

THE PEOPLE MENTOR

Digital Health and Safety Policy

Last updated: May 2026

1. Purpose and Scope

The People Mentor is committed to the health, safety, and wellbeing of every client, learner, and delegate who participates in our online programmes, live virtual sessions, webinars, and membership content.

This policy is written in accordance with the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999, and reflects the evolving application of these duties to remote and digital learning environments.

This policy applies to all online and virtual activity delivered by The People Mentor, including The Manager's Academy membership, Making Difficult Conversations Easier Programme, Catalyst Conversations coaching sessions, live workshops, and any other virtual sessions delivered via Zoom or Microsoft Teams. It applies to all participants, wherever they are located.

2. Responsibilities

Nicola Richardson, as Founder, holds overall responsibility for health and safety across all People Mentor activities, including digital and online delivery. This includes:

- Ensuring this policy is reviewed, updated, and communicated clearly.
- Identifying and managing risks associated with online and virtual learning delivery.
- Ensuring that any associate trainer, coach, or facilitator working on our behalf is aware of and applies this policy.
- Responding promptly and appropriately to any health, safety, or well-being concern raised by a learner or participant.

Every learner and participant also has a personal responsibility to take reasonable care of their own health and safety while engaging with our content, and to follow the guidance set out in this policy.

3. Physical Wellbeing Guidance for Learners

Learning online for extended periods can place physical demands on your body, particularly your eyes, posture, and hearing. The People Mentor recommends the following to support your physical wellbeing during any online session or while accessing membership content:

Screen and eye care

- Take a screen break of at least five minutes every 20 to 30 minutes. Stand up, move around, or look away from your screen to rest your eyes.
- Position your screen at a comfortable height, ideally with the top of the monitor at eye level, and at a comfortable distance of around 50 to 70 centimetres from your face.
- Ensure your room is well-lit to reduce eye strain. Avoid working in a very dark room with a bright screen.

Posture and workstation setup

- Sit in a supportive chair with your feet flat on the floor or on a footrest.
- Keep your keyboard and mouse at a height that allows your arms to rest comfortably and your wrists to remain straight.
- Avoid sitting in a fixed position for long periods. Stand and stretch regularly throughout a session.

Audio and hydration

- Check that your speakers or headphones are set to a comfortable volume before a session begins. Avoid prolonged use of headphones at high volume.
- Keep a glass of water nearby during sessions to stay hydrated, particularly during longer live events.

The People Mentor builds comfort breaks into all live virtual sessions. If you are accessing recorded content, please take regular breaks and do not feel you need to complete long modules in a single sitting.

4. Mental Wellbeing

We understand that some of our content covers challenging topics, including difficult workplace conversations, conflict, and people management pressures. We are committed to delivering content in a way that is thoughtful, supportive, and mindful of the emotional impact it may have on learners.

If at any point you find that content in a session or programme is distressing or overwhelming, you are encouraged to:

- Step away from the content and take a break.
- Contact Nicola Richardson directly at hello@thepeoplementor.co.uk to discuss your experience.
- Seek support from a trusted colleague, manager, or mental health professional if needed.

The People Mentor is not a mental health service, and our programmes do not constitute counselling or therapeutic support. If you are experiencing a mental health crisis, please contact your GP or call the Samaritans on 116 123.

5. Online Safety

Age and eligibility

The People Mentor's programmes are designed for adults in professional or management roles. Our content is not suitable for anyone under the age of 18. By enrolling in any of our programmes, you confirm that you are 18 years of age or over.

Appropriate use

Our programmes are intended for the named individual who has enrolled. You must not share your login credentials, access links, or membership content with any other person. Our content is protected by copyright and by the terms set out in our Terms and Conditions.

Content sensitivity

Some of our leadership and people management content covers sensitive workplace topics, including performance management, disciplinary procedures, and conflict resolution. This content is intended for professional development purposes only. Learners should apply professional judgement when putting learning into practice and seek appropriate HR or legal advice where needed.

