

• ramsac

*Environment, Social & Governance Policy*

Version 2 | March 2024



the secure choice



## ESG Policy - Introduction

At ramsac, we seek to hold ourselves accountable for the highest possible standards. We have built our business on the basis of our strong ethical and moral values, and we will always seek to conduct ourselves in a way that demonstrates those values as lived experiences for our colleagues, clients and stakeholders.

For us, it's never been about business at any price. It's never been just about the bottom line. We seek first, to be a world class employer, providing supportive, nurturing, and aspirational career opportunities for our people, enabling them to deliver the best possible service to clients that we are proud to be associated with.

You can see evidence of this in our [Glassdoor Site](#), our '[Best Companies'](#) [independent reports](#) and our [client satisfaction levels](#), which are integrated with our website. Our [Culture Book](#) perhaps best describes the experiences of our people, but we present this ESG document as an explanation of our commitment to Environment, Social and Governance principals.



# Environment



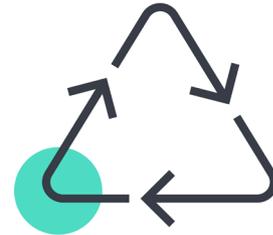
## Carbon neutral company

Each year we work with Carbon Neutral Britain in order to offset our carbon footprint. This is done by looking at the carbon negative output from the company via appliances, flights, mileage, company cars, energy consumption, homeworkers and waste, and investing in carbon positive programmes to offset this amount to zero. We are proud to take part in this certified scheme and look to work towards becoming carbon neutral of our own independence.



## Reducing our carbon footprint

Due to the nature of our business we receive and send a large amount of deliveries. Wherever possible we buy in bulk or place multiple orders with a single supplier to reduce the number of delivery miles. Although not always possible, where we can, we will book multiple collections for one day reducing the number of vans coming to the office to collect goods. We also prioritise delivery companies who have green sustainability pledges, such as those who have become carbon neutral.



## Increasing recycling

We currently have recycling bins stationed around the office and encourage all staff to recycle in line with local authority guidelines. We also recycle batteries under a separate scheme and recycle our electrical equipment via a secure disposal service who endeavour to reuse and re-purpose as much of the equipment as possible and dispose of the rest through the correct channels, avoiding landfill. As of this year, we have also introduced a food waste management system.



## Encouraging 'green' travel

Post pandemic, we returned on a hybrid working scheme, working at home 2-3 days a week, reducing the need to travel. We also have a cycle-to-work scheme, (and have installed showers and bike storage for this). For those driving, we have an electric car scheme, and survey staff to link them to colleagues that live close by, to encourage lift sharing. We chose our new office site to have great public transport links, including a park and ride scheme right next door.

# Environment (continued)



## Ethical sourcing

When looking to order refreshments for the staff kitchen we aim to buy ethically sourced, fair trade or rainforest alliance certified products to do our part in working towards a fairer and more planet friendly market. For client equipment we order from 2 main suppliers both of whom advertise their commitment to sustainability and local sourcing.



## Wellbeing & Environment Champions

We have a group of colleagues who together have formed a Wellbeing & Environment Committee and are being actively encouraged to consider how we further improve our impact on the environment, including plans to focus on increased recycling compliance.



## Planet friendly services

In 2024, we plan to carry out research into the wider environmental impact of the IT sector and seek to better understand which vendors and manufacturers provide the most planet friendly services. Our ultimate aim is to help our clients also become carbon neutral in their IT use.



## Improving our energy rating

Our new offices have been assessed as having a 'B' energy rating. All lighting has been replaced with LED, motion sensor lights and gas boilers have been removed, to be as efficient as we possibly can.





## Employee benefits

We offer a wide range of employee benefits, the full range of which are available to all staff after 6-months. The benefits are routinely reviewed to ensure we offer our staff benefits which are in line with the needs and wants of our workforce. These include some of the less common company benefits such as Critical Illness, Dental Insurance and Mental Health support.



## Apprenticeships

We have been offering apprenticeships for over 10 years and will continue to do so as we believe apprenticeships offer a great stepping-stone into an IT career particularly for those just leaving education. We are committed to extending the range of apprenticeships we offer across the business, including at higher levels, to aid career development of our existing staff. We are pleased to have a number of former apprentices who still work within the business in various roles, including at management level.



## Extensive training programme

We have extended our training programme to also offer entry level positions to the sector as 'Trainee IT Support Consultants' This scheme encourages people new to industry and as well as providing new opportunities to individuals, it has enabled us to have a more sustainable talent pipeline too.



## Building strong relationships

Situated close to the Surrey and Hampshire border, with good links to London, we work hard to forge strong relationships with local education institutions at various levels including colleges and universities. In the past this has included careers talks and fairs, project work for classes and open recruitment evenings.



## Emphasis on internal promotion

We are proud to be able to say that 40% of our staff are in their current role through internal promotion. We are committed to assisting our staff to grow on a personal and professional level, we facilitate this with regular 121s and 6 monthly developmental spotlight meetings. The intention of these meetings is to not only review staff progress, but also give a platform for discussions around their drive for personal growth.

