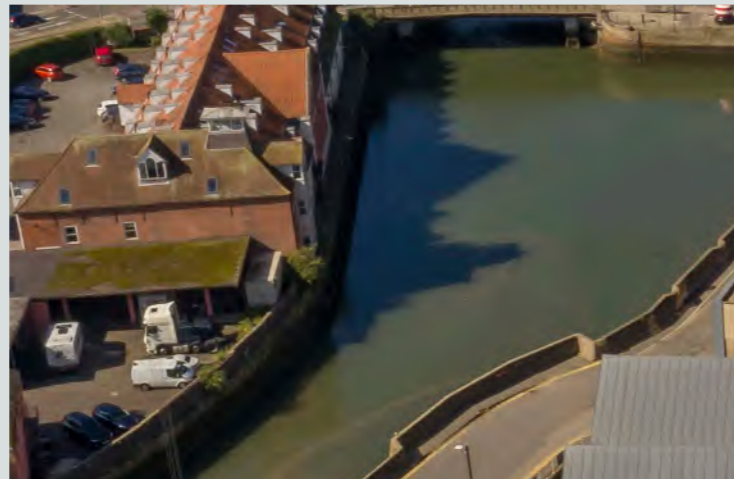


CARTER



WELCOME

Building for the future

WELCOME TO R G CARTER

May we take this opportunity to welcome you to R G Carter.

We are proud to represent the Firm and its centenary of success; both as a construction company and as an integral part of the local community.

Our strong family culture within the Firm, is very important to us. We combine a friendly, traditional approach with a passion for quality and innovation. Our values are based upon honesty, trust and collaboration, and we pride ourselves on the development of long-term relationships with both our clients and our supply chain.

Working nationally and regionally, we provide expertise in design, construction and project management services across a variety of sectors; from housing and retail, to commercial and research.

Passionate about sustainability and supporting our communities, we continue to work hard to reduce our impact on the environment, and to make a real difference within the communities in which we live and work.

The following information has been prepared for you as an introduction to R G Carter.

We very much look forward to your support in helping us continue to deliver exciting, award-winning projects, and hope that you have both a fulfilling and enjoyable career with the Firm.

Together we are building for the future.



Rob Carter
Joint Managing Director

A handwritten signature of Rob Carter in black ink.



James Carter
Joint Managing Director

A handwritten signature of James Carter in black ink.

CONTENT



- OUR HISTORY
- THE FIRM AT A GLANCE
- WHAT WE DO / SECTORS
- AWARDS AND ACCREDITATIONS
- OUR PURPOSE, VISION AND VALUES
- BUSINESS STRUCTURE
- OFFICES AND LOCATIONS
- CIMS, BUSINESS SYSTEMS AND DIGITAL PLATFORMS
- LEARNING AND DEVELOPMENT
- APPRENTICESHIP PROGRAMME
- EMPLOYEE BENEFITS
- HEALTH AND SAFETY
- ESG

OUR HISTORY



1921



Mr R G Carter
1921



Mr R E Carter
1950



Mr Robert Carter
1981- current Chairman

- R G Carter was established in 1921 by founder Robert George Carter.
- Prior to WW1, Robert George Carter trained and worked as a carpenter.
- In 1919 he gained employment with a large building firm as a general foreman.
- With a track record of successful private work, combined with an ambitious nature, he decided to 'go it alone', building much needed local housing.
- R G Carter used his grandfather's former carpenter's shop in the Norfolk village of Drayton as the founding registered office.
- Four generations, over a century later and thousands of completed contracts later, the R G Carter Group has grown into a leading provider of high quality construction services throughout the East of England and UK.



To see more of the Firms History, please see our website - www.rgcarter-construction.co.uk/about/our-story/

THE FIRM..... AT A GLANCE

1921

100+
YEARS



800
EMPLOYEES



£300m
TURNOVER



12
OFFICES



WHAT WE DO

Total Project Delivery

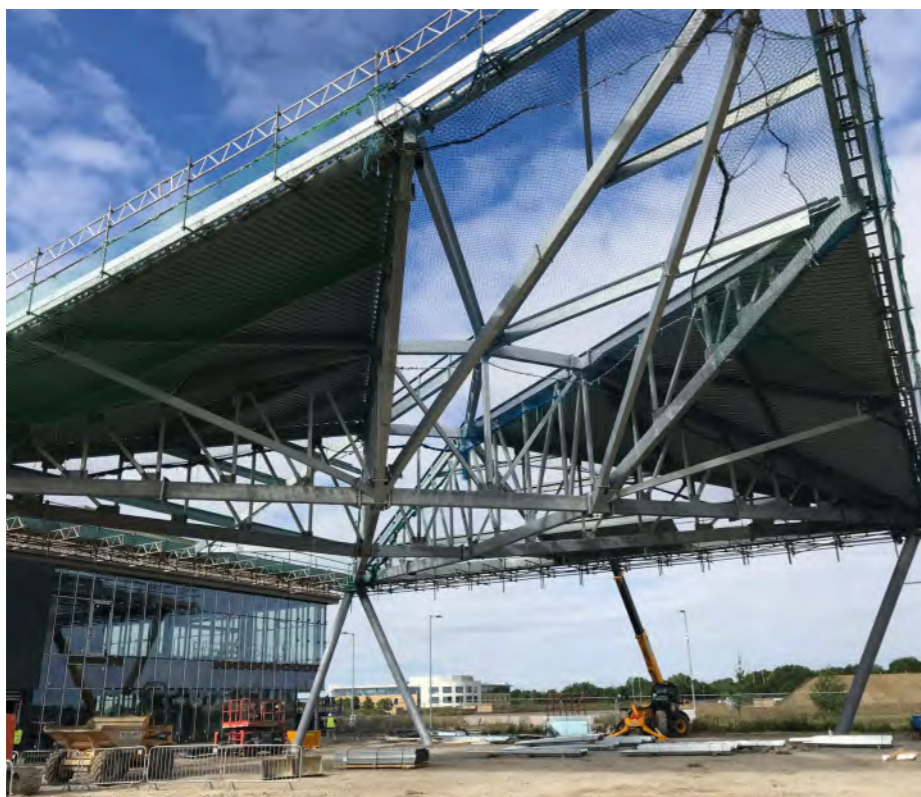
We offer expertise and specialist knowledge from the ground up, with direct-delivery capability from design and engineering, through to construction and M&E services.

