

Welcome to the Menopause Workplace Training Network by Henpicked

Dear Trainer,

As Henpicked continues to grow and evolve, our commitment to The Henpicked Way endures, this forms the basis for our culture and guides how we act as individuals and as an organisation.

As a Henpicked Menopause Workplace Trainer, you have a real opportunity to make a difference in people's lives. Your commitment to making a difference, sharing menopause knowledge and supporting others not only allows you to build a rewarding business but puts you at the heart of our vision of making all employers menopause friendly.

We are all trusted to make decisions that impact our reputation and relationships with each other, our customers, our business partners and our communities. Conducting business ethically, with integrity and transparency, is essential to preserving our culture and protecting our brand.

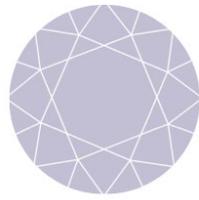
This Code of Conduct provides guidance to help all of us make ethical decisions in our work. It is up to each of us to live our values through our actions. That means asking for help if you have a question or concern and if you are unsure of what to do in a situation, please speak up.

We are so proud of the legacy that we are creating together. Thank you for your participation and commitment to always doing the right thing and living our values.

Best wishes,

The Henpicked Team





The Henpicked Way

It's our vision to make all employers menopause friendly.

Who are we?

As a Henpicked Menopause Workplace Trainer, you're joining a community of passionate individuals who are committed to delivering tried, tested and trusted advice on supporting and educating colleagues and managers about menopause and the potential impact it can have at work.

For clarity on the organisational structure, here is a brief introduction to the Henpicked group of businesses:

Menopause Workplace Training Network (MWTN)

A sister business to Menopause in the Workplace Limited (MIWL). Focused specifically on the support of SMEs and smaller organisations, MWTN makes menopause training accessible to all sizes of organisation and complements the work done by our partners at MIWL who support larger and corporate organisations. Through our licensed trainer network we deliver both in-person and virtual training across the UK.

Menopause in the Workplace Ltd. (MIWL)

The leading provider of bespoke Menopause in the Workplace training services to large organisations. To date they have trained thousands of employers, providing them with everything they need to build awareness and education about menopause so that they can introduce the right support into their workplaces. Focussed specifically on larger organisations, their team of associate trainers provide both in-person and virtual training sessions.

Henpicked

A pooling of un-biased menopause knowledge and education made available to individuals to provide advice and guidance on their individual menopause journeys. The Henpicked Menopause Hub is an online community packed with insights into menopause, with helpful and factual content and regular Lunch and Learns from expert contributors across general practice, obstetrics, gynaecology, nutrition, oncology, fertility, psychology, and much, much more.

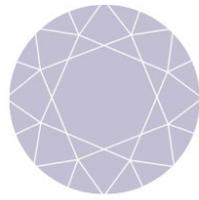
Menopause Friendly Accreditation

Offers a membership and accreditation for employers looking to demonstrate their commitment to building a menopause friendly working environment. The Menopause Friendly Accreditation is the only accreditation that sets clear standards which must be met, recognising proven practices that embrace menopause in the workplace.

All references to "Company" refer to Henpicked Menopause Training Network Limited which is the legal entity for the Menopause Workplace Training Network.

How We Operate

- By instilling our **passion** into everything we do and sharing it with everyone we meet
- Through delivery of **non-biased, tried, tested and trusted** content that's pooled from **experts** in the field
- By building mutually beneficial, **service-led relationships** and being **trusted advisors** to our customers
- As professionals, we are **industry leading** in delivering **quality** menopause education



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- We **nurture human relationships** to help people and organisations to **thrive and grow**

My Commitments as a Menopause Workplace Trainer

Our mission is to make menopause an inclusive subject that no one is afraid or embarrassed to talk about. We commit to helping make organisations a great place to work and give employees the confidence to ask for help and support if they need it and managers the confidence to provide that support when needed.

- ✓ I will always demonstrate a passion for the topic of menopause and specifically its impact in the workplace
- ✓ I commit to developing a detailed knowledge and understanding of menopause and its impact on individuals and within the workplace
- ✓ I will maintain a positive and empathetic attitude towards individuals who are struggling with the impacts of menopausal symptoms
- ✓ I will help managers to build their confidence in having supportive, open conversations about menopause with their teams

My Responsibilities

As a Menopause Workplace Trainer, you're in a privileged position to make a real impact on people's lives. Quality and consistency in the messages you deliver are critical.

