

OUR SOCIAL VALUE REPORT

CONFORMS TO THE GUIDANCE OF ISO 26000:2020 & BS 8950:2020

Table of Contents

Introduction & Scope……3

Company Description ……4

Social Value Definition ……5

Understanding Social Responsibility……5

Principles of Social Responsibility ……5

Recognising Social Responsibility and engaging stakeholders ……6

Guidance on Social Responsibility Core Subjects ……6

Guidance on Integrating Social Responsibility throughout an organisation ……7

Annex A: Examples of Voluntary Initiatives and Tools for Social Responsibility ……8

Annex B: Social Value Maturity Index ……9

Annex C: Endnotes or Citations……11

Introduction & Scope

Universal Support Services Group (USSG) Ltd ('the company' and/or 'USSG') is pleased to present our second Social Value Report.

This report is prepared by Rose Ackers, HR Director & Compliance Management lead at Universal Support Services Group (USSG) Ltd and completed in the format of the current ISO 26000 Guidance.

Having previously worked with HACT (Housing Associations Charitable Trust), the BSI (for Social Value ISO26000* guidance), and the Supply Chain Sustainability School (SCSS). As well as referring to the Public Services Social Value Act 2012, Procurement Policy Note 06/20 Social Value Model, its associated Themes Outcomes Measures System (TOMS) Framework and BS 8950:2020, as appropriate, to create this report and record our company's social value output, with the metrics included, for the period of July 2025 to June 2026 (our last accounting year).

This Social Value Report has been prepared in full accordance with the methodology that follows the HM Treasury Green Book and Magenta Book guidelines in the company's evaluation herein.
The Green Book sets out the theoretical approach to policy evaluation in regard to cost benefit analysis and wellbeing evaluation.
The Magenta Book provides technical guidelines on statistical techniques to be used for inferring the impacts of policy interventions.

As well as utilising the Social Value Maturity Index (SVMI) for present and future scope in accordance with current National TOMS Framework..

*Social Value is subjective, which is why this Social Value Report is intentionally not long winded, as it puts **YOU** the reader at the forefront of determining our Social Return on Investment (SROI) with the information provided herein – thus encouraging collaborative debate, engagement, and feedback ?*

In some sectors Social Value is increasingly being used as a replacement for sustainable development / procurement. Invariably, Social Value scope is also perceived to have the same values; Social (people/giving), Economy (sourcing/cost), Environment (our planet) and how these 3 dimensions intertwine and expand.

USSG is well aware it does not work alone in its Social Value outputs, be it from Staff, our Business Partners, and the local/larger communities our works affects. As per the operational challenges affecting the 12 months covered in this report we feel it prudent to advise that the findings in this report will have naturally been affected, and timely statistics may vary depending on what time in the 12-month period the associated data will have been collated.

Throughout this report it will be explained where the Social Value records of USSG currently impact and the subsequent positive legacies and outcomes we hope to achieve. These can be mutually beneficial to the community in which we reside and serve, our business partners that we work with, and immediate environment for the greater good.

Please be advised that we have a separate Carbon Footprint Report for all associated research and findings. As well as a fully detailed Compliance Quality Management System conducive to numerous ISOs in relation to USSG's 3Ps (Policies, Practices & Procedures).

Universal Support Services Group (USSG) Ltd has gone to all reasonable lengths to ensure the accuracy of this report and accompanying information, inclusive of the monitoring of our supply chain and communications with our business partners regards their social value. With regards to strategy and management of our Social Value; we will continue to Plan, Do, Measure & Review periodically the benefits our actions impact the community and region.

We at USSG have taken the theoretical approach of how **YOU,** the reader, believe you fit into our Social Value, by asking **YOU** how you feel in regard to the bigger picture, and/or given the circumstances ….
what measure **YOU** get or give to happiness and/or satisfaction (Ergo: Social Value Responsibility) ?

*ISO 26000 (originally published in 2010 and subsequently updated in 2020) is guidance for social responsibility, and not a requirement therefore it is NOT a standard. It is intended that the layout of this report will evolve as and when required by updates in ISO 26000..
The benefits of implementing ISO 26000 guidance is recorded in our accompanying metrics which complements this Social Value Report.

