



# Animal Magic

動物專屬星級服務



Airfreight has a long history of moving animals, but it remains a specialised and highly-emotive commodity whose complexities and challenges lead most forwarders and many carriers to shy away from it. In this issue of *Hactlink*, we lift the lid on this largely unknown business:

雖然利用飛機運送動物已有多多年歷史，但由於這些「特別乘客」各有不同的需求，並且要加倍關顧，加上運送過程往往既複雜又充滿挑戰，因此很多貨運代理和航空公司均沒有提供此項服務。在今期《貨運連線》，我們將會為大家介紹此項較冷門的業務：

The International Air Transport Association (IATA) reports that over 4 million pets and live animals are transported by air each year, largely because it offers a high level of welfare and safety. "Air cargo facilities are designed to maintain stable temperatures, humidity levels, and air pressure, which are critical in ensuring health and well-being during transport," says IATA's Global Head of Cargo, Brendan Sullivan. "Moreover, air transport is the fastest way to move live animals across long distances, reducing travel time and minimising stress."

The animals most commonly carried by air are pets, livestock, aquatic animals, laboratory animals and exotic animals. "Domestic pets may travel by air when owners relocate or go on vacation," adds Brendan. "Fish and other aquatic animals are often transported for aquaculture purposes. Air transport is important for breeding stock of farm animals and racing horses. Wildlife is often transported by air for the pet trade or conservation and research purposes, because air transport accesses remote locations that may be difficult or impossible by road or sea."

國際航空運輸協會 (IATA) 報告指，由於空運既安全又能保障動物的福利，因此每年有超過 400 萬隻寵物和動物以空運方式運送。IATA 全球貨運主管 Brendan Sullivan 表示：「空運設施能提供穩定的溫度、濕度和氣壓，這對確保動物在運送期間保持安全和舒適至關重要。此外，空運亦是最快捷的運送方法，隨著旅程時間縮短，動物所承受的壓力亦可減低。」

最常以飛機運送的動物包括寵物、牲畜、水生生物、實驗動物和野生動物。Brendan 說：「當主人外遊或移居海外時，便可能以空運方式運送他們的寵物。而魚類和其他水生生物，則通常是因為水產養殖的需要而運送。空運對繁殖農畜和競賽馬匹亦十分重要。此外，由於飛機能前往一些難以經陸路或海路抵達的偏遠地區，因此寵物貿易商或保育及研究機構，亦通常會採用空運方式來運送野生動物。」

Strict regulations govern live animal transport to prevent the spread of diseases, and protect animal safety and welfare. These regulations, together with State and Operator Variations, are published in the IATA Live Animals Regulations (LAR). This is updated annually to incorporate changes in regulations, and new scientific and industry recommendations. Since its introduction 50 years ago, new sections have been added covering aquatic animals, primates and reptiles, as well as new container and labelling requirements, and rules for animal transport during exceptional weather conditions. "In 1970, the LAR contained 66 pages," continues Brendan. "Now it has more than 570 pages. The IATA LAR is continuously evolving." Currently, the Live Animals and Perishables Board is working on companion animal welfare, live animals in-cabin, and sedation guidelines.

In 2018, IATA added Live Animals to its growing suite of CEIV accreditation programmes. CEIV Live Animals establishes baseline standards to improve competency, infrastructure and quality management in the handling and transportation of live animals. There are currently 23 certified companies: 6 airlines, 8 cargo handling facilities, 3 GHAs (ground handling agents) and 6 freight forwarders. Says Brendan: "Another 10 companies are in the process of achieving certification and, with the number of consignments of live animals increasing year on year, we expect the number of certified companies to grow respectively."

