FOOD FOR THOUGHT
Why everyone is working together on providing excellent school meals in Lecco, Italy

BEST IN CLASS
The operational challenges in data processing centers

CLIENT ORIENTATION
The positive effects of Dussmann Next Level for clients
SECURITY FOR WORLD HERITAGE

DIGITAL WORLDS – Treasures in the garden kingdom Dessau-Wörlitz are protected by fully digital security.

ITALY – Operation Gourmet: In Lecco (Lombardy) everyone is working together to ensure that school children eat well.

PROFILE – Deployment of new technologies is part of the strategy „Dussmann Next Level“.

DIGITAL WORLDS – Gisela, alias workerbot4™, is Germany’s first humanoid sales robot. She builds and sells 3D toy robots in the shopping mall BIKINI BERLIN. Is Gisela a trend setter?

NEWS

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OUR NEW MAN IN CHINA: ALEX CAO

CHINA – Dussmann managing director, Alex Cao, talks about value-oriented service contracts for major Chinese clients and Dussmann Next Level PAGE 24

GREEN CLEANING

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A CAPABLE PARTNER – TECHNICAL SERVICES

DIGITAL WORLDS – In technical services, the need for 99.991 percent availability is not uncommon PAGE 28
Digital experts like the business angel Dr. Cornelius Boersch estimate that Germany is around 5 percent along the path to digital transformation. “The associated change will affect everything and the impact is underestimated” says Boersch. In most other countries, the situation is likely to be similar, with the possible exception of Silicon Valley in California.

At Dussmann Group, we are optimistic that we are equal to the challenge of digital transformation – thanks to the new Group strategy “Dussmann Next Level” which we introduce in this issue of Serviceplus. We are fortunate that we have more time in our core activities of facility management and care for the elderly than companies in other sectors do. Over the 55 years of our company’s existence, the tools and the systems deployed in the provision of our services have seen a huge transformation; from scrubber-dryers to largely autonomous robots, from paper manuals to CAFM. We plan to digitalize a significant proportion of our value chain by 2023. This will enable us to achieve higher levels of sustainability for your real estate through energy efficiency as well as higher standards of quality and faster, more agile processes. It will also reduce physically demanding work for our workforce. Digital transformation will generate new business models, for example Building Information Modeling (BIM). Entry controls to buildings will depend on biometrical technology. However, we will always be a people business and our 64,500 employees will continue to be the backbone of your services.

Yours truly,

Catherine von Fürstenberg-Dussmann
Chairperson of the Board of Trustees

Dr. Wolfgang Häfele
Executive Board Spokesman
These Dussmann Service employees have a very special workplace; they provide security services in the garden kingdom of Dessau-Wörlitz which covers an area of over 142 square kilometers. The density of historic buildings is unique: the garden kingdom contains five palaces and 140 monuments and has been a UNESCO world heritage site since 2000. Security operations are supported by digital technology.

BY Christiane Herzer · PHOTOS Kulturstiftung Dessau-Wörlitz and Kay Herschelmann
Digital security for valuable exhibits:
Intrusion and fire alarm systems as well as video surveillance are connected to the central Dussmann Alarm Receiving Center (ARC). When an alarm is triggered, the ARC operative sends a message to local security. A security guard checks the site for the source of the disturbance.
Wörlitz is much more than a small town in Saxony-Anhalt, just an hour from the borders of Berlin. In the second half of the 18th century, Prince Leopold III, Friedrich Franz of Anhalt-Dessau initiated extensive reforms in all aspects of life here. These changes included the design of his estates and, by coordinating five palaces, six gardens and many further buildings, he created a unique cultivated landscape.

Every year, around a million visitors come to admire the graceful views. They visit the neo-classical palace of Wörlitz and view the interiors which have been maintained as originally designed; they admire paintings by van Dyck, Rubens and Brueghel in the rococo Mosigkau palace and they stroll through the longest orangery in Europe in the park surrounding the baroque Oranienbaum palace. Others take a gondola and glide over Wörlitz Lake in the shadow of the only artificial volcano in Europe or view the historic features from different perspectives as they stroll around the gardens.

