

Equality and Diversity Policy Statement



The Board of Directors of Crystal Services Plc is committed to equality of opportunity both in the provision of services to private organisations, the public and as an employer. This policy sets out our commitment to treat equally and with fairness at all times our employees, customers, contractors and those who come into contact with the company. We are committed to seeking continuous improvement and compliance with legislation based on the following principles;

- Everyone has the right to be treated with dignity and respect.
- We will not discriminate on the grounds of race, gender, disability, nationality, religion, philosophical belief, political belief, age, sexual orientation, family status, trade union activity, or any other factor.
- We will adopt fair and inclusive practices throughout our operations and will seek to eliminate all prejudice, discrimination, bullying, and harassment.
- All employees have a personal responsibility for the practical application of this policy in their day-to-day activities and must support the policy at all times.
- Non-compliance with this policy will be treated seriously and will not be tolerated.

The Board of Directors of Crystal Services Plc is required to ensure:

- They create a productive and safe working environment, promoting diversity and inclusion in their workforce;
- They develop new practices, as appropriate, to ensure all employees, contractors and customers are treated fairly; and
- They can demonstrate continuous improvement in practices to promote diversity and equal opportunities for all.

Legislation and Codes of Practice: We will comply with and where possible exceed current national legislation and relevant codes of practice in all of our operations. We will monitor our compliance with this policy and the requirements of relevant underpinning legislation as appropriate. We will comply with the relevant principles governing data protection at all times.

Practices and Standard Operating Procedures: Crystal Services Plc will put in place practices and standard operating procedures to ensure the commitments in this policy are applied and implemented throughout the organisation.

Access to Company Premises: We will take all reasonable steps to ensure that our buildings and premises are accessible to disabled employees, customers and visitors as required by the Disability Discrimination Act (DDA) and the Equalities Act in the United Kingdom. The current document is available to any person or organisation upon request

Access to Information: We will seek to ensure that information is made available to our customers and employees in alternative formats as required.

Recruitment: All recruitment will be carried out with regard to fairness, equality and consistency for all candidates at all times. Recruitment practices will be inclusive and we will endeavour to ensure there are no barriers to employment of suitable candidates.

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Staff Training: We will provide our staff with the necessary guidance and training to ensure the effective implementation of this policy and to ensure we are an inclusive employer and service provider.

Complaints: Any employee who feels that he or she has grounds for complaint in relation to bullying, discrimination, harassment or victimisation has the right to pursue the complaint through our grievance procedures.

Customers who feel they have grounds for complaint may pursue these through our customer complaints procedures. We will ensure our complaints/feedback procedures can be accessed and used by everyone.

Reporting: We are committed to monitoring and reporting on our actions and achievements in relation to implementing this Diversity policy both internally and externally.

Human Rights: Crystal Services Plc will adhere to the following principles in respect of our staff.

- We will treat all employees fairly and honestly, regardless of where they work. All staff will have agreed terms and conditions in accordance with local law or practice and will be given appropriate job skills training.
- We will pay a fair wage reflecting local markets and conditions. We will always meet any national minimum wage.
- Working hours shall not be excessive. They shall comply with industry guidelines and national standards where they exist.
- We will not employ illegal child labour, forced or bonded labour, forced overtime or condone illegal child labour.
- Employees have the rights of freedom of association and collective bargaining. We respect the right of our employees to choose whether to join a trade union without influence or interference from management. Furthermore, we support the right of our employees to exercise that right through a secret ballot.
- We will negotiate in good faith with the properly elected representatives of our employees.
- We will abide by the non-discrimination laws at all times.
- We will not use or condone the use of corporal punishment, mental or physical coercion or verbal abuse. We have disciplinary procedures for any member of staff whose conduct falls below the required standard.
- We have formal grievance procedures through which staff can raise personal and work-related issues.
- All staff will be given reasonable access to bathroom and rest facilities.



Toby Jerman

*Managing Director – February
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