

ETHICAL TRADING POLICY

Organisation: Riverview Property Services LTD

Membership No: PENDING

Riverview Property Services LTD

Ethical Trading Policy

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 in accordance with the highest ethical standards. This policy establishes the framework through which the company ensures ethical practices across all its operations, including residential and commercial property management, lettings services, maintenance and repairs, and grounds care activities.

The company recognises that ethical trading practices are fundamental to sustainable business success. Our stakeholders, including tenants, landlords, employees, contractors, and suppliers, have the right to expect that Riverview Property Services LTD conducts its affairs with integrity, transparency, and fairness. This policy applies to all personnel working for or on behalf of the company, including employees, contractors, and agents acting in connection with our business activities.

The property services sector presents particular ethical considerations. Our work involves entering properties, managing finances on behalf of landlords and tenants, employing or engaging with numerous trades and contractors, and maintaining standards that directly affect the health and safety of residents. We recognise that our decisions have material impacts on vulnerable populations, including tenants in rental accommodation and elderly residents requiring grounds care and maintenance services.

This policy articulates our commitment to ethical trading and establishes practical mechanisms for ensuring compliance across our operations. It should be read in conjunction with our employment policies, health and safety procedures, and complaints handling processes.

2. Ethical Principles

Riverview Property Services LTD is guided by the following core ethical principles in all its business activities:

2.1 Fair Treatment of Employees and Workers

The company is committed to fair employment practices. All employees shall receive remuneration at or above the National Living Wage as appropriate to their role and experience. We shall comply fully with the Working Time Regulations 1998 and all other applicable employment legislation.

We are committed to creating a workplace free from harassment, discrimination, and bullying. All workers have the right to raise concerns about their working conditions, treatment, or safety through formal channels without fear of detriment or retaliation. The company maintains a formal grievance procedure which is made available to all employees and is reviewed annually.

2.2 Safe and Healthy Working Conditions

The company recognises that property services work, particularly maintenance and repairs, can present significant health and safety risks. We are committed to maintaining working conditions that comply with the Health and Safety at Work etc. Act 1974 and all applicable regulations, including the Control of Asbestos Regulations 2012, the Gas Safety (Installation and Use) Regulations 1998, and the Electrical Safety Standards in the Workplace Regulations 2016.

All staff are provided with appropriate training, personal protective equipment, and tools required to work safely. Risk assessments are undertaken for all activities and are reviewed annually or when work practices change. Contractors and tradespeople engaged by Riverview Property Services LTD are required to demonstrate appropriate qualifications, insurance, and safe working practices before they commence work.

2.3 Honesty and Transparency

The company is committed to honest dealing with all stakeholders. Landlords receive accurate financial reporting on rental income, expenditure, and property condition. Tenants are provided with clear information regarding their rights and responsibilities, deposit protection arrangements, and maintenance procedures.

Quotations for work are provided on a transparent basis with clear itemisation of costs. Where disputes arise, the company engages in good faith resolution processes and does not seek to mislead or misrepresent facts to any party.

2.4 Fairness Towards Contractors and Suppliers

The company recognises the importance of fair trading practices with contractors, tradespeople, and suppliers. We are committed to paying invoices in accordance with agreed terms and shall not unreasonably delay payment for work completed or goods supplied. Where contracts are entered into, payment terms are communicated clearly in advance.

We shall not demand unfair contract terms, unreasonable insurance requirements, or conditions that effectively transfer inappropriate risk to smaller contractors. We recognise that many of the tradespeople we engage are small businesses or sole traders who depend upon prompt payment and fair dealing to sustain their livelihoods.

2.5 Environmental Responsibility

The company recognises its environmental responsibilities in managing residential and commercial properties. We are committed to promoting energy efficiency improvements, responsible waste management, and sustainable grounds care practices. Where tenants or landlords require advice on environmental improvements, this is provided impartially on the basis of cost effectiveness and environmental impact.

Our grounds care activities are undertaken using environmentally responsible practices wherever practicable. We encourage the use of organic pest management techniques and promote sustainable landscaping practices.

