



AIRFREIGHT TERMINAL SHEREMETYEVO MOSCOW CARGO



SKY-HIGH STANDARD
OF GROUND HANDLING

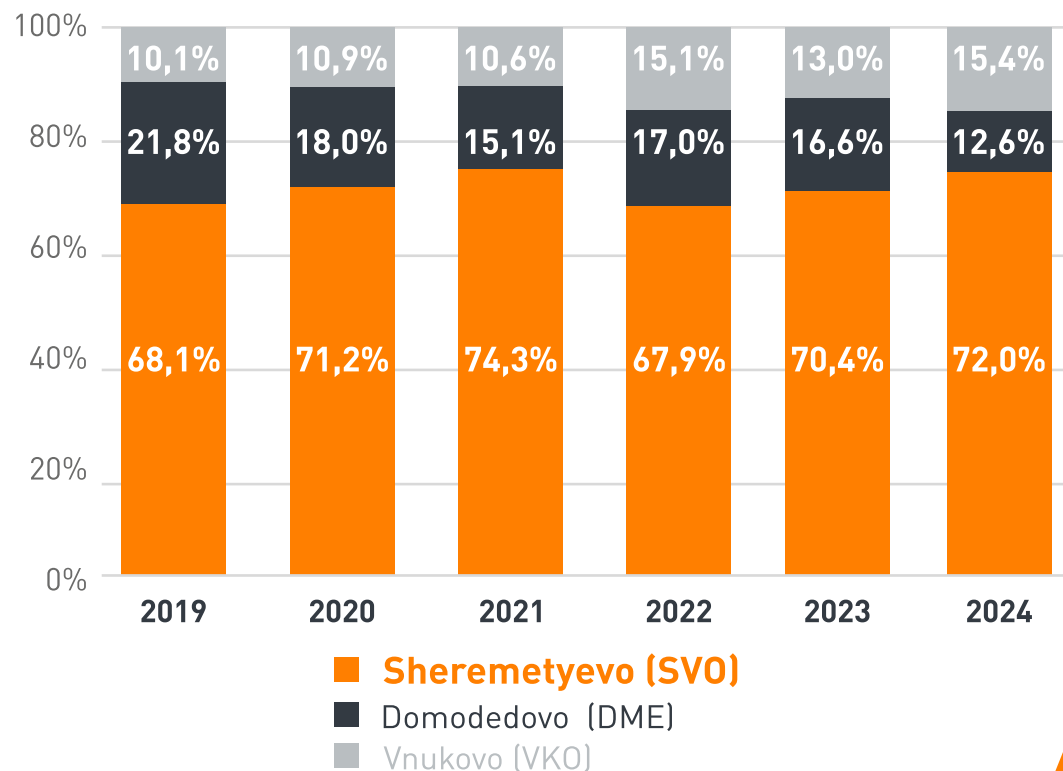
MOSCOW CARGO

KEY BUSINESS ACHIEVEMENTS & FINANCIAL RESULTS

CONSISTENTLY EXPANDING OUR MARKET SHARE IN MOSCOW AIR CLUSTER



MOSCOW Air Cargo Market GHA's shares trends



Source: Federal Air Transport Agency



SUCCESSFUL PARTNERSHIP WITH RUSSIAN & FOREIGN AIRLINES



MOSCOW CARGO

HANDLING & STORAGE FACILITIES



CUTTING EDGE INFRASTRUCTURE & TECHNOLOGICALLY ADVANCED CARGO-HANDLING SOLUTIONS

THE LARGEST AIRFREIGHT TERMINAL IN CIS & EASTERN EUROPE



Total Floor Area: **42,300 m²**



Handling Capacity: **380,000 tonnes per year***

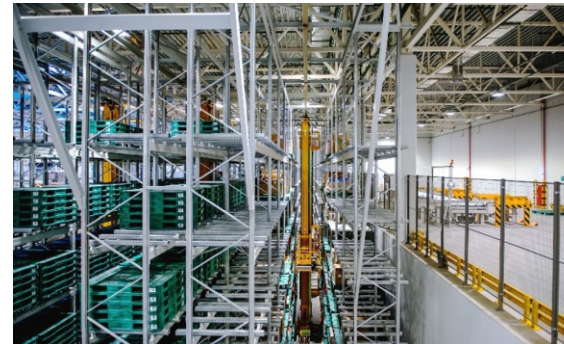


Truck Docks: **29**



Opened in the **end of 2017**

BEST OPPORTUNITIES FOR YOUR BUSINESS DEVELOPMENT



Automated Storage & Retrieval System (ASRS)

- 7 levels
- 3,198 storage positions
- 12 rail-guided stacker cranes



Pallet/Container Handling System (PCHS)

