

AVIH Reporting Template 2024:

Please find below the information needed to submit for tracking of an Animal Death.

Flight #:	HA386
Date of incident:	July 22, 2024
Intelex #:	16648
Time of incident:	Approx. 18:25
Owner Type:	
Owner or Shipper:	
Phone:	
Email:	
Address:	
Animal Name:	Panda
Animal Type:	Canine, male
Breed - if known:	French Bulldog
Incident Type: • Death/Injury/Lost	Death

Brief description of the Incident:	<p>AVIH "Panda" traveled on HA 386/22JUL from HNL to OGG, arriving at 17:24. Consignee Lehua Souza picked up Panda from Maui Cargo. After leaving, she called OGG Cargo to report that Panda had passed on the way to the vet and requested to speak with a manager. The team assured her that the manager would be contacted.</p> <p>The flight was not delayed, and Panda was the only AVIH on the aircraft. There were no MELs reported.</p>
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At 18:58, OGG COD Mailou informed MOD Freitas of the situation. Freitas inquired about Panda's condition upon arrival and if the dog appeared distressed. Mailou reported that Panda was breathing heavily but was not in distress. Freitas confirmed that the cargo agent, Agent Respicio, was present upon arrival and that Panda did not wait planeside. Statements were requested from all employees who interacted with Panda.

MOD Freitas contacted HNL MOD Kirisome and Regional MOD Garces to inform them of the situation. Kirisome began an investigation and notified MOD Lua Medeiros.

Freitas reviewed the Cargo Manual for procedures on handling animal deaths, initiated a group chat to keep relevant parties updated in real-time, started the AVIH Animal Incident Report, and called AO, speaking with MOD Kahalekai-Tam to request statements from her team.

At 19:43, Freitas called consignee Lehua Souza and left a voicemail. Souza returned the call at 20:13. She explained that the situation was very traumatic. She had arrived early to pick up Panda and was informed by agents that he was on his way to cargo. When Panda arrived, an agent was pushing the crate on a dolly. Souza, having worked at a vet for 20 years, noticed something was wrong as Panda was hot and salivating. She asked the agent to open the crate, and he went to get scissors. Souza immediately placed Panda in the car with the AC on. She recorded a video of Panda at that time. Souza, who is not the owner, sent the video to Panda's owner. She then left Cargo and intended to give Panda an ice bath at home, which was 6 minutes away in Pukalani. As she neared home, she realized Panda had stopped panting and was going agonal. She took Panda to Makawao vet where he was pronounced dead at 20:25.

<p>Description of the Cause of Incident:</p>	<p>Postmortem Report</p> <p>Necropsy not requested by HA or the consignee.</p>
<p>Description of Corrective Action Taken (if any)</p> <p>Examples of corrective action include, but not limited to:</p> <ul style="list-style-type: none"> • Refunded AWB • Payment for vet visit • Payment for necropsy & cremation • Refunded shipping cost • Reimbursed Transportation charges 	<p><u>Corrective Action</u></p> <p>Review of procedure / policy for acceptance of snubnosed breeds; consider policy change to prohibit acceptance of snub-nosed breeds for all flights.</p> <p><u>Additional Actions</u></p> <ul style="list-style-type: none"> • No additional actions taken. • No refunds processed.