



# Culture Book - Volume 3

# Foreword by Rob May, MD.

Welcome to volume 3 of the ramsac culture book, written by our current team for all our future recruits.

I believe that it's the ramsac culture that makes us truly different to our competitors. For nearly 30 years it's been our priority to ensure that our growth has never compromised our values. The purpose of this book is to provide an insight to any new colleague, prospective colleague, client, partner (or anyone else who is considering working with us) as to what that culture actually looks and feels like.

Our culture is based on six core values which in themselves define both the word ramsac and the integral skills of what makes a ramsac person:

**reliable:** Provides consistently excellent service and communication, delivers on promises.

**approachable:** Friendly and easy to talk to, uses language that doesn't baffle. Helps others willingly.

**motivated:** Enthusiastic, willing and determined to achieve success both personally and professionally.

**skilful:** Well trained and knowledgeable, a master of their trade.

**adaptable:** Willing to be flexible to meet customer needs. Not constrained by policy or procedure.

**committed:** Loyal and willing to give their time and energy. Always looking to go the extra mile.

Firstly, what is the ramsac culture to me? From my perspective it's about delivering exceptional customer service and always doing the right thing by everyone without compromise. It's about relationship and friendship, (we talk about the ramsac family and that is how it feels). It's about working hard as a team, about having fun whilst being professional. It's about growing people (personally and in work). It's about no one being afraid to ask for help and everyone having your back. It's also about a shared passion for growth, in all aspects of our business, our lives and our clients.

These values make it clear what we expect from one another, it also empowers people as they understand the framework by which we make decisions. Of course, it's not just about words, it's about how it feels to work here, or work alongside us every day. We are passionate about being the best employer we can possibly be. Whether that's through the flexible approach we take to learning and personal development, or through our focus on positive mental health, our 'Wellness Wednesday' programme or our strong track record of providing clear career paths and opportunities for internal promotion. There's a reason that people join ramsac and stay for a long time and there's a reason why we have a 5\* Glass Door rating and a string of 'Employer of the Year' awards.

The ramsac culture means different things to different people. In order to produce this book, I asked everyone to tell me in their own words, what it means to them to work here as a part of team ramsac. What follows is their unedited responses so you can hear for yourself what it feels like for the people that work here each day.

I hope you enjoy reading this book and I'm looking forward to working with you.



Rob May  
Managing Director





# Our Culture



## Adam B-S

*employee since 2017*

The culture is one of the main reasons I was attracted to work at ramsac. When I first learned about it, I thought it was too good to be true (I was wrong!).

Being able to work in **a company with such a strong and healthy culture** is a blessing every day. I love the way **everyone looks out for each other and is always prepared to help**. I have never woken up dreading to come to work, in fact, on a few occasions my manager has struggled to get me out of the office!

## Andrew L

*employee since 2016*

The support you get from colleagues and management here is better than I've experienced anywhere else. It gives you **purpose and encouragement to constantly improve and be the best version of yourself**.

Our MD ran a business school in his own time for anyone who was interested. It was a great experience, leading to personal revelations, teaching ways of adapting creatively to situations and becoming better in your personal and working life. I still use the lessons I learned from this most days and this kind of willingness by a senior manager, to care for and train his staff, is a small part of what makes working for this company so great.

## Ben F

*employee since 2013*

I don't feel the normal "work" barriers when talking to members of our team or to other departments. **It's more co-operative and positive than other companies I've worked for**.

I left ramsac a couple of years ago, my ex line manager from ramsac had heard I wasn't quite feeling the love at my new position. He took the time to make a personal call to chat about how I was getting on and how I would feel about returning to ramsac. It felt like he really moved mountains to make it happen which I appreciate to this day. Not a lot of companies/people would take the time to follow up on how their old employees were doing. This is what makes ramsac special.

