



Compliance & Licenses (UAE)

APPLIES TO
UDB Logistics FZCO (DIEZ)

VERSION
v1.0

LAST UPDATED
23 Feb 2026

OWNER
Compliance (Head of Compliance)

GOVERNING LAW
UAE / Dubai Courts

EFFECTIVE DATE
14 Feb 2026

DOC ID
UDB-UAE-LICENSES-v1.0

CONTACT
compliance@udb.ae

This page provides official verification links for UDB Logistics FZCO (DIEZ) registrations and licenses, plus a simple checklist to validate current records.

A. Contracting entity (UAE)

Contracting entity: UDB Logistics FZCO (DIEZ)

Jurisdiction: United Arab Emirates (Dubai)

Contact: compliance@udb.ae

Registration evidence: see UAE Trade License verification below.

B. UAE Trade License (DIEZ)

Official verification (recommended)

[Verify on DIEZ \(official viewer\)](#)

If the viewer is slow (direct page renders):

- [License page 1 \(JPG\)](#) — official license details
- [License page 2 \(JPG\)](#) — official licensed activities

C. How to verify (checklist)

When viewing the official record, confirm the following fields match:

- License number: 06363
- Licensee: UDB Logistics FZCO
- Expiry date: 16/07/2026
- Issuing authority: Dubai Integrated Economic Zones Authority (DIEZ)

D. DG certifications (verification)

D1. Company-level DG certifications (verification)

- [GCAA Dangerous Goods Certificate – Freight Forwarder \(DG 460\) \(verification\)](#)
- [DGPH COVAL Certificate – Andrei Krivopalov \(verification\)](#)

D2. Staff training certificates & assessments (PDF)

- [Andrei Krivopalov DGR Certificate 2025–2027](#)
- [Andrei Krivopalov Achievement Recognition \(DG\) 2025–2027](#)
- [Ahsan Nazakat DGR Certificate 2025–2027](#)
- [Ahsan Nazakat Achievement Recognition \(DG\) 2025–2027](#)
- [Yearly Assessment Post Holder DG 2025–2026](#)

Training certificates can be verified via the training provider (info@dgraviation.com) or GCAA customer care (customercare@gcaa.gov.ae).

Certificates shown include selected DG roles and assessments for due diligence sampling. Additional DG staff certification records are available under controlled disclosure upon request.

E. Banking reference (Confidential / KYB)

- [Bank Reference Letter \(Emirates NBD\) — public version \(redacted\)](#)
- Public version (redacted): confirms bank name and account holder (UDB Logistics FZCO (DIEZ)); no full IBAN/account number published.
- Full version: available to verified counterparties for KYB/KYC and onboarding, shared under NDA (or where legally required).
- Request via: compliance@udb.ae
- Subject: BANK LETTER REQUEST — [Customer Legal Name]

F. Operational SOPs & accredited programs (Security & Quality)

For operational SOPs and controls referenced in our compliance materials — including Regulated Agent accreditation, validated airline SOPs, and secured capacity programs — please refer to the [Security & Quality](#) section in the Legal Hub. This includes the current versions of the DG SOP, High-Value Security SOP, SLA, and related operational procedures.

تجارية رخصة

Trading License

Government of Dubai



License Details

License Number	06363	06363	رقم الرخصة
Licensee	UDB Logistics FZCO	يو دي بي لوجيستكس ش.م.ح	صاحب الرخصة
Trade Name	UDB Logistics FZCO	يو دي بي لوجيستكس ش.م.ح	الإسم التجاري
Legal Status	Private Freezone Limited Liability Company	شركة منطقه حره خاصة ذات مسؤولية محدودة	الشكل القانوني
Issue Date	17/07/2024	17/07/2024	تاريخ الإصدار
Expiry Date	16/07/2026	16/07/2026	تاريخ الإنتهاء
Issuing Authority	Dubai Integrated Economic Zones Authority	سلطة دبي للمناطق الاقتصادية المتكاملة	جهة الإصدار

تفاصيل الرخصة

Company Manager

Name of Manager	OLEG KRIVOPALOV	اوليج كريفوبالوف	إسم مدير الشركة
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مدير الشركة

Address

Premises No.	5EB 845	5EB 845	رقم المقر
Floor Number	Eighth Floor	Eighth Floor	رقم الطابق
Building Name	5 East B	5 East B	إسم المبنى
Area Name	Dubai Airport Freezone	المنطقة الحرة بمطار دبي	إسم المنطقة

العنوان

Activities

النشاطات



002-0006363-170724



وثيقة إلكترونية مصدق عليها وصادرة بدون توقيع من المنطقة الحرة بمطار دبي بسلطة دبي للمناطق الاقتصادية المتكاملة
Approved electronic document issued without signature by Dubai Airport Freezone of Dubai Integrated Economic Zones Authority



تجارية رخصة

Trading License

Government of Dubai



Air cargo services
Cargo packaging services
Logistic services
Mobile phones and accessories Trading
Wireless Equipment & Instruments Trading
Auto Spare Parts & components Trading
Used Auto Spare Parts & Requisites Trading
Consumer electronics Trading

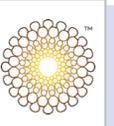
خدمات الشحن الجوي
خدمات حزم البضائع
الخدمات اللوجستية
تجارة الهواتف المحمولة وملحقاتها
تجارة معدات وأجهزة الإتصال اللاسلكي
تجارة قطع غيار السيارات والمركبات ومكوناتها
تجارة قطع غيار السيارات ولوازمها المستعملة
تجارة الاكترونيات الاستهلاكية



002-0006363-170724



وثيقة إلكترونية مصدق عليها وصادرة بدون توقيع من المنطقة الحرة بمطار دبي بسلطة دبي للمناطق الاقتصادية المتكاملة
Approved electronic document issued without signature by Dubai Airport Freezone of Dubai Integrated Economic Zones Authority





Aviation Training Services L L C
دي جي آر لخدمات التدريب في مجال الطيران ذ.م.م

الهيئة العامة للطيران المدني
GENERAL CIVIL AVIATION AUTHORITY



GCAA Approval No. DGT 140
Certificate No : 22011071225

CERTIFICATE

This is to certify that

Andrei Krivopalov

born on 26th March, has passed with Distinction the

**Dangerous Goods Regulations (DGR)
for Accepting / Processing DG Consignments
GCAA Course Code FIT 4.1.D - Recurrent**

(Except Class 7 - Radioactive Materials)

Given by instructor

Shair Ahmed Khan

08th December 2025 - 11th December 2025 (32 Hours)
Dubai - UAE

Expiry date: 31st December 2027



DGR

Aviation Training Services LLC
دي جي آر لخدمات التدريب في مجال الطيران ذ.م.م

Subject: **Achievement Recognition**

Date: 22nd December 2025

Greetings from DGR Aviation Training Services!

This is to certify that **Mr. Andrei Krivopalov** successfully attended the **Dangerous Goods Regulations Training**, course code **4.1.D Recurrent**, held from **08th December to 11th December 2025** at **DGR Aviation Training Services LLC**.

Mr. Andrei Krivopalov completed his final assessment on **11th December 2025** and Passed with **Distinction**

This is a competency-based training and the participant was assessed throughout the training based on their knowledge, skills, and attitude.

To maintain certification, recurrent training, and assessment must be done within 24 months of previous training.

Thank you for choosing DGR Aviation Training Services for your training.

We look forward to welcoming you again for your future training needs.

Dilja. D.S
Business Development Manager





Aviation Training Services L L C
دي جي آر لخدمات التدريب في مجال الطيران ذ.م.م

الهيئة العامة للطيران المدني
GENERAL CIVIL AVIATION AUTHORITY



GCAA Approval No. DGT 140
Certificate No : 21110521025

CERTIFICATE

This is to certify that

Ahsan Nazakat Nazakat Ali

born on 17th May, has passed the

**Dangerous Goods Regulations (DGR)
for Accepting / Processing DG Consignments
GCAA Course Code FIT 4.1.D - Initial**

(Except Class 7 - Radioactive Materials)

Given by instructor

Shair Ahmed Khan

27th October 2025 - 30th October 2025 (32 Hours)
Dubai - UAE

Expiry date: 31st October 2027



DGR

Aviation Training Services LLC
دي جي آر لخدمات التدريب في مجال الطيران ذ.م.م

Subject: **Achievement Recognition**

Date: 06th November 2025

Greetings from DGR Aviation Training Services!

This is to certify that **Mr. Ahsan Nazakat Nazakat Ali** successfully attended the **Dangerous Goods Regulations Training**, course code **4.1.D Initial**, held from **27th October to 30th October 2025** at **DGR Aviation Training Services LLC**.

Mr. Ahsan completed his final assessment on **30th October 2025** and **passed**.

This is a competency-based training and the participant was assessed throughout the training based on their knowledge, skills, and attitude.

To maintain certification, recurrent training, and assessment must be done within 24 months of previous training.

Thank you for choosing DGR Aviation Training Services for your training.

We look forward to welcoming you again for your future training needs.

Dilja. D.S
Business Development Manager

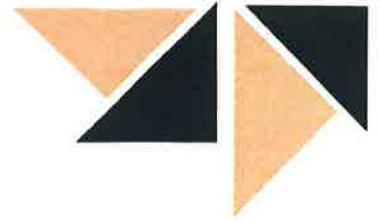




DGR

Aviation Training Services LLC

دي جي آر لخدمات التدريب في مجال الطيران ذ.م.م



3rd November 2025

UDB Logistics FZCO
Dubai
United Arab Emirates.

GCAA DG Certificate No: DG-460

Dear Manager / Dangerous Goods Post Holder in-charge,

Re : Yearly Assessment Within 12 Months From Previous Training – GCAA CAR 4.8 (c)

Congratulations to the following employee who had successfully completed the assessment post their dangerous goods training.

No	Name	GCAA Course Code FIT	Assessment Date	Result
1	Andrei Krivopalov	4.1.D	01 Nov 2025	Passed

The said assessment is a regulatory requirement mandated by GCAA which must be maintained within twelve months from the month on which they had completed their last dangerous goods initial or recurrent training, in accordance with Civil Aviation Regulations (CAR) Part VI.

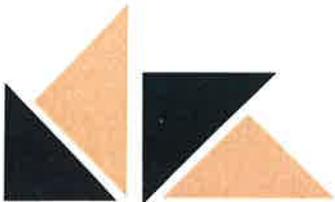
DGR Aviation Training Services have on file the assessment papers which include questions and interviews relevant to the assessed employees' job functions, based on knowledge, skills and attitude.

These assessment papers shall be made available by us to the GCAA officials upon request.

If you have any questions regarding this assessment, please do not hesitate to contact us.

Regards,

Shair Ahmed Khan
Instructor, Assessor



Reference Letter

رسالة مرجعية

As requested by UDB LOGISTICS FZCO, we here by certify that the Customer maintains an account AED 101*****1501 with Emirates NBD Bank (P.J.S.C.) as per the below details:

بناءً على طلب UDB LOGISTICS FZCO، نؤكد أن العميل لديه حساب برقم AED 101*****1501 لدى بنك الإمارات دبي الوطني (ش.م.ع.)، وفقاً للتفاصيل التالية:

Account Number	AED 101*****1501	رقم الحساب
Account Name	UDB LOGISTICS FZCO	اسم الحساب
IBAN	AE37026000101*****1501	رقم الأيبان
Registered Address	845,5EB,DAFZ,DUBAI,DUBAI,9303,UNITED ARAB EMIRATES	العنوان المسجل
Account Type	CURRENT ACCOUNT	نوع الحساب
Account Opened Date	2024-07-30	تاريخ فتح الحساب
Branch Name	AL TWAR BRANCH	اسم الفرع
Swift Code	EBILAEAD	رمز سويفت

Disclaimer

إخلاء مسؤولية:

This is an electronically generated letter, hence does not require a signature. The customer agrees to receive this document in electronic form.

هذه الرسالة مستخرجة آلياً من النظام، وبالتالي لا تحتاج إلى توقيع وختم. يوافق العميل على استلام هذه الرسالة بالصيغة الإلكترونية.

This letter is being presented upon the customer's specific request and is intended for the addressee only. Emirates NBD Bank P.J.S.C does not accept any liability or makes any representation whatsoever towards the customer or addressee in respect of the contents of this letter nor the accuracy of any statement therein. The information in this letter may not be relied upon and nothing in this letter constitutes a representation. Furthermore, the information in this letter does not oblige the bank to provide any potential financings to the customer in the future.

تم تقديم هذه الرسالة بناءً على الطلب الخاص للعميل وهي مخصصة للمرسل إليه فقط. لا يتحمل بنك الإمارات دبي الوطني (ش.م.ع.) أي مسؤولية أو يقدم أي تمثيل من أي نوع تجاه العميل أو المرسل إليه فيما يتعلق بمحتويات هذه الرسالة ولا دقة أي بيانات واردة فيها. لا يجوز الاعتماد على المعلومات الواردة في هذه الرسالة على أنها تمثل إقراراً. علاوة على ذلك، فإن المعلومات الواردة في هذه الرسالة لا تلزم البنك (ش.م.ع.) بتقديم أي تمويل محتمل للمتعامل في المستقبل.





Terms & Conditions (UAE)

APPLIES TO
UDB Logistics FZCO (DIEZ)

VERSION
v1.0

LAST UPDATED
18 Feb 2026

OWNER
Legal & Compliance (Head of Legal)

GOVERNING LAW
UAE / Dubai Courts

EFFECTIVE DATE
14 Feb 2026

DOC ID
UDB-UAE-TERMS-v1.0

CONTACT
compliance@udb.ae

1. Definitions

- "UDB", "we", "us" means UDB Logistics FZCO (DIEZ), United Arab Emirates.
- "Customer", "you" means the contracting party purchasing services from UDB.
- "Services" include freight forwarding, booking, coordination, handling management, documentation support, and related logistics services.
- "Shipment" means goods tendered for carriage/handling under an air waybill (AWB) or equivalent transport document.
- "Carrier" includes airline(s), ground handlers, terminals, and any subcontractors involved in carriage/handling.

2. Contracting entity & scope

These Terms apply only to the contracting entity stated above. If a specific quotation, service order, or written agreement conflicts with these Terms, the specific written agreement prevails to the extent of the conflict.

3. Our role (freight forwarder)

Unless explicitly agreed in writing, UDB acts as a freight forwarder and arranging party, not as an air carrier. Carriage is performed by the Carrier under the Carrier's transport document (e.g., AWB) and applicable rules.

