Operating in a responsible and sustainable manner is important to our company.

Although at Universal Support Services Group (USSG) Ltd (USSG' &/or 'the company') we run our business activities in line with the expectations of our diverse stakeholders, we also see corporate responsibility as a discipline that helps us to manage risks and maximize the opportunities presented to us in a changing global environment. We take our corporate responsibility seriously within our company as employer, provider, investor, and consumer. We are committed to understanding, monitoring, and managing our social, environmental, and economic impact to enable us to contribute to society's wider goal of sustainable development. We aim to demonstrate these responsibilities through our actions and within our corporate policies.

We focus our Corporate & Social Responsibility (CSR) activities in the following key impact areas:

Workplace

Our ability to deliver world-class products is dependent on a talented, engaged workforce in all the countries in which we operate. To this end, we are focused on making USSG a place where people feel supported, can develop their skills, and have a clear understanding of our business objectives. We are committed to ensuring that our entire business is conducted according to rigorous professional, ethical, and legal standards.

Additionally, we:

Operate an equal opportunities policy for all present and potential future employees
Offer our employees clear and fair terms of employment and provide resources to enable their continual development
Maintain a clear and fair employee remuneration policy and maintain forums for employee consultation and business involvement.

Health & Safety

We shall provide, and strive to maintain, a clean, healthy, and safe working environment providing a workplace where our employees feel safe is not only a legal obligation, but a fundamental factor in building their engagement with the company. Through management intervention, awareness campaigns and a culture that encourages employees to raise concerns about the workplace safety, we aim to reduce the frequency of accidents.

Our Health & Safety department challenges and develops cooperation between all managers and employees to ensure health and safety management is embedded into management and business processes. This is supported by our Health & Safety Policy.

Marketplace

We are in business delivering value to our customers. All that we do is geared to providing world-class services and products and the best possible customer experience. We have a passion for excellence, and we take pride in our ability to solve our customers' problems, focusing on delivering innovative solutions in a timely manner. We aim for true customer satisfaction by understanding our clients' needs and building partnerships.

Environment

We recognize the importance of understanding the impact of our activities on the environment and we are developing an environmental program to demonstrate and benchmark our commitment. The environmental program addresses pollution control of chemicals, energy and water efficiency and waste reduction, all of which are subject to continuous review.
The Program also seeks to reduce the impact of our global carbon footprint, and we will achieve this by monitoring carbon emissions and reporting them on an annual basis.

Community

We are committed to making a sustainable positive impact on the communities in which we operate. We aim to make a distinctive contribution to inequality and social development through the establishment of effective partnerships and programs that make best use of the energies and skills of our employees. We support our employees in fundraising for charities and voluntary work, recognizing both the benefit to the community and to the employees themselves. We also regularly choose relevant charities and sponsorships from within the communities we are involved with.

It is USSG's goal to maintain the highest standards of ethics, professionalism and business conduct as well as ensure that we act in strict compliance with the law at all times. We will not tolerate any behavior or practice that compromises the Company's integrity or honesty. All decisions will be fair and based on transparent processes.

Compliance

Since the Company aims to maintain high ethical standards in carrying out its business activities, practices of any sort that are incompatible with the company's principles and policies will not be tolerated. Strict adherence to these principles and supporting policies is a condition of employment.

The Managing Director has overall responsibility for ensuring compliance with the objectives of this policy

Independence and Objectivity

USSG is committed to being fair, transparent, and impartial in all of its dealings and our members of staff are expected specific standards of behavior, namely:

All staff are required to act in a way that is unbiased, and they must not be subject to any influence which may lead them to act in a way which favors any person or organization.

Other than the salary paid by the company, employees may not directly or indirectly accept any form of payment or material benefit from third parties for services they perform on behalf of USSG.

All staff are required to declare in writing any financial or personal interest, direct or indirect, in another company which is either a supplier to or a competitor of the company.

Unethical Behavior and 'Whistleblowing

The Company promotes a working environment which encourages all members of our team to express their concerns about behavior or decisions that they perceive to be unethical without fear of reprisal or victimization. Any member of staff who needs guidance or advice on business ethics issues should speak to his or her manager or the Managing Director.

The Managing Director is responsible for initiating and supervising the investigation of all reports of breaches of these principles and policies and ensuring that appropriate disciplinary action is taken when required.

Business Ethics Policy Statement

USSG is committed to attaining the highest standards of employment practice and wishes to be recognized as a good employer. It is committed to communicating its strategy and objectives to employees and to keeping employees informed on the Company's progress against the strategy and objectives.

We support and promote the ethos and principles of equal opportunities in employment, striving to create a culture where every member of our team is treated fairly and without fear of harassment or victimization for any reason.

Balancing Transparency with Confidentiality

USSG will be transparent in all of its operations except where it is constrained by issues of confidentiality.

The Company will strive to communicate clearly and succinctly in order to minimize complexity in our business dealings.
We will comply with the provisions of the Data Protection Act and members of staff will be trained accordingly.

Protecting Business Assets

All members of staff are required to avoid waste and extravagance and are encouraged to identify improvements to systems and procedures to achieve optimal effectiveness, efficiency, and responsiveness.

All employees are expected to follow agreed procurement procedures when commissioning third party services. They are also bound by the Company's Business Expenses procedures when incurring business expenses which will be paid or reimbursed by USSG.

The Company's assets and funds may only be used for the legitimate business purposes of Universal Support Services Group Ltd.

Suppliers, Advisors and Agents

USSG.will aim to develop relationships with its suppliers, advisors and agents based on mutual trust and shared values. Therefore:

- All members of staff will conduct business with suppliers, advisors, and agents in a professional manner.
- The Company will pay its suppliers, advisers, and agents on time and according to agreed terms.

Competitors

USSG will:

- Compete in a lawful manner,
- Not seeking to damage the reputation of competitors, either directly or by implication or innuendo,
- Avoid discussing proprietary or confidential information in any contacts with competitors,
- Not attempting to acquire information regarding a competitor's business by unlawful means, including industrial espionage, hiring competitors' employees to obtain confidential information, urging competitors' employees, clients, or occupiers to disclose confidential information, or any other approach that is not above board,

Governance and Financial Matters

USSG will:

- Comply with all laws, rules and government regulations that are applicable to the Company.
- Maintain accurate business records, following best practice in all respects.
- Maintain financial statements and accounts in a manner that are accurate and auditable prepared and submitted by independent accountant.

Prevention of Tax Evasion

Top leadership is committed to prevent tax evasion by focusing on risk assessment and prioritizing proportionality of risk-based prevention procedures this will also be achieved by completing Due diligence Communication (including training) Monitoring an d regular review of such activities.

Contractual Arrangements

USSG is committed to meeting its contractual commitments and will build relationships with its suppliers, agents and contracted service providers based on mutual trust. All members of staff are expected to understand and comply with the terms of the contracts for which they have a responsibility.

The Managing Director shall review this policy annually and/or following significant changes.

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