OUR IN-HOUSE CAPABILITIES:

DESIGN
ENGINEERING
CONTRACTING
BUILDING SOLUTIONS

SUPPORTED BY AN INTEGRATED SUPPLY CHAIN:

MANUFACTURING
M&E
SUPPLY



SECTORS



COMMERCIAL &
INDUSTRIAL



DEFENCE &
EMERGENCY SERVICES



EDUCATION



ENERGY &
INFRASTRUCTURE



HEALTH



HERITAGE



HOTEL & LEISURE



HOUSING



PUBLIC REALM



REFURBISHMENT



RETAIL



SCIENCE & RESEARCH

AWARDS AND ACCREDITATIONS

CONSTRUCTION & HEALTH & SAFETY:

As experts in Construction, Engineering and Manufacturing we are accredited with credible industry standards to reassure all our clients and stakeholders of our high-quality standards.



Quality Environmental



Constructionline
Gold Member



Health & Safety

SUSTAINABILITY & SOCIAL VALUE:

We are proud to work with and support a number of organisations and schemes which demonstrate our commitment to sustainability and the community, as well as providing working opportunities in the construction industry and supporting the development and well-being of our employees.



ARMED FORCES
COVENANT



TRAINING & DEVELOPMENT:

We are committed to ensuring all our colleagues, at every level, have opportunities to develop their skills, knowledge and abilities. This is a selection of recognised training and development bodies we currently work with:



OUR PURPOSE



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.



Together we are **building for the future**

OUR VISION

CARTER



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



OUR VALUES



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



INVESTING IN OUR PEOPLE

We are passionate about the development, well-being 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.

CONSTRUCTION

Large to Medium scale projects / small works with Building Solutions



R G Carter Construction



SERVICE, SUPPLY & MANUFACTURING

Our Service, Supply & Manufacturing companies all support both R G Carter and a range of external clients, locally and nationally and across the region.



BULLEN • JOINERY



Builders
Equipment

Bullen
Joinery

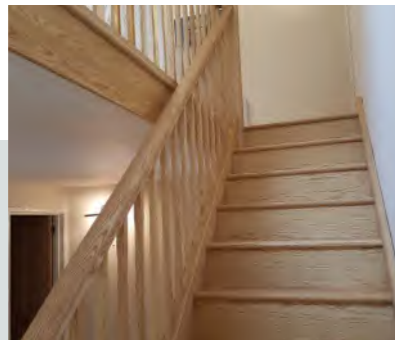
Drayton
Windows

Eyre Group

Norfolk
Gravel

Sonata
Security

Youngs
Doors



Plant & Equipment
Supplies

Bespoke Joinery &
Timber Products

Architectural Facade
Solutions

Mechanical &
Electrical Services

Aggregates &
Supplies

Security Systems

Door Manufacturers

A key supplier to the construction industry providing tools, machinery and equipment in East Anglia and beyond.

Specialists in bespoke joinery providing clients with a comprehensive solution to their joinery requirements from full design and manufacture service.

A specialist commercial window & curtain wall manufacture and installer, offering a range of facade solutions for medium service.

Delivering Mechanical, Electrical & Maintenance services throughout East Anglia and working in the commercial and Industrial sectors.

Providing high quality aggregates and building products for any current or future projects.

Providing security and protecting any premises 24/7 covering Installation, Service, and maintenance of Intruder Alarms, CCTV, Access Control and much more.

Specialists in manufacturing doors and door-sets to meet any specification in all Sectors within the Construction Industry.

ENGINEERING

Specialists in ground engineering, providing clients with site investigation, soil/concrete testing, pile design/installation and civil engineering services.



Ground Technology Services



Civil Engineering



GM Piling



BUSINESS SUPPORT & TECHNICAL SERVICES

In-house services that are available for use by all companies within the R G Carter Group.

Carter Design
Group &
Technical Support

Fleet Services

Group Accounts

Harvey Frost
Associates
(Surveying)

HR

ICT

Legal

Marketing
Communications

Payroll

Plant

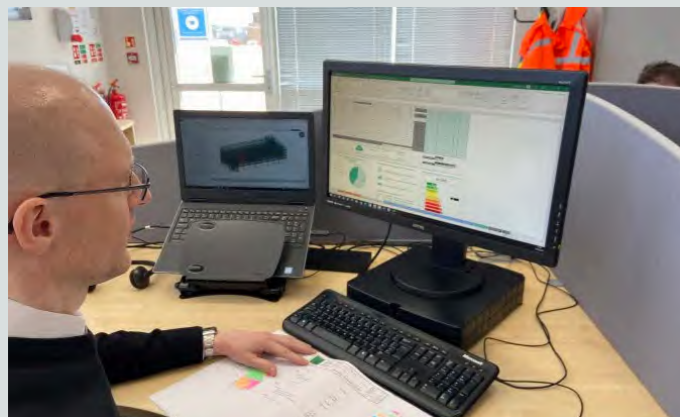
Quality Assurance
&
Business Systems

Risk / Insurance

Safety, Health &
Environmental

Training
(R G Carter Academy)

