



Cargo & Ground Handling Agent

SVO airport, Moscow, Russia

WWW.SHERCARGO.RU





About company

Ground Handling Agent

“Sheremetyevo-Cargo” is one of the largest air cargo terminals in Russia and the most high-tech GHA in the Moscow aviation hub with great experience at handling of all types of cargo and mail.

We provide full complex of ground handling operations for cargo & mail, including ramp handling, terminal handling and storage, aviation security.

We also have in our structure own IT department, training center, maintenance and other support departments.

Our facilities meet the highest world standards.

47 airlines

Permanent partners

260 000 tons

Annual turnover

28 000 m²

Main terminal area

24/7

Round-the-clock operation

970 persons

Staff members

13 years

Average work experience

Main licenses and certificates

+ other 40 licenses & certificates



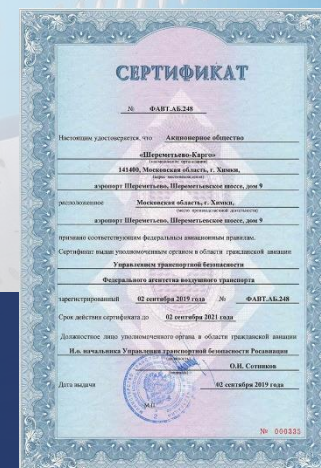
Bonded warehouse
certificate



ISAGO certificate



Airport activity
certificate



Aviation security
provider certificate



IATA certificate

See detailed information about current licenses and certificates at our website.

<http://www.shercargo.ru/company/licenses/>

Agreements with airlines

 VOLGA-DNEPR GROUP AirBridgeCargo	 KOREAN AIR	 TURKISH AIRLINES	 Vietnam Airlines REACH FURTHER	 AIR CHINA	
 海南航空 HAINAN AIRLINES	 中国南方航空 CHINA SOUTHERN AIRLINES	 Lufthansa Cargo	 الاتحاد ETIHAD	 Alitalia	 四川航空 SICHUAN AIRLINES
 BAMBOO AIRWAYS	 JAL JAPAN AIRLINES	 cargo airlines SKY GATES®	 CSA CZECH AIRLINES	 ATRAN	 FINNAIR
 AirSERBIA	 airBaltic	 smartwings	 brussels airlines	 HNA Capital Airlines 首都航空	 Lucky Air 祥鹏航空
 天津航空 Tianjin Airlines	 POLISH AIRLINES LOT	 airmalta	 RoyalFlight	 УРАЛЬСКИЕ АВИАЛИНИИ URAL AIRLINES	 Bulgaria Air
 الخطوط الجوية الجزائرية AIR ALGÉRIE	 ARIANA AFGHAN AIRLINES د آريانا افغان هوايي شرکت	 MIAT MONGOLIAN AIRLINES	 HMAA	 E-CARGO	 TransAviaExport Airlines
 SilkWAY airlines	 azurair	 厦门航空 XIAMENAIR	 fly Airlines	 CARGOLOGICGERMANY	 ATU АВИАКОМПАНИЯ АВИАСТАР-ТУ
 AIRFRANCE	 KLM Royal Dutch Airlines	 air cargo Aviacon	 MOALEM AVIATION	 SKY KG AIRLINES	

Handling in figures

Cargo is ready for pick-up after ATA:

KPI

Average actual time

3:45

Narrow-body aircrafts

2:48

Narrow-body aircrafts

4:40

Wide-body aircrafts

3:39

Wide-body aircrafts

7:30

Freighters

4:56

Freighters

We do our best to ensure that the cargo handling at our terminal is as fast as the delivery cargo by air.

The constant annual growth of cargo volume at our terminal is from 5 to 14% since 2016.

However we always reduce time of cargo handling.

Our tariffs include ramp & terminal handling and are constant for the last five years.

That's why customers and airlines choose us.

Ramp Handling



Ramp handling

Own ramp department has all necessary ground support equipment to provide full complex of services for airlines such as loading & unloading of aircrafts, ramp transportation of cargo and mail, documents handling, etc.

