

ENVIRONMENTAL POLICY

Organisation: Riverview Property Services LTD

Membership No: PENDING

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Riverview Property Services LTD

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1. Introduction

Riverview Property Services LTD is committed to operating as an environmentally responsible property services company. This Environmental Policy sets out the company's approach to managing and reducing the environmental impact of our operations, and reflects our commitment to sustainable business practices across residential and commercial property management, lettings, maintenance and repairs, and grounds care services.

The purpose of this policy is to establish clear principles and practical actions that guide how we manage environmental matters across all aspects of our business. This includes the management of our own facilities, our engagement with local trades and contractors, our support of tenants and landlords, and our stewardship of the buildings and grounds under our care.

This policy applies to all employees, contractors, agents, and partners working on behalf of Riverview Property Services LTD. It is the responsibility of all staff members to understand and implement the requirements outlined in this document.

Environmental responsibility is integral to how we manage properties and maintain our reputation with clients, tenants, and the local communities we serve. By taking practical steps

to reduce waste, improve energy efficiency, and promote sustainable practices, we aim to deliver better outcomes for our stakeholders whilst minimising our environmental footprint.

This policy will be reviewed annually to ensure it remains fit for purpose and reflects changes in business operations, regulatory requirements, and best practice within the property services sector.

2. Environmental Impact

Riverview Property Services LTD recognises that our operations generate environmental impacts across several key areas. Understanding these impacts is essential to identifying where we can make meaningful improvements.

2.1 Energy Consumption

Our company operates offices and manages multiple residential and commercial properties. Energy consumption occurs in our own facilities through heating, cooling, lighting, and the operation of office equipment. Additionally, through our role in property management, we oversee energy usage in the buildings we manage. Many of these properties are older residential and commercial premises where energy efficiency improvements may be required. We are committed to working with landlords and tenants to identify opportunities for energy efficiency improvements, including the consideration of renewable energy sources where feasible.

2.2 Waste Management

Our maintenance and repairs activities generate waste materials including packaging, redundant fixtures, fittings, and materials removed during refurbishment or repair work. Our grounds care operations produce green waste including grass cuttings, prunings, and vegetation removal. Our office operations generate general waste including paper, cardboard, and packaging materials. We recognise the potential for waste reduction and increased recycling across all these areas.

2.3 Water Usage

Water is consumed in our office facilities and across the properties we manage. We

acknowledge that water is a valuable resource and commit to promoting efficient water usage, particularly in the residential and commercial properties under our management where we can influence tenant and landlord behaviour.

2.4 Transport and Emissions

Our staff travel to multiple properties across our operational area for maintenance, inspections, and management activities. We also coordinate with local trades and contractors who travel to properties we manage. Vehicle fuel consumption and associated carbon emissions represent a material environmental impact. Additionally, business travel for meetings, training, and client liaison contributes to our overall transport emissions.

2.5 Procurement and Supply Chain

We purchase materials and services from local trades and contractors, as well as purchasing office equipment, cleaning materials, and supplies. The sourcing and delivery of these materials has environmental consequences. We recognise our responsibility to consider the environmental practices of our suppliers and to encourage more sustainable procurement decisions.

2.6 Property Related Impacts

Through our property management, lettings, and maintenance work, we influence the environmental performance of the buildings we manage. Many properties may not meet current energy efficiency standards. We have an opportunity to work with landlords and tenants to implement improvements that reduce environmental impact and improve property performance.

3. Commitments

Riverview Property Services LTD commits to the following environmental principles and actions:

3.1 Energy Efficiency

We commit to:

Assessing energy consumption in our own office facilities and implementing practical measures to reduce energy use, including the optimisation of heating and cooling systems, the use of LED lighting where cost effective, and the promotion of energy conscious behaviour amongst staff.

Working with property owners and landlords to identify energy efficiency improvements in the residential and commercial properties we manage, including the consideration of loft insulation, cavity wall insulation, boiler upgrades, and improved heating controls where these improvements are financially viable and technically feasible.

Promoting the use of renewable energy sources such as solar panels in properties where suitable and where landlords are willing to invest.

Monitoring energy bills for properties under our management to identify unusual consumption patterns or opportunities for savings, and alerting landlords and tenants to energy saving opportunities.

Ensuring that heating systems are maintained and serviced regularly to maximise efficiency and prevent waste.

Encouraging tenants to use energy efficiently through the provision of clear guidance on energy use and the operation of heating, cooling, and lighting systems.

3.2 Waste Reduction and Recycling

We commit to:

Minimising waste generation in our offices by reducing paper usage, implementing digital document storage where possible, and encouraging the reuse of materials.

Implementing a comprehensive recycling programme in our office facilities for paper, cardboard, plastic, glass, and metal waste.

Requiring contractors and maintenance teams to segregate waste on site, with the separation of recyclable materials from general waste where feasible.

Promoting the reuse of materials and components where possible during repair and maintenance work, rather than automatic replacement and disposal.

Working with local waste management providers to ensure that waste arising from property maintenance and grounds care is disposed of responsibly and sent for recycling or recovery where applicable.

Disposing of hazardous materials such as oils, asbestos, or chemical treatments in accordance with relevant environmental regulations and best practice.

Encouraging green waste from grounds care operations to be composted or sent for garden waste recycling rather than disposed of as general waste.

3.3 Water Conservation

We commit to:

Installing water efficient fixtures such as low flow taps, showerheads, and toilets in properties where we have influence or where works are being undertaken.

