

UKRBA ACCREDITED, LEVEL 5 FULL CSR AND ESG ASSESSMENT REPORT

DATE: 11 August 2026

Accreditation Level: UKRBA Level 5

Organisation: Riverview Property Services LTD
Overall Position: Embedded Responsible Practice

Membership No: PENDING

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CSR Diary: Yes
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Issued By: UKRBA
Document Prepared By: UKRBA

Section 1: Executive Summary

Riverview Property Services LTD has been awarded UKRBA Level 5 accreditation, the highest tier within the UKRBA framework, following a full assessment of its corporate social responsibility and ESG position. This outcome reflects a business that has moved well beyond the foundational stages of responsible practice and has embedded environmental, social and governance principles into its day to day operations in a manner that is consistent, evidenced and commercially credible.

For a procurement reviewer, a council panel or a public sector contracting authority, this accreditation provides meaningful assurance. It indicates that Riverview Property Services LTD is not simply in possession of policies but is actively living by them. The evidence reviewed across this assessment includes a verified CSR diary containing real, dated activities, a suite of governance and operational policies, and an accreditation report that together demonstrate a pattern of responsible behaviour sustained over time rather than assembled for the purpose of this submission.

The central finding of this assessment is that Riverview Property Services LTD operates as a values led property services business whose commitment to responsible practice is reflected in its workforce management, its environmental awareness, its community contributions and its internal governance arrangements. The organisation meets every criterion required for UKRBA Level 5 status and does so with evidence that will satisfy due diligence requirements across a broad range of procurement and partnership contexts.

Section 2: About the Organisation

Riverview Property Services LTD is a property services business operating within the UK built environment sector. The company delivers a range of services associated with property maintenance, facilities management and related operational support, serving residential and commercial clients across its operational geography. The property services sector is one in which responsible practice carries particular weight, given the direct interaction with tenants, residents, local communities, physical environments and supply chains that characterise day to day operations.

The organisation operates as a small to medium sized enterprise, with a workforce that reflects the scale and structure typical of an owner managed or closely managed business in this sector. This is relevant to the assessment because it means that the responsible practices evidenced throughout this report are not the output of a dedicated CSR department or a large compliance function. They are the result of leadership level commitment and operational discipline embedded at the point of delivery, which is in many respects a more reliable indicator of genuine cultural alignment than policy documentation alone.

The operational context for CSR and ESG assessment within a property services business encompasses several dimensions. Environmentally, the business operates vehicles, manages properties, procures materials and engages with waste streams in a manner that creates a measurable environmental footprint. Socially, it employs and manages a workforce, engages with clients and residents, and contributes to the communities in which its operatives work. From a governance perspective, responsible contracting, fair employment practices and accountability for conduct in the field are all relevant considerations. Riverview Property Services LTD has engaged with all of these dimensions, and the evidence reviewed confirms that it does so in a structured and sustained way.

Section 3: Accreditation Position and Assessment Methodology

The UKRBA accreditation framework is an independent assessment framework designed to evaluate the CSR and ESG position of UK businesses in a way that is proportionate, evidence led and practically relevant. The framework does not assess businesses against theoretical ideals or the standards of large multinational organisations. It assesses businesses against what responsible practice actually looks like for a UK SME operating in its specific sector and at its specific scale.

The framework is structured across five accreditation levels. Level 1 reflects an awareness of CSR and ESG responsibilities with some initial steps taken. Level 2 reflects developing practice with policy foundations in place. Level 3 reflects consistent practice with systems and processes operational. Level 4 reflects embedded practice with evidence of review and improvement. Level 5, the level awarded to Riverview Property Services LTD, reflects embedded responsible practice that is sustained, reviewed and demonstrably integrated into the culture and operations of the business.

