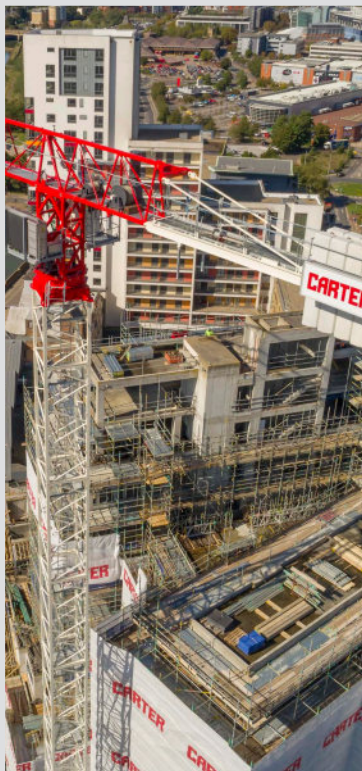
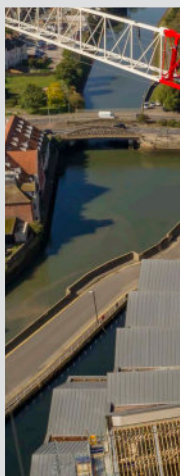


# CARTER



## YOUR EMPLOYEE HANDBOOK

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**Building for the future**

# CONTENTS

WELCOME TO THE FIRM	4
OUR STORY	5
- Our Values	6 - 7
- Our Purpose & Our Vision	8 - 9
HANDBOOK INTRODUCTION	11
- Business Systems	12 - 13
- Digital Platforms	14 - 15
- Sustainability & Creating Social Value	16 - 17
EQUALITY OF OPPORTUNITY	18 - 19
EMPLOYEE BENEFITS	20 - 21
EMPLOYEE WELLBEING:	
- Pre-employment	22
- Health Surveillance	22
- Mental Health First Aiders	23
- Stress	23
- Fatigue	23
- Employee Assistance Programme	23
TRAINING & DEVELOPMENT	
- Personal Development Review (PDR's)	24
ABSENCES:	
- Holidays, Other Paid & Unpaid Leave	25
RECRUITMENT, ONBOARDING & PROBATION	26 - 27
OTHER POLICIES:	
- Anti - Bullying & Harassment	28
- Anti - Corruption & Bribery	28
- Competition Law	29
- Data Protection	29
- Disciplinary	29
- Dress Code	30
- Driving for Work Policy	30
- Expenses	31
- Flexible Working Policy	31
- Grievance	32
- IT Acceptable Use Policy	32
- Open Door Culture	32
- Social Media	33
- Whistleblowing	33



# WELCOME TO THE FIRM

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Welcome to R G Carter. We are excited to have you as part of the team.

This handbook will help you understand the Firm's policies and procedures which helped us get to where we are today. But first, a little reminder of the Firm's history, our values, vision and purpose.

Our vision is to create, revitalise and renew the very best spaces and places for the benefit of future generations.

Our purpose is to provide quality construction services to private and public sector clients. Offering experience and specialist knowledge, we combine family values with a passion for innovation.

Our approach is based on honesty, trust and the development of long-term sustainable relationships with our colleagues, clients, suppliers and the communities in which we work.

Underpinning our commitments to quality and innovation, is our belief in developing and training our staff. We want you to be enthusiastic, motivated and have the professional skills and abilities to fulfil the key role you have in the Firm. This ensures your own success and the success of the Firm.

Together we are **building for the future.**



Rob Carter  
Joint Managing Director



James Carter  
Joint Managing Director

# OUR STORY

---

“ R G CARTER HAS BEEN  
**BUILDING FOR THE FUTURE  
FOR OVER A CENTURY.** ”



1921



Prior to WW1, Robert George Carter trained and worked as a carpenter. By 1921, he had established his own business, building much needed local housing, using his grandfather's former carpenter's shop in Drayton, Norfolk.



