

Title	Health and Safety Policy
Cross References	 Safeguarding and Child Protection Policy  Lone and Home Working Policy  Data Protection and Information Security Policies
Date	October 2026

1. Statement of Intent

Apricot Online Ltd recognises its duties under health and safety legislation and is committed, so far as is reasonably practicable, to providing and maintaining safe and healthy working conditions for employees and to protecting other people who may be affected by its activities.

Health and safety is an integral part of Apricot Online's operation as an online education provider. Our arrangements are proportionate to the nature of our work, including extensive home and remote working, online teaching and administration, use of display screen equipment, occasional use of business or third-party premises, and work undertaken away from the usual workplace.

Apricot Online will assess and manage risks, consult and communicate with employees, provide appropriate information and training, investigate accidents and incidents, and review its arrangements regularly.

Employees also have a responsibility to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions, to follow reasonable instructions and to report hazards, incidents and concerns promptly.

2. Legal and Guidance Framework

This policy is informed by the Health and Safety at Work etc. Act 1974 and other health and safety requirements relevant to Apricot Online's activities. The organisation will keep its arrangements under review and respond to changes in applicable legislation and authoritative guidance.

Key legislation and requirements that may be relevant include:

- The Health and Safety at Work etc. Act 1974;
- The Management of Health and Safety at Work Regulations 1999;
- The Health and Safety (Display Screen Equipment) Regulations 1992, as amended;
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR);
- The Health and Safety (First-Aid) Regulations 1981;
- The Regulatory Reform (Fire Safety) Order 2005, where applicable to premises under Apricot Online's control;
- The Workplace (Health, Safety and Welfare) Regulations 1992, where applicable;
- The Manual Handling Operations Regulations 1992, as amended;
- The Electricity at Work Regulations 1989;
- The Provision and Use of Work Equipment Regulations 1998, where applicable;
- The Control of Substances Hazardous to Health Regulations 2002, where relevant; and
- relevant requirements concerning new and expectant mothers and young workers.

Not every health and safety regulation will apply to every Apricot Online activity. The organisation will identify and apply those requirements relevant to the work being undertaken and the risks involved.

3. Organisation and Responsibilities

3.1 Senior Management

Senior management has overall responsibility for ensuring suitable health and safety arrangements are established, implemented, resourced and reviewed.

This includes ensuring that:

- appropriate risk assessments are completed and significant findings acted upon;
- employees receive suitable information, instruction and training;
- health and safety responsibilities are understood;
- accidents, incidents and work-related ill health are appropriately recorded, investigated and, where required, reported;
- employees are consulted on matters affecting their health and safety;
- appropriate first aid, fire and emergency arrangements are maintained for premises under Apricot Online's control;
- home and remote working risks are considered;
- work equipment provided by Apricot Online is suitable and maintained appropriately; and
- competent advice is obtained where specialist health and safety expertise is required.

3.2 Managers

Managers must consider health and safety within their areas of responsibility, respond to reported hazards or concerns, ensure agreed control measures are implemented and escalate matters where further action or specialist advice is required.

3.3 Employees

All employees must:

- take reasonable care of their own health and safety and that of others;
- follow health and safety information, instructions, procedures and risk controls;
- use work equipment appropriately and report defects promptly;
- complete required risk assessments or self-assessments, including DSE assessments where applicable;
- report accidents, incidents, near misses, hazards and work-related health concerns;
- co-operate with Apricot Online on health and safety matters; and
- not intentionally or recklessly interfere with anything provided for health, safety or welfare.

4. Risk Assessment

Apricot Online will undertake suitable and sufficient risk assessments for its work activities and will implement proportionate controls to eliminate risks where reasonably practicable or otherwise reduce them to an acceptable level.

Risk assessments will be reviewed where there is reason to believe they are no longer valid, following a significant incident or change, or where working practices, equipment or relevant circumstances materially change.

Employees are expected to report new hazards or changes in circumstances that may require a risk assessment to be reviewed.

5. Home and Remote Working

Apricot Online recognises that home and remote working forms a significant part of its operating model. Health and safety responsibilities continue to apply to employees working from home.

Remote-working risk management will consider, as appropriate:

- the suitability of the working environment;
- display screen equipment and workstation set-up;
- electrical equipment provided for work;
- slips, trips and trailing cables;
- lone working and communication arrangements;
- work-related stress, workload and isolation;
- emergency arrangements; and
- any individual needs or circumstances requiring additional consideration.

Employees must maintain a reasonably safe working area, use equipment as instructed and tell their manager if their home-working arrangements are causing health or safety concerns. Where a risk cannot be adequately controlled in the home environment, alternative working arrangements may need to be considered.

6. Display Screen Equipment (DSE)

Employees who are DSE users will be provided with arrangements for workstation assessment, information and training in safe DSE use, and appropriate action to reduce identified risks.

DSE arrangements will include consideration of:

- chair, desk, screen, keyboard and mouse positioning;
- comfortable and sustainable posture;
- lighting, glare and reflections;
- adequate workspace;
- breaks or changes of activity;
- reporting aches, pains, discomfort or visual fatigue;
- workstations used at home as well as other regular workplaces; and
- eye and eyesight testing arrangements for eligible DSE users.