4. Quotations, rates, and charges

- Quotations are based on information provided by Customer and are valid only for the stated period, routing, service scope, and shipment details.
- Charges may change due to carrier surcharges, security, screening, terminal fees, storage, reweighing, special handling, rebooking, or other third-party costs.
- Unless agreed otherwise, payment terms are as per invoice and due within the stated period. Late payment may result in suspension of services and recovery costs.

5. Documentation & compliance

Customer must provide accurate shipment information, including description, value (if declared), weights/dimensions, export/import data, and any required permits. Customer warrants that shipments do not violate applicable laws and do not include prohibited/illegal goods.

6. Dangerous Goods (DG) & special commodities

DG and controlled commodities are accepted only by prior arrangement, subject to applicable regulations (e.g., IATA DGR) and carrier acceptance. Typical special commodities handled by UDB include consumer electronics, lithium battery shipments (ELI/ELM under applicable rules), and regulated fragrances/perfumes, subject to the same acceptance requirements. Customer is responsible for correct classification, packing, marking, labeling, and documentation unless UDB expressly agrees in writing to provide those services.

7. Sanctions & export control

Customer must comply with applicable sanctions, export control, and customs laws and must not request UDB to handle shipments that are prohibited or restricted. Customer is responsible for providing accurate classification, licenses, permits, end-use/end-user information, and supporting documents upon request. UDB may refuse, suspend, or terminate services if compliance concerns arise. [See Trade Compliance \(UAE\) for details.](#)

8. Cargo insurance (not included unless agreed)

Cargo insurance is not included by default unless expressly agreed in writing for the specific Shipment. If insurance is requested, pricing is quoted case-by-case. Insurance is arranged only upon written confirmation. Any cover is subject to insurer terms and conditions.

Insurance (if purchased) is governed by the [Insurance Overview \(UAE\)](#), including COI timing and evidence of cover.

9. Limitation of liability (forwarder / arranging party)

- UDB's liability for loss, damage, delay, or any claim arising from carriage/handling performed by third parties is limited and governed by the applicable Carrier terms, typically on a per-kilogram basis, international conventions, and/or mandatory rules that apply to the transport document used (e.g., AWB conditions and applicable conventions).
- UDB is not liable for indirect, consequential, or special damages (including loss of profit, business interruption), even if foreseeable.
- This limitation applies to any claim in contract, tort, negligence, bailment, or otherwise.
- For the avoidance of doubt, any enhanced compensation applies only where a separate signed addendum expressly states so.

9A. Enhanced compensation (High-Value Addendum)

Enhanced customer compensation may be available only under a separately signed "High-Value Customer Compensation Addendum (UAE)" for eligible Shipments. Where such addendum applies, it prevails over Section 9 only to the extent expressly stated in the addendum.

9B. Optional Value Protection

For an additional fee of 1.65% of the declared value (or case-by-case if agreed; minimum fee may apply), UDB may increase its contractual compensation cap for that Shipment to the declared value (or to a stated maximum, as agreed in writing), irrespective of carrier limits. Value Protection applies only where confirmed in writing at booking acceptance and is contractual (not insurance).

10. Declared value & special instructions

Declared value or special handling/temperature/security requirements must be agreed in writing before acceptance. Additional charges and carrier limitations may apply.

11. Claims (summary)

Claims must be submitted in accordance with the Claims Procedure (UAE) available in the Legal & Compliance Hub, including required notice and documentation deadlines. If a [High-Value Customer Compensation Addendum \(UAE\)](#) applies, the claim may be submitted either under the Addendum or under this Claims Procedure (as applicable).

Customer may submit claims solely to UDB. UDB will coordinate any carrier/third-party processes. Customer is not required to submit claims directly to any carrier/handler.

12. Lien / right to retain goods

UDB and its subcontractors may retain goods and documents as security for amounts due in connection with the Shipment, to the extent permitted by law and applicable carrier/terminal rules.

13. Governing law & jurisdiction

These Terms are governed by the laws of the United Arab Emirates and disputes are subject to the courts of Dubai, unless otherwise agreed in writing.

14. Updates

UDB may update these Terms from time to time. The latest version is published in the Legal & Compliance Hub.



Schedule of Charges (UAE)

APPLIES TO
UDB Logistics FZCO (DIEZ)

VERSION
v1.0

LAST UPDATED
18 Feb 2026

OWNER
Finance (Finance Manager)

GOVERNING LAW
UAE / Dubai Courts

EFFECTIVE DATE
14 Feb 2026

DOC ID
UDB-UAE-CHARGES-v1.0

CONTACT
finance@udb.ae

1. Purpose

This Schedule of Charges sets out UDB's standard commercial charges and billing rules for logistics services arranged by UDB Logistics FZCO (DIEZ) ("UDB") in the UAE.

2. General billing rules

2.1 Currency

Default currency: AED (unless agreed otherwise in writing).

2.2 VAT

UDB is not VAT-registered. VAT is not charged unless required by law.

2.3 Service eligibility

UDB services are offered for commercial air cargo shipments. Courier/parcel services are not offered. UDB generally handles shipments starting from 1,000 kg (1 ton) and above, subject to routing/commodity feasibility.

2.4 Payment terms (standard practice)

- New customers: Prepaid by default based on the agreed quotation and booking confirmation, once booking is confirmed and required shipping documents are received.
- Adjustments / additional charges: post-shipment recharges may be issued where actual costs increase due to operational factors (e.g., terminal/handling charges, waiting time, re-submission due to customer documentation issues, rework required by authorities/partners, etc.).
 - UDB will provide supporting explanation and references where available (e.g., terminal invoice reference).
- Regular customers: UDB may apply Due on receipt (payable immediately upon invoice issuance) where the final cost is confirmed at handover/acceptance stage.
- Net 7 / Net 14 (exception only): only for highly regular customers and only if agreed in writing; Net 14 is the maximum and remains discretionary.

2.5 Pricing format: all-in vs cost breakdown

UDB may quote and invoice rates as all-in (bundled) prices, which may include third-party costs and UDB margin. UDB is not required to disclose underlying carrier/GSA/terminal cost breakdown unless mandated by law or expressly agreed in writing.

3. Core UDB service fees (handling / coordination)

3.1 Standard handling

- Service / Handling fee (per AWB): 170 AED

3.2 Documentation and rework

- Invoice/PL correction / rework (standard, 1 page): 150-300 AED
- Multi-page or complex rework: quoted case-by-case
- AWB amendment (DNATA + UDB): DNATA 150 AED + UDB 350 AED

3.3 Customs interface (DubaiTrade / Mirsal)

Export BOE (Mirsal / DubaiTrade)

- Government fee: 105 AED
- UDB processing: 245 AED

Transfer ownership + export BOE ("shipper on AWB = UDB" / dual BOE process): 1,600 AED total

(Includes government fees and UDB service components; used where customer requests transfer-to-UDB prior to export BOE.)

Customs inspection (DubaiTrade)

- Government fee: 170 AED
- UDB handling: 100 AED

Customs EXIT paper (form + completion)

- Form: 20 AED
- UDB completion: 180 AED

Customs EXIT final stamp (runner only)

- Government: 20 AED
- UDB runner/service: 70 AED

Strategic goods export approval request (UAEIEC portal, where required)

- Government: 150 AED
- UDB handling: 200 AED

CID/SSD stamp handling (where required): 200 AED

Customs seal (per seal)

- Government: 40 AED
- UDB handling: 40 AED

Dubai South exit gate pass (portal)

- Government: 50 AED
- UDB add-on: 0 AED

3.4 Labels and marking

- ELI / DG label (e.g., UN3481) (per label): 1.20 AED
- Export AWB label (per label): 0.50 AED

4. Pickup / delivery / trucking coordination

4.1 Within DXB/DWC freezones (local)

- Truck 3 ton (<= 3 hours): 300 AED (DNATA vehicle pass charged separately where applicable)
- Truck 7/10 ton (<= 3 hours): 350 AED (DNATA vehicle pass charged separately where applicable)

4.2 DWC ↔ DXB transfer (inter-airport transfer)

- Truck 3 ton (<= 5 hours): 750 AED
- Truck 7/10 ton (<= 5 hours): 850 AED

4.3 Customs deposit coverage

Where a customs deposit is required and UDB agrees to provide deposit coverage, UDB charges:

- 3% of the required customs deposit amount (as determined by the relevant authority/portal).
- Deposit coverage capacity: UDB can typically provide deposit coverage up to AED 4,000,000 per shipment, subject to internal approval, availability, and risk/credit assessment. Higher amounts may be considered case-by-case.

5. Warehouse (UDB-managed storage)

5.1 Storage charging rule

Storage is charged in blocks: 1-7 days are charged as a minimum 7-day block.

5.2 1-7 days (minimum block)

- 1-349 kg: 440 AED
- 350-499 kg: 550 AED
- 500-999 kg: 725 AED
- 1000-2499 kg: 1,040 AED
- 2500-4999 kg: 1,600 AED
- 5000+ kg: 2,090 AED

5.3 From day 8 onward (per additional day)

- 1-349 kg: 150 AED/day
- 350-499 kg: 175 AED/day
- 500-999 kg: 200 AED/day
- 1000-2499 kg: 300 AED/day
- 2500-4999 kg: 450 AED/day
- 5000+ kg: 550 AED/day

5.4 Warehouse handling (case-by-case)

Repacking/packing/unconsolidation/consolidation, palletizing and specialized handling are quoted case-by-case based on labor and materials.

6. Certificates / legalization / attestation support (where requested)

Where UDB provides coordination/runner support for documentation (subject to authority availability and customer-provided documents):

- Certificate of Origin (COO) issuance handling (coordination only): 350-750 AED per document set
- MOFA / embassy legalization / attestation handling (coordination only): 450-1,200 AED per document

Government/authority fees, courier fees, and third-party charges may apply and may be included in an all-in quote.

7. HS classification / advisory & inspection attendance

- HS classification / advisory: 500-1,500 AED per SKU/line (or 1,500-3,000 AED per case for complex matters)
- Inspection attendance (per visit): 650-1,200 AED

After-hours/urgent attendance may be charged under Section 10.

8. Priority / Control Tower (commercial)

Priority / Control Tower applies only where confirmed in writing and governed by the Priority / Control Tower Addendum (UAE).

8.1 Per-shipment model

- Control Tower fee (per Eligible Shipment): 750 AED
- High-risk / 24/7 war-room readiness (where agreed): 1,500 AED per shipment

8.2 Monthly retainer model (tiers)

- 7,500 AED / month — up to 10 shipments
- 15,000 AED / month — up to 25 shipments
- 30,000 AED / month — up to 60 shipments

Overage: 600-900 AED per extra shipment.

9. Value Protection (contractual) — 1.65%

Value Protection applies only where confirmed in writing at booking acceptance.

- Fee: 1.65% of declared value
- Minimum fee: 300 AED
- Max declared value without special approval: 2,000,000 AED
- Declared value evidence: commercial invoice is generally sufficient; additional evidence may be requested where reasonably necessary.
- DG / high-risk commodities: Value Protection may be offered only with written approval and may be excluded for certain commodities/routings.

Value Protection is contractual and is not insurance.

10. Insurance (if purchased)

Insurance is not included unless agreed in writing and remains subject to insurer terms.

- UDB placement/admin fee: 0.35% of insured value (minimum 250 AED) unless otherwise quoted in writing
- Minimum insurance premium: as per insurer
- Coverage: typically on ICC(A) terms (All Risks), subject to insurer wording and exclusions
- Deductible: as per COI/insurer terms

11. Exception / disruption fees (to avoid disputes)

Unless otherwise agreed in writing, the following UDB service fees may apply in addition to any carrier/terminal/authority costs (which may be billed all-in):

- Rebooking coordination fee: 450 AED (S1/S2: 750 AED)
- Reroute coordination fee: 650 AED
- Hold / release instruction fee: 250 AED
- Return-to-origin coordination fee: 900 AED
- After-hours / weekend emergency handling fee: 600-1,500 AED (severity-driven)
- War-room / incident management fee (premium option): 2,500 AED per incident + 1,000 AED/day where extended management is required

Fee depends on severity level and time required.

12. Notes

- Some charges depend on routing, handling partner, airport/terminal procedures, and authority requirements.
- Where a government or partner fee is applicable, it may be included in the quoted all-in price.
- This Schedule may be updated from time to time; the latest version is published in the Legal & Compliance Hub.



Priority / Control Tower Addendum (UAE)

APPLIES TO
UDB Logistics FZCO (DIEZ)

VERSION
v1.0

LAST UPDATED
17 Feb 2026

OWNER
Operations & Compliance

GOVERNING LAW
UAE / Dubai Courts

EFFECTIVE DATE
14 Feb 2026

DOC ID
UDB-UAE-CTOWER-v1.0

CONTACT
ops@udb.ae

1. Purpose

This Priority / Control Tower Addendum (“Addendum”) sets enhanced service levels, operational governance, reporting, and (where applicable) service credits for eligible shipments/accounts. It applies only where expressly agreed in writing and is intended for customers requiring enhanced operational control and communication.

2. Relationship to other documents

2.1 This Addendum forms part of the agreement between the customer (“Customer”) and UDB Logistics FZCO (DIEZ) (“UDB”).

2.2 This Addendum supplements and must be read together with:

- UDB Service Levels (SLA) (UAE) (UDB-UAE-SLA-v1.0)
- UDB Terms & Conditions (UAE) (UDB-UAE-TERMS-v1.0)
- Claims Procedure (UAE) (UDB-UAE-CLAIMS-v1.0)
- High-Value Customer Compensation Addendum (UAE) (UDB-UAE-HVCOMP-v1.0) (where signed and applicable)
- Insurance Overview (UAE) (UDB-UAE-INSURANCE-v1.0) (where insurance is purchased)

2.3 If there is a conflict, this Addendum prevails over the SLA only for Priority / Control Tower services and only to the extent expressly stated. Liability and compensation remain governed by the Terms & Conditions and any applicable signed addenda (HV/Value Protection/Insurance).

3. Scope and eligibility

3.1 This Addendum applies only to:

- shipments and/or accounts confirmed in writing as “Priority / Control Tower” (quotation, service order, booking confirmation, or master service order); and/or
- shipments marked by UDB at acceptance as eligible for Priority / Control Tower handling.

