EPB

ASSOCIATION OF THE EUROPEAN POULTRY BREEDERS

European Guide to Good Air Transport of Hatching Eggs and Day-old-Chicks

Aviagen · Cobb · Cherry Valley · Groupe Grimaud · Hendrix Genetics · Lohmann Tierzucht

www.europeanpoultrybreeders.eu

INTRODUCTION

Scope of the guide

This guide has been produced by the "Association of the European Poultry Breeders" (EPB) in close collaboration with the major European airlines transporting hatching eggs and day-old-chicks(1). It is an addition to the existing guidelines of IATA. The objective of the guide is to ensure the quality of air transport of breeding stock in the form of hatching eggs and/or day-old-chicks by

- reducing and controlling the stress to reduce the mortality of **day-old-chicks**
- and to safeguard the **hatching eggs** during their transport:

All the parameters mentioned in the guide are considered by the EPB as the ideal parameters to transport HEG or DOC/AVI. However the EPB also realises that these ideal parameters can not always be achieved due to practical constraints. Nevertheless, this does not mean that the ideal parameters should not be taken into consideration to guarantee the highest quality of quality upon arrival.

Background on the EPB

The European Poultry Breeders (EPB) is a non profit organisation. The mission of the association is to defend the interests of the primary poultry breeders in the European Union as well as their rights and functions to address common issues in the European and international markets and to have an official representation towards organizations particularly in the EU.

The Association endeavours to achieve this mission by:

- defining and implementing principles related to poultry breeding on the basis of the EU Treaty;
- reinforcing the contacts between the affiliated organisations on one hand and the institutions of the European Union and all other authorities and bodies on the other hand;
- representing the common interests of the members with the EU institutions and possibly the official national governments;
- defending the common interests of its members by any useful procedure.

The EPB wants to thank the Air Cargo Committee of the US Poultry & Egg Association for supplying us the basis for the "European Air Cargo Guide" through their guidelines as laid down in the "Air Cargo Management Guide". These guidelines have been reviewed and adapted to European conditions by all members of the EPB and the airlines Air Algerie, Air France, Air Mauritius, British Airways, Cargolux, KLM and Lufthansa.

(1) **Day-old-chicks, baby turkey poults, ducklings** will later in document be referred to under the name "day-old-chicks" or as per the official IATA terminology **"AVI/DOCs"** and **hatching eggs** as **"HEG".**

WHY DO EGGS AND DAY-OLD-CHICKS NEED TO TRAVEL BY AIR?

Poultry is in high demand worldwide as it provides good, healthy and sustainable meat. For this reason companies that produce top quality breeding stock must ship their products in the form of **day-old-chicks, baby turkey poults, ducklings and hatching eggs** worldwide by air cargo.

The hatching eggs and the day-old-chicks are the result of many years of genetic research and perfection. **The hatching eggs** and **day-old-chicks** are vital to the breeding companies and for future generations of poultry producing meat and eggs.

During transport the **hatching eggs and day-old-chicks** must be handled with utmost care from the moment of collection to the moment they arrive at the final destination. For this reason it is important to provide all people involved in this logistics process with essential information on the handling of **hatching eggs and day-old-chicks** during transport to and from the airport, during storage and on the plane. The lives of the future poultry generations rely on the expertise of the staff involved in the different stages of the distribution process!

Basic measures during transport, storage and flight should be carefully monitored to make sure that the HEG and AVI/DOCs arrive in the best condition at their final destination

I. PREPARATION AND TRANSPORT OF HATCHING EGGS

What is in the eggs?

The HEG shipped contain embryos which are living animals. They are very sensitive to rough handling and temperature extremes/fluctuations. Improper handling can cause an embryo to die within the shell even without breaking the shell. The result is a loss in hatchability of the eggs.

There are 4 types of eggs for different purposes:
- To reproduce more breeding stock (chicken, turkey and ducks) to be reared for the production of hatching eggs
- To produce chicks to be reared to produce meat
- To produce chicks to be reared to produce table eggs
- Hatching eggs for vaccine production

A cracked or broken egg is useless for hatching purposes. **HEG** are live cargo that is both perishable and valuable. **HEG should be shipped without delay**. Any delay reduces the eggs hatchability and the quality of the end-product.