**DIGITAL SECURITY FOR ANTIQUE TREASURES**

Maintaining this diversity and geographical scope is a huge challenge for those responsible. How is it possible to keep an eye on everything and most importantly, how is it possible to secure a site of this complexity? These are the questions that Dussmann Service has been answering for the foundation, Kulturstiftung Dessau-Wörlitz, for the past years. Security staff not only provide park supervision and visitor services but also take on the responsibility for the security of valuable art treasures and natural exhibits around the clock, 365 days a year. Security personnel are the first to arrive in the morning as they open the buildings and they are the last to leave, closing doors and windows and activating the alarms. In 2012, systems were digitalized and are now an integral and valuable component of daily service provision.
It was in 2012 that Dussmann Service opened the alarm receiving center (ARC) as one of the first security providers to do so. Over 5,000 sites are connected to the ARC in Gardelegen, north of Magdeburg, from where video surveillance and alarm systems across Germany and in other European countries are monitored around the clock. Emergency calls from elevators are answered and alarms triggered by intrusion or fire are registered. Technical systems are also monitored; faults such as system outage of refrigeration in a supermarket or heating in offices are registered and corrective measures are initiated. The ARC is certified according to the EU norm DIN EN 50518, the technology deployed is state-of-the-art and staff are well-trained. Connection to an ARC is often a requirement of insurance companies.

The treasures of the garden kingdom are also guarded by digital security; intrusion and fire alarm systems as well as video surveillance are connected to the ARC. RFID transponders are installed at various points on the site and these register the patrols of the Dussmann security staff as they walk or drive around the site and scan them with their control devices. This information is transmitted in real time to the ARC. The control device, which is reminiscent of a smart phone, has several tasks; firstly, it generates patrol reports for the client and secondly, it enables the team in Gardelegen to support colleagues during their solitary night patrols. If a control point is not activated within a given time, contact is made. The device also has an alarm function should the security guard on duty experience an emergency and require help.

When an alarm system is triggered, a tried and tested procedure is initiated; the alarm is registered at the ARC and one of the staff there sends a message to the control device of the security guard on duty in Wörlitz. The guard drives immediately to the site of the alarm and determines the source of the disturbance whilst maintaining contact with the colleague in Gardelegen. The ARC has all of the necessary police contact information.

“We are very proud that nothing serious has ever happened” says Udo Fürstenberg who is responsible for the contract with the Dessau-Wörlitz gardens. “Our biggest problem is vandalism, when windows are deliberately broken or statues in the park are damaged. We often catch youths testing their courage.” Stefan Löser, security head of the foundation Kulturstiftung Dessau-Wörlitz is happy too: “Thanks to an excellent intervention strategy, we have not experienced any significant incidents here. Our equipment and systems are state-of-the-art”.

**SAFETY FIRST FOR IMPORTANT GUESTS**

Despite all of the modern equipment, the Dussmann Service security guards still have plenty to do: there are events such as concerts and theater productions in the parks and palaces throughout the year. The “spring awakening”, which attracts several thousands of visitors in the middle of March, is traditionally the start of the tourism season. At the end of
Prince Franz was only 18 years old when he became regent of his small kingdom. What did an interested, broad-minded ruler of an inconsequential princedom do during this era? He invited intellectuals such as Johann Wolfgang von Goethe and Karl Friedrich Schinkel to his palace. And he travelled. Prince Franz was impressed with the outwardly natural, yet meticulously planned, nature of English landscape architecture. In 1765 he commenced the landscaping of his estates—and he made garden architectural history.

In Wörlitz, he created the first landscape garden on the European mainland. Decades later, these gardens provided a model and inspiration for the big names of landscape architecture such as Peter Joseph Lenné and Prince Hermann von Pückler-Muskau. The Wörlitz country house, the prince’s summer residence, is famous as the first neo-classical structure in Germany and the neighboring gothic house had a significant influence on the development of neo-gothic architecture in central Europe. In the baroque park around Oranienbaum palace, the prince commissioned an English-Chinese garden, today, the only garden of its kind in Europe, created before 1800 and preserved in its original form.

The approach that was taken in Anhalt-Dessau went far beyond its English models. The prince was committed to the educational ideals of the age of Enlightenment. He made the park accessible to his subjects combined with a pedagogical intention; with the copy of the Gulf of Naples and its artificial volcano, he brought foreign objects of interest home to Anhalt-Dessau. He introduced new methodology in forestry, agriculture, husbandry and fruit growing and he made his mark as a reformer and educator in addition to his contributions to landscape architecture.
Luisenkópe with its craggy façade and neo-gothic oriel counterpoises the classical style of the Venus temple.
the year on the first Sunday in Advent, there is an atmospheric Christmas market and Christmas music drawing crowds who enjoy the magnificent setting. Over the years, the security arrangements at such events have become a practiced routine for the client and the service provider.

This routine pays off on exceptional occasions; in September 2017, for example when federal president Frank-Walter Steinmeier, 180 foreign ambassadors accredited in Germany and high-ranking representatives from international organizations met in Saxony-Anhalt. Naturally, their itinerary took them through Wörlitz. During the weeks leading up to the event, a team was formed of representatives from the foundation, the federal presidential office and Dussmann Service and a meticulously timed schedule was prepared. On the day itself, the Dussmann operatives were part of the security team. Security head Löser praises them: “Operations like this can only succeed with a reliable partner.”

