UDB Logistics

Security & Quality Overview (UAE)

APPLIES TO
UDB Logistics FZCO (DIEZ)

GOVERNING LAW
UAE / Dubai Courts

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OWNER
Operations (Operations Manager)

CONTACT
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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.