



CREST  
MEDICAL

Policy | QC-247

# Labour Standards Policy

VERSION: 1.02

For a Healthier Tomorrow

[www.crestmedical.co.uk](http://www.crestmedical.co.uk)

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## Purpose & Scope

This policy statement summarises the underlying framework for Human Resources, Human Rights and Labour Standards as approved and published internally for Crest Medical Holdings Limited.

Crest Medical Group's principal asset is its people and their commitment to provide a consistent and quality service to its customers. As such the Group recognises the relationship between poor labour standards and poor service levels.

We are committed to ensuring both the Group and its suppliers achieve the acceptable labour standards at all times.

In conducting its business and striving to meet its corporate aims, our employees and directors will adopt the following principles:

- Exercise honesty and diligence in performing their duties and undertaking their responsibilities
- Maintain high standards of integrity, morality and competence
- Not contravene national laws and relevant regulations in the conduct of their duties
- Not enter into any activity that may result in a conflict of interest with the company
- Not accept anything of value which could be described as an inducement or which could impair their judgement
- Not use the company's confidential information for personal gain
- Not act in a manner that could discredit the company, customers or suppliers
- To operate an ethical workplace
- Be loyal in all matters affecting the company, including matters relating to customers and others with whom the company has a commercial relationship
- Not permit any act by an employee that is considered to be corrupt either under relevant law or by reference to good business practice

## Principles

### Fairness and Human Dignity

It is Crest's commitment to provide a workplace environment where employees are recognised as the most valuable asset, treated with respect, dignity and consideration. This commitment is built upon a framework of policies and procedures designed to ensure fairness in the recruitment, retention, training, and development of all employees.



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## Discrimination

Our employment policies for recruitment, selection, training, development and promotion are designed to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, race, colour, nationality, ethnicity, religion, gender, marital status, disability, sexual orientation or offending background that does not create any risk to the company, colleagues, vulnerable adults or children.

Subject to the need to ensure necessary protection as above, we will make every effort to prevent discrimination against those with criminal records.

- All recruitment procedures are designed to encourage applications from all sections of the community and all abilities.
- We ensure all application processes are user friendly and avoid unnecessary barriers
- We will continue to identify underrepresented, disadvantaged or excluded groups
- Equal opportunities data is collected, analysed, and used to inform our planning and decision-making processes

## Human Rights

- Each person that works with Crest shall be treated with dignity and shall not be subjected to any harassment, physical or mental punishment or other forms of abuse
- We promote effective engagement through our business and welcome open and sincere feedback from all colleagues on all matters of the company's business interest.
- There is an effective Grievance management process in place at Crest, which is transparent, and equitable to enable the remediation of any abuse of human rights and the impacts that may arise.

## Child labour and forced or compulsory Labour

- Crest Medical does not and will not engage in or support the use of child labour, including:
  - Sale and Trafficking of children for use in forced labour
  - Armed Conflict
  - Forced and Bonded Labour
  - Prostitution or pornography
  - Drug Trafficking
  - Procurement of Children for illicit activity
  - The use of Children in work that is dangerous to health, safety and morals
- If we engage any young workers (e.g. for work experience, or CSR) we ensure that a suitable risk assessment is carried out and that the young persons are not exposed to any hazardous condition, and work no more than 7 hours per day.
- We shall adhere to and strictly comply with international child labour conventions and Child Labour Laws and regulations
- In the same manner, Crest Medical will not engage or support the use of forced or compulsory labour, or bonded or involuntary prison labour. Employees are free to leave after providing reasonable notice in line

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with their individual contracts of employment. All employees shall provide their services to the company on an entirely voluntary basis and no one shall be forced to remain in the employment of our Group against their will.

- We will assist with the removal and rehabilitation of children in the event of child labour and children working in hazardous conditions.

## Migrant Workers

Crest Medical does not use any of the following methods in the management of migrant workers:

- Limiting freedoms outside of working hours
- Limiting Freedom to Transfer employment
- Removal of Personal Documents, e.g. passports, ID Cards or birth certificates
- Removal of Personal Property
- Use of corporal punishment

## Freedom of Association

- We believe in the power of direct engagement with our employees. Whilst we do not formally recognise a trade union or a collective representative body, we recognise and respect the right of our employees to freely associate with any organisations which exists to further and defend their interests in the workplace.
- Our employees shall not be dismissed or otherwise prejudiced for reason of membership of such an employee organisation or because of participation in that organisation outside of working hours, or with consent of their line manager, within working hours.
- Our employees shall enjoy protection against discrimination by virtue of their membership of an employee organisation and employment shall not be conditional upon an employee joining or not joining or relinquishing membership of such organisation.

## Health and Safety

Crest Medical is committed to ensuring the health, safety and welfare of its employees, so far as is reasonably practical. We also fully accept our responsibility for other persons who may be affected by our activities. We will take steps to ensure that our statutory duties are always met and that there are progressive improvements in health and safety performance.