At the breeder farm

At the farm, the breeder and his/her staff take every possible care that all **biosecurity measures** are respected to avoid disease and contamination of the HEG before they are hatched. Biosecurity measures are set up to implement hygiene standards at all levels of the production in order to prevent entry of undesirable organisms, including farm pests and micro-organisms, and to manage the animal health including the microbiological condition of the **flocks of origin** and the **eggs produced.** Regular inspections take place at the farm level to make sure the health certificate requirements are met.

Temperatures and humidity are carefully controlled at the farm before the eggs are picked up to avoid any unnecessary stress to the embryo before hatching.

Packing of the HEG

HEG are collected from the poultry house and placed on specific plastic or paper egg trays which then are packed in specially designed, clean and strengthened shipping cases or pallets. To maintain quality the **HEG** are packed **small end down**, so it is essential that egg cases are transported the correct side up. In case of shipping the **HEG** in egg cases and to keep the **HEG** from being jarred or from shifting too much during their ride, all cases are stacked in an alternating pattern on pallets.

HEG MUST ALWAYS BE LOADED IN A LEVEL POSITION AND STACKED IN A LEVEL MANNER

Required Storage Temperature Range for HEG consignments: 15°C - 18°C
Remember, low temperatures may cause death to embryos. High temperatures may cause the embryo development process to start prematurely resulting in a higher embryonic mortality.

Storage at the airport before loading

Once the **HEG** arrive at the airport or to the carrier/handling agent, the **HEG** need to be held in appropriate temperatures. Some airports have specialised "animal lounges" with temperature control. For **HEG this is 15° to 18° C.**

All packaging material should be new, clean and dry and must be kept inside and away from wild birds or other avian species. All packaging should meet the requirements of the importing country. HEG must be placed on a pallet before they can be stored. On the pallets egg cases should be stacked in an alternating pattern for maximum stability. Once the egg cases are positioned on the pallet, the pallet should be shrink wrapped to create one unit and therefore protect against movement / damage. During the whole logistic process the egg cases/pallets must be protected against rain.

Note, do not stack egg cases more than four layers high. Please store with caution.

Accepting HEG Shipments

Before the air carrier is accepting the **HEG** the shipper/agent/carrier should make sure all relevant information is available. This information helps to ensure a speedy custom clearance, delay free schedule, and a safe arrival at the final destination.
Make sure that all cases are clearly marked with the name, address and country of the consignee and if possible with the airway bill number (see page 23 for an example of such label).

Proper Methods of handling, loading and off-loading

The method chosen depends on the type of aircraft and whether it is a passenger or cargo flight. The basic procedures are palletizing and conveyor belt. All methods require loading the egg cases in a level manner. Tilting and jostling **HEG** will decrease hatchability. Loading and off-loading should take place as quick as possible to minimize exposure to climatic fluctuations and HEG should be stored properly in due time.

Make sure the pallets fit to the size of the egg cases with no overhang of cases. Do not stack eggs cases more than 4 layers high.

Palletizing Method

Cargo or combi-planes	The palletizing method works best. HEG cases are removed from the cooler or truck and loaded by forklift onto the pallet. Always use an alternating pattern for stacking as this lessens strain on bottom boxes.
Loading by forklift	When using this method, make certain all pallets are large enough. Otherwise, some cases may fall off or be crushed, damaging the HEG. Never stack cases more than 4 cases high. Once the HEG cases are positioned on the pallet, the pallet can be wrapped to create one unit and therefore protect against movement/damage.
Weather conditions	Depending on climate conditions, such as rain, shippers will require you to cover the cases with a large plastic sheet. Once the HEG are loaded onto the pallet, cargo netting should always be used for additional stability. It is not necessary to remove the plastic sheet during the transport of the HEG.

Conveyor Belt Method

Weather conditions	On small aircrafts or in the bulk compartment. When using this method, place each egg case in the centre of the belt. Assign trained personnel on both ends of the belt so that the egg cases are less likely to fall. Inside the small aircraft, secure the cases by using the straps on the side of the cargo-hold to prevent shifting and insure a smoother flight for the HEG.

