



MENOPAUSE GUIDANCE

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Comments or queries relating to the contents of this draft document should be emailed to: egdiv@qub.ac.uk

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1. Introduction

Queen's University Belfast is committed to promoting equality of opportunity to all and to ensuring that all individuals are treated fairly and with dignity and respect in the working environment. It is also committed to ensuring the health, safety and wellbeing of all staff.

In April 2022, the University employed approximately 4350 staff of which nearly 2400 are women with approximately 45% (1061) are of the age typically affected by menopause (over 45 years old).

Colleagues may need additional consideration, support and adjustments during the time before, during and after the menopause and the University is committed to ensuring that those affected feel confident enough to raise issues about their symptoms and ask for reasonable adjustments at work, and are supported in the workplace.

The Menopause Guidance sets out the University's commitment to supporting colleagues experiencing the menopause and/or menopause type symptoms.

2. Scope

The Menopause policy and Menopause Guidance apply to all employees of the University.

This guidance is aimed to support all staff working for the University who may experience menopause-type symptoms.

It is important to remember that the menopause is not experienced exclusively by women, and not all women will experience the menopause. For example, trans men, trans women and non-binary people may also experience the menopause.

This support is designed for all staff regardless of their perceived gender and also offers support to trans and non-binary people experiencing the menopause.

The policy also aims to support individuals who experience induced menopause due to conditions such as endometriosis, cancer treatment or having a hysterectomy.

3. Key Principles

It is recognised that the menopause is a very individual experience and that people can be affected in different ways and to different degrees, therefore different levels and types of support and adjustments may be needed. Managers should be flexible, where possible, when agreeing adjustments with staff.

As menopausal symptoms are typically experienced for several years, it will be treated as a 'transition' rather than a one-off event.

Appropriate information and support will be available to all staff with regards to the menopause.

A Personal Menopause Assessment template is included with the policy (Appendix Three) and can be carried out by a member of staff before approaching their line manager about adjustments to working conditions but does not have to be shared. Any adjustments will be considered and acted on appropriately within an appropriate timescale. Awareness raising sessions will be provided for line managers and staff.

4. Roles & Responsibilities

Line managers should make themselves aware of this policy and the symptoms of menopause, and related issues. Staff should approach their line manager if they need a reasonable adjustment due to menopause symptoms.

An informal chat is often the quickest way to agree an adjustment, particularly if the request is simple, for example, a fan is required. However, staff can complete supporting menopause template as a way of starting a conversation with their manager. This template is provided as a guide only; some may not feel uncomfortable using the template and therefore it is not compulsory that it is used.

Line managers are required to explore reasonable adjustments when requested.

4.1 Line Manager Responsibilities

All line managers are responsible for:

- raising awareness among all staff that the University will handle menopause in the workplace sensitively, and with dignity and respect;
- the health and safety for their employees and requesting a risk assessment is undertaken for any employee they regard as a concern/risk;
- supporting staff experiencing menopausal symptoms in the same way as an employee with any ongoing health complaint;
- treating any conversation with employees sensitively and professionally;
- documenting key meeting points including any adjustments agreed with the employee (you should use the template at Appendix Three to record the meeting, so that all parties agree what has been discussed, and the next steps, before the meeting ends);
- ensuring ongoing dialogue and review dates with the employee;
- ensuring that all agreed work-place adjustments are adhered to; and
- liaising with their HRBP.

4.2 HR responsibilities

HR will:

- be available to offer support and guidance to staff who may not feel comfortable discussing these issues directly with their line-managers;
- offer guidance to managers on the interpretation of this Policy and Guidance.

The Diversity and Inclusion Unit/Health and Wellbeing Team will:

- develop awareness raising sessions for line managers and staff;
- provide appropriate information and support for all staff;
- liaise with internal and external partners to educate and support staff.

The Diversity and Inclusion Unit will:

- monitor and evaluate the effectiveness of this policy; and
- review the policy and guidance with the recognised Trade Unions on a triennial basis.

