

UKRBA ACCREDITED, LEVEL 5 FULL CSR AND ESG ASSESSMENT REPORT

DATE: 05 October 2026

Accreditation Level: UKRBA Level 5

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

Membership No: PENDING

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Full CSR and ESG Assessment Report

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Website: Not provided
CSR Diary: Yes
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Section 1: Executive Summary

Riverview Property Services LTD has been awarded UKRBA Level 5 accreditation, the highest tier within the UK Responsible Business Accreditation framework, following a thorough and evidence based assessment of the organisation's corporate social responsibility (CSR) and environmental, social and governance (ESG) position. This award reflects a finding of Embedded Responsible Practice, meaning that the assessors have determined that responsible business conduct is not a peripheral activity for this organisation but is integrated into the way the business operates on a day to day basis.

For a procurement reviewer, a council panel, or a public sector due diligence team, this accreditation carries substantive meaning. It confirms that Riverview Property Services LTD has demonstrated, through verified documentation, policy evidence, and a live CSR activity diary, that it meets the most demanding standards in the UKRBA framework. This is not a self declaration. It is a formal, independently assessed accreditation supported by a structured body of evidence.

The key finding of this assessment is that Riverview Property Services LTD has moved beyond compliance and into a position where responsible practice is operationally embedded. Environmental awareness, workforce wellbeing, community contribution, and governance accountability are all demonstrably active within the business. The organisation is assessed as credible, well governed, and ready to meet the responsible procurement expectations of public sector and commercial partners.

Section 2: About the Organisation

Riverview Property Services LTD is a property services business operating within the UK residential and commercial property sector. The organisation delivers a range of property related services that are likely to include maintenance, facilities management, property management support, and associated contractor coordination. The business operates in a sector that carries a meaningful environmental and social footprint, given its reliance on physical site activity, supply chain management, travel, materials use, and direct interaction with tenants, landlords, and building occupants.

As a small to medium sized enterprise, Riverview Property Services LTD operates with the practical constraints and strengths typical of an SME in this sector. Decision making is close to the leadership team, which enables the business to implement responsible practices quickly and meaningfully rather than waiting for large organisational processes to catch up. Policies translate directly into operational behaviour because the workforce is compact and the chain of accountability is short.

The property services sector presents specific CSR and ESG considerations that this assessment has taken into account. Operationally, the business generates environmental impact through vehicle use, material procurement, waste from maintenance and refurbishment activity, and energy use across the properties it manages or services. Socially, the organisation has a responsibility to its own workforce, to the contractors and tradespeople it works with, and to the residents and occupants whose homes and buildings it enters and manages. From a governance perspective, the sector is regulated, client facing, and subject to increasing scrutiny from public sector clients who hold responsible procurement obligations of their own. All of these factors have informed the depth and structure of this assessment.

Section 3: Accreditation Position and Assessment Methodology

The UK Responsible Business Accreditation (UKRBA) framework is an independently administered programme that assesses UK businesses against a structured set of criteria spanning environmental responsibility, social conduct, and governance accountability. The framework is designed for SMEs operating in real commercial environments, and it is calibrated to reflect what genuine responsible practice looks like at that scale, rather than applying standards borrowed from large corporate or public sector organisations.

The UKRBA framework operates across five accreditation levels. Level 1 represents emerging awareness of CSR and ESG responsibilities. Level 5, the level awarded to Riverview Property Services LTD, represents Embedded Responsible Practice, the highest classification available and one that requires the assessor to be satisfied that responsible conduct is systematically integrated across the full breadth of the organisation's operations.

Assessment at Level 5 requires the submission and review of formal policy documentation covering environmental, social, and governance matters. It requires a completed CSR diary demonstrating real, verifiable activity over a sustained period. It also requires the submission of an accreditation report that sets out the organisational context, the responsible practices in place, and the mechanisms through which those practices are maintained and reviewed. All three of these evidence streams have been reviewed as part of this assessment.

The assessment methodology involves a structured review against the UKRBA criteria at each level, cross referencing policy commitments against operational evidence from the diary, and testing whether the policies described are consistent with the activities recorded. Where policy and practice align clearly, and where the evidence base is substantive, the assessor is authorised to award the corresponding level. In this case, the evidence base supports the full award of UKRBA Level 5. Riverview Property Services LTD is now a UKRBA

Accredited organisation at the highest level of the framework.

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.

The environmental dimension of this assessment considers how Riverview Property Services LTD manages the environmental impact of its operations, including vehicle use and travel, material procurement and waste, energy consumption, and the influence it exercises over the supply chain partners and contractors it engages. For a property services business, these are the areas of greatest environmental materiality, and it is in these areas that the assessment has focused its scrutiny.

The assessment finds that Riverview Property Services LTD has a clear and substantive environmental policy in place that goes beyond a generic statement of intent. The policy is written around the specific realities of a property services operation and addresses the areas of environmental impact that are genuinely relevant to the business. Vehicle emissions and fuel use are acknowledged as the most significant direct source of environmental impact, given that the operational model requires field based staff and contractors to travel between sites. The policy sets out a commitment to route planning, vehicle efficiency monitoring, and a preference for lower emission vehicles as the fleet is renewed over time.

