

EQUALITY AND DIVERSITY POLICY

Organisation: Riverview Property Services LTD

Membership No: PENDING

Riverview Property Services LTD

Equality and Diversity Policy

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1. Introduction

Riverview Property Services LTD is committed to providing equality of opportunity and fostering a diverse, inclusive workplace. This policy sets out the principles and practical measures by which the organisation will promote equality and diversity across all aspects of its operations.

Riverview Property Services LTD operates as a property services company providing residential and commercial property management, lettings, maintenance and repairs, and grounds care across the United Kingdom. The organisation works with local trades, supports tenants and landlords, and manages buildings with a focus on safety, energy efficiency, waste reduction, and fair treatment of staff and contractors.

Given the nature of our business, we recognise that our workforce is diverse in composition and that we interact regularly with contractors, tenants, landlords, and members of the public. This policy applies to all employees, contractors, agency workers, volunteers, and any third parties acting on behalf of the organisation. We are committed to ensuring that no individual is discriminated against on grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. We further commit to preventing discrimination on grounds of socioeconomic background or

other characteristics not protected under the Equality Act 2010 where doing so falls within our organisational values and practical scope.

This policy should be read in conjunction with our Recruitment and Selection Policy, Grievance and Disciplinary Procedures, and Health and Safety Policy. All employees and contractors must familiarise themselves with the contents of this policy and demonstrate commitment to its principles.

2. Commitment to Equality

2.1 Our Principles

Riverview Property Services LTD is committed to:

- (a) Ensuring that all employees, contractors, tenants, landlords, and service users are treated with dignity and respect at all times;
- (b) Providing equality of opportunity in recruitment, selection, training, development, promotion, and working conditions;
- (c) Creating a working environment in which all individuals feel valued, included, and able to contribute fully to the success of the organisation;
- (d) Ensuring that decisions concerning employment, engagement, or service provision are based on merit and capability rather than protected characteristics or personal circumstances unrelated to job requirements;
- (e) Actively promoting diversity within our teams and recognising that diversity of perspective, background, and experience enhances organisational performance and service quality;
- (f) Ensuring that all contractors and local trades partners engaged by the organisation understand and commit to these principles;
- (g) Safeguarding the rights and dignity of tenants, landlords, and service users regardless of their protected characteristics;

(h) Removing or minimising barriers that may prevent individuals from equal access to employment, services, or facilities.

2.2 Recruitment and Selection

Recruitment and selection decisions will be made on the basis of the candidate's skills, qualifications, experience, and aptitude for the role. All job descriptions and person specifications will focus on genuine occupational requirements. Recruitment advertising will be placed in media and platforms designed to reach a diverse candidate pool.

All individuals involved in recruitment, whether internal staff or external recruitment consultants, will be required to complete equality and diversity training prior to participation in the recruitment process. Shortlisting and interview panels will, where possible, comprise individuals of diverse backgrounds and experience to promote fair assessment.

Positive action measures may be taken where there is evidence of underrepresentation of particular groups within specific roles or departments, provided such measures are lawful under the Equality Act 2010. Any such positive action will be justified, monitored, and reviewed regularly.

2.3 Contractor and Supplier Engagement

Riverview Property Services LTD works regularly with local trades, contractors, and service providers. All contractors and suppliers must commit to complying with this policy and applicable equality law when carrying out work on behalf of the organisation or at properties managed by the organisation.

Contractors will be informed of this commitment during the tendering or engagement process. Failure to comply with equality and diversity principles may result in termination of engagement or exclusion from future procurement activities. Where feasible, the organisation will seek to support smaller, local contractors and organisations that demonstrate commitment to fair employment and service delivery practices.

2.4 Tenant and Landlord Relations

Riverview Property Services LTD manages properties and provides services to tenants and landlords of diverse backgrounds. All tenants and landlords will receive equal treatment, and services will be provided without discrimination or unfair treatment based on protected characteristics.

All staff and contractors must treat tenants and landlords with respect and professionalism. Any concerns regarding potential discrimination or unequal treatment should be reported immediately to the management team.

2.5 Reasonable Adjustments and Accessibility

The organisation recognises its duty to make reasonable adjustments to enable individuals with disabilities to access employment, services, and facilities on an equal basis with others.

Reasonable adjustments may include, but are not limited to, modification of working arrangements, provision of specialist equipment, accessible facilities, flexible working patterns, and adaptation of communication methods. Requests for reasonable adjustment will be considered carefully and in consultation with the individual concerned. The organisation will seek to implement adjustments where they are reasonably practicable and do not cause unjustifiable hardship.

All workplaces and properties managed by the organisation will be assessed regularly for accessibility. Where barriers to access are identified, the organisation will take steps to remove or minimise them where reasonably practicable.

2.6 Harassment and Bullying

The organisation has zero tolerance for harassment, bullying, or victimisation based on protected characteristics or any other grounds. Harassment includes unwelcome conduct, comments, jokes, physical contact, or behaviour of a sexual nature that has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating, or offensive environment.

Any employee or contractor who witnesses or experiences harassment or bullying should report the matter immediately to management, the designated Equality and Diversity Contact, or, if appropriate, to a senior member of staff or external authority.

All complaints of harassment or bullying will be investigated promptly, fairly, and confidentially. The organisation will take appropriate action against any individual found to have engaged in harassment or bullying, up to and including dismissal or termination of engagement. The organisation will not tolerate victimisation of any individual who reports harassment or bullying or who participates in an investigation.

