

# CSR AND ESG COMMITMENT STATEMENT

Organisation: Riverview Property Services LTD

Membership No: PENDING

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## CSR and ESG Commitment Statement

Riverview Property Services LTD  
21 High Street  
Ryde  
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Isle of Wight

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Document Prepared By: UKRBA

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## 1. Introduction

Riverview Property Services LTD is committed to operating responsibly as a business and recognises the importance of Environmental, Social and Governance (ESG) considerations in all aspects of our operations. As a construction and property maintenance services provider operating across the Isle of Wight, we acknowledge that our work impacts local communities, our workforce, supply chain partners, and the natural environment.

This statement sets out our formal commitment to Corporate Social Responsibility (CSR) and ESG principles. It reflects our values as a business and establishes the framework through which we will manage environmental risks, support our people, maintain ethical business practices, and contribute positively to the communities we serve.

Riverview Property Services LTD is a small and medium sized enterprise employing 18 people. We work extensively with local suppliers and subcontractors across the Isle of Wight

region. Our size and local focus afford us the opportunity to embed responsible business practices at every level of operation and to build long standing relationships based on shared values with our partners and customers.

This commitment statement is endorsed by the leadership of Riverview Property Services LTD and applies to all employees, contractors, supply chain partners, and anyone acting on behalf of the company. We recognise that CSR and ESG excellence is an ongoing journey, and we remain committed to continuous improvement in all areas covered by this statement.

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## **2. ESG Strategy**

### **2.1 Environmental Commitments**

Riverview Property Services LTD recognises that the construction and property maintenance sector has a responsibility to minimise environmental impact through careful resource management, waste reduction, and sustainable practices.

We commit to the following environmental objectives:

#### **Waste Management and Recycling**

We will establish and maintain a waste management protocol across all building and maintenance sites. This includes segregating waste streams, prioritising the reuse of materials where possible, and ensuring that hazardous waste is managed in accordance with relevant environmental legislation. We will target a minimum recycling rate of 75% of non hazardous waste generated on our projects by the end of 2027.

#### **Energy and Carbon Efficiency**

We will review and optimise the fuel efficiency of our vehicle fleet and associated site equipment. This includes recording fuel consumption data, maintaining vehicles to manufacturer specifications, and exploring opportunities to introduce lower emission vehicles where commercially viable. We will complete a baseline carbon footprint assessment of our operations by 31 December 2026 and establish realistic reduction targets thereafter.

#### **Water and Resource Use**

On refurbishment and building projects, we will identify opportunities to minimise water waste during construction and to recommend water efficient fixtures to our clients. We will ensure that all procurement decisions include consideration of the resource intensity of materials and will prioritise suppliers who can evidence responsible sourcing practices.

## **Regulatory Compliance and Site Management**

All Riverview Property Services LTD projects will comply fully with environmental legislation including the Environmental Permitting Regulations 2016, the Environmental Protection Act 1990, and the Control of Dust and Emissions During Construction and Demolition Supplementary Planning Guidance where applicable. We will ensure that all site managers receive training on environmental best practice and that environmental considerations are incorporated into project planning and toolbox talks.

## **2.2 Social Commitments**

As a local business employing 18 people, we recognise our responsibility to support the wellbeing and development of our workforce and to contribute positively to the Isle of Wight community.

We commit to the following social objectives:

### **Health and Safety**

We prioritise the health and safety of all employees and subcontractors. We maintain comprehensive health and safety policies aligned with the Health and Safety at Work etc. Act 1974 and the Construction (Design and Management) Regulations 2015. All personnel undertaking construction work will hold appropriate qualifications including, as a minimum, the CITB Health and Safety in Construction card. We will conduct regular health and safety audits, maintain accurate incident records, and investigate all accidents promptly to prevent recurrence.

### **Fair Employment Practices**

Riverview Property Services LTD is committed to fair and equal treatment of all employees. We will not tolerate discrimination on the basis of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation. All employment decisions regarding recruitment, promotion, training, and

remuneration will be based on merit and ability. We will provide clear pathways for apprenticeship and skills development and will ensure that all employees receive wages at least in line with national minimum wage requirements and, where applicable, the Real Living Wage standards set by the Living Wage Foundation.

### **Skills Development and Training**

We recognise that our people are our most valuable asset. We will invest in the training and development of our team members, including formal qualifications, health and safety training, and professional development opportunities. We commit to supporting at least one apprenticeship placement annually and to providing mentoring and support to enable young people to develop careers within the construction industry.

### **Supply Chain and Subcontractor Management**

Our network of local suppliers and subcontractors are essential to our operations. We commit to treating all partners fairly, paying invoices on agreed terms, and requiring all subcontractors to meet our health and safety standards and employment practices. We will work progressively to engage our supply chain partners in our ESG commitments and to support smaller businesses in improving their own environmental and social practices.

### **Community Engagement**

As a business rooted in the Isle of Wight community, we recognise our role in supporting local initiatives. We will consider opportunities to support local charities, schools, and community projects through donation of materials, skilled labour, or financial contribution where operationally feasible. We will maintain positive relationships with local stakeholders and will seek to understand and address any concerns from the communities in which we operate.