Over a hundred years later, the R G Carter Group has grown into a leading provider of high quality construction services throughout the East of England and UK.

We have always combined traditional values with a passion for innovation, and no matter how large or small a project, pride ourselves on delivering forward thinking, innovative and sustainable buildings, which provide spaces and places for future generations to enjoy.



At R G Carter, our six key values reflect what we stand for and believe as a business.

## INVESTING IN OUR PEOPLE

We are passionate about the development, wellbeing and safety of all our colleagues, providing the very best training and opportunities for everyone to fulfil their potential.



## DRIVING EXCELLENCE

We are committed to exceeding our customers' expectations, delivering high standards of quality and attention to detail, getting it right first time.

## EMBRACING INNOVATION

We deliver forward thinking and innovative solutions.



## SUPPORTING COMMUNITIES

We are dedicated to enhancing the lives of our local communities, and investing in their future.

## WORKING COLLABORATIVELY

We value the importance of a 'one team approach' and strive to develop sustainable relationships with our clients, colleagues and suppliers.



## ENCOURAGING LOYALTY

We are proud of our heritage and family values, encouraging and inspiring loyalty and a 'one team' spirit.

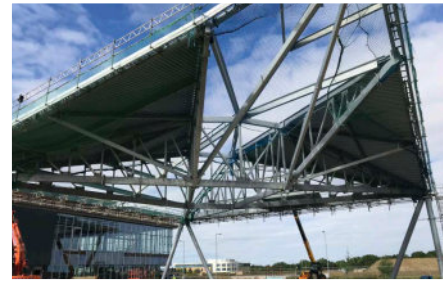
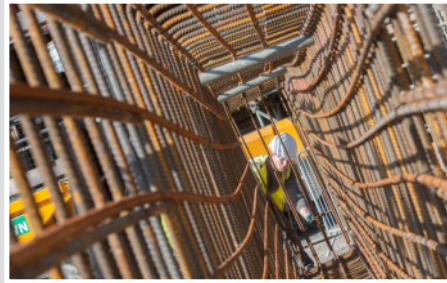
## OUR PURPOSE

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We provide **quality** construction services.

Offering **experience** and **specialist knowledge**, we combine **family values** with a **passion for innovation**.

Our approach is based on **honesty**, **trust** and the development of **long term sustainable relationships** with our colleagues, clients, suppliers and the communities in which we work.



## OUR VISION

---

We **create, revitalise and renew** the very best spaces and places for the benefit of future generations.





## HANDBOOK INTRODUCTION

---

We would like to introduce the Employee Handbook which provides general information to our employees.

It is not intended to cover or explain everything about your employment. It does not form part of your employment contract and has been designed to bring attention to key policies within the workplace.

If there is anything in the handbook that you do not understand or for which you require further clarification, you should speak to your Manager.

The Firm will regularly review this handbook and amend as required. We will tell you when we do.

The policies and procedures referred to within this handbook are not an exhaustive list. Employees are responsible for their own up-to-date knowledge about the Firm's policies and procedures. Full copies of all company policies and procedures are available on R G Carter Construct or from your Manager.

We hope you find this handbook useful.

We welcome any feedback. Please send any to [feedback@rgcarter.co.uk](mailto:feedback@rgcarter.co.uk).



## BUSINESS SYSTEMS



The following Business Systems are used across the Firm, all of which are accessible from our in-house Intranet:

### R G CARTER CONSTRUCT.

*(Referred to as 'Construct' throughout this handbook).*

This is a web-based platform which features a variety of company information, company policies, daily news, a Group Directory and access to business systems.

Please speak to your Manager if you require further support.



### PROJECT MANAGEMENT

#### FOUNDATIONS

Foundations is our Information Management System. It allows us to file all correspondence against records of projects, enquiries and opportunities as well as a contacts database; so we can see who is involved on each project.

### FINANCE



COINS is a system that enables the Firm to manage purchase orders, receipts, invoice processing, payments, cost reporting, payroll and accounting.