3.2 Exclusions: UDB may exclude specific shipments from this Addendum where required due to carrier rules, regulatory constraints, DG constraints, sanctions/export control holds, or where UDB reasonably determines operational feasibility is not available. Any exclusion will be communicated to Customer.

4. Control Tower service components (what you get)

Where applicable and agreed in writing, Priority / Control Tower may include:

4.1 24/7 Response Handling

- dedicated operations routing (priority inbox/queue),
- accelerated triage and escalation,
- severity-driven incident management.

4.2 Enhanced Communication Cadence

- proactive updates for S1/S2 incidents at higher frequency than Standard,
- milestone tracking and exception explanations (subject to carrier/handler data availability).

4.3 Operational Governance

- defined escalation ladder and “war-room” activation for S1/S2,
- post-incident summary on request for major S1 events.

4.4 Reporting (optional add-on within this Addendum)

- monthly or quarterly performance summary (as agreed),
- exception categories and recurring root-cause themes.

5. Definitions (additional)

- “Eligible Shipment” means a shipment confirmed in writing as covered by Priority / Control Tower.
- “Service Credit” means a commercial credit applied to future invoices under this Addendum, subject to caps and exclusions. Service Credits are not cash refunds unless mandated by law.
- “Control Tower Fee” means the fee agreed for Priority / Control Tower service (fixed, monthly retainer, per-shipment, or a hybrid), as set out in the quotation/service order.

6. Enhanced service levels (Priority / Control Tower targets)

These targets apply to Eligible Shipments only, in addition to the general SLA principles. Targets are measured from receipt of a complete Request with required identifiers and sufficient information to act.

The clock starts once UDB has the minimum identifiers and information reasonably required to act (AWB/booking ref + clear instruction + supporting docs where applicable).

6.1 Acknowledgement (ACK)

- within 2 hours (24/7)

6.2 Initial Action Plan

- S1 Critical: within 3 hours (24/7)
- S2 High: within 6 hours (24/7)
- S3 Normal: within 8 Business Hours
- S4 Low: within 1 Business Day

6.3 Decision (operational)

- S1 Critical: within 6 hours (24/7) from receipt of required info
- S2 High: within 12 hours (24/7) from receipt of required info
- S3 Normal: within 1 Business Day from receipt of required info
- S4 Low: within 2 Business Days from receipt of required info

6.4 Update cadence during open incidents

- S1 Critical: update at least every 6 hours until stabilized
- S2 High: update at least every 12 hours
- S3/S4: milestone-driven and/or upon material change

Carve-out: All targets remain subject to third-party availability and constraints. UDB will still provide timely communications and a best-efforts operational plan even where a third party delays execution.

7. Escalation schedule and governance (Control Tower)

7.1 Escalation levels (Priority)

- Level 1 — Control Tower Ops (24/7): ops@udb.ae
- Level 2A — Operations Manager (Service Owner): ops@udb.ae
- Level 2B — Claims Manager (claims/compensation cases): claims@udb.ae
- Level 3 — Head of Legal escalation route: compliance@udb.ae

7.2 Priority triggers (automatic escalation)

For Eligible Shipments, UDB triggers internal escalation automatically when:

- a) S1 incident is confirmed;
- b) S2 incident remains unresolved beyond 24 hours;
- c) a regulatory/compliance hold may cause missed uplift/cut-off;
- d) there is suspected theft/tampering or a security incident;
- e) there is a temperature excursion risk (where applicable).

7.3 Escalation response targets

Upon escalation request by Customer:

- Level 2A ACK: within 2 hours (24/7)
- Level 2A Action Plan: within 8 hours (24/7) for S1; otherwise within 1 Business Day
- Level 2B ACK: within 2 hours (24/7) (claims escalation)
- Level 2B Initial position / next steps: within 1 Business Day (or within 12 hours 24/7 for S1 security/theft events)
- Level 3 ACK: within 1 Business Day
- Level 3 position / guidance (subject to facts): within 3 Business Days

7.4 War-room (S1 only)

For S1 events, UDB may convene an internal “war-room” including operations, compliance, and relevant partners. Customer may be invited to a live update channel or scheduled calls where practical.

8. Service Credits (commercial remedy) — Priority only

8.1 What Service Credits apply to

Service Credits apply only to the Control Tower Fee portion of charges for Eligible Shipments (or the relevant monthly retainer, if agreed). Service Credits do not apply to pass-through third-party charges (carrier, terminal, screening, storage, customs, insurance premiums, etc.).

8.2 Credit events (missed communication targets)

A Service Credit may be earned only if UDB misses the following targets by more than the grace period and the miss is within UDB's reasonable control:

A) ACK miss

- Target: 2 hours (24/7)
- Grace: additional 1 hour
- Credit: 2% of the Control Tower Fee for the affected shipment (or pro-rated monthly retainer)

B) Action Plan miss (S1/S2 only)

- Target: S1 3h / S2 6h
- Grace: additional 2 hours
- Credit: 3% (S1) or 2% (S2)

C) Update cadence miss (S1/S2 only)

- Credit: 2% per missed update interval (capped at 4% per incident, and subject to the overall caps in 8.3)

For the purpose of this section, an "incident" means a single exception case for an Eligible Shipment from confirmation to stabilization/closure.

8.3 Caps and limitations

- Maximum Service Credits per Eligible Shipment: 10% of the Control Tower Fee for that shipment.
- Maximum Service Credits per month (for retainer customers): 10% of the monthly retainer.
- Credits are applied to the next invoice(s). Credits are not cash, are not transferable, and expire if unused after 90 days, unless otherwise agreed.

8.4 Requesting credits (process)

Customer must request Service Credits within 30 calendar days of the relevant event by emailing ops@udb.ae with:

- AWB/booking reference,
- the relevant timestamps (request sent / UDB response), and
- the SLA target category (ACK / Action Plan / Update).

UDB will respond within 10 Business Days with acceptance/rejection and the credit amount (if applicable).

8.5 Exclusions (no credits)

Service Credits do not apply where delay is caused by:

- carrier/handler/terminal/customs/authority actions or unavailability;
- missing/inaccurate customer information or late customer approvals;
- compliance holds and screening/escalation processes required by law;
- force majeure, system-wide telecom outages, or events outside UDB control;
- DG restrictions or safety holds required by applicable regulations.

9. Claims, compensation, and payments (not expanded)

9.1 This Addendum does not expand or change claims compensation, liability limits, or payment timelines.

9.2 Claims notice, deadlines, and handling are governed by the Claims Procedure (UAE).

9.3 Where signed and applicable, compensation and payment of the undisputed amount are governed by the High-Value Customer Compensation Addendum (UAE).

9.4 Insurance (if purchased) remains governed by insurer terms and UDB's Insurance Overview (UAE); this Addendum does not create insurance.

10. Customer responsibilities for Control Tower service

To achieve the enhanced targets, Customer must provide:

- correct AWB/booking references and identifiers;
- complete documentation sets (invoice/packing list/permits);
- timely approvals for chargeable actions (rebooking, storage, repack, special handling);
- correct contact points for 24/7 escalations.

Targets pause where required information or approvals are missing.

11. Fees and commercial terms

11.1 Control Tower Fee structure (per-shipment, monthly retainer, hybrid) is agreed in writing and may vary based on volume, commodity risk, routing, and service scope.

11.2 UDB may refuse to provide Priority / Control Tower service for a shipment if the agreed commercial terms are not confirmed in writing prior to booking acceptance.

12. Confidentiality and communications

Operational communications and reporting provided under this Addendum may contain commercially sensitive information and must be treated as confidential, subject to the governing agreement.

13. Updates and termination of the addendum

13.1 UDB may update this Addendum from time to time; the latest version is published in the Legal & Compliance Hub.

13.2 For customers on a monthly retainer, changes that materially affect credits or targets will be communicated as reasonably practicable.

13.3 Either party may terminate Priority / Control Tower service for future shipments by written notice, subject to any agreed commercial notice period in the service order.



14. Governing law and jurisdiction

This Addendum is governed by the laws of the UAE as applied in Dubai. The courts of Dubai have jurisdiction, unless otherwise agreed in writing.



High-Value Customer Compensation Addendum (UAE)

APPLIES TO
UDB Logistics FZCO (DIEZ)

VERSION
v1.0

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Legal & Compliance (Head of Legal)

GOVERNING LAW
UAE / Dubai Courts

EFFECTIVE DATE
14 Feb 2026

DOC ID
UDB-UAE-HVCOMP-v1.0

CONTACT
claims@udb.ae

UDB Logistics — High-Value Customer Compensation Addendum (UAE)

1. Purpose and relationship to Terms

1.1. This High-Value Customer Compensation Addendum (“Addendum”) forms part of the agreement between the Customer and UDB for eligible Shipments.

1.2. This Addendum applies only where expressly agreed in writing (e.g., in a quotation, booking confirmation, or signed addendum reference) for the specific Shipment(s).

1.3. Where this Addendum applies, it prevails over Section 9 (Limitation of liability) of UDB Terms & Conditions (UAE) only to the extent expressly stated herein.

2. Eligible Shipments (scope)

This Addendum applies only to Shipments that are confirmed in writing at booking acceptance as “High-Value Compensation Addendum applies” for the specific Shipment(s) and accepted under the handling/packing/DG requirements agreed for that Shipment.

3. Customer Compensation Undertaking (physical loss or physical damage)

3.1. UDB undertakes to compensate the Customer for physical loss of or physical damage to the eligible Shipment occurring while the Shipment is in the custody or control of UDB and/or its subcontractors, agents, carriers, handlers, or warehouses engaged by UDB, from acceptance into custody/control until delivery/release to the consignee or the consignee’s expressly authorized representative.

3.2. Compensation under this Addendum is capped at twenty-six (26) Special Drawing Rights (SDR) per kilogram of the gross weight of the affected goods (the “Compensation Cap”).

3.3. “SDR” means Special Drawing Right as determined by the International Monetary Fund (IMF).

4. What counts as loss/damage (clarification)

For purposes of this Addendum:

- “Physical loss” includes total loss, partial loss/shortage, pilferage, and misdelivery (delivery to an unauthorized party).

- “Physical damage” includes breakage, wet damage, contamination, crushing, or tampering.

5. Notice and claim pack (simple and customer-friendly)

5.1. The Customer must notify UDB in writing within 7 calendar days of discovery of the loss/damage and, in any event, no later than 7 calendar days from delivery, or (if not delivered) the scheduled arrival/cargo availability date as notified by the carrier/handler, whichever is earlier.

5.2. The Customer must provide the minimum claim documentation within 30 calendar days after notice, unless UDB agrees an extension in writing.

5.3. In any event, a claim under this Addendum must be submitted no later than 90 calendar days from delivery or the scheduled arrival/cargo availability date (if not delivered), whichever is earlier.

6. Minimum required documents (only)

Supporting documents are limited to:

- commercial invoice (value evidence);
- packing list;
- proof of gross weight of affected goods (packing list weight and/or UDB acceptance weight record);
- reasonable evidence of loss/damage (photos and/or inspection/survey report if available);
- for suspected theft: police report (where reasonably obtainable).

6A. No additional conditions

UDB will not require a specific claim form or original documents as a condition to pay the undisputed amount, unless required by law or reasonably necessary to verify the claim.

A claim under this Addendum is deemed submitted upon the Customer’s written notice to claims@udb.ae within Section 5.1, followed by the minimum documents in Section 6.

7. Weight determination (no volumetric weight)

The gross weight used to calculate the Compensation Cap will be the higher of:

- gross weight stated on the commercial invoice/packing list; or
- gross weight recorded by UDB at acceptance (supported by scale/acceptance record).

Volumetric/dimensional weight shall not apply for compensation calculations.

8. SDR conversion

Any SDR amount payable shall be converted and paid in AED using the IMF SDR valuation rate applicable on the date of payment (or, if not available for that date, the immediately preceding published rate).

9. Payment timeline and partial payment

9.1. UDB shall pay the undisputed compensation amount within 15 business days after receipt of the minimum required documents in Section 6.

9.2. If any part of a claim is disputed, UDB will nonetheless pay the undisputed portion within the timeline above.

10. Recovery from third parties (customer not exposed)



UDB's obligation to compensate the Customer under this Addendum is not contingent upon and shall not be delayed by any recovery from carriers, subcontractors, or insurers.

10A. Contractual obligation and recourse

UDB's payment obligation under this Addendum is contractual and shall not be reduced or defeated by any AWB terms, carrier/third-party limitations, or international convention limits; such regimes apply only to UDB's recourse. Following timely notice to UDB, UDB shall be solely responsible for complying with any carrier/third-party notice requirements and limitation periods, and failure to do so shall not prejudice the Customer's claim under this Addendum.

11. Inspection cooperation (no payment hold)

The Customer shall reasonably cooperate with any request for inspection/survey of goods and/or packaging. Any inspection shall not delay payment of the undisputed amount beyond Section 9.

The Customer must preserve the goods/packaging and provide reasonable evidence of loss/damage; failure to do so may affect UDB's ability to verify the claim and may result in a reasonable reduction of the disputed portion.

12. Exclusions (narrow)

This Addendum covers physical loss or physical damage only. It does not cover consequential loss, loss of profit, loss of market, or delay damages, except to the extent prohibited by mandatory applicable law.

This Addendum does not apply to loss/damage caused by the Customer's acts or omissions, including insufficient/defective packaging, incorrect marking/labeling, inherent vice, or inaccurate/false shipment declarations, to the extent such cause is established.

Nothing in this Addendum requires UDB to make any payment that is prohibited by applicable law or where the claim arises from fraud or wilful misconduct by the Customer or its representatives.

13. Governing law and jurisdiction

This Addendum is governed by the laws of the UAE as applied in Dubai. The courts of Dubai have exclusive jurisdiction.



Claims Procedure (UAE)

APPLIES TO
UDB Logistics FZCO (DIEZ)

VERSION
v1.0

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OWNER
Claims (Claims Manager)

GOVERNING LAW
UAE / Dubai Courts

EFFECTIVE DATE
14 Feb 2026

DOC ID
UDB-UAE-CLAIMS-v1.0

CONTACT
claims@udb.ae

1. Where to send a claim

Send claims to: claims@udb.ae

Include in subject: "CLAIM - AWB [number] - [Customer name]"

2. Notice deadline (required)

Customer must notify UDB in writing within 7 calendar days of discovery of the loss/damage and, in any event, no later than 7 calendar days from delivery, or (if not delivered) the scheduled arrival/cargo availability date as notified by the carrier/handler, whichever is earlier.