Crucial Points on Shipping Hatching Eggs

DO's

- Handle HEG with extreme care, they are very fragile.
- Stack HEG on pallets - **no more than 4 cases high.**
- Keep cases level while loading, note directions on the boxes. Place HEG in a dry, clean protected area and away from extreme heat or cold.
- Keep in contact with the freight forwarder or shipper in case of a delay or cancellation.
- Make sure all documentation attached to the AWB (Air Waybill) is transferred with the HEG.

DON'Ts

- Don't stack cases upside down or on their sides.
- Don't allow HEG cases to sit on the truck too long.
- Don't let the HEG sit in the rain or sunshine, even small amounts of shade is better than none.
- HEG cases should not be mishandled.
- HEG cases should not be placed directly on the floor of the holding rooms and the aircraft.

IF THE PLANE MAKES MORE STOPS BEFORE FINAL DESTINATION

If the plane makes more stops before reaching the final destination remind the crew of the live freight and make staff check on the temperatures.

II. PREPARATION AND TRANSPORT OF DAY-OLD-CHICKS

At the breeder farm and hatchery

At the farm, the breeder and his/her staff take every possible care that all **biosecurity measures** are respected to avoid disease and contamination of the HEG before they are hatched. Biosecurity measures are set up to implement hygiene standards at all levels of the production in order to prevent entry of undesirable organisms, including farm pests and micro-organisms, and to manage the animal health including the microbiological condition of the **flocks of origin** and the **eggs produced.** Regular inspections take place at the farm level to make sure the health certificate requirements are met.

HEG are incubated for **21 days for chickens, 28 days for turkeys and ducks** in a temperature and humidity controlled environment. The racks inside egg setting machines are programmed to turn the **HEG** every hour, to prevent the embryo from sticking to the eggshell.

Once the **AVI/DOCs** hatch, they are sexed, sorted for quality, vaccinated and given any other services the customer may have requested **(and approved based on EU or national legislation).** The **AVI/DOCs** are then carefully counted and packed in boxes suitable for transport by plane. The number of AVI/DOCs per box and type of box and its size will depend on the climatic conditions on departure and arrival.

Packing and Shipping

AVI/DOCs for export are usually 12 to 20 hours of age when shipped. Each shipper will have its own specific 'plastic or cardboard' box with its own predetermined quantity of chicks per box. All comply with the EU and IATA regulations.

All boxes should be clearly marked with the name, address and country of the consignee and if possible with the airway bill number. (See page 23 for an example of such label).

Once these chicks leave the hatcheries and are turned over to the air carrier, their lives are literally in the hands of the air carrier. The chick boxes are loaded from the hatchery direct onto the vehicle's trolley's which are then wheeled directly onto

specially designed vehicle trucks that are environmentally controlled to protect this valuable live cargo. Upon arrival at the airport the boxes are delivered to the "animal hotel" or a suitable holding station. The boxes are then built on clean and dry pallets using Styrofoam strips placed on the pallet floor to ensure the boxes are not placed directly on the floor of the pallet. A spacer system is then used to maximise airflow and stability. All packaging material should be new, clean and dry and must be kept inside and away from wild birds or other avian species. All packaging should meet the requirements of the importing country.

General temperature requirements AVI/DOCs

As chicks produce heat, humidity and CO_2 adequate ventilation at chick level is vital.

Required temperatures **in holding areas should be between 22°C and 26°C,** so that the temperatures **inside the chick boxes are between 28°C to 32°C**

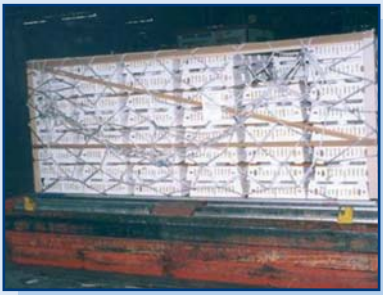
Holding AVI/DOCs before loading onto the aircraft

