

Winner //

ENVIRONMENT AGENCY

This award recognises programmes offering outstanding support and raise awareness for employees experiencing grief.

The Environment Agency employs around 14,000 people across England, working to create better places for people and wildlife. But behind every role is a human story – and sometimes, those stories include the most difficult chapters. Recognising that some employees face an end-of-life diagnosis, the organisation set out to ensure they and their loved ones receive not only compassion, but clear, practical support to help navigate such an overwhelming time.

A Compassionate and Courageous Approach

Working closely with the employee-led Cancer Network, the Wellbeing team developed the End of Life & Palliative Care Pack – a sensitive, practical resource designed to support individuals with terminal diagnoses, their line managers, and their carers.

Accessible to all employees via SharePoint, the digital pack was



The End of Life & Palliative Care Pack now serves as a vital companion for employees and managers alike.

created to be both direct and empathetic, addressing questions that often go unspoken. Drawing input from HR, Pensions, Fleet Services, Digital & Data, and external organisations such as Macmillan, Marie Curie, and government services, it brings together guidance on finances, workplace adjustments, and emotional wellbeing.

The pack is designed like a handbook – easy to navigate, visually gentle, and aligned with the agency's existing bereavement toolkit. It provides the clarity and reassurance needed when facing life's most difficult realities.

Palliative care and end of life support

Guidance and support pack

Warning: The contents of this pack may be upsetting to some people.

V1.0 July 2024



The care pack is designed like a handbook – easy to navigate and visually gentle

Meaningful Impact

The End of Life & Palliative Care Pack now serves as a vital companion for employees and managers alike. It includes guidance on financial benefits, ill-health retirement, death-in-service grants, and planning practicalities, while also encouraging reflection on legacy and memory.

For managers, it outlines how to sensitively support colleagues, their teams, and themselves, including advice on difficult conversations, team wellbeing, and next steps following an employee's passing. For carers, it signposts practical help, emotional

support, and access to the agency's Carers' Peer Support Network.

The initiative was launched organisation-wide through intranet news and line manager briefings, and later revisited during Grief Awareness Week, where the focus on anticipatory grief highlighted the importance of the pack. ■

Judges' comments

- + Impressive collaboration with internal networks and external experts.
- + A thoughtful, well-crafted resource that addresses a sensitive yet universal challenge in the workplace.

SHORTLISTED

- EY
- Kaplan