

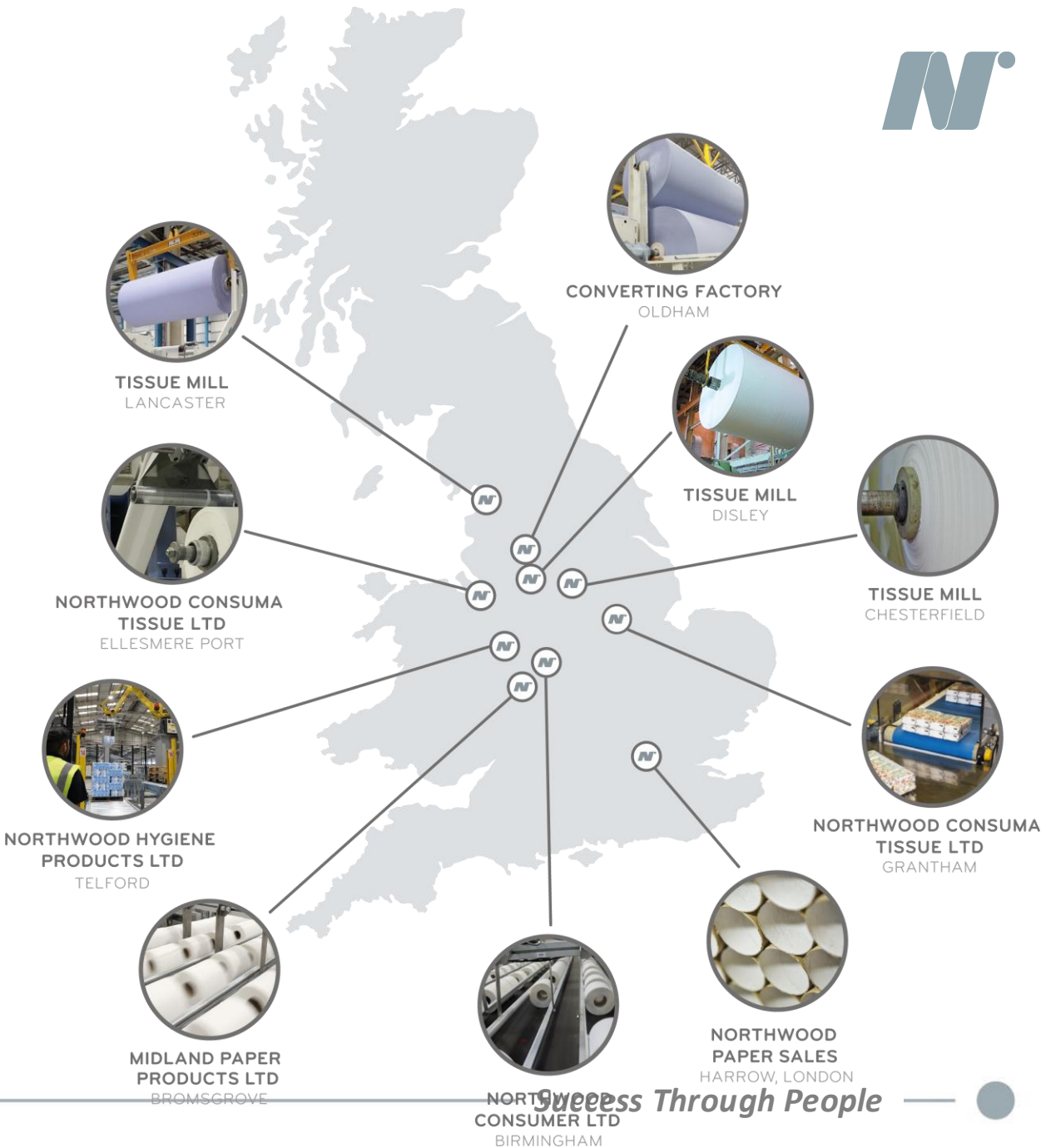


**From payday pressure to financial empowerment -  
Driving financial wellbeing among front-line workers**

**Dawn Roberts – Human Resources Director**

# Introducing Northwood

Northwood is a group of associated companies that provide the manufacturing, supply and transportation of disposable tissue products.



