mab
mortgage advice bureau

PEOPLE & CULTURE POLICY

Menopause Support

This isn't just a 'women's issue' – it's a workplace issue, and we all have a part to play.



Last updated: 1st October 2025

> At MAB, we want everyone to feel valued, supported and able to perform at their best. We recognise that menopause and perimenopause can have a significant impact on health and wellbeing, and can affect female, trans and non-binary colleagues. Our support is available to all, and we encourage you to reach out and ask for help if you need it.

We also understand that many people still feel uncomfortable talking about menopause – which means some suffer in silence while experiencing a wide range of physical and mental symptoms. It's important to recognise that this isn't just a 'women's issue' – it's a workplace issue, and we all have a part to play.

This guidance is here to:

- Encourage open, supportive conversations.
- Help anyone experiencing symptoms feel confident in asking for support.
- Equip leaders with the knowledge & resources to support their teams.
- Signpost colleagues to further help if they need it.

Our commitment

We promise to:

- Listen to you if you tell us you're experiencing symptoms.
- Offer support and make reasonable adjustments where needed.
- Keep all information about your health and wellbeing confidential.
- Treat you respectfully, without assumptions based on age or menopause status.
- Take any discrimination, bullying or harassment linked to menopause seriously. Please see our Bullying, Harassment & Discrimination Policy for more details.

Understanding menopause & perimenopause

Perimenopause is the transition phase leading up to menopause. It's when the body gradually starts producing less oestrogen, and usually begins in a person's 40s, though it can start earlier for some. It can last a few months to several years. Because hormone levels are changing, you might notice symptoms such as irregular periods, hot flushes or night sweats, sleep problems, mood changes, difficulty concentrating or brain fog.

Menopause is reached when you haven't had a period for 12 months.

Supporting those experiencing symptoms of perimenopause or menopause means recognising that everyone's experience is different. As with any health condition, colleagues may have different symptoms and need different types of support at different times. This policy isn't about applying a

one-size-fits-all approach or making assumptions (e.g. based on age). Instead, it highlights the range of support available, so you can choose what works best for you.

Talking to us

If your symptoms are affecting your work or wellbeing, we encourage you to speak with your manager or a member of the People & Culture Team. These conversations will always be confidential and supportive. You can share as much or as little as you feel comfortable with, and you're welcome to bring someone with you if that helps (for example, one of our Menopause Champions).

Our aim is simply to understand what you're experiencing and how we can best support you.

If you feel unwell

If your menopause symptoms mean you're too unwell to work, our normal sickness absence procedures will apply. Absence related to menopause will always be handled sensitively and fairly.

Reasonable adjustments

There may be changes we can make at work to help you manage your symptoms and we'll consider any reasonable adjustments based on your needs and the nature of your role. This could include:

- Temporary changes to working hours or start times.
- The option to work from home.
- Access to quiet or private spaces (like the Wellbeing Room at HQ).
- More frequent breaks.
- Practical support such as access to cold drinking water, free sanitary products, desk fans or lockers for storing a change of clothes.
- Paid time off for medical appointments.

Please speak to your manager if you think a change to your role or working conditions would help. Just to be clear, we'll treat this as a potential reasonable adjustment, so you don't need to make a formal flexible working request.

Your manager may also suggest:

- Using our Employee Assistance Programme (EAP).
- Downloading the Peppy app, which offers dedicated menopause support (free with Vitality PMI).
- Making an appointment with your GP.
- An occupational health assessment (with your agreement).

External organisations

There are many charities and supportive organisations offering information and guidance on menopause. Here are a few you might find helpful:

- **Daisy Network** – support for those experiencing early menopause.
- **Gen-M** – everything you need to know about the menopause, all in one place.
- **Henpicked** – expert advice to help you make informed choices.
- **Menopause Matters** – information on symptoms and treatment options.
- **Women's Health Concern** – the patient arm of the British Menopause Society.

If you need further support

If you think you might benefit from a reasonable adjustment to your role, or if you have any questions about anything you've read in this document, please speak to your manager or a member of the People & Culture Team (**mablife@mab.org.uk**).

> We also have Menopause Champions at MAB, and our Employee Assistance Programme (EAP) offers 24/7 advice and support if you need it. You can contact the helpline on **0800 023 2296** – it's independent, completely confidential and free for you and your family.

Policy review

This policy should be read alongside our Reasonable Adjustments and Discrimination, Bullying & Harassment policies. It will be reviewed regularly to ensure it remains up to date, its effectiveness is monitored and that it continues to reflect best practice.
Last updated: 1st October 2025.

THE QUICK READ

Menopause Support

Our commitment

We want everyone at MAB to feel valued, supported and able to perform at their best. We recognise that menopause and perimenopause can have a significant impact on health and wellbeing, and can affect female, trans and non-binary colleagues – our support is available to all!

Understanding the menopause

Perimenopause: hormonal changes causing symptoms such as poor sleep, hot flushes, anxiety, mood changes, irregular periods and difficulty concentrating. **Menopause:** reached after 12 months without a period.

Everyone's experience is different

We'll never make assumptions based on age, and support will be tailored to your individual needs.

Talking to us

We want you to feel comfortable asking for help and encourage open, supportive conversations. Speak with your manager or a member of the People & Culture Team if your symptoms are impacting your work or wellbeing.

If your symptoms make you unwell

Our normal absence procedures apply.

Reasonable adjustments may include

Temporary changes to your working hours or start time; the option to work from home; access to quiet/private spaces (e.g. the Wellbeing Room); more frequent breaks; practical support such as cold water, free sanitary products, desk fans and lockers for a change of clothes; and paid time off for medical appointments.

Available support

We have Menopause Champions at MAB and dedicated support through our EAP and Vitality PMI. There are also a number of external organisations that can offer you expert advice and guidance.

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