DSE assessments should be reviewed when there is a significant change to the workstation or working arrangements, or where the employee reports relevant discomfort or difficulties.

7. Work-Related Stress and Wellbeing

Apricot Online recognises that work-related stress can affect health and safety. Managers and employees should communicate about workload, working arrangements, role demands, support and other work factors that may create or increase risk.

Employees are encouraged to raise concerns at an early stage. Where a concern is identified, Apricot Online will consider proportionate steps to manage work-related risks and may seek occupational health or other competent advice where appropriate.

8. Lone Working

Many Apricot Online employees may work alone for periods of time. Lone working does not automatically make an activity unsafe, but the associated risks must be considered.

Arrangements may include suitable communication, agreed contact arrangements, access to emergency information, assessment of any higher-risk activities and clear reporting procedures.

Where an employee is required to visit another location alone, any foreseeable risks associated with the visit should be considered before the activity takes place.

9. Accidents, Incidents, Near Misses and RIDDOR

Work-related accidents, incidents, near misses and cases of suspected work-related ill health should be reported promptly through Apricot Online's agreed reporting arrangements.

Reports will be reviewed and, where appropriate, investigated to identify causes, required controls and opportunities to prevent recurrence.

Apricot Online will determine whether an event is reportable under RIDDOR and will make any required report to the relevant enforcing authority within the applicable timeframe.

For home workers, an accident occurring at home is not automatically a work-related or reportable incident. The circumstances, including the work activity and any work equipment involved, will be considered.

10. First Aid and Medical Emergencies

Apricot Online will maintain first aid arrangements appropriate to the nature of its activities, the number and location of employees and the premises it controls.

Employees working remotely should know how to access emergency assistance in their location. Where staff attend third-party premises, they should follow the host organisation's emergency and first aid arrangements unless alternative arrangements have been agreed.

11. Fire and Emergency Safety

For any premises under Apricot Online's control, appropriate fire risk assessment and emergency arrangements will be maintained in accordance with applicable requirements.

Employees working at third-party premises must familiarise themselves with relevant fire and evacuation arrangements. Home workers remain responsible for ordinary domestic fire safety while Apricot Online will provide relevant work-related information and consider risks arising from equipment it provides.

12. Electrical Safety and Work Equipment

Equipment provided by Apricot Online for work must be suitable for its intended purpose and maintained in a safe condition where required.

Employees must visually check work equipment, plugs, leads and cables for obvious damage and stop using and report equipment that appears unsafe.

Electrical sockets and extension leads must not be overloaded, and cables should be arranged to reduce trip and damage risks.

Employees must not attempt electrical repairs unless competent and authorised to do so.

13. Slips, Trips and Manual Handling

Work areas should be kept reasonably tidy and free from avoidable trip hazards, including trailing cables and obstructions.

Where manual handling cannot reasonably be avoided, the task should be assessed where there is a foreseeable risk of injury. Employees should use appropriate techniques and equipment and seek assistance where an item is too heavy, awkward or otherwise unsafe to move alone.

14. Hazardous Substances

Apricot Online's routine activities involve limited use of hazardous substances. Where substances hazardous to health are introduced or used as part of work activities, the risks will be assessed and appropriate storage, handling, information and control measures put in place.

Employees must follow product instructions and any relevant COSHH controls and must not introduce hazardous substances into work activities without appropriate consideration of the risks.

15. New and Expectant Mothers, Young Workers and Individual Needs

Where Apricot Online is notified that an employee is pregnant, has recently given birth or is breastfeeding, relevant workplace risks will be considered and the risk assessment reviewed as required.

Where young workers are employed, their inexperience, maturity and awareness of risk will be considered when assessing work activities.

Health and safety arrangements will also take account, where appropriate, of disability, temporary injury, health-related limitations or other individual circumstances. Reasonable adjustments and specialist advice will be considered where relevant.

16. Premises, Visitors and Contractors

Where Apricot Online controls premises, it will take reasonably practicable steps to maintain a safe working environment and appropriate welfare facilities.

Visitors and contractors must follow relevant health and safety arrangements while on Apricot Online-controlled premises. Contractors engaged by Apricot Online should be appropriately competent for the work and relevant risks should be co-ordinated between parties.

When Apricot Online employees work at premises controlled by another organisation, they must follow the host's reasonable health and safety arrangements and report concerns to both the host and Apricot Online where appropriate.

17. Training, Information and Consultation

Apricot Online will provide employees with health and safety information, instruction and training appropriate to their roles and the risks they may encounter.

Employees will be given an opportunity to raise health and safety concerns and will be consulted, as appropriate, on matters that may substantially affect their health and safety.

18. Monitoring, Records and Review

Apricot Online will maintain appropriate health and safety records, which may include risk assessments, DSE assessments, accident and incident records, training records, equipment checks and other records relevant to its activities.

Health and safety arrangements will be monitored and reviewed to ensure they remain suitable and proportionate. This policy will be reviewed at least annually and sooner following significant organisational change, a serious incident, material changes in relevant law or guidance, or where monitoring identifies a need for revision.

Authorised by: Jodie Phillips, Operations Director

Date: October 2026

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