Training Delivery

The MWTN content offers unbiased and balanced information for delegates. The training sessions are designed to be delivered in their entirety and in isolation to give participants a comprehensive and clear picture.

MWTN will not enforce or moderate any set delivery parameters. It encourages individuals to be creative in their sessions but must not sell other products or services in conjunction with the training.

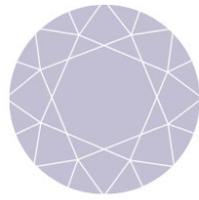
Providing a Balanced View

- ✓ I will describe, I will not prescribe
- ✓ I will avoid giving clinical or medical advice. Any advice I give may include things like: preparing when you go and see your GP, tracking your symptoms, reading the current guidelines and encouraging people to understand what is the right approach for them in managing their menopause journey
- ✓ I will signpost participants to information or additional content but understand that I should never be seen to be giving tailored advice; everyone's menopause journey is individual and unique

Terms to Avoid

Where possible I will avoid saying things like:

- You should do...
- I currently do <XYZ> and it works for me so you should do the same...



Utilisation of Materials

- ✓ I will only deliver the training content in the format provided
- ✓ I understand that the training content should not be edited/added to or be otherwise modified without written approval from Trainer Support
- ✓ I accept that no other products will be sold within the same session in conjunction with MWTN content
- ✓ I understand that if I choose to deliver supplementary training or services alongside the MWTN content, I will ensure that it is complementary and sensitive to the subject of menopause

Self-Study, Ongoing Learning and Training Content

As a Menopause Workplace Trainer, it is your individual obligation to remain up to date with your learning and training. We provide relevant information and content to support you, but you must take personal responsibility for remaining abreast of course content. Course content will be reviewed and refreshed annually as a minimum and in line with any major research, legislative changes or new guidance.

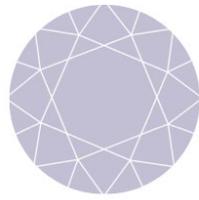
- ✓ I commit to maintaining my menopause knowledge through ongoing self-study and the revision of new materials as they are provided

Sales Practices and Advertising

As a Menopause Workplace Trainer, you will act as a brand ambassador for Henpicked. Here is some guidance on how we expect you to operate.

We have created a suite of marketing resources and materials that you can use to promote your business. We will also provide you with support on content wording, messaging and promotion to ensure that you are aligned with the materials provided by MIWL and MWTN. Licensees must refrain from creating their own graphic materials to promote the Menopause Workplace Training Network and where possible use wording from text we have provided in your resource area.

- ✓ I agree to ensure that all communications with our customers or potential customers be truthful and accurate
- ✓ I understand that when we say something about MIWL or MWTN products and services, we must be able to substantiate them
- ✓ I agree to only use marketing resources provided by MWTN in my marketing and in social media posts
- ✓ I agree to refer to and align myself with MIWL and MWTN wording and content when sharing marketing content
- ✓ I agree to always sell the quality of what we do; we do not disparage our competitors
- ✓ I will only promote and deliver training directly to organisations with fewer than 350 employees
- ✓ Should I receive an enquiry from a larger organisation I will refer them on to MIWL
- ✓ I agree to respect and uphold the reputation for quality and excellence that MIWL and MWTN have created. I will not share any content that could be deemed to be detrimental to this
- ✓ You may come across negative or disparaging posts about MIWL or its brands or see third parties trying to spark negative conversations. It is important that you do not engage with these posts, please avoid the temptation to react yourself. Please refer any such posts to Trainer Support who will deal with them



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Social Media

It is our hope that as a Menopause Workplace Trainer you will use social media to reach out to and empower clients looking for support and education about the menopause. Our marketing and PR teams have taken time to ensure that messaging, visuals, and content are aligned with the Henpicked Way and ask that our licensed trainers are respectful of the guidance provided when using social media channels.

Be genuine, personable, and relatable in your conversations - people want to talk to people, not someone making a 'pitch'.

- ✓ I understand that I must take great care when using social media platforms to ensure that my posts and content are aligned with MWTN and MIWL centralised messaging
- ✓ I will not comment on, post divisive opinions, or demonstrate alignment to any political affiliation in my posts
- ✓ I will use trusted and well referenced sources when sharing information and content

Network Geography

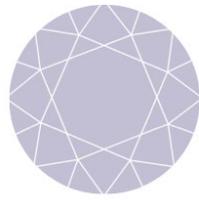
The Company commits to having no more than 500 licensed trainers operating in the United Kingdom at any one time. Geographic spread for the benefit of the network will be a key consideration.

