

INSPECTOR NOTE

Building: WORLD FLIGHT SERVICES (WFS)

Street:

Suburb: MATROOSFONTEIN

Postal Code: 7490

Date: 2025-04-03

Time: 12:41

Inspector: NICOLE VENTER

Type: CASE DISCUSSION NOTE

Follow-Up Date:

Comments:

Case Number: 214420
Date 24-03-2025
Time 10:50
Inspector(s) Nicole Venter

Name of Cargo Warehouse World Flight Services (which is used by Airlink Cargo)
Unit/Bay Number (if cargo house) Unit 2

Highest ranking AVI manager: Jeremy Speelman
Tel No 062 047 5049
Cell No 083 251 5344
E mail jspeelman@wfs.aero

Middle AVI manager/s: Jeremy Speelman
Tel No 062 047 5049
Cell No 083 251 5344
E mail jspeelman@wfs.aero

Are AVI personnel available at all times? Yes
Are personnel familiar with the disaster plans for animals? No ***
Comments They also don't have measures in place to account if other shipping agencies sent shipments that are not compliant. Therefore, they are unable to rectify concerns by moving animals to compliant crates.

Were any animal shipments been inspected? Yes
How many shipments were inspected? 1
Are live animal shipments placed within the designated area? Yes
Comments But the door was again left open and the light left on which was addressed with WFS in my previous warning.
Is the area kept clean and hygienic? Yes
Are bird shipments placed on shelving? Yes
Are the animal crates turned away from warehouse activities? Yes
Are the animal crates placed in such a manner to ensure that 'natural enemies' do not face each other ?
Yes
Does staff handle animal shipments with care and consideration? Yes
Does staff appear to be adequately trained? No ***
Comments When I got the IATA manual and showed them the relevant sections, they told me they'd like us to present them with training and they never considered the tail clearance and even though it states that, they didn't know a bird's tail should be off the floor. I believe that we should work with them on setting up a general training program to uplift them. This would additionally give them no future excuses.
Are animal shipments booked in at appropriate time to avoid unnecessary long waiting hours? No ***
Comments The animals arrived at WFS at 06:51 and only left the warehouse at 14:30.
Was any animal shipment accepted that was not IATA compliant? Yes ***
Comments Mobility of birds hindered, birds cramped into small, inappropriate crate forcing them into unnatural and uncomfortable positions.

Does staff act appropriately when sick or injured animals are present? No ***

Comments The members got defensive and said that them receiving a warning and possibly losing their jobs is not worth some birds. I explained that it is not only legislation that applies but there are additional regulations that need to be considered. I also told them that if they were unaware, I doubt they'd get fired but that they must ask their management to request the relevant training. I strongly believe that we must invest training in these warehouses so that we either improve the welfare of animals moving through or alternatively start taking action moving forward seeing as training would eliminate the excuse of them not knowing better.

Does staff act appropriately when an animal shipment is delayed for whatever reason? (including overnight delays) No ***

Comments The birds were stuck in these conditions for over 7 hours. Unfortunately, as discussed with NSPCA, we did not have enough grounds to legally remove the birds. Warnings were issued however.

Photos taken Yes

Warning Issued: Yes

Warning Number 18311, 18323, & 18327

Comments and action taken by Inspector: Updated IATA Manual reviewed with warehouse staff on site. Advice requested from Chief Inspector Pieterse who consulted with NSPCA's Special Projects Unit. Warnings issued to all relevant role players and a paper trail has been established. Please refer to the Live Animal Checklist completed as well as Welfare Tracker case for further details.

MAGDALENE MARSHALL 2025-04-03 12:41

Captured By: