

Press Release

trans-o-flex receives award for the best delivery quality in Europe

- *Contest: the EURODIS network analysed the service quality of its partners in 36 European countries over a whole year*
- *trans-o-flex's rate for the delivery of temperature-controlled Ambient shipments within 24 hours exceeds 99 percent*

Weinheim, 13th July 2017. trans-o-flex Schnell-Lieferdienst is the winner of the quality contest initiated by EURODIS, the network for the international transportation of parcels and pallets with partners in 36 European countries, and received the award for its success as the best logistic service provider 2017. This is the result of the network's analysis of the services of all of its partners over a whole year, from June 2016 until May 2017. The criteria for winning this quality award are accuracy and speed in complying with all prescribed processes from the takeover of the goods to the delivery. This also includes, for example, the generation and transmission of the shipments scans, the status information as well as the proof of delivery. "We are very proud to receive this award because it is the result of hard work associated with optimising and complying with all of the operational processes", said Wolfgang P. Albeck, CEO of trans-o-flex, when he personally accepted the award during the annual assembly of EURODIS in Bucharest. "Specialised service providers such as trans-o-flex with their focuses on core industries such as the pharmaceutical or high-tech industries are forced to stand out against their competitors by means of quality. There is no alternative to this."

Albeck pointed out that, over several months in this year, trans-o-flex managed to achieve a rate of more than 99 percent also for the delivery of the especially sensitive Ambient shipments (active temperature control between 15 and 25 °C) within 24 hours. This rate is a couple of percentage points higher than the industry's standard and was achieved despite delivery obstacles outside trans-o-flex's responsibility, e.g. where recipients were not at home. "We deliberately set a high standard and, on the basis of a zero-defect principle, are working towards our

goal of 100 % quality. Even though, in the logistic world's daily routine, this value can only seldom be achieved due to imponderables such as traffic jams, severe weather or absent recipients, it is our ambition to come as near to it as possible."



Picture (free for editorial purposes): Together with members of his team for international transports, Wolfgang P. Albeck (second from right), CEO of trans-o-flex, accepted the award for the company's success as the best logistic service provider 2017.

About trans-o-flex:

The trans-o-flex Group's core competence focuses on the provision of logistic solutions for the pharmaceutical, cosmetics and consumer electronics industries as well on the transportation of other high-quality, sensitive goods. For the transportation of pharmaceutical products, trans-o-flex has built a nationwide network that includes active temperature control and full documentation. To this end, the company, in its Pharma Logistics business area, has installed transport systems that are suitable for the transportation of pharmaceutical products in the temperature ranges of between 15 and 25 °C and between 2 and 8 °C in compliance with the EU directives for the transportation of pharmaceutical products. In its Technology Logistics business area, trans-o-flex organises transports for customers from other industries, mainly consumer electronics. These customers also benefit from the high standards with respect to safety, hygiene, reliability and transparency which trans-o-flex has established for the pharmaceutical industry. In its Contract Logistics business area, trans-o-flex bundles services from storage and picking & packing up to individual value-added services. At an international level, trans-o-flex focuses on the implementation of logistic concepts via the networks EUROTEMP (temperature-controlled logistics) and EURODIS (in 36 European countries). Both nationally and internationally, trans-o-flex, in contrast to 100-% parcel services, delivers both goods in parcels and on pallets and also offers special services, such as the transportation of hazardous goods (without being limited to small quantities), express and time-window deliveries as well as direct deliveries. Thus, the company covers the entire logistic chain from procurement and warehousing to distribution and fulfilment. In 2016, annual sales of the trans-o-flex Group, which has a workforce of approximately 1,900 employees, amounted to ca. € 490 million. For more information, go to www.trans-o-flex.com.

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