

CARDO

InTouch

Staff Newsletter

Edition No. 9

August 2026





A message from Liam

Over the past few months, Cardo has continued to build strong momentum across the business, marked by regional progress, new contract wins, community impact and continued investment in our people, systems and communications. A standout moment in this period was the launch of our Social Housing Consumer Standards Awareness Training at the House of Lords, underlining Cardo's leadership and commitment to raising standards across the housing sector.

The launch brought together colleagues, clients, residents and partners and reinforced the importance of embedding the Consumer Standards into everyday behaviours and decision-making. It reflects our shared focus on delivering safe, transparent and customer-focused services that improve outcomes for residents.

Alongside this milestone, there is plenty to be proud of across Ireland, Wales & West, Scotland and South & Central. From strong delivery and safety performance to project wins and meaningful resident support, the achievements featured in this edition highlight the professionalism, care and commitment shown by our teams every day.

It's also encouraging to see Cardo recognised externally for how we invest in people, including our Employer Partnership Award from Bridgend College and recognition in the UK Power 100. As TIER Learning continues to develop, we remain focused on building skills, confidence and opportunities for colleagues across the business.

Thank you for your continued commitment and the role you play in Cardo's success. As we move through the rest of the year, our focus remains on delivering safely, supporting our people, strengthening our communities and building a business we can all be proud of.

Liam Bevan

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Business Updates – Welcome to Cardo Group!

R. Lewis & Co Ltd

Founded in 1997 by Managing Director Roger Lewis, the company has built an outstanding reputation for delivering high-quality, compliant and reliable fire safety solutions.

Its technical expertise, skilled workmanship and customer-focused approach have earned the trust of clients across the UK.

The acquisition enhances Cardo's specialist compliance services, broadens our fire protection capabilities and supports our continued growth across Wales and the wider UK.

EFS Systems (UK) Ltd

Established in 2003 and based in Merthyr Tydfil, South Wales, EFS Systems (UK) is a specialist electrical installation and maintenance business delivering end-to-end electrical and engineering solutions.

Its expertise spans feasibility and design through to installation and project completion across the commercial, industrial and renewable sectors.

Bringing EFS Systems (UK) into the Group strengthens Cardo's self-delivery capability, expands our electrical expertise and reinforces our presence across Wales and the wider UK.



Learning, Development, and Recognition

We're continuing to invest in learning and development across Cardo, helping colleagues build the skills, confidence and opportunities they need to succeed.



Coming soon

We're making learning simpler, more accessible and more relevant for colleagues across the business, with improvements planned to support role-based learning, system reporting, the new starter experience and career development.

These changes will help make it easier for colleagues and managers to understand what learning is needed, track progress and access the right development at the right time. We'll share further updates as the improvements are introduced.



Manager focus

Managers play an important role in helping colleagues grow and succeed. This quarter, we're encouraging managers to keep learning on the agenda by supporting mandatory learning, making development part of regular one-to-one conversations and recording agreed discussions where required.

Small conversations can make a big difference, especially when they help colleagues feel supported, clear on expectations and confident about their next steps.



Useful reminders

Every colleague has access to TIER Learning, and managers can view their team's learning records and compliance through the system.

Additional training requests should be submitted using the Learning Request Form on the L&D Intranet page: <https://shorturl.at/NtXwk>



Watch this space

The Customer Experience team has something exciting in the works that will help to communicate more effectively with our customers. More information will be made available soon so stay tuned.

The L&D team also runs a weekly drop-in session every Thursday from 10.30–11.00 for learning and development support. **You can join here:**

<https://teams.microsoft.com/meet/37272028343713?p=DryJdxijx0tARWW0o3>
Meeting ID: **372 720 283 437 13** Passcode: **bh935XX7**



Cardo has been recognised by Bridgend College as the winner of the Employer Partnership Award 2026.

This fantastic achievement reflects the strength of our partnerships and our commitment to developing skills, creating opportunities and supporting future talent across the business.

A special thank you goes to our Wales & West teams, operational colleagues, Learning & Development team and partners at Bridgend College for helping to make this happen. Investing in people really does make a difference.

We're also proud to have been recognised in the UK Power 100 for our commitment to Learning & Development.

This celebrates the work underway to build capability, support career progression and improve the colleague experience across Cardo.

Well done to everyone involved, including the Learning & Development team and colleagues across Operations, HR, IT and Support Services who continue to drive positive change together.

House Of Lords Consumer Standards Training

Cardo has launched its new **Social Housing Consumer Standards Awareness Training**, a learning resource designed to help housing professionals understand the Consumer Standards and how they apply in practice. The training was officially launched at an event at the House of Lords, hosted by **Jane Nelson, Executive Chair of Cardo**, alongside **Alison Inman, Chair of TPAS**, bringing together colleagues, clients, residents and partners from across the sector.



Speaking about the launch, Jane Nelson, Executive Chair at Cardo, said:

"The Consumer Standards are about much more than compliance. They are about creating a culture where residents are listened to, treated with respect and receive high-quality services. By investing in learning and sharing best practice, we can help strengthen customer experience across our sector and continue to improve outcomes for residents."



Developed by Cardo in partnership with **TPAS**, and informed by feedback from tenant groups, clients and sector partners, the training uses real-life scenarios and case studies to explore how the Consumer Standards apply in everyday roles. It highlights the shared responsibility we all have in delivering safe, transparent and customer-focused services that improve outcomes for residents.