- ✓ I understand that my license does not limit me to operate in any specific geographic area within the UK
- ✓ I accept that I am free to deliver both in-person and virtual sessions to any organisation across the UK that has less than 350 employees
- ✓ I understand that it is the recommendation of MWTN that I begin my marketing and client promotion within my local area to build momentum and reputation as a credible Henpicked Menopause Workplace Trainer
- ✓ I may, on occasion, have cross-over with another MWTN trainer – I agree to act in a helpful and collaborative way with them so as not to compete for their business
- ✓ We encourage collaboration between licensees, and this may involve referring business between you. Financial agreements for this shared business should be agreed between licensees directly

Pricing of Your Training

Whilst the length of and charges for your training sessions are at your complete discretion, the MWTN has provided some guidelines.

- ✓ I understand that training fees and charges are at my complete discretion
- ✓ I will use the advised duration and pricing of sessions as a guide



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Quality Assurance

MWTN prides itself on the quality, consistency and accuracy of our training, products, and services. All licensees will commit to an initial self-study programme to learn the training content and be subject to an assessment process ahead of being granted a training license. Menopause Workplace Training Network also commits to the ongoing assessment of its licensed trainers.

Your journey to being granted your Menopause Workplace Training License

MWTN's assessment programme is measured against a competency framework based upon the Training Application Criteria. Having successfully passed our initial telephone assessment, you are now able to access our self-study programme.

Self-Study Programme: Once welcomed onto the training platform, you will have access to the full suite of training materials to help you prepare for assessment. This will include the training slide decks, training scripts and prompts as well as best practice videos for you to review. You will also be provided with a range of menopause resources for you to access and study to build your knowledge in the field. You will be required to review and learn these materials and practice course delivery independently. Trainer Support can be accessed directly via the platform should you have questions or need support in your training.

Trainer Assessment: Your assessment will be split into the following areas.

- 1) **Knowledge Test:** Accessed online, you will be required to complete and pass an online, multiple choice assessment where we will assess your knowledge of menopause and your understanding of the training materials. Once passed you can book your Delivery Demonstration.
- 2) **Delivery Demonstration:** You will deliver a training session of the course content to an MWTN Assessor over Teams. Your assessor will score your delivery against the competency framework.
- 3) **Live FAQ Assessment:** Your assessor will run a Q&A following your delivery to ask several questions that are common in the sessions. You will be required to answer these in line with your self-study and course materials.

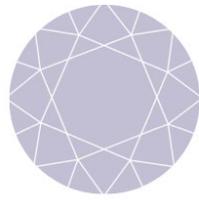
Trainer Feedback: Within 48 hours of the completion of the assessment, you will be contacted to receive our decision on granting your training license. We are committed to providing you with constructive and detailed feedback to all prospective trainers at this stage to equip you with the skills required to confidently execute the training.

Successful: If you pass the assessment, you will become a Henpicked Menopause Workplace Trainer and will be able to deliver your training both physically and virtually within organisations across the UK. You will be granted access to the full MWTN website where you can review all learning materials to support you on your ongoing trainer journey.

Unsuccessful: Don't worry if you don't pass first time, we are here to help you re-prepare for assessment. You will receive feedback on the areas where you require improvement, and we will recommend a timescale for re-assessment. Trainers will receive two live assessments with the MWTN Assessor team as part of your initial training fee.

Should you require a third assessment, this will be subject to an additional cost.

- ✓ I understand and accept the requirements of the training



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Ongoing Quality Assurance

MWTN will have access to your training participant feedback questionnaires where we will continually appraise your feedback and review the success of your training. It is a requirement that we receive a minimum of two completed delegate surveys from each Colleague or Manager training session – the link for completion is embedded in all training materials.

In addition, MWTN may also request to attend a training session (maximum of two per annum) to appraise a live session in person and to offer ongoing support or guidance in best practice.

- ✓ I understand and accept that MWTN will capture this information to ensure the ongoing quality of my training
- ✓ I am happy for a representative from MWTN to attend training sessions

Reporting and Feedback

As the conversation around menopause in SMEs accelerates, MWTN wants to support the network in helping raise further awareness in the market to make accessing customers easier for our licensed trainers. Delivering and maintaining a first class menopause in the workplace training solution to organisations requires us to understand where our training is being delivered and how it is being received by the business community. This information also allows us to monitor the geography of training delivery to help us ensure we don't oversaturate any given location with trainers.