# Social (continued)



## Diversity

We strongly believe that diverse workforces are more positive for all involved and we seek to be an open, fair and equitable place to work.



## Fair pay

We are committed to offering fair pay, benchmarked against local businesses of similar industry. We regularly review our pay, including an annual cost of living increase. We have done a lot of work in the last couple of years to standardise salaries across equivalent job roles and we openly publish these bandings, ensuring parity across people doing equivalent work, regardless of their race or gender.



## Women in Tech

We are part of the 'tech she can' programme and are committed to extending tech roles to women. We look to ensure we have equal opportunities across all roles within the company and are proud to have a female founding director. We actively track our gender balance and whilst we recognise it's far from ideal, it is better than the industry average and we are positively seeking to continue to employ more women.



## Education and awareness

We are keen to support the understanding of different cultures across the company. We have run and continue to run various sessions and events around Ramadan, Black history month and Lunch and Learns about various topics from menopause and prostate health to autism, depression and LGBTQ+. We continue to monitor our race diversity each month and have published a diversity statement on our website which we strive to live up to.



## Disability Confident

We have signed up to the UK Government's 'Disability Confident' scheme and we ask all job applicants if they are likely to require assistance to help them perform at an interview, for a visible or invisible disability.





## Social (continued)



### Personal development

One of the benefits we are proud to offer our staff is paid personal development time, this can be for a company or self-organised training, we recommend a number of training platforms however staff are welcome to look elsewhere. Internally we run a large amount of technical and personal training including our ramzac leadership academy which is created and run by our Executive Chairman, Rob May.



### World Class to work for

Each year we seek to externally benchmark ourselves against similar employers by taking part in the UK Best Companies audit. We are proud of our 'World Class' rating in this review.



### Wellbeing & Environment Champions

We have a dedicated team of Wellbeing & Environment champions, this team is open to all staff to join. The Champions look to organise social events, Lunch and Learns and fundraising events as well as ensuring that we are doing what we can as a business to keep to our environmental goals.



### Positive about Mental Health

We are proud of our commitment to the 'Mental Health at Work' framework, helping to support a positive change around mental health. We have trained most of our wellbeing champions in the Mental Health Responder training course and we encourage all line managers to have open conversations with their teams around managing stress and discussing mental health in an open and positive way. We generally seek to take part in events such as World Mental Health Day and Time to Talk day.

### Volunteering leave

Each staff member is encouraged to take a days paid leave each year to volunteer for a local charity of their choice. This can be something self-organised however we do also organise volunteering opportunities for those who don't know where to start looking. Our commitment is to have 100+ days of volunteering completed across the company over the course of a year. We also have a company supported charity, Disability Challengers, and seek to support them with donations, volunteers and fundraising event support wherever that's possible. One of our directors Chair's the Challengers Business Club in order to promote other local firms to get involved in their 'Business for Good' programme.



# Governance



## Ethical principals

ramsac is run on ethical principals which all members of the leadership team subscribe to. We have documented policies on equality, anti-slavery, anti-corruption, bribery and whistleblowing.



## Data protection

We comply with all UK and EU laws around data protection to the very best of our ability, and the nature of our work means we take training in data protection and cyber security measures very seriously.



## Audit pay

We audit pay to ensure there is no gender pay gap and we monitor our diversity statistics regularly as a leadership team.



## Leadership meetings

Leadership Team meetings are carried out regularly and are minuted. Whilst these minutes aren't routinely shared beyond the Leadership Team themselves, they are made available to our auditors.



## Ethical culture

We will not work with clients that we feel would be at odds with our overall ethical culture.



## Accountants

We have appointed a local company as our accountants and they oversee our compliance with all statutory finance obligations.



## Health and safety

We take health and safety seriously. We run a professional office environment which is maintained by qualified professionals. We bring in external assistance for specialist tasks and maintain a full maintenance record. We support home workers by providing appropriate IT equipment, desks and chairs and carry out DSE risk assessments for both home and office working.

# Governance (continued)



## Employment Policies

We have appointed a lawyer to undertake annual reviews of all of our employment policies and continue to evolve to ensure we meet all stated expectations.



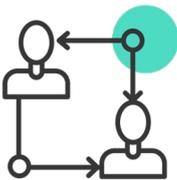
## Non-partisan

Whilst as a business we seek to be active members of our local community and engage fully with as many stakeholders across society as possible, we operate our business on a non-partisan basis. We will not engage in any directly political activity.



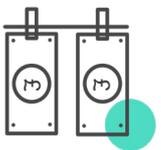
## Risk assessments

We carry out regular risk assessments on all elements of our business and these are published on our intranet for all to see.



## Gender pay parity

Our board is 25% female which is ahead of norms in the IT sector, but we continue to seek to be a more balanced employer. There is gender pay parity across all roles in the organisation.



## Tax avoidance

We do not take part in any tax avoidance schemes.



Cert No. 2921  
ISO 9001

## ISO registered

We are an ISO registered firm with the 9001 standard and we are working towards the 27001 standard. We are a Cyber Essentials accredited firm.





ramzac Limited

[www.ramsac.com](http://www.ramsac.com)

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