The launch underlined the importance of collaboration across the sector and Cardo's commitment to embedding the Consumer Standards into everyday behaviours and decision-making.



Procurement & Fleet Services

It's been a busy few weeks across Procurement and Fleet, with several new colleagues joining the business and helping to strengthen our teams. From fleet compliance and management to procurement and supplier relationships, these new appointments bring a wealth of experience and fresh perspectives that will support our continued growth and success. Please join us in giving a warm Cardo welcome to our newest team members.

"I'm excited to contribute to Cardo's continued success while building strong working relationships across Wales & West and the wider business."



Alex Davies
Fleet Manager

Alex joined Cardo Wales & West on 29 June and is already getting to know colleagues, projects and priorities across the business. In his role, Alex will focus on fleet management, working with teams to enhance fleet processes, support compliance and identify opportunities to improve efficiency.

Emily Body
Senior Procurement Administrator

Emily has joined our Procurement Team and will lead the procurement administration function, supporting purchasing governance, supplier processes and purchasing card management across the South.



"I am grateful for the opportunity to be a part of this amazing team, and for what is to come in the future for procurement in the South."

"I'm excited to learn, grow and help the team make a difference on our journey forward."



Peter Boyd
Buyer, Planned Works & Energy

Peter joins the Procurement Team with responsibility for Planned Works and Energy, working closely with suppliers and operational teams to deliver value and support key programmes across the business.

"Everyone has been so welcoming and supportive, which has made settling in very easy. I'm excited to continue learning, supporting the team and making a positive contribution."



Nadia Ferreira
Fleet Compliance Administrator

Nadia joined the Fleet Team in June and brings valuable experience in fleet administration and claims management. She is helping to ensure our fleet remains compliant, safe and ready to support colleagues in delivering excellent service every day.

Jamie Doherty
Group Indirect Buyer

Jamie joins Cardo with extensive procurement and supply chain experience across multiple sectors. He will support strategic sourcing, supplier management and indirect spend across the Group, helping to drive value and strengthen supplier partnerships.



"I'm delighted to be joining Cardo at such an exciting time. With a busy few months ahead both at work and at home as we prepare to welcome our new baby. I'm looking forward to meeting new colleagues and getting stuck in"

New fleet, ready for the road

We're also pleased to share that the rollout of our new fleet of vans was successfully completed during May and June across all operating areas.

This significant investment will provide colleagues with safer, more reliable and fuel-efficient vehicles, while helping us maintain the professional standards our customers expect. A huge thank you to everyone involved in planning and delivering the rollout across multiple locations nationwide.

The new fleet will support our teams in working more efficiently and continuing to deliver excellent service to customers and communities across the UK.





Safety First S.T.A.R.

On Tuesday, 7 July, we launched our new Health and Safety initiative S.T.A.R. as Cardo's decision model for Safety, Quality, Health and Environment. It stands for **Stop. Think. Act. Review.**

Safety First S.T.A.R. is designed to support better decisions across the business. It helps teams pause when something is not right, assess risk and controls properly, carry out work to the required standard and learn from the outcome.

The model applies wherever work happens, including on-site, in residents' homes, in offices and in planning or handover discussions.

S

STOP

Pause if the plan cannot be followed, the environment has changed or something does not feel right.

t

THINK

Check hazards, controls, quality requirements, resident impact and who else could be affected.

a

ACT

Carry out the task safely, using the right method, tools, PPE and communication.

r

REVIEW

Check the finish, confirm the area is safe, update the resident or customer and share any learning.

Why it matters

- It gives us one shared language for safe and high-quality decision-making.
- It reinforces our values of Teamwork, Integrity, Excellence and Respect.
- It supports confidence to speak up early when something changes or feels wrong.
- It strengthens learning, close-out and continuous improvement through review.

If you've not seen the video that was shown as part of the launch, you can watch it here: [Safety First S.T.A.R](#) You can also find Toolbox talks, a helpful FAQ document, as well as posters, Teams backgrounds and screensavers to further support the campaign.

We'd love to see how S.T.A.R. is being promoted on-site and in hubs, so if you've got a team photo that shows you doing just that, we want to see it! Special shout-outs will be issued to teams who share their photos, and a voucher will be issued to the team that shows the most creative way to spread the message.

Could you be a Cardo Safety First S.T.A.R.?

To help keep the momentum of the campaign going, we'll be launching phase two in the next couple of weeks. Part of this will see us on the lookout for **Cardo S.T.A.R. Superheroes** to feature in our next company video. The video will focus on what S.T.A.R. is and how we implement the thought process into our everyday working lives. **It'll also highlight how we integrate Stop. Think. Act. Review into our T.I.E.R values and what that looks like throughout the business.**

We'd welcome any volunteers who would like to get involved, so please drop us a line at InTouch@Cardogroup.co.uk to register your interest in the project. Filming dates have yet to be confirmed, but as soon as we have the details, we'll share them with you.



Training compliance

Recent training data shows encouraging progress across two key areas of compliance:

86%

of colleagues have completed Gas Regulation 8 training.

92%

of colleagues have completed Asbestos Awareness training.

These results reflect the continued effort being made across our teams to stay compliant and work safely. Training is about more than meeting requirements. It gives colleagues the knowledge and confidence to spot risks, make informed decisions and help protect themselves, their co-workers, customers and the communities we serve.

