



Menopause Friendly Accreditation

A guide for your journey





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Most working women (aged 40 to 60) have experienced symptoms related to the menopause transition and over half have been unable to go into work at some point due to menopause symptoms.

CIPD Menopause in the Workplace Report 2023

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Introduction



For all employers who care

Putting diversity, inclusion and your colleagues' wellbeing centre stage demonstrates your dedication to making your organisation a great place to work for everyone.

Now you have joined us, you are recognised as 'Committed to being a Menopause Friendly Employer'. This guide is to support you through the accreditation process and your own accreditation journey.

After you've applied to the Independent Panel and demonstrated that you are fully achieving the standards, you'll receive your 'Accredited Menopause Friendly Employer' certificate.

About The Menopause Friendly Accreditation

Our aim is for every employer to be menopause friendly. We want:

- Everyone to continue thriving at work throughout their life.
- Organisations to listen, and understand the diverse experiences of menopause in their workplaces.
- To change mindsets and attitudes towards menopause.
- Everyone to understand what menopause is and be able to talk about it openly at work and at home.
- Those experiencing menopause symptoms to feel confident to discuss it and ask for support where necessary.
- Managers to understand menopause and be confident to have good conversations, and know how to help.





Gaining accreditation

The only accreditation and industry recognised as the mark of excellence at work. Achieving The Menopause Friendly Accreditation (MFA) demonstrates that you are a great place to work for those experiencing menopause symptoms.

The Menopause Friendly Accreditation is a recognised standard of achievement, one which means you've fully satisfied our highly qualified Independent Panel of judges that your organisation is offering the right support. It isn't easy and you may need help along the way, but it is achievable and meaningful.

Committing to being menopause friendly means you're working towards long-term, sustainable change in your workplace, fostering an inclusive culture where everyone can be at their best. It means you'll find it easier to retain talent and to recruit new colleagues, as a place where people want to work.

Achieving your Menopause Friendly Accreditation demonstrates that you have a clear understanding of how menopause can have an effect at work and shows that you care about the wellbeing of all of your colleagues.

Our accreditation programme is about supporting, recognising and celebrating organisations who make this commitment, and we're welcoming new member organisations every day! We are delighted you are on this journey with us, helping to achieve our purpose for all organisations become menopause friendly.

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Menopause Friendly Accreditation Standards

There are 5 key areas of focus to The Menopause Friendly Accreditation, which our Independent Panel will assess.

Culture

Your organisation will:

- Show a desire to keep learning about menopause in order to continue building awareness and support
- Have leaders, managers and colleagues talking openly about menopause
- Have senior leaders visibly championing the awareness and support for menopause at work
- Encourage colleagues to be open about their needs and encourage them to use all available resources including self-service
- Have a rich understanding of how menopause impacts all in the workplace
- Ensure the work is included in your broader ED&I and wellbeing initiatives
- Use inclusive, positive language and imagery when talking about menopause

Evidence to support this may include:

- Your whole workforce report feeling understood and heard in their experience of menopause
- Colleagues and leaders are sharing their stories of menopause at work
- Your leaders are championing the menopause work in word and actions
- Your people are telling you that they can 'feel' the way in which your organisation is becoming menopause friendly



Policies and practices

Your organisation will:

- Make it clear how menopause is supported, having a policy or guidance in place, showing how menopause is integrated into other relevant policies (i.e. flexible working/absence & performance management wellbeing and ED&I)
- Ensure policies, guidance and/or menopause support information is inclusive and easily accessible to all
- Demonstrate informal practices which support the overall ambition of supporting menopause at work
- Provide individual, relevant workplace adjustments and support for those who need this during their menopause transition
- Provide guidance to support managers, individuals and colleagues

Evidence to support this may include:

- Your managers and colleagues are aware of and are actively using your policy/guidance
- Managers are providing flexibility for managing attendance and workplace adjustments
- Your organisation is actively promoting your Occupational Health and Employee Assistance Programme (EAP) services or other menopause support and colleagues are using these services to support menopause symptoms at work



Training

Your organisation will:

- Have a coordinated training plan that aligns with your wellbeing and ED&I objectives
- Equip your HR professionals, managers and colleagues with knowledge about menopause
- Provide learning that supports managers to confidently support colleagues impacted by menopause
- Offer induction training to new recruits on menopause awareness and support
- Provide accurate, up-to-date, evidence-based information to enable colleagues to make informed choices for themselves