### HR & TRAINING



SelectHR holds your personal details securely and enables you to manage holidays and other absences from work.

LMS is our Learning Management System, You have access to navigate this for training and e-learning courses.

### MARKETING COMMUNICATIONS



Our internal Marketing Communications platform holds all marketing materials that can be downloaded and used to ensure that the company's corporate identity is maintained.

### EXPENSES



Allows you to manage and claim allowable travel and expenses you may incur by uploading your receipts and creating an expense claim. It is easy for you to process and for your Manager to review and approve. Once approved money will be transferred to you by BACS payment.

### DRIVETECH



DriveTech is a web-based driver safety management platform.

Driver risk assessments, eLearning and driving licence checks are completed on this system.

## DIGITAL PLATFORMS



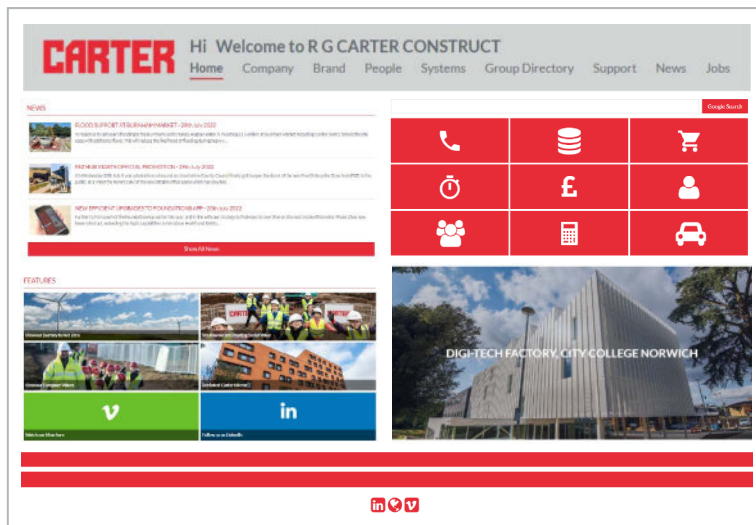
The following Digital Platforms help support communication from the company to an external audience.

We also have a reward platform for the use of everyone across the R G Carter Group.

All are accessible via 'Construct'.

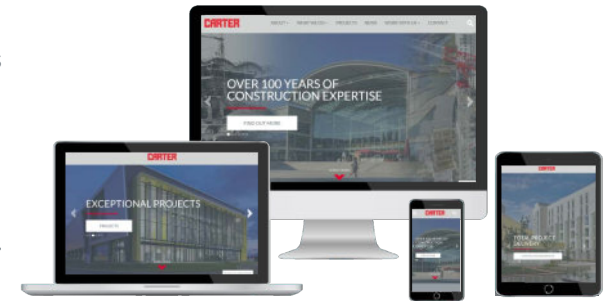
**R G CARTER CONSTRUCT** [www.rgcartergroup.sharepoint.com/sites/intranet](http://www.rgcartergroup.sharepoint.com/sites/intranet)

On mobile devices, Construct will appear as per the below App icon.



## COMPANY WEBSITES

Our website represents what we stand for as a business, and demonstrates the best of what we have to offer. It creates the ideal platform from which to showcase our projects, our Total Project Delivery offer and the passion we have for our people.



[www.rgcarter-construction.co.uk](http://www.rgcarter-construction.co.uk)

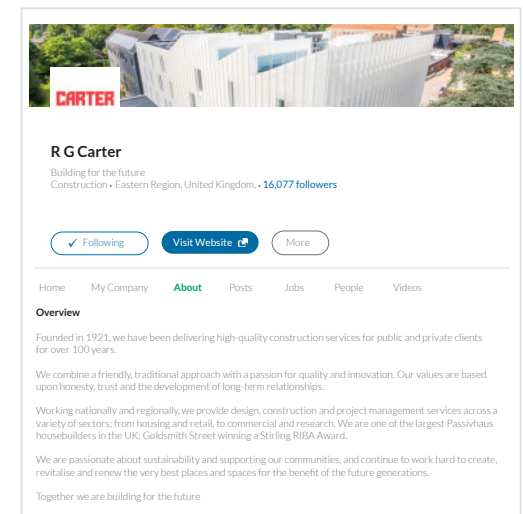
[www.dbsgrp.co.uk](http://www.dbsgrp.co.uk)