## Alex W

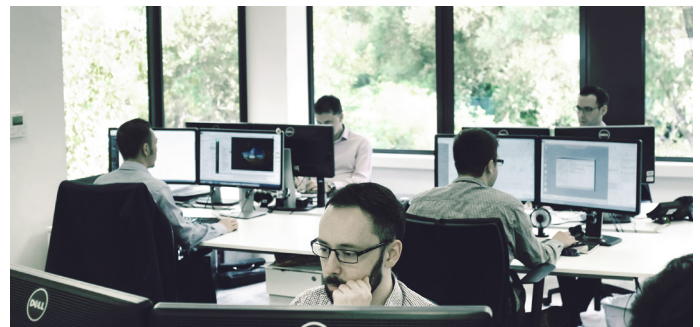
*employee since 2018*

ramsac **genuinely care about you as an individual**, being able to talk to your manager openly and knowing they will listen and do their best to help with any issues you come to them with. ramsac has a proven track record of creating a good working environment.

## Andy S

*employee since 2004*

The fact that there is a positive culture rather than a negative culture. I like the **open and positive nature of everyone who works here**. The camaraderie of the team where everyone is willing to help someone else in need.



## Billy B

*employee since 2019*

I have never been made to feel more welcome within a business and the support has been incredible. This combined **with the work ethic displayed throughout the company is what I like most about the ramsac culture**.

As a new member of the team it has been overwhelming how welcoming and supportive everyone at ramsac has been, it feels as if I've worked here for years and I can safely say I am thrilled to have been given the opportunity to work alongside such remarkable individuals. For me the ramsac culture is about being the best version of yourself every day. **It is imperative to not settle for average but to go above and beyond at every opportunity**.

## Charlotte L

*employee since 2018*

To me the ramsac culture means providing a great service for our customers while also supporting and helping each other. **Everyone is friendly and always happy to help.** I recently took part in a charity abseil for Challengers and being supported by everyone, as well as helping us to raise well over our target is what makes ramsac special.

## Chris S

*employee since 2015*

ramsac is different because of the **moral nature of the staff who make the company what it is.** A company is made by its staff and the variation of different types of people, interests and experience, knowledge and inclusiveness, is what makes ramsac different from other companies. We are a team of people with the same goals, however we are made up of very different people.

## Colin W

*employee since 2016*

From the outside looking in you would comment that there is a distinctive culture at ramsac. From the inside, working at ramsac, this is just the norm. **We are focused on doing what we do, to the best of our abilities at the same time as having fun.**

## Daniel L

*employee since 2016*

The ramsac culture to me is that everyone from Senior Management down to 1st line all help and support each other through thick and thin. It feels like **we are one big IT family and everyone who walks through the door is made to feel welcome and valued and the atmosphere created is truly unique.**

If you are ever struggling with work or having issues outside of the workplace, there is always someone to talk to no matter what. People here care about your physical and mental health.

## Chris F

*employee since 2013*

The ramsac culture is like a family where I feel well supported in the job I carry out. I believe **my colleagues have great faith in what I do which makes me enjoy working here.** I feel valued as a person and I feel that my opinion on things actually has merit. To me just having a voice is important and I feel at ramsac you can and are not judged.

## Claire S

*employee since 2015*

The ramsac culture to me means, we work as a team to ensure that the service we provide to our clients is the best and we have a great bunch of colleagues to work with. **ramsac's core family values ensures all individuals within the 'family' are cared for and appreciated.**

## Dan M

*employee since 2001*

Culture isn't just a buzz word here. It's a genuine, tangible difference. It's not about bean bags and quirky initiatives, it's about **real people, genuinely caring for one another, and working every day to do the right thing, and to do it right.** I love that **it's genuine, heartfelt and consistent, in every part of the business.** And I love that our competitors look to us and can only aspire to create the very special place that ramsac has become over many years.

## David M

*employee since 2013*

What I like most about our culture is that **we are all driven for self-improvement with a strong desire to stand as one and help each other.** I choose ramsac as I wasn't looking for just a place to work and get paid. I was looking for **a company that would promote mine and its own growth & development that I could settle in.**

## Ed B

*employee since 2015*

The ramsac culture to me is the fact that everyone knows everyone in the company and there is a real camaraderie between colleagues. **Everyone is friendly and the atmosphere is calm and relaxed, yet still hard-working.** Everyone is aiming for the same goal of customer satisfaction and we all assist each other in delivering this.