為防止傳播疾病及保障動物的安全和福利，活體動物運輸一直受嚴格的規例監管。這些規例和「國家及營運人差異」規則，均刊於 IATA 的《活體動物運輸規程》(LAR)，並每年更新一次，以涵蓋規例中的各項修訂及最新的科學和業界建議。自 50 年前推行以來，LAR 不斷加入新的章節，以涵蓋水生生物、靈長類動物和爬行類動物、航空載具和標籤的最新要求，以及於特殊天氣下運送動物的規則。Brendan 續稱：「1970 年，LAR 只有 66 頁，但今天已增至超過 570 頁，而且持續更新及修訂。」目前，IATA 的活體動物及鮮活貨物委員會正在制訂寵物福利、機艙放置活體動物，及使用動物鎮靜劑的相關指引。

IATA CEIV 認證項目的涵蓋範圍不斷擴大，更在 2018 年加入活體動物運輸。CEIV 活體動物運輸認證透過制訂基本標準，提升業界相關的服務水平、基礎設施及品質管理。目前共有 23 間公司已經取得相關認證，當中包括 6 間航空公司、8 間貨物設施營運商、3 間地勤服務代理商及 6 間貨運代理。Brendan 指：「另外還有 10 間公司正在進行認證過程，而隨著活體動物的數量按年不斷增加，我們預計將會有更多公司取得此項認證。」

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## Snails to elephants

Among the select band of specialist global animal shipping companies is JCS Livestock. Based in the UK, the company has handled all kinds of live animals for all types of customers since 2000. "It could be absolutely anything," says Michelle Brereton, the company's Project Manager. "Snails to elephants, gorillas, tiger sharks ... anything you can think of, we have probably done it!" That also includes day old chicks and ducklings, hatching eggs, and even bull semen. "A lot of falcons travel to Dubai in the falconry season, from June through to September." Operations Director Simon Obank adds. "The falcons are for racing, and there's a lot of paperwork to check.

"We have also moved Bermudan snails, which are being bred in the UK and shipped to Bermuda. We've done 2 shipments, and now they are back in their natural habitat." Each tiny snail is individually marked to identify it, in a delicate and highly labour-intensive process.

"Among the largest animals to date have been elephants and white rhinos," he continues. "We've transported sea lions including a mother and child, and sharks. There's a lot of aquarium work." But he is adamant that they have clear ethical policies that preclude moving animals for testing.

The market is currently a mixed picture, continues Simon: "The UK import market has suffered both because of Brexit and economic uncertainty; these have impacted the number of people moving here. If people aren't moving, pets don't move. And if people aren't going on holiday and taking their pets with them, it also affects us. But when it comes to zoological and conservation movements which have been years in the planning, they are still going ahead. The commercial and conservation side is definitely a growth business."

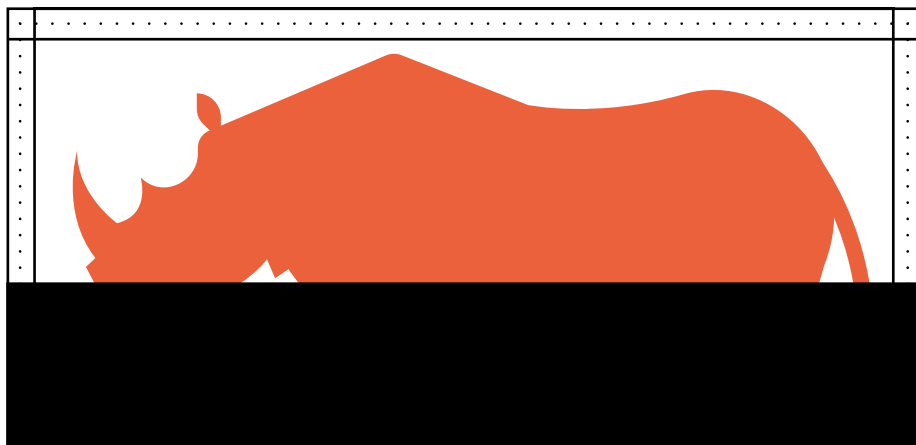
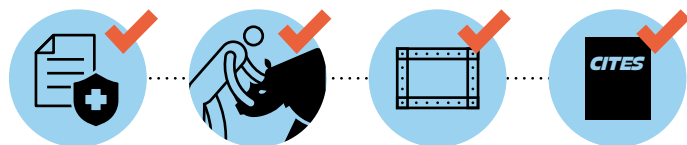
## 小至蝸牛 大至大象