## COMPANY LINKEDIN PAGE

The R G Carter company LinkedIn page contains news, updates and achievements from the Firm. It also contains a company profile, outlining our construction and sector expertise.



[www.linkedin.com/company/rgcarter](http://www.linkedin.com/company/rgcarter)





## SUSTAINABILITY

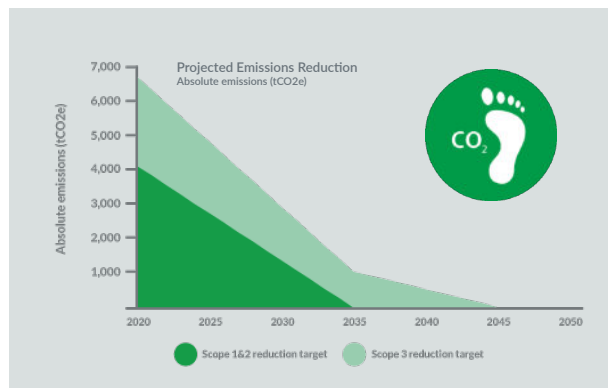


At R G Carter, we are proud of our long-standing commitment to helping create a sustainable future for all.

We work hard to minimise the impact we have on the environment, embracing innovative new approaches to create quality, sustainable buildings for the benefit of future generations.



### “OUR COMMITMENT TO ACHIEVING NET ZERO”



“

We continue our commitment to be **NET ZERO CARBON** in our operations by 2035

## SUPPORTING SOCIAL VALUES



As a family business, leaving a positive legacy on the communities we serve is at the heart of what we do.

Thinking local is business as usual for us.

Supporting the health and wellbeing of our employees is integral to our values. We continue to be passionate about supporting the next generation.

“

We are proud to support the communities in which we live and work.



Here are the key themes in which we are delivering Social Impact:

- **SUPPORTING OUR LOCAL ECONOMY**
- **COMMUNITY RESILIENCE**
- **SKILLS AND EMPLOYMENT FOR ALL**
- **ENVIRONMENTAL STEWARDSHIP**

Measured by **thrive**

“

As a family business, leaving a positive legacy within the communities we serve is at the heart of what we do.



For more information, visit our website: [www.rgcarter-construction.co.uk](http://www.rgcarter-construction.co.uk)

# EQUALITY OF OPPORTUNITY



## OUR COMMITMENT

We are committed to providing equal opportunities in employment and to avoid unlawful discrimination against our employees or supply chain.

Acts of discrimination, harassment, bullying or victimisation against employees or customers are disciplinary offences and will be dealt with under our disciplinary procedure. We treat this type of conduct extremely seriously and it may lead to dismissal without notice.

## RECRUITMENT

Candidates for employment or promotion will be assessed objectively against the requirements for the job, taking account of any reasonable adjustments that may be required for candidates with a disability. Disability and personal or home commitments will not form the basis of employment decisions.

## ANTI-BULLYING AND HARASSMENT

We strive to ensure that everyone's working lives are free of harassment and bullying and that everyone is treated with dignity and respect. This is an important aspect of ensuring equal opportunities and diversity and inclusion in employment.

## TRAINING

We provide training to all existing and new employees and others engaged to work for us to help them understand their rights and responsibilities under the anti-bullying and harassment policy and what they can do to help create a working environment free of discrimination, bullying and harassment.



We are proud to support a number of schemes which demonstrate our commitment to provide working opportunities in the construction industry and support the development and wellbeing of our employees.



