GOVERNANCE AND RESPONSIBILITY POLICY

Organisation: Riverview Property Services LTD **Membership No: PENDING**

GOVERNANCE AND RESPONSIBILITY POLICY

Riverview Property Services Ltd
21 High Street, Ryde, Isle of Wight, PO33 2HW

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1. Introduction

Riverview Property Services Ltd is an Isle of Wight based small to medium sized enterprise specialising in commercial building, property maintenance, and refurbishment services. The company operates with a workforce of 18 employees and maintains relationships with a network of local suppliers and subcontractors across the Isle of Wight and surrounding regions.

This Governance and Responsibility Policy establishes the framework through which Riverview Property Services Ltd conducts its business affairs, manages risks, and ensures accountability across all operational activities. The policy applies to all employees, contractors, suppliers, and any party acting on behalf of the company.

The purpose of this policy is to:

• Establish clear lines of responsibility and authority within the organisation
• Define decision making processes and escalation procedures
• Ensure compliance with all relevant UK legislation and regulations applicable to the property

services sector
• Promote ethical business conduct and professional standards
• Manage risks associated with health and safety, environmental protection, and employment practices
• Maintain transparency in dealings with clients, suppliers, and regulatory bodies
• Protect the reputation and sustainability of the business

Riverview Property Services Ltd recognises that good governance is essential to sustainable business performance. This policy reflects the company's commitment to responsible business practice and its accountability to employees, clients, suppliers, and the broader community within which it operates.

2. Governance Structure

2.1 Ownership and Overall Responsibility

Riverview Property Services Ltd operates under the ownership and strategic direction of the Managing Director, who holds ultimate responsibility for the implementation and effectiveness of this governance policy. The Managing Director is accountable to the company's shareholders and to all regulatory bodies with whom the company has obligations.

2.2 Organisational Structure

The company operates with the following core leadership functions:

Managing Director: Responsible for overall strategic direction, financial management, legal compliance, and final decision making authority on matters of significant consequence to the business.

Operations Manager: Responsible for day to day management of projects, coordination of work teams, scheduling of maintenance and refurbishment contracts, and supervision of all field based activities.

Finance Officer: Responsible for financial administration, invoicing, accounts management, payroll processing, tax compliance, and maintenance of financial records.

Health and Safety Representative: Responsible for implementation of health and safety procedures, risk assessments, accident reporting, and liaison with the Health and Safety Executive where required.

All other employees have specific responsibilities within their defined roles. Clarity of role and responsibility is communicated through individual job descriptions, which are reviewed and updated as required.

2.3 Decision Making Authority

Decisions within Riverview Property Services Ltd are made according to the following framework:

Routine Operational Decisions: Made by relevant line managers and team leaders within the scope of their defined authority. These include day to day scheduling, resource allocation, and standard operational procedures.

Financial Decisions: Expenditure up to £2,000 may be authorised by the Operations Manager or Finance Officer. Expenditure between £2,000 and £10,000 requires approval from the Managing Director. Expenditure exceeding £10,000 or involving significant contractual commitments requires formal approval by the Managing Director, documented in writing.

Health, Safety and Compliance Decisions: All decisions affecting employee welfare, health and safety, or regulatory compliance are made in consultation with the Health and Safety Representative and the Managing Director. No cost saving or operational convenience overrides health and safety considerations.

Client Facing Decisions: All significant matters affecting client relationships, including disputes, contract variations, or quality concerns, are handled by the Operations Manager in consultation with the Managing Director as required.

Supplier and Subcontractor Matters: Selection of suppliers and subcontractors is the responsibility of the Operations Manager, subject to the company's supplier standards and vetting procedures. Changes to approved suppliers or significant new arrangements require Managing Director approval.

2.4 Roles and Responsibilities

The Managing Director:
• Sets strategic direction and oversees all governance matters
• Ensures legal and regulatory compliance across all business activities
• Approves significant financial commitments and investment decisions

• Maintains relationships with key clients and stakeholders
• Reports to shareholders on business performance and governance matters
• Ensures this policy is understood and implemented throughout the organisation

The Operations Manager:
• Manages day to day project delivery and team supervision
• Ensures compliance with project specifications and client requirements
• Implements health and safety procedures on all project sites
• Manages relationships with subcontractors and suppliers
• Reports on project status and any significant issues to the Managing Director
• Supports the Health and Safety Representative in implementing safety measures

The Finance Officer:
• Maintains accurate financial records and accounts
• Ensures timely invoicing and payment collection
• Manages payroll and employee tax obligations
• Prepares financial reports for management review
• Maintains compliance with tax and accounting regulations
• Reports on financial performance to the Managing Director

The Health and Safety Representative:
• Conducts risk assessments for all project types and locations
• Implements and monitors health and safety procedures
• Investigates accidents and incidents
• Maintains health and safety records and documentation
• Provides training and guidance to all employees on safety matters
• Escalates safety concerns to the Managing Director immediately

All Employees:
• Follow company policies and procedures in their work
• Report hazards, safety concerns, or breaches of policy to their line manager
• Comply with legal obligations including health and safety regulations
• Treat clients, colleagues, and suppliers with professionalism and respect
• Maintain confidentiality of sensitive business information
• Raise concerns through appropriate channels without fear of retaliation

3. Accountability

3.1 Client Accountability

Riverview Property Services Ltd maintains accountability to its clients through the following mechanisms:

Clear Contractual Terms: All work is undertaken under written contracts which specify scope, timescale, quality standards, and pricing. Contracts are reviewed by the Managing Director before signature.

