



Cargo & Mail Handling Agent

SVO, airport, Moscow, Russia

WWW.SHERCARGO.RU

Ground Handling Agent

«Sheremetyevo-Cargo» is one of the largest air cargo terminals in Russia and the most high-tech ground handling operator in the Moscow Aviation Hub.

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

The company's organization chart includes its own IT-department, Training centre, Technical support department and other auxiliary divisions.

We use equipment and storage facilities that meet the highest international standards.

56 airlines

Persistent partners

360 000 tonnes

Confirmed annual cargo turnover capabilities

28 000 m²

Main terminal area

24/7 service

> 800 persons

Staff members

15 years

Average work experience

Main Licences and Certificates

+ 40 other licenses and certificates



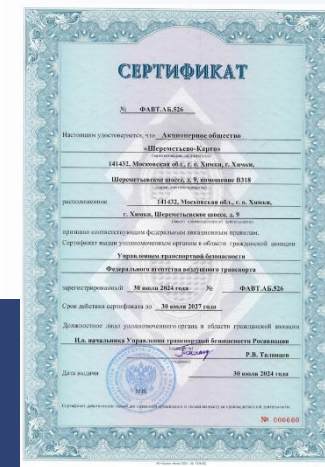
Certificate of the owner of temporary storage warehouse



Certificate for Airport Activities



IATA Certificate



Certificate for Aviation Security service



Certificate of Aviation Training Center



For detailed information about current licences and certificates, please visit to our website

Major airlines which handled at Sheremetyevo Airport choose the cargo terminal of Sheremetyevo-Cargo JSC

In recent years alone, our partners have included airlines such as:

Air China Cargo Oman Air Etihad Airlines Turkmenistan Airlines

Our partners (airlines)

Our Performance Indicators

Cargo is ready for pick-up after ATA:

KPI

Average Actual Time

2 h 45 min

Narrow-body aircrafts

2 h 30 min

Narrow-body aircrafts

3 h 30 min

Wide-body aircrafts

3 h 00 min

Wide-body aircrafts

5 h 30 min

Freighters

4 h 05 min

Freighters

We make every effort to ensure that cargo handling at our terminal is as fast as shipping cargo by air.

However we always reduce time of cargo handling.

That's why customers and airlines choose us.

Ramp handling

Own ramp department has all the necessary equipment to provide airlines with ground handling services (such as aircraft loading and unloading, pick-up of cargo and mail on the ramp, handling of document, etc.)

Well trained and highly experienced staff have all the certificates to work with most types of passenger and cargo aircraft, especially all variants of A350, A330 and B787.

Staff are additionally trained in accordance with airlines specific requirements.

All of Sheremetyevo-Cargo's operations are managed and controlled by an informational systems which developed by the company's own IT department.

A systematic approach ensures that timing indicators are strictly adhered to.



Ground Support equipment

«Sheremetyevo-Cargo» has its own fleet of different GSE to handle all types of aircrafts and handling any type of cargo, including heavy cargo up to 30 tons.

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

All GSE's and staff are equipped with online online CCTV and geolocation systems.

Also, all GSE approaching aircraft is equipped with a parctronic system that prevents into contact of GSE with aircraft. We have never had a single case of aircraft damage for 34 years of our ramp handling due to the reason.