Visible damage should be noted on delivery / release documents where possible.

3. Full claim pack deadline

Customer must provide the full supporting documentation within 30 calendar days after the notice.

4. Final time bar

All claims must be submitted within 90 calendar days of delivery or the scheduled arrival/cargo availability date (if not delivered), whichever is earlier, otherwise the claim may be rejected.

This 90-day time bar does not apply to claims submitted under the [High-Value Customer Compensation Addendum \(UAE\)](#), which is governed by its own notice/document deadlines.

5. Minimum required documents (claim pack)

Provide (as applicable):

- AWB number and route details
- Commercial invoice(s) / value evidence
- Packing list
- Photos of outer packaging and damage (if applicable)
- Weight/measurement evidence (if dispute)
- Delivery receipt / POD / warehouse release notes
- Survey report (optional, if available)

- Written description of loss/damage and timeline
- Any correspondence or incident notes from terminal/handler/carrier

A claim is deemed submitted upon written notice to claims@udb.ae followed by the minimum documents listed in Section 5.

6. Acknowledgement & review timeline

- Acknowledgement: within 2 business days
- Initial assessment / request for missing info: within 10 business days (from receipt of claim pack)

7. Carrier handling & limitation

Where carriage/handling was performed by a Carrier or third party, UDB may coordinate carrier/handler procedures as reasonably requested.

Carrier procedures and time limits do not reduce the Customer's ability to notify and claim against UDB under this Claims Procedure or under any applicable signed addendum.

Failure to meet any carrier/third-party notice requirements or time limits shall not prejudice the Customer's claim against UDB, provided Customer met UDB notice deadline.

High-Value Addendum: where applicable, the [High-Value Customer Compensation Addendum \(UAE\)](#) sets enhanced compensation and payment timelines.

Customer may submit claims solely to UDB. UDB will coordinate any carrier/third-party processes. Customer is not required to submit claims directly to any carrier/handler.

8. Mitigation & inspection

Customer must preserve packaging and goods for inspection where reasonable and take steps to mitigate further loss.



Insurance Overview (UAE)

APPLIES TO
UDB Logistics FZCO (DIEZ)

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Finance (Finance Manager)

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UAE / Dubai Courts

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CONTACT
compliance@udb.ae

1. Default position

Unless agreed in writing, cargo insurance is not included in UDB services.

2. Insurance on request (case-by-case quotation)

Customer may request cargo insurance for a specific Shipment by:

- writing "Insure shipment" in the booking request, or
- emailing compliance@udb.ae with AWB/booking reference and cargo value evidence (invoice).

UDB may provide a case-by-case insurance quotation for approval prior to placement.

3. Required information to quote

- Cargo description and value (invoice)
- Route and dates (origin/destination)
- Packing method
- Any special risks (high-value, fragile, DG where applicable)

4. Confirmation & COI

Insurance is confirmed only after written acceptance and placement of cover. UDB will use reasonable efforts to provide the COI (or cover note / broker confirmation) typically within 3 business days after placement, subject to insurer issuance and availability.

Claims payable to the Customer (loss payee), unless otherwise agreed in writing.

Coverage is typically on ICC(A) terms (All Risks), subject to insurer wording and exclusions, unless otherwise agreed in writing.

COI details will include: insurer, policy number, coverage limit, deductible (if any), reference to applicable perils/exclusions, and claims contact.

4A. Shipment insurance standard (if purchased)

Unless otherwise agreed in writing, the standard insurance arrangement includes:

- COI / cover note delivery typically within 3 business days after placement;



- Customer as loss payee;
- ICC(A) / All Risks coverage by default; and
- COI fields as listed above.

Any enhanced compensation is contractual (if applicable) and governed by the relevant addendum, not by insurance unless expressly stated.

5. Insurer terms

All insurance cover (if purchased) is subject to insurer terms, exclusions, limits, and claim requirements.



Privacy Policy (UAE)

APPLIES TO
UDB Logistics FZCO (DIEZ)

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CONTACT
dpo@udb.ae

PRIVACY POLICY (UAE)

This Privacy Policy explains how UDB Logistics FZCO (DIEZ) (“UDB”, “we”, “us”) collects, uses, stores, and shares personal data in connection with logistics and related services provided under the contracting entity named in this document (“Services”).

1. Scope

This Privacy Policy applies to personal data processed by UDB in connection with:

- customer onboarding and account management;
- shipment bookings, documentation, coordination, and exception handling;
- invoicing, payments, and operational communications;
- compliance screening and regulatory requirements (where applicable);
- customer support and relationship management.

This Privacy Policy does not replace portal-specific notices (e.g., Partner Portal Privacy Policy) which apply to the use of the portal as a system.

2. Roles

Depending on the context, UDB may act as:

- Controller (we decide why/how data is processed), e.g., onboarding, invoicing, compliance recordkeeping; and/or
- Processor (we process data on your instructions), e.g., shipment details provided by customers for service execution.

Where UDB acts as a Processor, processing terms are governed by the Data Processing Addendum (DPA).

3. Personal data we may process

We may process the following categories (as applicable):

- Contact and account data: names, job titles, business email/phone, company details.
- Shipment and documentation data: shipper/consignee/notify party details, addresses, identifiers, AWB/booking references, invoices, packing lists, HS codes, cargo descriptions, weights/values.

- Compliance-related data: screening results, export control approvals, and supporting documents (where required for the shipment).
- Operational communications: emails, messages, call logs, service tickets.
- Technical data (limited): when interacting with our systems, we may receive IP address, device/browser logs, and timestamps for security and troubleshooting. We do not use tracking cookies on the Legal Hub.

We do not intentionally seek to collect sensitive personal data. If such data is included in shipment documents, it will be processed only as required to provide the Services and meet legal obligations.

4. Sources of data

We receive personal data from:

- customers and partners (booking instructions, documents);
- carriers, ground handlers, agents, and subcontractors involved in shipment execution;
- authorities or official portals (where export approvals/clearances are required);
- publicly available sources (limited, for verification/compliance where reasonable).

5. Purposes and legal basis

We process personal data to:

- provide and operate the Services (booking, documentation, coordination, delivery, exceptions);
- communicate operational updates and resolve service issues;
- meet legal, regulatory, and compliance requirements (including screening/export control where applicable);
- manage billing, payments, and accounting;
- prevent fraud, protect security, and maintain service integrity;
- defend legal claims and maintain records.

6. Sharing of personal data

We may share personal data with:

- carriers and operational partners (airlines, ground handlers, trucking companies, warehouses) to execute the shipment;
- service providers supporting IT, hosting, communications, security, and business operations;
- authorities when required by law, export control, customs, or airport procedures;
- professional advisors (legal/accounting) where necessary.

We share only what is reasonably necessary for the purpose.

7. International transfers

Logistics is cross-border by nature. Personal data may be processed or accessed in multiple countries depending on routing, carriers, and operational parties. Where required, UDB applies reasonable safeguards and contractual controls to protect data during cross-border processing.

8. Retention

We retain personal data only as long as necessary for:

- providing the Services;
- contractual, operational, and compliance purposes; and
- legal/accounting requirements.

Retention periods may vary by shipment type and regulatory requirements.

9. Security

UDB applies reasonable technical and organizational measures designed to protect personal data against unauthorized access, loss, misuse, or alteration. No system is 100% secure; customers should use secure channels and protect credentials where applicable.

10. Data subject rights

Where applicable under law, individuals may request:

- access to their personal data;
- correction of inaccurate data;
- deletion or restriction (subject to legal/operational limits);
- objection to certain processing; and/or
- portability (where applicable).

We may need to verify identity and may be unable to fulfill requests where we must retain data to comply with legal obligations or to provide/defend Services.

11. Updates

We may update this Privacy Policy from time to time. The “Last updated” date reflects the most recent revision. The current version is available in the Legal & Compliance Hub.

12. Contact

For privacy inquiries, requests, or complaints, contact: dpo@udb.ae.



Data Processing Addendum (UAE)

APPLIES TO
UDB Logistics FZCO (DIEZ)

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CONTACT
dpo@udb.ae

DATA PROCESSING ADDENDUM (UAE)

This Data Processing Addendum (“DPA”) forms part of the agreement between the customer (“Controller”) and UDB Logistics FZCO (DIEZ) (“Processor”, “UDB”) and applies where UDB processes personal data on behalf of the Controller in connection with the Services.

1. Definitions

- Personal Data, Processing, Controller, Processor: as defined under applicable data protection laws.
- Sub-processor: a third party appointed by UDB to process personal data on behalf of the Controller.

2. Scope and roles

2.1. Controller determines the purposes and means of processing personal data.

2.2. UDB processes personal data only:

- to provide the Services; and
- on documented instructions from the Controller (including booking instructions and shipment documentation), unless otherwise required by law.

3. Controller obligations

Controller is responsible for:

- ensuring it has a lawful basis to provide personal data to UDB;
- ensuring instructions are lawful and do not violate applicable laws;
- ensuring shipment documents and declarations are accurate and complete.

4. Confidentiality

UDB ensures persons authorized to process personal data are bound by confidentiality obligations.

5. Security measures

UDB implements reasonable technical and organizational measures appropriate to the risk, designed to protect personal data. High-level measures may include, as appropriate:

- access controls and least-privilege;
- authentication and logging for key systems;
- secure storage and transmission practices;
- operational controls for document handling and retention.

(Additional details may be provided on request where appropriate for customer due diligence.)

6. Sub-processing

6.1. Controller authorizes UDB to use Sub-processors where reasonably necessary for the Services (e.g., carriers, handlers, trucking, IT providers).

6.2. Sub-processor list: due to frequent operational changes (routing, handling, trucking), UDB provides the current list of relevant Sub-processors on request.

6.3. UDB remains responsible for Sub-processors' performance of their processing obligations to the extent required by applicable law and relevant contracts.

7. Assistance to Controller

UDB will provide reasonable assistance to Controller (taking into account the nature of processing) with:

- responding to data subject requests (where UDB is a Processor and the request relates to UDB's processing);
- providing information reasonably needed for compliance assessments, security due diligence, or regulatory inquiries (subject to confidentiality and operational constraints).

8. Personal data breach

If UDB becomes aware of a personal data breach affecting Controller's personal data, UDB will notify Controller without undue delay (and in any event within a reasonable time) and provide available information reasonably required for Controller to assess and respond, subject to ongoing investigation and the information available at the time.

9. Audit and compliance information

Upon reasonable written request, UDB will provide information reasonably necessary to demonstrate compliance with this DPA. Where an on-site audit is requested:

- it must be agreed in advance (scope, timing, confidentiality);
- it must not unreasonably disrupt operations; and
- it may be subject to reasonable fees.

10. Return or deletion

Upon termination of the Services, UDB will, at Controller's choice and where feasible:

- return personal data; or
- delete personal data,

unless retention is required by law or necessary for legitimate operational/legal purposes (e.g., accounting, dispute defense, compliance recordkeeping).

11. Cross-border transfers

Controller acknowledges that logistics operations may involve cross-border processing depending on routing and operational partners. UDB applies reasonable safeguards and contractual controls where applicable.

12. Liability

This DPA does not expand either party's liability beyond what is set out in the governing commercial agreement and the applicable Terms & Conditions for the contracting entity.

Annex 1 — Processing details

Subject matter: logistics and related services (booking, documentation, coordination, exception handling).

Duration: for the term of Services + applicable retention.

Nature of processing: collection, storage, access, use, disclosure to operational partners, and deletion.

Categories of data subjects: customer personnel, shipper/consignee contacts, notify parties, agents/intermediaries (as applicable).

Categories of personal data: business contact details, shipment documentation data, identifiers, communications, and compliance-related records (as applicable).

Annex 2 — Security (summary)

- Access controls, role-based permissions
- Operational document-handling controls
- System monitoring/logging where applicable
- Staff confidentiality obligations

Annex 3 — Sub-processors

Available on request (operationally dependent on routing, carriers, handlers, trucking, and IT providers).



Trade Compliance (UAE)

APPLIES TO
UDB Logistics FZCO (DIEZ)

VERSION
v1.0

LAST UPDATED
16 Feb 2026

OWNER
Compliance (Head of Compliance)

GOVERNING LAW
UAE / Dubai Courts

EFFECTIVE DATE
14 Feb 2026

DOC ID
UDB-UAE-TRADE-v1.0

CONTACT
compliance@udb.ae

1. Purpose

This Trade Compliance framework describes how UDB Logistics applies sanctions screening, export control and strategic goods controls, and risk escalation procedures for shipments handled under UDB Logistics FZCO (DIEZ).

2. Scope (who/what is screened)

UDB Logistics screens, at a minimum, the following parties and shipment data (as applicable):

- Shipper / Consignor
- Consignee
- Notify party
- Payer (where available)
- Agents, intermediaries, and handling parties involved in the shipment (where applicable)
- Goods description, HS codes, origin/destination, routing, and supporting documents (invoice / packing list)

3. Sanctions & restricted party screening

UDB Logistics performs sanctions screening against:

- UN sanctions lists
- UAE applicable lists and requirements
- Additionally, where commercially required (e.g., banking, carrier, insurance, or customer requirements), screening may also include OFAC / UK / EU lists.

Screening timing:

- Screening is performed at booking acceptance and/or during customer onboarding.
- Screening is repeated when there are material changes (parties, routing, goods, documents) and periodically to reflect list updates.

4. Match handling (hits) & escalation

If screening results indicate a potential match:

- The shipment is placed on hold pending review.
- UDB Logistics performs manual review using available attributes (name variants, address, country, identifiers, company registration details, and shipment documentation).
- If a match is confirmed, UDB Logistics will reject the shipment and may request additional information to resolve the potential match.

5. Prohibited / restricted goods & export control (strategic goods)

UDB Logistics applies controls for restricted goods and strategic/dual-use goods. Where required, UDB Logistics supports export approvals via the UAE strategic goods online services portal (uaeiec.gov.ae) based on shipment documentation (commercial invoice, packing list, HS codes, value/weight, parties).

Process (high-level):

- Customer provides invoice/packing list and required shipment details.
- UDB Logistics submits an approval request via the UAE portal when required and waits for approval or rejection.
- Where applicable, additional local authority clearances may apply prior to uplift.

6. Dubai export clearance (CID/SSD – where applicable)

For certain shipments departing from Dubai, additional authority clearance may be required prior to uplift (e.g., CID/SSD endorsement) based on destination and/or goods type. UDB Logistics supports this clearance workflow as applicable.

