Menopause Action Plan

At Haier Smart Home UK&I, we are committed to creating an inclusive, supportive workplace where colleagues are empowered at every stage of life — including menopause. We recognise that menopause can affect individuals in different ways and that appropriate support can make a meaningful difference to wellbeing, confidence, and performance at work.

This Menopause Action Plan sets out our commitment, the support available, and the actions we are taking to ensure menopause is understood, supported, and openly discussed across our organisation.

Our Commitment

We are committed to:

- Creating a culture where menopause is understood, respected, and supported
- Providing practical workplace support and reasonable adjustments
- Equipping managers and colleagues with the knowledge and confidence to have supportive conversations
- Listening to lived experiences and using feedback to continuously improve

Our **Menopause Support Hub** acts as a central point for information, guidance, policies, and resources, accessible to all colleagues.

1. Policies & Practical Workplace Support

We have a dedicated **Menopause Policy**, available to all colleagues, which clearly outlines the support available to those experiencing menopause.

This includes:

- Flexible working arrangements where needed
- Reasonable workplace adjustments (for example, access to desk fans)
- Explicit recognition of menopause within our Reasonable Adjustment Policy

Our policy was developed with input from a Policy Listening Group to ensure it reflects real experiences and needs. We are committed to reviewing and refreshing this policy every 3–5 years, using listening groups and colleague feedback to inform future updates.

2. Education, Awareness & Training

We believe education is key to creating a supportive and inclusive workplace.

Current and planned actions include:

- A bite-sized menopause awareness training module available to all colleagues and managers
- Training covers symptoms, workplace impact, and how to have supportive, respectful conversations
- Our ambition is to achieve 100% completion of menopause training by 2027
- Annual Lunch & Learn sessions that provide a safe, open space to learn and share

These sessions include:

- Dedicated events for women
- Inclusive sessions for men and allies who want to better understand menopause at work

3. Wellbeing & Confidential Support

Colleagues can access confidential professional support through our Employee Assistance Programme (EAP).

The EAP provides:

- Confidential counselling, including Cognitive Behavioural Therapy (CBT)
- Life coaching and practical support for work–life challenges
- Signposting to a wide range of wellbeing and lifestyle services

Support is confidential and available in a way that suits individual needs — in person, by phone, or virtually.

4. Listening, Engagement & Voice

We recognise that effective menopause support must be shaped by lived experience.

To ensure we continue to listen and learn:

- A menopause-specific question will be included in our annual engagement survey for female colleagues

- Survey insights will help us understand experiences, identify gaps, and assess the effectiveness of current support
- Feedback will directly inform future actions, training priorities, and policy reviews

5. Community, Networks & Partnerships

Our internal communities play an important role in fostering connection and driving positive change.

Key initiatives include:

- **Women at Haier**, which provides a supportive forum to share experiences, ideas, and suggestions
- Partnership with **TOTM**, providing period products in women's toilets
- An annual **Menopause at Work** talk each October as part of our *See Her Thrive* women's empowerment programme

Looking Ahead: Our Key Actions

Over the coming years, we will:

- Achieve 100% completion of menopause training by 2027
- Use engagement survey insights to continuously improve menopause support
- Regularly review and refresh menopause policies through listening groups
- Continue building open, inclusive conversations about menopause across the organisation

Accountability & Review

This action plan is owned by our human resources team and supported by senior leadership. Progress will be reviewed regularly to ensure our commitments translate into meaningful, practical support for colleagues.