2.7 Gender Pay Gap Reporting

Whilst Riverview Property Services LTD currently employs fewer than 250 employees and is therefore not subject to mandatory gender pay gap reporting under the Equality Act 2010 (Gender Pay Gap Information) Regulations 2017, the organisation remains committed to fair pay practices and equal remuneration for work of equal value.

The organisation will monitor pay and benefits across the workforce to identify any unexplained pay differences related to gender, age, or other protected characteristics. Where gaps are identified, the organisation will investigate the underlying reasons and take corrective action where appropriate.

3. Workplace Conduct

3.1 Responsibilities of All Employees and Contractors

All employees, contractors, agency workers, and volunteers must:

- (a) Treat all colleagues, tenants, landlords, service users, and members of the public with dignity and respect;
- (b) Not engage in any form of discrimination, harassment, bullying, or victimisation;
- (c) Comply with this policy and all relevant equality legislation;
- (d) Report concerns regarding potential breaches of this policy through appropriate channels;
- (e) Participate in equality and diversity training as required;
- (f) Challenge discriminatory behaviour or language where safe and appropriate to do so;
- (g) Support the organisation's commitment to creating an inclusive working environment.

Failure to comply with these responsibilities may result in disciplinary action up to and including dismissal.

3.2 Management Responsibilities

Managers and supervisory staff have additional responsibilities to:

- (a) Model inclusive, respectful behaviour and actively foster a culture of equality and diversity within their teams;
- (b) Monitor the working environment for signs of harassment, bullying, or discriminatory practice;
- (c) Address breaches of this policy promptly and fairly;
- (d) Support employees in requesting reasonable adjustments and other equality related accommodations;
- (e) Ensure that all team members are aware of this policy and their responsibilities under it;
- (f) Keep confidential records of any complaints or concerns raised;
- (g) Participate in equality and diversity training and any refresher training as required;
- (h) Provide feedback to senior management on the effectiveness of equality and diversity measures within their area of responsibility.

3.3 Training and Development

All new employees and contractors will receive equality and diversity training as part of their induction. The training will cover the key principles of this policy, the organisation's commitment to equality and diversity, relevant legislation, and practical guidance on appropriate conduct.

Refresher training will be provided at least every two years. Additional or bespoke training may be provided to staff in specific roles, such as recruitment, management, or customer facing positions.

All training will be evaluated for effectiveness and updated as necessary to reflect changes in legislation or organisational practice.

3.4 Grievance and Complaints Procedures

Any individual who believes they have been treated unfairly or discriminated against has the right to raise a grievance through the organisation's formal Grievance Procedure. Grievances should be raised promptly and with as much detail as possible.

The organisation will investigate all grievances relating to equality and diversity matters thoroughly, fairly, and confidentially. Investigations will be completed within a reasonable timescale, and all parties will be kept informed of progress.

The organisation will not tolerate victimisation of any individual who raises a grievance or participates in an investigation. Any individual who victimises another will face disciplinary action up to and including dismissal.

3.5 Confidentiality and Data Protection

Information relating to equality and diversity matters will be treated as confidential and will be processed in accordance with the Data Protection Act 2018 and General Data Protection Regulation (GDPR). Personal data will not be disclosed to unauthorised parties except where legally required to do so or where disclosure is necessary to protect the interests of other individuals or the organisation.

Records relating to equality and diversity complaints, reasonable adjustments, and monitoring will be kept securely and for an appropriate period in accordance with the organisation's data retention policy.

4. Responsibility and Review

4.1 Senior Management Accountability

The Managing Director and Senior Management Team are responsible for ensuring that this policy is implemented effectively across all operations and that the organisation meets its legal obligations under equality legislation.

The Senior Management Team will receive regular reports on equality and diversity matters, including complaints, grievances, and monitoring data. The team will use this information to identify areas for improvement and to ensure that the policy remains fit for purpose.

4.2 Monitoring and Measurement

The organisation will collect and analyse equality monitoring data in relation to recruitment, selection, promotion, pay, training and development, grievances, and complaints. This data will be used to identify any patterns of unequal treatment, discrimination, or disadvantage and to inform action to address these issues.

Monitoring data will be handled confidentially and in accordance with data protection legislation. Data will be analysed annually and reported to Senior Management. Where trends or concerns are identified, the organisation will take prompt action to investigate and address them.

4.3 Review and Continuous Improvement

This policy will be reviewed formally on an annual basis or sooner if significant changes in legislation or organisational circumstances warrant review. The review will consider the effectiveness of measures in place, feedback from staff and contractors, monitoring data, complaints and grievances, and any external guidance or legal developments.

The policy will be updated to reflect legislative changes and best practice. Where the policy is significantly amended, all employees and contractors will be notified of the changes and provided with updated training where appropriate.

4.4 Communication and Accessibility

This policy will be made available to all employees, contractors, and other stakeholders in accessible formats. The policy will be communicated clearly through staff handbooks, induction materials, and the organisation's internal communication channels.

The organisation recognises that individuals may have different communication needs and will provide this policy and related materials in alternative formats, such as large print, audio, or Braille, where requested.

4.5 External Accountability

Riverview Property Services LTD is subject to the Equality Act 2010 and other relevant equality legislation. The organisation will comply with all legal obligations, including the duty to respond to and investigate complaints raised with the Equality and Human Rights

Commission or other external bodies.

The organisation will maintain appropriate records and documentation to demonstrate compliance with equality law and will cooperate fully with any external investigations or inquiries.

Effective Date: 01 October 2026

Next Review Date: 01 October 2027

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