



Compliance & Licenses (HK)

APPLIES TO
UDB Logistics Limited

VERSION
v1.0

LAST UPDATED
28 Apr 2026

OWNER
Compliance (Head of Compliance)

GOVERNING LAW
Hong Kong SAR

EFFECTIVE DATE
1 Apr 2026

DOC ID
UDB-HK-LICENSES-v1.0

CONTACT
compliance@udb.com.hk

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

A. Contracting entity (HK)

Contracting entity: UDB Logistics Limited

Jurisdiction: Hong Kong SAR

Contact: compliance@udb.com.hk

Registration evidence: see Hong Kong Business Registration verification below.

B. Hong Kong Business Registration

Official verification (recommended)

[Verify on Companies Registry \(Hong Kong government\)](#)

If the Companies Registry viewer is unavailable or slow:

- [Business Registration Certificate \(PDF\)](#) — official business registration evidence
- [Branch Registration Certificate \(PDF\)](#) — official branch registration evidence
- [Certificate of Incorporation \(PDF\)](#) — official incorporation evidence

C. How to verify (checklist)

- Open [Verify on Companies Registry \(Hong Kong government\)](#) to verify incorporation/company status.
- Review the Business Registration Certificate and Branch Registration Certificate for IRD business registration details.
- Confirm the key fields match:
 - Company name: UDB Logistics Limited
 - Business Registration No.: 79628409
 - Business Registration Certificate details
 - Branch Registration Certificate details, if applicable

- Certificate of Incorporation details
- Current company status, as shown in the Companies Registry record
- Keep evidence for onboarding: save CR/IRD result screenshot or PDF print where available.

Official instruction: [Companies Registry verification guide](#)

D. Aviation Security & DG Certifications (Hong Kong)

D1. Company-level aviation security verification

- [Regulated Agent Registration \(RA35792\)](#) — [Civil Aviation Department letter \(PDF\)](#)
- [Official CAD Register of Regulated Agents](#) — UDB Logistics Limited can be verified in the CAD Register, either by Regulated Agent Code or Company Name.

D2. Staff RAR security training certificates (PDF)

- [Chui Chun Wah — Regulated Agent Regime \(RAR\) Security Training Certificate](#)
- [Leung Tim Man — Regulated Agent Regime \(RAR\) Security Training Certificate](#)

D3. Staff DG-CBTA training certificates (PDF)

- [Leung Tim Man — Dangerous Goods CBTA Training Certificate \(Role b & d\)](#)
- [Chui Chun Wah — Dangerous Goods CBTA Training Certificate \(Role b & d\)](#)

Training and certificate validity can be verified via Alliance Knowledge Management Ltd and, where applicable, the Hong Kong Civil Aviation Department (CAD).

Certificates shown are selected records for due diligence sampling. Additional staff certification records are available under controlled disclosure upon request.

E. Banking reference (Confidential / KYB)


- [Bank Reference Letter \(HSBC\) — public version \(redacted\)](#)
- Public version (redacted): confirms bank name and account holder (UDB Logistics Limited); no full bank account number, SWIFT/payment details, or sensitive banking details are published.
- Full version: available to verified counterparties for KYB/KYC and onboarding, shared under NDA (or where legally required).
- Request via: compliance@udb.com.hk
- 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.

請沿虛線剪下並將有效的商業/分行登記證展示在營業地點。

Please cut along the dotted line and display the valid business/branch registration certificate at business address.

<p>正本 ORIGINAL</p> <p>複本 DUPLICATE</p>	<p>表格 2 FORM 2 《商業登記條例》(第 310 章) BUSINESS REGISTRATION ORDINANCE (Chapter 310) 《商業登記規例》 BUSINESS REGISTRATION REGULATIONS 商業 / 分行登記證 Business / Branch Registration Certificate</p> 	<p>[第 5 條] [regulation 5]</p>
業務 / 法團所用名稱 Name of Business/ Corporation	UDB LOGISTICS LIMITED	
業務 / 分行名稱 Business/ Branch Name	* * * * *	
地址 Address	RM D, 4/F CENTURY CTR 33-35 AU PUI WAN ST FO TAN HONG KONG	
業務性質 Nature of Business	CORP	
法律地位 Status	BODY CORPORATE	
生效日期 Date of Commencement	屆滿日期 Date of Expiry	登記證號碼 Certificate No.
19/01/2026	18/01/2027	79628409-000-01-26-4
		登記費及徵費 (APP) Fee and Levy
		\$2,200 (登記費 FEE = \$ 2,200) (徵費 LEVY = \$ 0)
請注意下列《商業登記條例》的規定：		
Please note the following requirements of the Business Registration Ordinance:		
1. 第 6(6)條規定任何業務獲發商業登記證或分行登記證，並不表示該業務或經營該業務的人或受僱於該業務的僱員已遵從有關的任何法律規定。	1. Section 6(6) provides that the issue of a business registration certificate or a branch registration certificate shall not be deemed to imply that the requirements of any law in relation to such business or to the persons carrying on the same or employed therein have been complied with.	
2. 第 12 條規定各業務須將其有效的商業登記證或有效的分行登記證於每一營業地點展示。	2. Section 12 provides that valid business registration certificate or valid branch registration certificate shall be displayed at every address where business is carried on.	
機印所示登記費及徵費收訖。 RECEIVED FEE AND LEVY HERE STATED IN PRINTED FIGURES.		
15/01/2026	282029590	\$2,200.00
IRDB101B (12/2010)		

繳款後，請沿虛線剪下並將有效的商業/分行登記證展示在營業地點。

Please cut along the dotted line after making payment and display the valid business/branch registration certificate at business address.

正本 ORIGINAL	表格 2 FORM 2 《商業登記條例》(第 310 章) BUSINESS REGISTRATION ORDINANCE (Chapter 310) 《商業登記規例》 BUSINESS REGISTRATION REGULATIONS	[第 5 條] [regulation 5]	
XXXXXX XXXXXXXXXX	商業 分行登記證 XXXXXX Branch Registration Certificate		
業務 / 法團所用名稱 Name of Business/ Corporation	UDB LOGISTICS LIMITED		
業務 / 分行名稱 Business/ Branch Name	UDB LOGISTICS LIMITED		
地址 Address	LOT 1889 LOT 1895RP DD125 HA TSUEN YUEN LONG NT		
業務性質 Nature of Business	LOGISTICS		
法律地位 Status	BODY CORPORATE		
生效日期 Date of Commencement	屆滿日期 Date of Expiry	登記證號碼 Certificate No.	登記費及徵費 Fee and Levy
20/01/2026	18/01/2027	79628409-001-01-26-5	\$80 (登記費 FEE = \$80) (徵費 LEVY = \$ 0)
請注意下列《商業登記條例》的規定：			
Please note the following requirements of the Business Registration Ordinance:			
1. 第 6(6)條規定任何業務獲發商業登記證或分行登記證，並不表示該業務或經營該業務的人或受僱於該業務的僱員已遵從有關的任何法律規定。		1. Section 6(6) provides that the issue of a business registration certificate or a branch registration certificate shall not be deemed to imply that the requirements of any law in relation to such business or to the persons carrying on the same or employed therein have been complied with.	
2. 第 12 條規定各業務須將其有效的商業登記證或有效的分行登記證於每一營業地點展示。		2. Section 12 provides that valid business registration certificate or valid branch registration certificate shall be displayed at every address where business is carried on.	
繳款時請將此 商業 分行登記證及繳款通知書完整交出。在付款後，本繳款通知書方成為有效的 商業 分行登記證。(請參閱背頁繳款辦法所載內容。)			
Please produce this certificate and demand note intact at time of payment. This demand note will only become a valid business branch registration certificate upon payment. (Please see payment instructions overleaf.)			
機印所示登記費及徵費收訖。 RECEIVED FEE AND LEVY HERE STATED IN PRINTED FIGURES.			
#20202 22/01/26 56838157 615531 CHQ		\$80.00 H	

編號 79628409

No.



公司註冊處
COMPANIES REGISTRY

公司註冊證明書
CERTIFICATE OF INCORPORATION

本人謹此證明
I hereby certify that

UDB LOGISTICS LIMITED

於本日根據香港法例第622章《公司條例》
is this day incorporated in Hong Kong under the Companies Ordinance
在香港成立為法團，此公司是一間
(Chapter 622 of the Laws of Hong Kong), and that this company is
有限公司。
a limited company.

本證明書於二〇二六年一月十九日發出。
Issued on 19 January 2026.

香港特別行政區公司註冊處處長黃潔怡

Ms Kinnie WONG

Registrar of Companies
Hong Kong Special Administrative Region

註 Note :

公司名稱獲公司註冊處註冊，並不表示獲授予該公司名稱或其任何部分的商標權或任何其他知識產權。

Registration of a company name with the Companies Registry does not confer any trade mark rights or any other intellectual property rights in respect of the company name or any part thereof.



民航處
CIVIL AVIATION
DEPARTMENT

香港特別行政區政府
The Government of the Hong Kong Special Administrative Region

香港大嶼山香港國際機場
東輝路1號民航處總部
Civil Aviation Department Headquarters
1 Tung Fai Road, Hong Kong International Airport,
Lantau, Hong Kong

電話 Tel:
圖文傳真 Fax:
檔案編號 Our ref: LM (3575) in AS/SEC/1/4/2/1
來函編號 Your ref:

By Post & Email
2 April 2026

Andrei Krivopalov
Director
UDB LOGISTICS LIMITED
Lot 1889, Lot 1895RP
DD125 Ha Tsuen
Yuen Long

Dear Sir/Madam,

Application for Registration as Regulated Agent (RA)

I am pleased to inform you that your application for registration as Regulated Agent (RA) has been accepted.

The Regulated Agent code **RA35792** is allocated to you. Please be reminded that it is your responsibility to ensure the compliance of your air cargo operations with the requirements of the Regulated Agent Regime (RAR). Please refer to the following website for details.

https://www.cad.gov.hk/english/newrar_rareg.html

Our officers will conduct inspections on your company's air cargo security operations to oversee your compliance with the above requirements. You may be given notice prior to the inspections.

If there is any change of the information contained in your Regulated Agent application form, you shall duly inform the Civil Aviation Department in writing as soon as reasonably possible. For enquiry, please contact our security inspector at 2910 6880.