# Vertical integration

Fully vertically integrated, Northwood is involved at each point in the supply chain, from raw material supply, tissue and towel manufacturing, end user product converting and storage and transportation



## **N**ORTHWOOD LOGISTICS

Warehousing and distribution services for waste paper, parent reels and finished products



## **N**ORTHWOOD HYGIENE

Converting and supplying professional paper hygiene products to the away from home market



## **N**ORTHWOOD PAPER SALES

Sale & procurement of both recycled & pure pulp parent reels



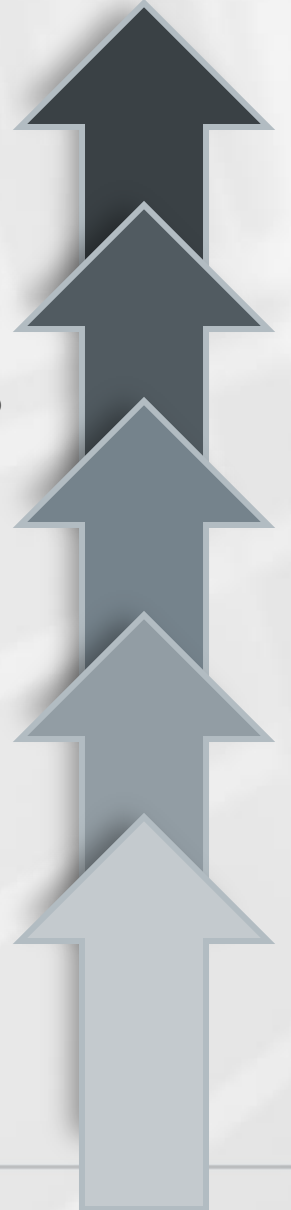
## **N**ORTHWOOD TISSUE

Manufacturing various grades of tissue and towel parent reels from recycled waste paper



## **N**ORTHWOOD RECYCLING

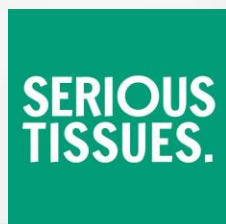
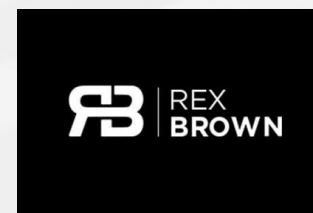
Collection, recovery and processing of waste paper



# Northwood 'Away from Home' customers & end-users



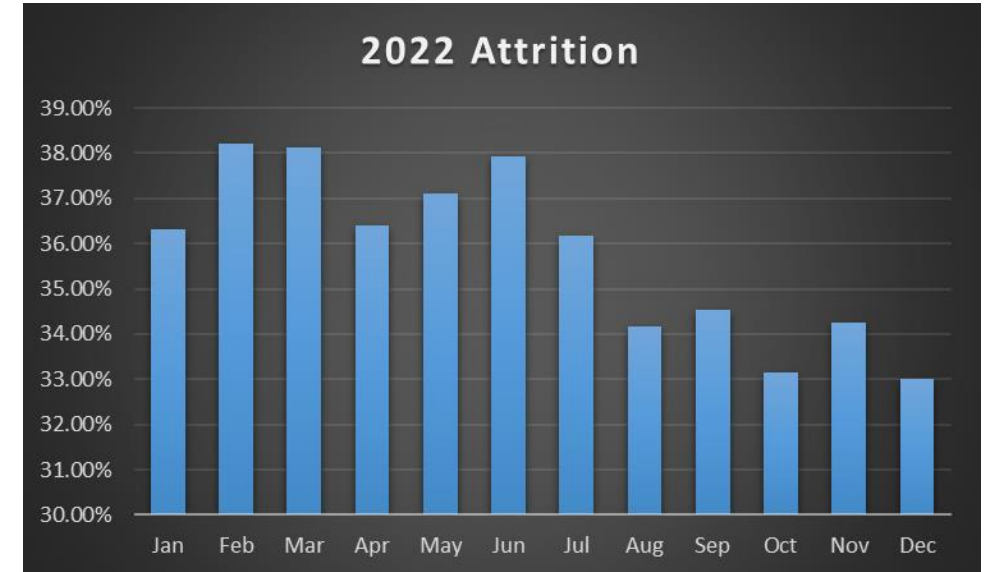
# Northwood Retail Customers & End-Users