Transactional
Finance



R G CARTER BOARD



Mr Robert Carter
Chairman



Rob Carter
Director



James Carter
Director



Mark Jeffries
Non Executive Director



Sir Anthony Habgood
Deputy Chairman



Nigel Keen
Non Executive Director



Emily Vinters
Group
Finance Director



Rob Alflatt
Group
Company Secretary

DIRECTORS & GENERAL MANAGERS



R G CARTER CONSTRUCTION



John Ford
Director and General Manager
R G Carter Cambridge Ltd



Mario Rackham
Director and General Manager
R G Carter Ltd



James Wilson
Director and General Manager
R G Carter Southern Ltd



Neal Wheatley
Director and General Manager
R G Carter Lincoln Ltd

R G CARTER ENGINEERING



Ivan Grom
Director and General Manager
R G Carter Engineering Ltd



Chris Bradshaw
General Manager
R G Carter Civil Engineering



John Earp
Director and General Manager
GM Piling Ltd

R G CARTER TECHNICAL SERVICES



Mark Howsen
Director
R G Carter Technical Services Ltd



Gay Thackery
Director
R G Carter
Technical Services Ltd

BUSINESS SUPPORT



Andrew Mitchell
Director
Carter Design Group Ltd



Michael Rickard
Director
Harvey Frost Ltd

SERVICES, SUPPLY & MANUFACTURING



Matt Torode
Director and General Manager
Drayton Building Services Ltd



Andrew Hannah
Director and General Manager
Sonata Security Ltd



Fraser Henderson
Director and General Manager
Drayton Windows Ltd



Ben Walpole
Director and General Manager
Youngs Doors Ltd &
Bullen Joinery



Jamie Thwaites
Director and General Manager
Eyre Group Ltd



Robert Squire
General Manager
Builders Equipment Ltd

OUR OFFICES & LOCATIONS

We have a network of regional offices across the East of England, to suit all construction and engineering specialisms.



CONSTRUCTION & ENGINEERING

CARTER

CONSTRUCTION

- BURY ST EDMUNDS
- CAMBRIDGE
- IPSWICH
- KING'S LYNN
- LINCOLN
- NORTHAMPTON
- NORWICH
- PETERBOROUGH
- THETFORD

ENGINEERING & DESIGN

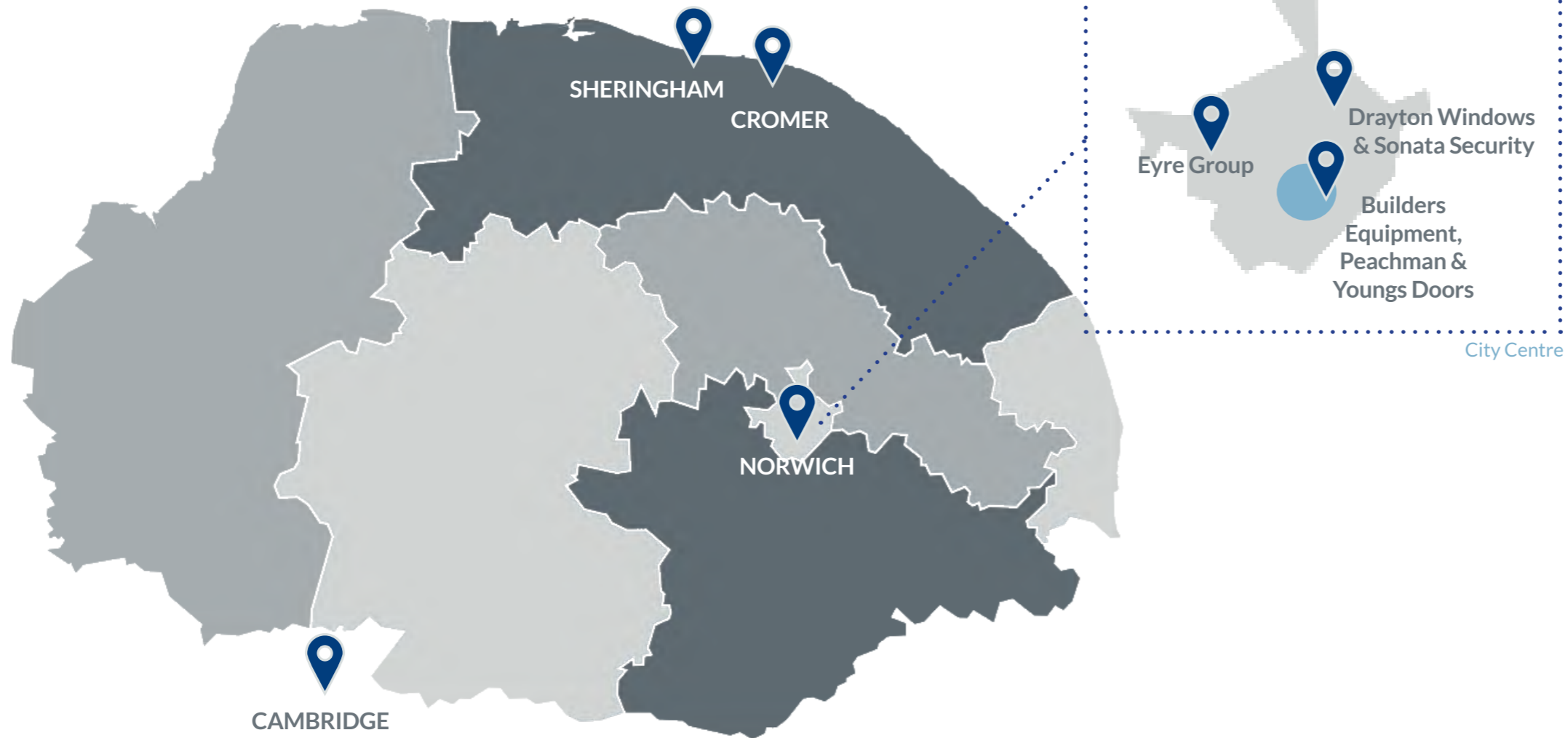
ATTLEBOROUGH

- R G Carter Civil Engineering
- G M Piling
- Ground Technology Services
- Carter Design Group (CDG)

OUR OFFICES & LOCATIONS

SERVICE, SUPPLY & MANUFACTURING

Working on projects across the UK, supporting R G Carter and other clients, we also have an integrated supply chain that allows us to deliver 'Total Project Delivery'.



