UNIVERSAL SUPPORT SERVICES GROUP Protecting People. Perfecting Places.	Universal Support Services Group (USSG) Ltd	Document Reference: POL-01 Document Revision No.: 03 Issue / Review Date: December 2025 Approved by: Company HR Director
	Quality Policy	Company Name: Universal Support Services Group (USSG) Ltd Address: Unit NG6, Houldsworth Street Business & Art Centre, Reddish, Stockport. SK5 6DA Landline: 0330 341 2124 Web: www.ussgl.co.uk Email: sales@ussgl.co.uk Company Registration No.: 10289772

Universal Support Services Group (USSG) Ltd (USSG' &/or 'the company') provides Security Services, Key Holding, Facilities Management and Maintenance & Cleaning Services to the construction, healthcare, retail, residential, leisure and public sectors. The Company provides the highest levels of customer service and respects the customer's right to be involved in the improvement of their contract with the Company. The Company seeks to improve its market share of the industries it works in, by diligent pursuit of quality control and human resources development programs.

USSG provides a trained, disciplined, and professional workforce motivated to offer quality of service to our customers. The company is assessed by an accredited assessment body, to BS.EN.ISO 9001: 2015, BS 7499 & BS 7858 Standards together with other relevant BS codes of practice.

The Company ensures that its security workforce is screened to BS 7858 and are committed to quality management in all aspects of the business. The purpose of this policy is to compliment and present the company's Quality Management System (QMS) to all personnel, giving the guidance essential for the effective application of Quality Control. The contents serve as a basic reference to policies, practices, and procedures, together with work instructions (where necessary) outlining the activities and responsibilities, which a person holding a company appointment is expected to undertake as a normal part of his/her duties.

The Managing Director (MD) shall determine the criteria and methods to ensure that both the operation and control of the processes are effective. It is the responsibility of the MD to ensure the availability of resources and information necessary to support the operation and monitoring of the processes. USSG's Quality Policy is a framework for its QMS objectives. The company shall monitor, measure, and analyze the processes, ensuring that actions are implemented to achieve planned results and to continually improve their effectiveness.

Our company goals are to ensure that the changes required within our documented QMS meet the requirements of BS EN ISO 9001:2015, written to all Standards, Codes of Practice and Schedules as required by ACOPS and legislative regulations, which are performed in a managed methodical way to ensure that the system is fully understood and implemented throughout the company.

USSG will make this Policy available to all stakeholders, shareholders, staff, and general public upon request.

Everyone is responsible for the quality within USSG and for maintaining exact standards.

This Policy document has been approved by the USSG Managing Director

Mr M M Rashid Baig

Mr M M Rashi Baig
Managing Director

This policy is reviewed as per the Header