Or in February 2017, when the Dutch King Willem-Alexander visited Saxony-Anhalt with his wife, Máxima, and their travel schedule included Oranienbaum palace. The similarity of the palace’s name with the Haus Oranien (House of Orange) is not coincidental; the baroque palace was built by Henriette Catharina as a summer residence. She was a princess of the House of Orange-Nassau, the great-grandmother of Prince Franz and aunt of the first Prussian king, Friedrich I. She was the reason for the close ties between Anhalt-Dessau and the Netherlands.

The royal guests wouldn’t have noticed the intense activity and effort that was invested in the planning and security of their visit. A palace tour, entry in the golden book, the king’s press statement in the stateroom—everything went like clockwork. In conclusion, there was a well-informed discussion on flood protection—an issue that is as important to the royal couple as it is to the keepers of the garden kingdom.

The conservators are still working on the aftermath of the devastating floods in 2013 when the River Elbe burst its banks. Seepage and ground water caused damage to several buildings but the kilometer-long dike system that Prince Franz built with the help of Dutch experts held back the worst of the flooding. These dikes are still defying the destructive forces of the river today. “We experienced many worrisome hours at the dike guard station” remembers Kerstin Mahle, Dussmann Service site manager and native of Wörlitz. “We kept watch day and night; everyone helped. After all, it’s our garden kingdom too”.

Prince Franz’ legacy is indeed durable in every way. □
The Austrian landscape architect and engineer, Brigitte Mang, has been the director of the foundation Kulturstiftung Dessau-Wörlitz since February 2017. She is responsible for the management of the foundation and the Wörlitz gardens. During the previous 12 years, she managed the federal Austrian gardens which include Schlosspark Schönbrunn, the Belvedere Garten, the Burggarten and the Volksgarten which are all UNESCO world heritage sites. She is well-acquainted with cultural history.

What was it that interested you most about your new challenge?
Brigitte Mang: “It was the diversity of the imposing cultivated landscape and the magnificence of the palaces and gardens. Stage management is superfluous, the gardens stage manage themselves. It was from here that the universal values of European enlightenment spread, values which are as modern today as ever. The UNESCO world heritage status has special meaning for the gardens. Managing the foundation is a remarkable task.”

What are your plans for the future?
“We have over a million visitors to the gardens each year. It is not our first priority to increase the numbers of guests but we do want to widen our appeal. There is as for garden enthusiasts here as there is for those interested in architecture, for ramblers and for art lovers. We want to attract more international travelers and invite them to spend several days here. Together with Bauhaus Dessau and the town of Lutherstadt Wittenberg, this region of modernism has three UNESCO world heritage sites within a radius of 30 kilometers! Each of these three sites has had a substantial and sustained influence on human thought. We plan to intensify our marketing cooperation.”

And what are your immediate projects?
“In the coming ten years, we plan to make decisive progress in the restoration of the Oranienbaum and Mosigkau ensemble. In the coming year, the princess’s house directly adjacent to the Wörlitz palace will be renovated and adapted to accommodate an exhibition center. Unlike the palaces, we will be able to use it all year round, for example for our antiques collection. At the beginning of the 2020s, we will open our world heritage center. And we are especially looking forward to completing the renovation of the south sea pavilion. This is where Prince Franz first presented his south sea collection which we plan to display in the palace from 2019 onwards. In 1775, the world traveler, Georg Forster, made a gift of these 30 objects to the royal couple in London.”

Thank you for your time. We wish you every success with your plans. □
... of the Dussmann world. When Catherine von Fürstenberg-Dussmann visited the Italian team in Capriate in May, everyone joined in for the group photo with the chairperson of the Dussmann Group board of trustees. As the largest international subsidiary, Dussmann Service Italy employs more than 15,000 people. The head office, where everything is coordinated, is in Capriate San Gervasio in the province of Bergamo. It is from here that the seven branch offices receive support for the management of complex service contracts. For example, a Dussmann team cleans over 100 high speed trains, which together, travel a total of more than 47 million kilometers across the country for Trenitalia, the Italian railway company. Capriate is also the location of the central purchasing department which procures the ingredients for the 30.2 million meals served each year to children, patients and to the staff of companies and public facilities.

ITALY IS THE WORLD CHAMPION ...