英國的 JCS Livestock 為全球頂尖的動物運輸公司之一，自 2000 年成立以來，為不同客戶運送各種類型的動物。其項目經理 Michelle Brereton 表示：「我們運送的動物包羅萬有：蝸牛、大象、大猩猩、虎鯊……任何你想像到的動物，我們都接觸過！」此外，公司更運送過剛出生的小雞和小鴨、孵化蛋，甚至公牛精液。營運總監 Simon Obank 補充指：「每達到了 6 月至 9 月的獵鷹季節，我們都會運送大量競賽用的獵鷹到迪拜，當中涉及很多文件處理工作。」

Simon 續稱：「我們亦曾經將兩批在英國培育的百慕達蝸牛運返百慕達，讓牠們回到本來的自然棲息地。」每隻小蝸牛的身上都需要加上標記以作識別，整個過程需要大量人手完成精細的工序。

他續指：「直至目前為止，我們運送過最大型的動物有大象和白犀牛。此外，亦運送過一對海獅母子和鯊魚。我們有很多工作都與水族館有關。」然而，他指公司訂立了明確的道義政策，拒絕運送用作實驗的動物。

Simon 指目前市場環境不可一概而論：「脫歐和經濟前景不明朗，令英國進口市場飽受衝擊，亦導致前往英國的人數下跌。假如人們的流動量減少，運送寵物的需求亦會隨之下跌；而如果人們不帶同寵物外遊，我們的業務亦會受到影響。然而，那些已經籌備多年的動物保育計劃，無論如何都會繼續進行。此保育相關的業務無疑具有相當大的增長潛力。」



The preparations and processes involved in moving all animals are complex and require specialist knowledge, continues Simon: "For a rhino, we would firstly ensure that the destination country would be able to import it. We'd look at the health requirements for it to move; there might be a certain quarantine period before it leaves or when it arrives, and certain vaccinations it might need. We would advise you and your vet what you need to do to ensure the health certificate (an official government document completed by vets here in the UK) is signed off, and in the case of a rhino you would need CITES (Convention on International Trade in Endangered Species of Wild Fauna and Flora) paperwork as well.

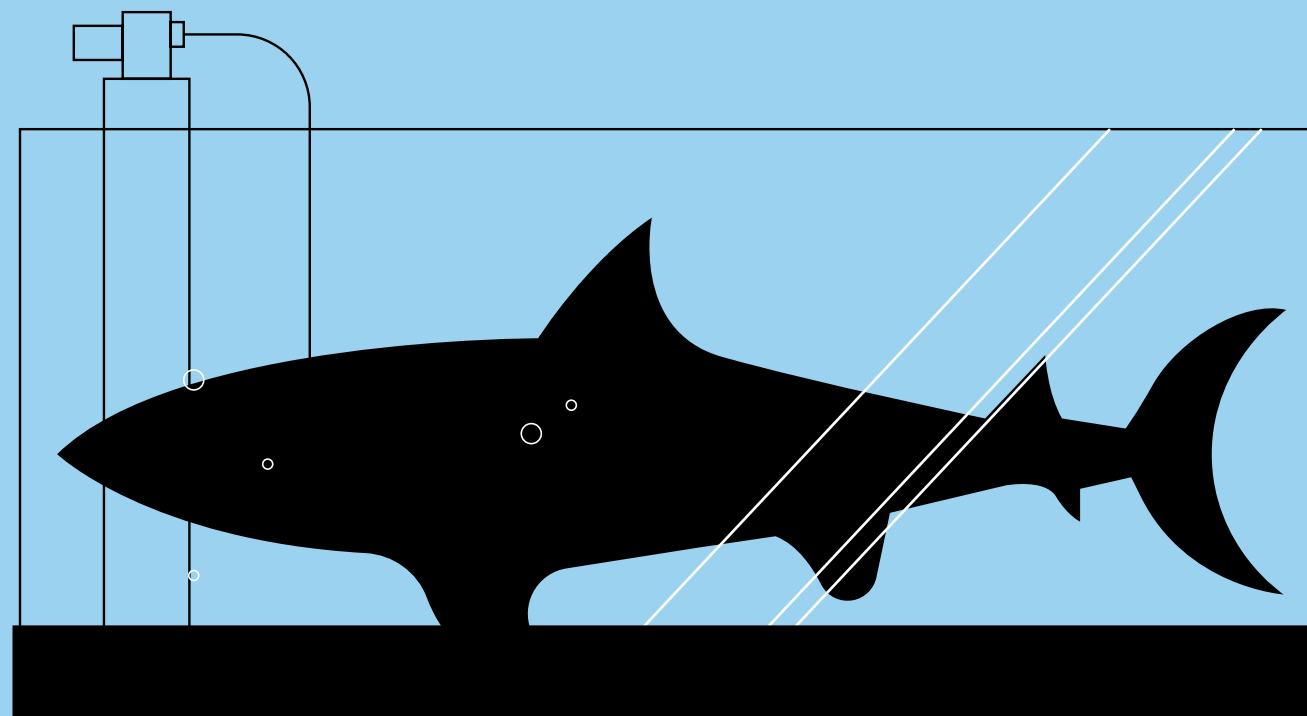
"Then we would liaise with the destination agent, because we need to know about any specific import requirements and any additional import permits involved. We would also need to organise the transport to and from the airports. With rhinos we would liaise with the airline to ensure their aircraft was large enough, that there was a suitable service available to that destination, and that they have facilities for the gums. We would also ensure the crating requirements were met; for that type of shipment we would need a very robust custom-built container."