It is Crest Medical's policy, as far as is reasonably practical, to:

- Provide safe systems of work
- Provide and maintain safe plant and equipment
- Provide a safe place of work with safe access and egress
- Provide for the safe use, handling, storage and transport of all articles and substances used
- Provide a safe working environment
- Provide adequate and sufficient information, instruction, training, and supervision



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Employees at Crest Medical do not encounter any of the following working conditions whilst working at our organisation; Underground or underwater spaces, Confined Spaces or Noise and Vibration level damaging to health.

## Working Hours / Periods

In addition to complying with applicable laws and industry standards on working hours and holiday entitlements, Crest Medical will ensure:

- A maximum of 48 hours working week.
- Minimum of 24 hours rest per week
- Maximum overtime of 12 hours per week
- Normal working hours do not exceed 8 hours per day

## Remuneration

- We shall comply with national laws and regulations with regard to wages and benefits in all of our business operations. All work-related activities are carried out on the basis of a recognised employment relationship established according to national law and practice.
- Crest Medical complies with the statutory requirements of paying its employees in line with the minimum wage and national minimum wage as appropriate.
- The majority of our employees earn in excess of the real living wage.
- Where appropriate we encourage employees to learn additional skills, attend training courses and gain additional experience within the company to develop their careers and in turn increase their wage level.
- For all employees, we operate a company-wide bonus scheme which is related to the performance and profits of the company. This bonus scheme is in place with a view to assist in increasing wages for those employees who earn below the real living wage, in order to bring them in line with this advised voluntary figure.

## Workers' rights and responsibilities

- Crest ensures our workers are aware of their rights and responsibilities by providing each employee with written and easily accessible outline of their position within the organisation, including:
  - Contract of Employment
  - Benefit entitlement
  - Contracted hours of work
  - Job description
  - Personal Development Plan
  - Reason for dismissal



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## Supplier and Sub contractor monitoring

- Crest Medical encourages its suppliers and sub-contractors to improve their labour standards performance by engaging with them to promote transparency and highlight potential opportunities for improvement.
- Crest Medical monitors the labour standards of our suppliers and sub-contractors and has a Code of Conduct which covers the following areas:
  - Freedom of Association
  - Collective Bargaining
  - Free from Discrimination
  - No forced and compulsory labour
  - No child labour
  - Working conditions are safe and hygienic
  - Working hours are not excessive
  - Living wages are paid
  - Reporting grievances
  - Human Rights
- Crest monitors the labour standards of our suppliers and sub-contractors in a number of ways including; self-assessment questionnaires, audits and feedback from supplier meetings.

## Responsibilities and raising concerns

- The implementation and monitoring of this policy is the responsibility of Crest's Senior Management Team.
- Managers at all levels within Crest are responsible for ensuring those reporting to them understand and comply with this policy.
- Employees and associated persons are required to notify Crest as soon as possible if it is believed or suspected that a conflict with this policy has occurred, or may occur in the future, or that they are a victim of another form of unlawful activity.
- This policy is relevant to the company itself, our contractors, sub-contractors, suppliers, freelancers, and other parties engaged with Crest. We reserve our right to terminate our contractual relationship with any third-party suppliers if they breach this policy.
- All persons engaged with Crest shall ensure that they read, understand, and comply with this policy. They are required to avoid any activity that might lead to or suggest a breach of this policy.
- Employees shall notify their respective manager or director as soon as possible if they believe or suspect that a conflict with this policy has occurred or may occur in the future.
- If a breach of this policy is believed or suspected to have occurred, the employee shall notify a manager or director or report it in accordance with our whistleblowing policy as soon as possible.
- Crest is committed to ensuring no one suffers any detrimental treatment as a result of reporting in good faith their suspicion of a breach of the minimum standards.



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## Communication and Awareness of the Policy

- Training on this policy, and the risk our business faces from a breach of modern slavery obligations in its supply chains, will form part of the induction process of all individuals who work for us, and training will be provided as necessary. 100% of employees will be trained in Labour Standards during their probation period at Crest.
- Crest Medical will make reference to this policy in the Company Handbook
- Crest Medical shall endeavour to communicate the policy as appropriate to its suppliers, contractors, and business partners at the outset of our business relationship and reinforce as appropriate thereafter.
- Crest shall make this policy publicly available (specifically via its website [www.crestmedical.co.uk](http://www.crestmedical.co.uk)).

## Breaches of this Policy


- Any suspected or reported breach of this policy will be responded to by Senior Management within 10 working days.
- Any employee who breaches this policy will face disciplinary action, which could result in dismissal for misconduct.
- We may terminate our relationship with other individuals and organisations working on our behalf if they breach this policy.

## Periodic Review of the Policy

The effectiveness and implementation of this policy will be reviewed as it is deemed appropriate, but no less frequently than every 12 months. Policy review will be undertaken by the Senior Management Team of Crest Medical.

The company commits to periodically reviewing this policy in order to continually improve labour standards within the workplace. The company shall take into consideration: Changes in legislation, legal advice as and when necessary and any other requirements to which Crest Medical subscribes, to ensure the adequacy, suitability, and continuing effectiveness of this policy.

Signed Effective date: 17th April 2024



Issued by: Head of People