# EMPLOYEE BENEFITS



Depending on your role and contract you will be entitled to a range of employee benefits.

For further details on these benefits, please speak to your Manager.



Service Related  
Holiday



Life Assurance



Company or Industry  
Sick Pay



Company Pension  
Contribution



Company Car



Private Medical  
Insurance

## FLEXIBLE BENEFITS



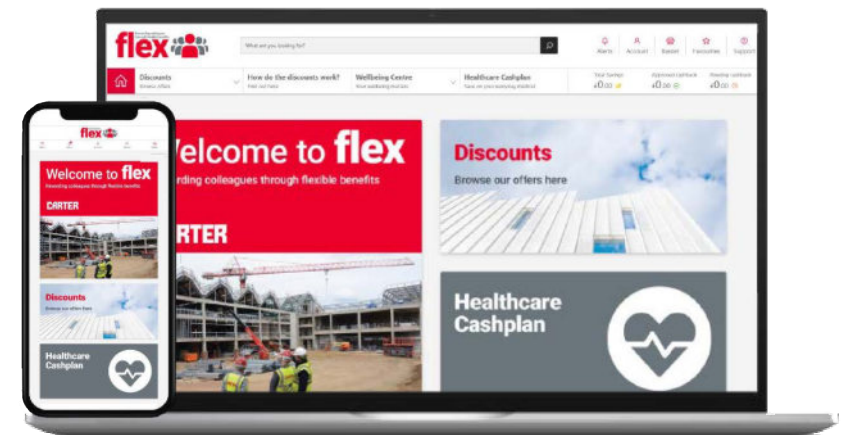
Flex, our flexible benefits and wellbeing hub, offers every one of our employees a wide range of benefits and savings to suit their individual needs and lifestyles.

Flex has exclusive shopping discounts from restaurant deals, money off holidays, cashback deals, reloadable shopping cards, cinema discounts and so much more - you can save money on almost any purchase!

'Flex' also offers an extensive wellbeing centre, with videos, articles, tips and other resources from experts to support employees.

You should have already received a welcome email from Flex to activate your account, if you have not received the email or have any other questions regarding Flex, please contact [flex@rgcarter.co.uk](mailto:flex@rgcarter.co.uk).

The easiest way to use this benefit is by downloading the SmartSpending App, available from your App Store.



# EMPLOYEE WELLBEING



The Firm has developed a wellbeing policy to manage its obligations to maintain the health and wellbeing of all employees.

It covers our commitment to employee health, the responsibilities of managers and others for maintaining psychological health, health promotion initiatives, communicating and training on health issues. There is a range of support available for the maintenance of mental health and organisational commitment to handling individual issues.

If any employee would like to talk confidentially to a third party about any occupational health matter, they can contact the Employee Assistance Helpline, details of which can be found on notice boards and on 'Construct'.

## PRE-EMPLOYMENT HEALTH QUESTIONNAIRE

The protection of our employee's health is our top priority. We ask all employees to complete a **confidential** pre-employment health questionnaire via an online link to a secure site provided by our occupational health provider.

Your medical information is held securely and confidentially by the provider.

## HEALTH SURVEILLANCE

Health surveillance is the application of systematic, regular and appropriate procedures to detect early signs of work-related ill health in employees who may be exposed to certain hazards. All employees come under the scope of health surveillance, the frequency and nature of the health surveillance carried out will depend on your role.

The Occupational Health Policy can be found within the R G Carter Group SHE Manual or from your manager.

## MENTAL HEALTH FIRST AIDERS (MHFA)

With a growing number of people today suffering from mental health issues, we believe having mental health first aiders in our workplace is critical.

We have accredited Mental Health First Aiders based across the R G Carter Group. A mental health first aider is an employee who serves as the first point of contact for colleagues suffering from mental health issues.

To find out who your company MHFA is please speak to your manager.