I love the fact that I know everyone in the company and feel that I can talk to anyone.

The availability of an apprenticeship programme was the deciding factor for me for joining ramsac as it was a doorway to an IT career without needing any prior experience.

## Frank O

*employee since 2017*

The ramsac culture is friendly, supportive, with a team atmosphere and you are encouraged to grow. **What I like most about the culture is, how open and family orientated it is and the camaraderie and the laughs.** The fact that you can have a good time at while also still working hard and all working in the same direction.

## Gemma W

*employee since 2018*

ramsac is a brilliant place to work. It is **flexible, supportive and above all, the whole ramsac team works together.** Working at ramsac isn't like working, I really enjoy what I do so it doesn't really feel like I'm working. I like that **I can be myself and feel fully supported by those around me, and likewise, feel that I can support my colleagues.** I like the friendly, relaxed environment and feel that I am super lucky to be here with my work family.

## Guy H-D

*employee since 2015*

I think when you boil it down, **the ramsac culture is made up of the shared values and beliefs of what is important.** These shared values ultimately keep us pointing in the same direction in progress of our goals to make ramsac an exemplary IT provider for our customers. Whilst ensuring that we maintain a great environment to work for our colleagues, offering a place to develop yourself personally and professionally. As cheesy as it sounds, I think we have a group of genuinely nice people that I'm proud to call colleagues.

## Elliott R

*employee since 2018*

The ramsac culture to me means I don't struggle to get up on Monday mornings dreading coming to work. It gives me **work/life balance** which is great. I like that **everyone is prepared to help each other and it's a friendly environment.**

## Francesca S

*employee since 2018*

ramsac's positive culture means a happier place to work. They **invest a lot of time in training and personal development** which in turn helps us to do our jobs more effectively. ramsac has an understanding of work/life balance and **I love the offices, and the positive vibe.**



## Harry L

*employee since 2017*

I love the culture at ramsac. It's a really friendly and welcoming environment where **individuals are encouraged to continuously grow inside and outside of work.** There is a great dynamic to the team which feels like a family, and everyone is so eager to help when its needed. **Joining a new company can be a daunting process, but I was made to feel so welcome in my first week at ramsac** I immediately felt comfortable in my surroundings. Everyone I sp-oke to was so friendly and eager to help me if I had any questions or issues.



“ The availability of an apprenticeship programme was the deciding factor for me for joining ramsac as it was a doorway to an IT career without needing any prior experience. ”





## Jack F

*employee since 2015*

The ramsac culture is working as a team to provide the best service for our customers and knowing that there will always be someone on the team to help out, you feel part of a family who will support you through anything, **everyone is so friendly and welcoming.**

## James H

*employee since 2016*

To me the ramsac culture is knowing that **everyone is working towards the same goal and I can turn to anyone in the company to help make our clients experience the best.** ramsac focus on employees as well as customers.

## James L

*employee since 2008*

ramsac is **a caring and supportive environment where people are encouraged to be the best versions of themselves and deliver an excellent service.** ramsac is a family, all striving towards the same goal and helping to support each other in achieving a one of a kind service. Everyone at ramsac genuinely cares about clients and colleagues.

When my wife was pregnant, she was not at all well and was hospitalised for several months. **The support I received across the company was fantastic, from enabling me to be flexible with my working hours to ensuring I could make hospital visits each day, to helping me get the nursery ready,** is something I will never forget. No other company I have ever known values the importance of family and support their employees through thick and thin.

## James N-T

*employee since 2011*

ramsac is all about working together, delivering exceptional customer service and always striving to improve. There's such a great team spirit and everyone is always willing to help each other. **It's great to work with such passionate people!** From day one you know exactly what's expected of you and what it means to work for ramsac.

## Joel G

*employee since 2018*

**ramsac is a company focused around people and personal relations.** Everyone is welcoming, friendly and willing to go the extra mile. Hard work is noticed, and colleagues will strive to help each other out. **I like the emphasis on personal development and progression - Most employees started from apprentices and have moved up from there.** I think ramsac is so special based upon the dozens of small interactions and gestures to help each other consistently every single day that really build up to paint a picture of genuine care.



