

CSR AND ESG COMMITMENT STATEMENT

Organisation: Riverview Property Services LTD

Membership No: PENDING

CSR and ESG Commitment Statement

Riverview Property Services LTD

Effective Date: 01/10/2026

Review Date: 01/10/2027

Document Prepared By: UKRBA

1. Introduction

Riverview Property Services LTD is committed to conducting its business responsibly and sustainably. As a property services company operating across residential and commercial sectors, we recognise our responsibility to our stakeholders, including tenants, landlords, employees, contractors, and the communities in which we operate.

This statement outlines our commitment to Environmental, Social, and Governance (ESG) principles and Corporate Social Responsibility (CSR). It reflects our values, operational priorities, and our determination to create positive impact through the services we deliver.

Our business activities encompass property management, lettings, maintenance and repair services, and grounds care. Through these activities, we interact directly with residents, businesses, local tradespeople, and supply chain partners. We recognise the significance of our role in ensuring safe buildings, maintaining appropriate energy standards, reducing waste, and treating all people fairly and with respect.

This commitment statement is not merely a document of aspiration. It is a practical framework that guides decision making, resource allocation, and accountability across our organisation. We publish this statement to demonstrate transparency and to invite the

scrutiny of those who work with us or are affected by our operations.

2. ESG Strategy

2.1 Environmental Commitments

Energy Efficiency and Carbon Management

Riverview Property Services LTD recognises that the properties we manage represent significant sources of energy consumption and carbon emissions. We commit to promoting and implementing energy efficiency improvements within buildings under our stewardship.

Specifically, we will:

Work with landlords and property owners to identify opportunities for energy efficiency improvements, including insulation upgrades, heating system modernisation, and lighting efficiency measures. Where feasible and cost justified, we will prioritise such improvements in our property management plans.

Support tenants and occupants in understanding how to use buildings efficiently and reduce energy consumption through practical advice and guidance.

Monitor energy consumption across managed properties where we have access to utility data and work to identify unusual consumption patterns that may indicate maintenance issues or inefficiency.

Engage with our supply chain to select contractors and service providers who demonstrate commitment to environmental standards and efficient working practices.

We acknowledge that the pace of energy efficiency improvement is constrained by capital availability, retrofit costs, and the need to balance improvements against rental affordability. Our approach is progressive and pragmatic, seeking improvement within realistic operational and financial boundaries.

Waste Management and Recycling

Our operations generate waste through maintenance activities, grounds care, and general office functions. We commit to minimising waste and maximising recycling across all our activities.

Specifically, we will:

Implement waste segregation practices at all managed properties, including clear provision for recycling of paper, cardboard, glass, plastics, and metals where appropriate.

Work with contractors to ensure waste from maintenance and repair work is disposed of responsibly, with preference given to reuse and recycling over landfill disposal.

Review procurement practices to reduce unnecessary packaging and single use items in our operations.

Educate tenants and occupants about waste reduction and recycling opportunities available to them.

Water and Resource Management

We commit to minimising water consumption and prudent use of other resources in our operations. This includes encouraging leak detection and repair, supporting water efficient fixtures where replacements are undertaken, and reducing unnecessary consumption of materials in our office and field operations.

Environmental Compliance

Riverview Property Services LTD will maintain full compliance with all relevant environmental legislation including the Environmental Protection Act 1990, Environmental Damage (Prevention and Remediation) Regulations 2015, and any other applicable environmental law.

We will ensure that our contractors and supply chain partners operate to equivalent standards and that contractual arrangements reflect environmental expectations.

2.2 Social Commitments

Fair Employment Practices

Our employees are central to our ability to deliver quality services. We are committed to fair employment practices, appropriate remuneration, and a safe and respectful workplace.

Specifically, we commit to:

Paying wages in accordance with the National Living Wage or higher, as legally required, and regularly reviewing remuneration to ensure fairness and competitiveness.

Providing clear employment contracts, transparent terms and conditions, and fair grievance and disciplinary procedures.

Maintaining a workplace free from discrimination, harassment, and bullying based on protected characteristics including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Offering opportunities for training, development, and career progression where practicable.

Supporting flexible working arrangements and work life balance where operationally feasible.

Ensuring workplace health and safety through appropriate risk assessments, training, provision of equipment, and incident reporting and investigation.

Contractor and Supply Chain Responsibility

Our business relies upon relationships with local tradespeople, suppliers, and service providers. We are committed to treating contractors fairly and to encouraging responsible practices throughout our supply chain.

Specifically, we commit to:

Paying contractors and suppliers promptly in accordance with agreed terms, typically within 30 days of invoice.

Providing clear scope of work, transparent pricing, and professional communication.

Encouraging contractors to maintain appropriate insurance, qualifications, and compliance with health and safety requirements.

Working with suppliers and contractors who demonstrate fair labour practices and

environmental responsibility.

Avoiding practices that exploit or disadvantage smaller contractors or suppliers.

Tenant and Customer Care

Our services are provided to benefit tenants, landlords, and occupants of buildings we manage. We are committed to delivering these services fairly, professionally, and responsibly.

Specifically, we commit to:

Providing clear communication about services, charges, rights, and responsibilities.

Responding to maintenance requests and safety issues promptly and appropriately.

Treating all tenants and customers with respect regardless of background, circumstance, or status.

Maintaining confidentiality and protecting personal data in accordance with applicable data protection legislation.

Ensuring that our services support safe living and working environments.

Supporting vulnerable tenants and customers, including appropriate signposting to support services where needed.

Community and Local Engagement

Riverview Property Services LTD operates within communities and recognises the importance of positive local relationships. We commit to being a responsible neighbour and community participant.

Specifically, we commit to:

Employing local tradespeople and contractors where practical and competitive.