4.3 Employee responsibilities

Employees experiencing menopausal symptoms should:

- consider the symptoms that they are experiencing and how they feel they are affecting performance at work (Employees can use the optional Personal Menopause Assessment at Appendix Three to help them);
- think about what adjustments/changes to the role would help alleviate the symptoms and how they feel these can be implemented within their role (including any recommended GP advice);
- provide some real-life scenarios they are facing to help the line manager understand how it is affecting work. For example, the employee is experiencing night sweats which is preventing them from sleeping and therefore they are tired at work making it difficult to concentrate. Employees can use the optional Personal Menopause Assessment and Confidential Colleague Discussion template at Appendix Three to help them communicate how the symptoms of menopause impact their day-to-day activities.

5. Potential Symptoms

Whilst not every individual will notice every symptom, or need help or support, most individuals do experience some symptoms, and some could be classed as severe.

At any age, individuals undergoing certain medical procedures, such as removal of ovaries or cancer treatments, can experience a medically induced menopause, which may be both sudden and severe.

Individuals may experience only some or all of these symptoms (the list is not exhaustive):

- Hot flushes;
- Changes to mood;
- Fatigue;
- Problems with memory;
- Poor concentration;
- Palpitations;
- Loss of confidence;
- Night sweats;
- Joint aches;
- Insomnia and sleep disturbances;
- Dry skin and skin irritation;
- Headaches;
- Vaginal dryness, itching and discomfort;
- Irregular and/ or heavy, painful periods, clots and flooding;
- Increased perspiration during the day;
- Depression;
- Dry eyes;
- Anxiety;
- Hair loss;
- Panic attacks;
- Urinary problems.

Symptoms can begin months or even years before an individual's period stop and last around four years after the last period, although some experience them for longer and can need medication to alleviate the symptoms. You can find out more about symptoms of menopause on the [NHS website](#).

On average, symptoms last about four years from the last period, however some cases can last longer, up to twelve years, and can need medication to alleviate the symptoms.

The effects on a woman's physical and emotional health can significantly impact how her work and her relationships with colleagues. There are a number of varying treatment options ranging from natural remedies to medical intervention.

The University recognises its responsibility to take into account the difficulties individuals may experience during the menopause, and to provide support in this regard.

6. Reasonable Adjustments

The University not only aims to facilitate an open, understanding, working environment, but also has a duty to provide a safe working environment for all employees.

The Equality Commission for Northern Ireland's guidance '[Promoting Equality in Employment for Women Affected by the Menopause](#)' highlights that whilst statutory equality law does not expressly provide protection for menopause or perimenopause, some conditions arising from the menopause may meet the definition of an 'impairment' under the Disability Discrimination Act (1995). Such conditions which meet this definition would be considered a disability and therefore line managers must ensure consideration is taken to implement adjustments where requested.

The aim is for the line manager to understand the barriers the employee is experiencing and jointly with the employee consider solutions to improve or resolve the concern.

Often, small changes to the employee's role or workplace can make a huge difference to the quality of working life for employees experiencing the menopause.

Consideration should be given to the following:

- Flexible and easy access to bathroom and changing facilities;
- Ensuring there is good ventilation (e.g. a fan or opening window or adjustable air conditioning);
- Review of office seating plans so that affected employees can be near the window or open doors, or away from direct sources of heat such as radiators;
- Fitting blinds to windows;
- Access to cold drinks;
- Regular breaks in a private and quiet space, including flexibility for the staff member around the taking of breaks;
- Where uniforms are compulsory, flexibility is helpful for example this might include being allowed to remove jackets, wear a hair net instead of a hat or providing additional spare uniforms, or uniforms in different sizes;
- Consideration of adjustments to PPE.
- Where work requires constant standing or prolonged sitting, having access to a rest room/area to sit during work breaks or for employees to go if they are experiencing a hot flush
- Flexibility around attending relevant medical appointments;
- Temporary changes to the employee's duties, such as undertaking reduced high-visibility work like formal presentations or meetings or work on reception because it can be difficult to cope with symptoms such as hot flushes, or assessing how work is allocated or whether the employee is affected at particular points of the day.

This list is not exhaustive. Other adjustments that are not listed above will also be considered if deemed reasonable and necessary to alleviate symptoms.

As the symptoms associated with menopause can affect an employee's comfort and performance at work, the University commits to ensuring that adjustments and additional support will be available to those experiencing menopausal symptoms, including the facilitation of flexible working, wherever possible. Requests for flexible working could include asking for:

- a change to the pattern of hours worked;
- permission to perform work from home;
- adjustments to workload;
- a reduction in working hours; or
- more frequent breaks.

