

EQUALITY AND DIVERSITY POLICY

Organisation: Riverview Property Services LTD

Membership No: PENDING

Riverview Property Services LTD

Equality and Diversity Policy

Effective Date: 31/07/2026

Review Date: 31/07/2027

Document Prepared By: UKRBA

1. Introduction

Riverview Property Services Ltd is committed to creating and maintaining a workplace where all employees, job applicants, clients, suppliers and subcontractors are treated with dignity and respect. This Equality and Diversity Policy outlines the company's commitment to eliminating discrimination and promoting equality of opportunity across all aspects of our business operations.

Riverview Property Services Ltd is an Isle of Wight based small and medium sized enterprise providing commercial building, property maintenance and refurbishment services to businesses across the region. We employ 18 people and work extensively with a network of local suppliers and subcontractors. Our commitment to equality and diversity is integral to our reputation, operational effectiveness and organisational culture.

This policy applies to all employees, contractors, agency workers, apprentices, job applicants, clients and business partners. It is underpinned by the requirements of the Equality Act 2010 and all associated regulations, and it reflects our values as a responsible employer and service provider.

This policy will be reviewed annually or whenever material changes to legislation occur. All staff will be made aware of this policy upon employment and the contents will be

communicated regularly throughout the year.

2. Commitment to Equality

Riverview Property Services Ltd is committed to the following principles:

2.1 Legal Compliance

We comply with all relevant UK equality legislation, including but not limited to the Equality Act 2010, the Employment Rights Act 1996, and the Public Sector Equality Duty where applicable. We recognise our responsibilities under the Equality Act 2010, which protects people from discrimination on the basis of the following protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

2.2 Equal Opportunities in Employment

Riverview Property Services Ltd ensures equal opportunities in all aspects of employment, including recruitment, selection, training, promotion, remuneration, working conditions and termination of employment. Our recruitment processes are designed to attract candidates from all backgrounds and communities. Job advertisements are written to encourage applications from underrepresented groups. Selection decisions are made on the basis of merit, qualifications, experience and suitability for the role, regardless of any protected characteristic.

All employees have equal access to training and development opportunities. We recognise that professional development is essential for career progression and employee engagement. Training needs assessments take into account individual circumstances and aspirations.

Pay and conditions of employment are determined on the basis of job role, responsibilities, experience and performance, regardless of protected characteristics. We conduct pay reviews to ensure that remuneration remains fair and non discriminatory.

2.3 Reasonable Adjustments

We are committed to making reasonable adjustments to enable employees with disabilities and health conditions to perform their duties effectively. This includes physical adjustments to the workplace, flexible working arrangements, access to support services and modifications to working practices. Line managers will work with employees to identify and implement

reasonable adjustments where needed.

We recognise that the construction and property services sector can present specific challenges for employees with certain disabilities. We are committed to overcoming these challenges through proactive dialogue with employees and external specialists where necessary.

2.4 Zero Tolerance to Discrimination and Harassment

Riverview Property Services Ltd operates a zero tolerance approach to discrimination, harassment, victimisation and bullying. Any form of unfair treatment, including that based on protected characteristics, will not be tolerated. This applies to treatment by colleagues, managers, clients, suppliers and any other person encountered in the course of work.

Harassment is any unwelcome behaviour of a sexual nature or based on protected characteristics that has the purpose or effect of violating dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment. Sexual harassment, physical assault, offensive language, unwelcome remarks and inappropriate jokes are prohibited.

Victimisation is any detrimental treatment of a person because they have raised concerns about discrimination, made a complaint, supported another's complaint or participated in an investigation. Victimisation is strictly prohibited.

2.5 Inclusive Culture and Dignity

We are committed to fostering an inclusive workplace culture in which all employees feel respected, valued and able to contribute effectively. We recognise the benefits of diversity in terms of innovation, problem solving, service delivery and business performance.

All employees are treated with dignity and respect. We value different perspectives, experiences and backgrounds. We actively encourage open dialogue and feedback.

3. Workplace Conduct

3.1 Responsibilities of All Staff

All employees are expected to comply with this policy and to treat colleagues, managers, clients, suppliers and subcontractors with courtesy and respect. Everyone has a responsibility to help maintain a workplace free from discrimination and harassment.