We encourage everyone to revisit their training materials whenever they need a refresher, whether preparing for a new task or reinforcing key knowledge. Every completed training session helps strengthen our safety culture.



Timely completion of actions

Another important measure of our health and safety culture is how quickly we respond to and close actions identified through inspections, audits, incident investigations and safety observations.

This quarter, 233 corrective actions were raised, showing the continued commitment across the business to identifying opportunities for improvement and maintaining safe workplaces.

It is positive to see that most of these actions have been closed within agreed timeframes, reflecting the focus and dedication of teams across Cardo. This gives us a strong foundation to build on, and with continued focus we can keep improving, close actions even more consistently and strengthen the way we learn from every opportunity.

Take our Safety First S.T.A.R quiz!

1. What does the S in S.T.A.R stand for?

- A. Start
- B. Stop
- C. Safety
- D. Survey

The first person to correctly answer all five questions and submit their answers by email to **intouch@cardogroup.co.uk** will receive a £25 voucher.

2. During the Think stage, which question should you ask?

- A. What time will we finish?
- B. Who else could be affected by this work?
- C. Who is bringing the tea?
- D. Which vehicle are we using?

3. What does the Act stage encourage you to do?

- A. Finish the job as quickly as possible.
- B. Work on your own.
- C. Follow the agreed method, use the correct tools and PPE, and communicate clearly.
- D. Change the method if it saves time.

4. Why is the Review stage important?

- A. To complete your timesheet.
- B. To tidy your van.
- C. To confirm the area is safe, update the customer and capture lessons learned.
- D. To order new tools.

5. According to the S.T.A.R campaign, when should you Stop?

- A. Only at the end of the day.
- B. Only if your manager tells you to.
- C. If the plan cannot be followed, conditions change or something doesn't feel right.
- D. Only after an accident has happened.

Quality and Compliance QAC



A major focus has been building a consistent Group-wide Compliance Framework, alongside the development of standardised policies, procedures and guidance to make it easier for teams across the business to access the support and information they need. Regular auditing, monitoring and assurance activities also continue to provide valuable insight and help drive continuous improvement.

We're also proud to share that Cardo has achieved Aico Platinum Partner status, recognising our expertise and commitment to excellence in domestic fire detection systems.

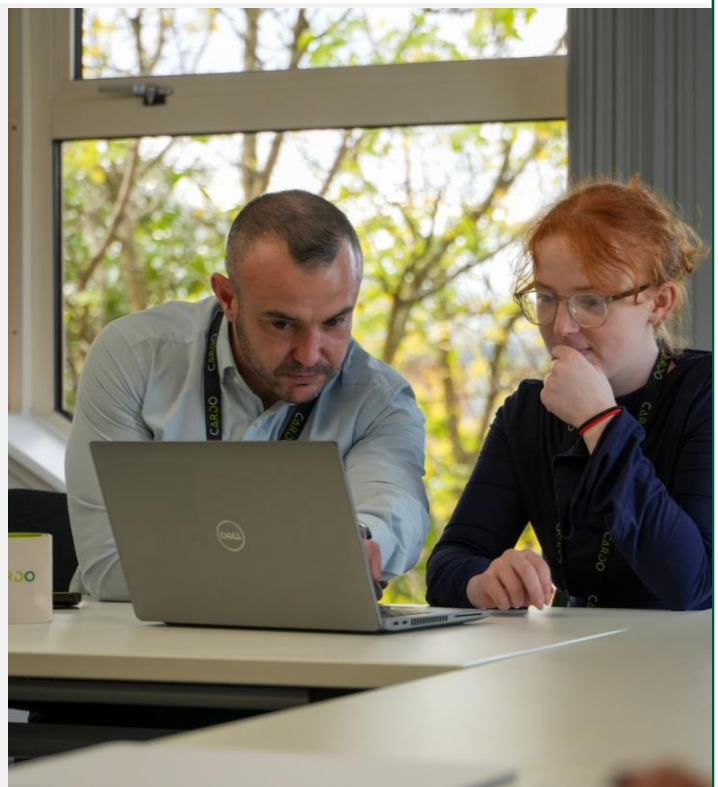
Investing in our people remains a key priority, with training delivered on the latest electrical regulations, a new Level 3 upskilling programme for electricians underway, and opportunities for colleagues to gain specialist qualifications in Fire Door Inspection.

Looking ahead, the team will continue strengthening compliance, governance and competency across the Group, helping ensure we deliver safe, high-quality services for our customers and communities.

Looking ahead

Over the coming months, our focus will remain on strengthening compliance, improving assurance and supporting our operational teams through the continued rollout of the Group Compliance Framework, enhanced governance arrangements, competency development and the publication of a new suite of compliance standards and guidance documents.

Together, these initiatives will help ensure we continue to deliver safe, compliant and high-quality services for our customers across the UK.



Northern Ireland and the Republic of Ireland: Accreditation, Growth and Champion Recognition

There's plenty to celebrate in Ireland and the Republic of Ireland, including Cyber Essentials Plus accreditation, CEFNI membership and Aico Platinum Partner status. The team has also been representing Cardo externally, including at the Women in Social Housing event in Belfast.

In the last quarter, we have celebrated retaining some of our longstanding customer contracts. In our home patch, we have successfully retained Fingal County Council Void Relets and DPG Bathroom Conversions for the fifth time in a row. On top of that, we retained Waterford City Council's Short-Term Voids contract for the 6th time, along with their Maintenance Works contract for the third time in a row. To seal the quadruple of tender successes, we were delighted to secure Meath County Council's General Maintenance contract for the fourth time in a row. A remarkably successful first quarter for the Dublin-led team. These contracts represent a value of around €9m across 15,000 units.