Well trained and highly experienced staff have all the certificates to work with most types of aircrafts, including last models B787, A220, A350 and all types of freighters.

Staff are additionally trained in accordance with airlines specific requirements.

All operations on ramp are controlled by IT-system. Strict timing is always executed.



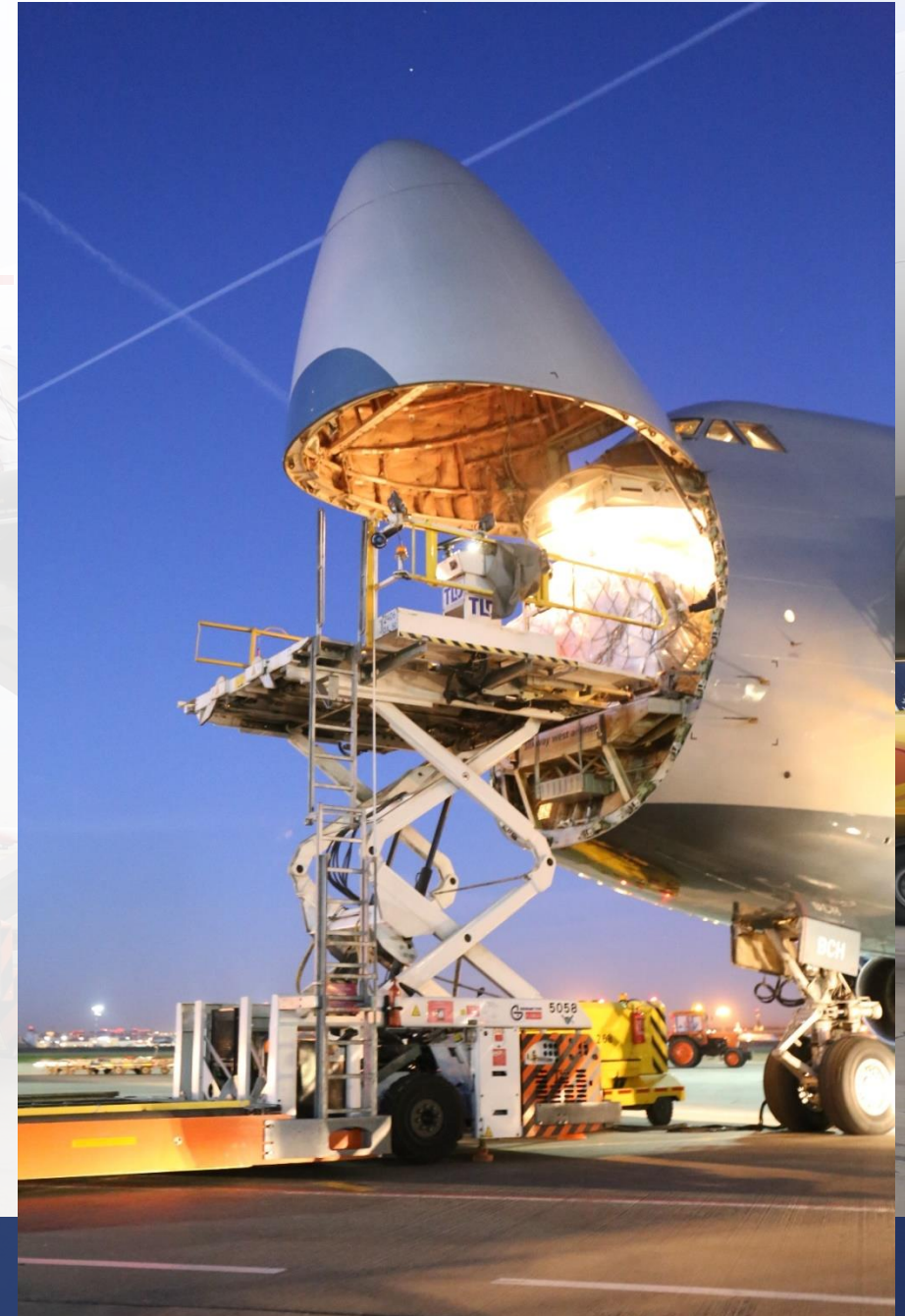
Ground support equipment

“Sheremetyevo-Cargo” has its own fleet of different GSE to handle all types of aircrafts and heavy cargo up to 30 tons.