MWTN will therefore capture basic information on a session by session basis. This information will help us make informed choices on the best ways to support this growing market and will include:

Client Sector, Business Size (No. of Employees) and Business Postcode Area (e.g., SW1)

- ✓ I understand and accept that MWTN will capture this information
- ✓ I agree to provide MWTN with any, non-confidential, information that may help them to improve their products, services or training solutions

Confidential Information, Intellectual Property & Data

Confidentiality is the principle and practice of keeping sensitive information private unless the owner or custodian of the data gives explicit consent for it to be shared with another party. Please note:

- ✓ I accept that confidential MIWL and MWTN information should be used only for the purpose of the network license and should not be disclosed to anyone outside of the Company
- ✓ I understand that even within the Company, only those individuals who truly need to know the information to conduct their business should have access to confidential information
- ✓ I understand that if I terminate my license agreement with Henpicked Menopause Training Network Limited, I must return all Company materials and property, and any copies



- ✓ Confidential information includes things such as supplier information, Company technologies, business and marketing plans, internal Company communications, and training content
- ✓ I acknowledge that the Henpicked brand; including the Menopause in the Workplace and the Menopause Friendly Accreditation are extremely valuable to our success
- ✓ I understand that brands are fragile and must be used carefully and protected from misuse
- ✓ I accept that all trademarks, trade names, logos, icons, and domain names used by the network are proprietary to or licensed to MIWL or MWTN.
- ✓ I understand that nothing contained in the MWTN content or on our websites should be construed as granting, by implication, or otherwise, any license or right to use any trademarks, trade names, logos, icons, and domain names displayed on this website without the written permission of MWTN.
- ✓ I understand that confidential materials should:
 - Be stored in a secure place and should not be left out where others can see them
 - Be clearly marked as confidential
 - Not be sent to unattended fax machines, scanners or printers

GDPR & Data Handling

GDPR is the law that tells you what you must do when you handle personal data (information about people). It came into effect in England and the EU in May 2018, alongside the new Data Protection Act 2018.

All organisations that collect or use personal data must comply with GDPR. Some of the things you must to do meet it are:

- Register and pay a data protection fee to the Information Commissioner's ("ICO") office*
- Process the least possible amount of personal data
- Only keep it for as long as you need to
- Carry out assessments to make sure you process personal data in a lawful way
- Take the right steps to protect data and identify risks to privacy
- Consider if the person whose data you want to collect needs to give their consent
- Understand and respect the rights of the person whose data you are collecting
- Decide if you need to appoint a data protection officer
- Be transparent and open about the processing of personal data
- Report any security breaches

These are examples of what GDPR covers. It's important to read the [full guide to GDPR](#) on the ICO's website.

- ✓ I accept that my record keeping and data management is my individual responsibility as a licensed trainer
- ✓ I agree to maintain my data in an effective manner and abide with all legislation that applies to the protection and handling of information
- ✓ I agree to register with and pay a fee to the ICO

* Details regarding the ICO Data Protection Fee can be found here: <https://ico.org.uk/for-organisations/data-protection-fee/>



Equipment

As a self-employed trainer, you'll be required to supply all essential materials to allow you to facilitate the training.

This includes but is not limited to:

- Access to the internet to view and access all learning and training materials
 - Laptop or portable computer to display training slides
 - Access to Microsoft Teams for assessment and communication purposes with MWTN
 - Registration with social media platform(s) to allow you to suitably market the training
- ✓ I agree to ensure that I have all of the necessary equipment to effectively fulfil my duties as a Henpicked Menopause Workplace Trainer

Insurances

Whether you deliver MWTN courses independently, or on behalf of your employer, Public Liability Insurance and Professional Indemnity Insurance must be in place prior to delivering the courses.

- ✓ I commit to maintaining Public Liability Insurance and Professional Indemnity Insurance with a minimum cover of £1 million per claim
- ✓ I understand that if I am planning to deliver MWTN training courses as an independent trainer or as part of my own business, I will need to arrange these insurances myself
- ✓ I understand that MWTN cannot provide insurance for their trainers

License Payments

As per the details outlined in your licensing agreement, please find below some guidance on payments for your subscription.

- ✓ I agree to a minimum 12-month subscription as a Henpicked Menopause Workplace Trainer
- ✓ I agree to pay the fees outlined in the Fees and Pricing Structure
- ✓ I understand that if I wish to terminate my subscription after 12 months, I must provide 56 days' notice
- ✓ I understand that should any payment be overdue by more than 7 days, my membership access rights will be suspended until payment is received