



**UNIVERSAL SUPPORT
SERVICES GROUP**

Protecting People. Perfecting Places.

USSG PROFILE

USSG Ltd provides reliable security and cleaning services across the UK, safeguarding businesses and communities. As an ACS-accredited company, we follow recognised industry standards and best practices.

Our success comes from a dedicated team, with frontline operatives delivering high-quality services and all departments supporting excellence. Led by Managing Director Ali Arain and a senior management team, every member of USSG plays a key role in achieving our objectives.

With support from Citrix Consultancy Services Ltd, USSG remains a trusted, client-focused provider of security and cleaning solutions.

www.ussgl.co.uk

ABOUT US



Who We Are

Integrated Security & Cleaning Solutions

Established 2016 | £20m+ turnover | 400+ staff

Nationwide delivery across the UK Head Office: Manchester | Regional hubs: London, Midlands & Wales

What We Deliver

Bespoke integrated security services

Expertise across Commercial, Corporate, Construction, Retail & Residential

Why USSG

ACS-accredited | ISO 9001 & 14001

25+ years combined housing-sector experience

Local Delivery Team based within 6 miles

Our Approach

Collaborative, partnership-led service model

Built on trust, shared commitment and long-term relationships

Proven reputation driving steady, organic growth



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OUR VISION

At USSG Ltd, we aim to be the leading provider of security and cleaning services across the UK, delivering solutions that ensure safety, hygiene, and peace of mind for businesses and communities.



Safety

Protecting businesses and communities



Hygiene

Maintaining clean and well-managed environments



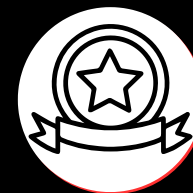
Trusted Partnerships

Professionalism & integrity



Dedicated Team

Skilled staff driving quality



Leading Provider

High service standards & accreditation

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OUR MISSION

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Our mission is to deliver reliable, high-quality security and cleaning services that protect people, property, and environments across the UK.

- **Professionalism & Integrity**
Delivering services with honesty, consistency, and accountability
- **Safety & Compliance**
Operating in line with legislation, industry standards, and best practices
- **Trusted Partnerships**
Building long-term relationships through exceptional service
- **People-Led Delivery**
A dedicated team working together to achieve consistent results

These commitments are reflected in the numerous accreditations we have achieved and maintained, as detailed on our Certifications page.

OUR CERTIFICATIONS

USSG Ltd takes pride in holding prestigious certifications, reflecting our ongoing commitment to professionalism, compliance, and best industry practices.

Our key certifications include:

- SIA Approved Contractor Code of Practice (COP 119)
- Certificate of ICO Data Protection Registration
- Certificate of the National Association of Specialist Dog Users (NASDU)
- Certificate of Safety Management Advisory Services (SMAS)
- Certificate of Contractors Health and Safety Assessment Scheme (CHAS)
- Certificate of International Organisation for Standardisation (ISO 9001)
- Certificate of The British Institute of Cleaning Science (BICS)

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OUR SERVICES

USSG is an established provider of comprehensive security services. With a strong focus on safeguarding businesses, communities, and individuals, we offer a wide range of tailored solutions to meet diverse security needs.

Our core services include:

- Manned Guarding, Concierge Security, Event Security, Residential Security, Construction Site Security, and Retail Security
- Mobile Patrols
- Cleaning Services
- Fire Marshal & Waking Watch
- Vacant Property Inspection
- K9
- Pest Control
- Property Maintenance
- Keyholding and Alarm Response
- CCTV Monitoring and installation
- Car Park Management
- Shutter Repairs
- Catering Services
- Laundry Services



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Our Professionally Trained Guards

We provide thorough training to our security personnel to ensure they have the necessary knowledge, skills, and competencies to perform their duties effectively.

Training covers areas such as security procedures, emergency response, customer service, and any specific requirements related to the industry or client needs.

Alongside their SIA licence, our officers receive counter-terrorism awareness training, including ACT (Action Counter Terrorism) Awareness, and are First Aid trained.





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Professional Cleaning Services

USSG Ltd is an established provider of professional cleaning services in the UK, delivering bespoke solutions tailored to the unique needs of our clients. Our highly skilled operatives, trained and certified in relevant health and safety procedures, ensure a spotless and efficient working environment with minimal disruption.

We take a proactive approach, adapting our services to specific requirements such as workforce size, building layout, and operational demands. Through ongoing investment in technology and staff training, we maintain high cleaning standards while optimising efficiency.

Our specialist services include:

- Jet washing
- Cladding and signage cleaning
- Carpet and hard floor maintenance
- Kitchen deep cleaning
- IT room cleaning
- Additional specialist services as required

Committed to excellence, USSG Ltd delivers reliable, results-driven cleaning solutions, enabling businesses to focus on their core operations with complete peace of mind.

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OUR CLIENTS

At USSG Ltd, providing high-quality service is at the heart of everything we do. We prioritise customer satisfaction and strive to exceed expectations across both our security and cleaning services. Our dedicated team works together to deliver tailored solutions that meet the unique needs of each client.

From attentive customer support to proactive security measures and effective cleaning services, we ensure our clients' safety, cleanliness, and operational peace of mind. With USSG Ltd, you can rely on a committed partner who consistently delivers professional, reliable service.



Our Company Values

At USSG Ltd, our team is guided by a set of core values that underpin everything we do. These principles shape how we train our staff, deliver services, and interact with our clients:

- Professionalism: Ensuring all services are delivered with skill, consistency, and accountability
- Integrity: Conducting all operations ethically, transparently, and responsibly
- Teamwork: Collaborating effectively across teams to achieve the best results
- Safety: Prioritising the safety and well-being of staff, clients, and the public
- Customer Focus: Striving to meet and exceed the expectations of every client



About Our Team

At USSG Ltd, our team is at the heart of everything we do. With over 25 years of combined experience across the security and cleaning sectors, we deliver reliable, high-quality services tailored to each client's needs.

Our staff are professionally trained, SIA-licensed, and committed to maintaining safe, secure, and well-managed environments. Continuous training and development ensure our team remains aligned with current industry standards and best practices.

From front-line operatives to management and our 24/7 control room, we work collaboratively to provide a responsive, professional, and dependable service across healthcare, hospitality, and commercial settings.



CONNECT WITH US!



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