

ETHICAL TRADING POLICY

Organisation: Riverview Property Services LTD

Membership No: PENDING

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Riverview Property Services LTD

31 High Street, Ryde, Isle of Wight, PO33 2HW

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1. Introduction

Riverview Property Services Ltd is committed to conducting business in an ethical and responsible manner. This Ethical Trading Policy sets out the principles and standards that govern how we operate as a commercial building, property maintenance and refurbishment services provider based on the Isle of Wight.

As an SME employing 18 staff members and working with a network of local suppliers and subcontractors, we recognise that our business decisions have implications for our employees, supply chain partners, customers, and the wider community in which we operate. This policy reflects our commitment to upholding high ethical standards across all aspects of our business activities.

Our approach to ethical trading is pragmatic and proportionate to our size and sector. We focus on areas where we can make a meaningful difference, including fair treatment of employees, responsible procurement practices, honest dealings with customers and partners, compliance with applicable legislation, and respect for health and safety standards.

This policy applies to all employees, directors, contractors, and subcontractors engaged by Riverview Property Services Ltd. Compliance with this policy is a condition of engagement with our organisation.

2. Ethical Principles

2.1 Fair Employment Practices

We are committed to providing fair treatment and appropriate terms of employment to all staff members. Our employees are entitled to work in an environment that is free from discrimination, harassment, and bullying based on protected characteristics including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

All remuneration is paid in accordance with the National Living Wage and National Minimum Wage regulations as applicable. We maintain transparent communication regarding pay scales, benefits, and terms of employment.

We provide safe working conditions and invest in appropriate training and development opportunities for all team members. Where employees raise concerns regarding working conditions, treatment, or any other employment matter, we ensure that these are handled fairly and confidentially through our grievance procedures.

2.2 Responsible Supply Chain Management

Riverview Property Services Ltd works with local suppliers and subcontractors to deliver our building, maintenance, and refurbishment services. We expect all partners in our supply chain to adhere to high standards of conduct and compliance.

We prioritise working with local suppliers where this is practical and represents good value for money and quality. By supporting local businesses, we contribute positively to the Isle of Wight economy and reduce environmental impacts associated with transportation.

Before engaging new suppliers or subcontractors, we conduct due diligence to verify that they operate legally and ethically. This includes confirming that they comply with employment law, health and safety legislation, and tax obligations. We maintain records of this verification

process.

2.3 Honest Business Dealings

All communications with customers, partners, and stakeholders are conducted with honesty and transparency. We provide accurate information regarding our services, timescales, costs, and capabilities. We do not engage in misleading marketing or misrepresent the scope or quality of work undertaken.

Where errors or issues arise during project delivery, we communicate promptly and work constructively to resolve matters fairly. We respect contractual obligations and fulfil our commitments to customers and partners.

2.4 Compliance with Applicable Law

We comply with all applicable legislation including the Health and Safety at Work etc. Act 1974, Environmental Protection Act 1990, Building Regulations, Equality Act 2010, Employment Rights Act 1996, Data Protection Act 2018, and all other relevant UK legislation.

Health and safety is non negotiable. All staff and subcontractors are required to follow proper safety procedures, use appropriate personal protective equipment, and report hazards or incidents promptly. We maintain appropriate insurance and certifications relevant to our sector.

2.5 Environmental Responsibility

We recognise the importance of minimising environmental impact in our operations. We aim to waste management best practice, recycle materials where possible, and consider environmental implications when selecting suppliers and materials.

Our property maintenance and refurbishment services are delivered in ways that minimise disruption to clients and communities. We manage noise, dust, and other potential nuisances responsibly.

2.6 Anti Corruption and Bribery

Riverview Property Services Ltd operates to the highest standards of integrity. We do not offer, promise, or provide any bribe, inducement, or improper benefit to customers, suppliers, public officials, or any other party to obtain advantage in business dealings.

All employees and contractors are expected to report any attempts at bribery or corruption to management immediately.

2.7 Data Protection and Privacy

We respect the privacy of employees, customers, and suppliers. Personal data is collected, processed, and stored in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation. We maintain appropriate security measures to protect personal information from unauthorised access or loss.

3. Supplier Standards

3.1 Supplier Code of Conduct

All suppliers and subcontractors engaged by Riverview Property Services Ltd are required to comply with the following standards:

(a) Employment: Suppliers must comply with all relevant employment law including the National Minimum Wage Act 1998 and Equality Act 2010. All workers must be treated fairly, and forced labour or child labour must never be used.

(b) Health and Safety: Suppliers must comply with health and safety legislation and maintain safe working practices. Any incidents or hazards must be reported promptly.

(c) Environmental: Suppliers should take reasonable steps to minimise environmental impact in their operations.

(d) Legal Compliance: All suppliers must operate lawfully, maintain appropriate registrations and certifications, pay taxes, and comply with all applicable legislation.

(e) Honest Dealing: All communications and representations must be honest and accurate.

3.2 Procurement Process

When sourcing suppliers and subcontractors, we consider quality, price, and ethical factors.

Where appropriate, we seek multiple quotations to ensure competitive pricing and reduce dependency on any single supplier.

For significant contracts, we include specific clauses in contract terms requiring compliance with this policy and relevant legislation. We reserve the right to audit or inspect supplier operations where this is proportionate and relevant.

3.3 Payment Terms and Practices

We aim to pay suppliers promptly in accordance with agreed terms. We do not use payment delays as a cash flow management tool. For subcontractors, we ensure that payment terms are clear and agreed in advance.

3.4 Raising Concerns

Suppliers or subcontractors who identify non compliance with this policy, or any illegal activity, may raise concerns with the management team at Riverview Property Services Ltd. We are committed to taking concerns seriously and investigating them fairly.

4. Review

4.1 Policy Review

This policy will be reviewed annually on 31 July or sooner if significant changes to legislation, business operations, or circumstances warrant earlier review.

The review will consider whether the policy remains effective, relevant, and practical for our operations, and whether any incidents or concerns have highlighted areas for improvement.

4.2 Implementation and Communication

This policy is communicated to all employees and incorporated into induction and training processes. Key suppliers and subcontractors are made aware of our ethical standards and the expectations placed upon them.

4.3 Responsibility

The Managing Director holds responsibility for ensuring this policy is implemented, monitored, and maintained. All employees are responsible for understanding and complying with this policy.

4.4 Queries and Concerns

Employees, suppliers, or other stakeholders with questions regarding this policy or concerns about ethical conduct should contact the management team at Riverview Property Services Ltd.

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