Yours faithfully,



Aviation Security Section
Airport Standards Division
Civil Aviation Department



ALLIANCE

Certificate

Certificate of Completion

This is to certify that

Chui Chun Wah ID/Passport No. Z440046(2)

has completed and successfully passed

Regulated Agent Regime (RAR) Security Training

conducted in accordance with the training programme required

by the

Civil Aviation Department,

Hong Kong SAR

on

29 Jan 2026

*Authorized Signature
Alliance Knowledge Management Ltd.*



Certificate Number – RART 9502

Certificate

Certificate of Completion

This is to certify that

Leung Tim Man ID/Passport No. Y470276(8)

has completed and successfully passed

Regulated Agent Regime (RAR) Security Training

conducted in accordance with the training programme required

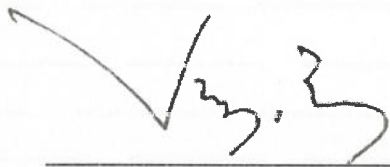
by the

Civil Aviation Department,

Hong Kong SAR

on

29 Jan 2026



*Authorized Signature
Alliance Knowledge Management Ltd.*



Certificate Number – RART 9503



ALLIANCE

Certificate of Completion

This is to certify that

Leung Tim Man ID/Passport No. Y470276(8)

has completed and successfully passed

Dangerous Goods - CBTA Training Role b & d

(for Personnel of freight forwarders responsible for processing or accepting goods presented as general cargo & Personnel of freight forwarders responsible for handling cargo in a warehouse and loading and unloading unit load devices)

List of Competency elements

- ✓ Process/accept cargo of undeclared dangerous goods
- ✓ Plan loading and Prepare load for aircraft
- ✓ Safety data reporting (Dangerous goods occurrences)
- ✓ General awareness and safety training (including emergency response procedures)

conducted in accordance with the training programme required

by the

Civil Aviation Department,
Hong Kong SAR

on 16 Jan 2026

Valid till 31 Jan 2028

Authorized Signature
Alliance Knowledge Management Ltd.



Certificate Number – KMDGbd25 8137

CAD Approval: DGT013/APSD/2025

Certificate



ALLIANCE

Certificate of Completion

This is to certify that

Chui Chun Wah ID/Passport No. Z440046(2)

has completed and successfully passed

Dangerous Goods - CBTA Training Role b & d

(for Personnel of freight forwarders responsible for processing or accepting goods presented as general cargo & Personnel of freight forwarders responsible for handling cargo in a warehouse and loading and unloading unit load devices)

List of Competency elements

- ✓ Process/accept cargo of undeclared dangerous goods
- ✓ Plan loading and Prepare load for aircraft
- ✓ Safety data reporting (Dangerous goods occurrences)
- ✓ General awareness and safety training (including emergency response procedures)

conducted in accordance with the training programme required

by the

*Civil Aviation Department,
Hong Kong SAR*

on 16 Jan 2026

Valid till 31 Jan 2028

*Authorized Signature
Alliance Knowledge Management Ltd.*



Certificate Number – KMDG6d25 8140

CAD Approval: DGT013/APSD/2025

Certificate



Company Name 公司名稱: UDB LOGISTICS LIMITED
Application ID 申請編號: HK260*****
Account No. 賬戶號碼: 853-*****-838

HKD Dollar Savings 港元儲蓄: 853-*****-838
HKD Dollar Current 港元往來: 853-*****-001
Foreign Currency Savings 外幣儲蓄: 853-*****-838
(USD, GBP, CAD, AUD, JPY, NZD, EUR, RMB, SGD, CHF and THB)

Note 注意: Please place sufficient funds in your Current Account before issuing cheques.
請於發支票前確定進元往來賬戶有足夠資金。

Information on Remittances 匯款須知:

Inward payments 匯入匯款:
SWIFT Code 國際匯款識別碼: HSBCHKHHHKH
Beneficiary Bank Name 銀行名稱: HSBC Hong Kong
Beneficiary Bank address 受款銀行地址: 1 Queen's Road Central, Hong Kong

Beneficiary Bank Code 銀行代碼: 004 (For local transfer only)
Beneficiary Bank Branch Code: 853-
Beneficiary Bank Account No: ***** 838

Outward payments - please send your Telegraphic Transfer Instruction form to:

匯出匯款 - 請將匯出電匯申請書寄往:

HSBC Network Services Centre
Payment Services Department
1/F, Tower 2, HSBC Centre
1 Sham Mong Road
Kowloon,
Hong Kong

Note: Paper Telegraphic Transfer Instruction Form can be downloaded at www.hsbc.com.hk/commercial
by clicking "Forms and documents" on the left, "Making Payments" section.

電匯申請書可於 www.hsbc.com.hk/commercial 下載; 請點選 "中文"(右上方), "表格及申請表" (左下方), 付賬服務部份。

Any queries, please call our Direct Financial Service Hotline at (852) 2748 8288.

若有任何查詢, 請於致電 (852) 2748 8288與綜合理財中心職員聯絡。



Terms & Conditions (HK)

APPLIES TO
UDB Logistics Limited

VERSION
v1.0

LAST UPDATED
28 Apr 2026

OWNER
Legal & Compliance (Head of Legal)

GOVERNING LAW
Hong Kong SAR

EFFECTIVE DATE
1 Apr 2026

DOC ID
UDB-HK-TERMS-v1.0

CONTACT
compliance@udb.com.hk

1. Definitions

- "UDB", "we", "us" means UDB Logistics Limited, Hong Kong SAR.
- "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, terminal operators, warehouse operators, screening/security service providers, and any subcontractors involved in carriage, handling, screening, storage, release, or delivery.
- "Regulated Agent / RA" and related air cargo security terms refer to applicable Hong Kong air cargo security requirements and procedures, where relevant to the Shipment.

2. Contracting entity & scope

These Terms apply to services provided or arranged by UDB Logistics Limited unless another UDB contracting entity is expressly stated in the quotation, service order, AWB, or written agreement. 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, logistics coordinator, Regulated Agent / air cargo security participant where applicable, 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, screening/security, licensed/controlled goods handling, warehouse/temporary holding, regulated cargo / DG handling, terminal fees, 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, security status information where applicable, DG/controlled goods information, and any required permits, licences, approvals, or supporting documents. 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 (including IATA DGR / ICAO Technical Instructions, CAD requirements where applicable), carrier/operator acceptance, and UDB's DG & Lithium Policy (HK). Typical special commodities handled by UDB include consumer electronics, lithium battery shipments (ELI/ELM under applicable rules), and regulated fragrances/perfumes. Other DG classes may be handled on request through qualified partners where applicable. 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, customs, strategic commodities, and air cargo security laws/requirements and must not request UDB to handle shipments that are prohibited or restricted. Customer is responsible for providing accurate HS codes, technical specifications, licenses/permits, end-use/end-user information, and supporting documents upon request. UDB may hold, refuse, suspend, or terminate services if compliance concerns remain unresolved. [See Trade Compliance \(HK\) 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 \(HK\)](#), including COI timing and evidence of cover.

9. Limitation of liability (forwarder / arranging party)

- To the extent permitted by applicable law, 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, AWB conditions, applicable conventions, mandatory air carriage rules, and/or other rules that apply to the transport document used.
- To the extent permitted by applicable law, 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.

Nothing in these Terms excludes or limits liability where such exclusion or limitation is prohibited by mandatory applicable law.

9A. Enhanced compensation (High-Value Addendum)

Enhanced customer compensation may be available only under a separately signed “High-Value Customer Compensation Addendum (HK)” 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/DG/Regulated Agent 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 (HK) available in the Legal & Compliance Hub, including required notice and documentation deadlines. If a High-Value Customer Compensation Addendum (HK) 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.

UDB may request customer cooperation where required by mandatory law, carrier/terminal procedures, aviation security requirements, or claim recovery steps.

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 Hong Kong SAR and disputes are subject to the courts of Hong Kong, 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 (HK)

APPLIES TO
UDB Logistics Limited

VERSION
v1.0

LAST UPDATED
28 Apr 2026

OWNER
Finance (Finance Manager)

GOVERNING LAW
Hong Kong SAR

EFFECTIVE DATE
1 Apr 2026

DOC ID
UDB-HK-CHARGES-v1.0

CONTACT
finance@udb.com.hk

1. Purpose

This Schedule of Charges sets out UDB's standard commercial charges and billing rules for logistics services arranged by UDB Logistics Limited ("UDB") in Hong Kong.

2. General billing rules

2.1 Currency

Default currency: HKD unless agreed otherwise in writing.

2.2 Tax / duty / government / third-party charges

Hong Kong does not currently apply VAT/GST. Any applicable tax, duty, levy, government charge, customs charge, terminal charge, Tradelink charge, carrier charge, warehouse charge, screening charge, or other third-party fee may be charged where applicable.

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, DG, security, and operational 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, including terminal/handling charges, waiting time, documentation re-submission, rework required by authorities/partners, warehouse charges, security screening, additional handling, or carrier/terminal changes.
- UDB will provide supporting explanation and references where available, such as terminal invoice reference, warehouse reference, Tradelink reference, carrier/GHA reference, or partner 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: available 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, warehouse, Tradelink, screening, or partner cost breakdown unless required by law or expressly agreed in writing.

3. Core UDB service fees

3.1 Standard handling / coordination

Charge item	Standard charge
Standard handling / coordination fee	HKD 455 per AWB / MAWB / HAWB

3.2 Documentation and rework

Charge item	Standard charge
Invoice / packing list / document correction or rework, standard	HKD 650 per document set
Multi-page or complex rework	Quoted case-by-case
AWB / HAWB / MAWB amendment	HKD 650 per amendment + carrier/terminal charges where applicable

3.3 Labels and marking

Charge item	Standard charge
ELI / DG label	HKD 1 per pc, minimum HKD 50
Export AWB label / shipping mark label	HKD 1 per pc, minimum HKD 50

4. Hong Kong customs / declaration / trade interface

4.1 Tradelink / declaration support

Charge item	Standard charge
Tradelink import/export declaration submission	0.02% of invoice value + HKD 350 UDB processing
Tradelink amendment / re-submission	HKD 780 per amendment / re-submission + government / Tradelink charges where applicable
Import Declaration Fee	HKD 420 per MAWB
Custom Clearance	HKD 375 per customs code / HAWB

Government, Tradelink, customs, authority, penalty, late declaration, amendment, and third-party charges may apply separately unless included in an all-in quote.

4.2 Strategic commodities / controlled goods

Charge item	Standard charge
-------------	-----------------

Charge item	Standard charge
Strategic commodities licence / TID support	Quoted case-by-case
Permit / licence coordination for controlled goods	Quoted case-by-case
Technical / end-use / end-user documentation support	Quoted case-by-case

Shipment may be held until required licence, permit, authority approval, carrier/operator acceptance, or compliance clearance is confirmed.