7. Customer obligations & accuracy of declarations

Customers are responsible for providing complete and accurate shipment information including:

- Correct goods description and HS codes (where applicable)
- End-user / end-use declarations (where required)
- Accurate parties and routing details

Failure to provide accurate information may result in delays, rejection of the shipment, or cancellation.

8. Recordkeeping

UDB Logistics retains relevant compliance records and screening evidence for operational and compliance purposes. Typical retention period is at least 5 years, unless a longer period is required due to business, legal, or regulatory needs.

9. No legal advice

UDB Logistics does not provide legal advice. Customers remain responsible for compliance with applicable laws and regulations, and for the accuracy of declarations and supporting documentation provided.



DG & Lithium Policy (UAE)

APPLIES TO
UDB Logistics FZCO (DIEZ)

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GOVERNING LAW
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DOC ID
UDB-UAE-DG-v1.0

CONTACT
dg@udb.ae

A. Scope

Dangerous Goods (DG) are accepted only by prior arrangement and subject to applicable regulations and carrier acceptance. This policy applies to air freight services coordinated by UDB Logistics FZCO (DIEZ).

UDB regularly accepts and coordinates the following DG streams (subject to compliance and carrier approval):

- ELI/ELM lithium battery shipments under Section II; and
- regulated fragrances / perfumes, typically classified as UN 1266 (Class 3) and/or ID 8000 (Class 9) depending on product description, packaging, and carrier requirements.

All other DG classes are handled on request and may be arranged via GCAA-certified partners, subject to carrier approval.

B. Acceptance policy

- DG acceptance is subject to airline/carrier approval and applicable regulations (e.g., IATA DGR and UAE rules).
- Shipments must be correctly documented, packaged, marked, and labeled to be accepted.
- UDB may request additional information or refuse DG shipments if compliance concerns arise.

C. Lithium batteries

- Lithium-ion and lithium-metal batteries are accepted only when fully compliant with applicable transport regulations and carrier rules.
- Damaged, defective, recalled, or prototype batteries may be refused without prior written approval.

D. Regulated fragrances / perfumes (DG)

- Regulated fragrances/perfumes may be classified as DG (e.g., UN 1266, Class 3 and/or ID 8000, Class 9) depending on product description, packing, net quantity limits, and carrier acceptance.
- Acceptance requires compliant packaging, marking/labels, and documentation (including SDS/MSDS where required) and may be subject to carrier/operator restrictions.

E. Shipper responsibilities



- Correct classification, packing, marking, labeling, and documentation are the shipper's responsibility unless UDB agrees in writing to provide these services.
- Provide UN number, packing instruction (PI), net quantity, SDS/MSDS where required, and battery test summary (UN38.3) when applicable, and any consumer commodity / ID 8000 documentation where applicable.

F. UDB responsibilities

- Coordinate DG acceptance with carriers and handling partners.
- Review documentation completeness as a service gate (not a certification of shipper classification).
- Provide handling instructions to partners when agreed.

G. Refusal or suspension

UDB may refuse, suspend, or terminate DG shipments if compliance concerns arise or required information is incomplete.

H. Supporting SOP

Supporting procedure (SOP): [DG SOP \(2026\)](#) (published in the Legal & Compliance Hub).



Security & Quality Overview (UAE)

APPLIES TO
UDB Logistics FZCO (DIEZ)

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Operations (Operations Manager)

GOVERNING LAW
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EFFECTIVE DATE
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DOC ID
UDB-UAE-SECQ-v1.0

CONTACT
compliance@udb.ae

1. Purpose

This overview describes UDB Logistics' security and quality practices designed to protect cargo, maintain chain-of-custody, and manage service quality for shipments handled under UDB Logistics FZCO (DIEZ).

2. Scope

Applies to operational workflows arranged by UDB Logistics in the UAE, including booking, documentation, pickup coordination, trucking coordination, handover to ground handlers/airlines, and exception management. Where transportation or handling is performed by subcontractors or partners, UDB Logistics applies selection, instructions, and oversight.

3. Security controls (operational)

3.1 Chain-of-custody & handover documentation

- Shipment handover is performed with documented acceptance (e.g., AWB / delivery note / handling receipt) and tracked milestones.
- Exceptions that may impact cargo condition (e.g., packaging damage, rework, repack, holds) are recorded and communicated to the customer.

3.2 Cargo condition checks & evidence (as applicable)

- During pickup/loading and prior to handover, UDB Logistics may perform basic visual checks of outer packaging integrity.
- If packaging damage or irregularities are observed, UDB Logistics may capture photo evidence and notify the customer to agree next steps (e.g., repack / rework / handler-assisted repack) before uplift, where operationally possible.
- Repacking or corrective handling, if required, is performed only with customer confirmation and may be executed by the ground handler or other approved service providers, with charges applied as applicable.

3.3 Dangerous Goods (DG) handling

- DG shipments are accepted only by prior arrangement and subject to applicable rules and carrier acceptance.
- DG procedures are governed by UDB DG & Lithium Policy and supporting SOP published in the Legal & Compliance Hub. See [DG & Lithium Policy](#) and [DG SOP \(2026\)](#).

3.4 Compliance gates

- Trade compliance screening and export control/strategic goods controls are applied at booking acceptance in accordance with [UDB Trade Compliance \(UAE\)](#).

4. Quality controls (service & process)

4.1 Standard operating practices

- UDB Logistics maintains documented procedures and checklists for key steps (booking, documentation, handover, and exception handling).
- Procedures are reviewed and updated periodically or when operational/regulatory changes require updates.

4.2 Milestone visibility & exception handling

- UDB provides milestone updates and proactive exception communication.
- POD issuance is provided where applicable, subject to service scope and carrier/handler capabilities.

4.3 Corrective actions

- Operational issues and customer complaints are reviewed to identify contributing factors and apply corrective actions where appropriate.

5. Subcontractor & partner management

UDB Logistics may subcontract elements of transportation and handling (e.g., airlines, ground handlers, trucking, last-mile). UDB applies a risk-based approach to partner selection and oversight, including:

- Use of operationally suitable and legally permitted service providers for the required scope.
- Clear operational instructions and documentation requirements for handling and handover.
- Ongoing monitoring through milestone performance, exceptions, and claim/incident outcomes.

6. Incident handling & claims interface

- Operational incidents (damage/loss/delay events) are handled through case-based escalation and customer communication.
- Claims are processed per [UDB Claims Procedure \(UAE\)](#).
- Claims contact: claims@udb.ae.

7. Data handling (high-level)

Shipment documentation and commercial data (e.g., invoice, packing list, shipment details) are handled for the purpose of service delivery and shared with subcontractors only to the extent necessary to perform the service. See [Privacy Policy](#) and [Data Processing Addendum](#).

8. Contacts and escalation

- Security/quality escalation: compliance@udb.ae
- DG matters: dg@udb.ae
- Claims: claims@udb.ae

9. Disclaimer



This overview is provided for supplier due diligence purposes and describes typical controls. It does not create contractual service guarantees unless expressly agreed in writing.



High-Value Security SOP (UAE)

APPLIES TO
UDB Logistics FZCO (DIEZ)

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CONTACT
ops@udb.ae

1. Purpose

This SOP describes UDB's high-value shipment security controls, evidence standards, and incident-response steps to reduce theft/tampering risk and improve claim defensibility for eligible shipments handled under UDB Logistics FZCO (DIEZ) ("UDB") in the UAE.

2. Scope

This SOP applies to high-value / protected shipments where UDB confirms enhanced security handling in writing (HV Addendum / Value Protection / customer instruction / internal risk flag).

It covers UDB's operational controls during:

- receipt into UDB custody (warehouse / staging),
- storage and preparation,
- handover to terminal/handler (e.g., DNATA),
- exception management and evidence preservation support.

Carriage and terminal operations remain performed by third parties and subject to their rules and constraints.

3. Warehouses and operational locations

UDB operates high-value handling through controlled facilities in:

- DXB freezone (Dubai)
- DWC freezone (Dubai South)

Shipment flow may include internal transfer DXB ↔ DWC depending on uplift/terminal plan.

4. Definitions

- Protected Shipment: shipment covered by signed HV Addendum and/or Value Protection, or confirmed in writing by UDB.
- Chain of Custody Evidence: the minimum evidence set showing quantity/condition at receipt and at handover.
- Tamper Evidence Controls: controls designed to indicate unauthorized opening or manipulation (seal/tape/markings + logging).

5. High-Value tiers (HV-1 / HV-2 / HV-3)

UDB applies tiered security controls to clearly distinguish service level (and to align expectations for customers and insurers).

5.1 HV-1 (baseline protected)

Use when: protected shipment with normal risk profile. Controls: standard chain-of-custody evidence + basic tamper-evidence + controlled storage.

5.2 HV-2 (enhanced security)

Use when: high declared value and/or sensitive commodity and/or elevated theft exposure. Adds: reinforced evidence pack, stricter sealing/verification, tighter access discipline, and enhanced exception escalation.

5.3 HV-3 (critical/highest)

Use when: very high value, theft-attractive goods, customer mandate, or specific risk flags (routing, parties, prior incidents). Adds: dual verification steps, stronger physical controls where feasible, and active incident governance readiness.

Tier assignment is determined by UDB based on declared value, commodity risk, routing, custody complexity, and operational feasibility. Where a tier is not specified, UDB applies HV-1 as default for protected shipments.

Commodity guidance (indicative HS references):

- Mobile phones / consumer electronics (typically HS Chapter 85; e.g., HS 8517.12 / 8517.13; and other electronics often under HS 84/85).
- Regulated fragrances / perfumes (typically HS 3303; and some fragrance preparations under HS 3302 depending on description).
- Where fragrances/perfumes are DG-classified (e.g., UN 1266 / ID 8000), DG acceptance and documentation requirements under the DG & Lithium Policy (UAE) apply.
- HS codes are indicative only; final HS classification remains the shipper's responsibility and may vary by product description and customs practice.
- Thresholds (unless otherwise agreed in writing): X = AED 1,000,000 (\approx USD 272k); Z = AED 3,500,000 (\approx USD 953k); Y = 1,000 kg gross per shipment/AWB.
- HV-1 (baseline protected): protected shipments below HV-2 thresholds.
- HV-2 (enhanced): declared value \geq X, or gross weight \geq Y, or theft-attractive routing/party risk flag.
- HV-3 (critical): declared value \geq Z, or gross weight \geq 3,000 kg per shipment/AWB.

6. Minimum security controls (apply to all HV tiers)

6.1 Identification and intake verification

At receipt into UDB custody (DXB/DWC):

- verify AWB/booking reference (or pre-AWB identifiers),
- verify piece count, external markings, and packaging condition,

- record gross weight where available (scale / acceptance record).

6.2 Evidence at warehouse (allowed and required)

UDB will maintain warehouse evidence for HV shipments:

- photo set (recommended as a baseline) showing: piece count, markings, outer packaging condition;
- warehouse CCTV/video coverage where available and applicable.

For HV-2/HV-3, warehouse photo set is mandatory unless prohibited by terminal/authority rules.

If customer requests, UDB can provide a standard evidence set upon completion.

6.3 Sealing / tamper-evidence (where feasible)

UDB may apply, depending on cargo type and feasibility:

- tamper-evident tape on cartons; and/or
- pallet/strap sealing where applicable; and/or
- seal number logging where seals are used.

For HV-2/HV-3, seal/tape numbers must be logged and linked to the shipment reference unless prohibited by terminal/authority rules.

6.4 Access discipline (warehouse)

For HV shipments UDB applies:

- restricted access to storage/staging areas (role-based),
- "need-to-handle" principle,
- controlled handover timing (minimize dwell where feasible).

7. Handover controls (terminal/handler)

7.1 Handover proof (always)

For UAE terminal handover, UDB keeps and provides handover proof such as:

- IDG / Instructions of Dispatch of Goods copy with acceptance stamps (and CID/SSD stamp where applicable),
- any available acceptance references and timestamps.

Handover proof (IDG/acceptance stamp and timestamp) must be provided to the customer upon request.

7.2 Photography in restricted terminal areas

Terminal and airport areas may impose security restrictions, including photography limitations. UDB staff must comply with local security/terminal rules. Where photography is not permitted, UDB relies on:

- warehouse evidence (photos/video),
- official handover documents (IDG/receipts),
- partner-issued irregularity reports where applicable.

If packaging failure is discovered at handover and evidence capture is feasible without breaching local rules, UDB may capture minimal evidence to support customer decision-making (e.g., repacking authorization).

8. Tier-specific controls

8.1 HV-1 additions (baseline protected)

- Warehouse evidence set recommended.
- Basic tamper evidence where feasible (tape or sealing).

8.2 HV-2 additions (enhanced)

- Mandatory warehouse photo set (piece count + markings + condition).
- Mandatory tamper-evidence controls unless prohibited by terminal/authority rules (tape and/or seal logging).
- Second verification at warehouse before dispatch (piece count re-check).

8.3 HV-3 additions (critical)

- Dual verification at warehouse: two-person check or supervisor confirmation.
- Minimize storage dwell and reduce custody transitions where feasible.
- Pre-alert escalation readiness (Ops Manager) prior to handover for sensitive routings or theft-attractive goods.

9. Incident handling (loss / tampering / shortage allegations)

If shortage/loss/tampering is alleged or suspected:

- (a) classify as S1/S2 operational security incident (per SLA definitions);
- (b) assign an Incident Owner; and
- (c) preserve and compile evidence, including:
 - warehouse intake evidence (photos/video references),
 - handover proof (IDG copies, stamps, timestamps),
 - internal logs (piece count verification notes, seal logs),
 - partner reports where available (irregularity report / handling notes).

UDB will use best efforts to request third-party evidence preservation where feasible (e.g., CCTV hold reference, access logs, seal checks), subject to third-party cooperation and legal constraints. UDB will record and provide proof of request (e.g., reference number, ticket, or email confirmation) as part of the evidence pack.

Evidence pack (deliverable). For confirmed S1/S2 incidents, UDB will provide an evidence pack within 24 hours after handover (T+24h), subject to third-party confidentiality constraints and legal restrictions. The evidence pack includes (where available):

- piece count, markings, and outer condition evidence (photos/notes),
- seal/tape log (where seals/tamper controls were used),
- IDG/acceptance stamp + timestamp (handover proof),
- weight/acceptance records (if available),
- CCTV reference number or hold request reference (where provided).