## STRESS

As part of our responsibility for the health, safety and welfare of our employees, it is our aim to combat stress in our workforce.

This will be achieved by guiding managers on how to recognise the symptoms of stress, to understand and deal with stress wherever possible and to assist employees themselves in managing stress.

## EMPLOYEE ASSISTANCE PROGRAMME

R G Carter offers an Employee Assistance Programme which is set up for all employees to offer friendly, professional help and advice for all your practical and emotional needs.

The Employee Assistance helpline is:

- Delivered by external independent professionals
- Provided at no cost to yourself
- Available 365 days a year, 24 hours a day
- Available online or over the phone
- Confidential and anonymous
- For use by you and your family

Details can be found on 'Construct', on all site and office notice boards or at [www.employeeassistance.org.uk](http://www.employeeassistance.org.uk)

## FATIGUE

Although it might not seem all that menacing, fatigue has been shown to be a major contributor to workplace injuries.

We have developed the Fatigue Management policy to establish the requirements for managing fatigue, recognising risk areas, manager and employee responsibilities and to provide employees with clear routes as to how to access confidential support if there are external factors contributing to fatigue at work.



## TRAINING & DEVELOPMENT



The success of the Firm depends on all staff, whatever their role, having the relevant **skills, knowledge** and **competencies**.

We recognise our employees are fundamental to the Firm's success. A professional approach to staff development helps us to attract and retain high-calibre staff with the skills and competencies necessary to deliver the Firm's objectives.

We are committed to providing staff with development opportunities to ensure individuals and departments can contribute fully to the achievement of our strategic business objectives.

### PERSONAL DEVELOPMENT REVIEWS (PDR'S)

Personal development is reviewed frequently and often informally throughout your employment. However, on an annual basis your manager will conduct a more formal meeting with you, specifically to review your development and reflect on the year.

It is an opportunity for you both to agree goals and objectives and is a two-way process between you and your manager. PDR'S help both employees and managers communicate clearly, set realistic expectations, and set action plans for success.

## ABSENCES



### ABSENCE

All employees who are unable to work due to sickness, injury or any other reason must inform their manager by telephone call at least 1-hour prior to normal start time, or in the case of an emergency within 1-hour of normal start time.

All other details for reporting absence can be found in the Sickness and Unauthorised Absence Policy available on 'Construct'.

### HOLIDAYS

Your holiday entitlement is detailed within your written statement of employment particulars, with further information contained in your statement of main terms and conditions.

To request, cancel or view your holiday days please log in to your self-service portal on the HR system. If you do not have access to the HR system, your manager will provide you with a holiday request form to complete.

### OTHER PAID AND UNPAID LEAVE

Any maternity, paternity, adoption, shared parental or parental bereavement leave for which you are eligible will be paid at the statutory minimum rate.

You may require additional leave for compassionate reasons, such as family bereavement. Any decision to grant additional leave (paid or unpaid) will be at the discretion of your manager.

# RECRUITMENT, ONBOARDING & PROBATION



We aim to attract and employ a talented, diverse workforce with the skills, abilities and behaviours which meet the business objectives and support the strategy plan. Recruitment and selection will be based on objective criteria: using appropriate selection methods whilst continually seeking to develop a professional and consistent approach to recruitment across the businesses.

Individuals are encouraged to apply for a position if they have the appropriate attitude, skills, potential and knowledge. Recruitment will be solely based on the applicant's abilities and individual merit as measured against the criteria for the job. Qualifications, experience and skills will be assessed at the level that is relevant to the job.

We want you to have a positive impression when starting with our company, so from your first day you will have a site and department induction to help ensure you receive accurate information, that you feel welcome and that you meet key stakeholders.

## INDUCTION - YOUR FIRST DAY

### WORKPLACE ORIENTATION



You will be taken on a Company Tour – including site/office facilities and applicable Health & Safety information and shown your workstation, all equipment will be checked to ensure you have everything you need.