## Jonathan D

*employee since 2010*

The ramsac culture provides the platform and space for everyone to be themselves, unhindered by pressure and expectation, which therefore means **everyone is empowered to do the best they can for themselves as well as delivering the best service and advice to our clients.** Companies talk about culture all the time, however none of what is said at ramsac is marketing polish or embellishment, it's the real deal. What you see and hear is what you get, that's almost unheard of in any business.



## Kevin T

*employee since 2012*

The ramsac culture to me is working as one big team to provide a superior IT service to all our clients I think **as a company, we have a great ethos and, great staff wellbeing.**



## Josh W

*employee since 2011*

Our culture is the foundation of creating a friendly, comfortable yet professional place to work. **It brings out the best in us, and gives everyone the comfort and stability to progress and grow in their careers.** You can feel that everyone within the company lives and breathes our values, they're not just something that is talked about at the start of working here and then forgotten. **I am repeatedly overwhelmed by how welcoming everyone is when bringing new people into the team. They seem to fit in and feel comfortable almost instantly and have nothing but kind words to say about how they have found joining the team.** It is a lovely reminder of how well we work as a team, and how valuable our culture is. It's also very satisfying when people learn that our culture really is a reality for us after joining and seeing it for themselves.

## Lawrence W

*employee since 2011*

**The ramsac culture allows me to express myself and my ideas without fear or internal politics, there is a real drive at ramsac to do the right thing.** Working from home, using the latest collaboration tools and helping to deliver a project...Then getting up and showing the team my new house over the video chat. **We're all professionals and want to do the best job... But we're family too.**

## Louise H

*employee since 2014*

To me, the ramsac culture means being supported and trusted by my colleagues and line manager, being appreciated and praised for the work I do. **I have worked for other similar size companies but none that have had such focus on employee wellbeing and the level of benefits on offer to staff is fantastic, also, the flexibility is amazing.** I work part-time as I have children at school and trying to juggle school events and holidays is so challenging for a working parent. **My manager is really flexible, he lets me swap my hours around and work from home when I need to.** He understands how important nativities and sports day are and never makes you feel guilty for having priorities outside of work, in fact, the total opposite is true as he is really supportive of me being there for my children's special moments.



The support I received across the company was fantastic, from enabling me to be flexible with my working hours to ensuring I could make hospital visits each day, to helping me get the nursery ready, it is something I will never forget.



## Louise B

*employee since 2015*

The people are the culture. **ramsac brings together positive and helpful individuals who all work as an effective and efficient team, whether that be for our clients or for each other.** When everyone steps through the ramsac doors in the morning, they bring their best self. The focus is consistently and genuinely on our clients and doing whatever we can to help them to run their business as smoothly as possible on a day to day basis. **I am inspired and uplifted on a daily basis by ramsac-ers positive attitude and humour.**



## Luca W

*employee since 2016*

The ramsac culture to me is about working as a family. We're very particular about who we hire for good reason, as they have to have that ramsac spark. **I see everyone I work with as a friend rather than just my colleagues and this means that coming to work every day is never a chore.** I decided to come to ramsac shortly after leaving college.

**Starting as an Apprentice I had no IT experience but ramsac made it clear that this didn't matter and that I would be taught both extensive IT knowledge as well as valuable life lessons which has helped me decide what I would like to do in the future.** We're told when we do something good and we're rewarded for it. If we get good feedback its relayed back to the team and that makes me strive towards continually providing the best IT service I can, knowing that if I do a good job, it will get recognised.



## Mark C

*employee since 2000*

ramsac culture is an environment of likeminded individuals that pull together as a great team and have the utmost respect for each other and their values and ideals. **ramsac has played an important role in my development both from an IT career perspective as well as personally, especially unique initiatives such as the ramsac business school.**

ramsac is such a caring company, you are treated as unique and as an individual, your development is tailored to you, not a one size fits all mentality. At ramsac you feel as though you belong to a family.





## Matt L

*employee since 2015*

For me, the ramsac culture is about always trying to do the right thing for clients and colleagues.

