Is the business services sector supporting employee wellbeing?

Research from leading employee benefits provider, Epassi, into health and wellbeing at work and the effectiveness of reward strategies across different sectors, reveals that more than a third (36%) of employees in the business services sector are regularly working more than their contracted hours, impacting wellbeing.

This is making it hard for business services employees to maintain a healthy work/life balance, with more than a quarter **(27%)** saying theirs is unsatisfactory. This is being made worse by the fact that **27%** do not feel comfortable raising wellbeing concerns at work.

As a result, many business services workers are unable to get the exercise they need, requiring support for both their health and wellbeing and the rising cost of living.

One in five **(19%)** feel their work makes it too tiring for them to want to exercise at all, and **16%** struggle to stay healthy because food options are too expensive.



Business services employees want to see benefits which support a better work /life balance in order to improve their wellbeing, 21% see unlimited holiday as a benefit priority for improving wellbeing, matched by the same number calling for paid sick leave. Followed by:

Flexible and hybrid working arrangement	**20%**
Private medical insurance	**16%**

When it comes to benefits across the business services sector, uptake remains low. 65% of business services employees know exactly what benefits are available to them, yet:

Only **45%** are using the full range of benefits available to them. Only **56%** believe they are getting value for money out of their benefits packages.



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This is creating an issue for firms who fail to address employee wellbeing and do not provide benefits tailored to their workforce, as half (49%) would leave their current role for a better benefits package.

68% would leave their current job if another employer offered a better salary. **44%** agree the benefits package is the most important factor to them when looking for a new role.



This highlights the need for business services companies to place greater emphasis on their benefits offerings, or risk losing talent and struggling to recruit in a highly competitive market.

*Research conducted by independent research agency Opinium which surveyed 2,000 UK employees weighted to be nationally representative between 11th – 22nd June 2026.

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