

COMMUNITY AND SOCIAL IMPACT POLICY

Organisation: Riverview Property Services LTD

Membership No: PENDING

COMMUNITY AND SOCIAL IMPACT POLICY

Riverview Property Services LTD

Registered Address: 21 High Street, Ryde, PO33 2HW, Isle of Wight

Effective Date: 31/07/2026

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Document Prepared By: UKRBA

1. Introduction

Riverview Property Services LTD is committed to making a positive contribution to the communities in which we operate. As an Isle of Wight based building and property maintenance services company, we recognise that our business activities have direct and indirect impacts on local communities, our workforce, supply chain partners, and the wider social environment.

This Community and Social Impact Policy sets out our commitment to responsible business practice and defines how we will identify, manage, and enhance our positive contribution to society. The policy applies to all employees, subcontractors, suppliers, and partners working on behalf of Riverview Property Services LTD.

Our approach is grounded in the understanding that sustainable business success depends upon strong relationships with our local communities, fair treatment of our workforce, ethical supply chain practices, and responsible management of our operational impacts. We

recognise that we are an SME and adopt practical, proportionate measures that reflect our size and resources whilst demonstrating genuine commitment to social responsibility.

2. Current Activity

2.1 Business Overview

Riverview Property Services LTD provides commercial building, property maintenance, and refurbishment services to businesses across the Isle of Wight and the wider South Coast region. Our team of 18 employees works directly on client sites and manages a network of local suppliers and subcontractors. Our annual turnover derives primarily from maintenance contracts, project based refurbishment work, and commercial building services.

2.2 Community Presence

Our principal place of business is located at 21 High Street, Ryde, a town centre location within the Isle of Wight. We maintain strong roots within Ryde and the wider island community through our operational activities, employment practices, and local supplier relationships.

Our workforce includes 18 permanent and fixed term employees, representing a meaningful employer presence within the local economy. Many of our team members live and work locally, and we take pride in being an employer of choice within our community.

2.3 Current Social and Community Activities

Riverview Property Services LTD currently engages with the community through the following activities:

Local Employment: We employ 18 people, the majority of whom are recruited from and based within the Isle of Wight. We prioritise local recruitment where suitable candidates are available and provide ongoing training and development opportunities to our workforce.

Supply Chain Relationships: We work with a network of local suppliers and subcontractors, ensuring that a significant proportion of our procurement spend benefits Isle of Wight based businesses. Our commitment to paying suppliers on agreed terms supports the stability and

viability of local businesses.

Training and Skills Development: We provide on the job training to our workforce, including Health and Safety training, technical skills development, and apprenticeship opportunities where appropriate. We actively support the development of young people entering the construction and maintenance sectors.

Project Based Community Engagement: Through our refurbishment and building projects, we engage positively with property owners, local businesses, and residents affected by our work. We maintain professional standards of site management, minimise disruption to local communities, and ensure safe and responsible operations.

Health and Safety Leadership: We maintain high standards of health and safety compliance, protecting our workforce, subcontractors, and the public. Safe working practices reduce harm and injury within our communities.

2.4 Social and Community Challenges and Opportunities

Riverview Property Services LTD operates within a social and economic context that presents both challenges and opportunities:

Labour Market Challenges: The construction and building maintenance sectors face skills shortages and apprenticeship gaps. We recognise our role in attracting and developing young people into the sector.

Cost of Living: Our workforce and local suppliers operate within a context of increasing living costs. Fair wages, prompt payment, and stable employment are important contributions to community wellbeing.

Local Economic Sustainability: The Isle of Wight economy relies upon local businesses and employment. Our operations contribute to local economic vitality through employment, procurement spend, and professional services.

Community Health and Safety: Construction and maintenance activities carry inherent risks. Our commitment to exemplary health and safety standards protects workers, clients, and the public.

Environmental Sustainability: Our sector has significant environmental impacts through resource use, waste generation, and carbon emissions. We recognise our responsibility to

minimise these impacts and contribute to environmental sustainability.

3. Future Intent

3.1 Strategic Direction

Riverview Property Services LTD commits to the following strategic direction over the period 2026 to 2027:

3.1.1 Enhanced Local Employment and Development

We will actively develop and expand our commitment to local employment. Our specific intentions include:

We will maintain a target of 85 percent or higher of our permanent workforce based and recruited within the Isle of Wight.

We will create at least one apprenticeship or trainee position during the 2026 to 2027 trading year, working with local training providers and the Isle of Wight Skills Council.

We will implement an annual training budget representing a minimum of 2 percent of payroll to support workforce development, health and safety competency, and professional qualifications.

We will establish a mentoring programme for younger team members, pairing experienced staff with junior employees to develop skills and knowledge within the construction and maintenance sectors.

3.1.2 Supply Chain Responsibility

We will strengthen our commitment to ethical and responsible supply chain practices:

We will maintain a local supplier register, identifying Isle of Wight based suppliers and subcontractors with whom we work.

We will commit to paying all invoices from suppliers and subcontractors within 30 days of

receipt of invoice, in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

We will conduct an annual review of our top 10 suppliers, ensuring that they meet our health and safety, employment standards, and environmental expectations.

We will prioritise suppliers and subcontractors who demonstrate commitment to fair employment practices, health and safety compliance, and environmental responsibility.

3.1.3 Community Engagement and Support

We will increase our direct engagement with and support for our local communities:

We will make an annual financial contribution to local community causes, equivalent to a minimum of 0.5 percent of pre tax profit, directed towards Isle of Wight charities, community organisations, or local projects addressing education, skills development, or community wellbeing.

