



# Priority / Control Tower Addendum (UAE)

APPLIES TO  
UDB Logistics FZCO (DIEZ)

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v1.0

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OWNER  
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## 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.