The assessment methodology applied in this case drew on three categories of evidence. First, the formal accreditation report submitted by the organisation, which provided an overview of the business, its structures, its policies and its approach to CSR and ESG. Second, the suite of policies provided for review, covering environmental management, equality and diversity, workforce conduct, health and safety, and related areas. Third, and critically, the CSR diary maintained by the organisation, which provides a chronological, activity level record of responsible practice in action. Each piece of evidence was reviewed for specificity, credibility and consistency with the claims made in the accreditation report.

Riverview Property Services LTD has been awarded UKRBA Level 5 accreditation. This is not a provisional or conditional outcome. The evidence reviewed is sufficient in breadth, depth and credibility to confirm this position

without qualification.

Section 4: Environmental Responsibility

This report provides a full evidence based assessment of the corporate social responsibility (CSR) and environmental, social and governance (ESG) position of Riverview Property Services LTD at the time of assessment.

On the environmental dimension, Riverview Property Services LTD presents a position that is appropriate, credible and active for a business of its size and sector. The property services sector generates environmental impact through several routes: vehicle emissions from operative travel and materials delivery, waste produced during maintenance and repair work, energy use in managed or occupied properties, and the procurement of materials and equipment with associated embodied carbon and supply chain implications. Riverview Property Services LTD has engaged with each of these areas and has put in place measures that reflect a genuine understanding of its environmental footprint.

The organisation maintains an environmental policy that sets out its commitments in clear terms. Importantly, the policy is written around the specific operational reality of a property services business rather than as a generic document that could apply to any organisation. It addresses waste management in the context of maintenance works, vehicle use and fleet considerations, materials procurement, and the promotion of environmentally responsible choices when specifying and delivering services. This specificity is a strong indicator that the policy has been developed with genuine intent rather than simply to satisfy a procurement checklist.

In practice, the evidence from the CSR diary confirms that environmental responsibility is being acted upon rather than simply stated. The diary records specific instances of responsible waste management during maintenance projects, including the segregation and appropriate disposal of materials. It records consideration of material choice during works, with reference to more sustainable alternatives being selected where practicable. There is also evidence of awareness being promoted among the operative workforce regarding environmental impact, which reflects an understanding that in a field based business the environmental footprint is largely determined by the behaviour of the people doing the work rather than by office level decisions.

The organisation has also demonstrated awareness of its vehicle related emissions, which is the single largest source of carbon output for most property services businesses. While Riverview Property Services LTD does not claim to have achieved fleet electrification or to hold external environmental accreditations at this stage, it demonstrates a clear trajectory of awareness, action and improvement that is entirely consistent with UKRBA Level 5 expectations for a business of its profile. The framework does not require perfection. It requires evidence of genuine, sustained and improving engagement with environmental responsibility. That evidence is present.

Overall, the environmental dimension of this assessment is well evidenced, proportionate and credible. Riverview Property Services LTD is managing its environmental footprint actively, making responsible operational choices, and building the awareness and culture necessary to sustain improvement over time.

Section 5: Social Responsibility and Workforce Conduct

The social dimension of this assessment covers three interconnected areas: workforce wellbeing and people management, equality, diversity and inclusion, and community contribution. Across all three, Riverview Property Services LTD presents strong and credible evidence.

On workforce wellbeing and people management, the organisation demonstrates a clear commitment to treating its

employees fairly, supporting their wellbeing and managing them in a manner consistent with good employment practice. The policies reviewed include provisions relating to health and safety, which in the property services sector is not a peripheral concern but a central operational responsibility. Operatives working in occupied properties, on maintenance tasks that may involve working at height, handling hazardous materials or operating in confined spaces, face real and significant risks. The evidence confirms that Riverview Property Services LTD takes its health and safety obligations seriously and maintains a structured approach to managing these risks.

Beyond physical safety, the organisation demonstrates attention to the broader wellbeing of its workforce. The CSR diary includes evidence of internal communications and activities that reflect a culture of care, including recognition of employee contribution and attention to morale and team cohesion. For a small to medium sized property services business, the retention of skilled, motivated operatives is both a business imperative and a social responsibility, and the evidence suggests that Riverview Property Services LTD understands this connection.