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無論運送哪種動物，當中均涉及繁複的準備工作和程序，以及專業知識，Simon 續指：「以犀牛為例，我們首先需要確保目的地國家准許進口犀牛，繼而了解運送這種動物的相關健康要求；例如動物在離境前或抵達目的地後，可能需要接受隔離和接種某些疫苗。我們會為客戶和他們的獸醫提供意見，以助他們取得相關的動物健康證明書（由英國獸醫擬備的政府官方文件）。如果運送的是犀牛，客戶更需要辦理 CITES（瀕危野生動植物種國際貿易公約）的相關文件。」

Simon 續說：「接著，我們會與目的地的代理商聯絡，以了解當地是否有特別進口要求，以及是否需要提供其他進口許可證。此外，我們亦需要安排往返機場的交通。以犀牛為例，我們需要與航空公司聯絡，確保它們能提供所需的龐大艙位和設備，以及目的地具備相關設施和動物照顧人員所需的設備。除此之外，我們還需要確保航空載具符合指定要求；如果運送的是犀牛，就需要專門訂造一個非常堅固的載具。」

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## Welfare the priority

Although airfreight is used for its speed, does that mean animal shipments can be handled at short notice? “It depends on the destination and type of animal,” continues Michelle. “If it’s a cat or dog or destination without any special requirements, it can be turned around quickly as long as we can get space on the aircraft. But if it’s something that has more detailed requirements on the health certificate — such as time periods you have to wait between one vaccination and another — you might have to wait 6 weeks.” “A lot of the conservation work we do is 4 to 5 months in advance,” adds Simon, “because welfare is the main priority, and making sure everything goes smoothly without incident.”

Vets are involved in every shipment; for cats and dogs, JCS Livestock works with its chosen vet, so can offer customers an all-inclusive service incorporating treatments and signing off the health certificate. “For zoo animals and bigger movements, we generally work with the customer’s own vet, or provide guidance on who they can use,” says Michelle. “It has to be an official veterinarian: it can’t be just a practice vet, they have to be qualified to sign off the health certificate. We work with DEFRA (the UK’s Department for Environment, Food & Rural Affairs) and its offshoot APHA (Animal and Plant Health Agency) who are the governing bodies for these certificates. They always offer advice to the vets and we can liaise with them and the vets to ensure the paperwork is understood and correctly completed.”

In such a complex business, it’s perhaps surprising that there is no central source for all the information required. That’s why there is no substitute for practical experience, says Simon. “Phil Knowles, who manages the zoological side of our business, has been doing it for us for 26 years. He was one of the first people to move animals through London Heathrow. When you’re moving a pet for somebody it’s like moving one of their family: you want to be able to give them the right information, and make them feel comfortable.”