✓ **High loaders**

✓ **ULD Transporters**

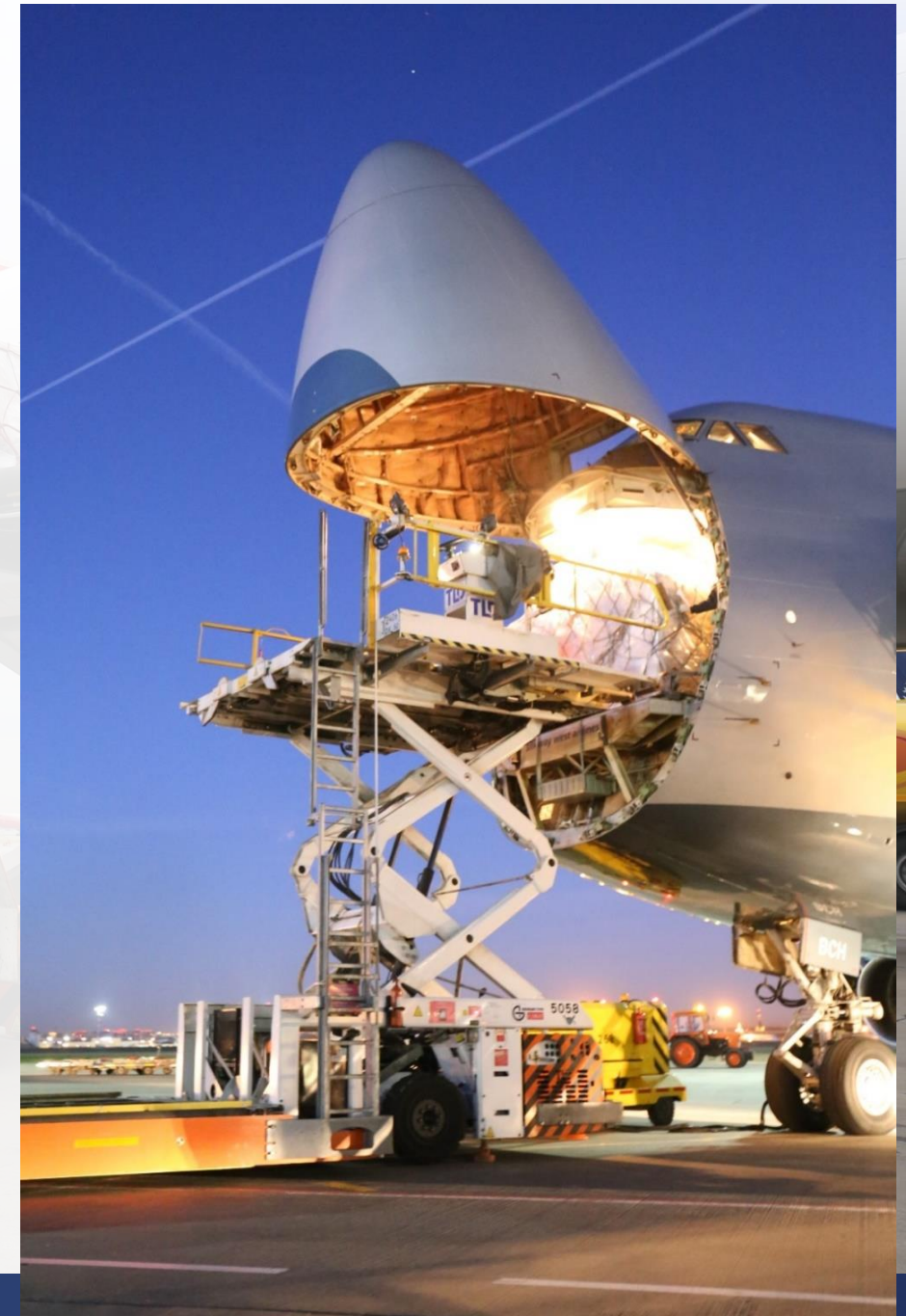
✓ **Bulk & ULD dollies, including dollies for 40-ft pallets**

✓ **Tractors**

✓ **Belt-loaders**

✓ **Thermo-trucks**

for ULD delivery (temperature conditions from -25°C to +25°C)



Special services for airlines

Our specialists are highly experienced at ramp and terminal handling of all types of cargo.

We provide additional services for airlines:

- Preliminary information for customs authorities
- Flight supervising
- Load planning and weight & balance
- Consulting and planning of loading heavy and longsize 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

«Sheremetyevo-Cargo» has 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-codes & barcodes to mark all shipments, and each operation with cargo is controlled by IT-system.

Our operation process is integrated with our customers' logistics processes.

Regular modernisation of our IT-systems and introduction of innovative solutions ensure an annual increase of performance.

