



# High-Value Security SOP (UAE)

APPLIES TO  
UDB Logistics FZCO (DIEZ)

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## 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.