Quality Standards: Work is performed to appropriate standards relevant to the property services sector. The Operations Manager conducts quality checks during and upon completion of all projects.

Communication: Regular communication with clients is maintained throughout project delivery. The Operations Manager is the primary point of contact for all client matters.

Complaints Procedure: Clients with concerns or complaints are directed to the Operations Manager initially. Unresolved matters are escalated to the Managing Director for resolution.

Professional Insurance: The company maintains appropriate professional indemnity insurance and public liability insurance, which are kept current and reviewed annually.

3.2 Employee Accountability

Riverview Property Services Ltd maintains accountability to its employees through:

Clear Employment Contracts: All employees receive written contracts setting out terms of employment, responsibilities, remuneration, and key policies.

Pay and Conditions: Employees are paid promptly and in accordance with their contracts. The Finance Officer maintains detailed payroll records.

Health and Safety: The company provides a safe working environment and implements all relevant health and safety regulations. Employees are trained on safety matters relevant to their role.

Grievance and Disciplinary Procedures: Employees with concerns have access to formal procedures for raising grievances. Disciplinary matters are handled fairly and transparently.

Performance Review: Employees receive regular feedback on performance and have opportunities for professional development.

3.3 Regulatory and Legal Accountability

The company maintains accountability to regulatory and legal requirements through:

Statutory Compliance: All legal obligations under UK company law, employment law, health and safety law, tax law, and environmental regulations are identified and implemented.

Insurance Compliance: Professional indemnity, public liability, and employers' liability insurance policies are maintained at appropriate levels.

Tax Compliance: The Finance Officer ensures all PAYE, National Insurance, VAT, and corporation tax obligations are met on time.

Building Regulations and Planning: Where projects involve building work, compliance with Building Regulations and Planning requirements is ensured. Professional advice is sought where necessary.

Subcontractor Vetting: All subcontractors and suppliers are vetted for appropriate insurance, qualifications, and compliance before engagement.

3.4 Supplier and Subcontractor Accountability

The company maintains accountability standards for its supply chain:

Supplier Selection: Suppliers and subcontractors are selected based on quality, reliability, cost, and compliance with standards.

Contract Terms: Agreements with suppliers and subcontractors include clear terms regarding quality, timescale, insurance, and compliance with health and safety requirements.

Ongoing Monitoring: The Operations Manager monitors supplier and subcontractor performance against contractual requirements.

Issue Resolution: Performance issues are addressed promptly. Serious non compliance may result in termination of the business relationship.

4. Monitoring and Review

4.1 Management Review and Reporting

The Managing Director conducts regular reviews of business operations to ensure this governance policy is being effectively implemented:

Monthly Reviews: The Managing Director meets with the Operations Manager and Finance Officer to review project progress, financial position, safety performance, and any significant issues.

Quarterly Review: A more comprehensive review is conducted quarterly, examining trends in performance, financial results, project quality, and any matters requiring strategic attention.

Annual Review: An annual comprehensive review assesses overall governance effectiveness, compliance with all obligations, financial performance, and any necessary policy updates.

4.2 Health and Safety Monitoring

Health and safety performance is monitored through:

Site Inspections: The Health and Safety Representative conducts inspections of active project sites to ensure compliance with safety procedures.

Accident and Incident Recording: All accidents, incidents, and near misses are recorded and analysed to identify patterns or systemic issues.

Risk Assessments: Risk assessments are conducted for all project types and locations, with controls implemented to manage identified risks.

Induction and Training: All new employees receive health and safety induction training. Ongoing training is provided as required.

Regulatory Liaison: The company maintains appropriate communication with the Health and Safety Executive and responds promptly to any enquiries or enforcement action.

4.3 Financial and Compliance Monitoring

Financial controls and compliance are monitored through:

Bank Reconciliation: Monthly bank reconciliation is performed to ensure accuracy of financial records.

Expense Control: All expenditure is authorised according to the decision making framework set out in this policy.

Accounts Review: Annual accounts are prepared in accordance with accounting standards and company law requirements.

Tax Compliance: Tax obligations are reviewed and managed to ensure timely payment and regulatory compliance.

Insurance Review: Insurance policies are reviewed annually to ensure appropriate cover for the company's activities.

4.4 Policy Review and Updates

This Governance and Responsibility Policy is reviewed annually, with the next formal review scheduled for 31/07/2027. Reviews may be brought forward if:

Significant changes to the business occur, such as expansion of operations or changes in ownership
Legislative or regulatory changes require policy updates
Governance failures or breaches are identified
The Managing Director determines that updates are necessary

This policy is communicated to all employees and is available for reference. All employees are expected to understand and comply with the provisions of this policy in their work.