

WORKFORCE AND WELLBEING POLICY

Organisation: Riverview Property Services LTD

Membership No: PENDING

Workforce and Wellbeing Policy

Riverview Property Services Ltd

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Document Prepared By: UKRBA

1. Introduction

Riverview Property Services Ltd is committed to fostering a workplace culture that prioritises the health, safety, and wellbeing of all employees. Based in Ryde on the Isle of Wight, we operate across the commercial building, property maintenance, and refurbishment sectors, where the physical and mental demands of our work require a structured approach to workforce support.

This policy sets out our commitment to providing a safe, respectful, and supportive working environment for all 18 members of our team. It recognises that employee wellbeing directly impacts productivity, retention, job satisfaction, and our reputation as a responsible local employer. The policy applies to all employees, regardless of contract type or working arrangement, and extends to our engagement with subcontractors and suppliers insofar as we encourage them to adopt similar standards.

Our objective is to establish clear systems and procedures that support employee physical health, mental wellbeing, and professional development, whilst ensuring compliance with

relevant UK employment law and health and safety regulations.

2. Wellbeing Approach

2.1 Commitment to Health and Safety

As a business operating in the construction and property maintenance sector, we recognise that our employees work in physically demanding environments. We are committed to meeting all obligations under the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999.

All site operations are managed in accordance with the Construction (Design and Management) Regulations 2015. We conduct regular risk assessments, provide appropriate personal protective equipment, and ensure that all staff receive mandatory health and safety induction training before commencing work. Accident reporting, incident investigation, and remedial action form part of our ongoing commitment to preventing workplace injury.

Our Managing Director holds overall responsibility for health and safety governance. Site supervisors are designated as responsible persons for on site safety compliance, with authority to stop work immediately if unsafe practices are identified.

2.2 Mental Health and Emotional Wellbeing

We recognise that mental health is as important as physical health. The nature of our work, which includes project based deadlines, weather dependent scheduling, and physically challenging conditions, can contribute to stress. We are committed to creating a supportive culture in which employees feel able to discuss wellbeing concerns without fear of discrimination or stigma.

Line managers receive basic mental health awareness training to help them identify signs of stress or emotional distress in their teams. Employees are encouraged to speak confidentially with their line manager or directly with our Managing Director if they are experiencing difficulties. We maintain a confidential approach to such conversations and treat all disclosures with appropriate sensitivity.

We maintain contact details for relevant support services, including the NHS Every Mind

Matters digital tool, Mind, and the Samaritans, which are made available to all staff. Where an employee is experiencing significant mental health challenges, we will work with them to explore flexible working arrangements, temporary workload adjustments, or signposting to professional support services.

2.3 Work Life Balance

We recognise that sustainable employee wellbeing requires appropriate boundaries between work and personal time. Whilst our sector sometimes requires flexibility around project timescales and weather conditions, we are committed to avoiding unnecessary overwork.

Working hours are clearly set out in individual contracts of employment. Employees working additional hours for project completion are entitled to time off in lieu or, where contractually agreed, additional remuneration. We do not expect employees to routinely work beyond contracted hours.

Remote working is available where operationally feasible, particularly for administrative and management staff. This allows flexibility that supports parents, carers, and those with transportation challenges. Site based roles are scheduled to align with daylight hours where possible, reducing fatigue associated with early starts during winter months.

2.4 Equality, Diversity, and Inclusion

Riverview Property Services Ltd is an equal opportunities employer. We do not discriminate on grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

We are committed to creating an inclusive workplace in which all employees feel valued and respected. Our recruitment, promotion, and development practices are designed to be fair and merit based. Where employees have declared disabilities, we will make reasonable adjustments to support their ability to perform their role effectively. This may include modified equipment, schedule adjustments, or enhanced support during periods of change.

We have zero tolerance for bullying, harassment, or discrimination. Employees who experience or witness such behaviour are encouraged to report concerns to their line manager or Managing Director. All complaints will be taken seriously, investigated thoroughly, and handled confidentially where possible. Disciplinary action, up to and including dismissal, will be taken against employees who engage in harassment or discrimination.

3. Support Systems

3.1 Employee Assistance and Occupational Health

All employees have access to occupational health support. Where an employee is absent due to illness, we may request an occupational health assessment to understand support needs and facilitate return to work.

We recognise that some employees may be managing long term health conditions, including musculoskeletal issues common in our sector. Where an employee has a disability or health condition, we will work with them to identify reasonable adjustments and, where necessary, specialist support.

3.2 Absence Management and Return to Work

Employees who are unwell are encouraged to report absence as soon as practicable on their first day of absence. Line managers maintain contact with absent employees during extended absence to ensure they are supported and to discuss return to work plans.

Absences due to minor acute illness typically require notification to the line manager. Where absence exceeds three consecutive days, we may request medical certification. Persistent short term absence patterns will be discussed with the employee to identify any underlying support needs or concerns.

Where an employee has been absent due to serious illness or injury, we will conduct a formal return to work meeting before they resume full duties. This meeting will address any reasonable adjustments needed, any modified duties during a phased return, and confirmation of support available.

3.3 Flexible Working

Employees are entitled to request flexible working arrangements under the Employment Rights Act 1996 (as amended). Requests should be submitted in writing to the Managing Director and will be considered carefully alongside operational requirements.

Flexible arrangements might include adjusted start and finish times, part time working,

compressed hours, or homeworking where operationally feasible. All requests will be reviewed fairly and decisions will be communicated in writing with reasons where a request cannot be accommodated.

3.4 Professional Development and Training

We recognise that investment in employee development supports both individual wellbeing and business resilience. All employees are supported to develop relevant skills and qualifications appropriate to their role.

We provide induction training to all new employees, including health and safety, company procedures, and role specific requirements. Ongoing professional development opportunities are discussed during one to one meetings with line managers and included where possible in annual planning.

Employees with site based roles are supported to complete relevant qualifications, including CSCS card certification, CITB courses, and specialist technical qualifications. Administrative and management staff are encouraged to develop business relevant skills, including IT competency, project management, and leadership capabilities.

3.5 Pay and Remuneration

We are committed to paying fair wages. All employees are paid at least the National Living Wage as set by the Office for National Statistics, and many receive wages significantly above this threshold reflective of their skills and experience.

Pay is reviewed annually, with consideration given to inflation, role responsibilities, performance, and market rates. We aim to ensure that employees can cover living costs comfortably and are not placed under undue financial stress.

3.6 Communication and Engagement

Open communication is fundamental to a supportive workplace. We encourage regular dialogue between employees and line managers through informal check ins and formal quarterly one to one meetings. These conversations allow us to understand employee concerns, support needs, and career aspirations.

We maintain a staff WhatsApp group for informal communication and team announcements. Formal communications regarding policy changes or business updates are shared via email

and discussed during team meetings. All employees have opportunity to raise questions or concerns.

4. Review

This policy will be reviewed annually on 31/07/2027 to ensure continued relevance and effectiveness. Review will involve consultation with employees to gather feedback on support systems and identify any gaps or improvements needed.

Any significant changes to working practices, employment law, or business operations will trigger a review of relevant policy sections. Policy updates will be communicated to all employees in writing.

Responsibility for Implementation: Our Managing Director holds overall responsibility for implementation of this policy. Line managers are responsible for ensuring their teams understand the policy and for supporting employees in accessing relevant support.

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