

### **Quality is our competence fueled by our passion.**

time:matters is the expert for global high speed and high performance logistics. With our passion for service and excellence, we save time, money and sometime even lives for each of our customers. We orchestrate a worldwide network of experienced partners and have direct access to air, rail and road capacities. We fascinate our customers again and again with our solutions and approaches by constantly meeting or even exceeding our customer expectations.

Our quality policy is defined by the management of time: matters in cooperation with the quality management team and is regularly reviewed for its expediency and appropriateness. time:matters has a comprehensive quality and environmental management system in accordance with DIN EN ISO 9001/2015 and DIN EN ISO 14001 (time:matters GmbH/ (Shanghai) International Freight Forwarding Ltd. and time:matters Netherlands ) and includes, in addition to the legal requirements of our services, compliance with health and safety at work. Compliance with and implementation of these standards is essential and a matter of course for our daily work.

Company and process goals are controlled, derived, and implemented from the quality policy, a very structured management and leadership level across all corporate divisions. Here we focus on the development and advancement of managers as well as our employees, who take responsibility for the joint achievement of our company and quality goals by identifying with the time:matters philosophy. Our quality management continually adapts to new circumstances and constantly improves operational processes. At the same time they are optimized and kept transparent, in order to minimize error rates and associated costs and to ensure uncompromising customer orientation.

Customers with particularly urgent and emergency requests, who are looking for individual and reliable special solutions for their very sensitive and important shipments, trust us every time. Our passion is fueled by the ultimate objective to satisfy the customer. We are proud of our core competences and our high-quality standards.

We also rely on the enthusiasm as well as the experience of our specialized employees and partners/couriers, who realize deliveries of time-critical shipments quickly, on time and according to our high quality standards, as well as with a complete transport monitoring from the point of origin to the destination.

By providing existing as well as new services and transport solutions, we are able to meet the newly emerging needs and unique requirements of our customers, operate far beyond the usual standard processes on the market and thereby continuously increase our market share (profits).

Our special corporate philosophy is to be passionate about service and ambitious in our operations, but also courageous in that we put competence above self-image and take ownership for our mistakes if something goes wrong.

We see changes in the market and society as an opportunity for the development and growth of time:matters, which we are always ready to take on. We are always looking for new "impossible" solutions. All of this helps us to become constantly better:

**because time:matters!**

**Alexander Kohnen CEO / Lars Krosch COO**

Your Expert for High Performance  
and Special Speed Logistics