


Crystal Health Group

Diversity and Equalities Policy

|  CRYSTAL Health Group | Document name | Version |
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| | Diversity and Equalities Policy | v03.06.25 |

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1. Purpose

This policy outlines Crystal Health Group's commitment to ensuring equality of opportunity and equal treatment for staff and customers in terms of employment and access to services, and to provide guidance on anti-discriminatory practice. This policy is non-contractual.

2. Scope

The policy applies to employees directly employed by Crystal Health Group, to contractors in terms of employment, and customers in terms of service provision. It applies to discrimination and equality of opportunity in respect of the 'protected characteristics' as defined in the Equality Act 2010:

- (a) Age
- (b) Disability
- (c) Race
- (d) Sex
- (e) Religion or belief
- (f) Gender reassignment
- (g) Marital status and civil partnership
- (h) Sexual orientation
- (i) Pregnancy and maternity

The policy applies across employment practices including Discipline, Grievance, Harassment and Complaints.

3. Responsible Person(s)

The Policy Author is responsible for:

- Accuracy, version control and review dates.
- Implementation, training and operational compliance of this Policy.
- Initiating Policy change requests.


The QA representative is responsible for:

- Ensuring adherence to company Policy standards for authoring, content and structure.
- Resolution of Quality Incident reports arising from noncompliance of this Policy or external complaints.

Trained personnel are responsible for complying with all aspects of this Policy.

4. Health & Safety

All tasks and activities associated with this Policy comply with Crystal Health Group's Health & Safety Policy.

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5.1 Policy

Crystal Health Group aims to:

- Promote equality of opportunity
- Celebrate and value diversity
- Eliminate unlawful discrimination

We are committed to a working environment where contributions and needs are valued. We will not tolerate inappropriate, violent or abusive behaviour.

Staff, contractors and customers will not be discriminated against on any grounds covered under the Equality Act 2010.

Types of discrimination covered include:

- Direct discrimination
- Indirect discrimination
- Associative discrimination
- Perceptive discrimination
- Harassment
- Third-party harassment
- Victimisation

5.2 Employment Practices

Crystal Health Group ensures no applicant or employee receives less favourable treatment or unjustified disadvantage. Employment practices will be reviewed to ensure compliance. Training opportunities will be advertised fairly.

Discrimination, abuse, harassment, victimisation or bullying are disciplinary offences and may constitute gross misconduct.

5.3 Crystal Health Group as Service Provider

We will ensure services are accessible, making adjustments for disabilities or other protected characteristics wherever practicable. Policies will be reviewed to avoid indirect discrimination.


5.4 Data Collection

We comply with GDPR. Data required to monitor equality will be collected where reasonable, proportionate and practical. Data will be anonymised and used for improvement purposes only.

5.5 Legislation

We will ensure non-discrimination under:

- Rehabilitation of Offenders Act 1974
- Employment Rights Act 1996
- Human Rights Act 1998
- Part-Time Workers Regulations 2000
- Fixed-Term Employees Regulations 2002
- Civil Partnership Act 2004
- Work and Families Act 2006
- Equality Act 2010

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- Public Sector Equality Duty (for public contracts where applicable)
- Any other relevant legislation

5.6 Equal Opportunities Policy Implementation:

1. Equal opportunities will be promoted in all aspects including management, recruitment, access and service provision.
2. Recruitment will:
 - Encourage applications from under-represented groups.
 - Use job descriptions/person specs valuing relevant experience.
 - Ensure only job-relevant factors are considered in selection.
 - Include a copy of this policy with application packs.

Employment practices will:

- Provide relevant training.
- Address discriminatory attitudes through disciplinary action.
- Support individual needs (e.g., carers, disabled staff).

5.7 Third Parties

Crystal Health Group will not discriminate in dealings with third parties and expects suppliers/partners to uphold similar values.

5.8 Training

All new employees receive induction on this policy. Ongoing equalities training will be provided annually and recorded in individual Training Records.

5.9 Review


Directors will monitor and evaluate the policy's effectiveness annually. Reviews will include input from relevant stakeholder groups.

5.10 Complaints and Sanctions

Complaints of discrimination will be taken seriously and addressed appropriately. External complaints will follow the Complaint Handling Policy. Internal complaints will follow Grievance and Disciplinary Policies. Complaints will be monitored annually.

5.11 Positive Action

Where lawful and justified, Crystal Health Group may take positive action to address under-representation or disadvantage among protected groups. Any such measures will be proportionate and evidence-based.

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6. Version Control

| Previous Version | Changes | Last Effective Date |
|------------------|---|---------------------|
| 02.04.18 | <ul style="list-style-type: none">Complete update to comply with current legislation and best practice. | 12/06/2025 |
| v01.07.17 | <ul style="list-style-type: none">Review and update to format of policy. | 04/04/2018 |
| NEW | <ul style="list-style-type: none">N/A | N/A |

7. Authorisation

Name John McChrystal Position Director

Signed  Date 21/05/2024

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