



SHEREMETYEVO
MOSCOW CARGO

AIRFREIGHT TERMINAL

SHEREMETYEVO MOSCOW CARGO



ШЕРЕМЕТЬЕВО МОСКВА КАРГО

SKY-HIGH STANDARDS
OF GROUND HANDLING

2024

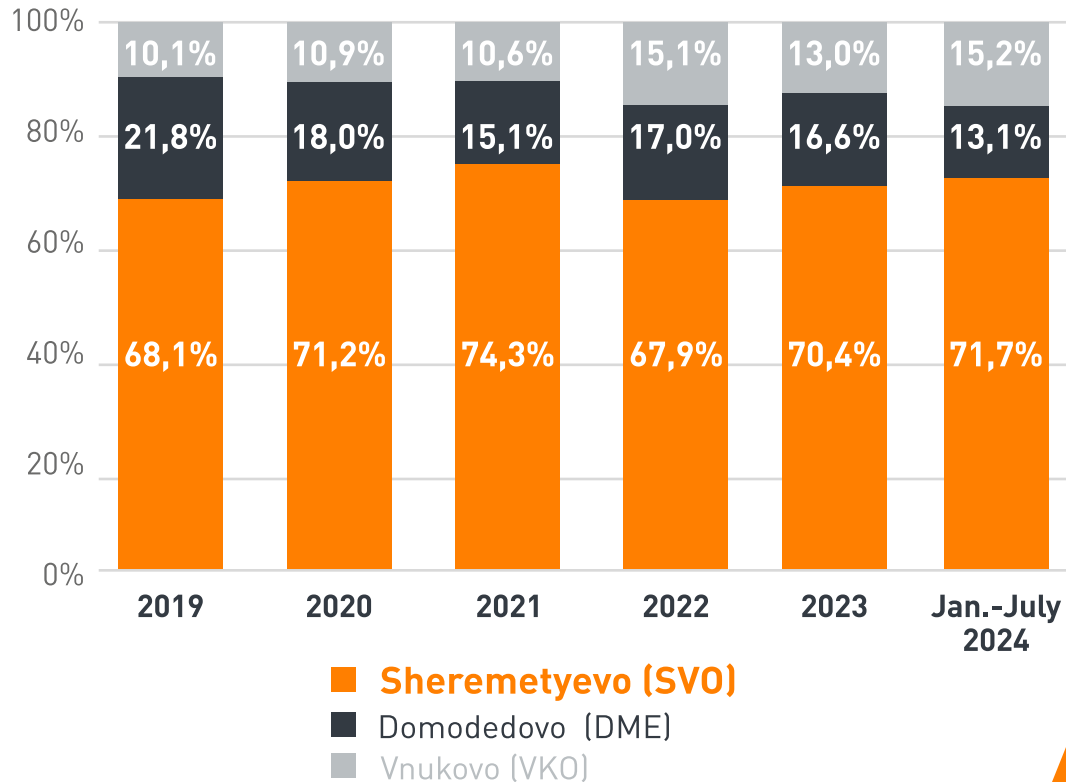
MOSCOW CARGO

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 PARTENTSHIP 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)

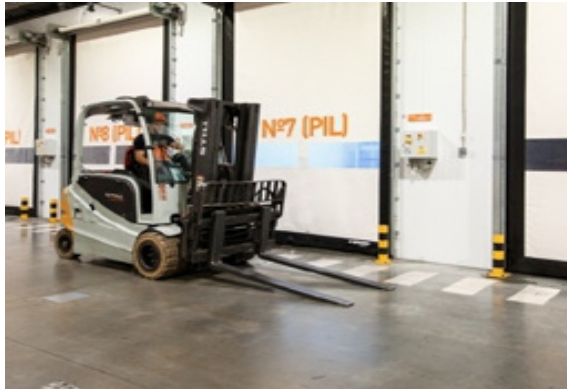
- 4 levels
- 576 ULD storage positions
- 60 positions for temperature-sensitive ULDs (t +2 +8°C)
- 4 x 20" ETVs (lifting capacity up to 13.6 tonnes)
- 13 conveyor lines with apron access (1 for 20" cargo pallets)