Company Description

UNIVERSAL SUPPORT SERVICES GROUP (USSG) LTD (USSG and/or the Company) is one of the UK's market leaders for Security & Facilities Management Services and associated equipment, complying with all of the relevant British or European Standards. From the smallest requirement to complete major contract packages – USSG is a privately owned company providing it services from its headquarters in Stockport, Cheshire, England. As well as satellite offices throughout England and Wales, with the resources and capabilities to meet the demands of our client's projects.

USSG pride ourselves in wherever possible using the local supply chain for all our resources. We recognise the positive impacts collaborative business arrangements bring to local communities, highlighted in this report.

Company Profile

The company was established in 2016 by its principal Managing Director, Mr Ali Arain, who had gained many years' experiences in business building in other industries – '*The success of USSG was not just measured in numbers. It was the spirit of unity and collaboration that permeated throughout the organisation that truly set it apart. Each team member from the top executives to the front-line employees understood the vital role they played in the company's journey. They embraced the challenges and celebrated the victories together, cultivating a culture of camaraderie and resilience*.'

From the outset USSG set out to offer a premium service in all respects, and the growth and success of the business to date is the result of this philosophy. The company endeavours to employ only the highest calibre of experienced staff throughout the business and believes in encouraging existing, and bringing in, staff with their unique talents and skills for the common goal of forging the company ahead in the pursuit of success.

As an ISO 9001 accredited company, at Universal Support Services Group (USSG) Ltd, we operate to the utmost standards in line with all new legislations detailed to our industries. We are a member of the SIA (Security Industry Association) and affiliated to their ACS (Approved Contractor Scheme) and therefore are subject to the most rigorous inspection/s and accreditation audit annually.

We have been accredited by various SSIP (Safety Schemes in Procurement), that have included Achilles Building Confidence & LinkUp, ConstructionLine and SafeContractor, which also involves very rigorous inspection and vetting procedures. As well as being registered with Cyber Essentials Scheme, NASDU, BICSc The British Institute of Cleaning Science, Work Assured & COP119, to name but a few of the nationally recognised certifications that USSG has repeatedly aligned ourselves with over the years. These accreditations show that USSG have demonstrated compliance with the system, and sound management of current health and safety legislation, recruitment, and social values.
We embrace our involvement with the above and in turn encourage our community investments and Social Return on Investment (SROI) via #SupportLocal utilising local employment and businesses, as well as engagement through sponsorship, volunteering our services and charitable fundraising.

Social Value is embedded and reflected in all our projects – Social investment in supporting local / regional, all parties / business partners are accountable and included for collaboration.
We consider what Social Value requirements are asked of our business partners. Working with them to promote creative and innovative solutions in Social Value.

This is all promoted via our company's livery, electronic communications, and social media.

Social Value Definition

USSG is aware that although the Public Services (Social Value) Act 2012 does not provide a legal definition of Social Value, it refers to a need for 'public authorities to have regard to economic, social an environmental well-being'.
Social Value UK deem Social Value is '*the quantification of the relative importance that people put on changes they experience in their lives.'*
Simetrica Social Value is '*the total impact on people's quality of life.'*
Social Value Portal defines Social Value as '*How what is proposed to be procured might improve the economic, social and environmental well-being of the relevant area.'*

Hence our aforementioned 'Social Value is subjective' and the question being asked to YOU as the reader – How do you define Social Value and where does what we do fit in ?

Understanding Social Responsibility

Social Value is providing integrated leadership with our business partners for defined outcomes and embedded throughout the Social Value Lifecyle that been included in this report.

So, to the perennial question we will be asking in our Social Value Report/s;
After managing on a decent wage and lifestyle, if YOU were to win £1m+, how much of it would YOU keep for your social status or put into your community for your social impact / value?

As a company, USSG are very self-aware of its presence in the community … obviously what we do stands out and is visible to the public and industry peers.

Hence the giving back we do for the satisfaction of all involved in our aims to TOMS' Work, Economy, Community & Environment;

- Promote local economy & employment,
- Raise living standards and fairness,
- Promote local participation and engagement,
- Increase local sustainability and lessen environmental impacts,

Raising the profile of Social Value (SV) in Local Needs Analysis, also to include interacting with Client's initiatives (As an example, via their Tenant's Groups), Exceeding Social Value Targets, Environmental and Sustainability Performance, engaging with Supplier Strategies – including our supply chain experts in Waste & PEFC.