The **AVI/DOCs** are scheduled to arrive at the designated holding area 3-5 hours before departure of the aircraft. The consignment will then be prepared for transport. In the room in which the **AVI/DOCs** are palletized no other **AVI/DOCs** or other avian species should be present. During the palletization process and holding period

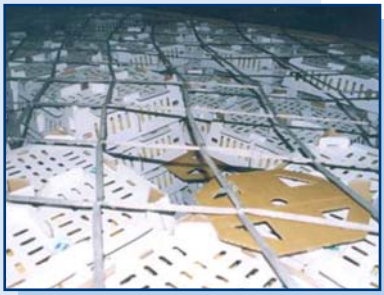
prior to loading all requirements for temperature and ventilation need to be met.
There are two ways of transporting the AVI/DOCs in an aircraft:
- Palletised
- Loose loaded

Palletized AVI/DOCs

The air carrier or the forwarder's personnel must palletize the AVI/DOCS before loading them onto the aircraft. Boxes should be loaded onto pallets and secured with spacers between the stacks. The spacers are provided for the purpose to stabilise the stacks and to keep the boxes separated during transport which allows air movement in and around the boxes. For cardboard boxes, cornerstrokes can be used on the corners to prevent the netting from damaging the boxes.



Boxes with corner strokes



Built in chimneys

The spacers guarantee more stability of the pallet during take-off, in-flight turbulence and landings. It also ensures that all boxes have at least one side open to a larger air space which should increase airflow to the chicks. All pallet configurations are carefully designed to permit maximum airflow for the chicks during their journey. By inserting wooden chimneys into the pallet configuration, some of the spacers can be removed.

After palletization of the chick boxes is complete, a cargo net must be placed on every pallet to insure that chick boxes do not move during shipment. Be sure that the cargo net fits snugly over the pallet, but not so tightly that boxes begin to bow under the pressure. Please ensure that all obstructions attached to the netting are removed or restricted, without this airflow can be negatively affected.

Loose loaded AVI/DOCs.

Consignments of loose loaded AVI/DOCs should never be loaded directly on the floor of the holding area. The loose loaded AVI/DOCs can be loaded onto clean and dry pallets using Styrofoam strips or wooden pallets. The critical point is that on the plane loose loaded chickboxes must always have ventilation underneath the lowest chickboxes and along the sidewalls of the airplane (especially charter flights). Boxes should be stacked according to the booking agreement. Similarly to palletized AVI/DOCs, spacers must be used to ensure the boxes are stabilised and kept separate allowing air movement in and around the boxes. These spacers must remain in place not only during the holding of the chicks but during the transport as well.

FOR PALLETISED AND LOOSE LOADED AVI/DOCs CONSIGNMENTS PLEASE ENSURE THAT THE FEMALE AND MALE BOXES ARE SPREAD THROUGHOUT THE CONSIGNMENT. DO NOT PLACE ALL MALES IN ONE AREA OR AT ONE HEIGHT.

Make sure that female and male boxes are evenly spread and NOT like here where all male boxes with red lids were stored in one and the same corner.

Loading onto the Aircraft

The time between leaving the holding area and loading the aircraft should be as short as possible. Make sure that the chicks do not get exposed to adverse weather conditions. An environmental controlled truck is to be preferred for the transport.
AVI/DOCs should be the **last cargo delivered to the aircraft, and the first cargo to be off loaded from the plane.** This is even more critical during hot weather, because of the tendency for heat to build up due to a reduction in airflow in the cargo compartments while they are on the ground. Ensure that all parties involved are aware of the perishable live cargo and the necessary required temperatures.

HEG and AVI/DOCs should **not** be shipped with other avian species unless they adhere to the same bio security / health status as required on the health certificate.
The shipper/agent should be informed at the time of booking by the carrier if other avian species are on the same flight.

Loading AVI/DOCs with other animals than avian species is possible, but it is recommended that all other live animals be placed in positions that are not adjacent to the chicks/poults. Other animal shipments should not be stored in the warehouse directly adjacent to chick/poult shipments.

