

Title	Personal Safety, Violence & Aggression Policy
Cross References	External: • Health and Safety Executive (HSE)– <i>Violence at Work Guidance</i> • RIDDOR – Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 Internal: • Health & Safety Policy • Employee Safety Handbook
Date	October 2026

POLICY STATEMENT

Apricot Online, Ltd (“the Company”) has a duty to provide a safe and secure environment for staff, and visitors. Violent or abusive behaviour will not be tolerated and appropriate action will be taken to protect staff and visitors.

It is the policy of the Company to ensure that the likelihood of employees being exposed to violence and aggression while at work is reduced to a minimum.

The Company will endeavour to protect staff and those visiting the Company’s premises from the risk of violence and aggression.

Violence to Company staff is a criminal offence and the Company will seek every opportunity to work with the police to prevent occurrences. The Company will support staff who choose to report incidents to the police and pursue legal action where appropriate.

This policy supports the Company’s Health and Safety Policy and reference should be made to that document to identify responsibilities in ensuring the implementation of this policy and procedure.

Staff induction Training will provide participants with a general introduction to the subject of violence and aggression. It will provide a basic overview of the importance of managing violence and aggression in the workplace. This will be supported through the provision of clear definitions for violence and aggression.

DEFINITION OF VIOLENCE, AGGRESSION OR HARASSMENT

The Health and Safety Executive defines work related violence as:

“Any incident where staff are abused, threatened or assaulted in circumstances relating to their work, involving explicit or implicit challenge to their safety, well-being or health. This can incorporate some behaviour identified in harassment and bullying, for example verbal violence.”

Violence and Aggression at Apricot Learning Online

Violence and aggression may occur in person or through remote communication. At Apricot Learning Online, this includes behaviour from students, parents/carers, schools, local authorities, contractors or members of the public.

Examples may include, but are not limited to:

- Physical assault or attempted assault
- Threatening or intimidating behaviour
- Verbal abuse, shouting or swearing
- Harassment or discriminatory behaviour
- Abusive or threatening emails, messages or telephone calls
- Aggressive behaviour during online meetings or virtual lessons
- Deliberate damage to property or equipment
- Online abuse or inappropriate use of social media directed towards staff

Apricot Learning Online operates a **zero-tolerance approach** to violence, aggression, harassment and abuse towards its staff. Any such behaviour will be taken seriously, investigated appropriately and may be reported to the police where a criminal offence has been committed. Staff will be supported throughout any investigation or legal process where appropriate.

<u>The Stages of Aggression</u>
Sarcasm
Ridicule
Offensive language / gestures
Personal space invasion
Dismissive behaviour
Innuendo and insult
Verbal abuse
Deliberate silence
Vandalism
Harassment
Threatening gestures
Shouting
Physical violence

REPORTING

All incidents of violence, including verbal abuse, must be reported through Apricot Learning Online's Incident Reporting Procedures.

Line managers are required to assess whether staff involved in an incident require help/support, this could include:

- Arranging cover for the victim of a violent incident to seek medical and other assistance and if necessary, to be allowed to go home to recover.
- Supporting victims of violence, e.g. by arranging appropriate debriefing and follow up support/action.

It is recognised that it is the victim's choice as to whether debriefing or counselling is desired, it is not a mandatory requirement.

Authorised by: Jodie Phillips, Operations Director

Date: October 2026

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