



TISA SPEDITION

Welcome to the  
most personal of  
shipping companies.





Dr Michaela Adami-Schrott (CEO), Günther Adami (Honorary President TISA), Brigitte Adami (CFO) and DI Markus Schrott (COO)



IN MEMORY OF

# Günther Adami

20 April 1947 – 13 November 2020

Günther Adami is the founder of TISA. He passed away in November of 2020 at the age of 73, in the middle of life, and much too early.

Günther Adami was a great entrepreneur with a sense of humour and verve. His comprehensive and intuitive grasp of the forwarding industry along with his genuine love for people are what have made TISA so successful. You could count on him, and his word was worth more than a contract. Many of his business partners have become friends over the years.

Günther Adami was born on April 20th 1947 in Bregenz. In his youth, Günther discovered his passion for playing football, but also at a very early age he came to love the forwarding business. At Business School he worked during vacations helping to unload rail cars. On the occasion of his 70th birthday, he shared this with us: 'When I read the names of the ports and places in foreign countries on the cases and cardboard boxes, my interest was aroused. At that time, when I would read Beirut, Kobe, Yokohama, Port Said, and Singapore, the first thing I did was look them up on the map'. He completed an apprenticeship as a freight forwarder at Delacher, where he was particularly fascinated by shipments going north to Norway, Sweden, Belgium, Holland, and Great Britain. He often told us about his trip by postal ship through the Stockholm archipelago.

As for his private life, Günther married his wife Brigitte, the CFO of the TISA Group in 1970. In 1973 their first daughter Michaela was born, and in 1978 Petra. In 1990 Günther Adami went into business for himself and founded the TISA company with his wife, initially in St Margrethen, Switzerland. The first employee, Dieter Fiel, was his most loyal companion and is still with the company. In 2001, Günther Adami founded TISA Freight Forwarders GmbH in Lauterach, Austria, in order to have a Head Office in the EU. In 2007 TISA moved to its own logistics facility in Widnau, and TISA GmbH in Hohenems, Austria also acquired its own handling facility. Günther Adami worked full-time at the company until the very end. He never saw that as a burden, but always as his calling and the purpose of his life.

Günther Adami's grandchildren were particularly important to him: Katharina (12), Emilia (8) and Constantin (7) spent every Friday afternoon with their grandparents and had a particularly intimate and loving relationship with their grandpa.

In Günther Adami we are losing a great boss and an even greater person. His daughter Michaela and her husband Markus Schrott will continue to lead TISA into a new era and will thus guarantee continuity for employees, customers, and partners.

**His spirit, his work, and his love will always live on in us and in TISA.**







# Philosophy & History

WE HANDLE YOUR GOODS  
AS IF THEY WERE OUR OWN.









Martina Kabasser, Accounting and Human Resources, Widnau

## The architect for a customised transport solution for warehouse logistics & customs clearance

A perfect logistics service is just as complex as building a house. That is why we at TISA see ourselves as 'architects' of a customised logistics solution to fit your needs in the areas of transport, customs clearance, storage, and order picking.



# The Company with a Handshake Feeling

TISA IS A FAMILY COMPANY IN THE BEST  
SENSE OF THE WORD

Günther and Brigitte Adami founded TISA Spedition AG in 1990 in St Margrethen, Switzerland. The TISA group now has 10 locations in Switzerland as well as in Austria and Germany. The parent company is located in Widnau in Eastern Switzerland with adjoining border offices in St Margrethen, Diepoldsau, and Thayngen. Our branch in Hohenems (AT), with the flourishing customs office in Wolfurt at the freight station has also proven to be reliable. With Pratteln (CH), TISA has the perfect gateway to France. The bases in Embrach near Zurich (CH), Vienna (AT), and Lindau (DE), Germany, are all new.

Dr Michaela Adami-Schrott and DI Markus Schrott lead the company into the second generation. With 3 grandchildren and 2 daughters, the foundation for the third generation has already been laid. The TISA success story goes on.



Günther & Brigitte Adami with Emilia, Constantin, Katharina: The foundation stone for the third generation has been laid.





Elmar Lucca, Maintenance Supervisor, Widnau

## We love our employees

### DIETER FIEL

TISA's very first employee. Has been with the company since it was founded in 1990.