Location on the Aircraft

Weight and balance play an important part in where **AVI/DOCs** are loaded onto the aircraft. Also plane design and air supply should play a main role in where **AVI/DOCs** are loaded onto the aircraft. In warm or hot weather, **AVI/DOCs** should be loaded onto the plane last and near a cargo door so that they can be removed first and will get fresh air as soon as the door is opened. This is especially critical if the plane has to make a stop before arriving at the final destination. If such stop can not be avoided the **AVI/DOCs** need to have good ventilation while on the ground. The same holds true in cold weather unless a stop is made in a very cold place. If a stop must be made in a frigid place, chicks should be loaded a pallet or two away from the door so that their own heat can keep them warm during the stop.

During Flight and Flight Delays

From time to time unpreventable flight delays happen. Here are some tips for maintaining chick quality during a flight delay:

- Contact the forwarding agent or the shipper to notify them of the delay.
- **Delay:** If chicks have already been loaded the GPU or APU should be used to ensure that suitable ventilation and temperature requirements are met.
  If this is not possible then the chicks should be brought back to the holding area.
- Long **Delay:** If chicks are still held in the holding area the shipper should be contacted for optional feeding of the chicks.
- **Stopovers:** Make sure the NOTOC information on the compartments of the cargo carrying the chicks is available and that the temperature/ventilation conditions are working satisfactorily.

Pilot and Flight Crew must be Notified of AVI/DOCs-on Board!

It is imperative that the pilot and flight crew are made aware that AVI/DOCs are onboard the aircraft. Proper notification **ensures that air supply to the cargo compartment isn't accidentally shut off during flight, intermediate stop or at destination** (before AVI/DOCs can be unloaded from the aircraft). The same notification should be forwarded by telex to intermediate stops and to the final destination. Flight number, air waybill number and the pallet position needs to be included so that AVI/DOCs can be expedited upon arrival.

Many AVI/DOCs have died unnecessarily in customs because crucial documents were separated from the shipment or air waybill.

If AVI/DOCs are transferred to another aircraft at any point during the logistics process, it is crucial that all documents (especially health certificate and invoice) attached to the air waybill are transferred along with the AVI/DOCs. Some shippers include documents in a special plastic pouch directly attached to the live animal shipments. However, not all importing countries accept this.

Aircraft unloading and holding of the AVI/DOCs

The AVI/DOCs have to be transported to the warehouse immediately after unloading from the aircraft to minimize exposure to weather conditions. An environmental controlled truck is to be preferred for the transport. It is very important to make sure that the AVI/DOCs are stored under conditions that include ventilation especially if temperatures are hot. During landing, taxiing, loading and unloading the air supply should never be shut off.

General temperature requirements AVI/DOCs

As chicks produce heat, humidity and CO_2 adequate ventilation at chick level is vital.

> Required temperatures in holding areas and cargo compartments should be as such that the **temperatures inside the chick boxes are always between 28°C to 32°C**

Chicks should not be stored with other avian species unless they adhere to the same bio-security/health status as required on the health certificate.

Critical Concerns for Air Carriers

DO's

- Handle AVI/DOCs with extreme care, they are live animals and fragile.
- Stack AVI/DOC boxes to the booking agreement's agreed height.
- Required temperatures **in holding areas should be between 22°C and 26°C**, so that the temperatures **inside the chick boxes are always between 28°C to 32°C.** Keep boxes level while loading, note directions on the boxes. Place AVI/DOCs in a dry, clean, ventilated and protected area and away from extreme heat or cold
- Stay in contact with the freight forwarder, shipper, final destination in case of a delay or cancellation.
- Make sure all documentation attached to the AWB (Air WayBill) is transferred with the AVI/DOCs. Also in case of transfer to another aircraft
- Make sure that all boxes are clearly marked with the name, address and country of the consignee and if possible with the airway bill number.
- During flight, take off and landing or stopovers remember to have appropriate air flow/humidity in cargo compartment - make sure APU or GPU are switched on.
- AVI/DOCs should be removed from the aircraft as soon as possible after landing and be taken to appropriate animal holding.