CROMER

Bullen Joinery

SHERINGHAM

Norfolk Gravel

NORWICH

Builders Equipment

Drayton Windows

Eyre Group

Peachman

Sonata Security

Youngs Doors

CAMBRIDGE

Eyre Group

LEARNING & DEVELOPMENT

We are committed to ensuring **all our colleagues** at every level, have opportunities to develop their skills, knowledge and abilities.

By doing this we can ensure that you are equipped with the tools to capitalise on the many varied opportunities which can maximise your potential.



Our vision is to deliver high quality, industry-recognised training and to inspire our colleagues to perform to the very best of their ability.

You'll get an opportunity to discuss your learning pathway with your manager during your Personal Development Review (PDR) and you will receive all the mandatory training necessary for your role.

To support your training, we have an in-house training and development team at the R G Carter Academy. The team organise and manage the training for all our companies.

OPPORTUNITIES

The following are examples of development pathways within the R G Carter Group:

Will Robinson

- Started as a Bricklaying apprentice in 2001.
- In 2022, he is a Construction Manager.



Gary Mann

- Started as a Carpentry apprentice in 2002.
- In 2022, he works as a Property Surveyor.



Mario Rackham

- Started as a Carpentry apprentice in 1990.
- In 2022, is a Director and General Manager.



CARTER

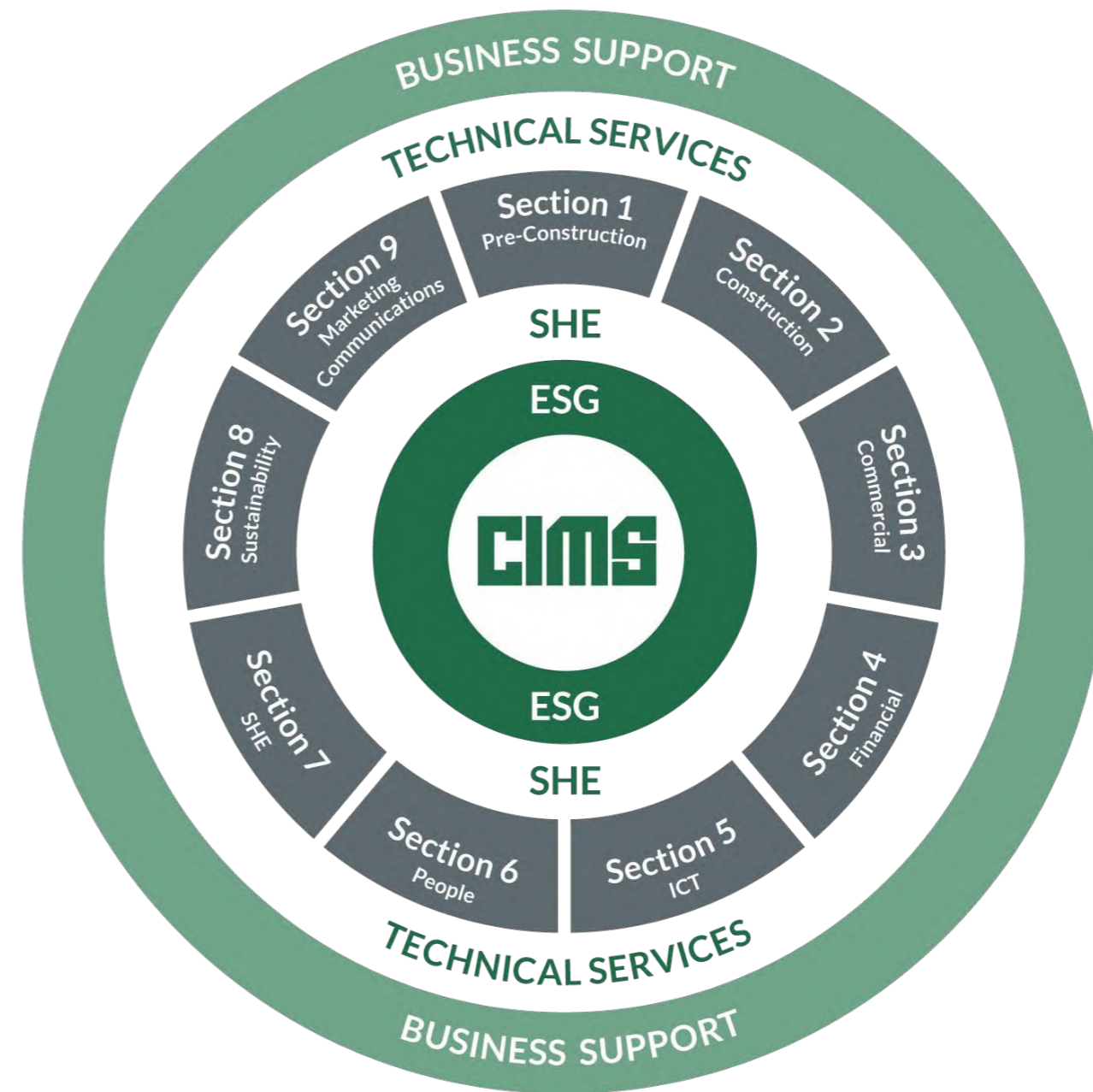
CARTER INTEGRATED MANAGEMENT SYSTEM

CIMS is an ISO accredited management system which ensures we achieve consistency across the whole Firm.

It encourages collaboration and sharing of best practice across all teams and disciplines across the R G Carter Group.

Our robust systems, polices and processes that are developed and maintained via CIMS, are key the success of our business.

CIMS



CIMS is made up of 9 different committees, each with individual responsibilities, objectives and targets. The committees are made up of relevant members from across the R G Group and within different roles.

CIMS 0 sits central to the wheel, with approval of all policies, systems and processes developed within the individual CIMS committees.

CARTER

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.

You will receive guidelines, training and accessibility once your employment has commenced. User guides for systems can be found on the intranet.

IN-HOUSE INTRANET



Hi Welcome to R G CARTER CONSTRUCT

Web based platform which features a variety of company information, daily news, a Group Directory and access to business systems.