- 4 levels
- 576 ULD storage positions
- 60 positions for temperature-sensitive ULDs (t +2 +8°C)
- 4 x 20" ETVs (lifting capacity up to 13.6 tonnes)
- 13 conveyor lines with apron access (1 for 20" cargo pallets)

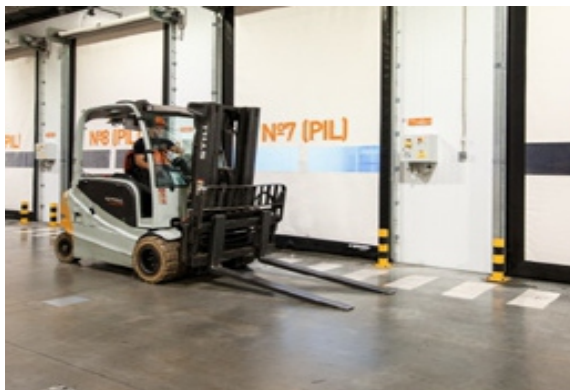
Modern automated handling systems & technologies used at Moscow Cargo terminal are successfully employed in the world's largest airfreight terminals:
HACTL, PACTL, Emirates SkyCargo Mega Terminal, Turkish Cargo New SmartIST Terminal

MOSCOW CARGO

HANDLING & STORAGE FACILITIES



PROFOUND EXPERTISE IN TEMPERATURE-SENSITIVE CARGO HANDLING



TTSP
3,981 m³

- 26 separate storage areas
- Separately adjustable temperature settings (t -20 +25 °C)
- 60 PER ULD storage positions in PCHS (t +2 +8 °C)
- 30 RKN / 15 RAP containers handled at a time



TEMPERATURE
MONITORING & CONTROL

- Automatic 24/7 temperature control with real-time deviation alert
- Certified & well-trained staff (Envirotainer and IATA CEIV training programmes)
- Standby power supply
- Contingency plan for disruptive situations
- Daily cleaning & disinfection
- Dry ice supply (on request)



VACCINE HANDLING

- Prioritised handling of COVID-19 vaccine shipments
- Reduced handling times
- Temperature-controlled airside transport solutions
- TTSP storage areas with automatic 24/7 temperature control & real-time deviation alerts
- **Moscow Cargo impeccably handled >450 tonnes of Sputnik V vaccine ensuring its safe distribution within Russia and abroad**



AVI
740 m³

- Careful handling of live animals
- Providing special animal-friendly airside transportation equipment
- Soundproof accommodation with temperature control and air conditioning

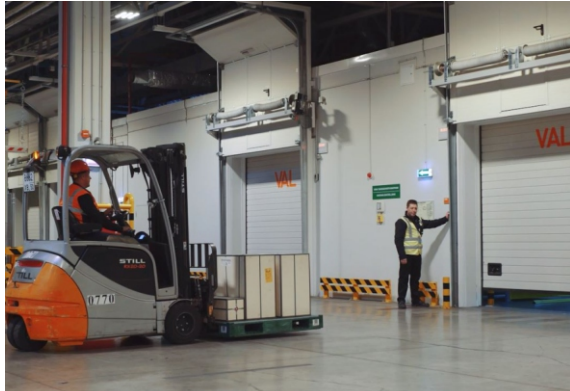
SLA WITH AIRLINES COVERING TTSP HANDLING (WITH DETAILED TIMING)

MOSCOW CARGO

HANDLING & STORAGE FACILITIES



EFFECTIVE SOLUTIONS TO PERFORM SAFE HANDLING & STORAGE FOR ALL TYPES OF CARGO



VAL
3,345 m³

- TAPA certification
- Biometric access control
- Gaseous fire suppression system
- Active humidity & temperature control



DGR
6,848 m³

- All classes
- Radioactive materials
- Special license for arms & ammunition



SPECIAL GATE FOR BUP ULDs

- 20" pallets handling
- 2 platforms for ULDs & cars



CUSTOMS CLEARANCE
'single-window environment'

- Customs Clearance & Control Department
- Customs Inspection Department
- Department of Documentary Maintenance
- Customs Information Technology Division