# The challenge



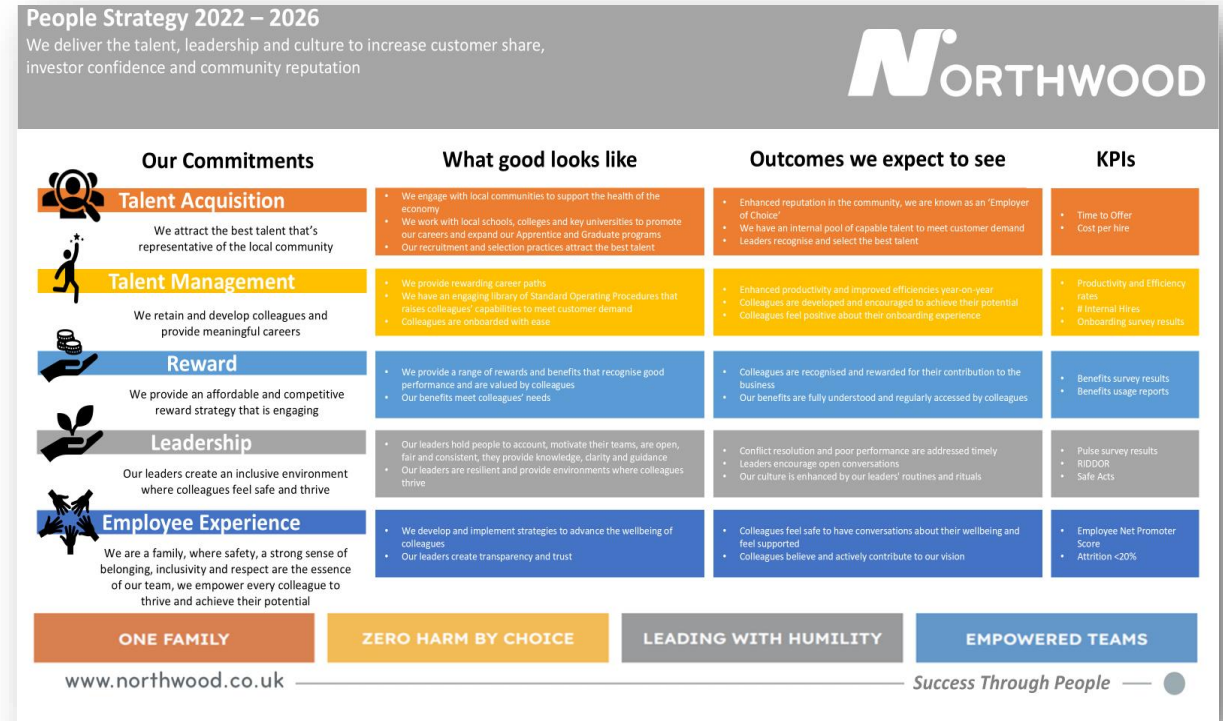
- FMCG
- Median pay employer
- High competition for labour
- 36% labour turnover
- Cost-of-living crisis amplifying financial stress



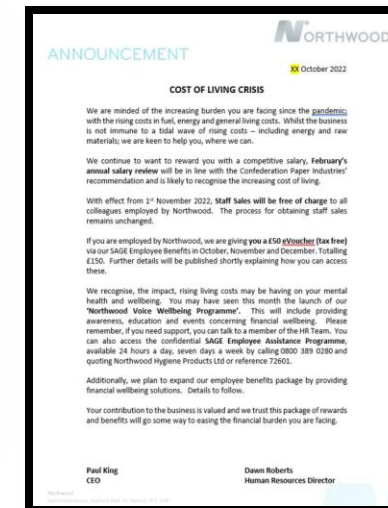
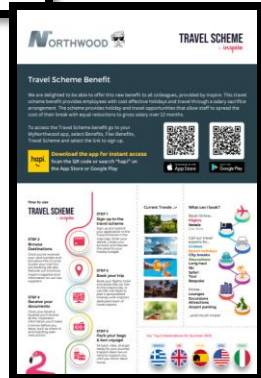
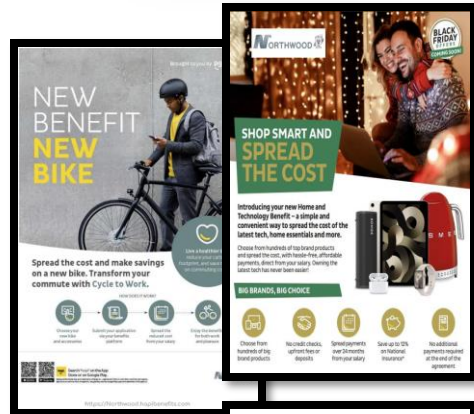
# Our strategy – *Success Through People*