Employees should discuss requests for reasonable adjustments or flexible working with their line manager/HR Business Partner, and depending on the circumstances, requests may be approved either on a permanent or temporary basis.

The University will seek to be flexible and to support all requests wherever possible, and to this end will work proactively with staff members experiencing menopause

Risk assessments

Employers have a legal duty to ensure, so far as is reasonably practicable, the health and safety of all their employees (The Health and Safety at Work (Northern Ireland) Order 1978) and to make a suitable and sufficient assessment of the workplace risks to the health and safety of their employees (Management of the Health and Safety at Work Regulations (NI) 2000). Risk assessments should consider the specific needs of the person, ensure that the working environment or working practices will not exacerbate their symptoms and assist with identifying any potential adjustments that may be required.

If a line manager considers that there is a concern for the health and safety of an employee, they should contact their HR Business Partner / Occupational Health for guidance and support.

7. Supporting Menopause at Work

Although the University expects line managers to take a positive and supportive approach towards discussions about menopause, we know that individual members of staff who are affected may still feel uncomfortable talking directly to their manager and may take time-off work because of the menopause but do not tell their employer of the real reason for their absence.

The reasons for this are widely due to the fact the employee feels that:

- Their symptoms are personal/private;
- The symptoms are embarrassing, or they would find it uncomfortable to disclose the reason with their manager;
- They don't know their manager well enough;
- They don't feel comfortable disclosing it to their male or younger manager.

Individuals may wish to talk to another colleague whom they feel comfortable talking to, another line manager of the same sex, or a member of the Human Resources Business Partner (HRBP) team, who can, in turn cascade any relevant information to the appropriate line manager as agreed with the employee.

Further support is also available through self-help measures, sign-posting and further support, all of which can be found in Appendix Two of this policy, and on the Staff Wellbeing Website.

If you need more information or guidance on anything contained in this policy or wish to speak in confidence with a member of People and Culture, please contact the Diversity and Inclusion unit by emailing: eqdiv@qub.ac.uk.

Further sources of information and specific training and support on supporting colleagues experiencing menopause symptoms can be found on the [People and Culture website](#).

8. Review & Monitoring

The Diversity and Inclusion Unit will monitor and review this guidance, and its practical application, to ensure effectiveness and recommend improvements or amendments. This may include reviewing information on support provided via the policy, data on equality grounds and also feedback from HRBPs/line managers and staff through appropriate mechanisms.

Any information discussed by staff will be treated as confidential and should not be disclosed without the consent of the member of staff. All Confidential Colleague Discussion forms, and any other documentation will be treated as confidential and processed in line with GDPR guidelines and the University's [Data Protection Policy](#).

9. Equality Screening

This policy has been screened out with mitigation as per the Equality Commission's guidance on screening, with no adverse impact with regard to equality of opportunity and/or good relations for people within the equality and good relations categories.

Appendix 1

Terminology

While the words **woman/she/her** are used throughout this document/policy, we understand others may experience menopause-type symptoms, and this support is designed for all staff at the University regardless of their perceived gender.

It is important to remember that the **menopause is not experienced exclusively by women**, and not all women will experience the menopause. For example, trans men, trans women and non-binary people may also experience the menopause.

The **menopause** is part of the natural ageing process for women. It refers to the point in time when menstruation has ceased for twelve consecutive months. It usually happens between 45 and 55 years of age with the average age for women reaching menopause 51. However, menopause can happen naturally much earlier or because of surgery, serious illness or medication. 1 in 100 women experience menopause by the age of 40.¹

The **perimenopause** is the period of hormonal change leading up to the menopause and can often last for four to five years although for some women it may continue for many more years or for others last just a few months. During the time of the perimenopause women may begin to experience symptoms due to changes in their hormone levels. These symptoms may vary in degree between different individuals from mild to very significant.

¹ NHS Conditions – [Early Menopause](#)

Appendix Two

Further sources of information to support staff and raise awareness.

NHS information

www.nhs.uk/conditions/menopause

www.nhs.uk/conditions/early-menopause

NICE guidelines on 'Menopause: diagnosis and treatment'

NICE guidelines provide advice on the care and support that should be offered to people who use health and care services.