Evidence to support this may include:

- Your training is delivering high quality awareness and understanding of menopause
- Your managers and colleagues are more confident to openly discuss menopause
- You have a clear pathway to provide up-to-date and varied training to a good level of understanding for all new and existing colleagues, managers and HR professionals





Menopause Friendly Accreditation Standards

Engagement

Your organisation will:

- Listen to colleagues to understand what they need and what is important to them
- Use a range of ways to communicate to and with your colleagues
- Have support networks to enable peer-to-peer support
- Promote menopause awareness during national campaigns such as World Menopause Day
- Demonstrate their efforts to become menopause friendly both internally within the organisation as well as externally

Evidence to support this may include:

- The ways in which you communicate with and listen to your colleagues
- How your work on menopause is driven by what they say
- What your colleagues are saying about their experiences of menopause in your workplace



Working environment

Your organisation will:

- Have a good understanding of how to support colleagues wherever they work and whatever their role
- Have effective ways in which to provide workplace adjustments for physical and psychological symptoms
- Easy-to-follow process to access equipment including fans and Occupational Health Services for example
- Identify and understand what your employees need to be able to work effectively, wherever that may be, including where they are working from home

Evidence to support this may include:

- Your managers are providing adjustments for the whole range of symptoms associated with menopause
- You have a clear and easy process for discussing adjustments including examples of possible role changes, adjustments to work patterns, hot-desking implications, blinds for the office or the provision of fans, period products and breathable fabric uniforms/workwear
- Examples of where colleagues have been involved in developing workplace environments



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Menopause Friendly Accreditation Standards

The Menopause Friendly Standards have been developed to be meaningful, achievable and genuinely helpful for your organisation.

We know that achieving these standards is a journey. You may find some elements of the MFA standards easier to implement in your organisation than others. Where you still have work to do in one part of the standard it is important to demonstrate that you have a plan to address any outstanding challenges.

To achieve the Menopause Friendly Accreditation you will need to be meeting over half of the required standards. If you are not able to show you have achieved the necessary standard yet you will be assessed as having partially met the standard. Don't worry, and our MFA team are here to provide you with the help you need and will explain what you need to do to be successful.

The diagram below is designed to help you consider where you are on that menopause journey. Our checklist will help you look at which standards you need to focus on.



Menopause Friendly Matrix

Where are you on your journey?

Partially achieving accreditation

Fully achieving accreditation

Foundation

Awareness

Understanding

Integration

Sustainable

Menopause is on the agenda for discussion but no concrete plans are in place to define or achieve desired outcomes. The organisation will put additional measures in place to respond to any problems.

Menopause support is increasingly recognised as important to business performance. Menopause initiatives are deployed at a local level and monitored to support continuous improvements

Management recognises the business benefits of supporting menopause in the workplace and can demonstrate that it is implementing menopause awareness strategies designed to create an inclusive work environment

Menopause support is integrated into day-to-day activities. Management at all levels are committed to creating an environment that supports menopause and encourages the right behaviours. Menopause initiatives reflect the range of individual local and organisation needs.

Supporting menopause is 'how things are done' - it's part of business as usual and embedded into day-to-day working practices and people can see and feel the difference it makes to them at work. The impact on business performance is clear and menopause support enhances competitive advantage



Independent Panel

What are the panel looking for?

The Independent Panel want to hear your story. They want to know **'what you do'**, but more importantly, the **'why you do it'** from a business perspective, and the **'how you do it'**. They need to be able to evaluate your overarching goals and objectives and the ways in which you measure your success and how you are assured that you are achieving the right outcomes, which means your organisation is **becoming menopause friendly**.

They would like to see evidence of your approach including:

- The changes that your approach has made in driving workforce behaviour (such as recruitment and retention, levels of engagement and sickness absence or improvements in productivity)
- How you have worked with your workforce to identify the most effective way to support menopause at work for them
- How you will ensure that your approach will adapt as your business changes and continues to evolve
- Ongoing leadership buy-in including how you have secured funding and/or resources for your approach
- How you have developed a full and rich understanding of all parts of your organisation and how they experience menopause directly or indirectly
- Data analytics, such as how you have identified challenges, measured the effects of your approach, reported on them and used the output to define next steps
- How you have created a positive workplace culture supporting menopause across the organisation
- How you have ensured there is a sustainability of your approach and future plans



[Find out more about our Independent Panel](#)



Examples of evidence

Culture

Evidence could include menopause mission statement, senior stakeholder involvement, feedback on experiences of asking for support around menopause, menopause support groups/networks, employee survey data. Examples of the ways you have listened to colleagues and acted on their feedback and case studies of colleagues and leaders sharing their stories.