10. Customer communication and approvals

- customer approvals are required for chargeable actions (repacking, rework, rebooking, special handling).



- UDB will document approvals in writing (email/messaging channel).

11. Records and retention

UDB retains HV handling evidence and incident records for operational, compliance, and claims support purposes, at least 5 years, unless a longer period is required.

12. Limitations

This SOP describes UDB operational controls and evidence standards. It does not guarantee third-party outcomes and does not expand liability beyond the Terms & Conditions and applicable signed addenda.



DG SOP (2026)

APPLIES TO
UDB Logistics FZCO (DIEZ)

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CONTACT
dg@udb.ae

1. Introduction

A standard operating procedure is being created to assist UDB LOGISTICS FZCO cargo operations staff to perform any function related to the transport of dangerous goods by air in compliance with the national and international Dangerous Goods Regulations, as outlined in the UAE Civil Aviation Regulations (CAR Part VI – Transport of Dangerous Goods by Air, and the IATA Dangerous Goods Regulations (DGR).

Non-compliance with the said Regulations may result in legal adverse consequences to UDB LOGISTICS FZCO. Therefore, all concerned staff must approach this matter with utmost care and responsibility.

Note: Though UDB LOGISTICS FZCO is approved to handle/process all classes and divisions of dangerous goods, physically we will only handle and process the following DG streams as a standard service:

- i) lithium-ion batteries excepted as per Section II of PI 966 and 967 (ELI).
- ii) lithium metal batteries excepted as per Section II of PI 969 and 970 (ELM).
- iii) regulated fragrances/perfumes offered for air transport as DG, subject to shipper or approved-entity classification (e.g., UN 1266 (Class 3) or ID 8000 (Class 9) where applicable), and to applicable IATA DGR requirements and operator acceptance.

Other than the above, the rest of the classes and divisions of dangerous goods will be outsourced to other entities that are approved/certified by the GCAA, based on the most updated “UAE GCAA Dangerous Goods Certified Entities’ List” that the GCAA send to the industry. UDB LOGISTICS FZCO will appoint these approved entities to classify, identify, pack, mark, label and document the DG but will use its own Airwaybill account for the consignment.

2. Objective of this SOPs

The objective of this SOP is to ensure that employees perform operations correctly and consistently to achieve the desired outcome on the correct way to handle and process dangerous goods, in compliance with all applicable national and international requirements.

3. Definition of Dangerous Goods (IATA DGR - Section 1.0)

Dangerous Goods are articles or substances which are capable of posing a hazard to health, safety, property, or the environment and which are shown in the list of dangerous goods in these (IATA DGR) regulations or which are classified according to these regulations (IATA DGR).

4. Classification of Dangerous Goods

- Class 1 - Explosives
 - Division 1.1- Articles and substances having a mass explosion hazard.
 - Division 1.2- Articles and substances having a projection hazard but not a mass explosion hazard.
 - Division 1.3- Articles and substances having a fire hazard, a minor blast hazard and/ or a minor projection hazard but not a mass explosion hazard.
 - Division 1.4 - Articles and substances presenting no significant hazard.
 - Division 1.5 - Very insensitive substances having a mass explosion hazard.
 - Division 1.6 – Extremely insensitive articles which do not have mass explosion hazard.
- Class 2 - Gases
 - Division 2.1 – Flammable gas.
 - Division 2.2 – Non-flammable, non-toxic gas.
 - Division 2.3 – Toxic gas.
- Class 3 - Flammable Liquids. This class has no sub-divisions.
- Class 4 - Flammable Solids; Substances Liable to Spontaneous Combustion; Substances which, in contact with Water, emit Flammable Gases.
 - Division 4.1 – Flammable solids, self-reactive substances and solid desensitized explosives.
 - Division 4.2 – Substances liable to spontaneous combustion.
 - Division 4.3 – Substances which, in contact with water, emit flammable gases.
- Class 5 - Oxidizing Substances and Organic Peroxides
 - Division 5.1 – Oxidizer
 - Division 5.2 – Organic Peroxides
- Class 6 - Toxic and Infectious Substances
 - Division 6.1 – Toxic Substances
 - Division 6.2 – Infectious Substances
- Class 7 - Radioactive Material (no sub-divisions).
- Class 8 - Corrosive (no sub-divisions).
- Class 9 – Miscellaneous Dangerous Substances and Articles Including Environmentally Hazardous Substances. (no sub-divisions).

5. Acceptance Procedures

UDB LOGISTICS FZCO, GCAA Course Code FIT 4.1.D trained employees shall follow below procedures when accepting ELI/ELM for air transport.

- Collect shipment details from shipper.
- Quoting to the shipper. If shipper agree with quotation:
- Book shipment with airline.

- Collect invoice, packing list and any other relevant document from the shipper.
- Check all paperwork and description of item provided by the shipper to confirm if item meets the definition and classification criteria for the air transport of dangerous goods.
- When required or necessary, shipment may be repacked to meet IATA DG Regulations packaging requirements.
- GCAA Course Code FIT 4.1.D trained staff will cross check the shipment again to confirm if all markings, labellings and Packaging free from damage and leakage have been complied with the IATA DG regulations requirements.
- Upon confirmation by the GCAA Course Code FIT 4.1.D trained staff that the shipment is ready for carriage, will hand over the ELI/ELM shipment to the airline/ground handling agent (GHA) for acceptance.
- As per IATA DGR 8.2.1, air waybill accompany dangerous goods consignment shall have the following statements, as applicable in the “Handling Information” box:
 - “Dangerous goods as per associated Shipper’s Declaration” or “Dangerous goods as per associated DGD”
 - “Cargo Aircraft only” or “CAO”

5A. Regulated fragrances/perfumes (UN 1266 / ID 8000) acceptance steps:

- Confirm with shipper the DG classification (UN number / proper shipping name, class, packing group if applicable) and intended transport category (e.g., ID 8000 Consumer commodity where applicable).
- Obtain and review required DG documentation as per IATA DGR and operator requirements (including SDS/MSDS where required).
- Verify packaging, marking and labelling compliance and net quantity limits per package, as applicable.
- Coordinate operator acceptance and any special handling restrictions prior to tender.
- Operator approval reference (email/booking confirmation ID) must be saved in the shipment file.
- Handover to airline/GHA upon confirmation by GCAA Course Code FIT 4.1.D trained staff that the shipment is ready for carriage.

Perfume/Fragrance consignments must not be tendered to the operator/GHA until classification, required documentation (incl. SDS/MSDS and DGD where applicable), packaging/marketing/labeling compliance, and operator acceptance are confirmed.

6. Handling of Dangerous Goods processed by UDB (ELI/ELM and regulated fragrances/perfumes)

UDB LOGISTICS FZCO will accept, handle and process: (a) lithium-ion batteries excepted as per Section II of PI 966 and 967 (ELI); (b) lithium metal batteries excepted as per Section II of PI 969 and 970 (ELM); and (c) regulated fragrances/perfumes shipped as DG, subject to shipper or approved-entity classification (e.g., UN 1266 (Class 3) or ID 8000 (Class 9) where applicable), and to IATA DGR requirements and operator acceptance.

Other than the above, the rest of the classes of dangerous goods will be outsourced to other entities that are approved/certified by the GCAA, based on the most updated “UAE GCAA Dangerous Goods Certified Entities’ List” that the GCAA send to the industry. UDB LOGISTICS FZCO will appoint these approved entities to classify, identify, pack, mark, label and document the DG but will use its own Air waybill account for the consignment.

7. Inspection of Dangerous Goods

- verify package is not damaged/leaking
- verify markings/labels are present and consistent with the shipper-declared classification
- verify required documentation set is complete for the DG stream
- if repacking is required, it must be done only by competent personnel and per applicable rules

8. Documentation Requirement (ELI/ELM)

- Copy of Air Waybill
- Copy of Safety Data Sheet or any relevant as required
- Copy of IDG or SLI
- Packing list and Invoice.
- There is no DGD or UN package certificate as shipment of ELI/ELM do not require DGD

8A. Documentation Requirement (Regulated fragrances/perfumes — UN 1266 / ID 8000)

- Copy of Air Waybill
- DG Declaration / Shipper's Declaration (where required by IATA DGR / operator)
- Safety Data Sheet (SDS/MSDS) where required
- Copy of IDG or SLI (where applicable)
- Packing list and Invoice
- Any operator-specific approvals / acceptance references (where issued)

9. Marking and Labelling (ELI/ELM)

The trained GCAA Course Code FIT 4.1.D staff will do the following for markings and labelling of all ELI and ELM.

Marking

- Check that any relevant mark on the package or overpack already on the package is in the correct location and meets the quality and specification requirements of the Regulations;
- Remove or obliterate any irrelevant mark already on the package or overpack;
- Ensure that all required markings are completely fulfilled when the package or overpack is presented to the operator/ground handling agent for acceptance.

Labelling

- Remove or obliterate any irrelevant labelling already on the package or overpack;
- Use only labels of durable quality and correct specification;
- Affix the appropriate label(s) in the correct location(s) and in a secure manner;
- Ensure that all required labelling are completely fulfilled when the package or overpack is presented to the operator for acceptance.

9A. Marking and Labelling (Regulated fragrances/perfumes — UN 1266 / ID 8000)

The trained staff will verify that all required DG marks/labels for the applicable classification are present, durable, correctly positioned, and compliant with IATA DGR and operator requirements, including any Limited Quantity / Consumer commodity (ID 8000) markings where applicable.

10. Three types of Dangerous Goods Packaging

There are three types of packaging namely UN Specification Packaging, Limited Quantity Packaging and Other Packaging. UDB LOGISTICS FZCO is handling lithium batteries under the excepted ELI/ELM only. Other packaging will be used as the ELI/ELM do not require the UN specification packaging and the Limited Quantity packaging is forbidden for all lithium batteries.

11. Airway Bill Handling Information Statement (IATA DGR 8.2.1- CAR 5.3.6)

Handling information box on the Airway Bill shall include one or more of the following applicable statements:

ELI/ELM Section II (Excepted)

- UDB LOGISTICS FZCO Dangerous Goods Certification Number “GCAA DGCERT #460” (CAR 5.3.6)
- Lithium-ion batteries in compliance with Section II of PI 966
- Lithium-ion batteries in compliance with Section II of PI 967
- Lithium metal batteries in compliance with Section II of PI 969
- Lithium metal batteries in compliance with Section II of PI 970
- Cargo Aircraft Only or “CAO” (if applicable)

Regulated fragrances/perfumes (DG)

- UDB LOGISTICS FZCO Dangerous Goods Certification Number “GCAA DGCERT #460” (CAR 5.3.6)
- Dangerous goods as per associated Shipper’s Declaration (DGD) (where required) — UN 1266 / ID 8000 as applicable
- Cargo Aircraft Only or “CAO” (if applicable)

12. Storage of Dangerous Goods (temporary holding)

UDB does not operate or represent that it operates a dedicated Dangerous Goods warehouse as a standard service. As a standard workflow, DG consignments are collected from shipper premises and tendered to the operator/GHA without storage.

Where temporary holding is operationally required (e.g., airline acceptance windows, cut-offs, documentation correction), any holding is permitted only in accordance with applicable regulations, operator/GHA rules, and at controlled locations such as (i) shipper premises (preferred), (ii) operator/GHA controlled areas, or (iii) certified third-party facilities appointed for DG holding/processing where required.

Non-DG warehousing and high-value handling controls (if offered) are governed by the relevant Security/Quality SOPs and do not imply DG storage capability.

13. Documentation Retention of Records

At least one copy of the documents relevant to the dangerous goods consignment, including rejected shipment documentation, shall be filed for a minimum period of thirty-six (36) months.

Retention applies to all DG consignments, including regulated fragrances/perfumes, with documentation as applicable to the DG stream.

- Copy of Air Waybill.

- Copy of Safety Data Sheet or any relevant supporting document.
- Copy of IDG or SLI.
- Note: There is no DGD or UN package certificate as shipment of ELI/ELM do not require DGD or the use on UN packaging.

14. Training & Assessment requirement

All operations employees are dangerous goods trained by an approved GCAA training provider and the type of training were based on their job function.

UDB LOGISTICS FZCO will ensure strict compliance with the Dangerous Goods Training & Assessment requirements as defined in Section 4 of the UAE Civil Aviation Regulations “CAR PART VI – Transport of Dangerous Goods by Air”.

Assessment will be done for each employee on a yearly basis and this assessment shall be based on the Knowledge, Skills and Attitude of the employees. Assessment may be in the form of ‘test questions’ and/or witnessing the employees while they processing the DG to ensure they follow the correct procedures.

SI No.	Employee Name	Designation	GCAA Course CODE	Attended/ Planning Date	Training Institute	Validity
1	Andrei Krivopalov	Executive Director	Course Code FIT 4.1. D	8 - 11 Dec - 25	DGR Aviation Training Services L.L.C	31-Dec-27
2	Ahsan Nazakat	Cargo officer	Course Code FIT 4.1. D	27 – 30 Oct - 25	DGR Aviation Training Services L.L.C	31-Oct-27

15. UAE State Variations

Currently, UAE has nine State variations and these variations (AEG-01 to AEG-09) are also in the IATA DGR. All GCAA Course Code FIT 4.1.D trained employees will check variation applicability for every consignment of dangerous goods. Our organization acknowledges, understands, and strictly complies with UAE state variations.

16. Emergency Response Procedures/ Guidance

If a package of dangerous goods is damaged, the situation must be handled promptly and correctly. Regardless of the nature of hazard everyone not immediately required in the vicinity must be kept well away. Anyone who may have been affected (harmed or contaminated) must be taken care of and their names and addresses noted.

The person supervising the situation must consult a suitable Dangerous Goods Emergency Chart to see what immediate remedial action may be required. The wrong action may make the situation worse. As soon as possible expert help must be acquired.

There are seldom any established official channels for this; the local telephone directory is usually the best way of getting expert help. In the case of leaking toxins, for instance one could simply call the nearest hospital and get help from their toxicologists.

All handling agents should have an emergency chart in the warehouse, readily available together with types of procedures and kits to handle this type of emergencies.

17. Reporting procedure for Dangerous Goods Accident/ Incident (RODGO)

Any Dangerous Goods occurrence must be reported to GCAA using the GCAA RODGO System.

An initial report must be dispatched within 72 hours of the occurrence. The initial report may be made by any means but a written report must be sent as soon as possible, even if all the information is not available.

