

## Customer focus on reliability, speed and flexibility: time:matters looks back on an equally turbulent and successful year

- time:matters takes stock after an extraordinary year and looks with optimism to the future
- Internationalization and network expansion the key areas in 2020
- Focus this year on further digitalization of the quote and booking channel

Neu-Isenburg, February 24, 2021: 2020 was a challenging year for the logistics industry: due to capacity constraints, many customers were and still are concerned about their supply chains and in need of fast, reliable and flexible transport solutions. This is where time:matters comes in, ensuring that supply chains can be kept moving at all times in spite of lockdowns, border closures and other restrictions. Even given the many challenges in 2020, the logistics expert can look back on a solid year and significant milestones.

### **Twelve extraordinary months**

In spite of the unique circumstances, with air traffic restrictions and their knock-on effect on capacity, time:matters was still able to offer its customers flexible, innovative and highly efficient solutions in 2020. In the process, the logistics expert recruited new staff for selective roles in recent months and will continue to do so this year. Demand for, among other things, medical personal protective equipment (PPE) rose with the outbreak and rapid global spread of the SARS-CoV-2 virus – while the available freight capacity fell. In order to counteract this, time:matters resorted not only to freight charters but also to what are known as “preighters” – passenger aircraft used temporarily as freighters – for the first time in order to transport urgently needed supplies. Last year alone, the company operated 150 such flights – for governments but also for industrial companies in many different sectors that needed to maintain their supply chains.

Back in March, time:matters also incorporated a creative transport process into its daily business: “Cargo pilots essentially took on the role of on board courier and transported urgently needed stem cells for leukemia sufferers all over the world. More than 1,000 such consignments were transported and delivered over the past twelve months. We are always happy to play our part in helping leukemia patients to get better,” explains Alexander Kohnen, CEO of time:matters.

Alongside implementing operational solutions, the logistics expert has also been successfully pursuing its internationalization strategy in recent months. In July 2020, for example, time:matters founded the corporate affiliate time:matters Americas, Inc., thereby complementing its existing portfolio in China, the Asia-Pacific region and Europe. In September, time:matters also expanded its Sameday Air network within North America. Customers are now benefiting from more than 100

available stations, cooperation with four of the leading airlines in the US and up to 50,000 weekly frequencies.

time:matters also took a number of steps to further improve its carbon footprint in 2020. Since December 2019, the company has been able to save around 368 tons of CO<sub>2</sub> via its “airmates” transport service. Incidentally, “airmates” is the first CO<sub>2</sub>-neutral on board courier service worldwide.

And last but not least, the company’s quality and service were again confirmed independently over recent months with a series of awards. For example, time:matters Spare Parts Logistics received the Excellence Award from John Deere for the sixth time last year.

### **Positive outlook**

2020 has shown that time:matters is a flexible and reliable partner to its customers, even in difficult times, and the company intends to continue to demonstrate this over the coming months. Having mainly focused on internationalization and network expansion last year, time:matters will now turn its attention primarily to further digitalization of its quote and booking platform. These efforts are also centered on its customers, who should be able to select the right quote and then book it immediately in just a few clicks in the future. This fast and simple functionality is of great interest to many time:matters customer groups in, for example, the automotive, life and health, high-tech and semicon, aviation, and machinery and components sectors.

When further developing its digital channels, time:matters will be able to draw on its experience with its own “airmates” platform, for example, which has already won awards for its user-friendliness.

In spite of everything: “Following on from 2020, 2021 will be another challenging year for the logistics industry,” predicts Lars Krosch, COO of time:matters, adding: “As cargo capacity is likely to remain scarce in many cases over the coming months, logistics specialists such as time:matters will again play a central role in handling important and urgent transports quickly and reliably at all times. We believe that we are ideally positioned as a company to meet these challenges.”

### **About time:matters:**

time:matters is the expert for time-critical express transports. Urgently needed spare parts, missing production equipment, medical samples, dangerous goods and important documents are transported quickly and reliably from A to B via air, rail and road and if required also personally accompanied via on board courier. This is made possible by a global network with more than 500 courier partners and airlines. time:matters generally has access to all available airlines and can therefore utilize a wide range of flight routes. Besides speed and reliability, providing an individual, flexible service is paramount. time:matters is available 365 days

a year, 24 hours a day, whenever customized logistics concepts are needed – for everything from ad-hoc situations through to regular business. time:matters has achieved ISO 9001:2015 certification as well as ISO 14001:2015 environmental certification and compensates CO2 emissions of all airmates on board courier transports. The company employs more than 330 people and operates its own terminals for express and courier shipments at Frankfurt and Munich airport. By acquiring CB Customs Broker GmbH in 2018, time:matters incorporated decades of customs clearance and cargo handling expertise. Services covering all standard customs procedures including digital solutions for e-commerce customs clearance. CB Customs Broker is an “Authorized Economic Operator” and has been AEO-C certified since 2013. time:matters GmbH has been AEO certified since April 2019.

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