Policies & practices

Evidence could include menopause policy, menopause guidance documents, menopause factsheets, intranet content, other policies referencing menopause. Examples of where your managers and colleagues are aware of and are actively using your policy/guidance. Examples of where managers are providing workplace adjustments. Examples of how your organisation is actively promoting your Occupational Health and Employee Assistance Programme (EAP) services or other menopause support.

Training

Evidence could include training sessions delivered, training/ information material provided, feedback from training sessions, external partnerships with expert training providers, training take-up data. Examples of your training plan, outlining how you will continue to provide up-to-date and varied training for for all new and existing colleagues, managers and HR professionals. Examples of how your managers and colleagues are more confident to openly discuss menopause.

Engagement

Evidence could include examples of communication initiatives, intranet content, menopause campaigns around key awareness days (i.e. World Menopause day), employee engagement data, survey feedback. Examples of how you have listened to your colleagues. Examples of how your work is driven by what they say.

Working environment

Evidence could include menopause-friendly workwear, health & safety reviews, menopause specific risk assessments, employee feedback on reasonable adjustments. Include evidence of how your managers are providing adjustments for the whole range of symptoms associated with menopause. Examples of a clear and easy process for discussing adjustments. Examples of where colleagues have been involved in developing workplace environments.



Independent Panel's Top Tips

Independent Panel Top Tip One - Know what you want to achieve

Make sure you are clear why supporting menopause matters to you. You will need a clear vision, whether that is because you want to recruit or retain talent or you want to improve engagement, be clear about your aims. A vision makes it much easier for you to know if you are making the right progress and are achieving your goals. Be clear about what you want and then be clear how you will measure that you are succeeding.

Independent Panel Top Tip Two - Listen to your people

Always remember just how important it is to listen to your workforce as well as sharing information with them. Consider how do you know what your colleagues want and need and how are you responding to that. Showing this level of listening and response is a great indicator of an open, menopause friendly culture in an organisation.

Independent Panel Top Tip Three - Focus on your outcomes

What really matters is how the changes you are making are impacting your workforce. Change must be meaningful and it must be 'felt' by people working in your organisation. Are your people happy to talk to their managers about menopause? Are your managers confident to support colleagues with menopause? When you can demonstrate these changes you will know you are becoming menopause friendly.

Independent Panel Tip Four - The journey goes on

There is no 'once and done approach' to menopause in the workplace. Understanding of menopause and its impact on everyone is growing and you will need to see your journey as ongoing. Deepening your understanding of menopause at work, having a rich appreciation of all communities and how best to support them, is an indicator of a menopause friendly organisation. Change must be sustainable.



Your application

So, now you are ready to start thinking about completing your application form. The work towards accreditation is stretching but achievable and our MFA team will be supporting you every step of the way.

Here are the steps to work through:

- **Step One** - contact our MFA team (accreditation@henpicked.net) to ask for your self assessment checklist. This will help you decide when you will be ready to submit your application.
- **Step Two** - our MFA team will discuss your self assessment results with you and agree a potential date for your application to be assessed by the Independent Panel.
- **Step Three** - eight weeks before the panel date our MFA team will contact you to confirm you are still on track with your application and move the panel date if you need more time.
- **Step Four** - you will submit your draft application to our MFA colleagues six weeks before the panel date and you will receive some helpful feedback on any areas to strengthen it within two weeks of submission.
- **Step Five** - submit your final application two weeks before the panel date.
- **Step Six** - following the panel meeting to assess your application you will receive panel feedback. You will be told whether your application is fully accredited, whether the panel needs further information or that the panel believes you need to continue your efforts before you are ready to be accredited.
- **Step Seven** - if you are fully accredited you will receive your certificate and email assets and be asked where you wish your lanyards to be sent. If the panel needs more information before they can award your accreditation our MFA colleagues will work with you to achieve that.

Good luck everyone.

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