On equality, diversity and inclusion, the organisation maintains a formal policy commitment and demonstrates awareness of the importance of fair treatment across its workforce and in its dealings with clients, residents and the public. In a sector that has historically been male dominated and where the workforce interacts directly with a diverse range of residents and communities, a genuine commitment to equality and inclusion carries practical as well as ethical significance. The evidence reviewed does not suggest that EDI is treated as a compliance exercise. Rather, it reflects an understanding of why inclusive practice matters in the specific context of property services delivery.

The community dimension of the social assessment is one of the most vivid aspects of this report, and is covered in detail in Section 7 in the context of the CSR diary. In summary, the CSR diary records a pattern of community contribution that extends well beyond token gestures. There are specific, named, dated activities that demonstrate the organisation's commitment to contributing positively to the communities in which it operates. These contributions range from direct charitable and volunteering activities to practical community support that draws on the skills and resources of the business itself. This is exactly the kind of grounded, locally relevant community engagement that UKRBA Level 5 accreditation is designed to recognise.

Section 6: Governance and Accountability

Governance within the context of a small to medium sized property services business does not mean the same thing as governance within a listed company or a public sector organisation. What it does mean is that there are clear lines of responsibility for CSR and ESG matters, that those responsibilities are actually exercised, and that the organisation can demonstrate accountability for its conduct and its commitments over time. On all three counts, Riverview Property Services LTD provides satisfactory evidence.

Responsibility for CSR and ESG within the organisation sits at leadership level. This is appropriate and indeed preferable for a business of this size. In smaller businesses, governance is most effective when it is owned by people with the authority to make decisions and the visibility to ensure that commitments are followed through. The evidence reviewed confirms that the leadership of Riverview Property Services LTD is personally engaged with the organisation's responsible practice agenda rather than delegating it to a function or treating it as an administrative process.

The organisation maintains a policy framework that covers the key governance relevant areas: environmental responsibility, health and safety, equality and diversity, and workforce conduct. These policies are reviewed and are written in a way that reflects the current operational reality of the business. They are not archived documents that bear no relationship to how the business actually operates. The language, the scope and the specific provisions within each policy are recognisably connected to the day to day work of a property services business.

Accountability is also evidenced through the CSR diary itself. The act of maintaining a structured, ongoing diary of responsible practice activities is in itself a governance mechanism. It creates a record against which the organisation's commitments can be tested, it provides a basis for review and self assessment, and it demonstrates to external parties that the organisation takes its responsibilities seriously enough to document them systematically. This is not a trivial observation. Many businesses of comparable size are unable to produce this level of structured evidence, and its presence here is a meaningful governance indicator.

Procurement conduct is also relevant to this section. As a business that both contracts with clients and engages subcontractors and suppliers, Riverview Property Services LTD has responsibilities on both sides of the supply chain. The evidence reviewed suggests an awareness of these responsibilities and a commitment to conducting its commercial relationships in a fair and responsible manner. While this dimension would benefit from further formalisation as the organisation grows, it is consistent with UKRBA Level 5 expectations at the current scale of the business.

Section 7: CSR Diary, Verified Activity Record

The CSR diary submitted by Riverview Property Services LTD forms the most operationally specific element of this assessment and provides the clearest window into how responsible practice is actually expressed in the life of the business. This section summarises the verified activities recorded in the diary and draws out the patterns of behaviour they collectively represent.

The diary records a sustained and varied pattern of activity across the full assessment period. It is not front loaded with entries made in anticipation of an assessment and sparse at other times. It reflects consistent engagement across the year, which is the strongest possible indicator that the activities documented represent genuine organisational behaviour rather than evidence assembled for accreditation purposes.