1 500 tons

One time storage capacity



QR & barcoding based control

>25 000 cbm

Volume for import cargo

160 ULD cells

ETV system

Special cargo procedures



Valuable cargo
(VAL)



Dangerous
goods (DG)



Temperature
sensitive pharma



Vulnerable cargo
(VUN)



E-commerce
& Express cargo



Perishable cargo
(PER)



Live animals (AVI)



Aircraft Engines

Valuable and 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:

All ramp equipment, cargo terminal facilities and staff are equipped with video recorders.

100% of cargo handling operations (Aircraft/Ramp/Warehouse) are accompanied by online CCTV control and management system.

- Special acceptance procedure
- Separate warehouse for VAL cargoes with extra ID-systems
- Online control and reports for airlines and customers
- Favourable rates for handling of vulnerable cargo without additional charges



For more information about handling of valuable cargo, please visit to our website



Dangerous goods (DG)

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 (PER)

Cold chain supply is in focus of our attention. Special priority procedure is guaranteed for all perishable cargo.

We are ready for any unforeseen situations. We have our own autonomous diesel generator station for emergency situation.

Separate storage is arranged for different types of temperature cargo:

✓ **Temperature-sensitive pharma**

✓ **Vegetables and plants**

✓ **Fish and seafood**

✓ **Live animals**

✓ **Cheese and dairy products**

✓ **Human remains**

✓ **Meat**

> 3000 м²

Useful volume of temperature cargo storage

34

Temperature chamber

-25°C... +25°C

Temperature range

30

ACTAC connection points

24 часа

Online monitoring

5 лет

Temperature records saved



For more information about cold chain, please visit to our website

Time & Temperature sensitive pharma

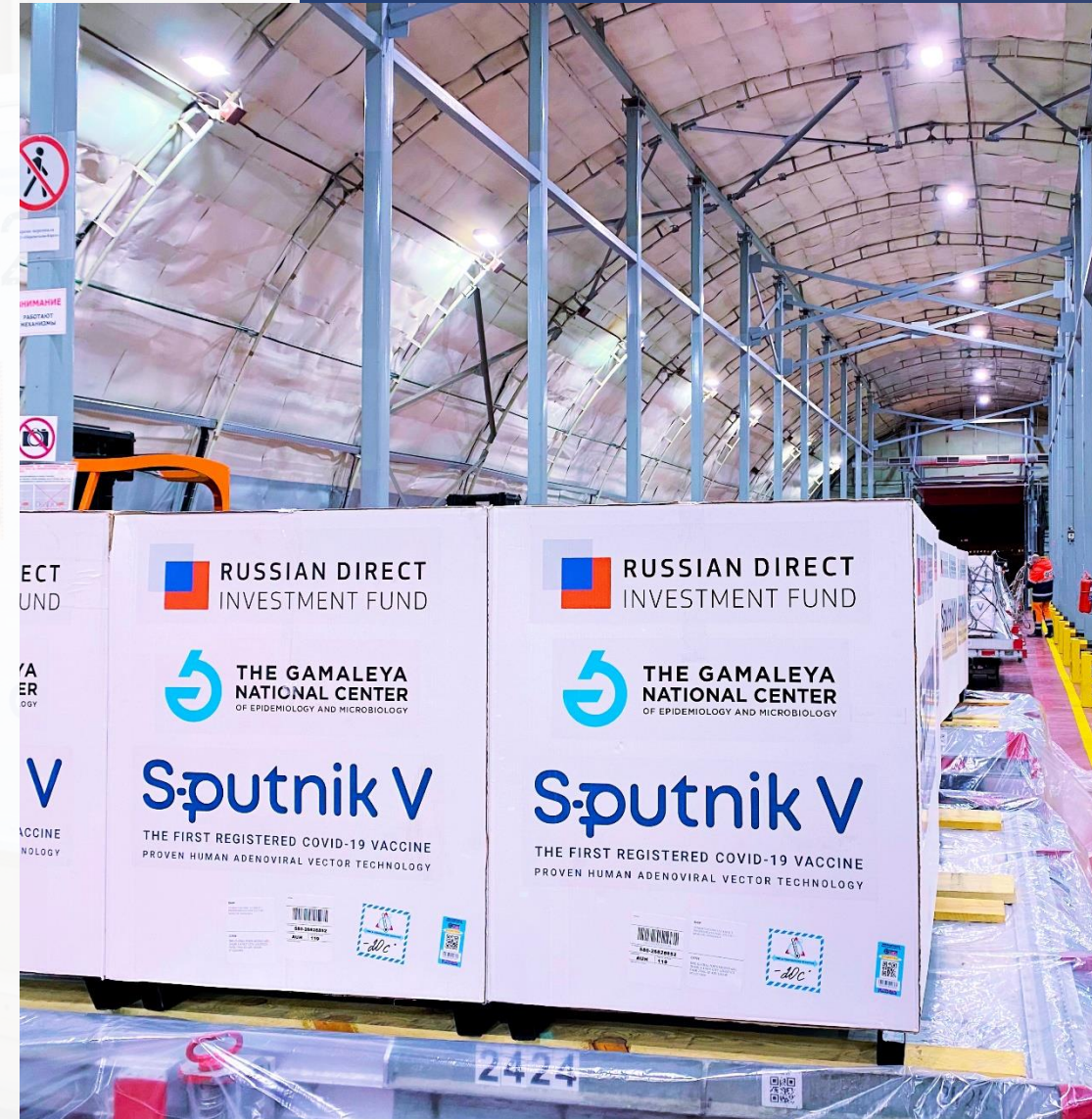
Time & Temperature sensitive pharma is handled in accordance with special procedure. Timing and temperature conditions are controlled on all steps of the process. Process is based on risk management system.