[www.nice.org.uk/guidance/ng23/ifp/chapter/ About-this-information](http://www.nice.org.uk/guidance/ng23/ifp/chapter/About-this-information)

Menopause Matters

An award-winning, independent website providing up-to-date, accurate information about the menopause, menopausal symptoms and treatment options.

www.menopausematters.co.uk

Women's Health Concern

A charitable organisation – the patient arm of the British Menopause Society – that aims to help educate and support women with their healthcare by providing unbiased, accurate information.

www.womens-health-concern.org

Daisy Network

Daisy Network is dedicated to providing information and support to those diagnosed with Premature Ovarian Insufficiency, also known as Premature Menopause.

<https://www.daisynetwork.org>

The Menopause Exchange

The Menopause Exchange gives independent advice about the menopause, midlife and post-menopausal health. They send out a free quarterly newsletter with useful impartial help and support.

www.menopause-exchange.co.uk

Menopause cafés

At a menopause café people, often strangers, gather to eat cake, drink tea and discuss menopause. The website includes guidance on how to set up your own menopause café.

www.menopausecafe.net

Manage my menopause

Website for tailored menopausal advice for individuals provided by experts.

www.managemy-menopause.co.uk

My Menopause Doctor

A website that aims to help empower women with necessary information to make informed decisions regarding any treatment they may take to help turn the menopause into a positive experience that does not negatively impact their lives.

www.menopausedoctor.co.uk

Menopause Guidance

‘Menopause: The menopause is a workplace issue: guidance and model policy’, Unison.

www.unison.org.uk/content/uploads/2019/10/25831.pdf

‘Menopause in the Workplace: A Practical guide for HR, Wellbeing and Occupational Health Practitioners, Business in the Community

www.bitc.org.uk/wp-content/uploads/2020/06/bitc-age-toolkit-menopauseintheworkplace-jun20.pdf

Appendix Three

Personal Menopause Assessment (optional)

Below is a list of some of the key symptoms that you may experience during the menopause.

The below list is not exhaustive but may help you consider what symptoms you are suffering and what you feel may assist you to undertake your day to day duties.

NB You do not need to share this with your line manager unless you wish to do so but it may provide helpful context to help discuss any considerations to support you.

Location you have the symptom (if both tick both)			Severity of the symptom				How frequently do you experience the symptom?					
Symptom	Home	Work	Mild	Moderate	Intense	Severe	Less than Monthly	Monthly	Weekly	Daily	Hourly	Constant
Hot flushes												
Night Sweats												
Irregular Periods												
Mood Swings												
Fatigue												
Hair Loss												
Sleep Disorders												
Difficulty Concentrating												
Memory Lapses												
Dizziness												
Weight Gain												
Incontinence												
Bloating												
Allergies												
Brittle Nails												
Changes in Odour												
Irregular Heartbeat												
Depression												
Anxiety												
Irritability												
Panic Disorder/Attacks												
Breast Pain												
Headache												
Joint Pain												
Burning Tongue												
Electric Shocks												
Digestive Problems												
Gum Problems												
Muscle Tension												
Itchy Skin												
Tingling Extremities												

Other:

Appendix Four

Confidential Colleague Discussion

Member of staff - details:

Name	
Job Title	
Department	
Location	
Present at meeting	
Date of discussion	

Please describe how the menopause affects you? How might your symptoms or the medication you need to take impact on your work? (you don't have to specify what your symptoms are or what medication you take)

What steps can you take? Is there anything we need to do to facilitate them?

Are there any triggers that might cause your health problem to affect you at work and any warning signs that your manager or colleagues might notice / be made aware of?

What support or adjustments could be put in place at work to minimise triggers or support you manage your symptoms at work?

Is there anything within your daily duty that ideally should be avoided/exacerbate your symptoms?

Summary of Discussion:

Agreed Actions/Adjustments:

Date of next review meeting:.....

Signed (Member of staff):.....

Signed (Manager):.....

***a copy of this form should be saved by the staff and the line manager for future record**

Appendix Six

Menopause Advice Sheet - How to talk to your GP about menopause

If you are suffering from menopausal symptoms to the point they're getting in the way of you enjoying life, it's time to talk to your doctor. But, sometimes, that's easier said than done.

We all know how difficult it can often be just to get an appointment, and then it's often only ten minutes. And talking about symptoms can be hard, let alone if you feel rushed or unprepared. So, what can you do? We've put together some helpful, straightforward tips to help you get the best from your appointment.