4.3 Customs / C&ED inspection attendance

Charge item	Standard charge
C&ED / customs inspection attendance	HKD 650 per visit + waiting time / third-party charges where applicable
Urgent / after-hours inspection attendance	Quoted case-by-case

5. Pickup / delivery / trucking coordination

5.1 Air import pickup / delivery

Charge item	Standard charge
Airport Pick up & Local Direct Delivery, per HAWB & location	HKD 1.20 per kg, minimum HKD 1,200
Airport Pick up & Delivery Warehouse	HKD 0.90 per kg, minimum HKD 900
Local Pickup / Delivery Cargo	HKD 0.90 per kg, minimum HKD 900

5.2 Air export pickup / transfer

Charge item	Standard charge
Bulk cargo from warehouse to terminal / forwarder	HKD 0.90 per kg, minimum HKD 900
Local Pickup / Delivery Cargo	HKD 0.90 per kg, minimum HKD 675
Pickup ULD, round trip	HKD 1,200 per unit
ULD build-up material charges	HKD 150 per unit

5.3 Miscellaneous transport costs

Parking, gate charges, toll fees, terminal charges, waiting time, special vehicle requirements, temperature-control vehicle requirements, escort requirements, or other transport-related costs may be charged at cost or included in an all-in quote.

6. Contracted warehouse / facility charges

6.1 Registration / after-hours / holiday

Charge item	Standard charge
-------------	-----------------

Charge item	Standard charge
Registration Charge, 09:00–20:00	HKD 600 per S/O
Registration Charge, after 20:01	HKD 1,200 per S/O
Parking Fee	HKD 225 per truck
Holiday on Duty, Sunday or Public Holiday	HKD 3,000 per day

6.2 Storage

Storage Fee, stackable cargo: HKD 97.5 per CBM per week, minimum HKD 97.5.

6.3 Warehouse in / out

Charge item	Standard charge
Warehouse In / Out	HKD 90 per CBM, minimum HKD 90

6.4 Screening / x-ray handling

Charge item	Standard charge
X-Ray Charges	HKD 0.75 per kg, minimum HKD 75
X-Ray handling fee (TSA)	HKD 0.30 per kg
X-Ray handling fee, bulk shipment	HKD 0.90 per kg per MAWB, minimum HKD 900
X-Ray handling fee, export	HKD 0.30 per kg, minimum HKD 225 per MAWB

Terminal X-Ray charges, CTO charges, airline charges, and other third-party screening charges are not included unless expressly included in an all-in quotation.

6.5 Loading / unloading

Charge item	Standard charge
Cargo loading / unloading	HKD 0.375 per kg per S/O, minimum HKD 450

6.6 Packing / repacking / pallet handling

Charge item	Standard charge
Shrink-wrapping (carton)	HKD 15 per carton
Shrink-wrapping (pallet)	HKD 150 per pallet
Strapping	HKD 15 per pc
Sorting / carton packing	HKD 15 per carton
Palletization fee	HKD 525 per pallet
De-palletization fee	HKD 150 per pallet

Palletization includes one pallet, shrink-wrapping, and two pieces of strapping unless otherwise stated.

6.7 Warehouse labels / marking

Charge item	Standard charge
Labelling charges	HKD 0.75 per pc, minimum HKD 30

This may include battery label, AWB label, or shipping mark where requested by the customer.

7. Air import cargo service

Charge item	Standard charge
Airport Handling Fee, shipment release form only	HKD 300 per MAWB
Airport Pick up & Local Direct Delivery	HKD 1.20 per kg, minimum HKD 1,200
Airport Pick up & Delivery Warehouse	HKD 0.90 per kg, minimum HKD 900
Local Pickup / Delivery Cargo	HKD 0.90 per kg, minimum HKD 900
ATA Carnet Shipment handling	HKD 375 per MAWB
Custom Clearance	HKD 375 per customs code / HAWB
Cargo Survey Attendance Handling	HKD 375 per HAWB
Dangerous Goods Handling Fee	HKD 420 per MAWB
Import Declaration Fee	HKD 420 per MAWB

Cargo Survey Attendance Handling does not include survey company charges.

8. Air export cargo service

Charge item	Standard charge
Bulk cargo from warehouse to terminal / forwarder	HKD 0.90 per kg, minimum HKD 900
X-Ray handling fee, applicable to bulk shipment	HKD 0.90 per kg per MAWB, minimum HKD 900
DG Cargo Handling Charge, applicable to bulk shipment	HKD 420 per MAWB
X-Ray handling fee	HKD 0.30 per kg, minimum HKD 225 per MAWB
ATA Carnet Shipment handling	HKD 375 per MAWB
Build up ULD charge	HKD 0.90 per kg, minimum HKD 675
Local Pickup / Delivery Cargo	HKD 0.90 per kg, minimum HKD 675
Pickup ULD, round trip	HKD 1,200 per unit
ULD build-up material charges	HKD 150 per unit

9. Certificates / legalization / attestation support

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

Charge item	Standard charge
Certificate of Origin / Chamber document coordination	HKD 1,000–2,000 per document set
Legalization / attestation / embassy coordination	HKD 1,500–3,500 per document
Courier / runner / third-party document handling	Quoted case-by-case

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

10. HS classification / advisory & inspection attendance

Charge item	Standard charge
HS classification / advisory	HKD 1,000–3,000 per SKU / line
Complex advisory case	HKD 3,000–6,000 per case
UDB survey coordination / attendance support	HKD 650 per case + survey company charges
C&ED / customs inspection attendance	HKD 650 per visit + waiting time / third-party charges where applicable
After-hours / urgent attendance	Quoted case-by-case

Commodity classification and licensing determination remain the customer's responsibility unless UDB expressly agrees in writing to provide a specific advisory or submission service.

11. Priority / Control Tower

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

11.1 Per-shipment model

Charge item	Standard charge
Control Tower fee, per Eligible Shipment	HKD 1,500
High-risk / 24/7 war-room readiness, where agreed	HKD 3,000 per shipment

11.2 Monthly retainer model

Tier	Monthly charge
Up to 10 shipments	HKD 15,000 / month
Up to 25 shipments	HKD 30,000 / month
Up to 60 shipments	HKD 60,000 / month

Tier	Monthly charge
Overage	HKD 1,200–1,800 per extra shipment

12. Value Protection — contractual

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

Charge item	Standard charge
Fee	1.65% of declared value
Minimum fee	HKD 750
Max declared value without special approval	HKD 5,000,000

Declared value evidence: commercial invoice is generally sufficient; additional evidence may be requested where reasonably necessary.

DG / high-risk / theft-attractive / security-sensitive commodities: Value Protection may be offered only with written approval and may be excluded for certain commodities, routings, or handling conditions.

Value Protection is contractual and is not insurance.

13. Insurance — if purchased

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

Charge item	Standard charge
UDB placement / admin fee	0.35% of insured value
Minimum admin fee	HKD 650
Minimum insurance premium	As per insurer

Coverage is typically on ICC(A) terms / All Risks, subject to insurer wording and exclusions.

Deductible: as per COI / cover note / insurer terms.

14. Exception / disruption fees

Unless otherwise agreed in writing, the following UDB service fees may apply in addition to any carrier, terminal, authority, warehouse, screening, Tradelink, or third-party costs, which may be billed all-in.

Charge item	Standard charge
Rebooking coordination fee	HKD 900
Rebooking coordination fee for S1/S2	HKD 1,500
Reroute coordination fee	HKD 1,300
Hold / release instruction fee	HKD 500

Charge item	Standard charge
Return-to-origin coordination fee	HKD 1,800
After-hours / weekend emergency handling fee	HKD 1,200–3,000
War-room / incident management fee, premium option	HKD 5,000 per incident + HKD 2,000/day where extended management is required

Fee depends on severity level, urgency, timing, and time required.

15. Notes

- Some charges depend on routing, handling partner, airport/terminal procedures, CAD/RAR requirements, Tradelink requirements, customs/authority requirements, carrier rules, warehouse availability, and commodity type.
- Where a government, authority, carrier, terminal, Tradelink, warehouse, survey, screening, or partner fee is applicable, it may be charged separately or included in the quoted all-in price.
- Any miscellaneous costs, including parking, gate charges, toll fees, terminal charges, terminal X-Ray charges, survey fees, courier fees, storage, demurrage, detention, waiting time, or special handling charges, may be charged at cost unless included in an all-in quote.
- The rates do not include duty, tax, cargo insurance, survey company charges, or third-party charges unless expressly stated.
- Charges for services not specified in this Schedule are quoted on request.
- This Schedule may be updated from time to time. The latest version is published in the Legal & Compliance Hub.



Priority / Control Tower Addendum (HK)

APPLIES TO
UDB Logistics Limited

VERSION
v1.0

LAST UPDATED
28 Apr 2026

OWNER
Operations & Compliance

GOVERNING LAW
Hong Kong SAR

EFFECTIVE DATE
1 Apr 2026

DOC ID
UDB-HK-CTOWER-v1.0

CONTACT
ops@udb.com.hk

1. Purpose

This Priority / Control Tower Addendum (“Addendum”) sets enhanced service levels, operational governance, reporting, escalation, 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 Limited (“UDB”).

2.2 This Addendum supplements and must be read together with:

- UDB Service Levels (SLA) (HK) (UDB-HK-SLA-v1.0)
- UDB Terms & Conditions (HK) (UDB-HK-TERMS-v1.0)
- Claims Procedure (HK) (UDB-HK-CLAIMS-v1.0)
- High-Value Customer Compensation Addendum (HK) (UDB-HK-HVCOMP-v1.0) (where signed and applicable)
- Insurance Overview (HK) (UDB-HK-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, terminal/warehouse constraints, air cargo security / RA/RAR requirements, regulatory constraints, DG constraints, sanctions/export control/strategic commodities holds, screening 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),
- security screening / RA/RAR / SPX/UNK status updates where available and applicable.

4.3 Operational Governance

- defined escalation ladder, evidence preservation requests, 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, including security/compliance exception categories where applicable.

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.
- “Air Cargo Security Requirements” means applicable Hong Kong Regulated Agent / RAR / CAD / airline / terminal security procedures where relevant to the Shipment.

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 carrier, handler, terminal, warehouse, screening/security provider, authority, CAD/RAR, Tradelink/TID, customs, or other 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.com.hk
- Level 2A — Operations Manager (Service Owner): ops@udb.com.hk
- Level 2B — Claims Manager (claims/compensation cases): claims@udb.com.hk
- Level 3 — Head of Legal escalation route: compliance@udb.com.hk

7.2 Priority triggers (automatic escalation)

For Eligible Shipments, UDB triggers internal escalation automatically when:

- S1 incident is confirmed;
- S2 incident remains unresolved beyond 24 hours;
- a regulatory/compliance/strategic commodities/security hold may cause missed uplift/cut-off;
- there is suspected theft/tampering, suspected unlawful interference, unresolved security status issue, or other security incident;
- there is a temperature excursion risk (where applicable);
- unresolved RA/RAR, SPX/UNK, screening, or security status issue may prevent uplift/release.