HR & TRAINING



The SelectHR System holds your personal details securely and enables you to manage your holiday bookings, update your address, contact details, and notify us of your emergency contact information. The LMS system manages all of your training

FINANCE



Transactional Finance provide services including Masterdata, Sales invoice processing, Supplier delivery note and invoice processing and Supplier payments, together with management of the COINS system

EXPENSES



SAP Concur enables you to manage travel, expenses & invoices you may incur, by uploading your receipts and creating an expense claim, it is easy to manage and process for both yourself and line manager.

PROJECT MANAGEMENT



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.

MARKETING COMMUNICATIONS



Internal Marketing Communications platform that holds all marketing materials that can be downloaded and used to ensure that the Companies corporate identity is maintained throughout the work that is created.

CARTER

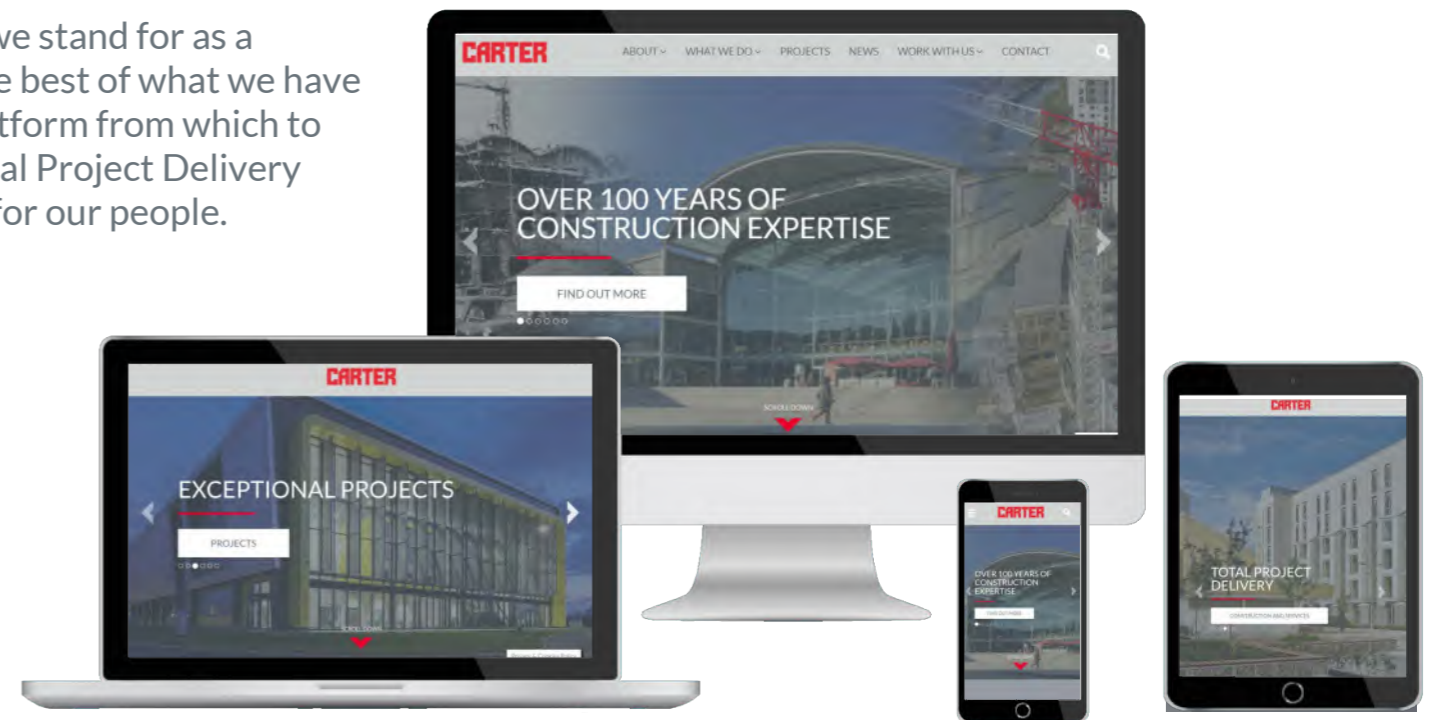
DIGITAL PLATFORMS

The following Digital Platforms communicate the company to an external audience.

COMPANY WEBSITE

www.rgcarter-construction.co.uk

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.



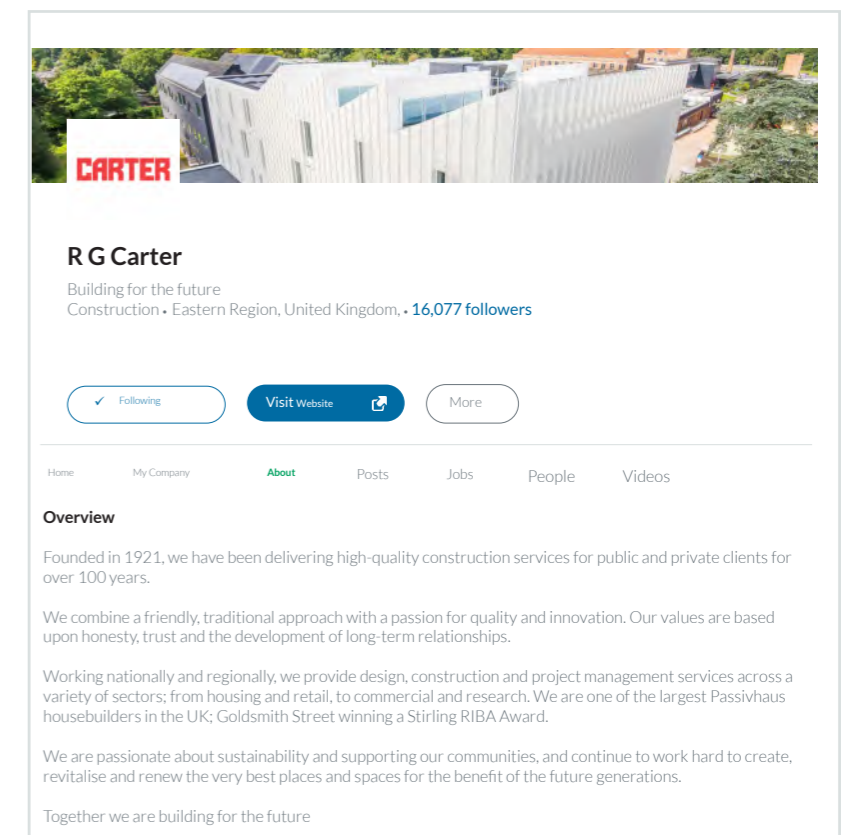
COMPANY LINKEDIN PAGE

www.linkedin.com/company/



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

The Social Media Policy can be found on our intranet, R G Carter CONSTRUCT.



