




Crystal Health Group

# Health & Safety Policy

 <b>CRYSTAL</b> Health Group	Document name	Version
	Health and Safety Policy	v10.07.25

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### 1. Purpose

This policy outlines Crystal Health Group's commitment to maintaining a safe, healthy, and legally compliant working environment for employees, contractors, visitors, and clients. It is designed to meet the requirements of the Health and Safety at Work etc. Act 1974, associated regulations, and industry best practice.

### 2. Scope

This policy applies to all business activities conducted by Crystal Health Group, including those at our head office (The Old Chapel, 53 Peel Street, Eccles, Manchester), at client sites, and at contractor clinic premises. It also covers all employees working remotely, off-site, or alone, as outlined in the company's Lone Working and Flexible Working Policies.

### 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. General Policy Statement

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 incidents and near misses
- Consult with staff on health and safety matters
- Promote continuous improvement across all health and safety systems

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## 5. Specific Safety Areas

### 5.1 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 in general office areas (including at individual desks) provided it does not disrupt or discomfort others.

Vaping is prohibited in:

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

Signage is displayed accordingly. These arrangements are subject to regular review by Directors. Support is available for those wishing to stop smoking or vaping.

### 5.2 Lone and Off-Site Working

All lone working must follow procedures in the Lone Working Policy, including:

- Risk assessments (e.g. CRA02 Sample Collection Activities)
- Check-in/check-out processes via out-of-hours contacts
- Emergency escalation protocols
- Use of secure, encrypted mobile devices
- Regular welfare checks during extended lone working

Remote and hybrid office working is governed by the Flexible Working Policy and includes risk assessments and equipment usage rules.

### 5.3 Equality and Disability Confidence

Crystal Health Group is a Disability Confident Employer and upholds the principles of the Equality Act 2010. We do not make assumptions based on personal characteristics, and all health and safety provisions are reviewed with inclusivity in mind. Where adjustments are required (e.g. pregnancy, disability, neurodiversity), they will be supported via individual assessments.

### 5.4 Fire Safety


Fire risk assessments are carried out regularly. Staff are trained in evacuation procedures and extinguisher use. Servicing of gas and fire systems is managed via registered professionals. Records are maintained.

### 5.5 First Aid and Accident Reporting

We maintain fully stocked first aid kits, accident books, and a trained first aider on-site. Emergency response contact information is clearly displayed. RIDDOR reporting is completed when applicable.

### 5.6 Stress and Mental Health

Crystal Health Group recognises the impact of stress on employee wellbeing. Open communication is encouraged, and all managers are trained in recognising and addressing signs of workplace stress. Bullying and harassment are not tolerated.

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### 5.7 Display Screen Equipment (DSE)

Annual workstation risk assessments are conducted for all relevant staff. We ensure proper screen ergonomics and offer eye tests in line with HSE guidance.

### 5.8 Manual Handling

Risk of injury is minimised through task design, training, team lifting where needed, and appropriate equipment. All manual handling protocols are detailed in training and checked periodically by line managers.

### 5.9 Driving at Work

Employees who drive for work must follow our safe driving procedures and be included in relevant risk registers. Fatigue, mobile phone use, and vehicle safety are key areas covered in training and audits.

### 5.10 Insurance Compliance

Crystal Health Group maintains valid Employers' Liability Insurance in accordance with the Employers' Liability (Compulsory Insurance) Regulations 1998. The current certificate is displayed on site and held by the Director. Copies are available on request.

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## 6. Review and Monitoring

This policy is reviewed annually, or sooner if legislation or operational needs change. Records are maintained for:

- Training and induction
- Risk assessments
- Incident logs and follow-up actions
- Contractor competence and monitoring

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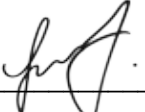
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## 7. Version Control

Previous Version	Changes	Last Effective Date
v09.11.24	<ul style="list-style-type: none"><li>Full review: vaping, lone working, equality, scope, modernisation</li></ul>	02/07/2025
v08.11.23	<ul style="list-style-type: none"><li>Update to insurance details</li></ul>	19/11/2024
v07.11.22	<ul style="list-style-type: none"><li>Update to insurance details</li></ul>	07/11/2023
v06.11.21	<ul style="list-style-type: none"><li>Update to insurance details</li></ul>	24/11/2022
v05.11.20	<ul style="list-style-type: none"><li>Update to insurance details</li></ul>	15/11/2021
v04.04.20	<ul style="list-style-type: none"><li>Update to insurance details</li></ul>	15/11/2020
v03.04.19	<ul style="list-style-type: none"><li>Update to insurance details</li></ul>	30/04/2019
v02.04.18	<ul style="list-style-type: none"><li>Update to insurance details</li></ul>	02/04/2019
v01.07.17	<ul style="list-style-type: none"><li>Review and update to format of policy.</li></ul>	04/04/2018
NEW	<ul style="list-style-type: none"><li>N/A</li></ul>	N/A

## 8. Authorisation

Name John McChrystal Position Director

Signed  Date 02/07/2025

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