- **Contract momentum:** EA Contract commenced in South Down, EICR contracts are mobilising for the Northern Ireland Housing Executive, and two-year extensions have been secured for Radius All Trades and Radius Heating.
- **Investing in people:** NEC Contract Training has been delivered by A&L Goodbody Solicitors, alongside in-house First Aid training.
- **Cardo Champions:** Congratulations to Barry McLernon, Deividas Rimeikis, Sean Dagens and Shannon Williamson.

In-house first-aid training

The team also recently completed in-house first aid training, strengthening their ability to respond confidently and effectively in emergencies. The session provided practical, hands-on guidance and reinforced the importance of health, safety and wellbeing across the team.



Wales & West: Strong Start and Community Impact

Wales & West has made a strong start, with performance ahead of expectations and positive progress across revenue, profitability and margin. The region continues to show good momentum, supported by operational delivery, new opportunities and community-focused activity.

- **Operational wins:** Cardiff Council void properties completed, Cornwall voids team returned a record 37 voids in May, and Caerphilly Council awarded Non-domestic General Building Reactive Maintenance.
- **Project pipeline:** Strong progress continues across the pipeline, with notable wins including Nelson House, Royal College of Music & Drama and Blaenau Gwent cladding works.
- **Social value:** 113 people engaged, 75 hours invested and seven events completed year to date, with contributions supporting communities in Merthyr, Vale DAS and Gol Centres.



“Sincere thanks to Cardo for attending the Construction Fair and for the positive feedback you provided.”

“The level of engagement from the prisoners was very encouraging, and it was great to see so many constructive conversations taking place throughout the event.”

- Kim Winspur, Prison Employment Lead

Scotland: Momentum, Integration and Resident Impact

Scotland continues to build momentum, with performance ahead of expectations and strong progress across Cardo Scotland, Rodgers & Johnston and Faskin Group.

- **Safety first:** No RIDDOR incidents in May or year to date.
- **Contract wins:** New work includes Castlehill Housing, Caledonia Housing, East Dunbartonshire Council and further phases with City of Edinburgh Council, Angus Council and Perth & Kinross Council.

Shining a light on future talent



There was cause for celebration at the recent Tullos Training Awards in Aberdeen, where **Michael Holloway, Plumbing/Gas Engineer**, took home the prestigious 'Rising Star' Award. As if that wasn't enough, Michael was also named **Runner Up** in the 1st Year Apprentice Plumbing & Heating category, making it an exceptional evening and a fantastic recognition of his hard work and talent. Congratulations, Michael, a brilliant achievement and one that the whole Cardo team is proud to celebrate.

In the community: warmer homes in Brechin

Residents in Montrose Street and Poets Place, Brechin, are already feeling the benefit of completed energy-efficiency improvements delivered by Cardo Ltd as part of Angus Council's wider investment in warmer, more sustainable homes.

The works included new energy-efficient windows, cavity wall insulation replacement and external wall insulation, helping homes retain heat, reduce energy use and look smarter too.

"The difference has been remarkable. The house feels much warmer and more comfortable, and we've noticed that it retains the heat much better than before."

Edna Low, another resident, said: *"I'm delighted with the improvements. The new windows and external insulation have made a real difference, and the block looks much smarter too. Although there was some disruption while the work was taking place, it has definitely been worth it. It's reassuring to know that our homes are now more energy efficient and cheaper to heat."*

Champion of the month:

Congratulations to Paul Farningham from the AMEY DIO Team.

Scotland: Heatcare is now Cardo

Following its acquisition in February 2025, Heatcare officially rebranded as Cardo on 1 June, marking an exciting new chapter for the business.

To celebrate the transition, colleagues came together to learn more about Cardo, our TIER Values and our ambitions for the future. The events provided a great opportunity to meet new colleagues, ask questions and celebrate becoming part of the wider Cardo Group.

If you're in the north of Scotland, keep an eye out for our newly branded Cardo fleet as it begins to appear across the region.



South & Central: Delivery, Wins and Safety Focus

New project wins: Highlights include Carshalton HSFG, Housing Plus Group kitchens, University of Leicester and DBC Long Chaulden Block roofing.

Roofing momentum: Contract extensions and new tenders continue to strengthen the pipeline across key clients including Orbit, MTVH, Hyde, BHCC, Dover and Swindon.

Cardo has been reappointed by Dacorum Borough Council

Cardo has been reappointed by Dacorum Borough Council to deliver repairs and maintenance services under a new five-year contract, which begins today (1 July).

Building on our longstanding partnership, the contract will introduce a range of service improvements shaped by resident feedback – including live appointment tracking and enhanced IT systems to support more accurate repair diagnoses and increase first-time fix rates.

Beyond the repairs service, we will continue to deliver wider community benefits through local employment opportunities, apprenticeships, and other social value initiatives across the borough.

We're proud to have reached this milestone with the council and look forward to continuing to deliver the standard of service residents expect and deserve, while strengthening our community support further.



Notting Hill Genesis Partnership Goes Live

Cardo's new partnership with Notting Hill Genesis is now officially underway, following our successful mobilisation and Go Live Day.