All GSE's are maintained by our staff, and maintenance plan is controlled by IT-system.

The on-line video control system is installed on each unit of equipment. All equipment is monitored with GPS.

- ✓ **Highloaders**
- ✓ **ULD Transporters**
- ✓ **Bulk & ULD dollies**
including dollies for 40-ft
pallets
- ✓ **Tractors**
- ✓ **Belt-loaders**
- ✓ **Thermo-vehicles**
for ULD delivery
(temperature conditions from -25°C to +25°C)





Special services for airlines

Our specialists are highly experienced at handling of all types of passenger aircrafts and freighters:

We provide additional services for airlines:

- Preliminary information for customs
- Flight supervising
- Load planning and weight & balance
- Consulting and planning of loading heavy and long-size cargo
- Informational support in airline's IT-systems

We provide belt-loaders and high-loaders for loading/unloading cargo to/from all passenger aircrafts and freighters handled by our company



Warehouse handling

Warehouse handling

“Sheremetyevo-Cargo” has great storage facilities for all types of cargo. Capability of warehouse were much increased after reconstruction (2015-2019).

50 PMC pallets can be placed at the same time in break down area.

We use QR & barcodes to mark all cargo units, and each operation with cargo is controlled by IT-system.

We integrate our operational process with customers' logistics.

360 000 tons

Annual capability

1 500 tons

W/H capacity at a time

>25 000 m³

Volume for import cargo

160 ULD cells

ETV system

82 scales

For cargo & ULD



QR & barcoding based control

Special facilities & procedures



Valuable cargo



Dangerous goods



Temperature sensitive pharma



Vulnerable cargo



E-commerce & express cargo



Perishable cargo



Live animals



Aircraft engines

Valuable & vulnerable cargo

You can entrust us your valuable and vulnerable cargo: world famous pictures, banknotes, coins, and electronics. We have long relationships with worldwide reputation companies. We keep all processes in one hand.

Special procedures are implemented for VAL & VUN:

- Continuous 100 % video monitoring. All GSE, staff, warehouse are equipped with videoregistrators
- Special acceptance procedure
- Separate warehouse for VAL cargo
- Online control and reports for airlines and customers
- Best rates for VUN without additional charges
- Participation at promotion of new products on the market





Dangerous goods

Dangerous goods are stored at special warehouse including separate storage facilities for explosives and radioactive materials in accordance with requirements of IATA and Russian legislation.

All staff involved in cargo handling is trained in accordance with IATA / ICAO DG programs. DG acceptance staff is trained in accordance with category 6 IATA.

Our specialists can assist you to prepare you DG shipment for safety air transportation: mark and pack it, prepare documentation.

ALL DG classes:

1, 2, 3, 4, 5, 6, 7, 8, 9

Perishable cargo

Cold chain supply is in focus of our attention. Special priority procedure is guaranteed for all perishable cargo. The emergency plan is also implemented.

We have our own autonomous diesel generator station for emergency situation.

Separate storage is arranged for different types of temperature cargo:

- ✓ Temperature-sensitive pharma
- ✓ Fish & sea food
- ✓ Cheese & milk products
- ✓ Meat
- ✓ Vegetables & plants
- ✓ Live animals
- ✓ HUM

3000 m²

Useful volume of temperature cargo storage

34

Temperature chambers

-25°C... +25°C

Temperature range

12

ACTAC connection points

24 hours

Online monitoring

5 years

Temperature records saved

See detailed information about Cool Chain at our website

<http://www.shercargo.ru/press/presentation/>

Time & temperature sensitive pharmacy



Time & temperature sensitive pharmacy is handled in accordance with special technology. Timing and temperature conditions are controlled on all steps of the process. Process is based on risk management system.