Supporting local businesses and services suppliers.

Participating in community initiatives where appropriate and feasible.

Minimising disruption from our operations and addressing complaints or concerns from neighbours and residents promptly.

2.3 Governance Commitments

Ethical Business Conduct

Our business is operated with integrity and in accordance with applicable law. We commit to high ethical standards in all our dealings.

Specifically, we commit to:

Operating in compliance with all applicable legislation including companies law, employment law, health and safety law, data protection law, and consumer protection law.

Maintaining honest and transparent dealings with all stakeholders.

Avoiding conflicts of interest and ensuring that business decisions are made in the legitimate interests of the company and its stakeholders rather than for personal advantage.

Implementing appropriate systems to prevent fraud, bribery, and corruption.

Maintaining appropriate insurance and professional indemnity cover.

Accountability and Transparency

We are committed to transparency in our operations and to being accountable for our performance against the commitments set out in this statement.

Specifically, we commit to:

Publishing this CSR and ESG Commitment Statement and making it available to employees, contractors, customers, and the public.

Monitoring performance against the commitments outlined in this statement through relevant metrics and reporting.

Maintaining records of complaints, incidents, and concerns and addressing them promptly

and fairly.

Considering feedback from stakeholders and responding to concerns raised.

Reporting annually on progress against our commitments, including identification of areas where we have performed well and areas where improvement is needed.

Data Protection and Privacy

Riverview Property Services LTD collects and processes personal data from employees, contractors, customers, and tenants. We are committed to protecting this information and complying with data protection obligations.

Specifically, we commit to:

Complying fully with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

Processing personal data only for legitimate purposes, with appropriate consent or legal basis.

Implementing appropriate security measures to protect personal data.

Providing individuals with clear information about how their data is used.

Honouring requests from individuals regarding their personal data, including requests for access and deletion.

Health and Safety

We are committed to maintaining safe operations across all our activities and to protecting the health and safety of our employees, contractors, tenants, and visitors.

Specifically, we commit to:

Complying with the Health and Safety at Work etc. Act 1974 and all associated regulations.

Conducting appropriate risk assessments and implementing control measures.

Providing training and instruction to ensure safe working practices.

Investigating incidents and accidents and implementing corrective actions.

Providing appropriate equipment, clothing, and tools for safe working.

Supporting the wellbeing of our employees and contractors.

3. Operational Commitments

3.1 Implementation Framework

The commitments outlined in Section 2 are not aspirational statements. They represent practical commitments that guide our operational decisions and resource allocation.

Implementation of these commitments is the responsibility of the management and leadership of Riverview Property Services LTD. Day to day responsibility for specific areas is assigned to relevant team members and managers. Decisions regarding investment, staffing, and operational change are evaluated in light of these commitments.

3.2 Monitoring and Measurement

We recognise that commitment requires measurement. The following performance areas will be monitored and reviewed:

Employee Turnover and Retention: We will track employment figures to understand whether we are maintaining a stable and satisfied workforce.

Contractor Payment Performance: We will monitor the timeliness of payments to contractors to ensure our payment commitments are being met.

Safety Incidents: We will record and monitor health and safety incidents and near misses to identify trends and improvement areas.

Energy Consumption: Where we have access to utility data for managed properties, we will monitor consumption trends and identify opportunities for efficiency improvement.

Waste and Recycling: We will monitor waste disposal practices across our operations and track the proportion of waste diverted to recycling.

Complaints and Concerns: We will maintain records of complaints, safety concerns, and other feedback from tenants, contractors, and employees, and track the resolution of these matters.

Environmental Compliance: We will maintain records demonstrating compliance with environmental legislation and contractor environmental standards.

3.3 Continuous Improvement

This commitment statement is reviewed annually. As part of the review process, we consider:

Performance against the commitments outlined in this statement.

Feedback from employees, contractors, and customers.

Changes in legislation, industry standards, or best practice.

Emerging ESG risks or opportunities relevant to our business.

Resource availability and feasibility of proposed improvements.

Based on this review, the statement may be updated to reflect improved commitments or amended to address emerging issues. Such updates are communicated to relevant stakeholders.

4. Governance and Review

4.1 Responsibility and Accountability

Ultimate responsibility for the implementation of this CSR and ESG Commitment Statement rests with the leadership of Riverview Property Services LTD. The managing director or equivalent senior leader is accountable for ensuring that appropriate systems and resources

are in place to support these commitments.

Specific responsibilities are delegated to managers and team leaders as appropriate to their functions. For example, the manager responsible for health and safety maintains responsibility for safety incident recording and investigation, whilst the manager responsible for contractor relationships maintains responsibility for fair payment practices.

All employees and contractors are expected to work in accordance with these commitments and to raise concerns if they observe non compliance or breaches of our standards.

4.2 Stakeholder Communication

This statement is made available to:

All employees and contractors engaged by Riverview Property Services LTD.

Tenants and customers of managed properties.

Landlords and property owners who engage our services.

The general public and any interested parties.

Enquiries regarding this statement or our CSR and ESG performance may be directed to the management of Riverview Property Services LTD.

4.3 Review and Update

This statement is reviewed annually on 01/10/2027 and each year thereafter. The review process includes consideration of performance against commitments, stakeholder feedback, changes in legislation or standards, and opportunities for improvement.

Following review, an updated statement is published reflecting any changes to our commitments or operational practices.

4.4 Approval and Signature

This CSR and ESG Commitment Statement is approved and adopted by the leadership of Riverview Property Services LTD effective from 01/10/2026.

The statement represents a genuine commitment to responsible and sustainable business practice and will guide our decision making and operations.

Approved: Riverview Property Services LTD Management

Effective Date: 01/10/2026

Review Date: 01/10/2027

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