Monitoring water usage in properties we manage and identifying unusual consumption that may indicate leaks or waste.

Promoting water conscious behaviour amongst tenants and property users through the provision of guidance on water efficiency.

Repairing leaks promptly to prevent water waste.

Considering water harvesting or recycling systems in larger commercial properties where appropriate.

3.4 Transport and Emissions

We commit to:

Encouraging staff to use public transport, cycling, or car sharing for commuting and business travel where feasible.

Maintaining company vehicles to minimise fuel consumption and emissions, with regular servicing and tyre pressure checks.

Planning maintenance and repair visits efficiently to minimise the number of journeys undertaken and consolidate visits where possible.

Considering the use of electric or hybrid vehicles for company fleet replacement as technology becomes more cost effective and charging infrastructure improves.

Encouraging remote working and virtual meetings where appropriate to reduce unnecessary business travel.

Requesting that contractors and local trades follow fuel efficient driving practices and maintain their vehicles appropriately.

3.5 Sustainable Procurement

We commit to:

Considering environmental performance when selecting suppliers and contractors, and requesting information about their environmental practices and certifications where available.

Purchasing office supplies from suppliers who demonstrate environmental responsibility, including recycled paper products and responsibly sourced materials.

Sourcing cleaning materials that are environmentally friendly and biodegradable where these are cost effective and perform adequately.

Working with local trades and contractors where possible to reduce transport distances and support local businesses.

Avoiding unnecessary packaging and working with suppliers to reduce packaging waste.

Ensuring that materials used in property maintenance and repairs are sourced responsibly and meet quality standards.

3.6 Building Management and Property Performance

We commit to:

Promoting Energy Performance Certificate (EPC) improvements in the properties we manage, and providing landlords and tenants with clear information about the energy

efficiency ratings of properties.

Assisting landlords to understand their obligations under building regulations and energy efficiency standards, including any requirements to improve the EPC rating of rental properties.

Supporting tenants to understand how to operate buildings efficiently and to recognise when maintenance issues are affecting environmental performance.

Encouraging the implementation of Building Management Systems (BMS) or simple controls in larger properties to optimise heating, cooling, and lighting.

Maintaining detailed records of utility consumption in the properties we manage to identify trends and opportunities for improvement.

3.7 Staff Engagement and Training

We commit to:

Providing staff with training on environmental practices relevant to their role, including waste segregation, energy awareness, and sustainable transport options.

Promoting a culture of environmental responsibility throughout the organisation, where all staff understand the importance of these commitments.

Engaging staff in identifying practical improvement opportunities and encouraging suggestions for reducing environmental impact.

Setting a positive example through our own office practices and demonstrating commitment to environmental responsibility.

3.8 Regulatory Compliance

We commit to:

Complying with all relevant UK environmental legislation and regulations, including the Environmental Protection Act 1990, the Waste and Contaminated Land (Northern Ireland) Order 1997, the Water Resources Act 1991, and any other applicable environmental laws.

Keeping abreast of changes to environmental regulations, particularly those affecting the property and lettings sector, such as changes to EPC requirements or building standards.

Ensuring that hazardous waste is managed in accordance with environmental regulations and using licensed waste contractors where required.

Maintaining appropriate records and documentation relating to environmental compliance.

4. Monitoring and Review

4.1 Monitoring and Measurement

Riverview Property Services LTD will implement practical monitoring systems to track progress against the commitments outlined in this policy.

Monitoring will include:

Recording energy consumption and costs for our office facilities on a monthly basis and identifying trends or anomalies.

Tracking the volume of waste generated in our offices and recording the proportion that is recycled.

Monitoring water usage where practicable and identifying properties where consumption appears unusually high.

Recording the environmental practices implemented in properties we manage, including energy efficiency improvements, EPC ratings, and feedback from landlords and tenants.

Tracking the environmental credentials of our main suppliers and contractors.

Monitoring staff commute patterns and the uptake of sustainable transport options.

4.2 Reporting and Communication

Management will receive quarterly updates on environmental performance metrics and

progress against policy commitments. This information will be used to identify areas where improvements are needed and to celebrate progress made.

Environmental matters will be discussed at management meetings to ensure they remain a priority and to address any issues or barriers to implementation.

Staff will be informed regularly about environmental initiatives and encouraged to contribute ideas for improvement through team meetings and internal communications.

4.3 Policy Review

This Environmental Policy will be formally reviewed on 01/10/2027 and annually thereafter. The review will assess:

Progress made against the commitments set out in this policy.

Changes in business operations that may affect environmental impacts.

Feedback from staff, contractors, and clients.

Changes in environmental legislation or regulatory requirements.

Best practice developments within the property services sector.

New opportunities for environmental improvement that may have become available.

The policy will be updated as necessary to reflect changes in business priorities, operational changes, or improvements in practical implementation. Any significant changes to the policy will be communicated to all staff and relevant stakeholders.

4.4 Responsibility

The Managing Director holds overall responsibility for ensuring that this policy is implemented effectively and that environmental commitments are met. All managers are responsible for implementing the policy within their areas of responsibility and for ensuring that their staff understand and follow the commitments outlined.

All employees are responsible for supporting environmental objectives through their daily work and for reporting concerns or suggestions relating to environmental matters to their

manager.

This Environmental Policy demonstrates Riverview Property Services LTD's commitment to operating responsibly and sustainably. Through the implementation of practical measures and ongoing monitoring, we aim to reduce our environmental impact whilst delivering high quality property services to our clients and communities.

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