2 hours after aircraft arrival all temperature pharmacy is to be stored in special temperature rooms.

Big fleet of own temperature trucks can deliver your cargo in ULDs keeping it in temperature conditions from -25°C up to +25°C.

Our staff is trained to handle temperature active containers (Envirotainer, C-Safe). Every 3 hours all ACTACs are checked with saving data in system.

GDP validated storage

IATA CEIV trained staff

Heavy & long-size cargo

“Sheremetyevo-Cargo” has a big practice at handling of heavy and overhang cargo.

We have experience of loading 22-meters tubes in B747-400F and 12-meters units in B-777F.

Our loadmasters can support airlines to prepare recommendations of optimal build-up of such cargo taking into account all airlines and aircraft limitations.

We also have own crane with capacity 32 tons to handle heavy cargo.





Aircraft engines

Such sensitive cargo as aircraft engines, satellites which needs careful handling is our ordinary work.

Well trained staff, modern, proper and serviceable equipment guarantee that such cargo is in safe hand.

Our specialists can provide the best solution for handling of any special shipment that you have.

> 700

A/C Engines during last 3 years

Live animals

A lot of shippers and consignees choose our terminal for handling their animals. We have equipped facilities for keeping live animals providing necessary temperature conditions and humidity level.

“Sheremetyevo-Cargo” is the most experienced GHA in Russia at handling of big shipments of farm animals. We have separate area where they are loaded to consignee’s trucks straight after delivery from ramp.

> 6000 heads

Farm animals per year

> 1000 heads

Domestic pets annually

See detailed information about Live Animals at our website

<http://www.shercargo.ru/press/presentation/>



A worker in a warehouse setting, wearing a blue shirt and a high-visibility green vest, is holding a tablet. The tablet screen displays a complex data visualization with various charts and tables. The background shows wooden pallets and cardboard boxes, suggesting a logistics or manufacturing environment. The text "Innovative solutions" is overlaid in white on the tablet screen.

Innovative solutions

Operational control

Effective management is based on unique IT-decisions that provide high quality of services, the best KPI and give a lot of opportunities for our customers.

Own IT-system covers a great number of operations for each flight and cargo piece in accordance with SLA, aircraft type, specifics of cargo or special process for customer and other limitations.

Staff are equipped with smartphones, tabs, mobile video recorders. All tasks are sent automatically.

Online control covers thousands of operations, excludes functional mistakes and always checks timing of operations.



Online services for airlines



Cargo Information

Online detailed information about all stages of handling import and export cargo

Special reports

The ability to develop reports by our IT department in shortest time

Mail handling

Complete mail handling information, including barcodes information and photos

ULDs reports

Movements of ULDs and information about their condition - damage reports, photos

Online services for customers

Cargo Information

Providing access to complete handling information and scans of documents, the online monitoring of handling process