- Informed by colleagues
- Built around needs
- Affordable quick wins
- Understood and regularly accessed by colleagues



# Addressing everyday financial challenges



# Driving engagement through communication



## Pensions - May



### Emails

- 1<sup>st</sup> May – Tap onto your pension
- 6<sup>th</sup> May – All you need to get up to speed
- 13<sup>th</sup> May – Feel on top of your finances
- 20<sup>th</sup> May – Helping you towards pension wellbeing
- 27<sup>th</sup> May – Take comfort in the 'what ifs'



### Toolbox Talk

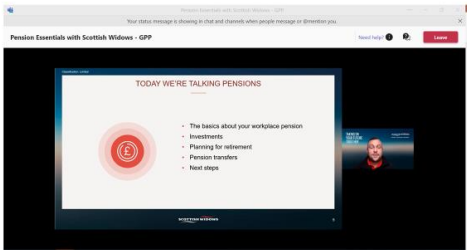
[www.northwood.co.uk](http://www.northwood.co.uk)



### Posters



### Postcards



16<sup>th</sup> May

Success Through People



# Supporting wellbeing and inclusion



**July**  
myStrength and Toothfairy

Wellbeing & EDI Calendar 2024

Posters: myStrength, Toothfairy, Mental Health at Work Commitment

Emails: myStrength, Toothfairy

Toolbox Talk: myStrength, Toothfairy

Poster: Mental Health at Work Commitment

Colleague Webinar: 25 July at 2.00 pm

MyNorthwood

ONE NORTHWOOD

**September**  
Suicide Awareness Month

Manager Toolkit

Colleague Training

Emails: Check in on those around you

Poster: Suicide, Let's talk

Manager Training

Toolbox Talk

www.northwood.co.uk

Success Through People

**Wellbeing & EDI Calendar 2024**

January: Dignity at Work

March: WeCare

May: Pensions

July: ToothFairy/MyStrength

September: Salary Sacrifice Benefits

November: ETI Base Code

Posters: Mental Health at Work Commitment

Webinars: Posters, Webinars, Manager Training, Toolbox Talks, Colleague Training

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Success Through People

**THE BIG HELP OUT**

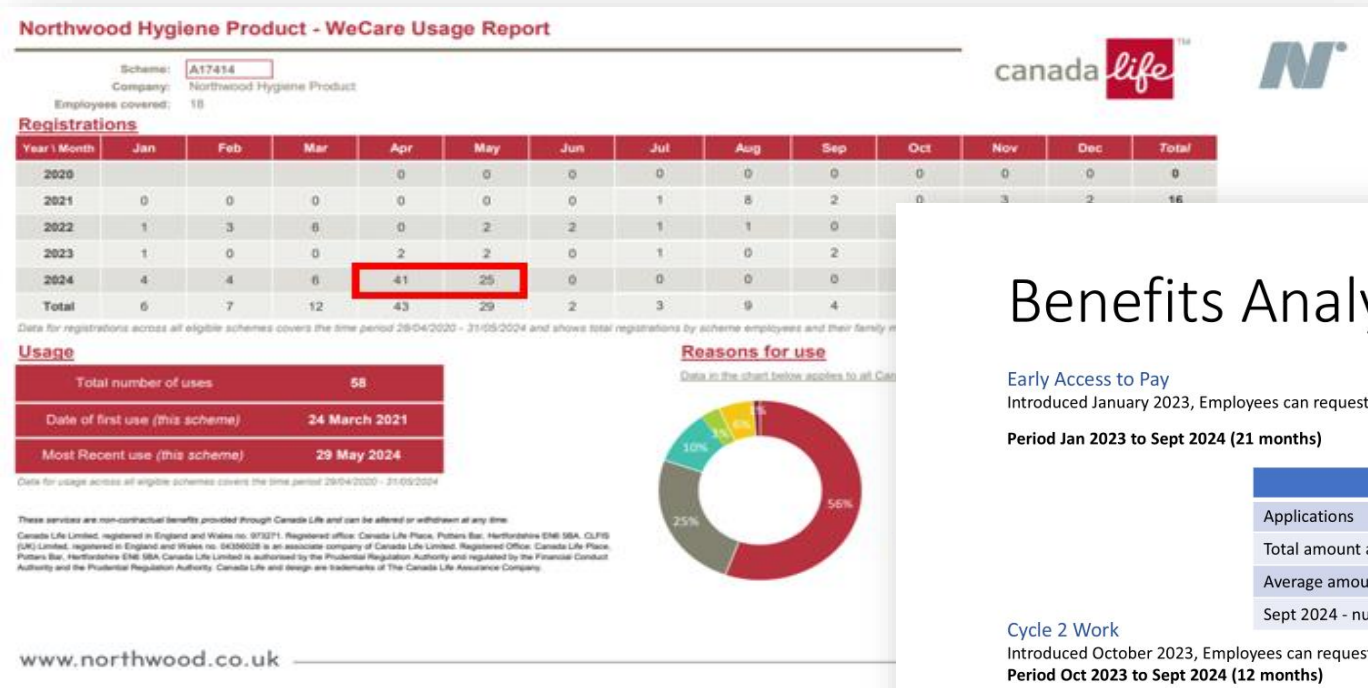
Lend a hand. Make a change.

In June our Telford colleagues supported Groundworks

www.northwood.co.uk

Success Through People

# Outcomes and business impact



## Benefits Analysis



**Early Access to Pay**  
Introduced January 2023, Employees can request up to £500 per month, as a mid-month pay advance.  
Period Jan 2023 to Sept 2024 (21 months)

