

ANA - W 25 - 026

02 - FEB - 2026

Dear Valued Customers,

Changes Regarding the Transportation of Live Animals

Thank you for your continuous support to ANA group.

Regarding the subject matter, we will be making some changes to the requirement at the time of acceptance to ensure the safe transport of the precious Live Animals entrusted to us by our customers. We kindly ask for your understanding and cooperation.

1. Start date: 01-MAR-26

2. Change information

(1) Amendment to the Disclaimer in the "SHIPPER'S CERTIFICATION FOR LIVE ANIMALS" (International Only)

- For safety reasons, we have made some changes to the content.
- Please use the attached "SHIPPER'S CERTIFICATION FOR LIVE ANIMALS"
- Please ensure that you carefully review the contents and provide your signature.

< Dogs and Cats >

(2) Installation of a water dispenser that prevents spills, e.g. water bottles

The same requirements applied to domestic cargo have also been implemented for international cargo.

To ensuring safe transportation to prevent heatstroke and dehydration, it is mandatory to install a water dispenser that prevents spills, e.g. water bottles.

To ensure safety during transportation, please make sure your dogs and cats is fully accustomed to drinking water from the water dispenser. We appreciate your cooperation in reducing the risk of your dogs and cats being unable to drink water as usual due to a change in environment.

- Ensure the lid of the water dispenser is securely closed to prevent water leaks and securely attached to the container.
- Drip/Bowl type water dispensers cannot be used due to the risk of water leakage.

(3) Installation of Spare Water **bottles** (International Only)

- To prepare for unforeseen circumstances, always install at least one spare water bottle to the top of the container.

※Dogs and cats require approximately 70–100 ml of water per kg of body weight per day.

Please use this as a guideline when determining how many spare water **bottles** to install.

3. Other

- When transporting LIVE ANIMALS from Japan domestic to international flights or from international to domestic flights, some rules differ depending on the flight segment.
Please confirm these rules before beginning transport.
- If you have any questions, please contact us at the address below.
https://anacargohelp.zendesk.com/hc/ja/requests/new?ticket_form_id=6836016948889