Payment of services and ordering cargo for pick-up

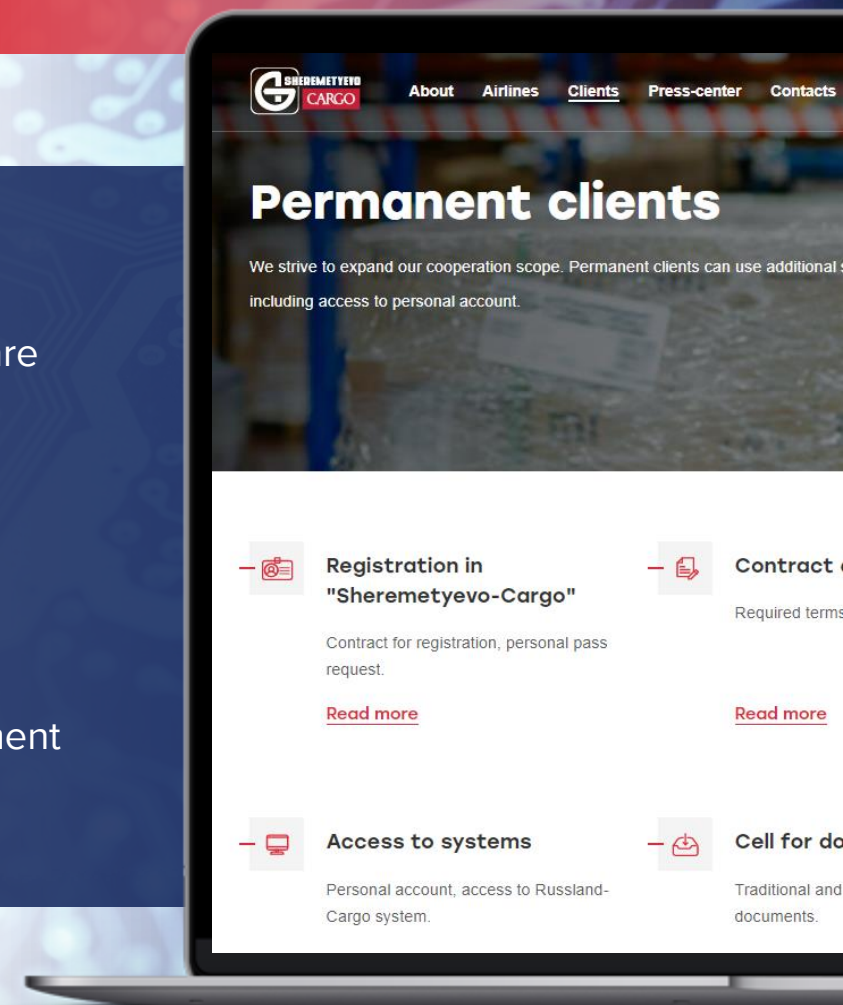
Automatic calculation and payment of services by a customer from his office, request of passes and ordering cargo for pick-up at any convenient time for the customer

Handling management

Special procedures and services are ordered directly in our IT system

Reports and catalogs

Possibilities of generating various reports and analytical references, including financial ones; development of reports based on individual requests



Safety & security





Security check

All cargo & mail are checked by our own security staff. All screenshots are saved in the system for each AWB.

All areas and entrances of our terminal are equipped with access control system including biometrics check to the most sensitive of them.

“Sheremetyevo-Cargo” is the first RA3 certified GHA in Russia. The level of our security was repeatedly approved during ACC3 audits with different airlines.

Different methods of security checks are used to guarantee flight safety.

✓ X-Ray

✓ Explosive trace detects or (ETD)

✓ Gas analyzers

✓ Explosive detection dogs (EDD)

✓ Flammable liquid detectors

✓ Radioactive material detectors

Video control

CCTV system covers the whole territory and premises of the company, all handling and storage areas.



Stationary camera

Our CCTV system includes over than 770 cameras. Video records are kept up to 30 days. We also have 360° video cameras providing live broadcast.



Personal video recorder

This device allows to monitor the handling process online and remote record video in HD quality.



Video recorder on equipment

We also use video recorders mounted on equipment. For example, this camera records the process of loading (unloading) of cargo/mail to/from the BULK compartment of the aircraft as well as transportation of cargo/mail to/from warehouse.

A woman with blonde hair is shown in profile, looking into an open mailbox. She is pulling out a white envelope with a red stamp. The mailbox is part of a larger set of grey mailboxes. The text "Additional services" is overlaid in white on the image.

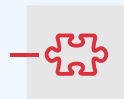
Additional services

Additional services



Cargo handling on ULDs

It is made by prior agreement and allows to reduce the time of cargo handling and service costs.



Deconsolidation

Handling of consolidated shipments is carried out on a regular basis under the contract or on one-time requests.



Door-To-Door delivery

Our experts will organize cargo delivery by road or air to the consignee; delivery of cargo under customs control is possible.



Document scanning

Accompanying documents for the cargo can be scanned and sent by e-mail, they are also available for our regular customers in their personal account.



