ATA May 3rd, 2010

Planning for the Unknown
How it all starts....
Box Design

- Choosing the best packaging for our commodity in material, ventilation and water-resistance in box-design
Palletization

• Best researched design in palletization for ventilation and sturdiness.
• Each pallet is equipped with a temperature recorder inside and outside the pallet.
In order to deliver the freshest product, we carefully choose the airlines for our commodity with the best routes/connections/Intransit times - including history, experience, point of departure (closest to according hatchery) and cut off time at the airport.
Airlines/Freight Agents

- Export personnel work with the forwarder and airline agents to reserve space nearest the door. This assures us “last on, first off” loading, which can be critical in hot climates.
Preparations on Flights

• When shipping with a “new” airline, we test the cargo environment with a temperature recorder into destination country
Additional Preparations on Flights

- We look at last order shipped for any information on possible issues (i.e. review recorded total Intransit time)
- Check on customer preferences
- Plan departure and arrival according to temperature in destination country, as well as fastest customs clearance for the customer (day time arrivals a lot of times mean high temperature and increase in traffic at customs – versus later evening or night-time)
Preparations via Freight Agent

- We work closely with the freight agent on updates, especially when a shipment Intransits (i.e. receive notice of arrival/departure via email and pictures)
Additional Preparations on Flights

• Keep a back-up plan for an additional route as an option, in case of an unexpected airline delay or cancellation

• When a confirmation of a booking is in question, we will have two bookings on hand to be able to switch to a different airline last minute if necessary
Additional Preparation on Paperwork

- We send a second set of documentation in a pouch with the shipment itself, in case originals get lost/misplaced.
- Pouch is always placed on top & corner of built pallet for easy and fast access – marked with “XXXX’ around the box. (Customer is always informed of this procedure)
Additional Preparation through Department and Hatchery

- Send additional quantity if possible
- Plan ahead for possible replacement
- Export Team has a 24 hrs “on call standby” in case of an emergency
Preparations through Drivers

- Drivers advise the flight engineer or airline cargo personnel of the temperature settings for live stock (65 to 75 F/18 to 24 C). (Temp also printed on pallet configuration along with the AWB)
Additional Preparations through Drivers

- In case of a flight delay, missing paperwork or other changes, drivers will follow an emergency list and contact the export team immediately.

- Wait at the airport until the plane is air bound.

- Send export personnel text when plane is air bound.
And last but not least….

……We pray…..

…and pray a little more…..
Thank You!!!