

Quality and Environmental Policy

Section Twelve

At Ramco our vision is to lead the way in the provision of profitable and compliant asset disposal services through direct sales and online auctions. We provide the valuation, collection, processing, cataloguing and marketing of surplus assets in a manner that meets and exceeds our clients' expectations and requirements. We deal primarily with public sector organisations including the Ministry of Defence and various other government departments. We are involved with other sectors such as foodservice and hospitality; energy and utilities; audio visual and commercial industry and are always looking for new sectors to provide the broadest possible marketplace.

Our integrated Quality and Environmental policy is to achieve sustained, profitable growth by:

- Providing services that consistently satisfy and exceed the needs and expectations of its clients
- Minimising our adverse effect on the environment and, wherever possible, seek to develop processes of work which provide a positive contribution to our immediate environment, the wider global environment and the environment of the future
- Committing to the protection of the environment and prevention of pollution in all the company's activities and undertakings
- Meeting all legislative and regulatory obligations

This commitment is achieved through the adoption and application of an integrated management system, based on the requirements of BS EN ISO9001 and ISO14001 and reflects the competence of the company to existing clients and customers, potential customers, and independent auditing authorities.

Compliance to the integrated management system and hence quality and the environment is the responsibility of all staff, however the authority of the system lies with the Managing Director with the support of the senior management team.

The planning and continual improvement of the organisation is monitored and reviewed through formal internal audits, the setting of quality and environmental objectives and a formal management meeting attended by senior management. This ensures that:

- The management system continues to be suitable and effective and is complied with at all times
- The identification and implementation of opportunities for improvement throughout the company and the management system are recognised

The company ensures that all matters relating to the management system are communicated and understood throughout the organisation at all times.

This Policy is available to any interested party on request.

Authorised: *Neil Sanders on*
Managing Director
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