



Dussmann Group
Annual Report 2009

Sustained Growth in Earnings Worldwide



With almost 54,000 employees in 24 countries, the Dussmann Group, under the brand name of Dussmann Service, offers all facility services from one source: technical services, catering, security and reception services, cleaning, commercial and energy management. The second largest company division, Kursana provides nursing and care to 12,600 seniors. In addition, the group operates Dussmann das Kultur-Kaufhaus in Berlin.

We ended 2009 with an increase in sales of 34 million Euros to a total of 1,440 million Euros. The previous year saw sales of 1,406 million Euros worldwide. This is an increase of 2.4 percent which was achieved exclusively through organic growth. EBITDA rose to 6.1 percent.

Our core businesses of Facility Management and nursing and care for the elderly generated an increase in sales of 1.6 percent to a total of 893 million Euros in Germany. The figure in 2008 was 879 million Euros. In 2009, sales outside Germany reached 547 million Euros, 3.8 percent more than the sales of the preceding year of 527 million Euros.

The number of employees worldwide grew from 52,706 in 2008 by 1,043 to 53,749 in 2009 (status 31.3.2010).

Again the company has experienced organic growth and earnings have risen even faster in both major business segments. We were able to exceed our target of creating 1,000 additional jobs.

In Germany alone, we have established 13 additional support offices in order to be nearer our clients in these regions. In 2009, it became clear that the complex service packages offered by Dussmann Service are important to clients. Our international presence in 24 countries and the fact that we carry out 95 percent of our services with our own staff has persuaded long-standing clients to extend existing contracts and international companies to choose Dussmann as their service partner for the first time.

During the report period, we were able to win major new contracts. For example at the EXPO 2010 in Shanghai, Dussmann Service presented security and cleaning service quality "made by Dussmann" to visitors from all over the world in the German pavilion. The Italian state railway, Trenitalia contracted Dussmann Service to clean regional trains in the provinces of Campania, Molise, Piedmont and Naples as well as the Freccia Rossa high-speed trains.

There were also many new catering clients including Stadtwerke Leipzig, the German Aerospace Center, Arena Ludwigsburg, the accident hospital (ukb) in Berlin and Hotel Kempinski in Beijing, China. Following start-up of catering operations for the "Polizia di Stato" by Dussmann Service Italy, sec-

tions of the Carabinieri followed suit.

An increasing number of chain stores are entrusting us with services, a complex logistical task which involves coordination of a number of sites over a wide area. These include Gries Deco Company GmbH (retail chain Depot) who have been technical services clients since 2009, 70 branch offices of the Volksbank in Hungary and Apollo Optik for whom we carry out glass and maintenance cleaning services at 50 stores.

5,800 Kursana staff provide nursing and care for around 12,600 seniors. A current total of 109 Kursana Domizile and Residenz facilities in Germany, Austria, Switzerland, Estonia and Italy makes Kursana the largest private provider of nursing and care for the elderly. The company is the market leader in the quality of nursing and care services as well as of the equipment and furnishings of facilities. The sales of this company division rose by 8.6 percent from 257 million Euros in 2008 to 279 million Euros in 2009. In most European countries, the number of elderly people is growing which means that the number of those needing care is on the rise. In the face of these developments, we opened six first-class Domizile facilities in Markkleeberg (Saxony), Gütersloh (North-Rhine Westphalia), Seelze (Lower Saxony), Seligenstadt (Hessen), Möm-

The Group's Employees

	31.3.2010	31.12.2008	Change %
Employees total:	53,749	52,706	2.0
of this Germany	25,900	25,099	3.0
of this Abroad	27,849	27,607	0.8

bris (Bavaria) and Hamburg-Billstedt. Quality is also growing at Kursana. In addition to regular quality audits by our own specialists, certification was carried out by the TÜV Rhineland and regular audits made by health insurances and the regulating authorities. One essential precondition for quality is well-trained, motivated professional staff. That is why we will be putting additional emphasis on acquiring, train-

ing and qualifying care personnel during the current year.

For us, 2009 was a year of good news. So far 2010 has been outstanding too. In the first quarter of this year, sales were 8.7 percent higher than the previous year and proportionately, earnings have seen an even stronger increase. A company that maintains viable growth under its own power has a positive fu-

ture and increasingly, we see our future on international markets. We have been a global player with German roots for many years now and offer Integrated Facility Management according to the principle "global business, local service". We are convinced that three factors will play a significant role in the coming years: There will be many opportunities in the health care sector, there is still great potential in the privatization of public services and for Kursana, the drastic increase in those requiring nursing and care is a central development resulting in a growing need for professional services.

We are looking forward to meeting these challenges and are confident that we are well prepared to sustain worldwide growth and to play a role in shaping the future.

