



Service Levels (SLA) (UAE)

APPLIES TO
UDB Logistics FZCO (DIEZ)

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v1.0

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OWNER
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GOVERNING LAW
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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.