2 hours after aircraft arrival (ATA) all temperature pharma is to be stored in special temperature cameras.

We have a big fleet of own temperature trucks which can deliver your cargo in ULDs with 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 computer system.

**GDP validated storage / IATA CEIV
trained staff**





Certified for IATA CEIV Pharma programme

Certificate

Following the successful completion of the program

Sheremetyevo Cargo JSC

Sheremetyevo International Airport (SVO)

is recognized as **CEIV Pharma Certified**

according to CEIV Pharma Checklist V. 1.6

Assessment and Validation audits were completed remotely

Certificate valid until 20 December 2024

Sheremetyevo-Cargo JSC is the only cargo terminal at Sheremetyevo Airport that has received the IATA CEIV Pharma certificate for the handling of pharmaceutical temperature-sensitive products.

PHARMA

Cargo Handling Facility
CEIV-PIL-21-0753

Ramp Handler
CEIV-PIL-21-0754



Heavy and longsize 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/A330.

So, realised projects for loading:

- of a spacecraft to AN-124;
- of 12-metres stand for testing aircraft engines for IL-76;
- two longsize pieces (equipment) over 12 metres 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 and 16-tons overhead crane for handling heavy cargo, as well as diesel forklifts with a capacity of up to 13 tonnes, which are permitted on ramp.





Aircraft Engines

Careful handling of such sensitive cargo as aircraft engines, satellites is our regulary work.

Well trained staff, modern, proper and serviceable equipment are guarantee that such cargo is in robust hands.

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

Live animals

A lot of shippers and consignees choose our terminal for handling their animals.

We have equipped facilities for keeping of live animals and 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 for loading animals into consignee's trucks straight after delivery from ramp.

> 12 000 heads

Handled over the last few years



For detailed information about handling of live animals, please visit to our website





E-commerce & Express cargo

Sheremetyevo-Cargo JSC is one of the few cargo terminals which licensed and experienced in handling of E-commerce cargo.

We have contracts with the largest handling agents of this type of cargo, such as , Zodiak, CDEK, Unitraid and Tanais, GBS BROKER.

Security check

All cargo & mail are checked by our own security staff. All screenshots are saved in the IT-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 machines**

✓ **Gaz analyzers**

✓ **Flammable liquid detectors**

✓ **Explosives trace detectors (ETD)**

✓ **K-9 service dogs (EDD)**

✓ **Radioactive material detectors**

CCTV system

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



Stationary camera

The digital video surveillance system includes more than 1400 cameras. Recordings from video cameras are kept for up to 30 days. 360° all-round video cameras with online video broadcasting are used also.