OUR APPRENTICESHIP PROGRAMME



WE HAVE BEEN SUPPORTING THE NEXT GENERATION THROUGH OUR R G CARTER ACADEMY FOR OVER FIFTY YEARS.

Our apprenticeship programme provides an amazing opportunity to earn whilst you learn and have a successful and fulfilling career in our Firm. Apprenticeships include Management roles in subjects such as Construction Management, Quantity Surveying, Engineering and Design, as well as Craft Trades including Bricklaying and Carpentry.

These apprentices are supported and employed across a variety of companies in the R G Carter Group; from Construction and Engineering, through to Design and Technical Services.



54
YEARS
of supporting
apprentices within the
R G Carter Academy



62
APPRENTICES
within the
R G Carter Group



10
APPRENTICES
are recruited on
average, every year

ALL OUR APPRENTICES
are valued by the teams they work with.



EMPLOYEE BENEFITS

Our competitive benefits package aims to reward and incentivise you to perform to your best and foster a sense of belonging and well-being. Depending on your role and contract you will be entitled to a range of employee benefits.



Service Related
Holiday



Life Assurance



Company Car



Private Medical
Insurance / Health
Care Cash Plan



Company or Industry
Sick Pay

The R G Carter Employee Assistance Programme is available 24/7 for all employees offering friendly, professional help and advice for all your practical and emotional needs. [Click here](#) to view the EAP information.

For further details on any of these benefits, please speak to your Line Manager or contact the HR team via hr@rgcarter.co.uk

COMPANY PENSION CONTRIBUTION



The R G Carter Group Defined Contribution Pension Plan is managed by Legal and General. All colleagues over 22 years old will be auto enrolled in the pension after 3 months with the Firm. You can however choose to opt in from your first day of employment and from the age of 18.

Contributions are based upon your basic pay and you can, should you wish, utilise Salary Exchange for tax relief and further National Insurance savings.



FLEX - REWARDS & DISCOUNTS



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

Activate your account from welcome email from Reward Gateway to start saving.



HEALTH & SAFETY

At R G Carter, the health and safety of our people is our highest priority. We pride ourselves on family values, which are at the heart of everything we do

We take practical and proactive approach towards Health & Safety.

Health & Safety is a core business value and we take pride and are committed to providing an environment where everyone is valued and contributes to our continual improvement. Maintaining a strong positive and proactive safety culture is our aspiration.



Our dedicated Safety, Health and Environmental team at R G Carter are committed to delivering the very highest standards of Health and Safety for the benefit of:



OUR EMPLOYEES



OUR SUPPLY CHAIN



THE COMMUNITY

MAKING SURE EVERYONE GOES HOME SAFE

CARTER

We strive to create the very best spaces and places for future generations to enjoy.

ENVIRONMENTAL

Promoting sustainability to reduce our impact on the environment and play our part in the green recovery.



NATURAL RESOURCES

We strive to reduce our Carbon Footprint, and implement energy efficient initiatives across offices and sites.



DESIGN

We design and deliver sustainable and innovative building solutions, and target well-being principles.



WASTE & RECYCLING

We encourage recycling, utilise recycled materials and are reducing waste to landfill.



LOCAL SUPPLY

We employ local and ethical trade, utilising local suppliers wherever possible across all our projects.

SOCIAL

Supporting our people and future generations, to make a difference in our communities.



OUR PEOPLE

We are passionate about the development, reward and well being of all our colleagues.



NEXT GENERATION

We are dedicated to training and supporting the future generation and their careers in construction.



COMMUNITIES

We support the communities in which we live and work.



HEALTH & SAFETY

We are committed to delivering industry-leading health, safety and welfare standards for everyone.

GOVERNANCE

Delivering a strong framework of corporate governance ensuring effective controls to assess and manage risk.



BUSINESS ETHICS

We manage robust and credible management, data protection and financial procedures throughout our integrated Firm.



ACCREDITATIONS

We hold a portfolio of industry recognised accreditations across a variety of delivered disciplines.



AUDITS

We undertake regular audits on site, and strive to achieve exemplary results at all times.