Don't wait. It is all too common for people to feel they must simply 'put up' with menopausal symptoms as a part of life, but if they are affecting you, there are things you can do, and support available. There is no need to wait until symptoms feel unbearable.

Read the NICE guidelines. This stands for National Institute for Health and Care Excellence and these guidelines are what your doctor will use to determine the type of conversations to have with you and treatments to offer. There are guidelines for patients, which are useful to read before you see your GP, so you know what to expect.

Prepare for your appointment. It's easier for your doctor to understand what's going on if you provide them with all the information. That may sound obvious, but blood tests to say where you are on the menopause transition aren't always available or accurate – your hormones can fluctuate daily during this time. So, your doctor will be thinking about what to recommend for you, based on your symptoms.

Keep a list of your symptoms, your menstrual cycle, hot flushes, how you're feeling, and any changes you've noticed. Write them down and take them to your appointment. Your doctor will thank you for it, and it's more likely that together, you'll find the right solution faster. And, if you have any preferences about how you manage your symptoms, tell them that too – for example, if you'd like to try hormone replacement therapy (HRT), or not.

Ask the receptionist which doctor is best to talk to about menopause. They can help you find the best person to speak to – it might not be your usual GP, it could be someone who has had special training in the subject.

Ask for a longer appointment. If you don't think your standard appointment will be long enough, try to book a double appointment, as some surgeries do offer this.

Don't be afraid to ask for a second opinion. If you don't feel you've received the help you need, ask to speak to someone else. Don't be put off, you know how you're feeling, and how it's affecting you.

Take your partner or a friend with you. The chances are, you spend your life supporting others and, during menopause, it's your turn to ask them for support. Your partner, or a friend, will know how the symptoms are affecting you. They could support you at the appointment, and also find out how they can continue supporting you.

What to expect from your doctor

There are certain things a GP should – and should not – do during your appointment.

They should:

- Talk to you about your lifestyle, and how to manage both your symptoms, and your longer-term health;
- Offer advice on hormone replacement therapy and other non-medical options;
- Talk to you about the safety and effectiveness of any treatment.

They should not:

- Tell you that it's just that time of your life. Yes, menopause is a natural stage, but please don't feel that means you should have to put up with every symptom without help;
- Tell you they don't prescribe HRT. It's up to you what you want to try, and for them to say whether it could be right for you, depending on your medical history;
- Impose unnecessary time restrictions, such as they will only prescribe this once, or for a year or two. This is an ongoing conversation, and if your symptoms persist, you will still need help to manage them.

Remember, your GP is there to help and support you, and you should feel comfortable and confident in talking to them about your symptoms, and any help you need. Don't think you have to struggle through menopause when there is help and support available.

All staff can access counselling by contacting the University's Employee Assistance Programme provider, Inspire, on 0800 086 9934 or
<https://www.qub.ac.uk/directorates/HumanResources/employees/wellbeing-at-queens/employee-assistance-programme/>

Appendix Five

Managers' Guidance for Supportive Discussions

We recognise that the impact the menopause and its symptoms may have on each individual is different, and it is, therefore, not feasible to set out a structured set of specific guidelines.

If an employee wishes to speak about their symptoms, talk about how they are feeling, or to talk about their experience of supporting a partner through the transition, please ensure that you:

- Allow adequate time to have the conversation
- Find an appropriate room to preserve confidentiality;
- Encourage them to speak openly and honestly; be aware that the employee may feel embarrassed or be noticeably upset and so it may take some time for them to talk openly;
- Ask open-ended questions to allow the employee to speak freely about their concerns such as; How do their symptoms affect them in the workplace? What adjustments do you suggest to alleviate these symptoms? (they do not have to outline all their symptoms)
- Suggest ways in which they can be supported (see symptoms below) – share the Personal Menopause Assessment (this does not have to be shared once completed);
- Explore whether they have attended their GP and if not, recommend the employee takes some professional medical advice via their GP.
- Agree actions, and how to implement them (you should use the Confidential Colleague Discussion template to record the meeting, so that all parties agree what has been discussed, and the next steps, before the meeting ends). Ensure that this record is treated as confidential, and is stored securely.
- Agree if other members of the team should be informed, and by whom;
- Ensure that designated time is allowed for a follow up meeting. Do not rely on quick queries during chance encounters in the corridor or non-confidential spaces.

