Pet Transporter’s Perspective on IATA CEIV Live Animals Certification

Belinda Gallpen
General Manager
Jetpets Animal Transport
CEIV Certification and Welfare

Overview
IATA teamed up with the Centre of Excellence for Independent Validators (CEIV) to oversee a growing need to improve industry standards and provide solutions on how the industry can achieve this.

THE NEED:
- For more safety, security and efficiency
- To raise the bar to (re)gain confidence
- To improve compliance to standards/regulations
- For Independent assessment vs self assessment
- To identify and recognise those who are excelling in the industry

THE SOLUTION:
- Develop standards with regulators and industry stakeholders
- Train industry stakeholders on standards and regulation
- Assess operations against standard checklists
- Train independent validators on standards and regulations
- Certify and then register best players on a certified website
- Get state recognition to ensure ongoing audits are valid for all participants

* Reference: IATA CEIV Materials
CEIV Certification and Welfare

CEIV Live Animals Strategy focuses on:

• Enhancing the capability of modern live animal transportation
• Promote a uniform approach for the handling of live animals
• Improve Animal health and welfare through appropriate risk management
• Reinforce trust through transparency and communication
• Protect the safety and welfare of animals globally

With the following key objectives to ensure animal safety and welfare:

• Improve transportation of live animals in compliance with existing regulations and standards
• Elevate staff competency level through efficient and robust training program
• Ensure all animals are transported safely and humanely by air
• Support and recognise organisations in their compliance with live animal regulations

* Reference: IATA CEIV Materials
A little about us:

- Family owned and operated business for 28 years
- Specialise in international and domestic pet travel
- Transport 65,000+ animals per year
- Based in Australia and New Zealand with transit lounges in Melbourne, Sydney, Brisbane, Perth and Auckland

Proudly partnering with:
Why did we participate?

- Pet welfare by raising the industry standard in process and handling
- The opportunity to learn from the process and improve
- What we do matters
- Reuniting families
- The cost of non-compliance was too high of a risk for us not to participate
Our approach and methodology

- Why we chose our team; our champions
- What were our challenges?
- How we managed the project through to completion?
Needed to put focus during the program on:

- Quality Management
- Supplier Management
- Technology Enhancements
Indirect benefits of completing the program:

- Ownership responsibilities and quality
- Staff knowledge, training and tools
- Automation and links
- The end-to-end process of moving a pet and the critical touch points when pets are in our care

Why it is so important that others participate in the program...
Indirect benefits of completing the program:

**Practical Example - Lodgement/ Acceptance Checklist**

<table>
<thead>
<tr>
<th>General Acceptance</th>
<th>Yes</th>
<th>No*</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are client details correct as per JP booking sheet?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are pet details correct as per JP booking sheet (Name, breeder, colour, MC)?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Has the pet been delivered/arrived in a seemingly fit and healthy condition?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are the receiver’s details correct as per JP booking sheet?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Has the transport been reserved with all relevant parties/service providers?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Live Animal Requirements (LAR)**

<table>
<thead>
<tr>
<th>Live Animal Requirements (LAR)</th>
<th>Yes</th>
<th>No*</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is there a confirmed AWB number on the booking sheet and in accordance to current LAR?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is the travel container compliant with the current LAR?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is the travel container labelled and marked in accordance with the current LAR and Jetpets booking sheet?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Has the travel container been labelled with 'Jetpets Special Handling requirements' instructions (if required)?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Has the travel container been fitted with appropriate feed/water solutions in accordance with the current LAR?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**What animal type is being accepted?**

<table>
<thead>
<tr>
<th>What animal type is being accepted?</th>
<th></th>
</tr>
</thead>
</table>

**What crate type is being accepted?**

<table>
<thead>
<tr>
<th>What crate type is being accepted?</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>General Acceptance</th>
<th>Yes</th>
<th>No*</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Were the goods received as per the Jetpets Booking sheet and in accordance to the current Live Animal Regulations?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Quality Management**

**Policies Procedures Training (LAR training) Manuals**

CEIV Certification and Welfare
Internal benefits:

- Welfare – pet, customer, staff and brand
- The confidence we have in the contribution everyone in the company makes. What we do matters. How we do it matters even more.
- 1%ers, 100% of the time
- We have the ability to influence and to lead by example
- Improved staff competency through efficient and targeted training
- Sustainable and robust end-to-end processes
Direct benefits:

• Worldwide recognition of Jetpets commitment to animal welfare and safety
• Setting a standard of practice for safe animal transport
• Point of difference in industry
• Trust in our values and process – we can communicate this with customers / partners in a tangible way (awards/accreditation)
• Being a leader in raising industry standards and compliance
• Enhanced communication and efficiency and success rates
• Provides our partners with a confidence when they use our services and trust that we are complying with industry regulations
“Jetpets customers can be confident that their precious animals are traveling in safe and healthy conditions”

Glyn Hughes
IATA Global Head of Cargo

Jetpets Melbourne has become the first pet transport company in the Asia Pacific Region to be awarded The Centre of Excellence for Live Animals Logistics (CEIV) Certification and is one of only five companies in the world to have received the honour.
THANK YOU

Belinda Gallpen

General Manager - Australia & New Zealand
Jetpets Animal Transport

✉️ belinda@jetpets.com.au
📞 0428 190 260