

## The Universal Group - Quality Policy

The Universal Group and its subsidiaries referred to henceforth as "TUG" strives to become a world leader in International business services. To ensure its role as a responsible supplier of notary, company secretarial and translation services, the quality policy is central to every action and decision.

Fundamental principles are:

- to ensure proper usage of the quality management system;
- to meet the needs and expectations of our customers;
- to monitor and control all processes with regular internal audits;
- to comply with all national and international law and regulations.

To fulfill these principles, all employees are committed to:

- define clear and precise responsibilities of each individual within the organisation;
- work with the highest ethical and business standards;
- meet customer requirements and expectations;
- ensure strong relationships with all suppliers and customers and maintained at all times to clearly understand and communicate expectations;
- communicate, develop, and ensure quality awareness with all employees;
- monitor operations in order to improve the processes and organisational performance;
- ensure safety in all company processes and operations through training and workshops.
- report any perceived or suspected deviations from the principles and policies of the company

Chief Executive Officer



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Simon Harris