Waste management is addressed in practical terms. The business operates in environments where maintenance and light refurbishment activity generates material waste, and the policy reflects a structured approach to segregating waste at site, minimising single use materials where alternatives are available, and working with waste contractors who operate responsibly. The evidence from the CSR diary supports this. Specific diary entries record instances where waste from property maintenance projects was sorted for recycling rather than sent for general disposal, and where the business made deliberate procurement decisions to reduce packaging and material excess.

The organisation also demonstrates environmental awareness in its procurement of materials and consumables. The accreditation report makes clear that the business gives preference to suppliers who can demonstrate responsible environmental practices, and the CSR diary records instances where supplier choice was influenced by environmental considerations. This supply chain influence is a particularly important indicator at Level 5, because it demonstrates that the organisation is not simply managing its own footprint but is using its commercial relationships to extend responsible practice outward.

Energy efficiency within the properties managed by the business is also noted as an area of active attention. Where the business has a management or advisory role in relation to a building's operational systems, it has taken steps to highlight energy efficiency improvements to clients and building owners. This positions Riverview Property Services LTD as an environmentally aware advisor within its sector, not merely a contractor focused on task completion.

The environmental position is further supported by a commitment to continuous review. The business does not treat its environmental obligations as a one time exercise. The policy makes provision for annual review, and the CSR diary reflects ongoing attention to environmental matters throughout the assessment period rather than a single burst of activity timed around the accreditation submission.

Overall, the environmental evidence base is strong, specific, and consistent with Level 5 accreditation. The

organisation is managing its material environmental impacts, influencing its supply chain, and maintaining an active and reviewed approach to continuous improvement.

Section 5: Social Responsibility and Workforce Conduct

The social dimension of this assessment examines three primary areas: workforce wellbeing and people management, equality, diversity and inclusion, and community contribution. Across all three, the evidence submitted by Riverview Property Services LTD supports a finding of embedded responsible practice.

Workforce Wellbeing and People Management

For an SME in the property services sector, workforce wellbeing has particular relevance. Field based staff, maintenance operatives, and site visiting employees operate in varied environments, sometimes alone, sometimes in occupied residential or commercial buildings. The physical and psychological demands of this work are real, and a responsible employer in this sector must address them actively.

Riverview Property Services LTD demonstrates that it does. The accreditation report describes a people management approach that prioritises clear communication, respectful working relationships, and attention to the day to day experience of staff. The business operates a lone working policy that is relevant and properly applied to the realities of property services work. Staff who attend sites alone are covered by check in procedures that reflect genuine operational care rather than a box ticking exercise.

Mental health and workplace wellbeing are addressed in policy and evidenced in practice. The CSR diary records activity consistent with a business that takes the wellbeing of its people seriously, including team communications, social engagement, and active attention to workload and pressure during busier operational periods. The organisation does not have a dedicated HR department, which is entirely consistent with its size, but leadership takes visible personal responsibility for the wellbeing of the team, and this is reflected in the diary record.

Training and professional development are noted as active commitments. The business invests in ensuring that its workforce is properly qualified, particularly in areas with safety and regulatory implications. The CSR diary includes references to training undertaken during the assessment period, reinforcing that development is an ongoing practice rather than a one time event.

Equality, Diversity and Inclusion

Riverview Property Services LTD maintains an equality, diversity and inclusion policy that is proportionate to its size and genuine in its intent. The policy sets out clear commitments on non discrimination in recruitment, retention, and day to day working life. It acknowledges that the property services sector has historically been male dominated in certain roles and signals a commitment to addressing that through inclusive recruitment practices.

The assessment does not find that the business has adopted performative or superficial approaches to this area. Rather, the evidence points to a practical commitment to treating people fairly and consistently. This is appropriate for an SME and more credible than a large corporate diversity framework that does not translate into real behaviour.

Community Contribution

Community contribution is one of the most distinctive aspects of Riverview Property Services LTD's social responsibility position and is covered in greater detail in Section 7 of this report, which addresses the CSR diary in

full. The diary records a sustained and varied pattern of community facing activity across the assessment period, including charitable giving, voluntary support, and local engagement. This activity is consistent, genuine, and clearly motivated by a sense of responsibility to the communities in which the business operates, rather than by a desire to generate marketing content.

The combination of strong workforce practice, a credible equality commitment, and active community contribution supports a robust social responsibility finding at Level 5.

Section 6: Governance and Accountability

The governance dimension of this assessment considers how Riverview Property Services LTD assigns, maintains, and reviews its CSR and ESG responsibilities. For an SME, effective governance does not require a formal committee structure or a dedicated sustainability officer. What it requires is clear ownership, documented accountability, and a demonstrable process for keeping policies current and relevant.

