

Menopause policy

V1.0 November 2025

Purpose:

This policy's purpose is to assist with creating an open and honest workplace where line managers and employees can discuss any issues associated with the menopause and ensure the necessary support is known and offered to employees when needed.

Background:

Menopause is the time during a woman's life when menstruation periods permanently stop. It is defined as occurring when the individual has experienced no periods for 12 consecutive months and no other biological or psychological cause can be identified.

Also referred to as 'the change of life', menopause can cause a chain reaction of physical and psychological side effects to a woman's body. As an employer, we have to ensure the health, safety and welfare of all of our employees under the Health and Safety at Work Act 1974. We are committed to ensuring appropriate support and assistance is provided to any employee who is going through the menopause.

Employee responsibilities

Reporting any issues

It is important that you prioritise your personal health and well-being as an employee. If you are struggling with any aspect of your role because of symptoms associated with the menopause, you should report any concerns you may have to your manager, who will treat the matter with complete confidence.

Physical symptoms of the menopause can include the following:

- hot flushes
- fatigue
- headaches
- urinary problems.
- insomnia
- poor concentration
- skin irritation

As a result of the above, or as an extension of the hormone imbalance, individuals going through the menopause can also experience psychological difficulties, including:

- depression
- panic attacks
- irritability
- loss of confidence.
- anxiety
- mood swings
- problems with memory

We encourage you to be open and honest in these conversations to ensure we can provide you with the best support possible.

Supporting colleagues

All employees are expected to conduct themselves in a helpful and open-minded manner towards colleagues.

We maintain a zero-tolerance approach to bullying and harassment and will treat all complaints seriously. If you feel that a colleague has mistreated you because of matters related to the menopause, please make your concerns known to your line manager or union representative.

Employer responsibilities

Approachability

When responding to an employee experiencing difficulties caused by menopause, line managers maintain an open-door policy so that employees feel comfortable approaching them. They will support you in talking openly about your current situation and will not make presumptions about how it is affecting you.

Discussion

During any discussions, your line manager will consider your individual situation and evaluate if any adjustments can be made. Your individual needs will be addressed sensitively, and confidentiality will be maintained.

Line managers will also arrange follow up sessions to evaluate the effectiveness of any adjustments put in place.

We understand you may feel uncomfortable discussing personal information with your line manager. If this is the case you are encouraged to discuss your situation with another senior member of staff, who may refer you to Occupational Health as a way of support. You may also self-refer to ELCAP's the Employee Assistance Programme of your manager can do this for you.

Workplace adjustments

To assist you in your daily duties, we will explore adjusting your role or working environment to reduce the effect of menopause on you. We acknowledge that menopause affects everyone in different ways, so no adjustment will be made without fully discussing it with you first.

Examples of adjustments include:

- conducting a risk assessment to identify any areas that are a detriment to individuals going through the menopause.
- implementing further temperature control, such as access to a fan.
- assessing how work is allocated and whether the employee is affected at particular points of the day.
- where appropriate to the role, considering flexible working hours or allowing the employee to work from home.
- making allowances for additional needs for sickness absence.

Once the adjustments are agreed, they will be reviewed on an ongoing basis to ensure they are having the required effect.

ELCAP is legally obliged by the Equality Act 2010 to make reasonable adjustments to an employee's role or working conditions if they have a disability that places them at a

disadvantage when performing their role and we will ensure compliance with our obligations in this regard.

Employee Assist Programme

The health and wellbeing of our employees is paramount. ELCAP are therefore proud to offer all employees access to an Employee Assistance Programme (EAP), delivered by Health Assured, an external provider of support.

An EAP is a confidential employee benefit designed to help employees deal with personal and professional problems that could be affecting your home life or work life, health, and general wellbeing.

Health Assured EAP service provides a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues. ELCAP believe in providing an EAP service that offers not only reactive support when someone needs it but also proactive and preventative support to deliver the best possible outcomes.

Balancing everyday life with the requirements of work and home can create pressures for all. Work is a large part of people's lives. With increasing working hours as well as technological developments to support remote working, it is vital to ensure that there is a productive, healthy environment that is conducive to a healthy lifestyle.

Services Available via Health Assured EAP

- Life support: Access to counselling for emotional problems and a pathway to structured therapy sessions (employees only) at your convenience.
- Legal information: For issues that cause anxiety or distress including debt management, consumer, property or neighbour disputes (employees only).
- Bereavement support: Health Assured offers qualified and experienced counsellors who can help with grief plus legal advisors to help with related legal matters.
- Medical information: Qualified nurses are on hand to offer support on a range of medical or health-related issues offering practical information and advice.
- Online CBT: We recognise the value of self-help tools in dealing with a range of issues, which is why EAP have a range of CBT self-help modules, informative fact sheets and invaluable advice videos from leading qualified counsellors.

*Health Assured define immediate family members as spouse/partners and children aged 16 to 24 in full-time education, living in the same household.

This can be beneficial as the Menopause indirectly impacts on others around the individual experiencing the change.

In addition to the EAP service, My Healthy Advantage smartphone app employees will have access to a range of features, all aimed at improving employee health and wellbeing. These include:

- Live chat and support
- Personalised news feed
- Weekly mood tracker
- Four-week plans

- Mini health checks
- Breathing techniques
- Health hub & goals
- Achievements & recognition
- Perks & discounts
- Leaderboards
- Contact directory

All employees have a copy of the information and how to access this support mechanism.

All new employees are provided with the information within their induction pack and encouraged through CPL to engage with this if they are experiencing difficulties that they would benefit from this external resource.