Completed reports must be sent to GCAA team e-mail: dangerousgoodsteam@gcaa.gov.ae

Copies of all relevant documents and photographs if any should be attached to the report. This also includes reporting of any mis-declared or undeclared dangerous goods found in cargo while conducting a check or screening.

18. Civil Aviation Regulations (CARs)–Transport of Dangerous Goods by Air, Part VI

Besides the IATA DG Regulations, the air transport of dangerous goods must also be in compliant with the UAE GCAA CAR Part VI. UDB LOGISTICS FZCO GCAA Course Code FIT 4.1.D trained employees have access to the CAR, understand its requirements and will comply with it.

Link to CAR at <https://www.gcaa.gov.ae/en/epublication/pages/cars.aspx?CertID=CARs>

19. Dangerous Goods Post Holder (DGPH)

As per Section 3.4.1 of GCAA CAR Part VI, below is the DGPH representing UDB LOGISTICS FZCO for all matters pertaining the dangerous goods.

Andrei Krivopalov

COVAL – Initial Certification Course: August Monday 12th to 14th August Wednesday, 2024

Certificate Valid till 31st August 2026



Service Levels (SLA) (UAE)

APPLIES TO
UDB Logistics FZCO (DIEZ)

VERSION
v1.0

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18 Feb 2026

OWNER
Operations (Operations Manager)

GOVERNING LAW
UAE / Dubai Courts

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14 Feb 2026

DOC ID
UDB-UAE-SLA-v1.0

CONTACT
ops@udb.ae

1. Purpose

This Service Levels document (“SLA”) describes UDB Logistics’ service response targets, operational communication practices, and escalation schedule for shipments handled under UDB Logistics FZCO (DIEZ) (“UDB”). This SLA is intended to support customer onboarding and due diligence.

2. Scope

This SLA applies to UDB-arranged logistics services, including booking coordination, documentation support, milestone updates, exception management, and claims interface.

Claims handling is governed by the Claims Procedure; this SLA governs the operational interface only.

Carriage and physical handling are performed by carriers, handlers, terminals, and other third parties and remain subject to their operational constraints and terms.

3. Service levels and tiers

UDB offers the following service tiers:

A) Standard (default) — Applies unless a higher tier is expressly agreed in writing.

B) Priority / Control Tower (paid add-on) — Applies only where expressly agreed in writing (quotation, booking confirmation, or service order). This tier provides enhanced response targets and communication cadence for eligible shipments.

Mini-Control Tower for protected shipments. For shipments covered by HV Addendum and/or Value Protection, UDB will apply Priority communication targets for confirmed S1/S2 incidents/exceptions (ACK 2h, updates every 6/12h), at no additional fee.

For Protected Shipments, S1/S2 also use Priority targets for Initial Action Plan and Decision in Sections 7.2 and 7.3.

Where a tier is not explicitly stated, Standard applies.

4. Definitions

- “Business Day” means Monday to Friday in Dubai, excluding UAE public holidays.

- “Business Hours” means 09:00–18:00 Dubai time, unless otherwise agreed.
- “Request” means a customer operational inquiry or instruction submitted to UDB (booking, document request, reroute, hold/release, exception escalation, etc.).
- “Acknowledgement” (ACK) means confirmation of receipt and assignment of the Request, and may include triage, required information list, and next-step timing.
- “Action Plan” means UDB’s initial substantive response describing intended next steps, dependencies, and expected timelines (subject to third-party constraints).
- “Decision” means a clear operational determination by UDB on a Request or exception (e.g., proceed / hold / release / reroute / rebook / cancel; accept / reject / partial accept of an operational instruction), together with the reason and the next steps (subject to third-party constraints).
- “Undisputed Amount” means any portion of a claim or compensation amount that UDB confirms as payable and not subject to dispute, adjustment, or further verification (excluding disputed portions).
- “Required Information” means the minimum information reasonably needed to act on the Request (e.g., AWB/booking ref, clear instruction, and supporting documents where applicable).
- “Protected Shipment” means a shipment covered by a signed HV Addendum and/or Value Protection (as confirmed in writing by UDB).
- “Confirmed incident” means (i) Customer reports facts that meet S1/S2 definition, or (ii) UDB assigns severity in writing — whichever occurs first. UDB may later reclassify with reasons, but targets run from first notification.

5. Public 24/7 Response Target (applies to all tiers)

UDB targets to acknowledge operational Requests within 4 hours, 24/7 (“Response Target”). This Response Target is an acknowledgement and triage target and does not guarantee shipment delivery times, carrier performance, customs outcomes, or third-party actions.

Channels: email and messaging channels designated by UDB for operations (or as otherwise communicated for the shipment/account).

6. Severity levels (S1–S4)

UDB uses severity levels to prioritize Requests and exceptions:

- S1 — Critical (Cargo at immediate risk): uplift at risk, imminent cut-off, urgent compliance hold, DG stop, security incident, theft suspicion, temperature excursion risk, storage escalation risk.
- S2 — High (Major service impact likely): rebooking required, documentation blocking acceptance, misroute, customs/export control clarification needed to proceed, missed milestone with high risk.
- S3 — Normal (Routine operations): status request, document copy request, standard booking changes, standard exception follow-up.
- S4 — Low (Non-urgent / administrative): general questions, non-urgent commercial clarifications, historical documents where not time-sensitive.

Security incident escalation. Any theft suspicion/tampering (S1) triggers immediate escalation to Level 2A and Level 2B, and UDB will initiate evidence preservation requests (CCTV hold, warehouse access logs, seal checks) within 6 hours and record the request reference/recipient.

UDB may adjust severity based on facts, time constraints, and third-party requirements.

7. Response, Decision, and handling targets (Standard vs Priority)

Targets below apply after the Request is received and severity is assigned.

7.1 Acknowledgement target (24/7)

- Standard: within 4 hours (24/7)
- Priority / Control Tower: within 2 hours (24/7)

For protected shipments (HV/Value Protection), S1/S2 use Priority ACK targets for confirmed S1/S2 incidents/exceptions.

7.2 Initial Action Plan target — subject to receiving necessary information and third-party availability.

Where required information is missing, the clock pauses until received.

UDB will still provide ACK/triage and interim updates while awaiting missing Required Information.

Required Information standard. “Required Information” is limited to the minimum necessary identifiers and documents to act. UDB will act on available information and will not delay communications by requesting non-essential information. If additional information is needed beyond the minimum, UDB will (i) proceed with what is available and (ii) specify what cannot be done without the missing item.

S1 Critical

- Standard: within 6 hours (24/7)
- Priority: within 3 hours (24/7)

S2 High

- Standard: within 12 hours (24/7)
- Priority: within 6 hours (24/7)

S3 Normal

- Standard: within 1 Business Day
- Priority: within 8 Business Hours

S4 Low

- Standard: within 2 Business Days
- Priority: within 1 Business Day

7.3 Decision target (operational Requests)

UDB provides a Decision after the Action Plan once required information is available and the relevant operational options are confirmed.

S1 Critical

- Standard: within 12 hours (24/7) from receipt of required info
- Priority: within 6 hours (24/7) from receipt of required info

S2 High

- Standard: within 24 hours (24/7) from receipt of required info
- Priority: within 12 hours (24/7) from receipt of required info

S3 Normal

- Standard: within 2 Business Days from receipt of required info
- Priority: within 1 Business Day from receipt of required info

S4 Low

- Standard: within 5 Business Days from receipt of required info
- Priority: within 2 Business Days from receipt of required info

Notes:

- If a Decision requires carrier/handler/authority confirmation (e.g., space approval, terminal release, security clearance), Decision timing is subject to those parties. UDB will still provide an Action Plan and status updates within the targets above.
- Where the customer has not provided the required information, the clock pauses until information is received.

7.4 Update cadence during open incidents (exception updates)

Once an exception is confirmed (S1/S2), UDB provides proactive updates regardless of milestone availability; where third-party milestones are unavailable, updates will state actions taken, dependencies, and next expected response time.

S1 Critical

- Standard: update at least every 12 hours until stabilized
- Priority: update at least every 6 hours until stabilized

S2 High

- Standard: update at least every 24 hours
- Priority: update at least every 12 hours

For protected shipments (HV/Value Protection), S1/S2 use Priority update cadence.

For S3/S4, updates are milestone-driven and/or upon material change.

For S1 security incidents, updates include evidence preservation status (CCTV hold, access logs, seal checks) until confirmed.

Update content minimum. Each proactive update for S1/S2 must include: (a) current status, (b) last action taken by UDB, (c) action pending with third party, (d) next ETA/time of next update (where available / best estimate), (e) remaining risks and mitigation steps.

Communication independence. Third-party delays do not excuse UDB from meeting ACK and Update Cadence targets. For Action Plans and Decisions that depend on third-party confirmation, UDB will provide an interim Action Plan within the target, stating actions taken, dependencies, and the next expected third-party response time.

8. Milestone visibility and standard communications

UDB provides milestone updates and exception communications based on service scope and available data, which may include (as applicable):

- booking confirmation / space status updates,
- documentation readiness / acceptance confirmation,
- handover confirmation / warehouse release notes (where available),
- uplift / departure / arrival notifications (where available),
- delivery/release milestone (where available).

Evidence pack (where available). For S1/S2 loss/damage/security incidents, UDB will provide the customer with available evidence obtained from third parties (release notes, irregularity reports, photos, seal records, CCTV reference number where provided) within 5 Business Days, subject to third-party confidentiality constraints and legal restrictions.

Note: milestone availability depends on carrier/handler systems and is not always real-time.

9. Documentation support targets

Documentation support is subject to receiving correct and complete information from the customer and third parties.

Standard

- Initial review of a complete document set (invoice/packing list/shipper details): within 1 Business Day
- Re-issue / corrections (where operationally feasible): within 1 Business Day

Priority / Control Tower

- Initial review of a complete document set: within 8 Business Hours
- Re-issue / corrections (where operationally feasible): within 8 Business Hours

Where documents require carrier/authority validation, timelines depend on those parties.

10. SLA + Escalation Schedule (levels, triggers, and response targets)

10.1 Escalation Levels

Level 1 — Operations (Ops): day-to-day handling and coordination

Contact: ops@udb.ae (or assigned account/ops contact)

Level 2A — Operations Manager (Service Owner): operational escalation for S1/S2 service issues

Contact: ops@udb.ae (attention: Operations Manager / Service Owner)

Subject line: ESCALATION – Level 2A – [AWB]

Level 2B — Claims Manager: claim handling oversight once a case is in claims/compensation

Contact: claims@udb.ae

Level 3 — Head of Legal (Legal & Compliance): escalation for disputes, liability/contract interpretation, or high-risk compliance/legal issues

Contact: compliance@udb.ae (Legal escalation route)

Incident Owner. For any S1/S2 exception, UDB will assign an “Incident Owner” (named person or role) responsible for updates and coordination until stabilization/closure.

10.2 When escalation is triggered (rules)

A customer may escalate when any of the following occur:

Operational (S1/S2):

- ACK target missed by more than 2 hours (Standard) or 1 hour (Priority) → Level 2A
- S1 Action Plan target missed by more than 2 hours → Level 2A
- S2 Action Plan target missed by more than 4 hours → Level 2A
- Update cadence missed (S1/S2) by more than one update interval → Level 2A
- S1 not stabilized (risk not reduced / no confirmed path forward) within 24 hours → Level 2A (war-room)
- S1 theft suspicion/tampering or security incident → immediate Level 2A and Level 2B escalation; evidence preservation requests within 6 hours
- Material customer impact dispute (e.g., refusal to action, cancellation dispute, major service failure dispute) → Level 3

Claims / compensation-related:

- If a claim is submitted and ACK / initial assessment timelines in the Claims Procedure are materially missed → Level 2B
- If there is a dispute over coverage, liability, or applicability of HV Addendum / Value Protection → Level 3

10.3 Escalation response targets (handling the escalation itself)

Level 2A (Operations Manager escalation)

- Escalation ACK: within 4 hours (24/7)
- Escalation Action Plan: within 1 Business Day (or within 12 hours 24/7 for S1)

Level 2B (Claims Manager escalation)

- Escalation ACK: within 4 hours (24/7)
- Escalation Action Plan: within 1 Business Day (or within 12 hours 24/7 for S1 security/theft events)

Level 3 (Head of Legal escalation route)

- Escalation ACK: within 1 Business Day
- Position / next-step guidance (non-binding, subject to facts): within 3 Business Days

11. Claims timelines and payment references (cross-reference)

This SLA provides the service interface and escalation schedule for claims. Claims notice, claim pack deadlines, and handling timelines are governed by:

- [Claims Procedure \(UAE\)](#) — UDB-UAE-CLAIMS-v1.0
- [High-Value Customer Compensation Addendum \(UAE\)](#) — UDB-UAE-HVCOMP-v1.0 (where applicable)

No expansion of liability: Nothing in this SLA expands liability or payment obligations beyond the Terms & Conditions and the applicable Claims Procedure / signed addenda.

11.1 Undisputed payment processing

Where applicable under a signed HV Addendum / Value Protection / Insurance terms, once UDB confirms any portion of a customer claim as payable (“Undisputed Amount”) and UDB has received the minimum documents reasonably necessary to pay the Undisputed Amount (even if the remainder of the claim is incomplete or disputed), UDB shall process and pay that Undisputed Amount within 15 Business Days of such confirmation.

If any part is disputed, UDB will pay the undisputed portion within the same timeline and separately communicate the dispute reasons and required verification steps.

Nothing in this section expands liability beyond the Terms & Conditions and applicable signed addenda.

12. Remedies and service credits

12.1 Payment of undisputed (claims)

Where applicable, UDB will pay the Undisputed Amount in accordance with the High-Value Customer Compensation Addendum (UAE) (if signed and applicable) and/or applicable claim handling terms.

12.2 No penalties / no service credits in Standard SLA

This SLA does not provide penalties, liquidated damages, or guaranteed service credits for missed response targets, except as expressly stated in 12.4.

12.3 Priority / Control Tower Addendum (paid)

Where expressly agreed in writing, a separate Priority / Control Tower Addendum may provide additional remedies (e.g., service credits) and reporting, subject to defined caps, exclusions, and measurement rules.

