

LLOYDS BANKING GROUP

MENOPAUSE PROMISE

Development, retention and wellbeing of talented colleagues is a key part of our Group strategy supported by a culture which enables all colleagues to be their best.

At Lloyds Banking Group more than half of our colleagues are female and around 55% are over 40, meaning many will be working through their menopause and may be managing the symptoms associated with that at some point during their career.

Normalising conversations so that colleagues feel comfortable talking about menopause and making support available builds upon our culture of inclusivity and gender equality.

We want to create an environment where all people experiencing menopausal symptoms, and we include in that trans and non-binary colleagues, feel able to ask for changes or adjustments to how they work, without embarrassment, and knowing that their line managers are menopause informed.

Our Menopause Promise

- We will make it easy for you to ask for support in the way you work to help your wellbeing.
- If you want to speak to someone other than your line manager - you don't need to ask if it's ok.
- We will work with you to support you be at your best.
- We expect all line managers to be menopause informed understanding the symptoms; the effects they can have and to be able to talk to you about how they can support you.
- We want you to talk to your line manager too and we will help.
- We will treat you with respect, not making judgements or assumptions about you based on your age or because you've told us that you're in menopause transition.

What is Menopause?

Menopause is the transition when women's oestrogen level drop and their periods stop. The average age for a woman to go through menopause is 51 – but 1 in 100 women will experience it before the age of 40. That could be because of surgery, illness, or treatment for other conditions, such as chemotherapy. 'Perimenopause' (the phase leading up to menopause) can start as early as in your twenties or anytime thereafter. Experiences are therefore not based on age.

What are the Symptoms?

Symptoms can be physical; physiological and / or psychological. Not all women experience symptoms but for those that do, these can be felt to different degrees. The Menopause Hub and e Learning will help colleagues understand more.

Making a Change

Small temporary changes to where, how, when or what someone does can have a huge impact.

There are many ways in which a more flexible and empathetic approach can support colleagues with the physical and emotional impacts,

- **A temporary change of work pattern** – with later start and finish times, or additional breaks, can support colleagues experiencing extreme fatigue or who experience night sweats and have disrupted sleep.
- **Working at home** - being able to work from home at short notice can help following a disrupted night or through heavy periods. Being able to switch camera off on calls brings back some control during hot flushes.
- **In the office** – moving desk to a cooler area; having desk fans available or making it easy to access toilets and drinking water quickly and easily.
- **Moving about** – being able to stand up and walk about where possible, can help with aches and stiffness. Being able to move away to somewhere more private can help manage hot flushes, which can be embarrassing.
- **Stress points** – many women experience loss of confidence; worries about memory loss; anxiety about the unpredictable nature of hot flushes and heightened emotions any of which can make activities which they can do, feel impossible! Think carefully if colleagues tell you that they don't feel able to do that big training presentation, for example.
- **Travel** – Being able to avoid public transport at peak times can help colleagues manage anxiety

This is not an exhaustive list (and not all options will be appropriate for colleagues or possible to provide in some areas or roles) but great collaboration between colleagues and line managers will help identify what might help.

Practical Adjustments

Desk fans are easy to order on [Buying@LBG](#) – don't make a big deal – just order one up.

Quiet / Cool Spaces - When working at home it's much easier to take some time away if needed. Our offices have First Aid rooms, some have Wellbeing rooms which might be useful to identify. In our branches colleagues and line managers can work together to identify a space that colleagues can use, should they need to.

Uniform - Having sufficient items of uniform so that colleagues can change as often as they need to, might be helpful.

Health Wellbeing and Attendance Policy

Wellbeing is at the heart of our approach. Our aim is to help colleagues stay well at work and return to work safely if they need some time away. Supporting colleagues through menopause means understanding that like any other health condition, colleagues will have different symptoms and may need different support at different times.

If colleagues are unable to work, they will be supported with the appropriate sick pay. Colleagues don't need to explain the details of why they can't work – but we hope that they will, so that line managers can support appropriately.

Support and Education

- The [Wellbeing Hub](#) provides access to the latest thinking and advice for those experiencing Menopause and those supporting.
- Our [Employee Assistance Programme](#) provides support to colleagues and their family.
- Our [BUPA](#) Menopause offering is available to UK Mainland colleagues who are in the private medical benefit scheme, and to their partners.
- A colleague support community run by and for colleagues can be accessed on [Yammer](#)