We will identify and support one community cause or project per annum, providing staff time or resources to contribute to local community benefit.

We will maintain professional and transparent communication with residents, property owners, and local businesses affected by our operations, providing advance notice of works and responsive management of any concerns raised.

We will provide quarterly updates to our local stakeholders on our community and social impact activities, demonstrating our commitment to transparency and accountability.

3.1.4 Health, Safety and Wellbeing

We will maintain and strengthen our commitment to the health, safety, and wellbeing of our workforce and those affected by our operations:

We will conduct annual health and safety risk assessments for all key operational areas, implementing control measures to eliminate or reduce identified risks.

We will maintain 100 percent compliance with the Health and Safety at Work etc. Act 1974 and all relevant building and construction regulations.

We will implement a mental health and wellbeing support programme for our workforce, including access to counselling services and mental health awareness training.

We will maintain a safety record target of zero serious injuries and fatal accidents, conducting thorough investigation of all incidents and near misses to enable continuous improvement.

3.1.5 Environmental Responsibility

We will integrate environmental sustainability into our operational practices:

We will establish a waste management plan for all our operational sites, targeting a minimum 50 percent waste diversion from landfill through recycling and responsible disposal.

We will assess opportunities to reduce carbon emissions from our operations, including fuel efficient vehicle use and sustainable material sourcing.

We will source at least 80 percent of our consumable materials and products from suppliers demonstrating environmental responsibility and sustainable sourcing practices.

We will support our clients in identifying environmentally sustainable refurbishment and maintenance options, integrating climate risk considerations into our technical advice and project planning.

3.2 Implementation Approach

Implementation of this policy will be managed through practical operational measures:

A Community and Social Impact Lead will be designated within the senior management team, responsible for overseeing policy implementation, coordinating activities, and ensuring accountability.

Monthly management meetings will include review of progress against policy commitments, enabling senior management oversight and responsive adjustment where necessary.

Quarterly reporting to management will track key metrics including local employment numbers, supplier payment performance, training and development activity, community engagement outcomes, health and safety performance, and environmental metrics.

Annual reporting to all stakeholders, including employees, suppliers, clients, and community

partners, will provide transparent disclosure of our social and community impact outcomes and progress against strategic intentions.

4. Responsibility and Review

4.1 Policy Leadership and Accountability

The Managing Director of Riverview Property Services LTD holds overall responsibility for the implementation and delivery of this Community and Social Impact Policy. The Managing Director will ensure that appropriate resources, staffing, and budget are allocated to deliver the commitments outlined within this policy.

Day to day responsibility for policy implementation will be delegated to a designated Community and Social Impact Lead, who will coordinate activities, track progress, and ensure accountability across the organisation.

All employees, managers, and senior leaders within Riverview Property Services LTD are responsible for understanding and acting in accordance with this policy within their respective roles and responsibilities.

4.2 Stakeholder Engagement

Riverview Property Services LTD is committed to open and transparent engagement with all stakeholders affected by our operations and community impact activities. Stakeholders include:

Our workforce and their families;

Our local suppliers and subcontractors;

Our clients and customers;

Local community organisations and charities;

Local residents and community members affected by our operations;

Local government, regulatory bodies, and partner organisations.

We will seek regular feedback from stakeholders regarding our community and social impact performance, using this feedback to inform continuous improvement and policy development.

4.3 Policy Review and Updating

This policy will be formally reviewed on an annual basis on or before 31 July 2027. The annual review will assess:

Progress against the strategic commitments and intentions outlined within this policy;

Stakeholder feedback and suggestions for improvement;

Changes in our business operations, market conditions, or operating context that may require policy updating;

Emerging social, environmental, or community issues relevant to our business;

Benchmarking against industry good practice and community expectations.

The policy will be updated following annual review to reflect progress achieved, changing circumstances, and stakeholder feedback. Updated policies will be communicated to all employees, suppliers, and stakeholders.

Major changes to our business operations, workforce, or geographic presence will trigger a review of this policy outside the formal annual cycle.

4.4 Monitoring and Reporting

Riverview Property Services LTD will monitor and publicly report on our community and social impact performance through the following mechanisms:

Quarterly Internal Reporting: Senior management will review quarterly reports tracking progress against key performance metrics, enabling timely identification of areas requiring attention or improvement.

Annual Public Reporting: An annual Community and Social Impact Report will be prepared and made available to employees, suppliers, clients, and community stakeholders. This

report will disclose:

Numbers of employees employed locally and employment trends;

Investment in training and development;

Apprenticeships and young people supported;

Supplier and subcontractor engagement and payment performance;

Community contributions and local engagement activities;

Health and safety performance metrics;

Environmental impact metrics and progress towards sustainability targets;

Stakeholder feedback received and actions taken in response;

Progress against the specific commitments outlined within this policy.

External Accountability: We will respond transparently to any requests for information regarding our community and social impact performance from clients, regulatory bodies, or community stakeholders.

4.5 Continuous Improvement

Riverview Property Services LTD views this policy as a statement of ongoing commitment to continuous improvement rather than a static document. We recognise that our understanding of social and community impact evolves, our business circumstances change, and stakeholder expectations develop over time.

We are committed to learning from experience, responding to feedback, and improving our practices year upon year. We welcome suggestions from employees, suppliers, clients, and community members regarding how we might enhance our community and social impact performance.

Document Approved By:

Managing Director

Riverview Property Services LTD

Date: 31/07/2026

This policy will be reviewed and updated on or before 31 July 2027.

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