Despite business challenges, during our last accounting year (July 2025 – June 2026), USSG have provided c. 200 work opportunities, retained Staff Inductions and Training for Business Partners, calculated CPD days, encouraged and participated in excessive volunteer days including local social enterprises and charities.

Thus, enabling SV to be at the heart of the projects we align ourselves to and understanding Client's drives in SV.

Principles of Social Responsibility

The scope of USSG's community investments or Social Return on Investment (SROI) are inclusive of these 7 Principles; Accountability, Transparency, Ethical Behaviour, Respect for Stakeholder Interests, Respect for the Rule of the Law, Respect for International Norms of Behaviour, & Respective for Human Rights, and is not exhaustive to local regeneration projects, employment assistance, community projects, homelessness, mental health interventions - to name but a few that help provide a positive impact on people's lives and thus create SV. This has helped create the accompanying metrics to the Wellbeing Valuation approach that apply monetary values in the giving back outcomes associated with SROIs. In other words, we are seeking the equivalent amount of money that would have the same effect on the individual's life as the good or service being valued – the 'Feel good factor '. Please see our company's information towards the end of this report, with the periodical review as detailed therein.

The 'Feel Good Factor' in social value grows as more data populates the various drivers. The process of value created for SROIs can be depicted as:



Where do **YOU** or how do **YOU** fit in **?** and what process gives **YOU** the most satisfaction **?**

Having previously used the HACT' Wellbeing Valuation Approach spreadsheet (summary in Appendix A below), we have cross referenced the past year's data with the National TOMs (Themes, Outcomes & Measures System) Calculator for any variance/s in findings (SVMI summary in Appendix B below).

These Reports / Assessments demonstrate 'added Social Value' that we hope to meet, if not exceed and HM Green Book targets as a minimum – not about monetary value but how that equates to the positive impact of SROI and various opinions of our workforce, which may show a difference in demographic due to age, lifestyle and perspective.

Recognising Social Responsibility and engaging stakeholders

Throughout this report USSG have acknowledged we are not working alone in the company's engagement and promotion of Social Value. At Universal Support Services Group (USSG) Ltd we strongly believe that our Social Impact is the difference we make through the work that we do in the region. Our Social Value is interchangeable with our Social Impact and closely related to inclusive growth; the mutual understanding of the need in ensuring economic growth benefits everyone.

Providing and enabling both mutual guidance and upskilling and supporting consistency of approach, as in our Social Value profiling, as well as how what we do interacts with the Social Value strategies of our business partners (accompanying communications can be provided).

USSG prides itself in measuring our Social Value with inclusivity of our business partners, which is shown and acknowledged in our year-on-year renewal of national accreditations and repeated business. These become part of our benchmarks that serve to enhance our Compliance Quality Management Systems, that this report compliments, and how our company contributes social value throughout its business.

Guidance on Social Responsibility Core Subjects

The detailed metrics that compliments this report (HACT Value Calculator & SVMI) allows for the Wellbeing Valuation approach to estimate the impact of USSG's contribution to community outcomes and income on subjective wellbeing and how people live their lives. We use life satisfaction measured on various determinants;

- Age
- Gender
- Educational or Employment Status
- Health Status
- Family/Marital Status (inc dependents and/or caring duties)
- Geographic Regions
- Housing / Environmental Conditions
- Social levels in the area (inc crime, homelessness, supply, etc.)

The above are not exhaustive and can naturally overlap due to personal circumstance/s, as well as performance measure where our influence has had to adjust accordingly due to various factors.

We are also mindful that it's no coincidence that the holistic '7 core subjects' approach, as detailed in ISO 26000 guidance (Organisational governance, Human rights & Ethical Behaviour, Labour practices, The environment, Fair operating practices, Consumer issues, Community involvement & developments), draw parallels in other areas of legislation and procurement …..
so, how do YOU see yourself in these determinants and how they are measured in our Social Value ?

Guidance on Integrating Social Responsibility throughout an organisation

To reiterate a long-standing point; Our company culture has evolved since our inception in 2016. However, certain aspects have not changed; we have always been co-operative, collaborative, diverse, due diligent, ethical, inclusive, responsible, social, and valuable in our 3Ps (Policies, Practices & Procedures), as shown within our Compliance Quality Management Systems.

