

# Press Dossier

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## **Market Environment – Dynamic Growth in a Niche**

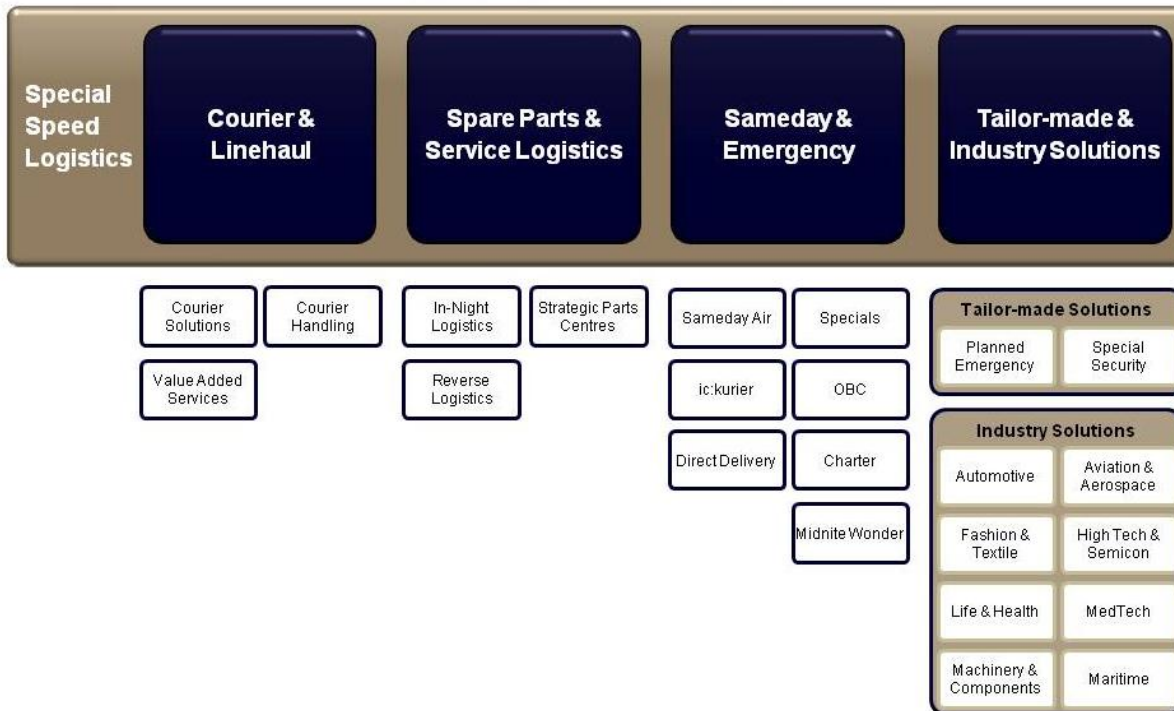
Logistics challenges are increasing globally and the market for time-critical, complex and tailor-made transport solutions is constantly growing – on the average by more than 10% per year. An ongoing trend to just-in-time manufacturing, continuing globalization, as well as unpredictable natural phenomena, such as ash clouds or snow chaos, are just some of the factors facilitating this development. Companies are increasingly discovering that quick reaction times and innovative logistics concepts enable them to offer their customers an added value, for example in after-sales service, which in turn provides them with a clear competitive advantage. Customized logistics solutions are subsequently becoming progressively more important.

