

# Age at Work

## Case Study



### DANSKE BANK | MENOPAUSE SUPPORT FOR COLLEAGUES



Danske Bank is committed to raising awareness, educating, and training on menopause so that women feel confident about raising issues relating to their own personal journey. We want to recognise what you're going through by changing the way we do things. When you change, so do we.

#### About Danske Bank

Danske Bank is the largest Bank in Northern Ireland. Serving the needs of around half a million personal and Business customers across NI and with increasing presence in the wider UK market, our c.1300 colleagues service diverse customer needs through digital, telephone and face to face channels.

#### The issue

Our commitment on menopause is part of our aim to build a more inclusive culture and our desire for women to see Danske Bank as a place in which they can thrive and feel empowered - through all stages of their career and life.

#### What Danske Bank did

Engaging with colleagues across the Bank has been vital to the creation of our Guiding Principles on Menopause Support. The approach has been consultative and benefitted from clinical input,

colleague engagement and external stakeholder advice. It is critical that we support our colleagues as they transition through the menopause with support that should be personalised to the individual and their symptoms. Our Guiding Principles, Menopause Action Plan, our Tell Me More Podcast Series and our Menopause Learning Lunches have been a platform for exploring these issues with colleagues over the course of the past year.

**“IMAGINE A PERSON EXPERIENCING MENOPAUSE. WHAT COMES TO MIND? NOW IMAGINE A SEASONED PROFESSIONAL, A PERSON OF INFLUENCE IN OUR BUSINESS, POSSIBLY LEADING A TEAM, HOLDING A WEALTH OF KNOWLEDGE, WISDOM AND LIVED EXPERIENCE THAT YOU CAN'T TEACH.**

**SO OFTEN, THOSE WHO EXPERIENCE AND STRUGGLE WITH MENOPAUSE ARE THOSE THAT WE RELY ON MOST IN OUR BUSINESSES. AND YET, AS A SOCIETY, OUR PERCEPTION OF A MENOPAUSAL PERSON DOESN'T MATCH UP. THESE COSTS GO SO FAR BEYOND THE MONETARY OUTLAYS, THEY**

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### **RELATE TO CULTURE, ETHICS, AND OUR ORGANISATION'S SUSTAINABILITY."**

**Jenny Moore, Employment Lawyer, Danske Bank**

#### **Impacts and Outcomes**

- We have introduced temperature control when you need it most. When your body changes during the menopause, we change how we do things in work. From flexible working arrangements to thermostat control in the office, and 'meno-pause' days under our special leave policy.
- Our 'tell me more' series has been impactful for colleagues who benefit from clinical input with advice and learning sessions for colleagues on topics such as; personal menopause journey,

gynaecology and expert treatments and how we navigate the menopause.

- Our action directly aligns and underpins our ambition to be the best bank - to get, grow and keep the very best talent.