

An Age Friendly Workplace

Understanding the benefits of an inclusive environment

**GREATER MANCHESTER
GOOD
EMPLOYMENT
CHARTER**

We have 49 Members

and 411 Supporters!

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ANDY BURNHAM
MAYOR OF
GREATER
MANCHESTER

Supporters' Network Webinar
GREATER MANCHESTER GOOD EMPLOYMENT CHARTER

SPEAKERS



- **Ian MacArthur**, Director of The Good Employment Charter
- **Kim Chaplain**, Specialist Advisor for Work at Centre for Ageing Better
- **Cheryl Iontton**, Diversity & Inclusion Manager at Electricity North West
- **Jay McKenna**, Regional Secretary at TUC

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About Electricity North West

We're the North West's 'distribution network operator'.

We maintain the overhead power lines and underground cables that transport electricity to your door.

We don't generate electricity, and our name isn't on the top of your bill, but around 16% of a typical household electricity bill goes to fund the network we operate.

We're the only distribution network operator in the North West, and we're held to account by Ofgem - the UK's energy regulator. Our business plan for 2015-2023 contains more than 40 performance targets that we have agreed to deliver, and our spending is closely controlled to make sure we offer excellent service and value for money.



5 million



2.4 million



25 terawatt
hours



£12 billion of network assets / 56,000km of network /
96 bulk supply substations / 363 primary substations / 34,000 transformers



ENWL Employee Demographic



Total number of employees = 2047		
Total number of employees aged 50 plus	666	33%
Total number of 50 plus employees - Female	143	21%
Total number of 50 plus employees - Male	524	79%
Total number of employees aged 70 plus – all male	9	0.4%

Role type	Percentage (%)
Business Support and Clerical	24%
Managerial	22%
Operational	31%
Engineering	23%

Benefits to Electricity North West of being Age-Friendly



Age diversity helps to match to the profile of a lot of our customers and improves customer service

Older workers transfer vital knowledge and skills – particularly helpful to our apprentices

Life experience is great experience and brings diversity of problem solving

How do we sustain being an Age-Friendly Employer



Flexible working

- Part-time
- Removal of contractual obligations for standby and out of hours working
- Flexible working policy
- Hybrid working for 50% of colleagues

Recruitment

- Blind CVs
- Recruitment champions to eliminate unconscious age bias
- Conscious Inclusion training for managers
- Review of language in job ads

Health

- Annual health checks for all operational colleagues to identify any health issues
- Employee assistance programme
- Support groups for menopause and disability
- Free eye tests

Career Development and Skills Training

- All colleagues have a PDP
- Technology Support – getting the right devices / cross generational support
- Mentoring/ buddy scheme for apprentices

Age positive culture

- Positive relationships with Trade Unions
- Employee engagement surveys reported by age groups
- Raising awareness on generational diversity
- Pre retirement planning and leave
- Long service awards
- Web site- images/ videos

THANK YOU!

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