Our employees are our most important asset. In the old days, there were only two employees, Dieter Fiel and Günter Putz. To-day around 100 superbly trained employees work at our family company.

### People are our focus.

This only applies not only to our customers, but first and foremost to our employees. We value people who grow along with us. We are supportive of our treasured assets: Our experts. They grow along with us, sometimes for a short time, sometimes even longer. We are delighted that we can play a role in their lives. We treasure individualists who want to get involved, want to be heard, and want to contribute to our development.

Every single day we make these values a reality.

WE VALUE QUALITY HIGHLY AND THAT ALLOWS US TO OFFER OUR CUSTOMERS THE VERY BEST SERVICE.

TISA experts with knowledge, experience and much passion prove this every day.

## Outstanding TISA Experts

“

*Anything that can be done well can be done better.*

*In the original Italian: Una cosa fatta bene può essere fatta meglio.)* Gianni Agnelli

### DOMENICO DE MONTE

Head of HR & Program Management, Authorised Officer

“

*Intent is everything.*

Facit Omnia Voluntas

### TIM SCHÖNHERR

Head of Sales





IF YOU WERE STRANDED ON A DESERT  
ISLAND, WHAT WOULD YOU WANT  
TO HAVE WITH YOU?

“

*If I were stranded on  
a desert island, I would  
want to take a boat  
along with me.*

BRIGITTE ADAMI  
CFO





# Our "Newcomer"

2019 WAS AN INTENSIVE START-UP YEAR  
FOR THE TISA GROUP.

First of all, we founded a branch in Vienna in July so that we would be able to forward Swiss and Austrian shipments traffic even more efficiently. We have been able to offer daily departures in both directions since 2021.

Embrach followed in November of 2019: With a Head Office in Pratteln in the northeast and Widnau in the west of Switzerland, Embrach, which is close to Zurich, was planned as a distribution centre in the central area of Switzerland. In particular, the north-south axis from Germany or via the Gotthard Pass from Italy make the connection and distribution in Switzerland quite inexpensive and fast.

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*If you always do what you've  
always done, you'll always get  
what you've always got.* Henry Ford

PIERRE SCHINDLER  
Branch Manager, Vienna



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*The best ideas come to  
me when I imagine that  
I am my own customer.*

UDO REDL  
Branch Manager, Embrach





## The TISA philosophy is based on 3 pillars



### CUSTOMER SERVICE

Personal advice and excellent customer service are central values in our daily work. With us, you will not be passed on. You will be looked after personally.



### FLEXIBILITY

Our products are not off the shelf, but are customised to meet your needs and developed together with you.



### QUALITY

For all of our products, whether transport, customs, or warehouse services, top quality is a must for us.

## TISA services at a glance



### LONG-DISTANCE TRANSPORT



### LOCAL TRANSPORT & RHINE VALLEY EXPRESS



### EXPRESS SHIPMENTS



### CUSTOMS CLEARANCE & CUSTOMS ADVICE



### SEA FREIGHT



### STORAGE LOGISTICS



WHAT IS YOUR  
SPECIAL TALENT?

“

*I like to use my  
analytical skills to  
solve problems.  
Finding novel  
solutions to tricky  
challenges is a real  
turn-on for me.*

DI MARKUS SCHROTT  
COO







# Transport

CUSTOMISED,  
FAST, AND RELIABLE







# Not all shipments are the same

AT TISA WE OFFER YOU  
CUSTOMISED SHIPPING SOLUTIONS TO MEET  
BOTH YOUR SPECIAL AND INDIVIDUAL NEEDS.

Our country-specific focus covers all of Europe as well as overseas. Our top-class class shipments depart daily to and from Austria, Germany, Italy, France, the Benelux, Eastern Europe, and Turkey.

## SPECIAL PROJECTS

TISA is the right partner for you, especially when things get more complicated, whether it is because the job has to be done quite quickly, because your goods have unusual dimensions, or because they involve construction site or trade fair logistics.

DAILY DEPARTURES AUSTRIA, GERMANY, ITALY, FRANCE,  
BENELUX, EASTERN EUROPE, TURKEY



Drivers Elmar Lucca, Rüdiger Löscher, Emil Pudic.