We have and will provide mini–Social Value reports for specific contracts, at our client's requests, as well as a 'bigger picture' metrics in terms of the Social Value £ comparative to USSG's £ turnover for that period that compliments this report – ***"If £1 is spent on the delivery of a product/service, can the same £1 be used to also produce a wider benefit to the community ?"***

Key Point Examples are for:

- Community Engagement (Stockport Foodbank, The Government's Dept for Work & Pensions (DWP) Forums & Events, #SupportLocal),
- Regional Employment (Staff, Skills & Initiatives),
- Biodiversity (Environmental Benefits that are reflected in our Compliance Quality Management Systems),
- Social Value Legacy (inc #HiriingLocal #GivingBack #SupportLocal)
- Health & Safety (All of the above, that has helped USSG continue to maintain its goals)

YOU can be an important part of reviewing our performance on Social Responsibility and Value ! ?

Annex A: Our Voluntary Initiatives and Tools for Social Responsibility focuses on quality, rather than quantity, and is specific (hence this concise and succinct report) ...



The 'Blow our own trumpet' page ....

Social Impact total £s from our last accounting year;

Overall social impact	Analysis of benefit	
	Budget : social impact	Net benefit
£ 2,347,291	1 : 90.63	£2,321,391

As you can imagine, we are again happy with the above figures, and from a Staff Focus Group of just approximately 20% of the workforce, in main the elder age demographic of our staff – giving a c. 18% increase on social impact advising from last year's records. Overall Social Impact & Net benefit totals are both excellent and encouraging, as since the last SVR we have faced a number of commercial challenges, it is pleasing to read that despite this and allowing for whatever situations our staff are living in, they were able to take copious positives 😊

The detail in our Value Calculator report indicates an average deadweight ('what would have happened anyway') of remains at 20%, so it's great to see our Social Impact retained @ 80%, year on year, being brought into our regions by what we do and how our employee feel about where they live and how it affects their lifestyle !

Community Spirit with grass roots, local club sponsorships & spaces

We are always be proud of our involvement with the Stockport Foodbank & DWP Initiatives #SupportLocal …

Stockport Foodbank
Together with Trussell



Promoting Industry and Best Practice



As a long serving qualified professional, our HR Director is both a proud member and volunteer of the CIPD and its Trust, encouraging engagement and participation in numerous industries for the lesser able to have the confidence to enter or return to the workplace

Learning New Skills

FIR

sia APPROVED CONTRACTOR

Apprenticeships

Ambassador

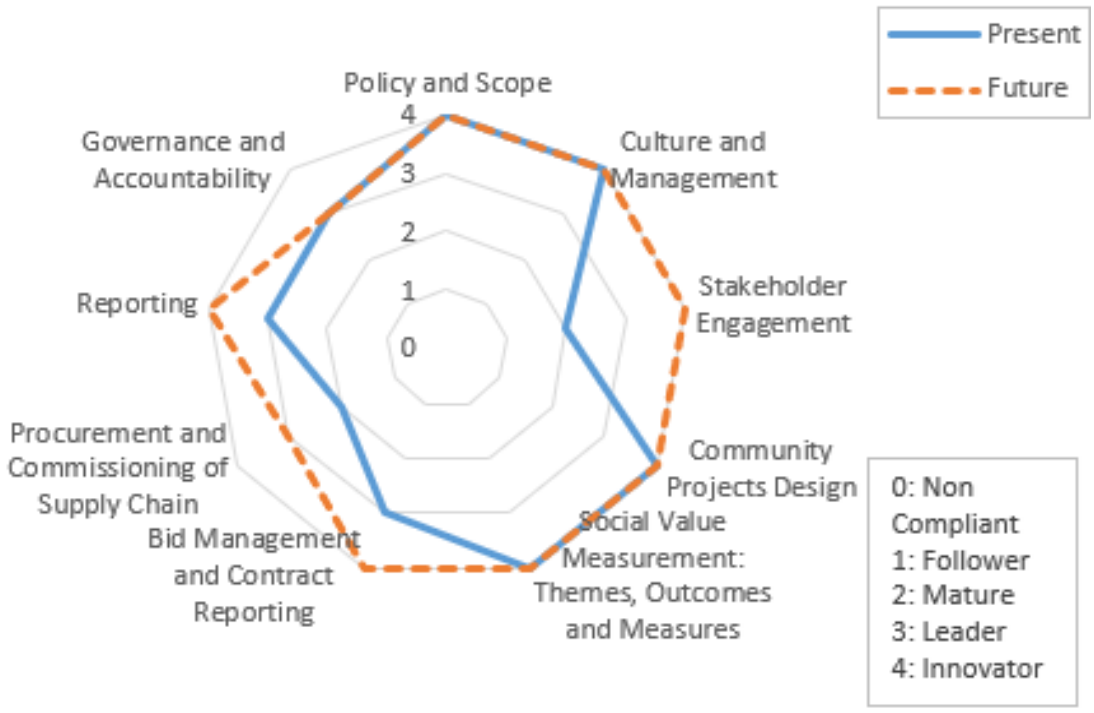
Annex B: Social Value Maturity Index (SVMI)