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

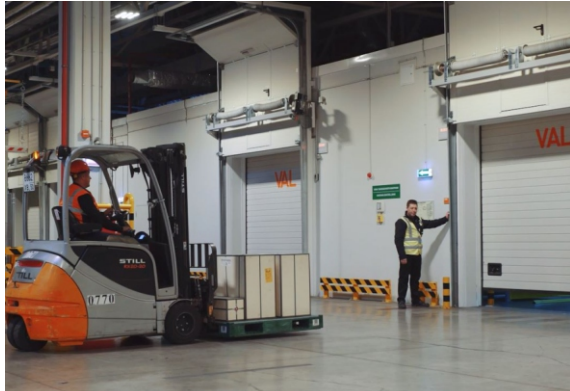
- Careful handling of live animals
- Providing special animal-friendly airside transportation equipment
- Soundproof accommodation with temperature control and air conditioning

SLA WITH AIRLINES COVERING TTSP HANDLING (WITH DETAILED TIMING)

MOSCOW CARGO

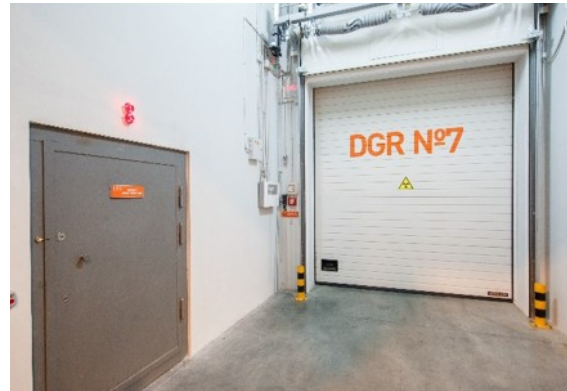
HANDLING & STORAGE FACILITIES

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



AVI



HEA & BIG



PER



**PROFOUND EXPERTISE
OF GROUND HANDLING**

DANGEROUS GOODS

LIVE ANIMALS

TTSP

TURBINES

CARS

OIL AND GAS EQUIPMENT

**RADIOACTIVE
CARGO, ETC.**

MOSCOW CARGO TERMINAL

HIGH OPERATION KPIs PERFORMANCE



GUARANTEED SLA COMPLIANCE UNDER SHEREMETYEVO GROUP HEADQUARTERS' CONTROL

ACTUAL MOSCOW CARGO COMPLIANCE WITH AIRLINES' SLA

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

CSI foreign airlines

96.62%

(+1.51% vs 2022)

MOSCOW CARGO AWARDS



SICHUAN AIRLINES 2022

Represented with the Outstanding GHA Award 2022 by Sichuan Airlines



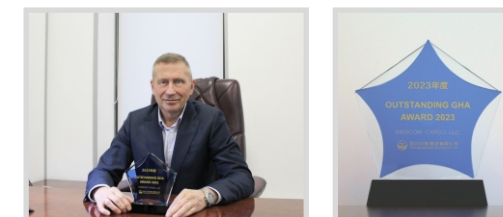
CHINA EASTERN AIRLINES 2023

Named «RELIABLE PARTNER» by China Eastern Airlines, in recognition of our «high professionalism and impeccable quality of ground handling services at SVO in 2023»



SICHUAN AIRLINES 2023

Honoured with the Outstanding GHA Award 2023 by Sichuan Airlines



MOSCOW CARGO TERMINAL

HIGH CUSTOMER SATISFACTION ASSESSMENT



CONSTANTLY INCREASING NUMBER OF LOYAL CUSTOMERS

CUSTOMER
SATISFACTION INDEX
(consignees
& consignors)

CSI **92.07%**
(+6.77% vs 2022)

CUSTOMER
LOYALTY INDEX
(consignees
& consignors)

NPS **60.56%**
(+1.61% vs 2022)

CLIENTS FEEDBACK



“Completely satisfied with the level of services provided by Moscow Cargo”



“The quality of the services provided fully meets our needs”



“Moscow Cargo staff has shown high professionalism over many years of work”



“High quality of fulfilling its duties in the field of handling perishable cargo”



“High quality of fulfilling its duties in the field of handling perishable cargo”



“Well-done job during the high transportation season”

IT SERVICES

TO AIRLINES & AGENTS



Personal Airline Online Account

- Postal mail scanning
- Airline AWBs' details
- Cargo Manifests (import & export)
- Telexes (FSU RCS, RCF, NFD)
- Cargo Damage Surveys
- Cargo Damage Reports
- Mail handling data
- Real time remote tracking of the volume of cargo dropped-off and built-up for the flight