Rüdiger Löscher, Driver

# Our unbeatable Rhine Valley Express Service

OUR FIVE BRANCHES IN THE RHINE VALLEY  
ALLOW US TO OFFER YOU SUPERB LOCAL  
SHIPPING.

First and foremost TISA is also your contact when it comes to cross-border local shipping. Pick-up and delivery take place from door to door with a lifting platform and German-speaking drivers. Express transit times are part of the TISA standard.

We offer our unbeatable 6-hour Rhine Valley Express Service within a region: Deliver your goods to us by noon and we will ship them anywhere in the region on the same day.

## TISA BRANCHES

### SWITZERLAND

WIDNAU, PRATTELN, EMBRACH, ST. MARGRETHEN, DIEPOLDSAU, THAYNGEN

### AUSTRIA GERMANY

HOHENEMS, WOLFURT, WIEN  
LINDAU





# Customs Services

INTEGRATED CUSTOMS SOLUTIONS  
FROM A SINGLE SOURCE









Martin Hofer, Customer Advisor

# Customs solutions from a single source

TISA specialises in (integrated) customs solutions from a single source, all planned from a central hub in Widnau, close to the Swiss border, with affiliated border offices in St Margrethen and Thayngen as well as in Austria at Hohenems, along with a Customs Office in Wolfurt at the freight depot as well as in Lindau.

24 HIGHLY QUALIFIED CUSTOMS AGENTS, SOME WITH FEDERAL CUSTOMS CREDENTIALS, WILL TAKE CARE OF YOUR CUSTOMS NEEDS.

Since we have customs status as an 'authorised recipient and sender' in both Switzerland and the EU, we can also clear your goods outside of customs opening hours from 6:30 a.m. to 7:30 p.m. in Austria and can even provide declarations at all times.

TISA is a pioneer in the field of electronic customs procedures. When e-dec was introduced in 2005, TISA was a pilot project partner for Swiss Customs. In fact, we carried out the very first e-dec customs clearance in all of Switzerland. We have been participating in the pilot operation of the Electronic Assessment Decisions (eV) since 2012.



WHO IS YOUR ROLE  
MODEL AND WHY?

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*Winston Churchill,  
a quote that says it all:  
Success consists of  
getting up just one  
more time than you fall.*

BEAT NEF

Branch Manager, Widnau, Head of Business Development,  
Authorised Officer





# Your specialist for all the common customs procedures

AS AN AUTHORIZED SENDER AND ADDRESSEE  
IN SWITZERLAND AND THE EU, TISA OFFERS ALL  
THE COMMON CUSTOMS PROCEDURES.

Switzerland: A piece of the puzzle in the global safety network. Switzerland has been integrated into the EU security area since 2009. Based on this, Switzerland has adapted its laws, including implementation of the Authorised Economic Operator (AEO) status.

With the AEO certificate in March of 2019, TISA Spedition AG and TISA International Shipping AG are regarded as reliable trading partners in the international supply chain. This is yet another component of TISA's sophisticated quality management system.



## Customs services at a glance

Export clearances (Austria/Switzerland/ Germany)	BREXIT advice
Import clearance (Austria/Switzerland, Germany)	ATA Carnet, TIR Carnet
EU customs clearance	Clearance with a veterinarian
Provisional customs clearance	Transit clearance (T1, T2), free pass
Management of your free passes, reservation slips, and usage slips	Open customs warehouse
Customs advice and customs concepts	Customs assistance for customs inspections, customs samples, reloading, etc.



WHAT IS YOUR RECIPE  
FOR SUCCESS?

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*I believe that passion combined  
with knowledge delivers the  
very best results. One does not  
go without the other.*