STAKEHOLDER ENGAGEMENT

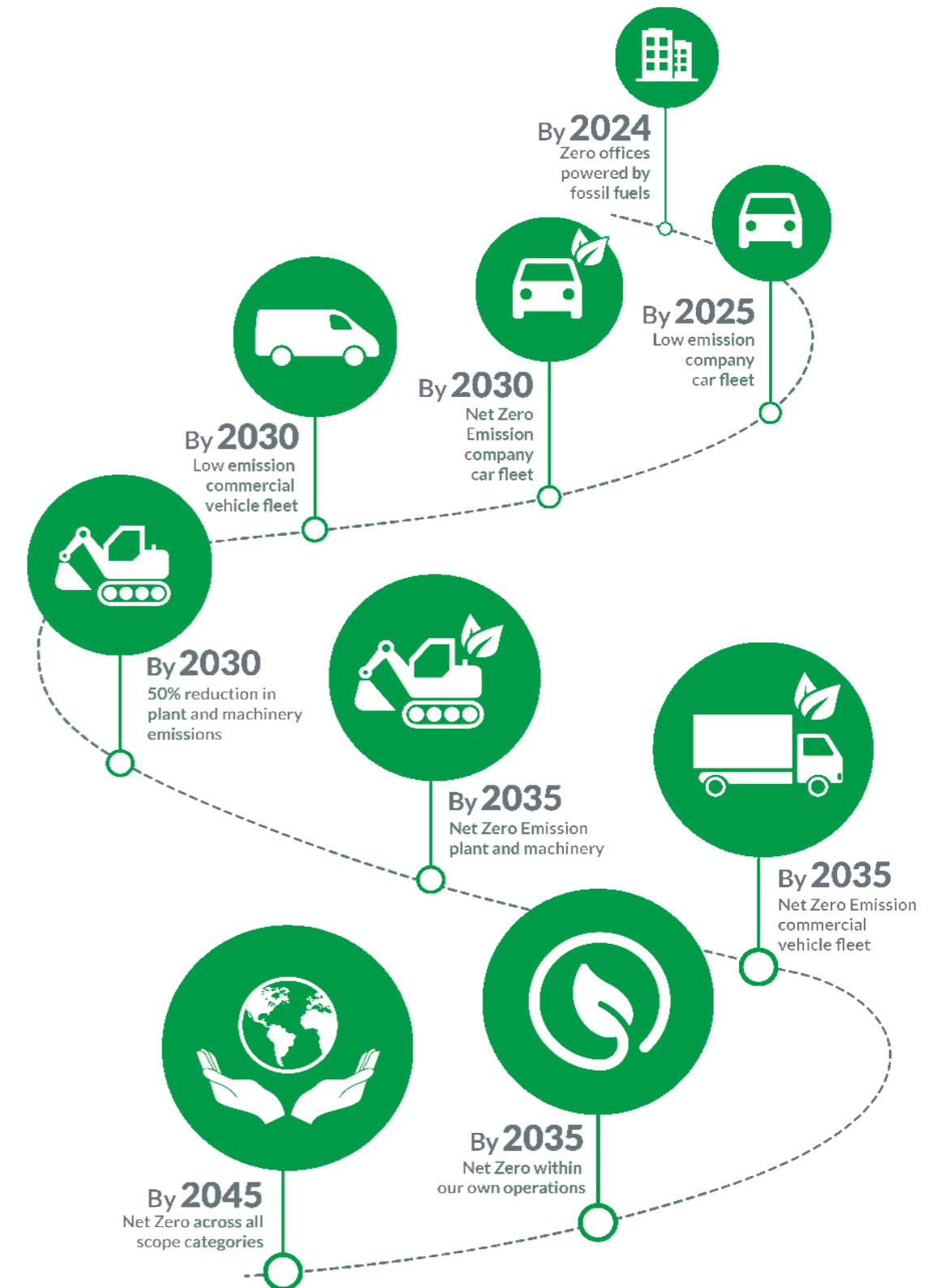
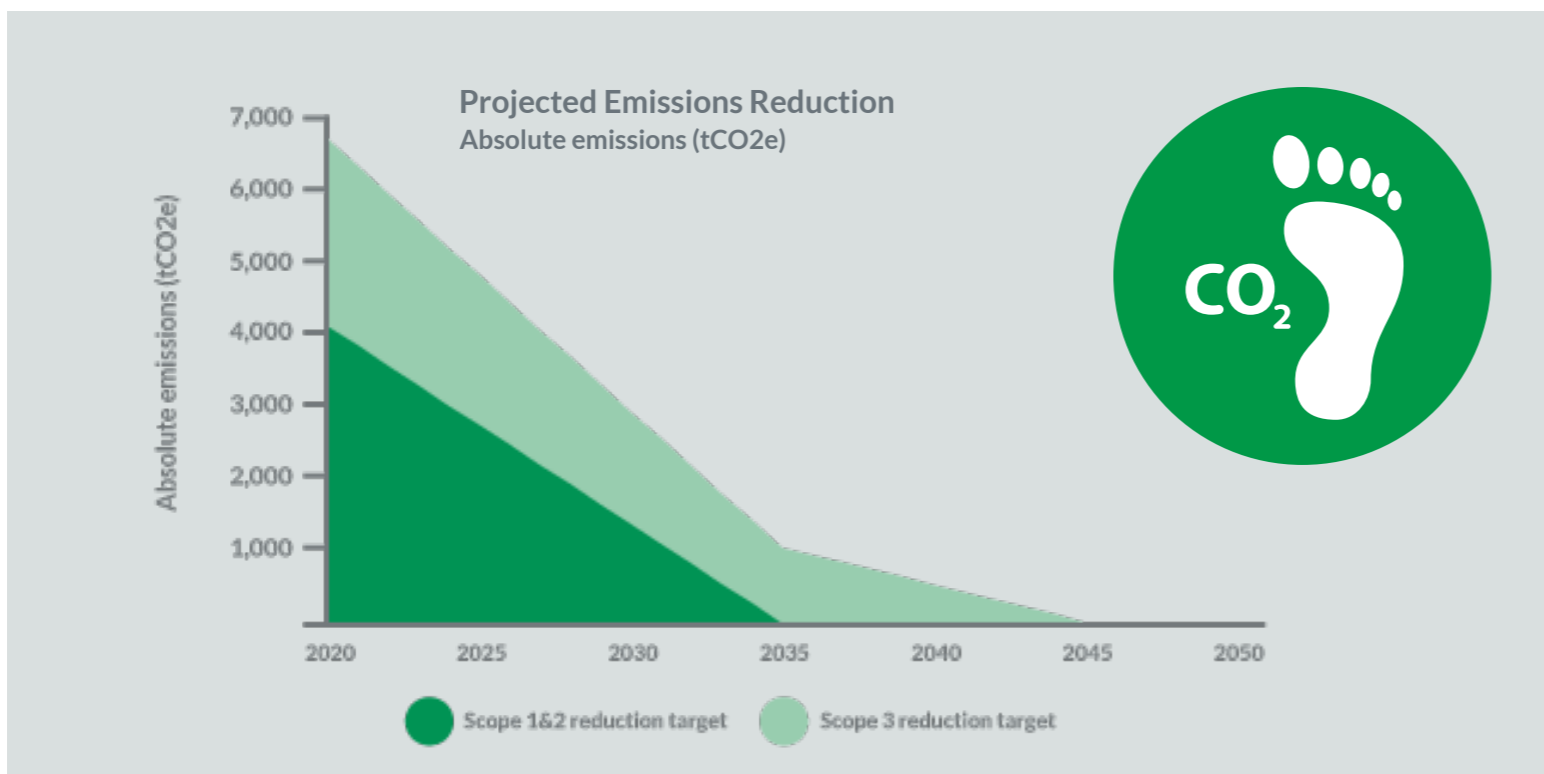
We pride ourselves on trusted relationships and positive communication with all our stakeholders.