12.4 Standard SLA remedy (limited)

If the trigger conditions occur and the miss is within UDB’s reasonable control, UDB will apply a one-time service credit. Credit amount is fixed as the lesser of (a) AED 3,000 (S1) / AED 1,500 (S2) or (b) 5% of UDB service fee (excluding pass-through charges) for that shipment. No discretion/caps apply other than one credit per shipment. This credit does not constitute an admission of liability.

13. Customer responsibilities (to meet targets)

UDB’s ability to meet targets depends on timely and accurate customer input. Customer should provide:

- AWB/booking reference, route, shipper/consignee details,
- cargo description, weights/dimensions, value evidence where relevant,
- supporting documents (invoice/packing list/permits),
- clear instructions for requested actions (e.g., reroute, hold/release, return).

Delays caused by incomplete or inaccurate information may impact service targets.

14. Exclusions and limitations

This SLA sets service targets for communication, coordination, and handling of Requests. It does not:

- guarantee uplift, departure/arrival times, or delivery outcomes;
- override carrier/handler/terminal rules, cut-offs, or mandatory procedures;



- guarantee customs/export control approvals, screening outcomes, or authority response times;
- create insurance coverage or expand liability beyond the applicable commercial terms.

For claims, the Claims Procedure (UAE) applies. Where a signed compensation addendum applies, its specific terms govern.

15. Measurement and reporting (Priority / Control Tower)

For Priority / Control Tower customers, UDB may provide periodic service reporting (where agreed), such as:

- response/acknowledgement performance summaries,
- exception volume and categories,
- recurring root-cause themes (carrier/handling/document causes),
- corrective action themes where applicable.

Reporting scope and format are agreed in writing.

16. Updates

UDB may update this SLA from time to time. The latest version is published in the Legal & Compliance Hub. If changes materially affect an agreed Priority / Control Tower service, UDB will communicate updates to affected customers as reasonably practicable.



Supplier Due Diligence (UAE)

APPLIES TO
UDB Logistics FZCO (DIEZ)

VERSION
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EFFECTIVE DATE
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UDB-UAE-SUPPLIER-DUE-DILIGENCE-v1.0

CONTACT
compliance@udb.ae

1. Purpose

This Supplier Due Diligence framework describes how UDB Logistics FZCO (DIEZ) (“UDB”) screens, approves, and periodically re-assesses suppliers and operational partners to reduce compliance, security, and service risks in connection with logistics services arranged by UDB in the UAE.

2. Scope

This framework applies to suppliers and third parties engaged by UDB to support shipment execution and related services, including (as applicable):

- airlines / GSA / carrier-related counterparties;
- ground handlers and terminal operators (e.g., cargo terminals);
- trucking / transport partners;
- warehouses and bonded facilities;
- DG service partners and packing/repacking vendors;
- screening/security service providers;
- customs brokers/agents (where used);
- IT/communications service providers supporting operational processing (where relevant);
- any subcontractor with custody access to cargo, shipment documents, or customer data.

This document is intended for onboarding and risk controls. It does not replace shipment-specific operational decisions or third-party contractual terms.

3. Due diligence approach and tiers

UDB applies a tiered due diligence approach based on risk profile, custody exposure, and regulatory sensitivity.

3.1 Tier A — Standard

Use when: low-to-moderate risk supplier, established market participant, limited custody exposure, low compliance complexity.

Typical examples: established trucking partner for standard routes, basic service vendors with limited access.

3.2 Tier B — Enhanced

Use when: supplier has direct custody access, handles sensitive documentation, operates in higher-risk lanes, or supports regulated workflows (DG/export controls).

Typical examples: warehouse partners, transport partners with custody, DG packing/repacking, customs interface support.

3.3 Tier C — Critical (High-Value / High-Risk)

Use when: supplier is involved in high-value shipments, theft-attractive commodities, sensitive routings, security incident history, or strategic goods controls.

Typical examples: high-value warehouse custody, high-risk trucking, regulated/strategic goods workflows, special security chain-of-custody requirements.

Tier assignment is determined by UDB based on custody access, value exposure, compliance risk, routing, and supplier history. UDB may upgrade or downgrade tiers at any time based on new risk information.

4. Minimum onboarding pack (supplier information)

Unless not feasible due to market structure (e.g., certain monopoly/authority-operated terminals), UDB requests the following baseline information before approval:

4.1 Supplier identification (minimum)

- Legal name and trade name (if different)
- Registration/trade license evidence (UAE or relevant jurisdiction)
- Registered address and operational site(s)
- Authorized signatory / management contact
- VAT status (if applicable in their jurisdiction)
- Bank account details for payments (where relevant)

4.2 Operational capability (minimum)

- Description of services provided
- Coverage (locations, routes, operating hours)
- Primary contact(s) for operations and escalation
- Any special capabilities (DG, temperature handling, bonded ops)

4.3 Insurance and liability (where applicable)

Where the supplier provides custody/transport/warehouse services, UDB may request evidence of applicable insurance and/or standard liability terms (as available), recognizing that coverage varies by supplier and market practice.

5. Compliance screening and checks

UDB performs compliance checks proportionate to the supplier tier and role.

5.1 Sanctions and restricted party screening

UDB screens supplier legal name and relevant principals (where available) against:

- UN sanctions lists

- UAE applicable lists and requirements
- and, where commercially required, additional lists (e.g., OFAC / UK / EU), depending on banking, carrier, insurance, or customer requirements.

Potential matches are escalated for manual review. Confirmed matches result in rejection or termination, subject to applicable law.

5.2 Export control / strategic goods exposure

Where the supplier supports export control workflows or strategic goods handling, UDB may assess:

- ability to support approvals/clearances;
- operational controls to prevent unauthorized release;
- documentation handling discipline.

5.3 Adverse media and integrity flags (risk-based)

For Tier B/C suppliers (and where reasonable), UDB may perform basic adverse media review and consider integrity risk indicators (e.g., fraud, theft allegations, repeated compliance issues).

6. Security & quality controls (operational due diligence)

For suppliers with custody access (especially Tier B/C), UDB assesses operational security and quality controls proportionate to risk. This may include:

6.1 Cargo security and access discipline

- access control to cargo areas (restricted access / role-based control where feasible);
- visitor and staff controls where applicable;
- measures to reduce dwell time and unauthorized access.

6.2 Evidence and chain-of-custody (where applicable)

For Tier C or high-value workflows, UDB may require or prioritize:

- ability to provide handover proof / acceptance record;
- piece count / condition checks at key handover points;
- incident evidence preservation support (e.g., CCTV retention request process).

6.3 Incident handling capability

- ability to raise irregularity reports where applicable;
- internal escalation contacts and response expectations;
- cooperation on evidence preservation and factual timelines.

6.4 Quality and performance signals

UDB may track and review supplier performance using:

- on-time execution reliability;
- recurring exception causes;
- documentation error rate;
- incident frequency and responsiveness.

Where supplier evidence is not available due to terminal/authority restrictions, UDB will rely on available handover documentation and internal records.

6.5 Critical supplier controls (approved list)

- For high-value custody, transport, and terminal handling, UDB uses only suppliers that are approved under this framework.
- Approved suppliers are reviewed at least annually (Tier B/C) and after material incidents; corrective actions are applied where required.
- Under NDA, UDB can confirm supplier categories and the level of controls applied for the customer's use case.
- Before the first high-value shipment, UDB will issue a written supplier assurance letter (under NDA) covering: supplier categories used for the customer's lane (e.g., trucking/warehouse/handler/security), the due diligence tier (A/B/C), and the specific controls applied for the use case.

7. Approval, contracting, and onboarding outcome

Supplier onboarding outcomes may include:

- Approved (Tier A/B/C) — supplier may be used subject to operational feasibility;
- Approved with conditions — use is permitted only under stated constraints (e.g., limited commodities/routings);
- Pending — additional information required before approval;
- Rejected — supplier cannot be used due to risk/compliance issues.

Approval under this framework does not guarantee use on every shipment. Operational selection remains subject to routing feasibility, carrier/terminal constraints, and customer requirements.

8. Re-assessment and monitoring

UDB re-assesses suppliers using:

- periodic review (typically at least annually for Tier B/C where feasible); and/or
- event-driven review, triggered by:
 - security incidents (theft/tampering allegations);
 - repeated operational failures or material SLA breaches;
 - compliance/sanctions changes or adverse media alerts;
 - ownership/management changes or license lapses;
 - regulatory or authority concerns.

UDB may suspend a supplier pending review where risk is material.

9. Red flags and escalation (stop/go discipline)

UDB escalates to Compliance (and may suspend use) if any of the following occurs:

- confirmed sanctions/restricted party hit;
- refusal to provide basic identity/license evidence (where reasonable);
- repeated theft/shortage allegations with unresolved evidence concerns;
- suspicious documentation behavior or integrity concerns;



- material safety or DG compliance failures;
- inability to provide minimal handover proof for custody services.

Decisions may include: continued use, restricted use, suspension, or termination.

10. Recordkeeping and retention

UDB retains due diligence records and supporting evidence for operational and compliance purposes, typically at least 5 years, unless a longer period is required by law or business need.

11. Limitations and no legal advice

This framework describes UDB's internal due diligence approach and does not constitute legal advice. UDB may not be able to obtain all information for all suppliers due to market structure (e.g., authority-run terminals) or operational constraints. UDB applies reasonable, risk-based efforts to maintain practical controls.

12. Contact

For supplier due diligence inquiries or onboarding requests, contact: compliance@udb.ae



Supplier Onboarding Checklist (UAE)

APPLIES TO
UDB Logistics FZCO (DIEZ)

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v1.0

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Compliance (Head of Compliance)

GOVERNING LAW
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CONTACT
compliance@udb.ae

1. Purpose

This checklist provides a practical onboarding and approval workflow for suppliers and operational partners used by UDB Logistics FZCO (DIEZ) (“UDB”) in the UAE.

2. Supplier categorization (select one)

Category (service type):

- Airline / GSA / carrier-related counterparty
- Ground handler / terminal operator
- Trucking / transport partner
- Warehouse / bonded facility
- DG partner / packing / repacking vendor
- Screening / security service provider
- Customs broker/agent (where applicable)
- IT / communications provider (where operationally relevant)
- Other: _____

Risk Tier: Tier A (Standard) Tier B (Enhanced) Tier C (Critical/HV)

3. Minimum onboarding pack (required where feasible)

3.1 Identity / registration

- Legal name + trade name (if different)
- Trade license / registration evidence (or equivalent)
- Registered address + operating address(es)
- Authorized signatory / management contact
- Bank details (if paid by UDB)
- VAT status (if applicable)

3.2 Operational capability

- Service description and scope
- Coverage (locations, routes, operating hours)
- Operational escalation contact(s) 24/7 (if applicable)
- Commodity limits (DG, lithium, high-value, restricted goods)

4. Compliance screening (minimum)

- Sanctions / restricted party screening completed (supplier legal name)
 - Screening outcome: Clear Potential match (manual review) Confirmed match (reject/escalate)
 - Export control / strategic goods exposure: Not applicable Applicable (notes / approvals workflow)
-
- Adverse media check (Tier B/C, where reasonable): Done Not required

5. Security & quality checks (risk-based)

Tier A (Standard)

- Basic custody exposure understood
- Basic handover proof availability confirmed (where relevant)

Tier B (Enhanced) — add

- Custody/access controls described (warehouse/trucking)
- Incident cooperation capability confirmed
- Documentation discipline confirmed (where relevant)

Tier C (Critical/HV) — add

- Ability to support chain-of-custody evidence (handover proof / timestamps)
- Evidence preservation support (e.g., CCTV retention request process)
- Security escalation contacts confirmed
- HV handling feasibility confirmed (seals/tamper evidence where applicable)

6. Insurance / liability (where applicable)

- Evidence of relevant insurance requested (custody/warehouse/transport)
- Supplier liability/terms noted (where available)

Notes: _____

7. Approval decision

Decision: Approved Approved with conditions Pending Rejected

Tier assigned: A B C

Approved services/routing limitations (if any): _____

Approver (Compliance): _____ Date: _____

Approver (Ops/Finance if required): _____ Date: _____



8. Review / re-assessment

Review type: Annual (Tier B/C where feasible) Event-driven

Next review date (if applicable): _____

Triggers: incidents / repeated failures / license lapse / compliance flags.

Approved Supplier List (UAE) — Public Summary

APPLIES TO
UDB Logistics FZCO (DIEZ)

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v1.0

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1. Purpose

This document provides a high-level public summary of UDB’s approved supplier coverage by category. It does not disclose supplier identities and is intended to support customer due diligence.

2. What this list is (and is not)

- This is a coverage summary (“available / not available”) by supplier type.
- Supplier names, commercial terms, and routing details are confidential and are not disclosed unless required by law or expressly agreed in writing.
- “Available” means UDB maintains one or more approved suppliers in that category, subject to operational feasibility, capacity, and compliance checks for the specific shipment.
- This summary does not guarantee availability for every lane, date, commodity, or authority requirement.

3. Approved supplier coverage (summary)

Category	Available (Yes/No/Case-by-case)	Notes (high-level)
Airlines / GSA / carrier counterparty interfaces	Yes	Subject to route and space availability.
Ground handling / terminal (UAE)	Yes	Subject to terminal rules and access controls.
Trucking (DXB / DWC freezones, local)	Yes	Vehicle type and timing subject to availability.
Inter-airport transfer trucking (DWC ↔ DXB)	Yes	Subject to cut-offs and security procedures.
Warehousing (DXB / DWC)	Yes	UDB-managed and/or approved partners (as applicable).

Category	Available (Yes/No/Case-by-case)	Notes (high-level)
DG support partners (GCAA-certified, where required)	Yes	DG acceptance subject to IATA/carrier approval.
Lithium battery handling support (ELI/ELM, Section II where applicable)	Yes	Subject to documentation and compliance.
Screening / security support services	Yes	Subject to authority/terminal requirements.
Customs interface support (export/import where applicable)	Yes	Subject to authority procedures and customer docs.
Trade compliance screening resources	Yes	Sanctions/export control screening applies.
Temperature-controlled solutions	Case-by-case	Availability depends on lane, airline, packaging, and equipment.
High-value security support (seals/tamper-evidence, controlled handling)	Yes	Subject to feasibility and security restrictions.

4. Tiering and high-value handling

For high-value or protected shipments, UDB applies enhanced controls under its High-Value Security SOP (UAE) and may require approved suppliers suitable for higher-risk tiers (HV-2/HV-3), subject to feasibility.

5. Updates

UDB may update this document from time to time. The latest version is published in the Legal & Compliance Hub.