Employees must not:

- Discriminate against or harass anyone on the basis of protected characteristics
- Use offensive language or make inappropriate remarks regarding protected characteristics
- Exclude individuals from work activities or social events on the basis of protected characteristics
- Make decisions regarding work based on discriminatory motives
- Victimise anyone for raising equality concerns

Breach of these expectations may result in disciplinary action up to and including dismissal.

3.2 Responsibilities of Managers and Supervisors

Line managers and supervisors have a particular responsibility to promote equality and diversity within their areas of responsibility. This includes:

- Setting an example through their own conduct and language
- Ensuring recruitment, selection and promotion decisions are made fairly and on merit
- Monitoring team dynamics and addressing any discriminatory behaviour promptly
- Supporting employees with reasonable adjustment needs
- Being receptive to concerns raised by employees about equality matters
- Ensuring that work tasks and communication are inclusive and accessible

3.3 Responsibilities of Senior Management

Senior management are responsible for:

- Championing the equality and diversity agenda across the organisation
- Ensuring compliance with equality legislation and this policy
- Allocating resources to support equality and diversity initiatives
- Reviewing the effectiveness of this policy annually
- Ensuring that pay practices are fair and non discriminatory
- Setting the cultural tone and expectations regarding conduct

3.4 Grievance and Complaint Procedures

Employees have the right to raise concerns about discrimination, harassment or breach of this policy through the formal grievance procedure. Complaints will be taken seriously,

investigated promptly and handled confidentially where possible. No employee will be victimised for raising a genuine concern in good faith.

Any employee who experiences or witnesses discrimination or harassment is encouraged to report it immediately to their line manager or to a senior member of staff. Alternatively, employees can raise concerns directly with the Managing Director.

We will investigate all complaints thoroughly and objectively. Investigation outcomes will be communicated to the complainant and any necessary action will be taken. Where a complaint is upheld, appropriate disciplinary action will be taken.

3.5 Recruitment and Selection

Recruitment and selection decisions are based on job related criteria only. Candidates are assessed on the basis of qualifications, experience, skills and suitability for the role. We do not make assumptions about anyone's capabilities or suitability based on protected characteristics.

We actively encourage applications from people of all backgrounds, including those from groups underrepresented in the construction and property services sector. Our recruitment processes are reviewed regularly to ensure they are accessible and fair.

Where candidates request reasonable adjustments during the recruitment process, these will be accommodated where practicable.

3.6 Behaviour Whilst On Client Premises

Employees working on client premises are representatives of Riverview Property Services Ltd. They must uphold this policy and maintain professional standards at all times. Any discriminatory or harassing behaviour whilst on client premises will be treated as seriously as behaviour in our own workplace and may result in disciplinary action.

Our clients are also expected to treat our employees with respect and dignity. Any client who demonstrates discriminatory behaviour towards our staff will be addressed through our contractual arrangements.

3.7 Relationships with Suppliers and Subcontractors

Riverview Property Services Ltd expects all suppliers and subcontractors to operate in

accordance with equality and diversity principles. We will work only with partners who demonstrate a commitment to treating all workers fairly and without discrimination.

4. Responsibility and Review

4.1 Responsibility for Implementation

The Managing Director of Riverview Property Services Ltd is ultimately responsible for the implementation of this policy and ensuring compliance with relevant legislation. Day to day responsibility for implementation rests with line managers and supervisors.

All employees share responsibility for promoting an inclusive and respectful workplace.

4.2 Training and Awareness

All employees will receive equality and diversity training upon employment. Training will cover the requirements of this policy, the Equality Act 2010, recognising and preventing discrimination and harassment, and promoting inclusive behaviour.

Refresher training will be provided as required and following any policy updates.

4.3 Monitoring and Review

This policy will be reviewed annually and amended as necessary to ensure it remains compliant with current legislation and reflects our commitment to equality and diversity. The review will consider feedback from staff, changes to legislation, complaint data and best practice guidance.

Records of complaints and outcomes will be maintained confidentially to enable monitoring and identification of any emerging issues.

4.4 Accessibility

This policy is available to all employees and will be communicated in accessible formats where required. Employees who require the policy in alternative formats are encouraged to request this from their line manager.

4.5 Equality Impact Assessment

Employment practices and policies are regularly assessed to ensure they do not have a disproportionate impact on any protected group. Where concerns are identified, steps will be taken to modify practice accordingly.

4.6 Date of Implementation and Approval

This policy has been approved and will be implemented with effect from 31/07/2026. It will be reviewed on 31/07/2027 or earlier if significant changes to legislation occur.

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