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## 動物福利為先

雖然空運是最快捷的運送方式，但是否代表能在倉促的通知下辦理？Michelle 回應：「這視乎目的地和動物的種類而定。假如運送的是貓或狗，或者目的地沒有任何特定要求，我們只要取得機位，便能在短時間內完成辦理工作。然而，若某些動物需要符合更多細節要求以獲取健康證明書，例如牠們必須接種多種疫苗，而每次接種之間需要相隔一段時間，整個過程便可能長達六星期。」Simon 補充指：「動物福利是我們的首要考慮因素，為了確保一切順利進行和避免運送途中發生任何事故，我們有很多保育相關的運送工作都需要提早4至5個月開始辦理。」

每個運送動物的項目，獸醫均會參與其中。假如是貓和狗，JCS Livestock 會與其指定的獸醫合作，為客戶提供包括治療及簽發健康證明書的一站式服務。Michelle 說：「至於動物園的動物以及較大型的動物，我們一般會與客戶的指定獸醫合作，或於選擇合適獸醫方面提供意見。這些獸醫必須具備相關官方機構的認可資格，可以簽發有效的健康證明書，不能只是一般執業獸醫。此外，我們亦會與負責管轄有關證明書的 DEFRA（英國的環境、食物及鄉郊事務部）及其分支機構 APHA（動植物健康局）緊密溝通。這些機構經常向獸醫提供建議，我們可以與他們和獸醫聯絡，以確保能全面了解和正確地辦理所有必須文件。」

運送動物乃一項相當複雜的業務，但業內卻沒有統一的平台提供所有相關資訊。因此，Simon 認為實質的工作經驗是無法取代的。他說：「Phil Knowles 在我們公司專責處理動物園相關的業務已達26年，他是第一位在倫敦希斯路機場負責運送動物的同事。運送寵物，就如接送客戶的家人一樣，因此我們希望為他們提供正確的資訊，讓他們感到安心。」

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a groom**



Animals  
**are not  
sedated**  
before a flight



We prefer to take a  
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would never do that:  
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## Constantly changing

“It’s about asking the right questions, and ensuring you keep up to date ... making note of changes, so you can advise customers correctly. It’s about checking with the destination whether anything has changed — especially for the big animal movements. But even for cats and dogs, the authorities can change policy all of a sudden, while airlines will change what they accept, and the routes and so on are constantly changing. You’ve got to just keep asking the questions. IATA, customs, and the airlines all have their own regulations, which we have to meet,” adds Michelle.