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, claims/legal where relevant, 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.com.hk 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/warehouse/screening provider/customs/authority/CAD/RAR/Tradelink/TID actions or unavailability;
- missing/inaccurate customer information or late customer approvals;
- security screening, RA/RAR, SPX/UNK, aviation security, or compliance escalation processes required by law, operator procedure, or security requirements;
- 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 (HK).

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

9.4 Insurance (if purchased) remains governed by insurer terms and UDB's Insurance Overview (HK); 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/licences/SDS/MSDS where applicable);
- DG, strategic commodities, security status, RA/RAR, SPX/UNK, or screening information where applicable;
- timely approvals for chargeable actions (rebooking, storage, repack, special handling, screening, re-submission, licensing support);
- 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 Fees are set out in the applicable quotation/service order and/or Schedule of Charges (HK), unless otherwise agreed in writing.

11.3 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.

Operational communications may include security-sensitive information and must not be shared outside the Customer's authorized personnel without UDB's written consent, except where required by law.

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 Hong Kong SAR. The courts of Hong Kong have jurisdiction, unless otherwise agreed in writing.



High-Value Customer Compensation Addendum (HK)

APPLIES TO
UDB Logistics Limited

VERSION
v1.0

LAST UPDATED
28 Apr 2026

OWNER
Legal & Compliance (Head of Legal)

GOVERNING LAW
Hong Kong SAR

EFFECTIVE DATE
1 Apr 2026

DOC ID
UDB-HK-HVCOMP-v1.0

CONTACT
claims@udb.com.hk

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

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 (HK) 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/security 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, tampering, and evidence of suspected unlawful interference where cargo integrity is affected.

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.

This is UDB's internal claim submission deadline under this Addendum and does not limit any mandatory rights or time limits that cannot be excluded under applicable law.

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 where permitted, inspection/survey report if available, terminal/airline/warehouse records where available);
- for suspected theft, tampering, shortage, or unlawful interference: police report and/or security irregularity record where reasonably obtainable/applicable;
- RA/RAR, SPX/UNK, screening, seal, terminal/airline acceptance, or handling references where relevant and available.

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.com.hk 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 HKD 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.

Legal note: Nothing in this Addendum prevents UDB from complying with mandatory applicable law, carrier rules, aviation security requirements, or air carriage regimes applicable to the Shipment.

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.

Where security, tampering, shortage, or suspected unlawful interference is alleged, Customer must preserve available evidence and cooperate with UDB's reasonable requests for inspection, timeline reconstruction, and evidence collection.

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, inaccurate security status, 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 Hong Kong SAR. The courts of Hong Kong have exclusive jurisdiction.



Claims Procedure (HK)

APPLIES TO
UDB Logistics Limited

VERSION
v1.0

LAST UPDATED
28 Apr 2026

OWNER
Claims (Claims Manager)

GOVERNING LAW
Hong Kong SAR

EFFECTIVE DATE
1 Apr 2026

DOC ID
UDB-HK-CLAIMS-v1.0

CONTACT
claims@udb.com.hk

1. Where to send a claim

Send claims to: claims@udb.com.hk

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 \(HK\)](#), which is governed by its own notice/document deadlines.

This is UDB's internal claim submission deadline and does not limit any mandatory rights or time limits that cannot be excluded under applicable law.

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, where applicable and permitted
- Weight/measurement evidence (if dispute)

- Delivery receipt / POD / warehouse release notes / terminal or airline acceptance records
- Survey report (optional, if available)
- Written description of loss/damage and timeline
- Any correspondence or incident notes from terminal/handler/carrier
- Security / irregularity records where applicable and available, including RA/RAR, SPX/UNK, screening or handling references where relevant

A claim is deemed submitted upon written notice to claims@udb.com.hk 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.

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.

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 \(HK\)](#) sets enhanced compensation and payment timelines.

Legal note: Nothing in this section prevents UDB from complying with mandatory applicable law, carrier rules, aviation security requirements, or air carriage regimes applicable to the shipment (including the Carriage by Air Ordinance (Cap. 500), where applicable).

8. Mitigation & inspection

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

Where security, tampering, shortage, or suspected unlawful interference is alleged, Customer must preserve available evidence and cooperate with UDB's reasonable requests for inspection, timeline reconstruction, and evidence collection.



Insurance Overview (HK)

APPLIES TO
UDB Logistics Limited

VERSION
v1.0

LAST UPDATED
28 Apr 2026

OWNER
Finance (Finance Manager)

GOVERNING LAW
Hong Kong SAR

EFFECTIVE DATE
1 Apr 2026

DOC ID
UDB-HK-INSURANCE-v1.0

CONTACT
compliance@udb.com.hk

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.com.hk 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, regulated cargo, security-sensitive cargo 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 (HK)

APPLIES TO
UDB Logistics Limited

VERSION
v1.0

LAST UPDATED
28 Apr 2026

OWNER
Compliance (Data Protection Officer)

GOVERNING LAW
Hong Kong SAR

EFFECTIVE DATE
1 Apr 2026

DOC ID
UDB-HK-PRIVACY-v1.0

CONTACT
dpo@udb.com.hk

PRIVACY POLICY (HK)

This Privacy Policy explains how UDB Logistics Limited (“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”).

This Privacy Policy is intended to reflect UDB’s handling of personal data under applicable Hong Kong data protection requirements, including the Personal Data (Privacy) Ordinance (Cap. 486) (“PDPO”), where applicable.

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, air cargo security / Regulated Agent workflows, 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

For Hong Kong privacy purposes, UDB may act as a “data user” where it controls the collection, holding, processing or use of personal data.

Depending on the commercial context, UDB may also describe its role as:

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

Where UDB processes personal data on customer instructions, processing terms are governed by the Data Processing Addendum (DPA), where applicable.

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, Regulated Agent / air cargo security records, identity/access verification records, and supporting documents (where required for the shipment or applicable workflow).
- 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;
- security screening providers, Regulated Agent / air cargo security partners, and approved 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 of processing / use

We process/use 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);
- comply with air cargo security, Regulated Agent, customs, export control, and other applicable regulatory requirements;
- 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, screening/security service providers) to execute the shipment;
- service providers supporting IT, hosting, communications, security, and business operations;
- authorities when required by law, air cargo security, export control, customs, airport, or regulatory procedures, including CAD where applicable;
- 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, transferred, or accessed in multiple countries depending on routing, carriers, authorities, and operational parties. Where required, UDB applies reasonable safeguards and contractual or operational 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, regulatory requirements, air cargo security / Regulated Agent requirements, accounting needs, and dispute/claim requirements.

9. Security

UDB applies reasonable technical and organizational measures designed to protect personal data against unauthorized access, loss, misuse, or alteration. Measures may include access controls, confidentiality obligations, operational document-handling controls, and secure communication practices where appropriate.

10. Data subject rights

Where applicable under law, individuals may request:

- access to their personal data; and/or
- correction of inaccurate personal data.

UDB will handle access and correction requests in accordance with applicable data protection law. We may need to verify identity and may be unable to fulfill requests where we must retain data to comply with legal, regulatory, operational, accounting, security, or claims requirements.

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, access/correction requests, or complaints, contact: dpo@udb.com.hk.



Data Processing Addendum (HK)

APPLIES TO
UDB Logistics Limited

VERSION
v1.0

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OWNER
Compliance (Data Protection Officer)

GOVERNING LAW
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UDB-HK-DPA-v1.0

CONTACT
dpo@udb.com.hk

DATA PROCESSING ADDENDUM (HK)

This Data Processing Addendum (“DPA”) forms part of the agreement between the customer (“Customer”) and UDB Logistics Limited (“UDB”) and applies where UDB processes personal data on behalf of, or on documented instructions from, the Customer in connection with the Services.

For Hong Kong privacy purposes, UDB may act as a “data user” where it controls the collection, holding, processing or use of personal data. In commercial processing contexts, the parties may also use “Controller” and “Processor” terminology to describe their respective roles, where applicable.

1. Definitions

- Personal Data, Processing, Controller, Processor, Data User: as defined under applicable data protection laws, including the Personal Data (Privacy) Ordinance (Cap. 486) (“PDPO”) where applicable.
- Sub-processor / service provider: a third party appointed by UDB to process personal data in connection with the Services.

2. Scope and roles

2.1. Customer determines the shipment instructions, service requirements, and personal data provided to UDB for service execution.

2.2. UDB processes personal data only:

- to provide the Services;
- on documented instructions from the Customer, including booking instructions and shipment documentation, where UDB acts on Customer instructions; and/or
- where required or permitted by law, regulatory requirements, air cargo security / Regulated Agent requirements, customs/export control requirements, accounting, claims handling, or legitimate operational purposes.

2.3. Where UDB acts as a Processor / service provider, UDB will process personal data in accordance with this DPA and the Customer’s documented instructions, unless otherwise required by law.

3. Customer obligations

Customer is responsible for:

- ensuring it has a lawful basis / authority to provide personal data to UDB;
- ensuring instructions are lawful and do not violate applicable laws;
- ensuring shipment documents, declarations, party details, and cargo/security information are accurate and complete;
- providing any notices or consents required from its personnel, shippers, consignees, notify parties, or other data subjects where applicable.

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;
- role-based access and document-handling controls for shipment, compliance, air cargo security, and Regulated Agent records.

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

6. Sub-processing

6.1. Customer authorizes UDB to use Sub-processors / service providers where reasonably necessary for the Services (e.g., carriers, airlines, ground handlers, trucking, warehousing, screening/security service providers, IT providers, professional advisors, and other operational partners).

6.2. Sub-processor list: due to frequent operational changes (routing, handling, trucking, security screening, warehousing), 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 Customer

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

- responding to data access/correction requests, where UDB is acting as a Processor / service provider and the request relates to UDB's processing;
- providing information reasonably needed for compliance assessments, security due diligence, regulatory inquiries, or air cargo security/RA-related reviews, subject to confidentiality and operational constraints.

8. Personal data breach

If UDB becomes aware of a personal data breach affecting Customer's personal data, UDB will notify Customer without undue delay and provide available information reasonably required for Customer 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 Customer'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, claims handling, compliance recordkeeping, air cargo security / Regulated Agent records, or regulatory requirements).

11. Cross-border transfers

Customer acknowledges that logistics operations may involve cross-border processing depending on routing, carriers, authorities, security screening requirements, and operational partners. UDB applies reasonable safeguards and contractual or operational 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, air cargo security workflows, exception handling).

Duration: for the term of Services + applicable retention.

Nature of processing: collection, storage, access, use, disclosure to operational partners, regulatory/authority disclosure where required, and deletion/return where applicable.

Categories of data subjects: customer personnel, shipper/consignee contacts, notify parties, agents/intermediaries, drivers/authorized representatives, and operational/security contacts (as applicable).

Categories of personal data: business contact details, shipment documentation data, identifiers, communications, compliance-related records, air cargo security / Regulated Agent records, and operational records (as applicable).