Yours truly,



Catherine von Fürstenberg-Dussmann
Chairperson of the Supervisory Board



Thomas Greiner
Chief Executive Officer

The Dussmann Group in Figures

	2009		2008		Change
	Mill. €	%	Mill. €	%	
Total sales	1,440	100.0	1,406	100.0	2.4
Germany	893	62.0	879	62.5	1.6
Abroad	547	38.0	527	37.5	3.8
Dussmann Service	1,126	78.2	1,115	79.3	1.0
Kursana	279	19.4	257	18.3	8.6
KulturKaufhaus	35	2.4	34	2.4	2.9

The Group's Assets and Liabilities

	2009		2008	
	T €	%	T €	%
ASSETS				
Fixed Assets	125,906	26.6	134,207	28.6
Accounts Receivable	202,223	42.7	197,586	42.2
Other Assets	115,497	24.4	111,452	23.8
Cash, Bank	30,078	6.3	25,276	5.4
Total Assets	473,704	100.0	468,521	100.0
LIABILITIES				
Equity Capital	98,851	20.9	90,756	19.3
Reserves	66,530	14.0	67,401	14.4
Bank Loans	80,150	16.9	85,617	18.3
Other Liabilities	228,173	48.2	224,747	48.0
Total Liabilities	473,704	100.0	468,521	100.0

Dussmann Group Subsidiaries Worldwide

Austria

P. Dussmann GmbH
Gruberstraße 2-4
4020 Linz
Fon: +43/7 32/7 81 95 10
Email: sekretariat@dussmann.at

Bulgaria

P. Dussmann EOOD
St. Kliment Ochridski 4, Etage 2
1504 Sofia
Fon: +3 59/2/9 43 83 98
Email: officesofia@dussmann-bg.com

China - Hong Kong

P. Dussmann Hong Kong Ltd.
8/F., Edward Wong Tower,
910 Cheung Sha Wan Road,
Kowloon
Fon: +8 52/25 04 07 77
Email: info@dussmann.com.hk

China - Shanghai

Dussmann Property Management (Shanghai)
Co., Ltd.
Unit 901, Tower B, Sunyoung Building
28, Xuanhua Rd., Shanghai 200050
Fon: +86/21/52 55 15 35
Email: info@dussmann.com.cn

Czech Republic

P. Dussmann spol. s.r.o.
Žitná 52, 12000 Praha 2
Phone: +4 20/2/22 87 44 79
Email: pedus-service.praha@dussmann.cz

Estonia

P. Dussmann Eesti OÜ
Mustamäe St. 4
10621 Tallinn
Fon: +3 72/6 51 74 70
Email: dussmann@dussmann.ee

Hungary

P. Dussmann Kft.
East-West-Business-Center
Rákóczi 1 - 3
1088 Budapest
Fon: +3 61/2 66/10 66
Email: pedus-service.budapest
@dussmann.hu

Italy

Dussmann Service S.r.l.
Via Papa Giovanni XXIII, 4
Scala A
24042 Capriate S. Gervasio (BG)
Fon: +39/02/9 15 18
Email: info@dussmann.it

Kazakhstan

P. Dussmann-Kazakhstan GmbH
Rosybakiyevastrasse 250B,
050010 Almaty
Fon: +77/7 27/3 77 63 77
Email: dussmann@mail.kz

Latvia

SIA P. Dussmann
Kr. Barona Str. 32
Rīga LV-1011
Fon: +3 71/67 28 94 15
Email: latvia@dussmann.lv

Lithuania

P. Dussmann UAB
Ukmerges g.283,
LT- 06313 Vilnius
Fon: +3 70/5/2 33 94 25
Email: info@dussmann.lt

Luxembourg

Dussmann Service S.à.r.l.
Z.I. Bombicht
Postfach B.P. 27
6905 Niederanven
Fon: +3 52/3 42 05 01
Email: dussmann@dussmann.lu

Poland

P. Dussmann Sp. zo.o.
Ul. Kurpińskiego 55A
02-733 Warszawa
Fon: +48/22/8 27 22 90
Email: dussmann@dussmann.pl

Romania

P. Dussmann Serv România S.R.L.
Chiscani 25 – 27 / Sektor 1 / CP
012242 Bucharest
Fon: +40/21/2 01 79 83
Email: office@dussmann.ro

Russia

Peter Dussmann-Vostok
Ul. Tschetinkina, 49, Büro 402
630099 Novosibirsk
Fon: +7/3 83/2 03 60 71
Email: info@dussmann.ru

Slovakia

P. Dussmann spol. s.r.o.
Pri starej prachárni 14
83104 Bratislava
Fon: +4 21/2/55 57 62 88
Email: pedus-service.bratislava
@dussmann.sk

Switzerland

P. Dussmann AG, St. Gallen
Moosbruggstrasse 1
9000 St. Gallen
Fon: +41/71/2 28 82 82
Email: info@kursana.ch

United Arab Emirates

Dussmann Gulf LLC
PO Box 106921
Abu Dhabi, U.A.E.
Fon: +9 71/2 44/3 31 20
Email: info@dussmann.ae

United Kingdom

Dussmann Service UK Ltd.
Galahad House
1 Langstone Business Park
Newport, NP18 2HJ
Fon: +44/16 33/41 54 20
Email: info@dussmann.co.uk

Vietnam

P. Dussmann TNHH
384 Kha Van Can St
Hiep Binh Chanh Ward
Thu Duc District
HCMC, Viet Nam
Fon: +84 / 8 / 38 27 56 00
Email: pdussmannvietnam@vnn.vn