New colleagues joined us for an induction from our Fleet, HR, and Learning & Development teams, where they learned about Cardo, our values and ways of working. They also had the opportunity to meet senior management during an open Q&A session before receiving their Cardo uniforms. Our operational teams were then handed the keys to their new vans, ready to begin delivering services.

This marks the start of an exciting partnership, with Cardo providing responsive repairs to help improve homes for thousands of residents across Greater London and the surrounding areas.



South & Central: Delivery, Wins and Safety Focus

Social Value works on BETRA Estate

We have recently carried out internal and external decoration and associated repairs to thirteen three-storey blocks located within The Barnstaple Estate in Harold Hill, on behalf of London Borough of Havering.

The estate is governed by the BETRA Tenant Management Organisation (TMO), formed to give residents a direct route in working together with Havering Council and across the community to improve the neighbourhood and the lives of BETRA's residents.

Following completion of the planned works, it was noticed by the TMO that the communal surrounding area metal railings, benches, lampposts, planters and bin shed doors were in poor condition.

As part of our Social Value commitment, we offered to redecorate all external communal areas free-of-charge, as well as carrying out repair works to the bin shed door timbers, giving the area a much-needed refresh and complementing the planned decoration works already completed.

The BETRA TMO Estate Manager commented:

"I cannot thank the team enough for their continuous efforts and hard work on our estate. These improvements have been noticed by many, and I cannot express my thanks enough. I thoroughly appreciate the improvements on our TMO estate".



IT: Data, AI and Business Excellence

We've recently strengthened two key teams that will help make working at Cardo simpler, more consistent and more data-driven as we continue to grow.

Introducing the Business Excellence Team

Our new Business Excellence Team has been created to help colleagues get the most from our systems, processes and ways of working. The team will focus on continuous improvement, practical support, training and business analysis, helping to reduce duplication, improve efficiency and ensure good practice is shared across the Group.

We're also delighted to congratulate **Clare Thomas**, who has been promoted to **Head of Business Excellence**, and **Jessica Cunningham**, who steps into the new role of **Business Excellence Manager** for the South. Supported by our Business Analysts and a new team of Systems Trainers currently being recruited, they'll help colleagues navigate change, improve processes and build confidence in the systems we use every day.



Business Analysts

- **Atharva Mulay (Wales & West)** and **Craig Jack (Scotland)** will continue to report directly to **Clare**.
- In our South region we are currently recruiting for a team of Business Analysts, who will report to Jessica.
- Our Business Analysts look at how things work today, help solve problems and support improvement projects.

Data & Analytics

Over the past few months, we've continued to grow our Data & Analytics team, bringing together the skills needed to turn information into better business decisions. We collect, integrate, and organise data from across the business before transforming it into trusted reports, dashboards, and insights that help colleagues work more efficiently, improve services, and allow us to make informed decisions.

The team also plays an important role in ensuring our data is managed securely, responsibly, and in line with company governance.

Meet the Team



Ben Lewis, Head of Data & Analytics.

Ben joined Cardo earlier this year to establish and lead the Data & Analytics function. Working across the business, he is helping to transform data into trusted insights that support better decisions, improve services and help ensure services are aligned with future strategy.

Chris Hughes, Data Engineer

Chris designs and maintains the data platforms and pipelines that ensure reliable information is available for reporting, analysis and decision-making.



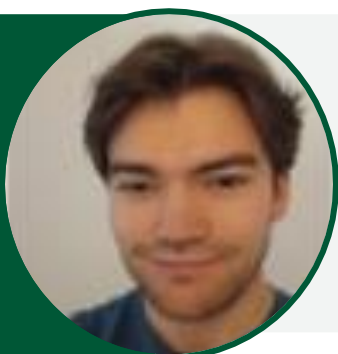
Dominic Steggall, Reporting Analyst

As a Reporting Analyst, Dominic turns data into clear reports and dashboards, giving colleagues the information they need to understand performance and make confident decisions.

We also have two interns with us over their summer break from university covering data science and data analytics.

Sian Edwards, Data Scientist

Sian has just finished her second year at Cardiff University studying Applied Software Engineering. A Data Scientist helps explore data, identify patterns, and support projects that uncover insights and predict future trends.



Jonathan Jarrett, Data Analyst

Jonathan recently finished his final year at Cardiff University studying Economics. As a Data Analyst, Jonathan helps gather, analyse, and present data, turning information into clear insights that support everyday business decisions.

What does this mean for colleagues and customers?

For our colleagues, the Data & Analytics team saves time and removes guesswork by providing trusted information, easy-to-use reports, and insights that help people make better decisions and focus on the work that matters most.

For our customers, by helping the business understand performance, identify issues, and spot opportunities for improvement, the Data & Analytics team supports better services, faster responses, and a better overall customer experience.

What's next?

Over the coming months, the team will continue developing new dashboards, improving access to trusted information, strengthening data quality and introducing new ways for colleagues to use data in their day-to-day roles. We're excited to work with teams across the business and help everyone make the most of our growing data capabilities. The team is also building the foundations for the organisation's future data platform, ensuring information is connected, reliable and ready to support automation, advanced analytics and future AI initiatives.

Systems Trainers

We are recruiting a team of Systems Trainers covering all our regions.

