# **An Age Friendly Workplace**

Understanding the benefits of an inclusive environment



#### 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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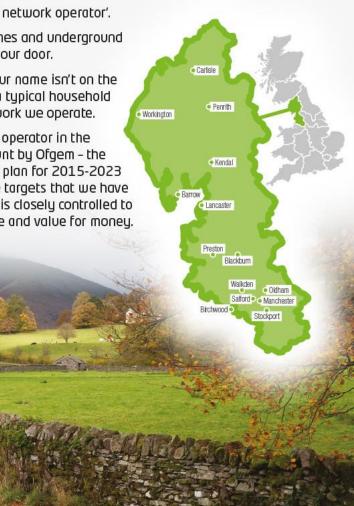
#### **About Electricity North West**

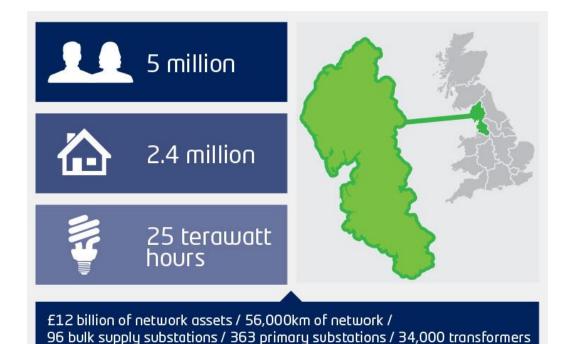
We're the North West's 'distribution network operator'.

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.





## ENWL Employee Demographic



Total number of employees = 2047

| Total number of employees<br>aged 50 plus            | 666 | 33%  |
|------------------------------------------------------|-----|------|
| Total number of 50 plus<br>employees - Female        | 143 | 21%  |
| Total number of 50 plus<br>employees - Male          | 524 | 79%  |
| Total number of employees<br>aged 70 plus – all male | 9   | 0.4% |

| Role type                     | Percentage<br>(%) |   |
|-------------------------------|-------------------|---|
| Business Support and Clerical | 24%               |   |
| Managerial                    | 22%               |   |
| Operational                   | 31%               | 1 |
| Engineering                   | 23%               |   |
|                               |                   |   |

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## 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<br>working | <ul> <li>Part-time</li> <li>Removal of contractual obligations for standby and out of hours working</li> <li>Flexible working policy</li> <li>Hybrid working for 50% of colleagues</li> </ul>                             | Career<br>Development<br>and Skills<br>Training | <ul> <li>All colleagues have a PDP</li> <li>Technology Support –<br/>getting the right devices<br/>/ cross generational<br/>support</li> <li>Mentoring/ buddy</li> </ul>                                    |  |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Recruitment         | <ul> <li>Blind CVs</li> <li>Recruitment champions to<br/>eliminate unconscious age<br/>bias</li> <li>Conscious Inclusion training<br/>for managers</li> <li>Review of language in job ads</li> </ul>                      | Age positive                                    | <ul> <li>scheme for apprentices</li> <li>Positive relationships with Trade<br/>Unions</li> <li>Employee engagement surveys<br/>reported by age groups</li> <li>Raising awareness on generational</li> </ul> |  |
| Health              | <ul> <li>Annual health checks for all operational colleagues to identify any health issues</li> <li>Employee assistance programme</li> <li>Support groups for menopause and disability</li> <li>Free eye tests</li> </ul> |                                                 | <ul> <li>diversity</li> <li>Pre retirement planning and leave</li> <li>Long service awards</li> <li>Web site- images/ videos</li> </ul>                                                                     |  |

# **THANK YOU!**









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