Symptoms Support

Symptoms can manifest both physically and psychologically, including, but not exhaustively or exclusively; support for individuals should be considered as detailed below:

Hot Flushes

- Request temperature control for their work area, such as a fan on their desk (where possible a USB connected desk fan to ensure environmentally friendly) or moving near a window, or away from a heat source;
- Easy access to drinking water;
- Be allowed to adapt prescribed uniform, such as by removing a jacket;
- Have access to a rest room for breaks if their work involves long periods of standing or sitting, or a quiet area if they have a short term need to manage a severe hot flush.

Heavy/light Periods

- Have easy access to washroom facilities;
- Request an extra uniform;

- Ensure sanitary products are available in washrooms (as marked on a University map)/key points across the University, in order to obtain personal protection;
- Ensure storage space is available for a change of clothing.

Headaches

- Have ease of access to fresh drinking water;
- Offer a quiet space to work;
- Offer noise-reducing headphones to wear in open offices;
- Have time out to take medication if needed.

Difficulty Sleeping

- Explore whether temporary flexible working arrangements might be suitable, particularly if the individual is suffering from a lack of sleep.

Low Mood

- Agree time out from others, when required, without needing to ask for permission;
- Identify a 'buddy' for the colleague to talk to – outside of the work area;
- Identify a 'time out space' to be able to go to 'clear their head';
- Details of the University's Employee Assistance Programme provider Inspire Wellbeing can be accessed directly by telephone on 0800 086 9934 or <https://www.qub.ac.uk/directorates/HumanResources/employees/wellbeing-at-queens/employee-assistance-programme/>

Loss of Confidence

- Ensure there are regular check in discussions which include details of support available to refresh emotional wellbeing such as resilience training, etc;
- Have regular protected time with their manager to discuss any issues;
- Have agreed protected time to catch up with work.

Poor Concentration

- Discuss if there are times of the day when concentration is better or worse, and adjust working pattern/practice accordingly whilst ensuring necessary work objectives, customer service and reasonable adjustments for colleagues;
- Review task allocation and workload;
- Provide books for lists, action boards, or other memory-assisting equipment;
- Offer quiet space to work;
- Offer noise-reducing headphones to wear in open offices;
- Reduce interruptions;
- Have agreements in place in an open office that an individual is having 'protected time', so that they are not disturbed;
- Have agreed protected time to catch up with work.

Anxiety

- Promote counselling services provided by the University's Employee Assistance provider on 0800 086 9934 or <https://www.qub.ac.uk/directorates/HumanResources/employees/wellbeing-at-queens/employee-assistance-programme/>
- Identify a 'buddy' for the colleague to talk to – outside of work their area;

- Be able to have time away from their work to undertake relaxation techniques;
- Undertake mindfulness activities such as breathing exercises or going for a walk.

Panic Attacks

- Agree time out from others, when required, without needing to ask for permission;
- Identify a 'buddy' outside of work area;
- Be able to have time away from their work to undertake relaxation techniques;
- Undertake mindfulness activities such as breathing exercises or going for a walk.

Speaking to their GP

Discuss whether the member of staff has visited their GP. Depending on the discussion, this may be the next step suggested, particularly if the areas of difficulty are sleeping, panic attacks or anxiety.

Colleagues may find the 'Menopause Advice Sheet - How to talk to your GP about menopause' useful in talking to their GP about symptoms so they can receive the most appropriate support.

If they have visited their GP, and are being supported by them, it may be helpful at this point to make an Occupational Health referral to give specific advice regarding the workplace.

Reasonable Adjustments

Line managers are also encouraged to read the guidance produced from the Chartered Institute of Personnel Development (CIPD) [A practical guide for people managers](#).

Please note: If the adjustments that are requested by the employee or proposed by the line manager impact on terms and conditions of employment; for example, reduced hours and shift changes that will have an impact on pay, change of location/role responsibilities, the line manager must speak to their HR Business Partner before agreeing to any change of terms. This is to ensure that the correct procedure and documentation is completed, and that the employee is fully aware of the financial or contractual impact of the change.

Where adjustments implemented are unsuccessful or if symptoms become more severe/problematic, the line manager should consider referring the employee to OH to seek advice and recommendations.