, whether this involves a single service or an entire service portfolio. Our objective is always to achieve the highest quality and our guarantors are experienced product management, international know-how transfer and a comprehensive range of services.

Efficient, Holistic and Tailor-Made: Our Concepts

As one of the largest private multi-service providers worldwide, we offer a comprehensive range of services from one source. From security and cleaning services to technical support. This has the advantage that you have only one contact person who will take care of everything. It also means that we are able to take a holistic view of all of the mutually dependent factors which influence services and to organize them



in a process-oriented way. For example, use of modern technology requires deployment of well-trained personnel. And consistent documentation of work processes has an immediate effect upon organization and on the quality of services. This, in turn, is dependent upon staff qualification. With Dussmann Service, you can rely on professional coordination of all aspects.





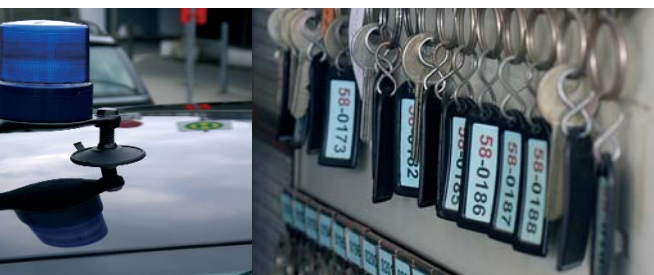
Reliable, Safe and Transparent: Our Approach

Whether your diplomatic mission is in Europe or Asia – we are familiar with country-specific conditions and can show a comprehensive list of references. We review current service delivery, then plan and develop a service concept specifically designed to meet the needs of your organization.

Reliable, Qualified and Professional: Our Personnel

The quality of service delivery for diplomatic missions is totally dependent on the people who provide them. This is why we apply strict selection criteria. Security issues are particularly relevant; we work exclusively with vetted and cleared staff and ensure that their qualifications are above average. This includes

special training for diplomatic security staff. We look for qualities such as friendliness, commitment and a positive attitude, and the knowledge and skills of our staff is constantly extended and updated through further training. This way, we can achieve continuous improvement to service delivery.



**Dussmann Service
for Diplomatic Missions**



Dussmann Service for Diplomatic Missions: An Overview

With Dussmann Service at your side, you have a partner with more than 45 years of experience in facility services for diplomatic organizations. We offer you one-stop service worldwide.

Security Services

- **Reception and Visitor Services**
 - ✓ Visitor reception and registration
 - ✓ Visitor IDs
 - ✓ Visitor escort
 - ✓ Key holding
- **Access Control**
 - ✓ Access authorization check
 - ✓ Security checks (metal detectors, X-ray)
 - ✓ Operation of technical equipment
 - ✓ Monitoring and administration of technical facilities
- **Site Security and Monitoring**
 - ✓ Patrols
 - ✓ Traffic control
- **Emergency Response Center**
 - ✓ Response to alarm activation
 - ✓ Initiation and control of intervention
 - ✓ Documentation of all measures taken
- **Other Services**
 - ✓ Telephone switchboard
 - ✓ Information services
 - ✓ Mail and courier services

Cleaning Services

- Maintenance and deep cleaning
- Grounds maintenance, gardening
- Ice & snow removal

Limousine Services

- Transfers
- VIP service

Conference Services

- Room reservation
- Technical equipment
- Conference catering

Should you require detailed information, please contact us. We would be happy to hear from you.

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