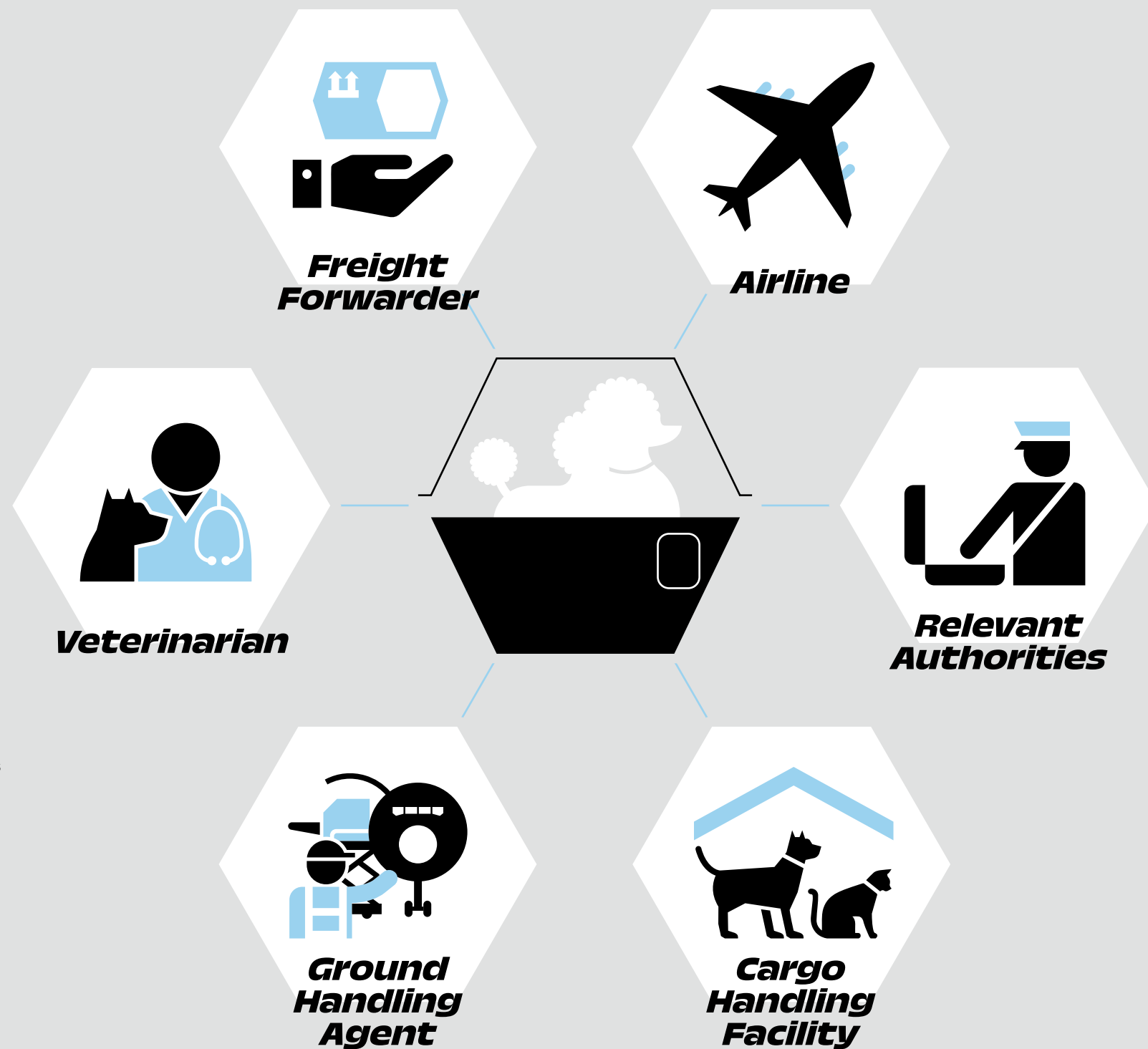
Simon continues: “A general forwarder doesn’t have the detailed information and experience, or understand the requirements. We have that information. When it comes to zoological moves the customer has to feel happy working with us — that we understand the requirements and have everything in place. If anything were to go wrong it would be a PR nightmare for them and us.”

In reality, so thorough are the procedures and regulations, that things almost never do go wrong, says Michelle. “But there’s occasionally something along the line, like a flight’s delayed. These are live animals — not a carpet that can wait in a warehouse for a couple of days. We always have that added pressure that their welfare is being looked after, that they’re not travelling for longer periods than necessary, and that there is a place where they can be looked after if there is a problem.

“Technically the problem rests with the handler once they’ve received the animal, but handling sheds don’t necessarily have facilities for holding animals. What we do have at LHR is the Heathrow Animal Reception Centre (HARC) which is the Border Post for LHR. If a cat misses its flight or there’s a delay, we can either arrange for HARC to go and collect it or drop it back for us to collect. The HARC is like a big cattery and kennels, and they also have facilities for horses, fish and so on. We wouldn’t want animals staying at a shed any longer than necessary. We have the facilities here to let them out and give them food and water.”

Before any animal gets onto an aircraft, it has to have fit-to-fly certification from a vet within 48 hours of departure. “If there is any reason why the vet feels the animal cannot travel, it won’t,” adds Michelle.

The route is of great importance in ensuring the safety and comfort of the animal, says Michelle: “If the animal is travelling to Singapore, for example, we prefer to take a direct flight, but for Australia you would never do that: you would have a stopover. We would never let the animal travel for that period of time; 12 to 14 hours would be the longest.



## 了解最新情況和要求

Michelle 補充說：「為此，我們需要適切地向客戶查詢所有相關事宜，以相應地提供正確的建議。同時，我們需要確定目的地的最新要求，這對運送大型動物特別重要。即使是貓和狗，有關當局亦可能突然更改政策，而航空公司亦可能會不斷調整可運送動物的種類及航線等。因此，我們需要不斷向各方查詢以了解最新情況。IATA、海關及航空公司均備有各自要求和規則，而我們都必需一一遵守。」