Northern Ireland [IT Systems Trainer Job at Cardo Group](#)

Scotland [IT Systems Trainer Job at Cardo Group](#)

South [IT Systems Trainer Job at Cardo Group](#)

Wales & West [IT Systems Trainer Job at Cardo Group](#)

Systems Trainers will provide hands-on training and guidance so colleagues feel confident using our systems and processes



Data protection reminder

Thank you to everyone who engaged with our recent Subject Access Request (SAR) awareness campaign. Remember, SARs can be received through a variety of channels and don't need to specifically mention GDPR to be valid. If you think you've received a SAR, don't respond directly, simply forward it to

dataprotection@cardogroup.co.uk for support.



Giving back through education

At the beginning of June, our Head of IT, Tolga Zamur, and Business Analyst, Atharva Mulay, took part in two business challenges with students from Cardiff & Vale College via Working Options in Education. The students had to present their solutions to Tolga and Atharva for two challenges:

- Practical cyber security for small businesses
- Digital solution for people with disabilities

Each team had five minutes to pitch their solution, with Tolga and Atharva providing feedback.

“For the cyber presentations, my first-year students (aged 16-17) rose to the occasion and did great jobs despite having very short notice. Our one coding group was excellent, with a pitch that included a prototype app demonstration. Fingers crossed we can work with Cardo and Working Options next year as all the sessions have been so valuable for our students, and I’d love to try and build upon this next year if possible. Thanks to Atharva and Tolga, great questions and engagement with my students”. – Steve Luxton, Lecturer in Computing, Cardiff & Vale College.

Working Options in Education is an employability and life skills charity that has been helping young people to aim high and fulfil their potential since 2012. Their Career Pathways programme is delivered free in state schools, colleges and online by industry volunteers and helps students (aged 11-19) to identify and pursue their career options.

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IN EDUCATION

Cardiff and Vale College
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Understanding Phishing and How to Protect Yourself

Phishing is a cyber attack designed to trick individuals into sharing sensitive information such as usernames, passwords, and personal details. These attempts often appear in emails but can also occur through texts, social media, and other online platforms. Here's how you can stay safe:

1. How to spot a Phishing Email

- **Suspicious Sender:** Check for email addresses that mimic legitimate ones but aren't authentic.
- **Generic Greetings:** Watch out for greetings like "Dear Customer" instead of your name.
- **Urgent Language:** Be wary of threats or urgent requests, such as account suspension warnings.
- **Spelling Errors:** Many phishing emails contain spelling and grammar mistakes.
- **Fake Links:** Hover over links to see if they lead to unfamiliar or fake websites.
- **Unexpected Attachments:** Avoid opening attachments from unknown senders.

Protect yourself and your information - report phishing emails immediately to help us combat these threats!

2. What to Do If You Suspect Phishing:

- **Avoid Links and Attachments:** Do not click or download anything suspicious.
- **Verify the Sender:** Contact the company or person directly using a trusted method.
- **Report It:** Send suspected phishing emails to our IT team at techsupport@cardogroup.co.uk.

3. Example of a Phishing Email:

Subject: Urgent - Verify Your Account Information

From: support@IT-secure.com

Message: "We've detected unusual activity on your account. Please verify your information immediately to avoid suspension."

Why is this phishing? The sender's email looks similar but isn't real, it uses generic greetings, urgent language, and fake links to manipulate you.

Stay alert and always verify!



Human Resources

Cardo Champions

Celebrating the employees who embody our TIER values through their dedication to Cardo and the integrity of their work.

A huge congratulations to all our March, April, May and June Champions on their well-deserved recognition, and thanks to everyone who submitted a nomination.

Our March Champions:

South & Central – Chris Woods, Multi Skilled Operative

Wales & West – John Bates, Electrician

Group – Rebecca Ackroyd, HR Engagement Advisor

Scotland – Brenda Anderson, Senior Finance and Commercial Manager

Ireland – Deividas Rimeikis, Groundswoker

Our April Champions:

South & Central – Mark Griffiths, Multi Skilled Operative

Wales & West – Ethan Jones, Carpenter

Group – Emma Will, Business Development Support Manger

Scotland – Binny Antony, Accounts Assistant

Ireland – Sean Dages, Groundwork Engineer

Our May Champions:

South & Central – Michelle Bewley, Social Value Manager

Wales & West – Clay Brandon, Multi-Skilled Operative

Group – Ashleigh Rees-Smith, HR Coordinator

Scotland – Paul Faringham, Quality Assurance Officer

Ireland – Shannon Williamson, Service Delivery Coordinator

Our June Champions:

South & Central – Nicola Wardle, Planned Team Leader - Administrator

Wales & West – Stella Twiddy, Resident Liaison Officer

Group – Kelly Jenkins, Receptionist

Scotland – Shane Black, Parts Coordinator

Ireland – Sarah Rooney, Assistant Cyclical Manager

win
£500!

We encourage you to continue nominating colleagues who demonstrate our **TIER Values (Teamwork, Integrity, Excellence, and Respect)** and make a positive impact across the business.

By nominating a colleague who goes the extra mile, you're giving them the chance to be recognised and win **£500!**

Welcome to Cardo!

We are absolutely thrilled to welcome **Tim Staveley** to the **Cardo Fire Safety team** as our new **Commercial Lead**.



With over 45 years of experience in Construction Refurbishment, Tim brings a wealth of knowledge in Preconstruction and Project Delivery.

We are confident his strategic vision and leadership will be instrumental as we continue to grow the Fire Safety Division within Cardo Group.

Please join us in giving a warm welcome to Tim!

Wisdom Wellbeing



Don't forget that as a Cardo employee, you have full access to all the information, support, and services provided by the Wisdom Wellbeing app.