6. Account and Session Security

The People Mentor takes the security of our online sessions and membership platform seriously. We ask all participants to observe the following security practices:

- Do not share your account password or session access link with anyone. Each login is for your personal use only.
- Use a strong, unique password for your membership account and change it regularly.
- If you believe your account has been compromised, contact us immediately at hello@thepeoplementor.co.uk.
- Be aware of your surroundings when attending live sessions via video. You may wish to use the background blur or virtual background feature in Zoom or Microsoft Teams to protect your privacy and the privacy of anyone in your environment.
- Be cautious about what personal information you share in group chat functions during live sessions. Only share contact details with other participants if you are comfortable doing so.
- Be alert to phishing attempts. The People Mentor will never ask you for your password by email. If you receive a suspicious communication claiming to be from us, please contact us directly to verify.

All live sessions delivered via Zoom and Microsoft Teams use password protection and waiting room controls. Only registered participants will be admitted to sessions.

7. General Guidelines for Live Sessions

To make the most of your experience and to support a positive learning environment for all participants, please observe the following guidelines when attending any People Mentor live virtual session:

Before the session

- Test your audio, video, and internet connection before the session begins.
- Ensure you have any required materials, handouts, or pre-reading ready in advance.
- Choose a quiet location that is as free from distractions and background noise as possible.
- If you are running late, join the session quietly and wait for an appropriate moment to participate.

During the session

- Mute your microphone when you are not speaking to minimise background noise for others.
- Engage actively and be ready to contribute to discussions, exercises, and questions.
- Treat all other participants with respect and courtesy. We are committed to maintaining a positive and inclusive learning environment.
- Stay on topic during group discussions and be mindful of other participants' time.
- Listen to others without interrupting. If using the raise hand or reaction feature, use it to signal that you would like to contribute.
- Dress appropriately for a professional virtual session.
- Take care when using the group chat or reply-all functions to ensure your messages reach the intended recipients.

8. Digital Learning Risk Assessment

The People Mentor has identified the following potential risks associated with online and virtual learning delivery, along with the control measures we have put in place to minimise them.

Potential Hazard	Likelihood	Severity	Control Measures
Eye strain from extended screen use	High	Low to Medium	Advise screen breaks every 20 minutes; recommend correct screen height and lighting.
Poor posture and musculoskeletal discomfort	Medium	Medium	Advise use of a supportive chair, desk setup, and regular movement breaks.
Hearing discomfort from headphone or speaker use	Low	Low	Advise learners to check and set audio to a comfortable level before sessions begin.
Mental fatigue from extended online learning	Medium	Medium	Build breaks into live session schedules; keep recorded content in manageable segments; signpost wellbeing support where appropriate.

Emotional distress from sensitive content	Low	Medium to High	Provide content warnings where relevant; share support resources; encourage learners to step away from content if needed and contact us.
Security breach or unauthorised access to sessions	Low	Medium	Passwords applied to live sessions; waiting room enabled on Zoom and Teams; access to membership content via individual login only.
Technical failure disrupting a live session	Low to Medium	Low	Advise learners to test equipment before sessions; recordings made available where possible; alternative contact method communicated in advance.

9. Reporting a Health, Safety, or Wellbeing Concern

If you experience a health, safety, or wellbeing issue during or in connection with any People Mentor programme or session, please let us know as soon as possible. We take all concerns seriously and will respond promptly.

Nicola Richardson

Founder, The People Mentor

Email: hello@thepeoplementor.co.uk

Website: www.thepeoplementor.co.uk

Concerns can also be raised through our Complaints Policy, which is available on our website.

10. Policy Review

This policy is reviewed at least annually by Nicola Richardson, or sooner where there are changes to our delivery platforms, programme content, or relevant legislation. The current version will always be published on our website and made available to all participants on request.

Further information on UK health and safety law can be found at www.hse.gov.uk.

This policy was last reviewed in May 2026 and reflects the requirements of the Health and Safety at Work Act 1974 and the CPDSO Digital Health and Safety assessment criteria. The current version will always be published on our website.