

Proof of the highest quality standards: time:matters (Shanghai) International Freight Forwarding Ltd. receives ISO certification

- time:matters (Shanghai) International Freight Forwarding Ltd. has recently been successfully ISO 9001:2015 certified, confirming the high quality of its service portfolio
- The accreditation of the international standard increases transparency for customers
- The certification additionally enables the development of new business areas with strict quality standards

Neu-Isenburg, December 22, 2021: A Milestone in the Far East: time:matters, expert in national and international express transports, is pleased to once again receive recognition for the high quality standards within the company's own product range. In addition to time:matters GmbH and time:matters Netherlands B.V., time:matters (Shanghai) International Freight Forwarding Ltd. now officially holds ISO 9001:2015 certification. The award of the internationally recognized DIN standard reaffirms the consistently high standard of the time:matters management system. The focus is primarily on the organization of transports and the worldwide monitoring and tracking of time-critical, customer-specific shipments.

For time:matters, the certification is of great importance: Resilient reliability and individual customer communication in the field of international express logistics play decisive roles in the company's long-term service excellence and quality strategy.

time:matters (Shanghai) International Freight Forwarding Ltd. was founded in China on June 1st, 2019. Since then, the international and multilingual team has primarily handled the support of customers from China, Hong Kong (SAR), and Taiwan, while managing all steps along the transport chain. The services offered range from the initial consultation and booking to the preparation of the corresponding air waybill and local invoicing. Through the company's own website in Mandarin as well as WeChat, a popular and established social media platform in China, customers receive reliable and regular information on comprehensive transport solutions for time-critical and sensitive shipments.

The customers of time:matters (Shanghai) International Freight Forwarding Ltd. primarily include national and international companies from the semiconductor and automotive sectors operating in the Asian region. In addition to connections to the global air network, the logistics expert offers

customized express transport solutions from Singapore, Hong Kong (SAR) and the South Korean city of Incheon to northeastern China.

Alexander Kohnen, CEO of time:matters, elaborates: "With the ISO 9001:2015 certification, our company in China provides both national and international customers with the ideal proof of competence and performance. Within the DIN standard, the consistent alignment of all processes with customer needs is a high priority."

Constance Wu, Executive Director of time:matters (Shanghai) International Freight Forwarding Ltd., adds: "Due to our well-functioning quality management system, we can meet our customers' requirements at any time. Moreover, adhering to high-quality standards enables us to expand into new industry sectors that take a certified quality management system for granted."

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. time:matters (Shanghai) International Freight Forwarding Ltd. was established on June 1, 2019. The company supports customers locally, from booking to issuing air waybills and local invoicing. The launch of time:matters Americas, Inc. took place in July 2020 as part of time:matters' internationalization strategy. The US corporate affiliate, headquartered in Miami, Florida, caters to both national and international customers.

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