

WORKFORCE AND WELLBEING POLICY

Organisation: Riverview Property Services LTD

Membership No: PENDING

Riverview Property Services LTD

Workforce and Wellbeing Policy

Effective Date: 01/10/2026

Review Date: 01/10/2027

Document Prepared By: UKRBA

1. Introduction

Riverview Property Services LTD (hereafter referred to as "the Company") is committed to fostering a supportive, safe, and inclusive working environment for all employees and contractors. This Workforce and Wellbeing Policy establishes the Company's commitment to protecting the physical, mental, and emotional health of our team members across all operations in residential and commercial property management, lettings, maintenance and repairs, and grounds care.

The Company recognises that the wellbeing of our workforce is fundamental to delivering high quality service to our clients, tenants, and landlords. Our employees and contractors work across diverse locations including residential properties, commercial buildings, and external sites where grounds care is performed. Many roles involve field based work, interaction with tenants and landlords, and exposure to varying environmental conditions. The nature of our property services operations creates specific health and safety considerations that this policy addresses.

This policy applies to all employees, contractors, agency workers, and temporary staff working on behalf of Riverview Property Services LTD. It sets out our expectations,

commitments, and practical frameworks for supporting workforce wellbeing across all levels of the organisation.

2. Wellbeing Approach

2.1 Core Principles

The Company operates on the following core principles:

Riverview Property Services LTD will provide a working environment that protects the health, safety, and wellbeing of all workforce members. We acknowledge that wellbeing encompasses physical health, mental health, job satisfaction, fair employment practices, and safe working conditions. The Company will make reasonable adjustments to support employees with disabilities, health conditions, or personal circumstances that may impact their ability to work safely and effectively.

We recognise that our workforce includes field based workers who visit tenant properties and commercial sites, office based staff managing lettings and administration, and external contractors including trades people and grounds care specialists. Each group faces different wellbeing considerations, and support will be tailored to these different working contexts.

2.2 Health and Safety Standards

All employees and contractors must work in compliance with the Health and Safety at Work etc. Act 1974 and relevant UK legislation including the Management of Health and Safety at Work Regulations 2015. The Company conducts regular risk assessments for all roles, with particular attention to:

Field based workers visiting tenant properties, including risks related to lone working, challenging tenant behaviour, unfamiliar environments, and varying property conditions. The Company provides all field based staff with personal safety training, communication protocols, and access to emergency support. Staff are trained to recognise safeguarding concerns and to report these appropriately.

Office based workers, including risks related to display screen equipment use, sedentary work, and workload management. The Company ensures ergonomic assessments are

available, encourages regular breaks from screens, and monitors workload distribution.

Grounds care contractors and maintenance specialists, including exposure to weather, manual handling, tools and equipment, and traffic risks. The Company ensures all contractors hold relevant qualifications, receive induction training, and have access to appropriate personal protective equipment.

2.3 Mental Health and Psychological Wellbeing

The Company recognises that mental health is as important as physical health. We acknowledge that property services work can be stressful due to demanding client expectations, time pressures, complaints handling, and exposure to difficult tenant situations.

All employees have access to confidential counselling services provided through our occupational health provider. The Company promotes an open culture where staff feel comfortable discussing mental health concerns without stigma. Line managers receive training in recognising signs of stress and mental ill health, and in supporting affected employees sensitively.

The Company implements reasonable workload management, including monitoring of excessive working hours, realistic scheduling, and ensuring staff have adequate rest between shifts. We recognise that some roles require flexibility and respond to emergencies, and we ensure appropriate compensation and recovery time is provided.

Staff experiencing bereavement, personal crisis, or other significant life events are supported through flexible working arrangements, temporary adjustments to duties, and access to counselling services.

2.4 Fair Employment Practices

Riverview Property Services LTD is committed to fair, equal, and ethical employment practices. All employees and contractors are treated with respect and dignity, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

The Company operates transparent recruitment and promotion practices, with opportunities for career development communicated openly to all staff. Pay and benefits are reviewed annually to ensure fairness and market competitiveness.

Discrimination, harassment, and bullying in any form are not tolerated. All staff and contractors have access to a confidential grievance procedure to raise concerns. The Company investigates all complaints fairly and takes appropriate action to protect individuals and maintain a respectful workplace.

2.5 Flexible Working and Work Life Balance

The Company recognises that balancing work and personal life is essential for wellbeing. Where operationally feasible, the Company considers flexible working requests sympathetically and in compliance with employment law.

Office based staff may discuss flexible hours, compressed working weeks, or remote working arrangements with their line manager, subject to business needs. Field based staff are scheduled with consideration for work life balance, and excessive overtime is managed carefully.