As a service provider, the courier, express and parcel industry (CEP), is specialized in the fastest possible transport of time-critical shipments from A to B. This industry's market environment is extremely dynamic, strongly fragmented and therefore highly challenging. There are several providers, who usually offer local limited services; however, there is only a small amount of premium service providers such as time:matters GmbH, who are specialized and operate on an international level.

time:matters is a professional niche player and occupies an attractive position on the so-called "Special Speed Logistics market," with flexible, customer-oriented transport solutions. The focus within this growth segment is especially on speed, reliability and flexibility – for example when an urgently needed spare part has to be transported to Chicago that very same day. Such tailor-made customer solutions are based on the tightly-knit international air-rail-road network. time:matters has, inter alia, preferential access to the Lufthansa network, as well as to others within the Lufthansa Group, and is an exclusive partner of Deutsche Bahn. Altogether, time:matters cooperates exclusively with more than 20 airlines and over 500 additional logistics partners. Therefore, the team from time:matters is able to promptly develop customized transport solutions, ranging from ad-hoc cases to day-to-day business, and always ensures maximum flexibility. Thereby the focus is on speed, quality, as well as the customer's individual needs, and personal support. Each employee at time:matters treats the smooth processing of "their" shipment as both a personal challenge and goal.

During a conversation with the customer, time:matters establishes the precise needs, recommends the optimal solution and implements it as quickly as possible. The transports can occur by air, rail or road. Throughout the process, the shipment is seamlessly and personally monitored – from the starting point, to when it reaches the destination, and upon request, the customer is constantly proactively informed about the status thereof. time:matters offers its customers a comprehensive service portfolio that ranges from "normal" courier transport from airport to airport, to door-to-door deliveries, and to the use of charter planes or on-board couriers, who personally accompany especially important or valuable shipments until they reach their destination. In addition, time:matters offers tailor-made industry solutions, for example, in the increasingly important field of after-sales services.

## The time:matters Service Portfolio



## Partner and Destination Network

- Due to an exclusive cooperation, time:matters can access Lufthansa's entire network of scheduled flights and numerous passenger and cargo flights from other partners – currently more than 20 airlines (for example Swiss International Air Lines, Lufthansa Cargo Charter Agency, Air Berlin, Brussels Airlines, Condor, Jetpak, Austrian Airlines). Therefore, customers have daily access to more than 3,000 flights to over 500 destinations in around 90 countries.
- Through an exclusive cooperation with Deutsche Bahn, time:matters has access to around 150 train stations in Germany, Paris and Vienna – through which InterCity Express, EuroCity and InterCity trains pass.
- time:matters operates its own courier terminal for express and courier shipments at Frankfurt Airport, the only one of its kind in Germany.
- time:matters has a total of more than 500 logistics partners, which guarantees comprehensive network coverage throughout Europe and the world.
- time:matters generally has access to all available airlines and can therefore utilize an extensive international route network.

## Select time:matters Customers

From ad-hoc to contract business – time:matters offers its customers flexible and customized solutions, both in collaboration with other logistics service providers, as well as on behalf of corporate customers from various sectors. Logistics companies can, if required, expand their own portfolio by offering services from time:matters: ranging from a single order, or to the complete outsourcing of emergency, special and/or spare parts logistics to time:matters.

### Industry customers (examples):

Medical technology: Siemens Healthcare

IT products and services: Fujitsu Technology Solutions (Holding) B.V.

Agricultural and forestry machinery: John Deere Vertrieb (Deere & Company)

Mail-order business: Otto GmbH & Co KG

Life & health: ZKRD

### Other logistics companies:

International integrators, forwarding agents and courier companies

## Shipment Example

- John Deere is one of the largest manufacturers of agricultural and forestry machines. Harvest time is the most important time of year for the agricultural sector – if the equipment breaks down then the worst-case scenario would be that the harvest could not be brought in on time. In order to avoid such serious situations, John Deere relies on time:matters, who guarantees the fastest possible delivery of spare parts for the machines. In case of a mechanical malfunction, the required spare part is picked up at the depot in Bruchsal and transported by rail as quickly as possible to the destination – in cases of emergency the part is delivered directly to the field. The time advantage for each delivery amounts to one to two days.

## Company History

**2010:** Opening of the first international ic:courier stations in Paris and Vienna.

**2009:** A flight network for time-critical spare parts logistics is established together with Jetpack. Increased route frequency and shorter delivery times through cooperation with LOT Polish Airlines, Brussels Airlines, Lufthansa Italia and the Philippine airline Cebu Pacific.

