



Menzies Aviation
Office C East Wing Offices, 3rd Floor Terminal A
OR Tambo International Airport

11th September 2026

Rudolph Philander
Cnr Fisrt Road and 1st
Avenue, Grassy Park
Cape Town
7941

Dear Mr Philander,

Response to Warning and Notice to Comply – 19 July 2026 Incident

Menzies Aviation acknowledges receipt of the SPCA's Formal Warning and Notice to Comply in relation to the incident at Cape Town International Airport on 19 July 2026.

Menzies Aviation treats the welfare, safe handling and secure custody of live animals within its control with the utmost seriousness.

Without any admission or concession as to responsibility or otherwise, Menzies Aviation acknowledges the concerns raised in the notice, including the reported condition of the animal carrier, the continuity of custody of the animal, the applicable acceptance and handling processes, and the need to establish whether all relevant procedures were followed.

In response to Paragraph 4 - **Notice to Comply and Required Actions**, Menzies Aviation provides the following information and confirmations.

1. Produce the completed IATA Excess Baggage Live Animal Acceptance Checklist for the cat, or the applicable In-Cabin Live Animal Acceptance Checklist if the cat was classified as PETC. If no checklist exists, provide a written explanation for its absence.
 - Menzies Aviation did not accept the cat at check-in. The cat was accepted by Airlink and was subsequently presented at the Out of Gauge (OOG) screening point. Accordingly, Menzies Aviation does not hold an IATA Excess Baggage Live Animal Acceptance Checklist or an In-Cabin Live Animal Acceptance Checklist in respect of the cat concerned.
2. Provide evidence of the IATA live-animal training and competency records of the personnel involved in accepting, scanning, handling, staging and loading the cat.
 - Baggage make-up staff were not included in AVI (Live Animal) handling training because they do not physically load animals onto aircraft. Without admission that such training was required for those personnel at the time of the incident, Menzies Aviation has assigned the applicable AVI handling training requirements to baggage make-up staff; the relevant training and competency records, to the extent held by Menzies Aviation and subject to applicable law and data-protection requirements, will be provided separately.
3. Immediately review and strengthen procedures to ensure that any live-animal carrier that is damaged, insecure, defective, or not escape-proof is not accepted or released into the baggage stream

until the defect has been rectified or an appropriate compliant container is provided.

- Menzies Aviation confirms that it has reviewed its procedures for the handling of live animals within its control. Menzies Aviation did not accept the cat for carriage, was not responsible for the security screening process, and did not control the reassembly or securing of the kennel following that process. This was the responsibility of CHE. As an additional precautionary measure, Menzies Aviation has established a verification communication process in respect of kennel integrity, locking mechanisms and cable ties at OOG and aircraft-side handling points. This measure does not constitute an assumption by Menzies Aviation of any obligation or responsibility of any third party. The implementation and effectiveness of measures within Menzies Aviation's control are monitored on an ongoing basis.
4. Implement or confirm a formal live-animal custody/hand-over process so that responsibility for the animal is identifiable at every transfer point from check-in to aircraft loading.
 - Menzies Aviation confirms that it is implementing a formal live-animal hand-over process at relevant transfer points within its control, in coordination with the airline, security screening personnel and ground handling personnel as applicable. This process is intended to improve communication and identification of hand-over points.
 5. Provide written confirmation of the corrective measures implemented to prevent recurrence.
 - Menzies Aviation confirms that it has taken, and is progressing, precautionary corrective and preventative measures intended to reduce the risk of recurrence. Such measures include the following:
 1. A verification communication process has been established in respect of kennel integrity, locking mechanisms and cable ties at OOG and aircraft-side handling points, without assuming responsibility for security screening, kennel reassembly or securing activities undertaken by the passenger, security screening personnel or any other third party.
 2. The online "Taking Care of AVI" training curriculum has been assigned to all baggage staff as a preventative measure, without admission that such training was required for those personnel at the time of the incident.
 3. A formal hand-over process is being implemented at relevant live-animal touch points within Menzies Aviation's control, in coordination with the airline, security screening personnel and ground handling personnel as applicable. This process does not create, expand or assume any obligation or responsibility of



Menzies Aviation, or of any other party, beyond that otherwise applicable.

4. Menzies Aviation will continue to cooperate reasonably with Airlink, the SPCA and other relevant stakeholders in relation to the incident and the associated corrective actions, subject to applicable law, confidentiality, legal professional privilege, data-protection requirements and Menzies Aviation's internal approval processes, and without admission of liability or responsibility. All rights, remedies and defences are expressly reserved.

The implementation and effectiveness of measures within Menzies Aviation's control will be subject to ongoing monitoring and review.

Nothing in this response constitutes an admission of liability, causation, breach of duty or regulatory non-compliance, or a waiver of any right, remedy or defence available to Menzies Aviation; and all rights are fully reserved.

Menzies Aviation remains committed to cooperating constructively with the SPCA Inspectorate.

Yours sincerely,

Name: Herman Fleischmann
Title: Vice President: Southern Africa