DON'Ts

- Don't stack boxes upside down or on their sides.
- Don't allow AVI/DOC boxes to sit on the truck too long.
- Don't let the AVI/DOCs to sit in the rain or sunshine, even small amounts of shade is better than none.
- AVI/DOC boxes cases should not be mishandled.
- AVI/DOC boxes should not be placed directly on the floor of the holding rooms and the aircraft.
- During the flight don't turn off the Air Flow - GPU/APU
- Don't forget to communicate to agent at destination about any delay

HEG:
CHECK LIST TRANSPORT, STORAGE, LOADING AND FLIGHT CONDITIONS

CHECKLIST SHIPPER/AGENT/CARRIER

1. Inspect cases for obvious signs of dirt and damage (not crushed, torn, wet or soiled).
2. Verify the number of cases.
3. Name of Consignee. Make sure that the contact details including phone numbers and the country of destination are clearly indicated (see page 23 for example of label).
4. Flight number and Airway bill.
5. Make sure ALL cases have labels identifying the consignee as above and if possible Airway bill number.
6. Verify that shipping documents are in order
7. Notify personnel at the destination airport and any transfer points along the way to expect an arrival of HEG.

CHECKLIST FOR CARGO COMPANIES

Packing of HEG	Are the egg cases packed the correct side up?
	Are cases stacked maximum 4 cases high?
	Are the eggs cases stocked in alternating patterns to avoid shifting of cases?
	Are the storage temperatures correct (15°C-18°C)?
Shipping of HEG	Are any of the egg cases damaged?
	Do you verify all information is available and cases are labelled?
	Are shipping documents in order?
	Have you notified the airport and transfer points of the arrival of the HEG?
Handling, Palletizing and Loading of HEG on the aircraft	Do you make sure pallets are large enough to prevent cases from falling off?
	Do you cover the cases by plastic in case of rain?
	Do you load max four layers high of cases?
	Do you place eggs cases in the centre of the conveyor belt if such is used? Is the pallet shrink wrapped?
	Do you notify the personnel that HEG are on board both at aircraft and at destination?
	Are egg cases securely strapped on the aircraft?
	Are HEG stored in protected area away from extreme temperatures?
	Make sure no other cases are stored on top of the egg pallets
	Make sure HEG are handled carefully - they are fragile
Off loading eggs	Make sure loading and off loading take place as quick as possible to minimize exposure to climatic fluctuations.
	Make sure HEG are stored properly in due time and under correct temperatures (15°C-18°C).

AVI/DOCs:
CHECK LIST STORAGE, LOADING/OFF LOADING AND FLIGHT CONDITIONS

Temporary storage (animal hotel/lounge)	Do you make sure that the holding room temperatures are between 22°C-26°C and the ventilation is good?
	Do you check regularly on the AVI/DOCs while they are waiting - to check the well being of the chicks?
Holding Palletizing or loading of loose AVI/DOCs Loose chicks?	If boxes arrive loose are they secured onto pallets with spacers built in between the boxes?
	Do you make sure that boxes with female and male AVI/DOCs are evenly spread on the pallets?
	Do you make sure the loose loaded AVI/DOCs are loaded onto clean and dry pallets using Styrofoam strips or wooden pallets?
	Do you make sure that boxes are stacked according to the booking agreement?
	Do you make sure that at least one side of each box has one side open to larger air space for sufficient ventilation?
	Do you check that all papers are correct before the loading of the AVI/DOCs?
	Do you make sure the boxes are fixed by a net to ensure they do not move?
Loading to the plane	Do you make sure the AVI/DOCs during loading are only shortly exposed to outside weather conditions?
	Do you make sure they check with each other that the chicks are vaccinated with comparable vaccines?
	Do you make sure that no other avian (bird) species are loaded to the same plane?
	Do you inform the shippers if other AVI/DOCs are loaded on the plane?
	Do you inform the pilot and crew about the AVI/DOCs onboard to make sure they do not switch off ventilation during waiting - take off and landing and stopovers?
	Do you notify the next destination and shipper about the delays so that correct measures can be taken when the plane arrives?
During flight	Do you make sure the AVI/DOCs are placed in the cargo room in such way that the temperatures inside the chick boxes will always be between 28°C to 32 °C and that the ventilation is secured during the flight and also during take off and landing?
Flight delays	Do you keep flight delays to a minimum?
	If longer than 2 hours do you unload the AVI/DOCs and bring the pallets back to the ventilated and temperature controlled holding room (22°C to 26°C)
	If delays are longer do you allow the AVI/DOCs to be fed according to the shippers' instructions?
Stopovers	Do you make sure the NOTOC information on the conditions of the cargo storage is available and that the temperatures and ventilation in storage with chicks are working satisfactorily?

Off loading of plane	Do you make sure the AVI/DOCs are among the first cargo to leave the plane?
	Do you immediately take the AVI/DOCs to a holding room where you are sure that the storage temperatures are between 22°C to 26°C and the ventilation is good?
	Are they transported to the storage by a truck with controlled temperature and ventilation?
Documents	Many AVI/DOCs have died unnecessarily in customs because crucial documents were separated from the shipment or air waybill. DO you make sure the right documents are accompanying the AVI/DOCs?

Emergency Phone Numbers

When there is overheating, mortality, a missed connection, a lengthy delay in forwarding a shipment of chicks or eggs, we request that you:

Notify the shipper and freight forwarder immediately. Refer to emergency contacts on the document following the chicks

SHIPPING COMPANIES:

AIR FRANCE / KLM CARGO

Contact details:
Schiphol Airport the Netherlands
P.O.Box 7700, 1117 ZL Schiphol, the Netherlands
Air France-KLM Martin Cargo
Commercial contact
Bernard E. de Boer - Int. Sales Manager Variation Live SPL/JK
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Live Animal Regulation Manager on Air France Cargo
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LUFTHANSA Cargo AG

Contact details:
Competence Center Animals
Frankfurt Airport
Building 463,Tor 26
60546 Frankfurt/Main
T: + 49 (0) 69 696 57 887
F: + 49 (0) 69 696 98 57887
E: Marco Klapper marco.klapper.cargo@dlh.de
http://lufthansa-cargo.com/

UK LUFTHANSA
T: customer service 0871 522 1000
E: care.uk.ie@dlh.de.

Other companies assuring transport of AVI/DOCs and HEG

Air Algerie (CDG)
Air Canada
Air Mauritius
British Airways
China Airways
Korean Airways Cargo
Pakistan International Airways (Kales Airlines)
Royal Thai Airways

References:

OIE code for terrestrial animals:
http://www.oie.int/eng/normes/mcode/en_chapitre_1.7.4.htm

IATA - LIVE ANIMAL REGULATIONS - OCTOBER 2009

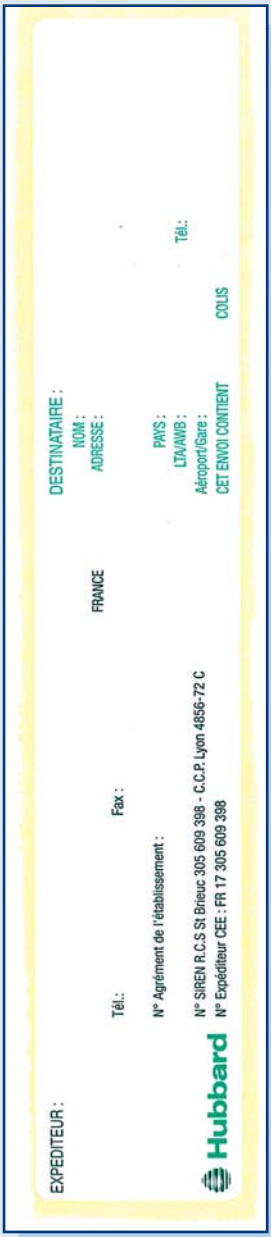
Recommendations of the Council of Europe
https://wcd.coe.int/com.instranet.InstraServlet?command=com.instranet.CmdBlobGet&InstranetImage=570076&SecMode=1&DocId=590602&Usage=2

Council Regulation (EC) 1/2005 on the welfare of animals during transport
http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2005:003:0001:0044:EN:PDF

EFSA opinion of the scientific committee on the welfare of animals during transport January 2011:
http://www.efsa.europa.eu/en/efsajournal/pub/1966.htm

USPEA Air Cargo management Guide

Example of a label



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