**It's a very supportive environment and we embrace modern and flexible working methods to help our staff be efficient and maintain a work-life balance.** The Leadership Team and Directors all genuinely care for the well-being of staff and doing the right thing by customers. There's no desire to make a quick buck, but to run a long-term business with integrity. When my wife went back to work after her maternity leave following the birth of our second child, ramsac allowed me to drop down to a 4-day week to help manage child care. This extra time with my children means the world to me and allowed my wife and I to spend loads of time with the kids and maintain our careers.

## Michael A

*employee since 2019*

The culture at ramsac is very welcoming and I feel right at home despite only working here for a handful of months. **Everyone is a pleasure to work with and they all strive to go above and beyond for customers and colleagues which is amazing to see on a company wide basis.** I have always felt welcomed in the office and no matter how big or small the issue has been people are always happy to help.

## Mona V

*employee since 2017*

To me the ramsac culture is a **sense of community and all pulling in the right direction whilst having fun! There is a genuine sense of care for the people within the organisation - not just for what you do here but for you as an individual, inside and outside of work.** No one is afraid to ask questions and we drive changes to make things work better for everyone. There is a sense of determination for us to continuously improve but without it feeling forced - everyone just wants to do it and do it well. The support you get on a personal level is lovely. My manager knows I have a young one so if I ever take a call away from my desk the first question is always to ask if my little one is okay. **It just feels like you have full support which is very refreshing.**

## Matt S

*employee since 2006*

To me the ramsac culture is to take pride in our work, take care of each other and be proud of everything we have and will achieve. My job role means I spend the majority of my time working in our client's offices, which gives me a good insight into many company's cultures. **While many of these companies have a positive culture, ramsac's stands apart.** What I like most about the ramsac culture is that you feel supported and that your opinion counts. I joined ramsac 13 years ago, the deciding factor being that I felt they would actively support my ambitions of developing my career in IT. This was indeed the case. During my time at ramsac I have been a member of the Support Team, Leadership Team, and now the Network Consultant's.



## Natalie C

*employee since 2018*

ramsac is a nice modern workplace to work in, the people are friendly, approachable and immediately welcoming. What I like most about the culture is that **it's very easy to fit in and feel part of the ramsac family so early on and feel so valued.** When I started here, everyone made me feel so welcome and it feels like I have been working here for much longer than I actually have. **Management have been very supportive and helpful which is so important to help you achieve your goals and gives you the boost to take pride in your work**

## Parista R

*employee since 2016*

ramsac provides trust and support to help others meet challenges successfully. **It's a place where everyone looks out for one another and are willing to lend a hand.** At ramsac the work environment is super friendly. We always have time for a laugh even when we're working under-pressure. **We have down to earth team leaders who make time for us. I'm surrounded by colleagues that are driven, talented and smart. ramsac is full of happy, pleasant and caring members who love what they do, and they do it well!**

## Paul M

*employee since 2001*

To me, the ramsac culture means genuine care for both our clients, and each other, a positive attitude and real team spirit. **Everyone is open and genuine, enjoys their work and cares about our clients.** There have been numerous times where someone has been struggling with an issue out-of-hours, they've asked for help and their colleagues have pitched in to help, working remotely or going to site. **Everyone knows that someone has their back.**

## Peter C

*employee since 2017*

The ramsac culture means that I am supported in every aspect of my work and personal development whilst being encouraged to perform to the very best of my abilities in all that I do. **ramsac put its people before profit. Every single member of the ramsac team strive to exceed customer expectations.**





## Peter T

*employee since 2007*

ramzac culture is about being able to turn to anyone in the company and ask for help and knowing that in a crisis, we all pull together to overcome any obstacle in front of us. **No one is stand-offish, or dismissive. Everyone is inclusive and takes the time to understand what is going on.** There isn't a blame culture. **We all work together, which means our successes and challenges are shared.**

## Robert H

*employee since 1996*

To me the ramzac culture means camaraderie. Everyone working together to make things happen. No-one is ever too busy to do something for you, to see you, to help you or even just to listen. **What I like most about our culture is the instinctive nature of it. There's never a sense of self or of anything other than the natural willingness to work together.** I see this everyday - everyone always doing that little bit more than is required - not because it is expected or demanded, but simply because it is the right thing to do.