## **2.3 Governance Commitments**

Effective governance is essential to ensuring that our CSR and ESG commitments are implemented, monitored, and continuously improved.

We commit to the following governance objectives:

### **Accountability and Responsibility**

Responsibility for CSR and ESG matters is owned at leadership level within Riverview

Property Services LTD. The managing director will oversee implementation of this commitment statement and will ensure that adequate resources are allocated to achieve our objectives. Day to day responsibility for specific areas, including health and safety, environmental management, and employment practices, will be assigned to appropriate team members with clear accountability measures.

### **Ethical Business Practice**

Riverview Property Services LTD operates with integrity and in compliance with all applicable UK laws and regulations. We will not engage in bribery, corruption, or anti competitive behaviour. We expect all employees and partners to uphold these principles. We maintain confidentiality of client information and sensitive business data in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation.

### **Transparency and Reporting**

We are committed to honest and transparent communication regarding our CSR and ESG performance. This commitment statement and annual progress reports will be made available to relevant stakeholders including employees, customers, and supply chain partners. We will record and track progress against the objectives set out in this statement and will use this data to inform our strategic planning and continuous improvement efforts.

### **Complaint and Grievance Procedures**

We maintain clear procedures for employees and external stakeholders to report concerns, including breaches of health and safety, unethical behaviour, or non compliance with our CSR commitments. All complaints will be treated seriously, investigated promptly, and resolved fairly. We maintain confidentiality and will not tolerate retaliation against anyone reporting in good faith.

### **Risk Management**

We recognise that ESG risks, including health and safety incidents, environmental damage, or reputational harm, can impact our ability to operate effectively. We will identify ESG related risks relevant to our business, assess their likelihood and potential impact, and implement appropriate mitigation measures. This process will be reviewed annually and will inform our strategic planning.

### **3. Operational Commitments**

#### **3.1 Implementation Across Operations**

This commitment statement applies to all operations of Riverview Property Services LTD, including commercial building work, property maintenance, and refurbishment services.

All project teams will receive induction and training on relevant CSR and ESG requirements prior to commencing work. Health and safety considerations will be embedded in project planning, site management, and team communications. Environmental best practice will be promoted through site signage, toolbox talks, and regular audits.

#### **3.2 Supply Chain Engagement**

Our local suppliers and subcontractors are integral to delivering our commitments. We will communicate our ESG expectations to all partners and will work collaboratively to support their improvement. We will prioritise suppliers who can demonstrate responsible employment practices, reasonable pricing that supports fair wages, and environmental stewardship. Where feasible, we will work with local suppliers to reduce supply chain distances and associated carbon emissions.

#### **3.3 Customer Communication**

We will communicate our CSR and ESG commitments to customers and will be transparent regarding the standards we apply to our work. Where customers request information about our environmental practices, employment standards, or supply chain management, we will provide honest and accurate responses. We will seek feedback from customers regarding their own sustainability expectations and will incorporate this feedback into our service delivery.

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### **4. Governance and Review**

#### **4.1 Implementation Timeline**

The objectives set out in this commitment statement will be implemented according to the following timeline:

By 31 October 2026: All employees and subcontractors will receive training on this commitment statement and their relevant responsibilities.

By 31 December 2026: We will complete a baseline carbon footprint assessment and establish detailed environmental improvement targets.

By 31 March 2027: We will implement a formalised waste management protocol covering all active sites.

By 31 July 2027: We will conduct a comprehensive review of this commitment statement and report on progress against all objectives set out herein.

#### **4.2 Annual Review and Update**

This commitment statement will be reviewed formally on an annual basis on 31 July of each year. The review will assess progress against established objectives, consider feedback from employees and stakeholders, identify emerging ESG risks, and determine whether objectives remain appropriate and ambitious. The statement will be updated if necessary to reflect changing circumstances, new regulatory requirements, or enhanced business practices.

#### **4.3 Escalation and Non Compliance**

Should any employee, subcontractor, or business partner fail to comply with the standards set out in this statement, the matter will be addressed through appropriate channels. This may include training, retraining, disciplinary procedures, or, in serious cases involving breach of legal requirements, referral to relevant authorities. We are committed to continuous improvement and recognise that mistakes may occur, but we expect genuine commitment to meeting the standards outlined in this statement.

#### **4.4 Stakeholder Communication**

A summary of progress against this commitment statement will be made available to employees and key stakeholders annually. We welcome feedback and suggestions for improvement and encourage anyone with concerns or ideas to raise these through appropriate channels.

## **4.5 Document Control**

This commitment statement is effective from 31 July 2026 and will remain in force until superseded by a revised version. The next scheduled review date is 31 July 2027. Any significant changes to legislation, business operations, or strategic priorities may trigger an earlier review and update.

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## **Endorsement**

This CSR and ESG Commitment Statement is endorsed by the leadership of Riverview Property Services LTD and reflects our formal commitment to responsible business practices.

We recognise that CSR and ESG excellence is a journey of continuous improvement. We are committed to implementing the objectives set out in this statement, monitoring our progress, and working collaboratively with our employees, customers, and supply chain partners to achieve positive environmental and social outcomes.

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