### PEOPLE



You will meet your new team and be introduced to any key departments that you will be working closely with.

### COMPANY INDUCTION



Your manager will take you through the **Company Induction** to give you a well-rounded feel for the Company. Your manager will also give you a guided tour of 'Construct'.



### ON-BOARDING



#### The first 4 weeks

Your manager will schedule a weekly one to one catch up with you to enable you to ask questions and give feedback and discuss your progress.

### PROBATIONARY REVIEW



#### 3 / 6 Months into your journey

Following this, a probationary review meeting will be scheduled with your manager which gives a further opportunity to review progress and gives you and your manager the opportunity for feedback.

### YOUR DEVELOPMENT



#### The Personal Development Plan

Depending upon when you started you will be invited by your manager to attend a personal development review.

It is our policy to operate probationary periods for all new employees, and in some cases, at the company's discretion in respect of employees who have been transferred or promoted into different posts. This allows both you and your manager to assess objectively your progress in your new role.

If any problems do occur, we will look to support you with any further training and will set fair time-scales for improvement and review.



## OTHER POLICIES

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It is your responsibility to familiarise yourself with all the company policies relevant to your role. All policies can be found on 'Construct'.

### ANTI - BULLYING AND HARASSMENT

The issue of bullying and harassment at work is a serious matter. We are committed to ensuring all of our staff have working lives that are comfortable and free from all forms of bullying and harassment.

We adopt a zero-tolerance approach towards bullying and harassment, if we have grounds to believe that an employee may have been bullying or harassing another employee, whether or not there has been a formal complaint, we will instigate an investigation into the alleged bullying or harassment.

Any employee who is found to have harassed or bullied a colleague will be subject to disciplinary action, up to and including summary dismissal.

### ANTI - CORRUPTION AND BRIBERY

Bribery is broadly defined as giving someone a financial or other advantage to encourage that person to perform their functions or activities improperly or to reward that person for having already done so. A person will perform their functions improperly if their performance amounts to a breach of an expectation that the person should act in good faith, impartially, or in accordance with a position of trust. This would include any activities carried out in connection with business, performed during a person's employment or on behalf of a company or public body.

The Anti-Corruption and Bribery Policy is intended to help individuals to avoid both personal criminal liability and incurring criminal liability on behalf of the Firm.

### COMPETITION LAW

It is important that R G Carter, and everyone who works here, knows about competition law, and meets its requirements. Competition law aims to make sure that companies compete fairly with each other and do not abuse market power.

The Competition Law Compliance Policy is to help you understand what competition law means for you, and how you can avoid the severe penalties that breach of the law could involve.

### DATA PROTECTION

In the course of our dealings with you, we will collect and process personal information about you.

The Data Protection policy describes in detail how we will use your personal information and how you can exercise your rights with respect to your personal information.

### DISCIPLINARY

The aim of the disciplinary procedure is to help and encourage employees to achieve and maintain standards of conduct and ensure consistent and fair treatment for all. Where possible we will seek an informal resolution. However more formal proceedings may be invoked should the circumstances justify formal disciplinary action.



### DRESS CODE

It is important that all employees dress in a manner appropriate to their working environment, role and type of work they do.

The purpose of our dress code is to establish guidelines for all employees on appropriate clothing and appearance for work. A common-sense approach is expected of all employees.

Different roles have requirements that result in particular clothing needs, for example, those on site or in factory environments may be exposed to higher health and safety risks and therefore appropriate Company issued clothing and PPE is expected to be worn at all times. Office based or customer facing employees are required to wear smart and appropriate business clothing.

Any queries should be made via your manager.

### DRIVING FOR WORK POLICY

We recognise that there are specific risks to employees who are driving on behalf of the Firm and those who use a company vehicle for private use. We introduced this policy with the objective of minimising risks to employees and the public, to actively encourage safe driving and to comply with our legal obligations.