## Sally C

*employee since 1992*

The ramzac culture means **working with a team of supportive people who continually go the extra mile, whether it be for colleagues or clients.** I genuinely believe we strive to constantly improve ourselves, by listening to feedback and adapting to the needs of both our employees and clients. **I'm just very proud to come to work each day and see what each person is achieving, how they are growing and developing and the journey that they are taking our clients on.**



# "Take me to the cauliflower" a customer service parable

- Rob May, MD

We have a saying at ramsac "Take me to the cauliflower". It wasn't introduced as a conscious part of our culture but it's very much alive and I think it's here to stay! ramsac has a specific approach to customer service and our fundamental focus is on always making IT simple for our customers.

One day last year I found myself frustrated in hearing a couple of conversations in the office (and observing some behaviour) which suggested to me that sometimes we were failing on the wow side of our making IT simple service, one that the leadership team strive to make a constant. Later that day we had a scheduled company briefing (as we do at the beginning of each quarter). I decided to use the opportunity of having everyone come together to discuss my observations.

When it came to the time, I chose to create an analogy for everyone and discuss the principles rather than the specifics.

*My story went something like this:*

Imagine if you will that you are in a supermarket, it's a supermarket that you've never visited before and you are unfamiliar with its layout. You enter the store and find the wine section (this was your mission), you spend some time selecting the wine you want and then you suddenly realise that you also need to buy a cauliflower! (In all honesty I don't know where that came from, I was thinking on my feet, but a cauliflower it was and that it will always remain!).

You turn around looking for a member of a staff who can help you and you spot someone in the regulation store uniform, you approach them and say "Excuse me, I'm looking for a cauliflower, please can you tell me where they are?"

If you are in Waitrose, all of a sudden you are surrounded by staff who gently lift you and carry you to the fruit and veg section, they talk you through the array of domestic and exotic variants of cauliflower they have on offer, perhaps suggesting cooking tips or even matching the brassica to your wine selection.

When you've selected your item they ask if you need anything else and then help you to the checkout, probably feeding you grapes and helping you to pack your wine and cauliflower before wishing you a nice day.

If you are in a Sainsbury's, the member of staff would probably smile, walk you to the end of the wine aisle, point out that the fruit and veg are three aisles along and tell you that the cauliflowers are on the right hand side.

If you are in a budget supermarket the staff member might look at you disdainfully and tell you that they don't know, grunt and walk away.

The point is that as a customer in all three cases you asked the same question, but depending on the store you are using will depend on the response and the customer experience you receive. I went on to say that in all cases; whether the customer is internal or external; if someone asks you for help please ensure that metaphorically you ALWAYS take them to the cauliflower.

And that was that, or so I thought.

The story clearly hit home with everyone, first people started commenting on service they witnessed outside of ramsac which obviously didn't meet the cauliflower ideals, and then it entered our own everyday parlance. I soon witnessed one of my managers asking a member of staff for some information, they responded immediately with what was technically the right answer, but it was brief and not altogether as helpful as it could be, without having to say anything else the manager simply said "That's not really taking me to the cauliflower is it?!" the effect was immediate as you can imagine.

"Take me to the cauliflower" has become a phrase that both embodies what we do, and also allows anyone to challenge another colleague if they think they could be doing more.

I recently read Lead with a Story by Paul Smith and he extols the power of storytelling in the business world, I completely agree with him and my simple cauliflower story, designed to ensure that we always deliver amazing service, is a great example of this.

I urge you personally to ensure that when you're helping anyone, you always strive to take them to the cauliflower, if for whatever reason you don't know where the cauliflower or whatever is, simply take the time to tell them how you would suggest finding it rather than saying you don't know, or even worse, grunting and walking away!



## Samantha B

*employee since 2019*

The ramsac culture to me is being able to work within a team that share the idea of **always putting their best foot forward and fulfilling that in the best possible way**. I like the fact that **everyone is very driven and willing to go the extra mile not only for customers but for each other as staff**. The sense of community at work, the idea of being able to work cross functionally working with different departments closely. I like how welcoming everyone was on my first day and **up till now everyone is still warm and friendly and have made me feel part of the team where they can**.