Personal video recorder

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



Video recorder on technics

All GSE, cargo warehouse facilities and staff are equipped with video recorders which allow online monitoring of loading/unloading and delivery of cargo & mail, as well as saving a record of loading/unloading and delivery of cargo & mail.

Full control of the cargo

We use in aircraft maintenance specially developed for JSC Sheremetyevo-Cargo the version of the Belarus 923.3 tractor which is equipped with four cameras (two on the sides, one at the rear, one at the front) providing 360° all-round visibility



Left camera



Right camera



Rear camera



Front camera

* All GSE of Sheremetyevo-Cargo JSC is equipped with a positioning system to control its departure to the airport runway

Online CCTV control

All stages of cargo & mail handling are systematically monitored by online CCTV control system.

CCTV control and process management system of Sheremetyevo-Cargo JSC ensures and guarantees 100% cargo safety.

Data registration with using GPS/GLONASS satellite systems ensures the objectivity of the presented indicators.



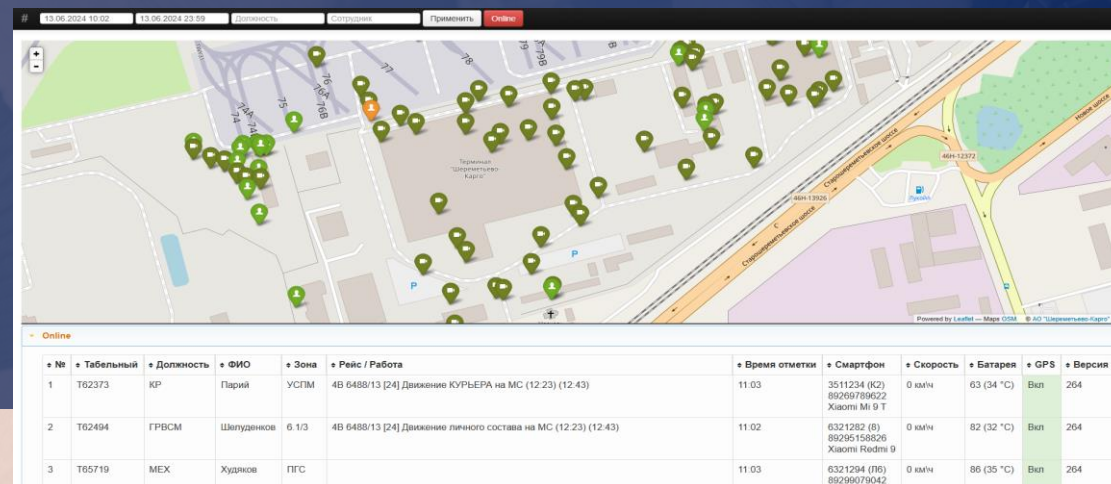
Operational control

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.



№	Табельный	Должность	ФИО	Зона	Рейс / Работа	Время отметки	Смартфон	Скорость	Батарея	GPS	Версия
1	T62373	КР	Парий	УСГМ	4В 6488/13 [24] Движение КУРЬЕРА на МС (12:23) (12:43)	11:03	3511234 (K2) 89299709022 Xiaomi Mi 9 T	0 км/ч	63 (34 °C)	Вкл	264
2	T62494	ГРВСМ	Шпуденков	6.1/3	4В 6488/13 [24] Движение легкого состава на МС (12:23) (12:43)	11:02	6321282 (B) 89295158826 Xiaomi Redmi 9	0 км/ч	82 (32 °C)	Вкл	264
3	T65719	МЕХ	Худнов	ПГС		11:03	6321294 (P6) 89299079042	0 км/ч	86 (35 °C)	Вкл	264

Safety first



Automatic lock recognition system on trolleys

The system automatically recognises not only the position of the lock (open/closed), but also the sequence of the employee's actions. This minimises the risk of locks being opened and the possibility of goods falling when transported on trolleys to zero.