Safe driving practice is mandated both by law and the Firm's policy. Employees have a personal responsibility to drive safely, ensure the vehicle is roadworthy and to comply with the Firm's policies, the Highway Code and other legislation / regulations that are pertinent to the use of the vehicle.

It is a criminal offence to use a hand-held mobile telephone (or similar device) whilst driving.

This policy is designed to keep employees and other road users safe, the Firm's fleet secure and to maintain the Firm's image and reputation.

### EXPENSES POLICY

The expenses policy defines out of pocket personal expenses, incurred in the course of the business, which can be reclaimed on approval, via SAP Concur.

The approved expense categories have been created to ensure that the Firm remains compliant with VAT and HMRC expense guidelines.

Claims must be supported by a valid receipt, VAT or otherwise to enable appropriate approval and payment of claims.

### FLEXIBLE WORKING POLICY

In April 2003, the UK Government introduced the 'right to request flexible working' which historically applied to parents and certain other carers. The legislation now includes all employees with at least 26 weeks' continuous employment, regardless of parental or caring responsibilities.

The Firm recognises that a better work-life balance can improve employee motivation, performance and productivity. We want to support our employees in achieving a better balance between work and their other priorities, such as caring responsibilities, leisure activities, further learning and other interests.

The Firm is committed to consider any flexible working arrangements, provided that the needs and objectives of both the company and the employee can be met.

It is our policy to encourage open discussion with employees. An employee that thinks they may benefit from flexible working is encouraged, in the first instance to speak to their manager to arrange an informal discussion to talk about the options.





### GRIEVANCE

We believe in a culture in which you can raise any workplace problems, complaints or concerns in a supportive framework, and we will ensure that all genuine grievances are managed quickly and fairly.

Most grievances can be resolved informally. However, if an informal approach does not resolve matters, or is not appropriate, you may choose to raise a formal grievance.

### IT ACCEPTABLE USE POLICY

You may have access to email or internet systems as part of your role. The use of these systems is strictly monitored and is for business use only.

IT equipment is provided at the discretion of the company on the basis of business need and job role and must be returned to the organisation on the last day of your employment.

Work mobile telephones may be used for private calls, but such use should be kept to a minimum.

All employees must comply with the IT Acceptable Use Policy.

### OPEN DOOR CULTURE

Every employee is encouraged to speak to their Managers. This open-door culture reflects the Firm's commitment to fostering and encouragement of openness, communication and transparency between employees and their Managers. Presenting and discussing ideas, perspectives and feeling comfortable to asking questions and the giving and receiving of feedback is a key facet of that culture.

### SOCIAL MEDIA

R G Carter is a family name as well as a private Firm, and we ask that employees are respectful of this. Every employee of R G Carter is an ambassador of the Firm, and as such, you are expected to always uphold and portray the values of the company; this includes your digital presence.

R G Carter has a LinkedIn company page which is managed internally by the Marketing Communications team. We encourage you to follow and share company posts from your personal account to help create awareness for the company.

Should you choose to share your work at R G Carter across any social media platforms, we ask that its content be positive, accurate and professional, and not defamatory in any way, for the Firm or any other company or organisation.

Information must not be posted about projects without clients consent and sensitive or confidential information relating to R G Carter, its employees, clients, or supply chain, must not be shared online. This is also relevant to images, which must be credited to the rightful author and owner where appropriate, to avoid copyright issues.

Please read our full social media policy in detail, which can be found on 'Construct'.

### WHISTLEBLOWING

We conduct our business with the highest standards of integrity and honesty. We expect the same standards from all of our employees. On this basis we expect all employees to report any wrongdoing by the company or any of its members of staff that fall short of these principles.



We are delighted that you have joined our business and we look forward to working with you.

We hope you have found this handbook informative and helpful.

If you have any questions or would like further clarification on the content, please contact your manager.



BULLEN • JOINERY



# CARTER

[www.rgcarter-construction.co.uk](http://www.rgcarter-construction.co.uk)



R G Carter

October 2022

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**Building for the future**