The Company respects staff entitlements to annual leave, statutory days off, and rest breaks. Staff are encouraged to take their full annual leave entitlement and to use it for genuine rest and recuperation.

3. Support Systems

3.1 Occupational Health Services

All employees have access to occupational health support provided through our contracted occupational health provider. This includes health assessments, advice on workplace adjustments, and confidential counselling services.

New employees are encouraged to complete a health questionnaire to identify any health conditions, disabilities, or adjustments needed to support their work. This information is held confidentially and used only to ensure appropriate support is in place.

Employees who experience illness, injury, or health conditions are supported through a fair and supportive return to work process. Occupational health professionals assess fitness to work, recommend reasonable adjustments, and monitor progress.

3.2 Absence Management and Support

The Company operates a fair and supportive absence management policy. Short term absences due to minor illness are managed sympathetically without excessive scrutiny. Where absences are frequent or prolonged, the Company works with the employee and occupational health services to identify causes and provide appropriate support.

Statutory sick pay is provided in accordance with UK law. Employees absent for more than seven consecutive days are required to provide medical certification, either through a fit note or occupational health assessment.

The Company recognises that some conditions require episodic or intermittent absences. Employees with long term health conditions, disabilities, or recurring health issues are supported through reasonable adjustments, flexible working, or phased return to work arrangements as appropriate.

3.3 Training and Development

The Company invests in staff training and development as part of commitment to employee wellbeing and job satisfaction. Training includes mandatory health and safety training for all roles, safeguarding training for field based staff, and mental health awareness training for line managers.

All employees have access to induction training covering Company policies, health and safety procedures, emergency protocols, and role specific training. Field based staff receive specific training in lone working, personal safety, and communication with tenants.

Line managers receive training in people management, mental health awareness, and fair handling of performance and conduct issues. This ensures managers are equipped to support their team members and to recognise when additional support may be needed.

3.4 Contractor Wellbeing and Standards

The Company works with external contractors including trades people and grounds care specialists. We extend our wellbeing principles to all contractors working on our behalf.

All contractors are selected based on their professional standards, qualifications, and commitment to health and safety. Contractors are required to hold appropriate insurance, qualifications, and training relevant to their work. The Company conducts background checks

on contractors with access to sensitive situations.

Contractors are expected to work in accordance with UK health and safety legislation, to wear appropriate personal protective equipment, and to follow Company protocols. The Company provides contractor induction training and ongoing support.

Contractors are treated fairly and paid promptly. Where contractors are injured or experience difficulties whilst working for the Company, we ensure they have access to appropriate support and that incidents are investigated and reported properly.

3.5 Communication and Consultation

Regular communication with staff is essential for understanding wellbeing needs and identifying concerns. The Company conducts annual staff surveys to gather feedback on working conditions, support provision, and areas for improvement.

Line managers hold regular one to one meetings with team members to discuss workload, performance, personal circumstances, and any support needed. Staff are encouraged to raise concerns, ideas, and feedback openly.

The Company maintains an open door policy where staff can approach senior management with concerns or suggestions. Confidentiality is maintained for sensitive matters.

3.6 Safeguarding and Tenant Relations

Given that our field based staff work in tenant properties and interact regularly with diverse tenants, the Company has robust safeguarding procedures in place.

All staff are trained to recognise signs of abuse, neglect, or exploitation affecting tenants or other vulnerable individuals. Staff have clear procedures for reporting safeguarding concerns to appropriate authorities, including local authority safeguarding teams or the police where necessary.

The Company expects staff to maintain professional boundaries and to treat all tenants with respect, regardless of personal differences or difficult behaviour. Where tenants display abusive or threatening behaviour towards staff, the Company supports the affected employee and takes appropriate action to prevent recurrence.

Staff reporting genuine safeguarding concerns are protected from retaliation or dismissal.

The Company takes safeguarding responsibilities seriously and cooperates fully with investigations by external agencies.

4. Review

This policy will be reviewed on 01/10/2027 or earlier if significant operational changes occur. The review will consider feedback from staff surveys, changes in legislation, incidents or concerns raised, and evolving best practice in workforce wellbeing.

All employees will be notified of any updates to this policy. The updated policy will be made available to all staff and will be included in induction training for new employees.

The Company remains committed to continuous improvement in supporting the wellbeing of our workforce and to maintaining a safe, respectful, and inclusive working environment across all areas of Riverview Property Services LTD operations.

© 2026 Riverview Property Services LTD. All Rights Reserved.