Portable lights

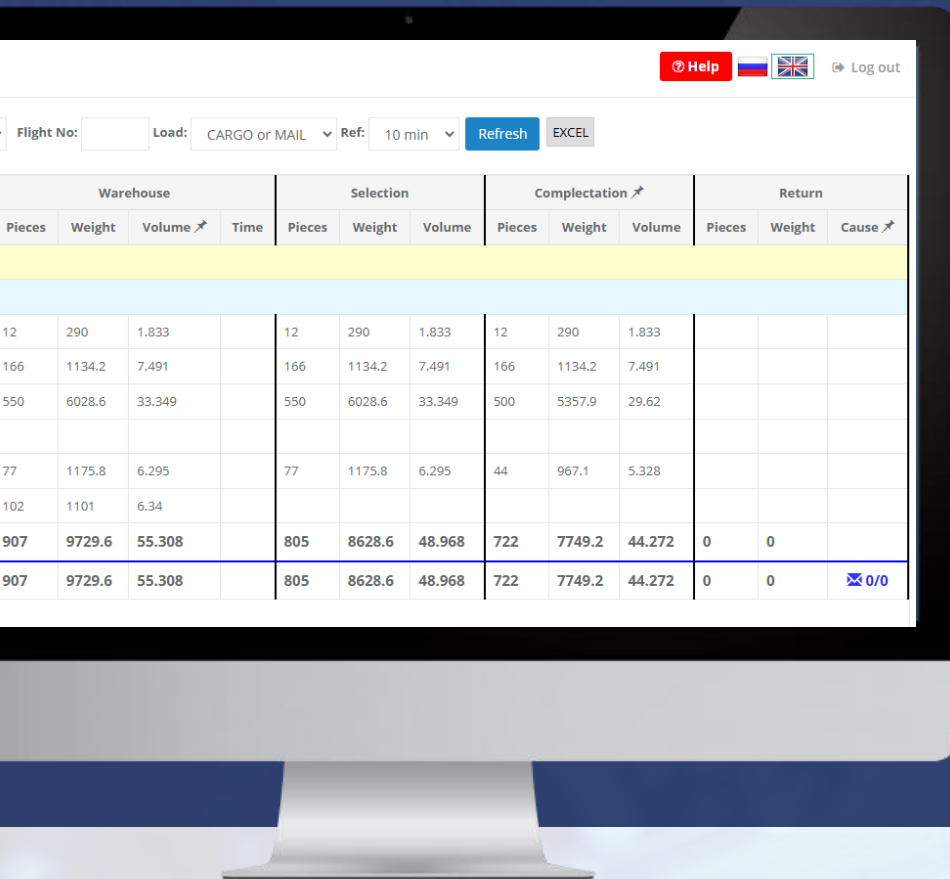
Sheremetyevo-Cargo JSC's patented technology - radio-controlled signal lights, which are attached to the last trolley and ensure safe transportation of mail and cargo.



Portable cameras

Improves rear-view visibility and ensures the safety of cargo when it is transported on trolleys on the ramp.

Online services for airlines



The screenshot displays the SHERCARGO.RU online services interface for airlines. At the top, there is a navigation bar with a 'Help' button, flags for Russian and UK, and a 'Log out' link. Below this is a search and filter section with fields for 'Flight No:', 'Load:' (set to 'CARGO or MAIL'), 'Ref:' (set to '10 min'), and buttons for 'Refresh' and 'EXCEL'. The main data area is a table with four main sections: Warehouse, Selection, Completion, and Return. Each section has sub-columns for Pieces, Weight, Volume, and Time (for Warehouse and Selection) or Cause (for Return). The table contains several rows of data, with the last row highlighted in blue.

Warehouse				Selection			Completion			Return		
Pieces	Weight	Volume	Time	Pieces	Weight	Volume	Pieces	Weight	Volume	Pieces	Weight	Cause
12	290	1.833		12	290	1.833	12	290	1.833			
166	1134.2	7.491		166	1134.2	7.491	166	1134.2	7.491			
550	6028.6	33.349		550	6028.6	33.349	500	5357.9	29.62			
77	1175.8	6.295		77	1175.8	6.295	44	967.1	5.328			
102	1101	6.34										
907	9729.6	55.308		805	8628.6	48.968	722	7749.2	44.272	0	0	
907	9729.6	55.308		805	8628.6	48.968	722	7749.2	44.272	0	0	0/0

✓ WEB-reports for cargo and mail

Information for customs clearance of arrival/departure aircraft with scans of documents on the ramp.