Annex 2 — Security (summary)

- Access controls, role-based permissions



- Operational document-handling controls
- System monitoring/logging where applicable
- Staff confidentiality obligations
- Air cargo security / Regulated Agent document controls where applicable

Annex 3 — Sub-processors

Available on request (operationally dependent on routing, carriers, handlers, trucking, warehousing, screening/security service providers, IT providers, and other operational partners).



Trade Compliance (HK)

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UDB Logistics Limited

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Compliance (Head of Compliance)

GOVERNING LAW
Hong Kong SAR

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CONTACT
compliance@udb.com.hk

1. Purpose

This Trade Compliance framework describes how UDB Logistics applies sanctions screening, export control and strategic commodities controls, customs/cargo clearance support, and risk escalation procedures (including air cargo security escalation where applicable) for shipments handled under UDB Logistics Limited.

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)
- Regulated Agent / air cargo security status where applicable
- SPX/UNK/security screening references where relevant
- Licence/permit information where required

3. Sanctions & restricted party screening

UDB Logistics performs sanctions screening against:

- UN sanctions lists
- Hong Kong applicable legal and regulatory requirements
- Additionally, where commercially required (e.g., banking, carrier, insurance, or customer requirements), screening may also include OFAC / UK / EU / other required 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 or unresolved compliance concern:

- The shipment and/or booking may be placed on hold pending review.
- UDB Logistics performs manual review using available attributes (name variants, address, country, identifiers, company registration details, and shipment documentation).
- UDB may request additional KYC/KYB, end-use/end-user, technical, licensing, or supporting documents where required.
- If a match is confirmed or concerns remain unresolved, UDB may reject, suspend, or terminate the shipment/service.

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

UDB Logistics applies controls for prohibited/restricted goods and strategic commodities. In Hong Kong, strategic commodities controls may involve the Trade and Industry Department (TID), applicable Strategic Commodities Import/Export Licence requirements, Trade Single Window/TID e-service channels (where applicable), and Customs and Excise Department (C&ED) enforcement functions.

Process (high-level):

- Customer provides invoice/packing list, goods description, HS code, origin/destination/routing, and technical specifications where required, plus end-use/end-user information where applicable.
- UDB checks whether strategic commodities / controlled goods concerns may apply to the shipment.
- Where required, UDB supports the licence/permit/documentation workflow through relevant authority channels based on customer-provided information.
- Shipment is held until required approvals/licences and carrier/authority acceptance are confirmed.

6. Hong Kong customs / cargo clearance and aviation security interface

Certain shipments may require authority, customs, licensing, security screening, or carrier/terminal clearance before uplift/release. UDB supports applicable workflows where available and within the agreed service scope.

For air cargo security workflows, UDB follows applicable Regulated Agent / RAR requirements and relevant CAD, airline, and terminal procedures.

Where import/export declaration obligations apply, Customer remains responsible for accurate and complete data. UDB may support submission/coordination where agreed, noting that declarations are generally required within applicable statutory timelines.

7. Customer obligations & accuracy of declarations

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

- Correct goods description, HS code, origin/destination, and routing
- Technical specifications / product datasheets where strategic commodity assessment is required
- End-user / end-use declarations where required



- Licence/permit information and supporting evidence where applicable
- Security status / RA/RAR information where applicable
- Accurate parties and transaction details

Failure to provide accurate information may result in hold, delay, rejection, cancellation, authority escalation, or additional screening/licensing requirements.

8. Recordkeeping

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

Air cargo security / Regulated Agent records are retained in accordance with applicable CAD/RAR requirements. Customs/trade records may be retained in accordance with applicable law and operational 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.

Commodity classification and licensing determination remain the Customer's responsibility unless UDB expressly agrees in writing to provide a specific advisory or submission service.



DG & Lithium Policy (HK)

APPLIES TO
UDB Logistics Limited

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OWNER
Dangerous Goods (DG Manager)

GOVERNING LAW
Hong Kong SAR

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1 Apr 2026

DOC ID
UDB-HK-DG-v1.0

CONTACT
dg@udb.com.hk

A. Scope

Dangerous Goods (DG) are accepted only by prior arrangement and subject to applicable regulations, Hong Kong Civil Aviation Department (CAD) requirements, IATA DGR / ICAO Technical Instructions, and carrier/operator acceptance. This policy applies to air freight services coordinated by UDB Logistics Limited in Hong Kong.

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

- ELI/ELM lithium battery shipments under applicable Section II / excepted lithium battery provisions; and
- regulated fragrances / perfumes, which may be classified as UN 1266 (Class 3) and/or ID 8000 (Class 9), depending on product description, packaging, net quantity, and carrier/operator requirements.

All other DG classes are handled on request and may be arranged via CAD-accepted, appropriately trained, certified, or otherwise qualified DG partners/service providers, subject to carrier/operator and regulatory approval.

B. Acceptance policy

- DG acceptance is subject to airline/carrier/operator approval and applicable regulations, including IATA DGR / ICAO Technical Instructions and Hong Kong requirements administered by CAD.
- Shipments must be correctly documented, packaged, marked, and labeled to be accepted.
- DG acceptance personnel must be trained and assessed commensurate with their assigned responsibilities under the applicable CBTA approach.
- UDB may request additional information or refuse DG shipments if compliance concerns arise.

C. Lithium batteries

- Lithium battery shipments are subject to current IATA DGR / ICAO Technical Instructions provisions and carrier/operator restrictions.
- Lithium-ion and lithium-metal batteries are accepted only when compliant with applicable transport regulations and carrier/operator requirements.
- Damaged/defective/recalled/prototype batteries are not accepted unless written pre-approval is obtained and carrier/operator acceptance is confirmed.

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/operator acceptance.
- Acceptance requires compliant packaging, marking/labels, documentation (including SDS/MSDS and Shipper's Declaration/DGD where required), and confirmation of carrier/operator acceptance prior to tender.

E. Shipper responsibilities

Correct classification, packing, marking, labeling, documentation, and declaration of DG are the shipper's responsibility unless UDB expressly agrees in writing to provide a specific advisory, preparation, or submission service.

Provide UN number / ID number, proper shipping name, class/division, packing group where applicable, packing instruction (PI), net quantity, SDS/MSDS where required, battery test summary (UN38.3) when applicable, and any consumer commodity / ID 8000 or operator-specific documentation where applicable.

The shipper must not tender undeclared or mis-declared DG.

F. UDB responsibilities

- Coordinate DG acceptance with carriers/operators and handling partners.
- Review documentation completeness as a service gate (not a certification of shipper classification unless expressly agreed in writing).
- Provide handling instructions to partners when agreed.
- Use trained/assessed staff and/or qualified DG partners appropriate to the DG function being performed.
- Align DG handling with applicable air cargo security / Regulated Agent workflows where relevant.

G. Refusal or suspension

UDB may refuse, suspend, or terminate DG shipments if compliance concerns arise, required information is incomplete, carrier/operator acceptance is not obtained, regulatory requirements are not satisfied, or undeclared/mis-declared DG is suspected.

H. Supporting SOP

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



Security & Quality Overview (HK)

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UDB Logistics Limited

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Operations (Operations Manager)

GOVERNING LAW
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CONTACT
compliance@udb.com.hk

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 Limited.

2. Scope

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

For air cargo security workflows, UDB applies controls aligned with its Regulated Agent status and applicable Hong Kong Civil Aviation Department (CAD) requirements.

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 / terminal or airline acceptance record) 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, where permitted by site, terminal, airline, security, and applicable local rules, 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 (HK) 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 checks are applied at booking acceptance in accordance with [UDB Trade Compliance \(HK\)](#).

3.5 Aviation security / Regulated Agent controls

Controls are implemented in line with UDB's Regulated Agent Security Programme (RASP), Handling Procedures for Regulated Agent Regime, applicable CAD notices/directions, and airline/operator procedures.

For Hong Kong air cargo security workflows, UDB Logistics maintains Regulated Agent registration and applies relevant air cargo security controls, staff training, and documentation practices in accordance with applicable CAD requirements and airline/operator procedures.

Regulated Agent status and selected staff training certificates are referenced in [Compliance & Licenses \(HK\)](#).

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, airline, CAD, or 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, warehousing, screening/security service providers, last-mile where applicable). For regulated, DG, high-value, or security-sensitive workflows, UDB prioritizes partners with suitable authorization, capability, training, and evidence/acceptance controls.

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/security events) are handled through case-based escalation and customer communication.
- Claims are processed per [UDB Claims Procedure \(HK\)](#).
- Claims contact: claims@udb.com.hk.

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 \(HK\)](#) and [Data Processing Addendum \(HK\)](#).

8. Contacts and escalation

- Security/quality escalation: compliance@udb.com.hk
- Air cargo security / RA matters: compliance@udb.com.hk
- DG matters: dg@udb.com.hk
- Claims: claims@udb.com.hk

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 (HK)

APPLIES TO
UDB Logistics Limited

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OWNER
Operations & Compliance

GOVERNING LAW
Hong Kong SAR

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DOC ID
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CONTACT
ops@udb.com.hk

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 Limited ("UDB") in Hong Kong.

For air cargo security workflows, this SOP operates alongside UDB's Regulated Agent / RAR controls and does not replace applicable CAD, airline, terminal, or RASP requirements.

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-controlled or appointed partner custody;
- contracted warehouse / staging / preparation where applicable;
- air cargo security workflow coordination where applicable;
- handover to terminal / airline / GHA / screening or security service provider;
- exception management and evidence preservation support.

Carriage, terminal, warehouse, screening, and other third-party operations remain performed by third parties and subject to their rules and constraints.

3. Warehouses and operational locations

UDB conducts high-value handling in Hong Kong through UDB-controlled workflows and appointed / contracted facilities and service providers, including contracted warehouse and transportation arrangements where applicable.

Where cargo processing, storage, or secure transportation is performed through a contracted warehouse or contractor, such arrangements are controlled under UDB's RASP / Regulated Agent procedures and applicable contractor declarations, CAD/RAR requirements, airline/terminal procedures, and customer instructions.

For public due diligence purposes, UDB may describe these as controlled / contracted warehouse and operational locations. Specific contractor details, floor plans, access arrangements, and security layouts are maintained as controlled operational records and may be shared only under controlled disclosure where appropriate.

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).
- Air Cargo Security Evidence: evidence related to RA/RAR, SPX/UNK, screening, terminal/airline acceptance, seal, warehouse, transportation, or security-control status where applicable.
- SPX / Known Cargo: cargo accepted as secure for carriage in accordance with applicable RA/RAR procedures.
- UNK / Unknown Cargo: cargo requiring security screening or additional controls before acceptance as secure cargo, in accordance with applicable RA/RAR procedures.
- Secure Transportation Controls: controls used to preserve cargo integrity during movement, including sealed vehicles, locks, tamper-evident controls, driver/vehicle verification, and transportation records where applicable.