INTEGRATED APPROACH TO MEETING OUR PARTNERS' REQUIREMENTS

MOSCOW CARGO TERMINAL

GREAT EXPERIENCE IN HANDLING ALL CARGO CATEGORIES



HEA & BIG



AVI



DGR



PER



HEA & BIG



AVI



**PROFOUND EXPERTISE
OF GROUND HANDLING**

DANGEROUS GOODS

LIVE ANIMALS

TTSP

TURBINES

CARS

OIL AND GAS EQUIPMENT

**RIDIOACTIVE
CARGO, ETC.**

2024: SERVICE LEVEL PERFORMANCE

AIRLINES' SATISFACTION ASSESSMENT



GUARANTEED SLA COMPLIANCE UNDER SHEREMETYEVO GROUP HEADQUARTERS' CONTROL

ACTUAL MOSCOW CARGO COMPLIANCE WITH AIRLINES' SLA

AIRLINE	TARGET KPI	AVERAGE 2023	AVERAGE 2024
Aeroflot	95.0%	95.0%	95.0%
Volga-Dnepr Airlines	95.0%	99.3%	99.4%
Qatar Airways	99.0%	99.9%	100.0%
China Eastern Airlines	99.0%	99.9%	100.0%
Sichuan Airlines	99.0%	99.9%	100.0%
Hainan Airlines	95.0%	99.5%	100.0%
Mahan Air	95.0%	99.9%	100.0%

CSI
foreign airlines

97.55%
(+1.44% vs 2023)

MOSCOW CARGO AWARDS



AEROFLOT RUSSIAN AIRLINES

Honored as the Best airfreight terminal in the Russian Federation Award

2024



CHINA EASTERN AIRLINES

Named «RELIABLE PARTNER» by China Eastern Airlines, in recognition of our «high professionalism and impeccable quality of ground handling services at SVO»

2023



2024



SICHUAN AIRLINES

Represented with the Outstanding GHA Award by Sichuan Airlines

2022



2023



2024



2024: SERVICE LEVEL PERFORMANCE

CNEEs' & CNORs' SATISFACTION ASSESSMENT



CONSTANTLY INCREASING NUMBER OF LOYAL CUSTOMERS

CUSTOMER
SATISFACTION INDEX
(consignees
& consignors)

CSI **92.98%**
(+0.92% vs 2023)

CUSTOMER
LOYALTY INDEX
(consignees
& consignors)

NPS **61.76%**
(+1.2% vs 2023)

CLIENTS FEEDBACK



"Excellent organization of the work processes, high level of professionalism, and active support in resolving any current issues"



"True professionals in their field, with profound expertise and understanding of the strict requirements to live animals transportation"



"The efficiency and high quality of handling perishable cargo arriving/departing to/from Sheremetyevo International Airport"



"A reliable partner, paying due attention to the client's demands and fulfilling its obligations in a timely and efficient manner"



"Outstanding quality of services provided, and fast and efficient response to any requests, including non-standard ones"



"Impressive operational efficiency, and well-coordinated teamwork"

MOSCOW CARGO TERMINAL

PERSONAL ONLINE ACCOUNT FOR CONSIGNEES & CONSIGNORS



Personal account

Customer data **Cargo status** Financial information Issue transport pass Safety declaration

Printing of labels Flight schedule Electronic queue Power of attorney Notifications

Cargo status

Cargo order: Make an order Order history

Reports: Arrival of cargo Deliver of cargo

AWB HAWB [] - [] **Check** Lock Import Lock Export

MONITORING OF CARGO: ARRIVAL (42 AWB)

AWB	INT/DOA	Current status	Airport of Departure	Name of cargo	Consignee	Cargo Released by Customs Notification
704-2020415	INT	Fully Released to client	SDK			06/04/2025 13:17
704-2020520	INT	Ready to issue	CAH			
704-2020545	INT	Ready to issue	CAH			06/04/2025 15:30
704-2020577	INT	Ready to issue	CAH			

MONITORING OF CARGO: DEPARTURE (6 AWB)

AWB number	INT/DOA	Current status	Airport of Destination	Name of cargo
704-2020520	DOM	Fully Shipped	RUF	
704-2020545	DOM	Fully Shipped	DIS	



Online Customs Information

- **Preliminary information (PI) to customs authorities**
- Date and time of «Cargo Released by Customs» Notification
- Customs Declaration Number
- «Cargo Moved in the Bonded Warehouse» Notification Number (Do1 Form)
- «Cargo Moved Out of the Bonded Warehouse» Notification Number (D02 Form, with number of pieces and weight)



Personal Customer Online Account

- Checking AWB / HAWB status
- Checking financial information
- Customizable system of e-mail notifications on status of cargo / document processing and money transactions
- Issuing e-pass for vehicles
- Checking actual electronic queue status in the **Smart Yard Management System**
- Issuing e-security declaration
- Printing cargo labels
- Checking actual flight schedule



ISSUING CARGO RELEASE DOCUMENTS & PAYING FOR TERMINAL SERVICES

ONLINE

The background image shows an airport tarmac with several cargo aircraft. On the left, an AirBridgeCargo plane is visible. In the center, a large cargo plane has "МОСКВА КАРГО" (Moscow Cargo) written on its side. On the right, the tail of a Nordwind plane is visible. A large, semi-transparent orange circle is centered over the image, containing the main text.

WELCOME TO MOSCOW CARGO!

**Reap Your Benefits
From Utilizing Our Facilities**