Detailed information about all stages of import and export cargo handling with photo and video recordings and the possibility to view the process of aircraft handling both online and by records.

Full mail handling information, including actual bar codes and photos.

✓ ULD reports

ULD movement tracking and condition information - damage reports with photos.

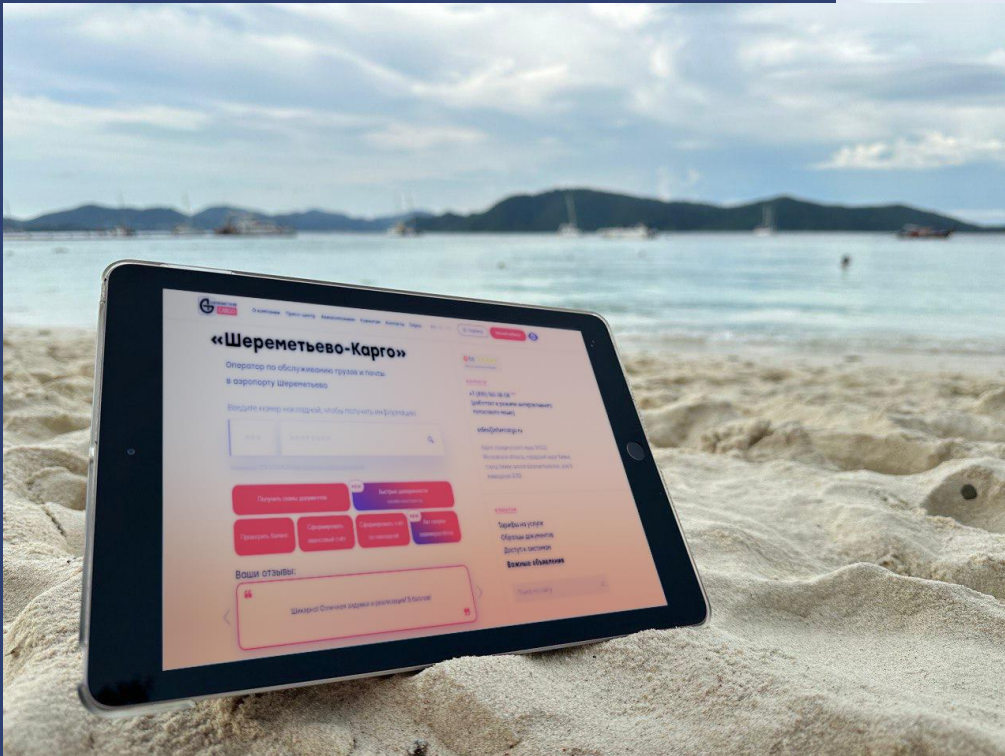
✓ Booking Control

✓ View scans of all documents

Online services for customers

Sheremetyevo-Cargo JSC's website offers innovative services that allow (without registration and without leaving the office):