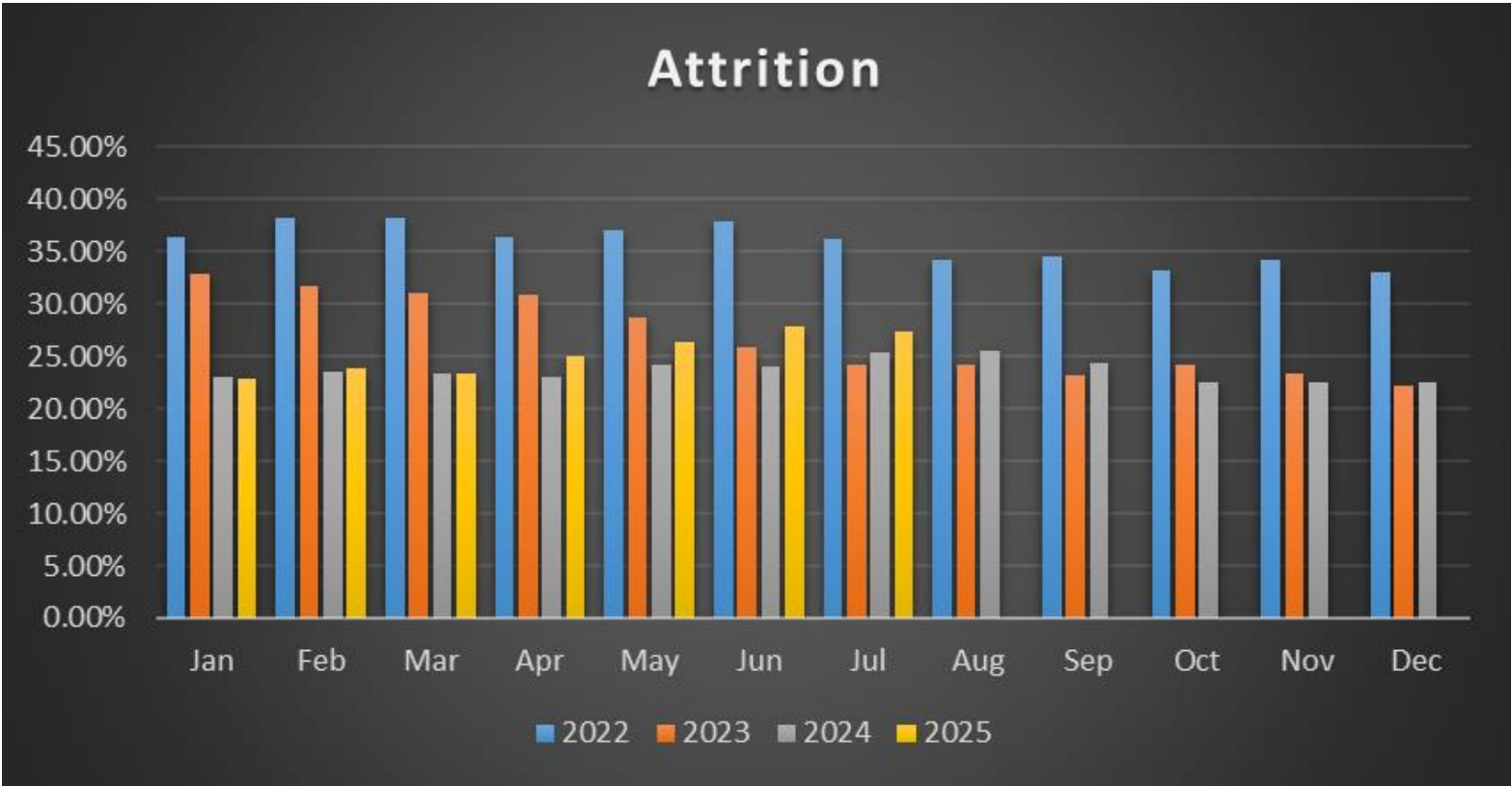
	AFH	Consuma	Total
Applications	1222	10	1232
Total amount advanced	£477,515	£3600	£481,115
Average amount requested	£375	£360	£371
Sept 2024 - number of requests	73	0	73

**Cycle 2 Work**  
Introduced October 2023, Employees can request up to £2000 and repay over 24 months, savings to employee of PAYE & NIC.  
Period Oct 2023 to Sept 2024 (12 months)

**Technology Scheme**  
Introduced November 2023, Employees can request up to £1800 and repay over 24 months, savings to the employee on NIC.  
