



Universal Support Services Group Ltd

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Quality Policy

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Universal Support Services Group 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 work force 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 Ltd will make this Policy available to all stakeholders, shareholders, staff, and general public upon request.

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

This Policy document has been approved by the USSG Managing Director

Mr Ali Naveed ul Zafar Arain

**Mr Ali Arain
Managing Director**

This policy is reviewed as per the Header