Express delivery

Preparation of cargo and documents for pick-up within 1.5-2.5 hours after landing of the aircraft based on request.



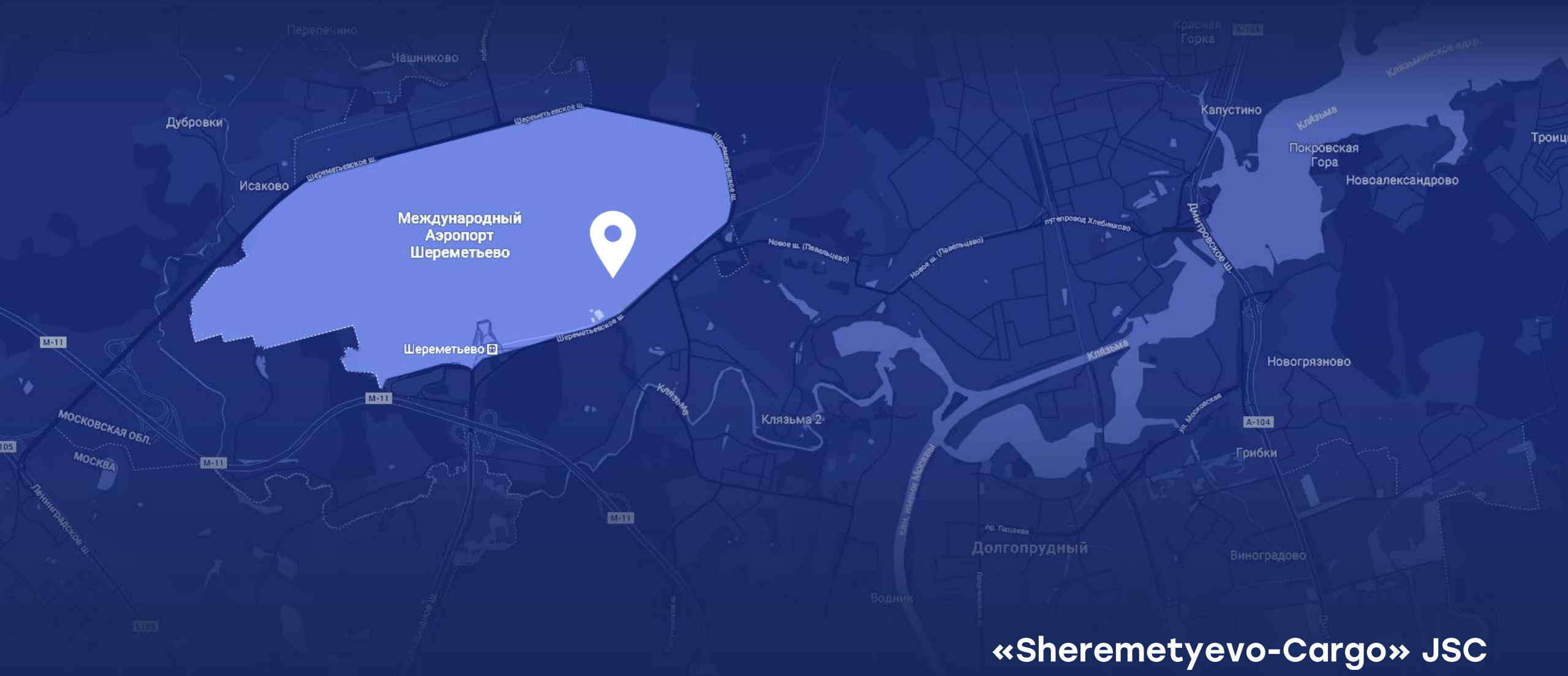
Cargo photos

Photos of the cargo package immediately after delivery to the warehouse from the aircraft and the prompt sending of photos to the customer by e-mail.



Document box

Pick-up of documents for cargo can be carried out through electronic document box by using permanent passes of company representatives. The time to receive documents is minimal.



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