The Social Value Maturity Index assists USSG in identifying where we are in our Social Value Journey to establish principles of transparency and assurance, and provide analysis of responsiveness and targets for periodical review/s. This will evolve with other initiatives and sector guidance.

The SVMI utilises a Greenlight System when data is collated in its matrix. Our results for this report provided the following Social Value Plan Cycle;

Results

	SECTORS	Present	Future
A	Policy and Scope	Innovator	Innovator
B	Culture and Management	Innovator	Innovator
C	Stakeholder Engagement	Mature	Innovator
D	Community Projects Design	Innovator	Innovator
E	Social Value Measurement: Themes, Outcomes and Measures	Innovator	Innovator
F	Bid Management and Contract Reporting	Leader	Innovator
G	Procurement and Commissioning of Supply Chain	Mature	Leader
H	Reporting	Leader	Innovator
I	Governance and Accountability	Leader	Leader
	Your Comments		



Present Performance: ***Leader***

Future Target: ***Innovator***

As you can see, the results overpage are encouraging, considering only recent year-on-year reporting 😊 and provided the following Action Plan suggestions to work on;

	To reach 'Follower'	To reach 'Mature'	To reach 'Leader'	To reach 'Innovator'
Policy and Scope				
Culture and Management				
Stakeholder Engagement			Align your stakeholder engagement process with the AA1000 standard.	
Community Projects Design				
Social Value Measurement: Themes, Outcomes and Measures				
Bid Management and Contract Reporting				Set up a quarterly feedback report on progress to customers. Share benchmarking and lessons learnt across all contracts with other organisations, to establish best practice.
Procurement and commissioning of supply chain			Introduce training to the supply chain to help them unlock opportunities for Social Value.	Ensure that Social Value is fully integrated into tenders, and that Social Value is one of the main criteria when selecting suppliers.
Reporting				Introduce integrated monthly reporting for individual projects and the business as a whole (including the supply chain).
Governance and Accountability				

** The actions in the action plan are defined by your response to each question and show what must be done to reach your Future Target from your Current Performance for each. Please note that the column headings strictly refer to achieving the different levels for individual questions, rather than your overall performance.*

Annex C: Endnotes or Citations

Accompanying Evidence to include, and not exhaustive to;

- HACT ValueCalculator_v4__0-2 for 2026 Report (Excel Metrics File) (***available upon authorised request)***
- Social-Value-Maturity-Index-PrivateSector-Tool-1.0 for 2026 (***available upon authorised request)***
- Our Compliance Quality Management Systems (***available upon authorised request)***
- ISO 26000: 2020 Social Responsibility Guidance
- BS8950:2020

Contact Information

ROSE ACKERS
IHR Director
+44 7848 192712
rose@ussgl.co.uk
www.ussgl.co.uk

HEAD OFFICE
Unit NG6, Houldsworth Business & Arts Centre, Houldsworth St, Reddish, Stockport SK5 6DA

WALES REGIONAL OFFICE
4th Floor, 14 Museum Place, City Centre, Cardiff, CF10 3BH

SOUTH REGIONAL OFFICE
Kemp House, 152 City Road, London, EC1V 2NX



Target Zero Waste. Please do not print this report unless you really need to