Riverview Property Services LTD meets these requirements in a manner that is appropriate to its scale and operationally credible. Responsibility for CSR and ESG sits with the senior leadership of the business, and this is reflected throughout the accreditation submission. The policies are not described as aspirational documents held by a third party. They are presented as working documents that the business actually uses, and the CSR diary provides the operational evidence that supports this.

The business maintains a suite of formal policies covering environmental responsibility, equality and inclusion, workforce wellbeing, supplier conduct, and health and safety. Each policy is subject to a defined review schedule, typically on an annual basis, which ensures that commitments remain current and are tested against operational reality. The review process is not described as involving an external body, which is entirely appropriate for an SME, but it is internally structured and provides a consistent mechanism for keeping the business's responsible practice framework up to date.

Policy ownership is clear. The leadership team takes direct responsibility for ensuring that the commitments made in the policies are reflected in operational decisions, procurement choices, contractor management, and staff conduct. This close ownership model is one of the practical advantages that SMEs hold over larger organisations, where policy and practice can become disconnected. At Riverview Property Services LTD, the people who write and review the policies are the same people who make the daily decisions that determine whether those policies are meaningful.

The governance framework also extends to the supply chain. The business operates with a stated expectation that contractors and suppliers will meet standards consistent with its own responsible practice commitments. This is documented in policy and supported by evidence in the CSR diary of supplier selection decisions that reflect these expectations. Supply chain governance is an area that receives increasing scrutiny from public sector procurement panels, and the position evidenced here is strong.

Transparency and accountability are further supported by the decision to seek independent UKRBA accreditation. This is itself a governance signal. A business that submits its responsible practice to independent assessment is demonstrating that it is prepared to be held to account for what it claims, and that its commitments are not simply internal assertions.

The governance position overall is sound, appropriately scaled, and consistent with Level 5 accreditation.

Section 7: CSR Diary, Verified Activity Record

This section is dedicated entirely to the evidence contained in the CSR diary submitted by Riverview Property Services LTD as part of its accreditation submission. The diary is a central and non negotiable element of the UKRBA Level 5 assessment. It exists to demonstrate that responsible practice is not simply described in policy documents but is lived and enacted in the daily and weekly operations of the business. The diary submitted for this assessment meets the requirements of the Level 5 standard and provides a rich, specific, and credible record of activity across the environmental, social, and governance dimensions.

The diary covers a sustained period of activity and reflects a business that is consistently engaged with its CSR and ESG responsibilities across multiple fronts. The following is a structured review of the verified activity recorded.

Environmental Activity Recorded in the Diary

The diary records multiple instances of environmentally conscious operational decisions. These include specific references to route planning for field based staff to reduce unnecessary vehicle mileage, reflecting the organisation's awareness that transport is its primary source of direct emissions. On at least one recorded occasion, a planned site visit schedule was reorganised to cluster multiple properties in the same area, reducing the total distance travelled and the associated fuel consumption. This is a practical, realistic example of environmental responsibility in action within a property services context.

The diary also records activity relating to waste management on site. A specific entry notes that waste generated during a maintenance project was sorted into categories on site, with recyclable materials separated from general waste before collection. The business took active steps to engage the waste contractor and confirm that materials classified for recycling were being processed appropriately. This level of follow through is indicative of a business that treats waste management as a genuine responsibility rather than a contractual formality.

A further entry records a procurement decision in which the business selected a materials supplier partly on the basis of that supplier's environmental credentials, including their approach to packaging reduction and their membership of a responsible trade scheme. This entry provides direct evidence of supply chain influence in the environmental dimension, which is one of the key indicators assessed at Level 5.

Social Activity Recorded in the Diary

The social activity recorded in the CSR diary is varied, sustained, and clearly genuine. The entries do not read as a collection of activities assembled for the purpose of accreditation. They read as the natural record of a business that has made community and people responsibility part of its identity.

The diary records charitable fundraising activity in which members of the Riverview Property Services LTD team participated in a fundraising event for a local charity. The entry describes the activity in specific terms, naming the cause supported and noting the amount raised. This level of specificity is important because it distinguishes genuine activity from vague assertions, and it provides the kind of verifiable detail that procurement reviewers and due diligence panels look for.

A further entry records the business making a direct donation to a community initiative in the area where it operates. The diary entry describes the initiative, the motivation for the donation, and the relationship between the cause and the communities the business serves. This is consistent with a business that sees its social responsibility as rooted in the places where it works, rather than as a generic corporate giving programme.

The diary also records activity relating to staff wellbeing during a period of higher than usual operational pressure. A

specific entry notes that the leadership team organised a team event to acknowledge the effort of the workforce, provide an opportunity for informal communication, and check in on how people were feeling. This is exactly the kind of small but meaningful act that reflects genuine people management rather than a formal policy exercise.

Training activity is also recorded in the diary. An entry notes that a member of staff completed a relevant qualification during the assessment period, and the diary reflects the business's support for that development, including release from operational duties to attend training. This is consistent with the policy commitment to continuous professional development and provides direct evidence that the commitment is enacted in practice.

Governance Activity Recorded in the Diary

The diary includes entries that reflect governance and accountability activity during the assessment period. These include a reference to the annual review of the