ESR FOR DUSSMANN LUXEMBOURG

The National Institute for Sustainable Development and Corporate Responsibility in Luxembourg has awarded the ESR label for the 15th time and again, Dussmann was included. ESR stands for Entreprise Socialement Responsible. The award recognizes companies for corporate social responsibility and the audit is carried out by external experts. Dussmann Service Luxembourg is among those companies awarded the label three years ago and, through continuous improvement, has now received an extension. The European commission considers corporate social responsibility a central issue and it has become a key strategic instrument for managers. The award therefore lends real competitive advantage and in future, the certificate may play a role in tenders. Currently, there are 150 companies in Luxembourg who can boast the ESR label.
DIGITAL HOSPITALITY

What’s on the meal plan this week? What’s new in the kitchen? When can I expect my favorite dish again? The Dussmann Service catering app answers all these questions via the smart phone. Guests in Dussmann staff restaurants in Germany and Italy know what dishes are planned in the coming days and what promotions and culinary high-lights to expect. They can filter the meals according to allergens and additives resulting in display of those meals which answer their special needs. There is also a reminder function for favorite dishes. A further advantage of the app is the opportunity for dialog; diners can rate meals and add commentary via their phone. This provides valuable feedback for the kitchen team that helps them to improve the meal range. The catering app is a platform that brings Dussmann guests and the Dussmann catering team together. “We want to satisfy our diners and enhance their working day with each meal that we serve. Our catering app is a further step in modern hospitality and client-oriented catering” says Dr. Wolfgang Häfele.

FM PACKAGE FOR ORACLE

In February 2018, Dussmann Service started operations under the contract for facility management with Oracle Deutschland B.V. & Co. KG at 15 sites. The FM package consists of technical management which includes maintenance of technical systems in buildings and in manufacturing processes together with house technicians, cleaning, security and reception, mail and telephone, catering and conference services.

Oracle offers an extensive and fully-integrated portfolio of cloud applications and platform services. Its headquarters are in Redwood City, California. The German operation takes the Dussmann Service contract with Oracle to a multinational level; in Italy, the IT giant is a long-standing client.

“Our sales team was able to demonstrate to Oracle that the management of its facilities is best in the hands of an innovative company and that price is not the only criterion. The skills and knowledge of our personnel were a significant factor in the tender. We are happy that Oracle has placed its trust in our services and we have already received positive feedback concerning the professionalism of the start-up phase” comments Dr. Wolfgang Häfele, spokesman of the Dussmann Group executive board who is also responsible for facility management operations in the DACH region. The contract partners plan to expand the partnership at a strategic level.

Oracle provides modern work environments and smart offices for its workforce. Dussmann Service has the ability to react to changing conditions and adapt its service portfolio to the new requirements.

The excellent working environment at the Oracle sites was very helpful in the recruitment of specialist personnel as was the attractive image of Dussmann Service as a major, globally active employer.

a multinational client portfolio: Oracle is already a client in Italy
The public sector, and particularly health care, has always been the most important market for Dusmann Service Italy. The company supports its clients with innovation and sector-specific knowledge and helps it to meet challenges such as cost control, an increasing focus on individual catering needs and the trend to digitalization. We look at two examples in the alpine town of Lecco in Lombardy, in the land of the great writer Alessandro Manzoni. Operation Gourmet also features Stefano Manfredi and Francesca Bonacina (photo).

BY Michaela Mehls · PHOTOS Kay Herschelmann
Adjoining lakes, *Lago di Como* and *Lago di Lecco*, the surrounding limestone mountains and literature are all integral components of Lecco, a small town in Lombardy. No matter who I talk to during my visits, everyone quotes Alessandro Manzoni (1785–1873), poet, author and the town’s most prominent resident. His most famous novel is *I Promessi Sposi* (The Betrothed).

The first are the mayor, Virginio Brivio and Salvatore Rizzolino, Councilor for Education, Training, University and Research, who I am meeting at the town hall to talk about school catering. In 2017, Dussmann Service was contracted by the city administration to provide catering in all public schools for five years, a total of almost 400,000 meals a year. Rizzolino explains: “Italian literature of the 19th century is inconceivable without Lecco and *I Promessi Sposi* was one of the first books in the Italian language. Its significance is so great that school trips come to Lecco because of Manzoni”. Mayor Brivio is proud of his town, Lecco has a population of 48,000 residents, not only because of Manzoni. “Community still works here. There are many associations which support young families and single-parents, for example with homework tutoring. The birth rate is declining here as it is everywhere; there are less young people and so it is important that they receive support. The city has to change.” Lecco’s past as an industrial center has left its mark. The town was once an important center for the iron and metal industries and of silk manufacturing but most of the jobs are now in the tourism and the service industries.

### ITALIANS APPLY HIGH STANDARDS TO FOOD

It was the need for change that caused Brivio’s team to focus on school catering. Meals, after all, are a community experience as well as a pedagogical opportunity. The objective of the tender was to improve services and the city placed special emphasis on production of school meals in a separate, specialized area. “Parents are very focused on meals, especially when they are delivered. They want meals that are oriented on the preferences of children and which take ethical and religious requirements into consideration” says deputy mayor, Francesca Bonacina, Councilor with the proxies Economic Development and Tourism, Local Police and Civil Protection, Participation and Communication, Equal Opportunities.