Period Nov 2023 to Sept 2024 (11 months)

	C2W AFH	C2W Consuma	C2W Total	Tech AFH	Tech Consuma	Tech Total	Grand Total
Applications approved	31	3	34	122	4	126	160
Applications rejected	16	2	18	57	1	58	76
Total amount	£42,000	£4,026	£46,026	£91,797	£6,547	£98,344	£144,370

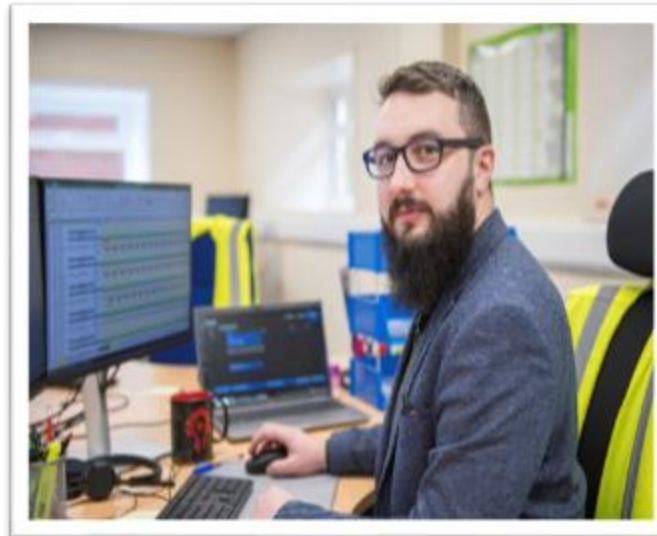
# Outcomes and business impact



# Key take aways



- Practical strategies
- Data-led delivery
- Retention gains
- Financial empowerment





# Questions?