## Samantha D

*employee since 2018*

ramsac culture is special and unique. It's about being the best you can be within a friendly and supportive environment. **ramsac encourages you to learn new skills and progress not only within the business but also as an individual**. Compared to other companies I've worked for, ramsac is by far the most focused on its staff wellbeing and also encouraging you to better yourself, both within the company and outside of work. **I realised ramsac was a family-friendly company who were supportive and flexible, which was exactly what I was looking for when returning to work from maternity leave**.

## Samantha J-D

*employee since 2017*

The ramsac culture means a workplace that is **caring and lively with an emphasis on helping with the wellbeing of staff and improvements to both professional and personal lives**. On being the best version of yourself not only for our customers but also for ourselves. What I like most about our culture is the way **everyone comes together to help co-workers and clients, it's not just about putting others first, it's about helping one another to be the best team we can be**.

## Seb J

*employee since 2012*

The ramsac culture is about working as a team, to get the job done, to the best of our abilities and beyond. **There's such a mix of big personalities but they all seem to gel together and it enhances everyone's perspectives**. Wha I like most about our culture that **it's ever evolving and adapting**

“ I am valued  
as an  
employee  
and I matter  
as an  
individual. ”



## Sezer E

*employee since 2019*

The ramsac culture to me it means working hard but having fun whilst doing it. Each day is different but, you always have your colleagues there to support you and have a laugh with. I feel that **ramsac as a company really does care about its employees and tries to do whatever it can to improve employee happiness and wellbeing which I haven't really felt or experienced in other places I've worked in.** Everyone is extremely friendly and open; they'll help you with any problems you might have. For me, the deciding factor to come and work at ramsac was how they strive to genuinely help clients rather than making clients dread having to contact support.

## Simon G

*employee since 2005*

**The ramsac culture means working in an environment where there are no wrong answers, part of a team that support, working for the greater good of KISS!**

## Will E

*employee since 2015*

To me, the ramsac culture is always about working together to reach our shared goal of providing the best customer support possible. This is achieved by everyone throughout the company focusing on teamwork, supportiveness and inclusiveness. Regardless of what position/team people are in, everyone pulls together to help achieve this goal, and during the process we build relationships which creates the family feeling you get throughout the office.

**ramsac is very different from any company I have ever worked at. Never have I felt so looked after and legitimately cared about as I do here. The support from my colleagues, teammates and managers alike, is incredible.** Everyone is always looking out for each other's best interests, and that includes life inside and outside of the office.

I came to ramsac hoping to join the team as an apprentice. Instead of an interview I came into the office for a shadowing day to meet the team, see how the company functions and to get a feel for the office. **Instantly after meeting the team and seeing how friendly and inviting everyone is, I knew this was a team I would love to be a part of, and I haven't looked back since.**

## Shirley E

*employee since 2008*

To me the ramsac culture means that **I am valued as an employee and I matter as an individual.** We are one big happy family where we care about each other. During my interview, my interviewer made me smile, he was very welcoming, and everyone seemed to be relaxed and smiling.

## Simon W

*employee since 2018*

**ramsac's culture is progressive, inclusive and supportive.** It is an excellent balance of friendly people that are good at their jobs and the working environment is very positive. ramsac care about their staff and truly seem to have strong ethics and a real moral compass which is not common place in many companies. **Quite simply ramsac management have invested heavily in nurturing a positive culture and creating an identity based on principles as well as being professionally proficient.** Many companies don't even know what company culture is and don't care! There is something special about ramsac in this way and it's something everybody should be very proud of.



## Zak J

*employee since 2019*

The ramsac culture means to me, leaving a career in the Armed forces and walking through the door in to a brand-new career and most of all **a family of people who welcomed me in unconditionally.** **Everyone wants me to grow and become the best possible person I can be, it is infectious.**



**ramzac Limited**  
Godalming Business Centre  
Woolsack Way  
Godalming, Surrey  
GU7 1XW

**[www.ramsac.com](http://www.ramsac.com)**  
01483 412 040