Much energy is invested in including parents in the discussion and in monitoring the services provided by Dussmann. The numerous small schools in Lecco mean that attention is divided and so it is helpful that there are three authorities involved—the town of Lecco, the schools and the family. The regular quality assurance meetings with the...
Alessio: In March 2018, Dussmann Service Italy acquired the family enterprise Alessio Ristorazione Srl. with activities in Piedmont and sales of 27 million Euros. In addition, Alessio operates a Cook&Chill kitchen from where, in future, meals will be delivered to clients in Liguria, the Aosta valley and Lombardy. The Dussmann Service kitchen teams prepare over 30 million meals each year.

Two different teams cook and portion school meals and hospital meals.
catering provider are attended by local politicians, teachers and parents alike. Together, they discuss a variety of current issues from quality to the distribution of meals to the new meal plans. “Cooperation with Dussmann is good: they are flexible and always willing to make changes for the better” says Rizzolino. He summarizes the efforts of all of those involved in school catering: “It’s our Operation Gourmet. We want to encourage the children to eat well”. Simultaneously, the goal of sustainability is served as there are fewer leftovers on plates.

Dussmann Service was able to present good references and extensive experience of dealing with individual requirements. One example is its catering operations in Rome where, in cooperation with school authorities, Dussmann prepares exclusively organic meals for 36 schools. The kitchens there prepare food freshly each day and produce almost six million meals each year.

Dussmann Service has set up the separate kitchen required in the tender, including separate dry storage, in the nearby hospital ASST Lecco which, of course, is also named after Manzoni. A dedicated team is in charge of school meals in the huge kitchen. Other Dussmann kitchen personnel at ASST Lecco produce meals for the hospital patients and staff. There is a total of 500 beds at the three locations in Lecco, Merate and Bellanno which were amalgamated into one hospital by regional resolution no. 23. The medical portfolio is complemented by numerous network locations in the mountains and all of these facilities are used by the 340,000 residents of the 90 municipalities in the province of Lecco. The hospital has gained an excellent reputation in the region for natural births.

There is a steadily increasing number of accident and emergency admissions, currently 100,000 p.a. compared to 31,000 in-patient admissions. “Misuse of A&E is a huge problem for all hospitals. Most cases would be better treated by the general practitioner” says Stefano Manfredi, Paolo Favini’s predecessor as hospital director. The region is therefore working on coordinating medical care by providing each patient with a course of treatment which is individually customized for his or her health requirements. It will require a change in habits and orientation on the part of patients.

ORDERING BY APP
COSA MANGIO OGGI
Patient catering is “very important as the first part of care” to Manfredi. Patients can...
select from a number of menus and 70 percent of products are organic. Each month, there is a promotion day when regional specialties are served and Dussmann Service has also introduced individual meal trays. It is equally important to Manfredi, that hospital personnel have a place with a pleasant atmosphere to eat lunch and take breaks. The huge selection of foods, the very high standards of quality, the large formatted photographs of Lecco and its alpine surroundings, not to mention free Wi-Fi have made the former canteen into an attractive restaurant which welcomes around 500 diners each day.

He has only praise for the local Dussmann team: they are always available, accommodating and very friendly. He has worked in other hospitals where there were constant complaints but here, “never” which he also attributes to the management of Giovanni Colombo who understands the client—“all in all, a very positive experience”. The kitchens in the three hospitals have been renovated and a nutritional advice program has been established. The app, cosa mangio oggi (what I am eating today) helps patients and personnel to compile their daily meals displaying nutritional values, allergens and special diets. Manfredi emphasizes that the kitchen also accommodates the new trend to lighter meals with less fat.

What does he appreciate about Lecco most? “It reminds me of a town in Liguria: mountains and water” answers Manfredi and takes another forkful of risotto. He rates today’s lunch with 8 out of 10. “The most I ever award is 9, never 10.”

Lecco’s future is perhaps described by mayor Brivio’s comment: “Residents need to appreciate our city more and look ahead with greater optimism. Be here and travel in thought.” is how he puts it.

**TIPS FOR A WEEKEND IN LECCO**

Far less glamorous than Como, not as picturesque as Bellagio with its villas and belle epoque hotels: Lecco reveals its charms reluctantly; exploration is necessary and the town cannot deny its industrial past. However, Lecco offers the most spectacular panorama of the mountains and Comer Lake.