GERARDO FORGIONE  
Branch Manager, Pratteln







# Warehouse Logistics

CUSTOMISED  
LOGISTICS SOLUTIONS  
INDIVIDUALLY ADJUSTED









# Warehouse services at a glance

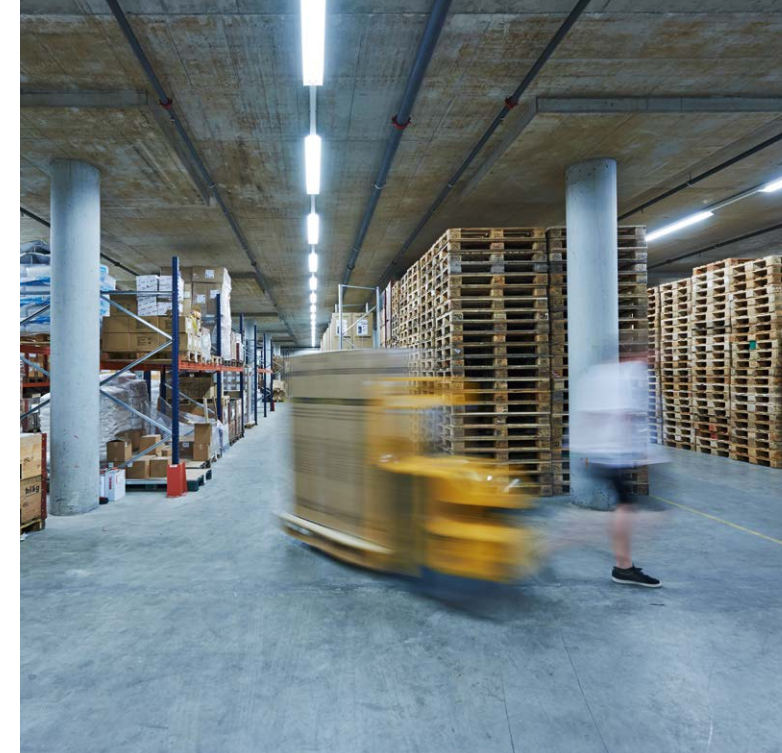
State-of-the-art logistics facility	Special solutions for e-shop customers
5,000 sqm area for temperature-controlled, clean storage and handling	Cross docking & modern floor conveyor vehicles
Chip-controlled access exclusively for authorised personnel and customers	Customised supply chain management
Qualified employees with many years of experience	Rapid storage and retrieval
Open customs warehouse	External warehouse with an additional 5,000 sqm



# Ideal Warehouse Logistics

5 WAREHOUSES COVERING MORE THAN 5,000 SQM IN SWITZERLAND (WIDNAU, DIEPOLDSAU, EMBRACH), AUSTRIA (HOHENEMS), AND GERMANY (LINDAU)

Clean storage and handling areas with control of temperature and access for storage, checking, neutralisation, repackaging, packing, order picking, and much more. In addition, we offer storage options for goods regardless of weather conditions. Qualified employees with in-depth training and years of experience in warehousing, transshipment, hazardous goods, load securing, and the like will take care of your warehouse logistics.



Warehouse Widnau

We offer our customers an open customs warehouse: You will not need to make customs declarations until you actually know what you are importing or exporting. This ensures liquidity for you and will make things flexible.

At our Widnau, Embrach, and Hohenems branches, we can offer you picking solutions, even for sensitive products or complex batches.



Warehouse Hohenems







WHAT DO YOU LIKE  
BEST ABOUT YOUR JOB?

“

*Independent work  
and team success.*

ERWIN VISINTAINER  
Branch Manager Hohenems





# Enjoying Logistics Warehouse

MODERN FLOOR HANDLING VEHICLES  
PERMIT QUICK  
STORAGE AND RETRIEVAL.

Qualified employees with in-depth training and years of experience in warehousing, handling, hazardous goods, load securing, and the like will take care of your warehouse logistics.

We develop customised logistics solutions just for you: We support your supply chain management with customised picking, neutralisation, packaging, and repackaging. TISA provides special solutions for order picking and storage especially for e-shop providers.



Enjoying working with storage specialist Murat Aydin



Remannéa tgeakmees nct are of our supply chain





Dieter Fiel and Domenico De Monte – We always find just the right solution.

## ONE-STOP-SHOP for e-shop customers

For customers selling their products on the Internet via an e-shop, we offer an E2E supply chain solution, from storage, customs clearance, order picking, shipping to the customer (also in package solutions), including processing of returns.



BUONGUSTAIO, Dornbirn



NAPURE AG, Mumpf



LÜTOLF AG, St. Margrethen



IF YOU COULD TRAVEL  
IN A TIME MACHINE,  
WHERE WOULD YOU GO?

“

*I would stop the  
passage of time.  
The here and now  
is marvellous.*

DR. MICHAELA ADAMI SCHROTT  
CEO





WWW.TISA.CH

We keep our word.  
With every shipment.