Wisdom has excellent advice, guidance, and counselling services available 24/7, as well as its own wellbeing tracker – an easy, interactive way to track your lifestyle habits and help you make positive wellbeing improvements.

Wisdom's Bright EX benefits and discount platform also offers lots of free resources, as well as cost-saving offers and promotions, all regularly updated.

If you haven't already done so, download the Wisdom Wellbeing app – the Cardo code is **MHA268087**.

Contact **askhr@cardogroup.co.uk** if you need any help.

2026 Cardo Insights Survey

The 2026 Cardo Insights Survey was launched on 15 June, and the deadline for all submissions was 5 pm on 10 July.

All comments and feedback will be shared and reviewed by the senior leadership team, and results shared with everyone on an 'All Employee' call in the next few weeks. Keep a lookout for an invite hitting inboxes soon.



We received a grand total of 796 responses and would like to say a big thank you to everyone who took part.



Join our next employee call to hear the results of the insight survey and find out what happens next.

Tuesday 15 September at 8am

Regular 1-2-1's – Supporting Great Conversations

Regular 1-2-1's are an important part of how we support our colleagues, providing dedicated time for managers and employees to discuss wellbeing, performance, development, priorities and future goals.

Managers should hold regular 1-2-1's with each of their direct reports, using these conversations to provide support, recognise achievements, address any challenges and agree meaningful actions.

Over the coming weeks, we'll also be refreshing the supporting guidance and resources available to managers and employees to help make these conversations as straightforward and valuable as possible.





Tool Scheme Allowance

The Cardo Tool Scheme Allowance was rolled out at the beginning of July to help eligible colleagues get the tools they need to do their job safely and effectively. It's part of our ongoing commitment to supporting our teams and making sure everyone has access to good-quality equipment.

How it works

If you've completed your **six-month probation by 1 July**, you're eligible for a **£250 annual tool allowance**. The allowance is for **tools only**.

Tools must be purchased through our agreed supplier **Toolstation**.

You'll receive **£250 credit** on a personal Toolstation account. If you leave Cardo, we may ask for any tools bought through the scheme to be returned.

What happens next?

All eligible colleagues should have received a notification via **Tier People** with your **unique Toolstation account code**.

You can then order tools:

- Online
- Via the Toolstation app
- In-store using your personal QR code

If you have any questions about the Tool Scheme Allowance, please contact askhr@cardogroup.co.uk

Refer a Friend

We're always looking for great people to join the Cardo team. All current vacancies are advertised on our Careers page, and we offer a **£500 referral bonus** for every successful recommendation. If you know someone who would be a strong fit for Cardo, please contact the recruitment team!

Let's take a look at some of the key hires that we're looking to make across the business:

- Gas Engineers for Exeter
 - Electricians for Launceston
 - Site Managers for Retrofit in Exeter and Cardiff
 - Estimators in the Southwest/ Remote roles
 - Commercial Managers in South area
- [Commercial Manager in Cardiff](#)**

Find our latest careers here:

www.cardogroup.co.uk/job-openings/



WISH Membership: Training, Events and Networking



WISH

THE NETWORK FOR WOMEN
WORKING IN SOCIAL HOUSING

As a **Corporate Plus member of WISH (Women in Social Housing)**, all Cardo colleagues can make the most of free training, events and networking opportunities across the social housing sector, including regional activity in Scotland, Ireland, North Wales and the East.

- Unlimited online training, webinars and CPD sessions.
- Free tickets to in-person WISH events.
- Opportunities to build sector connections and share learning.
- Free use of the WISH jobs board to promote Cardo vacancies.

You can view upcoming events via the **WISH schedule** or advertise roles through the **WISH jobs board**. For help accessing resources, contact alana.mccarthy@cardogroup.co.uk or fen.walker@cardogroup.co.uk

W Welcome
I Inspired
S Supported
H Happier

Marketing and Communications



We're making communications across Cardo clearer, more targeted and easier to act on.

Over the coming weeks, updates will be shaped by role, location and urgency, helping colleagues get the right information at the right time.

Communications will be grouped as follows:

Job Level	Role / Group	All	W&W	S&C	Scotland	CTS NI	CTS ROI	Trident	Faskin	R&J	EFS
Level 7	Executive Team	L7	—	—	—	—	—	—	—	—	—
Level 6	Managing Directors	L6	—	—	—	—	—	—	—	—	—
Level 5	Operations Directors / Heads of Service	L5	L5-W&W	L5-S&C	L5-SCOT	L5-CTSNI	L5-CTSROI	L5-TRIDENT	L5-FASKIN	L5-R&J	L5-EFS
Level 4	Operations / Contract Managers	L4	L4-W&W	L4-S&C	L4-SCOT	L4-CTSNI	L4-CTSROI	L4-TRIDENT	L4-FASKIN	L4-R&J	L4-EFS
Level 3 – Support	Senior office-based support & specialist roles	L3S	L3S-W&W	L3S-S&C	L3S-SCOT	L3S-CTSNI	L3S-CTSROI	L3S-TRIDENT	L3S-FASKIN	L3S-R&J	L3S-EFS
Level 3 – Operatives	Senior field-based / trade roles	L3O	L3O-W&W	L3O-S&C	L3O-SCOT	L3O-CTSNI	L3O-CTSROI	L3O-TRIDENT	L3O-FASKIN	L3O-R&J	L3O-EFS
Level 2 – Support	Experienced support, advisory & supervisory roles	L2S	L2S-W&W	L2S-S&C	L2S-SCOT	L2S-CTSNI	L2S-CTSROI	L2S-TRIDENT	L2S-FASKIN	L2S-R&J	L2S-EFS
Level 2 – Operatives	Experienced field-based / trade roles	L2O	L2O-W&W	L2O-S&C	L2O-SCOT	L2O-CTSNI	L2O-CTSROI	L2O-TRIDENT	L2O-FASKIN	L2O-R&J	L2O-EFS
Level 1 – Support	Administrative, coordination & business support roles	L1S	L1S-W&W	L1S-S&C	L1S-SCOT	L1S-CTSNI	L1S-CTSROI	L1S-TRIDENT	L1S-FASKIN	L1S-R&J	L1S-EFS
Level 1 – Operatives	Field-based operational / service delivery roles	L1O	L1O-W&W	L1O-S&C	L1O-SCOT	L1O-CTSNI	L1O-CTSROI	L1O-TRIDENT	L1O-FASKIN	L1O-R&J	L1O-EFS
Company Car Drivers	Company car users	CAR-ALL	CAR-W&W	CAR-S&C	CAR-SCOT	CAR-CTSNI	CAR-CTSROI	CAR-TRIDENT	CAR-FASKIN	CAR-R&J	CAR-EFS
Company Van Drivers	Company van users	VAN-ALL	VAN-W&W	VAN-S&C	VAN-SCOT	VAN-CTSNI	VAN-CTSROI	VAN-TRIDENT	VAN-FASKIN	VAN-R&J	VAN-EFS
Grey Fleet Drivers	Own vehicle business users	GREYFL EET-ALL	GREYFL EET-W&W	GREYFL EET-S&C	GREYFL EET-SCOT	GREYFL EET-CTSNI	GREYFL EET-CTSROI	GREYFL EET-TRIDENT	GREYFL EET-FASKIN	GREYFL EET-R&J	GREYFL EET-EFS

Marketing and Communications



Critical: Urgent business-critical information requiring immediate attention, shared through the fastest available channels.



High priority: Important updates needing a quick response or action, usually by email, text or WhatsApp.



Routine and informational: Day-to-day updates, planned communications and general news shared through email, newsletters and intranet posts.



Reaching every colleague: Office-based colleagues will mainly receive email updates, while operational colleagues may also receive Toolbox Talks, texts or email where available.

Anybody who requests comms support, will now be asked to complete an online form prior to the work being carried out. The information that the form will ask for will help to allocate sufficient time and resources to the request. It will also help ensure that the right information is going to the right people at the right time.

This new approach will support a more consistent communication experience across Cardo, while making sure important messages are easier to find and less likely to get lost.

For internal communications, please complete this form:
[Comms Support Request Form – Fill out form](#) and email it to communications@cardogroup.co.uk

Scan the QR code
to access the
Comms form:





Getting to Know You: Antony Chalkley

In celebration of Armed Forces Day on 27 June, we're recognising the valuable contributions of colleagues who have served in the Armed Forces. This month, we're shining a spotlight on Antony Chalkley, a Responsive Supervisor based in Kingston, who has previously served in the British Army's Corps of Royal Engineers. We caught up with Antony to learn more about his military career, what he brought with him into civilian life, and what being part of the Cardo team means to him today.

Antony joined Cardo 18 months ago through the TUPE process and has already progressed from DLO to Supervisor. A former member of the Corps of Royal Engineers in the British Army, Antony served for six years and credits the Army with instilling the values of discipline, courage and integrity, along with the importance of leading by example and working towards shared team goals.

One of Antony's favourite memories from military life is travelling the world and building lifelong friendships along the way. Since joining Cardo, he's been proud to develop his career and is now looking forward to progressing into a Site Supervisor role within the planned works team.

Outside of work, Antony is a passionate Formula 1 and rugby fan, supporting McLaren and Harlequins, and enjoys gaming, building PCs and software development. When asked what being part of the Cardo team means to him, Antony said: *"It means bringing a positive attitude to the team to raise spirits in the difficult and fast-paced environment that social housing maintenance brings."*

And finally, Antony revealed a fun fact about himself: after six years in the Army, he still enjoys bending the odd military rule by walking on the grass with his hands in his pockets!



We want your ideas!

Help us create the content that you want.

Do you have any suggestions for topics you'd like to see in our next edition of *In Touch*? Let us know!



LinkedIn: @CardoGroup

We encourage employees to follow us on LinkedIn and share professional, upbeat contributions about Cardo. Your unique perspectives and experiences are welcome, while ensuring the company's online identity is maintained. Positive social media use helps engage followers and promote a strong online presence.

How to update your LinkedIn profile:

- Go to your LinkedIn profile and click the pencil icon next to your current position.
- Update your company name to 'Cardo Group' from any previous affiliated companies.
- Ensure your job title, responsibilities, and skills remain relevant to your role within Cardo Group and include your Cardo division, e.g. David Smith – Trade Operative, Cardo Group.



Thank you for reading *In Touch*

Stay tuned for future editions of *In Touch* to discover more about our specialist services, meet our colleagues, and read important group news. We'll be sharing updates and valuable information that you won't want to miss. Whether you're interested in the latest industry trends, team and colleagues' achievements, or upcoming events, *In Touch* will keep you informed and connected.



Email us:
intouch@cardogroup.co.uk