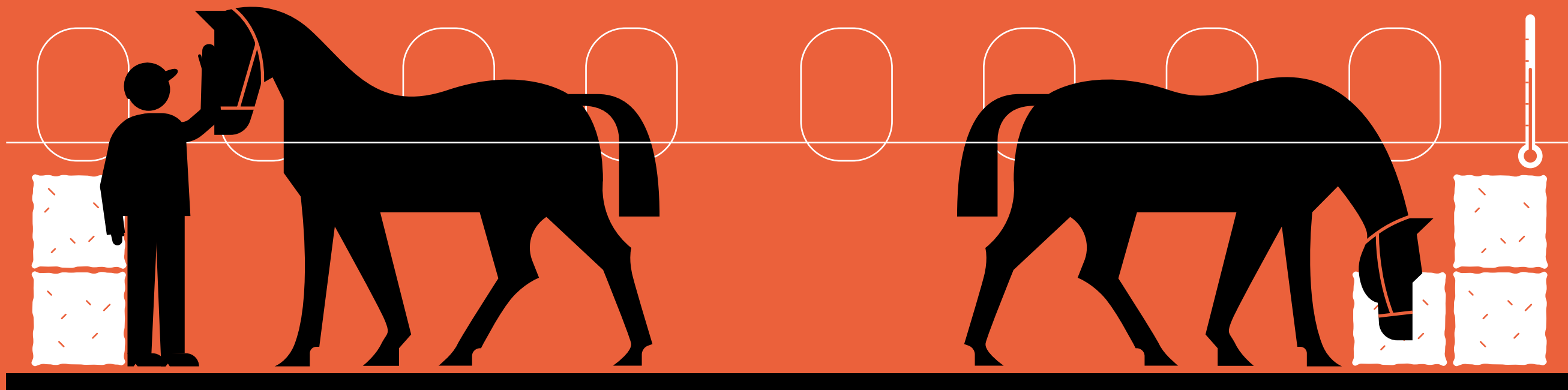
Simon 續說：「一般貨運代理缺乏相關的詳細資訊和經驗，亦未必了解運送動物的所有要求，但我們掌握一切資訊和要求。尤其在運送動物園動物的項目，我們必須了解所有規範和要求，以及具備一切所需資源，讓客戶對我們的服務有信心。假如運送過程中有任何出錯，無論對客戶或我們而言，都是一場公關災難。」

Michelle 指出，事實上，公司設有周詳的程序和嚴謹的守則，因此所有任務幾乎都能順利完成。「但是偶然仍會發生如航班延誤等情況。我們運送的是活生生的動物，並不是可存放在倉庫內幾天的地毯，因此我們必須顧及這些動物的感受，避免延長運送牠們的時間，以及一旦發生問題都能為牠們提供一個適當的照顧空間。」

Michelle 續說：「技術上來說，當我們把動物交予地勤服務商後，他們有責任照顧動物。然而，並不是所有地勤服務商均具備動物居留所。倫敦的希斯路機場設有希斯路機場動物接待中心（HARC），作為機場的邊境動植物檢疫中心。假如有一隻貓錯過了航班或航班有所延誤，我們便可安排 HARC 接收有關動物，或把牠送回給我們照顧。HARC 就如一個大型的貓狗居留所，中心更具備適合馬匹和魚類等動物居留的設施。我們不希望動物在居留所內逗留超過正常所需的時間。同時，居留所更備有動物所需的食物、水和活動設施。」

任何動物都必須在登機前的 48 小時內取得由獸醫簽發的證明書，以證明牠們適合乘搭飛機。Michelle 說：「如果獸醫因任何理由認為動物不適合乘搭飛機，我們便不會安排牠們上機。」

選擇合適的航線，對確保動物在運送過程中感到安全和舒適亦十分重要。Michelle 說：「例如要將動物送往新加坡，我們便會選擇直航；但如果目的地是澳洲，我們便一定不會選擇直航，而會選擇有中轉站的航線。我們絕對不會讓動物航行超過 12 至 14 個小時。」



### Nice touch

“We know what facilities exist on particular routes. If a stopover is involved, we may pick one carrier over another because of the facilities they have,” Michelle continues. Maintaining a dialogue with carriers is important, she says, in keeping up to date with any service changes and new facilities. “It’s important to be able to give customers that information, especially with cats and dogs, which are like their children — that, when they get to the stopover point, they’re going to be well looked after. Sometimes we even get pictures from the airline, which is a really nice touch.”