The premium solution “Midnite Wonder” is launched from Asia in June 2009.

**2008:** Continued ambitious advancement of the internationalization strategy (Netherlands, Belgium, Italy, Norway, Singapore).

**2007:** Following a partial overtake of company shares, 51 percent of the company is majority-owned by funds managed by the growth investor Aheim Capital GmbH, as well as the management of time:matters. Lufthansa Cargo AG still owns 49 percent of company shares.

Further international expansion of time:matters GmbH (Austria, Poland, Sweden and China).

**2006:** time:matters initiates its internationalization strategy with the opening of the first overseas branch office in Zurich.

**2005:** Establishment of the Special Service Desk: it guarantees the fastest possible order acceptance and processing thereof, the seamless monitoring of every shipping process, as well as proactive customer communication. The Special Service Desk is the operational linchpin for the realization of Special Speed Solutions.

**2003:** Exclusive cooperation reached with Deutsche Bahn regarding the rail transportation service “ic:courier.”

**2003:** The name of the company is changed from Lufthansa Cargo SameDay World GmbH to “time:matters GmbH.” Operating under the new name, the company makes Special Speed Solutions the main business focus.

**2002:** Under the name “Lufthansa Cargo SameDay World GmbH,” time:matters was spun off from the parent company Lufthansa Cargo AG. Lufthansa Cargo remains 100-percent shareholder following the spin-off of the subsidiary.

## Service and Business Figures 2010

- Revenues: approx. 78 mio. EUR
- Transported pieces: 797,538
- Transported total weight: approx. 11,600,000 kg
- Number of employees: 140

### **time:matters Service Desks with Special Service Experts**

- Amsterdam/Netherlands
- Brussels/Belgium
- Katowice/Poland
- Lisbon/Portugal
- Milan/Italy
- Manila / Philippines
- Neu-Isenburg near Frankfurt am Main/Germany
- Oslo/Norway
- Shanghai/China
- Sharjah/Dubai
- Singapore
- Stockholm/Sweden
- time:matters Courier Terminal (Frankfurt Airport)
- Vienna/Austria
- Zurich/Switzerland

### **time:matters Partner Airlines**

- Adria Airways
- Air Dolomiti
- Air Malta
- airBaltic
- airberlin
- Austrian
- Blue1
- bmi
- brussels airlines
- Cimber Sterling
- Condor
- Contact Air
- Eurowings
- Finnair
- LOT Polish Airlines
- Lufthansa
- Lufthansa Cityline
- Norwegian Air Shuttle
- SAS
- SKY Europe
- Skyways
- Spanair
- Swiss
- TUIfly

## **Strategic Goals – Vision**

- time:matters is striving to further expand its position as the leading international and most reliable provider in the Special Speed Logistics segment. To accomplish this, expansion of the core business, as well as continued development of the partner and destination network, are on the agenda.
- The establishment of additional branch offices in key economic and logistics centers throughout Europe and the world are to occur within the framework of the continuing internationalization of time:matters' business model. The focus of the growth endeavor is, in addition to Europe, on the Asian market.
- time:matters will continue to strongly promote the development of appropriate solutions for its customers, in order to more effectively meet the growing demand for tailor-made customer and industry concepts.

## **Persons Responsible**

### Management:

- Franz-Joseph Miller, CEO
- Dr. Arne Schulke, CFO

### Board:

- Dr. Bernd Malmström, Chairman of the Advisory Board, inter alia, former CEO of Stinnes AG and DB Cargo AG
- Peter Gerber, Executive Board Member Finance and Human Resources, Lufthansa Cargo AG
- Peter Blumenwitz, Managing Director, Aheim Capital GmbH

### Shareholders:

- Aheim Capital Funds and time:matters Management (51%)
- Lufthansa Cargo AG (49%)

## **Booking Options for Customers**

24/7 Reservation and service hotline: +49 (0) 800 117 117 7 or +49 (0) 69 9999 2079

## **Press Contact**

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