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

UDB applies tiered security controls to distinguish service level and align customer/insurer expectations.

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/handling.

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, stronger physical/transport controls where applicable, 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 by 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 \(HK\)](#) 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 = HKD 2,500,000; Z = HKD 7,500,000; Y = 1,000 kg gross per shipment/AWB.
- HV-1: protected shipments below HV-2 thresholds.
- HV-2: declared value \geq X, or gross weight \geq Y, or theft-attractive/security-sensitive routing/party risk flag.
- HV-3: declared value \geq Z, or gross weight \geq 3,000 kg per shipment/AWB, or critical risk flag.

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

6.1 Identification and intake verification

At receipt into UDB-controlled or appointed partner custody in Hong Kong:

- verify AWB/booking reference or pre-AWB identifiers;
- verify piece count, external markings, packaging condition, and gross weight where available;
- verify RA/RAR, SPX/UNK, screening/security status where applicable;
- verify visible signs of tampering, reseal, forcible opening, unusual packaging, or other cargo integrity concerns.

6.2 Evidence at warehouse / partner location

UDB will maintain available evidence for HV shipments at UDB-controlled or appointed partner locations:

- photo set where permitted showing piece count, markings, outer packaging condition;
- warehouse / CCTV / security reference where available and permitted;
- SPX/UNK, screening, seal, warehouse, or terminal references where applicable.

For HV-2/HV-3, warehouse photo set is mandatory where permitted by site, terminal, security, customer, and applicable rules.

6.3 Sealing / tamper-evidence

Where applicable, tamper-evident controls may include tape, pallet/strap sealing, seal number logging, tamper-evident wrapping/covers/nets, locked/sealed truck compartments, or other secure transportation controls accepted under applicable procedures.

6.4 Access discipline

- restricted access to cargo storage/staging/processing areas, role-based;
- need-to-handle / need-to-know principle;
- controlled handover timing and minimized dwell where feasible;
- identity checks / visitor control where applicable.

7. Handover controls

7.1 Handover proof (always)

For Hong Kong handover, UDB keeps and provides handover proof where available, such as:

- AWB / HAWB / SLI / booking or handling reference;
- warehouse release note / terminal or airline acceptance record;
- GHA / CTO / RACSF / screening or security-control reference where applicable;
- SPX/UNK or security status reference where applicable;
- acceptance references and timestamps.

Handover proof must be provided to the customer upon request, subject to third-party confidentiality, security, and legal restrictions.

7.2 Photography in restricted areas

Terminal, warehouse, airport, RACSF, CTO, airline, or security-controlled areas may impose security restrictions, including photography limitations.

Where photography is not permitted, UDB relies on warehouse evidence, official handover documents, terminal/airline/GHA records, screening/security references, and partner-issued irregularity reports where applicable.

8. Tier-specific controls

8.1 HV-1 additions (baseline protected)

- warehouse / partner evidence set recommended;
- basic tamper evidence where feasible;
- security status check where applicable.

8.2 HV-2 additions (enhanced)

- mandatory warehouse / partner photo set where permitted;
- mandatory tamper-evidence controls unless prohibited by site/security/authority rules;
- second verification before dispatch / handover;
- SPX/UNK / screening / security status check where applicable.

8.3 HV-3 additions (critical)

- dual verification: two-person check or supervisor confirmation;
- minimize storage dwell and custody transitions where feasible;
- pre-alert escalation readiness (Ops Manager / Control Tower where applicable) prior to handover;
- consider enhanced secure transportation controls where applicable and operationally feasible.

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

If shortage/loss/tampering/suspected unlawful interference is alleged or suspected:

- (a) classify as S1/S2 operational security incident under SLA definitions;
- (b) assign an Incident Owner;
- (c) preserve and compile evidence, including:

- warehouse / partner intake evidence (photos/video references where available and permitted);
- handover proof (AWB/HAWB/SLI, warehouse release note, terminal/airline/GHA acceptance records, timestamps);
- internal logs (piece count verification notes, seal logs, security status references);
- SPX/UNK, screening, RACSF/CTO/GHA references where applicable;
- partner reports where available (irregularity report / handling notes).

Evidence preservation: UDB will use best efforts to request third-party evidence preservation where feasible (e.g., CCTV hold reference, warehouse/terminal access logs, seal checks, screening/security records), subject to third-party cooperation, aviation security restrictions, confidentiality, and legal constraints.

Evidence pack (deliverable). For confirmed S1/S2 incidents, UDB will provide an initial evidence pack within 24 hours after handover or incident confirmation, subject to availability, third-party confidentiality, aviation security restrictions, and legal restrictions. The initial evidence pack includes (where available):

- piece count, markings, and outer condition evidence;
- seal/tape/tamper-control log where used;
- AWB/HAWB/SLI, warehouse release note, terminal/airline/GHA acceptance record and timestamp;
- SPX/UNK, screening, RACSF/CTO/security references where applicable;
- weight/acceptance records where 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, screening, storage, special handling, secure transportation, licence/permit support);
- UDB documents 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, typically at least 5 years, unless a longer period is required.

Air cargo security / RA/RAR records are retained in accordance with applicable CAD/RAR requirements and UDB's RASP. Where specific RASP retention periods apply, those periods govern the relevant security records.

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 (HK) and applicable signed addenda.

This SOP does not replace applicable CAD/RAR, airline, terminal, warehouse, screening, DG, customs, or legal requirements.



DG SOP (2026) (HK)

APPLIES TO
UDB Logistics Limited

VERSION
v1.0

LAST UPDATED
28 Apr 2026

OWNER
Dangerous Goods (DG Manager)

GOVERNING LAW
Hong Kong SAR

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DOC ID
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1. Introduction

This SOP describes UDB Logistics Limited procedures for accepting, coordinating, and handling Dangerous Goods (DG) shipments by air in compliance with applicable Hong Kong requirements, including Dangerous Goods (Consignment by Air) (Safety) Regulations (Cap. 384A), ICAO Technical Instructions, IATA Dangerous Goods Regulations (DGR), applicable CAD requirements, and carrier/operator procedures.

Non-compliance may result in refusal by operators, regulatory action, and/or safety incidents. All staff involved must follow this SOP and escalate uncertainty to the DG Manager or designated responsible person.

Note: As a standard service, UDB routinely coordinates:

- lithium-ion batteries excepted under Section II of PI 966 / PI 967 (ELI);
- lithium metal batteries excepted under Section II of PI 969 / PI 970 (ELM); and
- regulated fragrances/perfumes offered as DG (e.g., UN 1266 and/or ID 8000, as applicable).

Other DG classes/divisions are handled on request and may be arranged through CAD-accepted, appropriately trained, certified, or otherwise qualified DG partners/service providers, subject to carrier/operator and regulatory acceptance. UDB may coordinate shipments under its own account and/or agreed AWB arrangements where applicable and permitted.

2. Objective of this SOP

The objective of this SOP is to ensure UDB staff and/or appointed qualified service providers involved in DG functions perform operations correctly and consistently, in compliance with applicable national and international requirements.

3. Definition of Dangerous Goods

Dangerous Goods are articles or substances capable of posing a hazard to health, safety, property, or the environment, as defined under IATA DGR / ICAO Technical Instructions and applicable Hong Kong requirements.

4. Classification of Dangerous Goods (overview)

- Class 1 — Explosives
- Class 2 — Gases

- Class 3 — Flammable Liquids
- Class 4 — Flammable Solids; Substances Liable to Spontaneous Combustion; Substances which, in contact with water, emit flammable gases
- Class 5 — Oxidizing Substances and Organic Peroxides
- Class 6 — Toxic and Infectious Substances
- Class 7 — Radioactive Material
- Class 8 — Corrosives
- Class 9 — Miscellaneous Dangerous Substances and Articles

5. Acceptance procedures (general)

Only DG-CBTA trained/assessed personnel (or appointed qualified DG partners for outsourced functions) may perform DG acceptance functions appropriate to their assigned responsibilities.

- Collect shipment data (AWB/booking reference, shipper classification details, packaging, quantities, route, and operator cut-offs).
- Obtain invoice/packing list and required supporting documentation (SDS/MSDS where required; UN38.3 where applicable).
- Perform documentation and visible packaging gate checks as an operational acceptance control.
- Verify RA/RAR / SPX/UNK / security status where applicable.
- If documentation, DG compliance, or security status is unresolved, place shipment on hold and escalate under applicable RASP / RAR controls.
- Coordinate acceptance with airline/operator/GHA/terminal handler.
- Tender cargo only after DG compliance and required operator/security acceptance conditions are satisfied.

AWB handling statements shall be applied as per Section 11.

5A. Regulated fragrances/perfumes acceptance steps

- Confirm shipper/qualified-party classification details (UN/ID, proper shipping name, class/division, packing group where applicable).
- Obtain and review required documentation (including SDS/MSDS and DGD where required).
- Verify packaging, marking/labeling, and net quantity limits against applicable requirements.
- Confirm carrier/operator acceptance and save operator approval reference (email/booking confirmation ID) in shipment file.
- Do not tender cargo until DG compliance and RA/RAR/security acceptance gates are satisfied.

6. Handling of Dangerous Goods processed by UDB

UDB Logistics Limited will accept, handle, and process routine DG streams (ELI/ELM and regulated fragrances/perfumes) subject to CAD requirements, IATA DGR / ICAO TI, and carrier/operator acceptance.

Other DG classes/divisions are handled on request through CAD-accepted, appropriately trained/certified/qualified DG partners/service providers, subject to operational feasibility and required approvals.

7. Inspection of Dangerous Goods

Before handover to operator/GHA/terminal handler, responsible personnel verify:

- package is not damaged/leaking;
- markings/labels are present and consistent with declared classification;
- required documentation set is complete for the DG stream;
- RA/RAR/security status where applicable.

If unresolved tampering/suspicion/discrepancy is identified, cargo is escalated and treated as high-risk/UNK under applicable RASP/RAR controls until resolved.

If repacking is required, it must be performed only by competent personnel and in accordance with applicable rules.

8. Documentation requirement (ELI/ELM)

- Copy of AWB
- Invoice and packing list
- SDS/MSDS where required by operator/route/customer/regulation
- SLI / booking / handling instruction / terminal acceptance reference where applicable
- UN38.3 battery test summary where applicable
- DGD is generally not required for Section II excepted lithium battery shipments where not required by the operator.