We are building for the future.

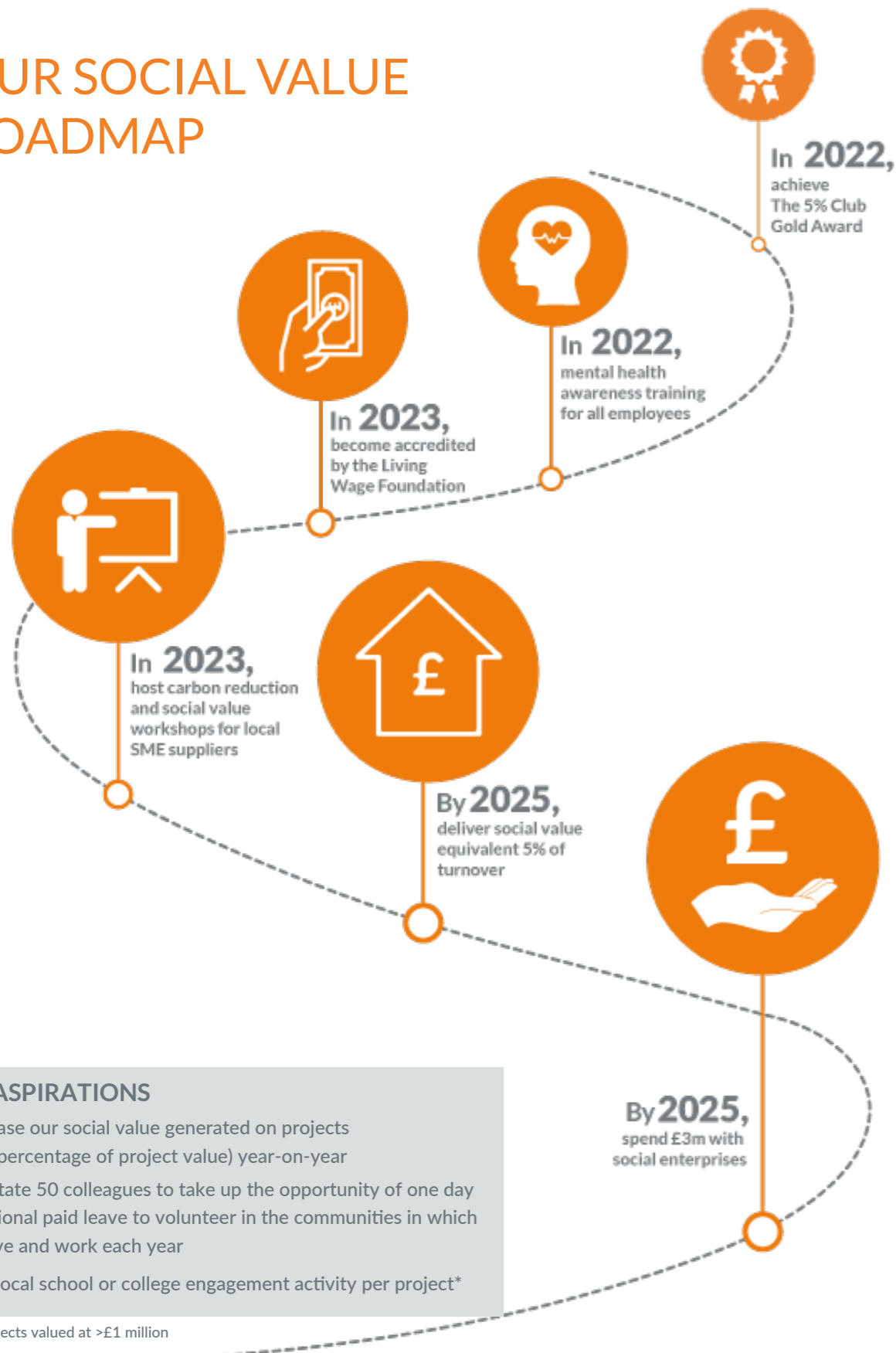
OUR ROADMAP TO NET ZERO

At R G Carter we are committed to achieving Net Zero emissions from a 2020 baseline in our own operations (scope 1 and 2 emissions) by 2035.

We will continue to engage with our value (supply) chain to achieve Net Zero across our scope 3 emissions by 2045.



OUR SOCIAL VALUE ROADMAP



OUR ASPIRATIONS

- Increase our social value generated on projects (as a percentage of project value) year-on-year
- Facilitate 50 colleagues to take up the opportunity of one day additional paid leave to volunteer in the communities in which we live and work each year
- One local school or college engagement activity per project*

*For projects valued at >£1 million

WE ARE PROUD TO SUPPORT THE COMMUNITIES IN WHICH WE LIVE AND WORK

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.

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



PROJECT FILMS



To view some of our most recent projects in film go to our company Vimeo page:
<https://vimeo.com/rgcarter>



WE CREATE, REVITALISE AND RENEW THE VERY BEST SPACES
AND PLACES FOR THE BENEFIT OF FUTURE GENERATIONS



To view our Company Video click the icon below



CARTER



WELCOME TO THE FIRM

We look forward to supporting you in
your future career with the company.

Building for the future