**Arrival:** Fly to Milan (Malpensa or Linate) and travel 45 minutes by train to Lecco or fly to Bergamo Orio al serio (a Dussmann client, by the way) and travel the rest by car. The only road to Lecco is often jammed in summer but you really don’t need a car; a bicycle is sufficient e. g. from Bike-Sharing-Service [www.bicincitta.com](http://www.bicincitta.com).

**Sleep in:** From some of the rooms in Hotel Don Abbondio, you can see the remaining fishermen gathering their nets from the lake. The hotel offers simple rooms and is romantically situated on the banks of the river Adda in the quarter, Pescarenico. [www.donabbondio.com](http://www.donabbondio.com).

**Visit:** In Villa Manzoni, the historic family villa, there are paintings, manuscripts and first issues of the books by the great poet and novelist.

**Go out:** La Scala in Milan and the nightlife in the Navigli quarter are only a short train journey away.

**More:** Virginio Brivio, the mayor of Lecco comments “Our city is a historical center of Italian Alpinism. You can climb the multiple peaks of the 1,875 meter high Resegone with the mountaineering college whose reputation extends beyond the borders of Italy. Many famous alpinists trained there.” [www.cailecco.it](http://www.cailecco.it).
DUSSMANN NEXT LEVEL: THE NEW GROUP STRATEGY

BY Michaela Mehls

To ensure long term growth of the Dussmann Group, the new executive board, who started work in August 2017, has analyzed the entire service portfolio at group level. The careful balance of risk will remain unchanged and the Dussmann Group, a family enterprise, will continue its core activities in facility management, nursing and care of the elderly, child-care and media retailing. “We don’t plan to do everything differently but we will do many things better, generating benefits for both clients and employees” says Executive Board Spokesman Dr. Wolfgang Häfele. “Our analysis has identified potential for optimization which we intend to harness with the new Dussmann Group strategy 2023, ‘Dussmann Next Level’”. The strategy rests on four elements.

In FM operations in Germany and EMEA (Europa, Middle East and Asia) the Dussmann Group is positioned as a strategic partner for business process outsourcing in property management. Group assets include efficient structures, an extensive and integrated service portfolio, strong client orientation and profound process knowledge. The Dussmann Group develops quality-oriented, individual solutions for clients from schools to chip manufacturers to pharmaceutical companies and places emphasis on careful use of resources and compliance with international standards. In nursing and care activities, there will be a stronger focus on out-patient services.
Organic growth will be accelerated as will inorganic growth through strategic acquisitions for which the Dussmann Group has the necessary financial strength. Priorities are technical services, the very dynamic FM market in the Middle East, the expansion of out-patient services and additional Dussmann KulturKindergarten facilities.

Dussmann will consistently drive the deployment of new technologies and invest in the digitalization of business and administrative processes and new support technology. Its goal is to digitalize a significant proportion of the value chain by 2023. To be able to achieve this ambitious goal, the Dussmann Group will form partnerships, alliances and joint ventures. The higher degree of digitalization will also result in improved quality, make processes faster and more agile and reduce physically demanding work.

“We don’t plan to do everything differently but we will do many things better, generating benefits for both clients and employees.”

Dr. Wolfgang Häfele, Executive Board Spokesman
What is your personal and business background?
Alex Cao: “I started my career in the manufacturing industry back in 1992; I found my passion and got into facilities management in 2000. Over the years I have worked for several large multinational service providers in China in various senior leadership positions, managing a wide portfolio of clients including manufacturing, retail, healthcare and residential. I am very excited about our new ‘Dussmann Next Level’ strategy for the next few years. The Dussmann Group is committed to the region, and we have long term goals on how our business will continue to develop. We apply international best practices to the services we provide to clients in China.”

Do you target a mainly Western or Chinese client base, and why?
“In the past, our major client base was indeed made up of western companies—middle to high-end multi-national clients in the retail, luxury residential, automotive manufacturing and technology sectors. These have a solid long-term strategy and are more value-oriented when seeking a service provider. Dussmann is very pleased to form a strategic partnership to enable them to focus on core business while well-trained and motivated Dussmann operatives take care of the day-to-day services at their locations. As China’s economic growth continues, we are glad to see an increasing number of large Chinese clients making the transition from price-oriented solutions to value-oriented service contracts. We strive to build long-term partnerships by applying our expertise, seeking new and innovative solutions and generating additional benefits for the client.”

What are your aims and hopes for the Dussmann China future?
“We are confident that we have the ability to adapt to the needs of the Chinese market faster than our competitors. We see many opportunities to develop our client portfolio and to introduce new services and technology to support our partners. We also consider senior living as an opportunity to move forward over the next years. Dussmann has a great deal of experience in managing full IFM services in senior living facilities in Europe and we are looking into bringing these services to our business in China as the market opens. We are also delighted that in 2018 we will introduce technical services to China offering our clients a professional, customized alternative.”