8A. Documentation requirement (regulated fragrances/perfumes)

- Copy of AWB
- DGD where required by IATA DGR / operator
- SDS/MSDS where required
- Invoice and packing list
- Net quantity / packing instruction evidence where required
- Operator approvals / acceptance references where issued
- Security screening / SPX/UNK / RA/RAR references where applicable

9. Marking and labeling (ELI/ELM)

CBTA-trained/assessed staff (or qualified appointed partners) ensure:

- irrelevant marks/labels are removed/obliterated;
- required marks/labels are durable, legible, and correctly placed; and
- marking/labeling is complete before presentation to operator/GHA.

9A. Marking and labeling (regulated fragrances/perfumes)

Required DG marks/labels are verified in accordance with applicable IATA DGR / ICAO TI / operator requirements, including any ID 8000/consumer commodity indications where applicable.

10. DG packaging approach

DG packaging requirements depend on classification and applicable provisions:

- ELI/ELM: excepted lithium battery provisions apply; UN specification packaging is used where required by rule/operator.
- Regulated fragrances/perfumes: packaging depends on applicable classification (e.g., UN 1266 / ID 8000 / limited quantity where applicable), packing instruction, net quantity, and operator acceptance.
- Other DG classes: handled only through qualified partners under applicable requirements.

11. Airway Bill handling information statements

AWB handling information shall be completed in accordance with IATA DGR / ICAO TI and carrier/operator requirements.

ELI/ELM Section II statements (as applicable):

- 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 / CAO where applicable

Regulated fragrances/perfumes (as applicable):

- Dangerous goods as per associated Shipper's Declaration / DGD where required
- UN 1266 / ID 8000 as applicable
- CAO where applicable

12. Storage of Dangerous Goods (temporary holding)

UDB does not operate or represent that it operates a dedicated DG warehouse as a standard service. Standard flow is shipper to operator/GHA/terminal without storage where operationally possible.

Where temporary holding is operationally required, it is permitted only in controlled and compliant locations, subject to applicable CAD/RAR, operator/GHA, DG, and security requirements. Contracted warehouse arrangements may be used where permitted and appropriately controlled.

13. Documentation retention of records

DG consignment records (including rejected shipment documentation) are retained for at least 36 months, unless longer retention is required by law, contract, or internal control requirements.

Air cargo security / RAR records are retained in accordance with applicable CAD/RAR requirements.

14. Training and assessment requirements

DG functions are performed by DG-CBTA trained/assessed personnel according to assigned responsibilities and applicable Hong Kong/CAD/IATA/ICAO requirements. Recurrent training/assessment is maintained per applicable validity and internal controls.

Selected DG-CBTA records (as listed in Compliance & Licenses (HK)) include:

- Leung Tim Man — Air Freight Operations Coordinator — DG-CBTA (Role b & d) — Alliance Knowledge Management Ltd — valid until 31 Jan 2028
- Chui Chun Wah — Air Freight Operations Manager — DG-CBTA (Role b & d) — Alliance Knowledge Management Ltd — valid until 31 Jan 2028

For aviation security/RAR functions, designated security-trained personnel and nominated persons operate under RASP controls.

15. Hong Kong / operator variations and applicable requirements

For each DG consignment, staff must check current IATA DGR / ICAO TI provisions, applicable CAD requirements, operator variations, and route-specific restrictions. Where requirements conflict, the stricter applicable requirement applies.

16. Emergency response procedures / guidance

If DG leakage, damage, or hazard is suspected:

- isolate the area and keep non-essential personnel away;
- support affected persons and seek urgent medical response where needed;
- consult applicable emergency guidance (SDS/MSDS, operator instructions, DG emergency references);
- notify supervisor/PIC and operator/GHA immediately; and
- where suspect cargo/security threat exists, follow RASP high-risk controls, including evacuation/cordon and law-enforcement escalation where required.

17. Reporting procedure for DG incidents/occurrences

DG incidents/occurrences (including leakage, damage, undeclared/mis-declared DG, or safety/security concerns) must be escalated internally immediately and reported/communicated in accordance with applicable CAD, carrier/operator, terminal/GHA, and legal requirements.

For suspect cargo, explosive/incendiary concerns, or unresolved security threats, follow RASP escalation procedures and notify Hong Kong Police/CAD where required.

18. Hong Kong Dangerous Goods legal framework

- Dangerous Goods (Consignment by Air) (Safety) Regulations (Cap. 384A)
- Air Navigation (Hong Kong) Order 1995 and related DG provisions, where applicable
- ICAO Technical Instructions (current applicable edition)
- IATA Dangerous Goods Regulations (current edition)
- Applicable CAD notices/directions and operator/GHA procedures

19. Dangerous Goods responsible persons / trained staff

DG matters are handled by DG-CBTA trained/assessed staff and/or qualified DG partners according to assigned functions. Selected staff certificates are listed in Compliance & Licenses (HK). For air cargo security, RA/RAR responsibilities are managed under RASP by PIC and nominated personnel.



20. Relationship with Regulated Agent / RAR security controls

DG acceptance does not bypass RA/RAR air cargo security requirements. SPX/UNK/security status controls must be applied under RASP procedures, and suspect/tampered cargo must follow high-risk cargo processes before any further handling or tender.



Service Levels (SLA) (HK)

APPLIES TO
UDB Logistics Limited

VERSION
v1.0

LAST UPDATED
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OWNER
Operations (Operations Manager)

GOVERNING LAW
Hong Kong SAR

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CONTACT
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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 Limited (“UDB”). This SLA is intended to support customer onboarding and due diligence.

2. Scope

This SLA applies to UDB-arranged logistics services in Hong Kong, including booking coordination, documentation support, milestone updates, air cargo security workflow coordination where applicable, 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, warehouses, screening/security service providers, 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 High-Value Customer Compensation Addendum (HK) 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 Hong Kong, excluding Hong Kong public holidays.
- “Business Hours” means 09:00–18:00 Hong Kong 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 High-Value Customer Compensation Addendum (HK) and/or Value Protection, as confirmed in writing by UDB.
- “Air Cargo Security Requirements” means applicable Hong Kong Regulated Agent / RAR / CAD / airline / terminal security procedures where relevant to the Shipment.
- “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, security screening outcomes, authority 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, air cargo security hold, security incident, theft suspicion, tampering/suspected unlawful interference, temperature excursion risk, storage escalation risk.
- S2 — High (Major service impact likely): rebooking required, documentation blocking acceptance, misroute, customs/export control/strategic commodities clarification needed to proceed, RA/RAR or security status 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, suspected unlawful interference, unresolved security status issue, or material cargo integrity concern (S1) triggers immediate escalation to Level 2A and Level 2B.

UDB will initiate evidence preservation requests, where available and applicable, including CCTV hold, warehouse/terminal access logs, seal checks, SPX/UNK or screening references, and handling records 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/warehouse/terminal/authority/security confirmation (e.g., space approval, terminal release, security clearance, RA/RAR status, screening outcome, customs or licence confirmation), 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 where available and applicable, including CCTV hold, access logs, seal checks, SPX/UNK or screening references, terminal/warehouse records, and third-party evidence requests 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,
- RA/RAR or security status confirmation where applicable,
- handover confirmation / warehouse release notes / terminal or airline acceptance records where available,
- screening / X-ray / SPX/UNK references where available and applicable,
- 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 where permitted, seal records, terminal/airline acceptance records, SPX/UNK or screening references, CCTV reference number where provided) within 5 Business Days, subject to third-party confidentiality constraints, security restrictions, 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, terminal, Tradelink, TID, CAD, customs/authority, or operator 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.com.hk (or assigned account/ops contact)

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

Contact: ops@udb.com.hk (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.com.hk

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

Contact: compliance@udb.com.hk (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/suspected unlawful interference or security incident → immediate Level 2A and Level 2B escalation; evidence preservation requests within 6 hours where available and applicable
- Unresolved RA/RAR, SPX/UNK, screening, or security status issue preventing uplift/release → Level 2A
- 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 \(HK\)](#) — UDB-HK-CLAIMS-v1.0
- [High-Value Customer Compensation Addendum \(HK\)](#) — UDB-HK-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 (HK) (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) HKD 6,000 (S1) / HKD 3,000 (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/licences/SDS/MSDS where applicable);
- DG, strategic commodities, security status, RA/RAR, SPX/UNK, or screening information where applicable;
- 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/warehouse/security provider rules, cut-offs, or mandatory procedures;
- guarantee customs/export control/strategic commodities approvals, screening outcomes, RA/RAR status, security clearance, or authority response times;
- create insurance coverage or expand liability beyond the applicable commercial terms.

For claims, the Claims Procedure (HK) 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, including carrier/handling/document/security/compliance causes where applicable,
- recurring root-cause themes (carrier/handling/document/security/compliance 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 (HK)

APPLIES TO
UDB Logistics Limited

VERSION
v1.0

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Compliance (Head of Compliance)

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Hong Kong SAR

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UDB-HK-SUPPLIER-DUE-DILIGENCE-v1.0

CONTACT
compliance@udb.com.hk

1. Purpose

This Supplier Due Diligence framework describes how UDB Logistics Limited ("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 Hong Kong.

For air cargo security workflows, this framework operates alongside UDB's Regulated Agent / RAR controls, RASP, CAD requirements, and applicable airline/terminal/security procedures.

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, GHA, CTO, cargo terminal operators, and airline/terminal acceptance parties;
- trucking / transport partners;
- contracted warehouses, cargo processing facilities, and storage/staging providers;
- RACSF, screening/security service providers, and air cargo security service providers;
- DG service partners and packing/repacking vendors;
- customs / C&ED / Tradelink / declaration support partners where used;
- strategic commodities / permit / licence support partners where used;
- IT/communications service providers supporting operational processing where relevant;
- any subcontractor with custody access to cargo, shipment documents, security status information, 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: contracted warehouse partners, transport partners with custody, DG packing/repacking, screening/security service providers, customs/declaration interface support, Tradelink/TID support where used.

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, RACSF/screening/security workflows, regulated/strategic commodities workflows, special security chain-of-custody requirements, or suppliers involved in RA/RAR-controlled workflows.

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 facilities), UDB requests the following baseline information before approval:

4.1 Supplier identification (minimum)

- Legal name and trade name, if different
- Company registration / business registration evidence in Hong Kong or relevant jurisdiction
- Registered address and operational site(s)
- Authorized signatory / management contact
- Tax / business registration status, where applicable
- Bank account details for payments, where relevant

For Hong Kong suppliers, UDB may verify company status through Companies Registry / Business Registration evidence where appropriate.

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/controlled handling, RACSF/screening, air cargo security, high-value handling)

4.3 Insurance and liability (where applicable)

For custody, transport, warehouse, screening/security, or high-value workflows, UDB may request evidence of applicable insurance, standard liability terms, and incident reporting/escalation contacts where available.

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;
- Hong Kong applicable legal and regulatory requirements; and
- where commercially required, additional lists such as OFAC / UK / EU or other bank, carrier, insurer, or customer-required lists.

