

ANIMAL HANDLING POLICY

PPT cares about your animals we are transporting. Our PPT Terms and Conditions (refer to PPT website www.perthpettaxi.com.au) describe our contract with you. This Animal Handling Policy and Brachycephalic Breeds Policy describes the level of service we strive to give to your animal.

1. VEHICLES AND FLOATS

- 1.1 PPT maintains the hygiene and safety of vehicles and floats by:
 - a. Ensuring vehicles are in safe working condition and have current licenses
 - b. Keeping your animal's and the driver's spaces clean and free from loose cargo or debris (such as excessive shedding, mud or sand)
 - c. Sanitising the vehicles and floats if a previous animal released bodily excretions
 - d. Fumigating and sanitizing of vehicles and floats, as required to prevent infection or parasitic infestations

2. PICK-UP

- 2.1 PPT greets your animal and observes his or her fitness for travel. For the safety and health of your animal and our PPT staff at pick-up, we review:
 - a. Your animal matches the details on your order form
 - b. Your animal displays safe behaviour interacting with our PPT staff (no dangerously aggressive behaviour)
 - c. Your animal does not have visible illness or communicable-parasites (such as ticks)
 - d. Your animal is hydrated and has emptied its bladder and bowels
 - e. Any animal carrier or transport enclosure you provide is the appropriate size for your animal
 - f. Your animal carrier or transport enclosure can be secured (your animal cannot escape during transport)
 - g. Your animal is in good health and fit for travel

3. LOADING/UNLOADING

- 3.1 PPT minimises the stress to your animal during loading and unloading by maintaining:
 - a. A friendly tone of voice
 - b. Non-threatening body gestures and no rough treatment
 - c. Low noise levels during the loading and securing of your animal's enclosure, vehicle doors and float
- 3.2 Prior to starting the journey, PPT checks the enclosure is secure and your animal cannot escape during travel

4. IN-TRANSPORT SERVICE

- 4.1 PPT transports your animal in reasonable conditions and with care by:
 - a. Maintaining safe temperatures for your animal in the vehicle or float (our PPT floats may not have air conditioning)
 - b. Ensuring adequate ventilation for your animal during transport

- c. Providing lighted conditions appropriate for the time of day (animals will not be transported in darkness during daylight hours)
- d. Stopping for drinking water and toilet breaks, as required for long journeys

5. DRIVING

5.1 PPT gives its primary attention to safe driving. When safe to do so, we monitor your animal by:

- a. Listening and looking at your animal
- b. Using electronic audio or video monitoring, as appropriate for a space inside the vehicle or float

6. DISTRESSED ANIMALS

6.1 If your animal shows signs of distress, PPT will drive your animal to the nearest safe location. As much as the situation allows, PPT will choose a location that:

- a. Separates your animal and our PPT staff from moving vehicles
- b. Provides adequate shelter (shade or shelter from wind)
- c. Allows for a toilet break whenever possible
- d. Allows for any apparently needed movement or exercise

6.2 PPT provides first aid and practical care to your distressed animal (PPT does not provide veterinary care) by:

- a. Comforting your animal as much as possible during the incident
- b. Transporting your animal to the vet designated by the owner, if the travel time and distance is safe and reasonably feasible
- c. Or, where your animal's condition continues to deteriorate, transporting your animal (without further first aid) to the closest vet for emergency care

6.3 PPT follows road regulations and maintains safe speed limits during emergency transport

6.4 PPT contacts the owner, the consignee or consignor after your animal is in the care of a vet as per our PPT Terms and Conditions

7. IN-TRANSPORT ILLNESS

7.1 If PPT observes a bodily excretion from your animal during transport (such as bowel movements or vomit) our PPT staff will tend to your animal by:

- a. Driving to the nearest appropriate location to park the vehicle and tend to your animal
- b. Removing your animal from the carrier (using the harness, collar, or head collar as required)
- c. Offering comfort, water or a toilet break, if required
- d. Clearing as much of the bodily excretion from your animal and the carrier
- e. Contacting the most appropriate person or people to care for and clean your animal (may include owner, vet or groomer)

7.2 PPT maintains the vehicle and float to a level of hygiene that ensures the comfort and safety of other animals and our PPT staff

- a. PPT bills owner for cleaning the vehicle and the float as per our PPT Terms and Conditions

8. DELAYS

8.1 PPT does not stay with your animal beyond the scheduled delivery or pick-up time. Our PPT staff ensure your animal's safety during a delayed drop-off or pickup by:

- a. Ensuring your animal is in the care of a responsible person (such as a vet, groomer or boarder) who will provide for your animal's needs

8.2 PPT notifies the owner, consignee or consignor of the location of your animal per the PPT Terms and Conditions

BRACHYCEPHALIC BREEDS POLICY

Short nosed (Brachycephalic) dogs and cats can be more prone to respiratory problems due to the physical structure of their head and neck. To ensure that short-nosed breeds have a safe journey, PPT follows this Brachycephalic Breeds Policy in addition to our Animal Handling Policy. Our Terms and Conditions (refer to PPT website www.perthpettaxi.com.au) detail our contract with you when transporting your animal.

1. COLLARS AND HARNESSSES

1.1 You ensure that PPT can safely transport your Brachycephalic cat or dog breed by:

- a. Replacing any choker collars or restrictive harnesses with a harness that does not tug at the neck area
- b. Removing the collar from your animal if he or she does not need to exit your animal carrier between destinations

2. FITNESS AND HEALTH

2.1 PPT observes your animal for fitness for travel before loading your animal. For Brachycephalic dogs and cats, our PPT staff will opt out of loading and transporting:

- a. Obese animals during extreme weather (due to a lower threshold for temperatures that can lead to breathing problems)
- b. Animals with nasal congestion or loud breathing
- c. Animals showing high levels of stress
- d. Animals displaying unusually low levels of fitness, lethargy or inability to stand

3. BREATHING EMERGENCIES

3.1 If PPT observes a Brachycephalic dog or cat having a breathing emergency during transport, your animal will be taken to the closest vet. PPT and the vet will contact you regarding your animal's condition and location.