Thank you for your time.
Bird song, the fragrance of flowers, green as far as the eye can see ... a visit to the show garden, Garten Tulln in lower Austria makes it obvious why gardens often serve as a metaphor for paradise. But paradise must be kept tidy and groomed and in Garten Tulln, Dusmann Service has been responsible for cleaning over the past 5 years. At Europe’s first ecological garden show, it is natural that the environment takes first priority—and that makes Dusmann Service the ideal partner. From environmentally friendly cleaning products to sustainable on-site transport for staff using a customized bicycle with enough space to transport all necessary work utensils; Dusmann Service proves that thorough cleaning and environmental protection are not mutually exclusive. For example, the wooden terraces are cleaned with machines using water only, without any chemicals at all.

The cleaning contract has been gradually expanded and now includes the entire show garden; from the office building to the garden art area, from the water features to the tree-top elevator which carries visitors up 30 meters to the platform on the highest section of the tree top walk. Dussmann Service is especially proud of the EMAS certificate. At the time it was awarded, the multi-service provider was only the second company in the sector to receive the certification. This voluntary EU environmental management system goes far beyond the requirements of the environmental norm ISO 14001.

Mag. Peter Edelmayer, Managing Director at Dusmann Service Austria comments “It is an honor that here, in this unique showcase project for ecological, sustainable garden design, we have been able to demonstrate our expertise in environmentally compatible cleaning. We look forward to making our contribution to the maintenance of this garden paradise”.

By Beate Wohlschlager

Photo: Die Garten Tulln and Dusmann Service
A ROBOTIC FUTURE?
IT’S NOW!

BY Michaela Mehls, PHOTOS Dussmann Service, Fraunhofer IPA, Jenö Borbely

Did you set your robot before you left the house this morning to vacuum the dust balls from under the sofa while you work? The deployment of service robots in private households as well as in industrial and commercial operations is increasing rapidly. Service robots provide services for people and more; from driverless vehicles to milking, surgical and unmanned inspection tours on oil platforms. The International Federation of Robotics (IFR) predicts annual growth of 20 to 25 percent for the intelligent helpers.

There has been intensive discussion in the service sector over the past few years about how the tasks service operatives carry out can be aided by technology; in cleaning services, for example, but also in security. Service robots can take on physically demanding tasks as well as the work during the unpopular night shift making a contribution to corporate responsibility for the workforce.

This year, a Dussmann project involving the fully automatic cleaning robot Adlatus CR 700 from distributor Kenter, was carried out over several days in Germany. The test focused on four aspects: safety, scope of application, cleaning quality and cost efficiency. All participants agreed that the test had been successful and there will be a continuation of the project.

Project BakeR (building block system for cost-efficient, modular cleaning robots) which is promoted by the German federal ministry of economics and energy (BMWi) as part of its technology program “digital technologies for the economy” (PAiCE), takes a further step beyond simple cleaning of floors. BakeR brings a consortium together consisting of Fraunhofer IPA (project management), Dussmann Service Deutschland GmbH, Kenter Bodenreinigungsmaschinen GmbH (floor cleaning machines), MetraLabs GmbH and AMTEC Robotics Consult (subcontractor) with the goal of developing a cost-efficient robot in modular form for a flexible scope of application by 2019. The basic module has autonomous navigation and has a number of functions. It can be complemented by specialized modules such as a scrubber-dryer module and a vacuum module with integrated soiling recognition.
There is also a module with a robotic arm which empties waste bins automatically. Such a cleaning robot is not yet available on the market.

The project’s predecessor, AutoPnP, which was also promoted by the BMWi, used the robotic platform Care-O-bot 3 to implement selected cleaning functions.

AutoPnP served as initial research whilst BakeR aims to produce a marketable solution. As an experienced service provider, Dussmann Service takes on the role of defining requirements, analyzing potential fields of application, testing the autonomous platform for other service lines, analyzing market requirements and evaluating the cleaning modules.

Dr.-Ing. Birgit Graf, the IPA project manager reports: “In a practical scenario, the robot developed by project BakeR could carry out the following tasks in offices at night: empty waste bins, vacuum carpets and scrub-dry hard floors”.

Dussmann cleaning product manager Jenô Borbely will be involved in future tests: “The tests take us a step further into the future. Cooperation on digital projects like this one helps us to develop our business model and realign the interaction between cleaning personnel and information technology.”

The first prototype developed in the course of project BakeR was presented by the consortium at the Automatica 2018 (photo). It was one of the attractions at the shared stand around the technology program “Digital technologies for the economy (PAiCE)”. □

Cleaning personnel activate the robot in the evening and carry out the tasks that the robot cannot do (clean surfaces, kitchenettes, sanitary facilities, stairs, disposal of wet waste etc.)

The robot cleans floors (carpet vacuuming: recognizable soiling is removed according to predefined standards, full cleaning at regular intervals; mopping of hard floors: always full cleaning) and empties waste bins (paper bins are emptied into the collection container/cleaning trolley). The robot works all night. It can open doors itself if these are not locked. If the robot encounters soiling which it cannot remove itself, it will make a record.

Next morning, cleaning operatives clean any soiling recorded by the robot, empty the paper waste collection containers and replace the robot’s vacuum bags and cleaning solution.

A PRACTICAL SCENARIO FOR BakeR

Dr.-Ing. Birgit Graf, Fraunhofer IPA, and Jenô Borbely, Dussman Service
Real estate operators increasingly use the opportunities that integrated facility management offers and contract all of the functions involved to a single provider. The Dussmann Service technical services experts see that technical systems operate smoothly and ensure compliance with applicable legislation. This enables the client to concentrate on his core business.

Real estate operators face huge challenges. Digitalization, sustainability and growing competition are just some of them. Tenants expect reliability and quality of technical systems and the number of legal requirements are also on the rise, be it drinking water hygiene, air ventilation or environmental protection. Dussmann Service can help with a well-conceived service package to suit every client.

The technical management team has expert knowledge of sanitary, heating, ventilation, refrigeration and electrical systems. There are specialists for elevators, →
security equipment, building control systems and fire prevention. Increasingly, Dussmann Service takes on operator liability in accordance with GEFMA 190; this arrangement means that the service provider takes on full responsibility for the building and its technical systems. Technicians check the condition of systems, correct faults, organize maintenance and take on communication with authorities. Among other things, they coordinate inspections by TÜV and reports by experts. The client is free to concentrate on his core business.

Concepts for the future are created during consulting. These may be for existing facilities or for buildings under construction; plans or existing systems are analyzed, processes are reviewed, potential optimization and synergies are identified and strategies and quality targets are established. The resulting concepts ensure long-term efficiency of technical systems.

Today, energy savings, careful use of resources and the protection of the environment are central topics. Energy management is therefore an important component of the Dussmann service portfolio. Dussmann Service experts prepare an action plan with measures that bring fast results. Often, changes in operations or integration of modern components can generate significant savings— which is good for the budget and good for the environment.

**DATA PROCESSING CENTERS**

Operations at data processing centers present the Dussmann Service specialists with serious challenges. This is where websites and email accounts are hosted but also international stock exchanges and automated industrial manufacture rely on powerful servers. Any outage, even for just a few minutes, may lead to massive financial loss or painful damage to reputation. Air-conditioning of server rooms, building security, security equipment and fire prevention must be provided reliably 24/7 including during maintenance and construction work. Contracts which prescribe
availability of up to 99.991% are not uncommon in this sector.

This is why important supply systems are duplicated i.e. redundancy. Not only one, but several cooling systems are available. Batteries ensure that the power supply is never interrupted; in an emergency, these can start up within milliseconds and bridge the gap until emergency diesel engines start up. Dussmann Service operatives have acquired the necessary qualifications to maintain and control these complex systems from TÜV Rheinland.

EXPERTIZE IN REFRIGERATION AND AIR-CONDITIONING

In 2013 the Dussmann Group acquired DKA and with it, extensive expertize in refrigeration and air-conditioning. 650 employees plan, build, install and maintain individual systems as well as customized turn-key systems. Supermarket chains and gas station shops use refrigeration made by the DKA team who also construct refrigeration rooms for restaurants and entire refrigerated halls for logistics companies. In hotels, offices and shopping malls, they ensure a comfortable indoor climate. In laboratories, clean-rooms and data processing centers, DKA air-conditioning systems regulate the temperature, humidity and airflow with precision.

The broad service network of over 30 service offices across Germany, Austria and Poland contribute towards smooth operations. These days, refrigeration systems are high-tech products with complex electronics and software. The data is sent to the DKA remote service center around the clock where trained refrigeration technicians monitor settings. If there are deviations, corrective measures are initiated immediately. The client can review real-time status quo at any time. The process, from receipt of the fault report to correction, is completely digital, and on its conclusion, the client receives a digital service report.

DKA operates independent of manufacturers and prepares an individual, energy efficient and environmentally compatible solution for each client. Increasingly, CO₂ is deployed as refrigerant, avoiding environmentally damaging substances such as partly fluorinated hydrocarbons (HFC). In this area of technology as in many other areas of refrigeration and air-conditioning, DKA has built a reputation as a pioneer. □
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