Another factor is the aircraft type being operated; not all are suitable, she continues: “If an airline cannot offer ambient temperature in its hold, then it will not accept the booking. And if it comes to the point of loading and the system fails, the animal will not be loaded.” Ground conditions also matter, she continues: “Some airlines and handlers have air-conditioned vehicles to transfer animals on the ramp, but others don’t. So, at certain times of the year if temperatures are too high or too low for boarding or unloading, they also won’t accept the booking.”

Contrary to what one might expect, animals are not sedated before a flight, says Michelle: “Sedation reduces blood pressure, and when they are travelling by air it drops again, which could be fatal; so we never, ever sedate animals. Horses and other large animals tend to travel with a groom, and if they become stressed the groom can look after them and administer medication if required. But if animals are put in the bellyhold, there is nobody to look

after them and any kind of sedation could be really dangerous. All animals are certified fit to fly: although the flight can be stressful for them, it should never be so stressful that they need any kind of sedation.”

After many years of animal transportation by air, is the industry getting any better at it? Simon says it depends on the airline, and how much it values this kind of business. “As a result of COVID there is not so much international travel right now, and less pet movements; so some airlines aren’t even doing it anymore.”

Simon welcomes the creation of IATA’s CEIV Live Animals certification, and the standards it sets. He thinks its take-up will be greater if, as with pharma traffic, it becomes a must-have. “We do think it’s a good idea, absolutely. The animal’s welfare is the most important thing; that’s our business. You have to have the training, understanding and facilities to do this work properly.”

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### 貼心服務

Michelle 說：「我們了解每個航線上的不同設施。如果需要中轉站，我們便會因應航空公司所能提供的設施而作出選擇。」她認為與航空公司保持溝通以了解他們的最新設施和服務方案十分重要。她說：「向客戶提供相關資訊非常重要，特別是他們視貓、狗如子女般看待。我們要讓客戶知道他們的寵物在到達中轉站後，會得到周全的照顧。有時候，航空公司更會貼心地將動物的相片傳給我們。」

由於並非所有航機都適合運送動物，因此機種是另一項考慮因素。Michelle 解釋道：「假如航空公司未能提供一個室溫機艙，便不會接受有關訂位。此外，假如在裝卸貨物的過程中出現任何系統故障，航空公司亦不會將動物送上航機。」地勤服務同樣重要，Michelle 說：「只有部分航空公司和地勤服務商具備空調車輪運送動物往返停機坪，若沒有此設備，在炎熱或寒冷天氣時便不宜安排動物上落航機，而航空公司亦會因此暫停提供有關服務。」

Michelle 指他們不會在起飛前為動物注射鎮靜劑，這一點可能與外界的預期有所分別。她說：「鎮靜劑會令動物的血壓下降，而血壓在航行期間會再度降低，對動物造成生命危險，因此我們絕不會為牠們注射鎮靜劑。在運送馬匹和其他大型動物時，會有馬伕或飼養員隨行，假如動物在途中不適，隨行人員便會加以照顧，並在有需要時提供藥物。至於以腹艙運送的動物，

由於牠們沒有照顧人員同行，因此使用鎮靜劑會相當危險。所有動物均需獲取證明書，以證明牠們適合搭飛機，雖然牠們在航行期間可能會感到壓力，但這些壓力不至於需要為牠們注射鎮靜劑。」

業界累積了多年空運動物的經驗，現在是否已熟能生巧？Simon 表示這視乎航空公司，以及它們有多重視這項業務而定。他說：「新冠疫情令外遊人數減少，連帶運送寵物的需求亦隨之下降，因此很多航空公司都不再提供此項服務。」

Simon 歡迎 IATA 制訂 CEIV 活體動物運輸認證並訂立相關標準。他認為假如活體動物運輸能像醫藥品運輸一樣，訂明服務供應商必須獲取認證才可提供相關服務，將會推動更多機構積極爭取認證。他說：「我們絕對認為這是一個很好的舉措。動物福利是我們最重視的，亦是我們的業務核心。你必須具備全面的培訓、專業的知識和完善的設施，才能妥善地為客戶提供此專業服務。」

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