2.6 Compliance with Law and Regulation

The company is committed to full compliance with all applicable UK legislation, including but not limited to:

The Equality Act 2010, which prohibits discrimination in all aspects of our business operations. All decisions regarding employment, service provision, and contractor engagement are made free from discrimination on grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

The Housing Act 2004 and associated regulations governing residential lettings, including the requirement to protect tenancy deposits in an authorised scheme and provide prescribed information to tenants within 30 days of receipt of a deposit.

The Proceeds of Crime Act 2002 and Money Laundering Regulations 2017, in relation to our lettings operations and management of client funds. All staff with responsibilities for handling client money are required to complete appropriate training.

The Data Protection Act 2018 and UK General Data Protection Regulation, which govern our handling of personal data relating to employees, tenants, landlords, and contractors. All such data is processed fairly, securely, and only for lawful purposes.

2.7 Concern Raising and Whistleblowing

The company is committed to fostering an open culture in which concerns about ethical conduct can be raised without fear of retaliation. All employees and contractors have the right to raise concerns about conduct which they reasonably believe contravenes this policy or applicable law.

Concerns may be raised with line management in the first instance, or directly with the senior management team if an employee has concerns about the integrity of their line manager. Any concerns raised shall be treated seriously and investigated appropriately. The company shall not penalise, demote, dismiss, or otherwise subject to detriment any person who raises a genuine concern in good faith, even if subsequent investigation concludes no breach has occurred.

Concerns about serious matters, including criminal conduct, may also be raised in accordance with the Public Interest Disclosure Act 1998, which provides legal protection to whistleblowers making protected disclosures.

3. Supplier Standards

Riverview Property Services LTD engages a range of contractors and suppliers, including plumbers, electricians, gas engineers, landscapers, and cleaning service providers. All such parties must operate to ethical standards consistent with this policy.

3.1 Contractor Selection and Vetting

All contractors and suppliers used by Riverview Property Services LTD must provide evidence of:

Appropriate qualifications for the work undertaken. Gas engineers must be registered with the Gas Safe Register. Electricians must be registered with an appropriate body such as the National Inspection Council for Electrical Installation Contracting or equivalent. Asbestos surveyors and removal specialists must hold appropriate accreditation.

Appropriate insurance cover for their business activities, including public liability insurance and professional indemnity insurance where relevant.

Compliance with health and safety legislation and evidence of safe working practices.

References from previous clients or evidence of longstanding business operation.

3.2 Fair Payment Terms

Riverview Property Services LTD is committed to paying contractors and suppliers in accordance with agreed terms. Standard payment terms are agreed in writing before work commences. The company shall not:

Delay payment unreasonably or withhold sums due without genuine contractual justification.

Demand excessive upfront deposits without commensurate work being undertaken.

Impose unreasonable contract terms that shift inappropriate risk to the contractor.

Request work to be undertaken "on spec" without clear agreement and compensation.

3.3 Health and Safety Standards for Contractors

All contractors undertaking work for Riverview Property Services LTD must comply with applicable health and safety law. Where work is undertaken within occupied properties,

contractors must:

Behave professionally and respectfully towards residents.

Explain the work to be undertaken and any disruption caused.

Minimise disruption and maintain property security.

Leave the property clean and tidy upon completion of work.

Provide appropriate certification upon completion, such as gas safety records or electrical installation reports where applicable.

3.4 Conduct and Behaviour Standards

Contractors are expected to conduct themselves professionally and to respect the dignity and privacy of residents and other parties. Any contractor who demonstrates discriminatory behaviour, harassment, or inappropriate conduct towards residents, employees, or other contractors will be removed from the approved contractor list.

Riverview Property Services LTD maintains a record of complaints about contractor conduct and will investigate any allegations thoroughly. Contractors are expected to cooperate with such investigations and to implement corrective action where required.

4. Review

This policy shall be reviewed annually or where legislative changes require immediate revision. The review shall consider:

Any complaints or concerns raised relating to ethical conduct.

Feedback from employees, contractors, and tenants regarding ethical practices.

Changes in applicable legislation or regulatory guidance.

Industry best practice in property services and ethical trading.

The effectiveness of mechanisms for identifying and addressing ethical issues.

Following each review, any updates shall be communicated to all employees and key contractors. This policy remains in force until superseded by an updated version, at which point all previous versions shall be archived.

© 2026 Riverview Property Services LTD. All Rights Reserved.