On the community contribution side, the diary records specific charitable activities in which members of the Riverview Property Services LTD team have participated. These include fundraising events in support of named local and national causes, with the business actively encouraging and facilitating participation rather than simply allowing it to happen. There are entries relating to practical community support, including instances where the skills and resources of a property services business have been directed towards community benefit rather than commercial gain. These are meaningful contributions from a business of this scale and reflect a genuine sense of local responsibility.

The environmental entries within the diary are particularly valuable because they are operational rather than aspirational. There are specific records of responsible waste handling on maintenance jobs, including the separation of materials for recycling and the appropriate disposal of items that could not be reused. There are records of choices made during works that favoured more sustainable materials or methods, with notes explaining the basis for those choices. This level of operational specificity is exactly what distinguishes genuine environmental practice from policy assertion.

There are also entries that speak to the social and workforce dimension of the organisation's responsible practice. Team communications, recognition activities and internal events are recorded in a way that reflects genuine attention to workforce culture and morale. In a sector where employee retention can be challenging and where the quality of work delivered depends heavily on the motivation and professionalism of field based operatives, this internal investment is both socially responsible and commercially sensible.

Several diary entries document interactions with clients and residents that reflect the organisation's commitment to

respectful, transparent and professional conduct. In property services, the relationship between operative and resident is a moment of social responsibility in action. Residents are often in a position of relative vulnerability when allowing tradespeople into their homes, and the manner in which that interaction is conducted is a genuine CSR matter. The diary entries in this area confirm that Riverview Property Services LTD understands this and takes it seriously.

Taken as a whole, the CSR diary presents a cohesive and credible picture of a business that is actively living its stated values. The volume of entries, the variety of activities recorded, the operational specificity of the environmental and social evidence, and the consistency of engagement across the assessment period all support the award of UKRBA Level 5 accreditation.

Section 8: External Credibility and Procurement Readiness

This section draws together the evidence position across all three ESG dimensions and sets out what that position means for procurement panels, contracting authorities, partner organisations and clients evaluating Riverview Property Services LTD as a potential supplier or partner.

Across the environmental dimension, the organisation has demonstrated a clear and active commitment to managing its environmental footprint responsibly. It maintains a sector specific environmental policy, it has operational practices that reflect environmental awareness, and its CSR diary contains specific evidence of environmentally responsible behaviour in the field. For a procurement panel assessing environmental credentials, this represents a strong and credible position. The organisation is not claiming to be carbon neutral or to hold external environmental certifications that it does not possess. It is demonstrating honest, sustained and improving engagement with its environmental responsibilities, which is both more credible and more useful for due diligence purposes than inflated claims would be.

Across the social dimension, the evidence is compelling. The organisation manages its workforce with evident care, takes its health and safety responsibilities seriously in a sector where those responsibilities are substantial, maintains a genuine commitment to equality and inclusion, and contributes to its communities in ways that are specific, sustained and verifiable. For a council procurement panel or a public sector contracting authority assessing social value, the CSR diary alone provides a level of specific, dated, operational evidence that many suppliers of comparable scale cannot match.

Across the governance dimension, the organisation demonstrates appropriate accountability for its CSR and ESG commitments, maintains a relevant and current policy framework, and has the leadership engagement necessary to ensure that responsible practice is sustained rather than left to decay after an accreditation submission. The maintenance of the CSR diary as a live governance tool is particularly noteworthy and will be valued by procurement assessors who understand that policy documents alone are insufficient evidence of genuine practice.

In terms of procurement readiness, Riverview Property Services LTD is well positioned to respond to CSR and social value requirements within public sector and council tender processes. The CSR diary provides the specific, dated evidence required to substantiate social value claims. The policy framework provides the documentary foundation that procurement panels routinely require. The UKRBA Level 5 accreditation provides independent third party confirmation that the overall CSR and ESG position has been assessed and verified.

For commercial partnership due diligence, the organisation presents as a credible, responsible and values aligned business. Its commitment to responsible practice is not