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, strategic commodities, customs/declaration, or controlled goods workflows, UDB may assess:

- ability to support TID / strategic commodities licence / permit workflows where applicable;
- ability to support Tradelink / declaration / customs interface requirements where applicable;
- operational controls to prevent unauthorized release;
- documentation handling discipline and escalation process for incomplete or inconsistent documents.

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, staff, and driver controls where applicable;
- measures to reduce dwell time and unauthorized access;
- RASP / RA/RAR / CAD / airline / terminal security procedures where applicable.

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;
- seal / tamper-evidence / transport record support where applicable;

- SPX/UNK, screening, RA/RAR, CTO/RACSF, terminal/airline, or warehouse references where applicable;
- incident evidence preservation support (e.g., CCTV retention request process, access logs, seal records).

6.3 Incident handling capability

- ability to raise irregularity reports where applicable;
- internal escalation contacts and response expectations;
- cooperation on S1/S2 evidence preservation, including CCTV/access/seal/screening/security records where available and permitted;
- ability to support security incident / suspected unlawful interference escalation where applicable.

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;
- security-screening delays or repeated SPX/UNK/security-status issues where applicable;
- claim/incident responsiveness and evidence availability.

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, warehouse, screening/security, and terminal handling, UDB uses only suppliers that are approved under this framework.

- For suppliers used in RA/RAR-controlled workflows, UDB may require evidence of suitability, applicable declarations, training/certification, or controlled disclosure records consistent with UDB's RASP and CAD/RAR requirements.
- Approved suppliers are reviewed at least annually (Tier B/C) and after material incidents; corrective actions are applied where required.
- Before the first high-value shipment, UDB may issue a written supplier assurance letter under NDA covering: supplier categories used for the customer's lane (e.g., trucking/warehouse/handler/screening/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, no DG, no high-value, SPX/UNK/security restrictions, limited operating hours, or specific handover requirements);
- 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, repeated operational failures, sanctions/compliance changes, adverse media, ownership/management changes, licence/registration/insurance lapses, RA/RAR or screening/security-status failures, CAD/airline/terminal/security concerns, strategic commodities/TID/customs/Tradelink issues, or contractor declaration 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;
- failure to maintain required RA/RAR/RACSF/security capability where applicable;
- repeated SPX/UNK, screening, seal, access, or cargo integrity discrepancies;
- inability or refusal to support evidence preservation for custody/security workflows;
- material CAD, airline, terminal, customs, TID, Tradelink, or authority concern;
- unexplained licence / registration / insurance lapse.

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.

Air cargo security / RA/RAR / RASP-related supplier records are retained in accordance with applicable CAD/RAR requirements and UDB's RASP. Where specific RASP retention periods apply, those periods govern the relevant security records.

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-, airport-, terminal-, airline-, or monopoly-operated facilities) or operational/security constraints. UDB applies reasonable, risk-based efforts to maintain practical controls.



This framework does not replace mandatory CAD/RAR, airline, terminal, customs, DG, security, or legal requirements.

12. Contact

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



Supplier Onboarding Checklist (HK)

APPLIES TO
UDB Logistics Limited

VERSION
v1.0

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CONTACT
compliance@udb.com.hk

1. Purpose

This checklist provides a practical onboarding and approval workflow for suppliers and operational partners used by UDB Logistics Limited ("UDB") in Hong Kong.

For air cargo security workflows, this checklist operates alongside UDB's Regulated Agent / RAR controls, RASP, CAD requirements, and applicable airline/terminal/security procedures.

2. Supplier categorization (select one)

Category (service type):

- Airline / GSA / carrier-related counterparty
- Ground handler / GHA / CTO / cargo terminal operator
- Trucking / transport partner
- Contracted warehouse / cargo processing / storage or staging provider
- RACSF / screening / security service provider
- DG partner / packing / repacking vendor
- Customs / C&ED / Tradelink / declaration support partner
- Strategic commodities / permit / licence support partner
- 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)



- Company registration / business registration evidence (Hong Kong or relevant jurisdiction)
- Registered address + operating address(es)
- Authorized signatory / management contact
- Bank details (if paid by UDB)
- Tax / business registration status (where applicable)
- Companies Registry / Business Registration verification completed (for Hong Kong suppliers, where appropriate)

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, strategic commodities)
- Air cargo security / RA/RAR / RACSF / screening capability (where applicable)
- High-value handling capability (where applicable)

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 commodities exposure: Not applicable Applicable (notes / approvals workflow)
-
- Tradelink / customs / declaration support exposure: Not applicable Applicable
 - TID / permit / licence support exposure: Not applicable Applicable
 - 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/screening/security where applicable)
- Incident cooperation capability confirmed
- Documentation discipline confirmed (where relevant)
- Operational escalation contact(s) confirmed
- RA/RAR / SPX/UNK / security status handling understood (where applicable)

Tier C (Critical / HV) - add

- Ability to support chain-of-custody evidence (handover proof / timestamps)



- Ability to support piece count / condition checks at key handover points
- Seal / tamper-evidence / transport record support confirmed (where applicable)
- Evidence preservation support confirmed (e.g., CCTV retention request process, access logs, seal records)
- Security escalation contacts confirmed
- HV handling feasibility confirmed (seals/tamper evidence / secure transport where applicable)
- SPX/UNK, screening, RA/RAR, CTO/RACSF, terminal/airline, or warehouse references available where applicable

6. Insurance / liability (where applicable)

- Evidence of relevant insurance requested (custody/warehouse/transport/screening/security)
- Supplier liability/terms noted (where available)
- Incident reporting / escalation contact noted (where applicable)

Notes: _____

7. Approval decision

Decision:

- Approved
- Approved with conditions
- Pending
- Rejected

Tier assigned: A B C

Approved services/routing limitations (if any): _____

Conditions / restrictions (if any):

- Limited commodities/routings
- No DG
- No high-value
- SPX/UNK/security restrictions
- Limited operating hours
- Specific handover requirements
- Other: _____

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:

- Security incident / theft / tampering allegation
- Repeated operational failures
- Licence / registration / insurance lapse
- Sanctions / compliance flag
- RA/RAR / RACSF / screening/security-status failure
- CAD / airline / terminal / customs / TID / Tradelink concern
- Contractor declaration concern
- Other: _____

9. Recordkeeping

- Onboarding pack saved
- Screening evidence saved
- Approval decision saved
- Conditions / restrictions recorded
- Review date recorded
- RA/RAR / RASP-related records retained according to applicable CAD/RAR requirements where relevant

10. Notes

This checklist is used together with Supplier Due Diligence (HK) and does not replace shipment-specific operational decisions, third-party contractual terms, or mandatory CAD/RAR, airline, terminal, customs, DG, security, or legal requirements.



Approved Supplier List (HK) - Public Summary

APPLIES TO
UDB Logistics Limited

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OWNER
Compliance (Head of Compliance)

GOVERNING LAW
Hong Kong SAR

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CONTACT
compliance@udb.com.hk

1. Purpose

This document provides a high-level public summary of UDB's approved supplier coverage by category in Hong Kong. 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 / case-by-case") by supplier type.

Supplier names, commercial terms, routing details, warehouse locations, security layouts, access arrangements, and operational procedures are confidential and are not disclosed unless required by law or expressly agreed in writing under controlled disclosure.

"Available" means UDB maintains one or more approved suppliers or operational partner arrangements in that category, subject to operational feasibility, capacity, regulatory requirements, security requirements, and compliance checks for the specific shipment.

This summary does not guarantee availability for every lane, date, commodity, security status, customs/authority requirement, airline requirement, or terminal 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, space, airline acceptance, and operational feasibility.
Ground handling / GHA / CTO / cargo terminal interfaces	Yes	Subject to terminal rules, airline/GHA/CTO procedures, and access controls.
Trucking / transport partners	Yes	Vehicle type, timing, secure transport controls, and availability subject to shipment requirements.

Category	Available (Yes/No/Case-by-case)	Notes (high-level)
Contracted warehouse / cargo processing / storage or staging providers	Yes	Controlled / contracted arrangements are subject to operational feasibility, RASP / RA/RAR controls where applicable, and supplier approval status.
RACSF / screening / security service providers	Yes	Subject to CAD/RAR, airline, terminal, screening, and security-control requirements.
Air cargo security / RA/RAR workflow support	Yes	Subject to shipment security status, SPX/UNK handling requirements, and applicable RASP / CAD procedures.
DG support partners / packing / repacking vendors	Yes	DG acceptance subject to IATA DGR / ICAO TI, CAD requirements where applicable, operator/carrier approval, and DG partner capability.
Lithium battery handling support (ELI/ELM, Section II where applicable)	Yes	Subject to documentation, operator acceptance, battery compliance, and applicable DG requirements.
Regulated fragrances / perfumes support	Yes	Subject to classification, SDS/MSDS or DGD where required, packaging, net quantity, DG/security acceptance, and operator approval.
Customs / C&ED / declaration support	Yes	Subject to customer documents, customs/authority requirements, and Tradelink/declaration process requirements where applicable.
Tradelink / import-export declaration support	Yes	Subject to correct shipment data, invoice value, customer documents, and applicable declaration timelines.
Strategic commodities / TID / permit / licence support	Case-by-case	Availability depends on product type, technical documents, end-use/end-user information, TID requirements, and authority response.
Trade compliance screening resources	Yes	Sanctions, restricted party, export control, strategic commodities, and customs compliance screening apply as relevant.
Temperature-controlled solutions	Case-by-case	Availability depends on lane, airline, equipment, packaging, commodity, monitoring requirement, and feasibility.

Category	Available (Yes/No/Case-by-case)	Notes (high-level)
High-value security support	Yes	Subject to High-Value Security SOP (HK), supplier tier suitability, secure handling feasibility, and security restrictions.
Evidence preservation / incident support	Yes	Subject to third-party cooperation, confidentiality, security restrictions, and legal constraints.
IT / communications providers supporting operations	Yes	Used where relevant to operational processing, customer communications, and document handling.

4. Tiering and high-value handling

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

For high-value custody, transport, warehouse, screening/security, and terminal handling, UDB uses suppliers approved under its Supplier Due Diligence framework. Tier B/C suppliers may be reviewed at least annually where feasible and after material incidents.

Where appropriate and under NDA, UDB may provide a supplier assurance letter covering supplier categories used for the customer's lane, due diligence tier, and controls applied for the specific use case.

5. Confidentiality and controlled disclosure

This public summary intentionally does not identify individual suppliers, warehouses, contractors, security providers, or route-specific arrangements.

Detailed supplier identities, contractor declarations, warehouse/security layouts, access controls, and lane-specific arrangements may be shared only under controlled disclosure, where appropriate and subject to confidentiality, security, contractual, and legal restrictions.

6. Updates

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