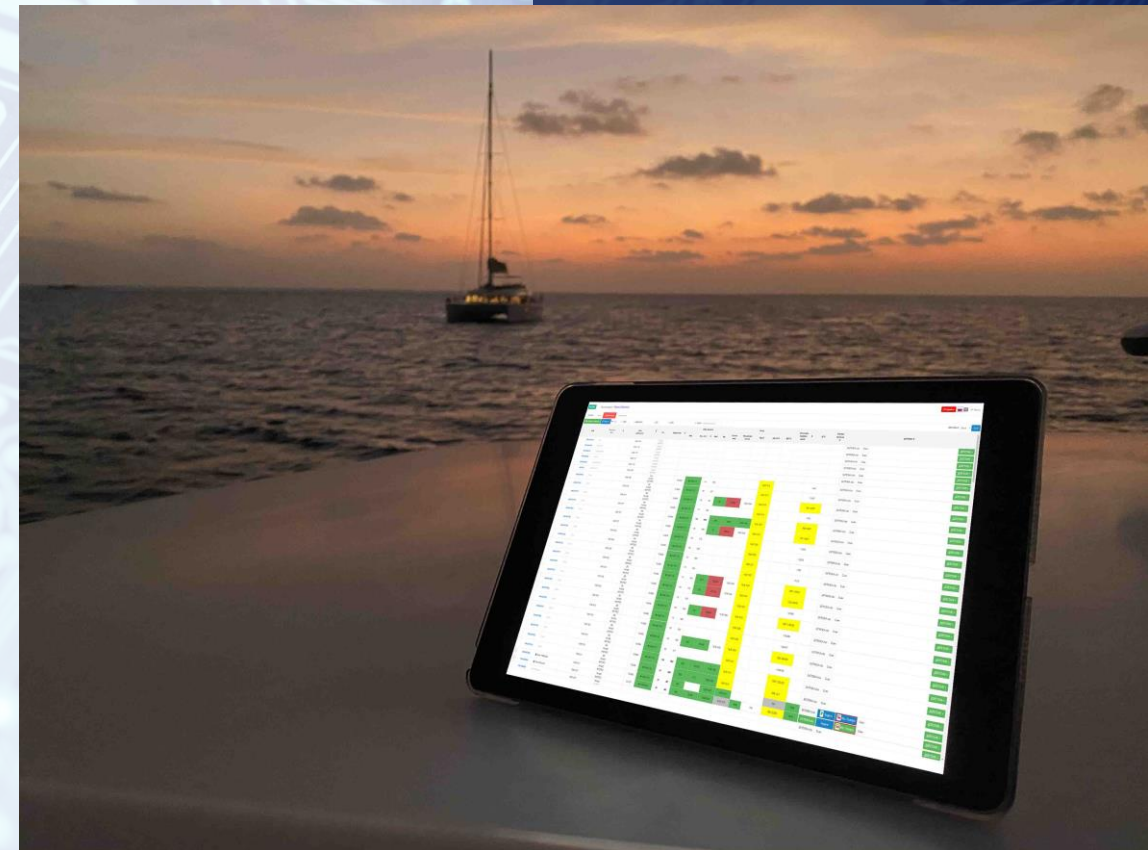
- ✓ to issue an electronic power of attorney for receipt/delivery of cargo and documents
- ✓ to receive scans of documents
- ✓ to check advance account balance
- ✓ to create an imprest account
- ✓ to create an invoice for the airway bill
- ✓ create a reconciliation report for mutual settlements



Online services for customers

For the convenience of our customers and to minimise their time in the cargo terminal, a Personal Account has been developed that allows from anywhere in the world:

- ✓ to trace the movement of cargo and documents
- ✓ to receive scans of documents
- ✓ to receive notifications of status shipment (by sms and email)
- ✓ to pay of terminal fees
- ✓ to issue passes and release of cargo
- ✓ to create of various reports and analyses
- ✓ to generate an electronic security declaration
- ✓ to order extra services



Feedback from Sheremetyevo-Cargo JSC customers

“Very comfortable. You are very cool!”

“Great solution, thanks for the cool service!”

“Everything is super, as always at the highest level”

“Great, of course, you are mega good guys, you made such a convenient thing, I wanted to send the form to the consignee, so that they could fill it all out, and everything is so simple now, you got rid of such problems, you are very creative, great!”

“Very happy with how the functionality is implemented!”

“Really simple, convenient, and pleasantly done!”

“It's great to have you. Thank you very much!”

**Sheremetyevo-Cargo
customers highly appreciated
the Digital Opportunity of the
cargo terminal**

Five-star service at Sheremetyevo-Cargo JSC

Sheremetyevo-Cargo JSC
is the only cargo terminal
at Sheremetyevo Airport that received
a **5*** stars rating from the largest
Russian service Yandex.Business
(based on customer ratings).



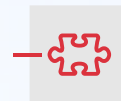
5.0 ★★★★★

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.



Express delivery

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



Photo shooting of cargo

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.



Door-To-Door delivery service

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



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.



Document Scan



The legal address: Office V318, building 9,
Sheremetyevskoe highway, Khimki city, Khimki district,
Moscow Region, 141432.

Sheremetyevo-Cargo JSC

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