

time:matters

FAQ

Effective: August 2019

What are the most important milestones in the development of the company?

- **2002:** time:matters is spun off from the parent company Lufthansa Cargo AG under the name “Lufthansa Cargo SameDay World GmbH.” Lufthansa Cargo remains 100-percent shareholder of the spun-off subsidiary.
- **2003:** The company’s name is changed from Lufthansa Cargo SameDay World GmbH into “time:matters GmbH.” Special Speed Solutions become the core content of business activities.
- **2006:** time:matters launches its internationalization strategy by opening the first overseas branch office in Zurich. In the following years, further branch offices are opened throughout Europe and Asia.
- **2007:** Capital funds of the growth investor Aheim Capital GmbH acquire a majority stake in time:matters GmbH. Lufthansa Cargo, hitherto the sole shareholder, remains convinced of the attractiveness of this business sector and continues as a shareholder of time:matters with 49%.
- **2007:** The “time:matters Spare Parts Logistics GmbH” is established for supplying customers throughout Europe with urgently required spare parts – in night or express day.
- **2007:** The time:matters Courier Terminal is opened at Frankfurt Airport for the handling of express and courier shipments, for the company’s own customers, as well as other logistics service providers (integrators and courier companies) and their respective clients.
- **2014:** The “LieferFactory Urban Sameday Delivery Platform GmbH” is established for the Germany-wide delivery of purchases from local stores and online shops to the final consumer.
- **2016:** Lufthansa Cargo AG takes over complete ownership of time:matters Group.
- **2017:** Launch of the On Board Courier platform *time:matters airmates*.
- **2018:** *Sameday Air* network expansion to the U.S. and Mexico.
- **2018:** ISO 14001 environmental certification time:matters GmbH
- **2018:** Acquisition of CB Customs Broker GmbH and Customs Broker Cargo Handling GmbH
- **2019:** Foundation of time:matters Courier Terminals GmbH
- **2019:** AEO Certification of time:matters GmbH (“Authorized Economic Operator”)
- **2019:** ISO 9001:2015 Certification of time:matters GmbH
- **2019:** Establishment of time:matters (Shanghai) International Freight Forwarding Ltd.

What is time:matters?

time:matters is the expert for global High Performance and Special Speed Logistics. Urgently needed spare parts, medical samples and important documents are transported quickly and reliably from A to B via air, rail and road. Besides speed and reliability, providing an individual, flexible service is paramount. time:matters is available 365 days a year, 24 hours a day, whenever tailor-made, customized logistics concepts are needed – for everything from ad-hoc situations through to regular business. The company was started in 2002 as a spin-off from Lufthansa Cargo AG and currently employs more than 370 people.

What is the time:matters business model?

time:matters occupies a special area of the CEP (courier, express, parcel) sector with its services. The company’s particular strength lies in creating bespoke logistics solutions. Unlike providers of standardized logistics services, time:matters does not expect its customers to adjust their needs to fit off-the-shelf solutions. Instead, the company flexibly tailors all of its solutions to suit the respective needs of the customer and then implements these using its dense international air, rail and road network – also door-to-door, of course. time:matters uses

its strong partnerships and exclusive cooperation with service providers such as Lufthansa and Deutsche Bahn to ensure a smooth transport experience. With end-to-end tracking of every shipment, customers are assured of regular, proactive status updates. In time-critical situations and emergencies requiring customized, reliable special solutions, time:matters is your logistics problem solver. For time-critical spare parts logistics, time:matters also offers the services of its subsidiary Spare Parts Logistics GmbH.

Exactly what services does time:matters offer?

As the Expert for High Performance and Special Speed Logistics as well as time-critical international spare parts logistics, time:matters provides customized, highly flexible, tailor-made logistics solutions for particularly urgent or complex (“impossible”) logistical challenges. Multimodal means of transport can be combined as required, with an array of services ranging from direct, airport-to-airport and door-to-door deliveries through to the use of charter planes. Lighter shipments that need to arrive on the very same day can be transported on board ICE, IC and EC trains through time:matters’ exclusive ic:kurier service. Particularly urgent and sensitive shipments are accompanied by our On Board Courier on the next available flight to their destinations. On our unique airmates platform, customers receive an individual quote for such personally accompanied transport in less than a minute. This can then be booked with just a few clicks, saving valuable time in the event of a logistical emergency. We are in close contact with our couriers during the entire transport and inform our customers about every step of the transport. With the time:matters StemCell Courier Service, couriers personally carry stem cells from donors to recipients.

With the acquisition of CB Customs Broker GmbH in September 2018, time:matters integrates comprehensive expertise in the field of customs into its range of services. The services offered include all common customs procedures as well as complete solutions tailored to the individual needs of the client. Through CB Customs Broker, the customer experiences added value in the area of customs, starting with the creation of customer-specific concepts through to the realization of digitized solutions. CB Customs broker is AEO certified. time:matters and CB Customs Broker have been working together intensively and successfully since 2006.

What does “time-critical spare parts logistics” actually mean?

Time-critical spare parts logistics (or “after-sales logistics”) means a number of things, including the fastest possible delivery of urgently needed spare and production parts to clients of time:matters customers or on-site service technicians. This helps customers fulfil maintenance contracts and optimize the deployment of on-site service technicians. With a fast and seamless supply of spare parts ensured, customers can operate an affordable centralized warehouse structure.

Our time-critical spare parts logistics service is part of our ad-hoc business offering and is also supported by the reliable Spare Parts Logistics GmbH in-night network. This service is based on logistics processes developed exclusively for the respective customer and is geared towards regular, long-term cooperation with the customer.

What is special about the service from time:matters?

time:matters occupies a special area of the CEP sector with its Special Speed Solutions. With globally positioned partners, such as the Lufthansa Group, KLM, Air France, Eurowings, American Airlines and Deutsche Bahn, time:matters has access to an international network in the air, on the rails and on the road. Unlike other CEP providers, however, time:matters does not operate any standardized transport systems. Therefore, in addition to speed and coverage, it can also offer a significantly higher degree of flexibility in order to accommodate specific customer requirements. This means that every transport solution is planned, personally supported and implemented for each individual customer. On top of this, time:matters also

operates its own courier terminal at Frankfurt Airport. This central point for courier and express handling provides direct access to the apron and facilitates shipment tracking.

Who are time:matters' customers?

The range of services offered by time:matters includes ad-hoc and contract business – both in cooperation with other logistics service providers and on behalf of corporate clients from many different industries. Logistics companies can complement their own service portfolio as needed with services from time:matters: from use on a case-by-case basis through to the complete outsourcing of emergency, special and/or spare parts logistics to time:matters.

Current customers include Schenker, Fujitsu Technology Solutions, Siemens Healthcare, SYNLAB, CAT, VW, John Deere and Otto.

Persons Responsible

Management:

- Alexander Kohnen
- Lars Krosch

Shareholder:

- Lufthansa Cargo AG (100%)

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