

Crystal Health Group Policy

Health & Safety Policy

 CRYSTAL Health Group	Document name	Version
	Health & Safety Policy	v11.07.26

1. Purpose

Crystal Health Group is committed to providing and maintaining a safe, healthy and legally compliant working environment for employees, contractors, visitors and clients. This policy sets out the Company's approach to meeting its duties under the Health and Safety at Work etc. Act 1974, associated regulations and recognised good practice.

2. Scope

This policy applies to all business activities undertaken by Crystal Health Group, including work carried out at:

- The Old Chapel, 53 Peel Street, Eccles, Manchester.
- Client premises.
- Contractor clinic premises.

It also applies to employees working remotely, off-site or alone, as detailed within the Company's Lone Working Policy and Flexible Working Policy.

3. Responsibilities

- **Company Directors** – approve the policy, ensure suitable health and safety arrangements are in place and provide adequate resources to meet legal obligations.
- **Operations Director** – oversees the day-to-day implementation of this policy, ensures appropriate training is provided and monitors compliance.
- **Employees, contractors and visitors** – take reasonable care of their own health and safety and that of others, comply with this policy and report hazards, incidents and near misses promptly.

4. Policy

Crystal Health Group will:

- Provide and maintain safe working environments and equipment.
- Identify and control hazards through regular risk assessments.
- Train employees and contractors appropriately.
- Investigate all accidents, incidents and near misses.
- Consult with employees on health and safety matters.
- Promote continual improvement throughout its health and safety management arrangements.

The following areas form part of Crystal Health Group's health and safety arrangements.

4.1 Smoking and Vaping

Smoking is strictly prohibited in all Crystal Health Group premises and vehicles, as well as outside entrances or windows.

Vaping is permitted within general office areas (including individual desks) provided it does

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not cause disruption or discomfort to others.

Vaping is prohibited in:

- Clinical and sample collection areas.
- Meeting rooms.
- Client-facing areas.
- Toilets.
- Kitchen and food preparation areas.

Appropriate signage is displayed throughout the premises. These arrangements are subject to periodic review by the Directors. Support is available for employees wishing to stop smoking or vaping.

4.2 Lone and Off-Site Working

All lone working activities must be undertaken in accordance with the Crystal Health Group Lone Worker Policy.

This includes:

- Planning and recording lone working activities in company systems where appropriate.
- Completion of suitable risk assessments (including CRA02 – Sample Collection Activities and CRA04 – Handling of Biological Fluids where applicable).
- Following reporting and escalation procedures.
- Taking reasonable care of personal safety and leaving any situation where an individual feels unsafe.
- Using the designated business hours or out-of-hours contact arrangements where required.

Remote and hybrid office working is managed in accordance with the Flexible Working Policy and associated workstation and risk assessment requirements.

4.3 Equality and Disability Confidence

Crystal Health Group is a Disability Confident Employer and is committed to the principles of the Equality Act 2010.

Health and safety arrangements are designed to be inclusive and do not make assumptions based on personal characteristics. Where appropriate, reasonable adjustments will be implemented following individual assessment, including where pregnancy, disability or neurodiversity may affect health and safety arrangements.

4.4 Fire Safety

Fire risk assessments are undertaken regularly.

Employees receive instruction in fire evacuation procedures and the safe use of fire extinguishers where appropriate.

Servicing and maintenance of fire safety systems and gas installations is undertaken by suitably qualified contractors, with appropriate records maintained.

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4.5 First Aid and Accident Reporting

Crystal Health Group maintains:

- Fully stocked first aid kits.
- Accident reporting arrangements.
- Trained first aid personnel.
- Clearly displayed emergency contact information.

Where required, incidents will be reported in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

4.6 Stress and Mental Health

Crystal Health Group recognises the impact that stress may have on employee wellbeing.

Open communication is encouraged and managers are expected to support employees who may be experiencing work-related stress or other wellbeing concerns

Bullying and harassment are not tolerated.

4.7 Display Screen Equipment (DSE)

Suitable workstation assessments are undertaken for all relevant employees.

Crystal Health Group promotes good workstation ergonomics and provides eye tests where required in accordance with current Health and Safety Executive guidance.

4.8 Manual Handling

The risk of manual handling injuries is reduced through:

- Appropriate task design.
- Manual handling training.
- Team lifting where necessary.
- Use of suitable equipment where appropriate.

Manual handling arrangements are monitored by line managers.

4.9 Driving at Work

Employees who drive on Company business must comply with Crystal Health Group's safe driving procedures.

Risk assessments include consideration of:

- Driver fatigue.
- Mobile phone use.
- Vehicle safety.
- Journey planning where appropriate.

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4.10 Insurance Compliance

Crystal Health Group maintains valid Employers' Liability Insurance in accordance with the Employers' Liability (Compulsory Insurance) Act 1969 and associated regulations.

The current Employers' Liability Insurance Certificate is displayed at the Company's premises and retained by the Directors. Copies are available upon request.

5. Version Control

Previous Version	Changes	Last Effective Date	Reviewed and authorised by:
v10.07.25	Annual review and transfer to new Word policy template. No material policy changes. Removed duplicated Insurance Compliance section and reformatted document.	22/07/2026	John McChrystal
v09.11.24	Full review: vaping, lone working, equality, scope, modernisation.	02/07/2025	John McChrystal
v08.11.23	Update to insurance details.	19/11/2024	John McChrystal
v07.11.22	Update to insurance details.	07/11/2023	John McChrystal
v06.11.21	Update to insurance details.	24/11/2022	John McChrystal
v05.11.20	Update to insurance details.	15/11/2021	John McChrystal
v04.04.20	Update to insurance details.	15/11/2020	John McChrystal
v03.04.19	Update to insurance details.	30/04/2019	John McChrystal
v02.04.18	Update to insurance details.	02/04/2019	John McChrystal
v01.07.17	Review and update to policy format.	04/04/2018	John McChrystal

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