Smart Yard Management System (e-Queue Data)

- Number of vehicles on gates
- Number of vehicles in queue
- Vehicle actual time of arrival to Moscow Cargo premises
- Actual time of vehicle invitation to gate
- Actual loading/unloading start time



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 (DO2 Form, with number of pieces and weight)



Personal Customer Online Account

- Checking AWB / HAWB status
- Checking financial information
- Issuing e-pass for vehicles
- Issuing e-security declaration
- Printing cargo labels
- Checking actual flight schedule
- Checking actual electronic queue status in the Smart Yard Management System
- Online order of collecting cargo and making a payment
- Online ordering of pick-up cargo and making a payment

OPERATIONAL DATABASE FOR AIRLINES

AIRLINE'S PERSONAL ONLINE ACCOUNT



aviportal.moscow-cargo.com/import?date_from=2022-05-17&date_to=2022-05-17&avia=48

SHEREMETYEVO MOSCOW CARGO Departure Arrival Natalia Sukhova ENG

Arrival DATE FROM: 2022-05-17 TO (MAX 1 MONTH): 2022-05-17 AIRLINES: 4B - Tupolev Show

Filter: With load only Import only Route: ALL DOM/INT: ALL Excel

AWB	From	To	Nature	SHR	By FFM Pieces / Weight	By AWB Pieces / Weight / Charge Weight	Taken to the warehouse Pieces / Weight	Issued to client Pieces / Weight
Total for all flights:					0 0	1 533 34 612	970 26 449	3 32
Total Mail, Plan: 0, Fact: 0 / 0								
4B6540/17MAY	Schedule	2022-05-17 11:30:00	Actual	2022-05-17 11:53:03	Flight	T20/64024	OVB-SVO	[CPM]
No cargo								
4B6490/17MAY	Schedule	2022-05-17 16:30:00	Actual	2022-05-17 16:05:44	Flight	75C/73355	OVB-SVO	[MAN] [FFM] [CPM]
210-10475570	CGO	SVO	CONSOLIDATION		1 78 78	1 78		
210-10476012	CGO	SVO	HANDHELD GIMBAL		8 100 115	8 100		
210-10476314	CGO	SVO	CLOTHES SHOES		34 279 567			
210-10478904	CGO	SVO	END CAP FOR ZIP		1 208 208	1 208		
210-10478974	CGO	SVO	PH SENSOR PH CO		1 20 20	1 20		
210-10479523	CGO	SVO	HUMAN MACHINE I	/ELM	169 2490 2490	169 2490		
210-10479545	CGO	SVO	EXHAUST MANIFOL		18 9540 9540	18 9540		



Excel spreadsheet showing statistical reports in XLS format.

AWB	AWB Из	AWB До	Характер груза	Особенн Мест	AWB Вес	AWB Вес	Принято на склад Мест	Принято на склад Вес	Выдано клиенту Мест	Выдано клиенту Вес
Итого по всем рейсам:				1 353	39 994,9		549	2 989,9	0	0
EO226/01DEC	CGO	SVO	FABRIC	524	11824		104	71	0	0
770-77810751	CGO	SVO	SMART	9	608		0	0	0	0
770-77810865	CGO	SVO	AUTOMATIC	2	720		0	0	0	0
770-77810843	CGO	SVO	LED	79	398		73	0	0	0
770-77810832	CGO	SVO	HEATING	207	2590		78	0	0	0
770-77810806	CGO	SVO	LED	105	396		105	396	0	0
770-77810821	CGO	SVO	MAGNET	7	102		7	102	0	0
770-77810773	CGO	SVO	PTFE PACKING GA	1	542		1	542	0	0
770-77810876	CGO	SVO								

- Full booking data and details of inbound / outbound cargo handling performance
- Scans of AWBs, cargo manifest, NOTOC
- XLS format statistical reports

A photograph of an airport tarmac with several cargo planes. In the foreground, a large orange circle is overlaid on the image. The background shows a large cargo plane with 'MOСКВА КАРГО' written on its side, and another plane with 'AirBridgeCargo' visible. The sky is overcast.

WELCOME TO MOSCOW CARGO!

**Reap Your Benefits
From Utilizing Our Facilities**