



SNAPSHOT SURVEY

EMPLOYEE BENEFITS

RESULTS REPORT | MARCH 2023

EMPLOYEE BENEFITS

The March 2023 ISPA Snapshot Survey asked respondents to share details about their spa or company's benefits. The survey responses highlight current benefits spas and businesses are offering to their employees and benefits they would like to add to their benefit packages in the future.

When it came to benefits that companies currently offer employees, 87 percent said they offer a family discount for spa services, while 81 percent offer dental insurance, and 78 percent offer a 401k with company match. Thirty-three percent of companies offer five to seven days of paid vacation during the employees first year of service, while 18 percent offer 11-14 days of paid vacation. Twenty-nine percent of businesses offer five to six days of paid sick leave during the first year of employment, while twenty-six percent offer zero days of paid sick leave. When asked if companies offer a 401k, eighty-five percent of respondents said yes. Fifty percent require their employees to work for ninety days before their 401k becomes active.

In the last year, fifty-six percent of spa's added at least one new employee benefit. Some of those benefits include, four-day work weeks, 401k with match, floating holidays, dental and vision coverage, employee events, end of year bonuses, pet insurance, wellness days and a flexible schedule.

When asked what new employee benefit they would like their company to consider adding, respondents mentioned 401k, child healthcare at a better rate, 4-day work week, daycare allocation, gym membership, health insurance, mental health days, paid time off, performance bonuses, continuing education, paid maternity leave and tuition reimbursement.

The March 2023 Snapshot Survey collected 346 survey responses from ISPA spa and resource partner members from March 17-27, 2023.

DISCLAIMER: This document contains proprietary information of the International SPA Association. For permission to reproduce any material contained in this publication, please call ISPA at 1.859.226.4326. If consent is granted, attribution to ISPA and other sources specified in the document should be made.



Knowledge IS THE SWEETEST FRUIT.

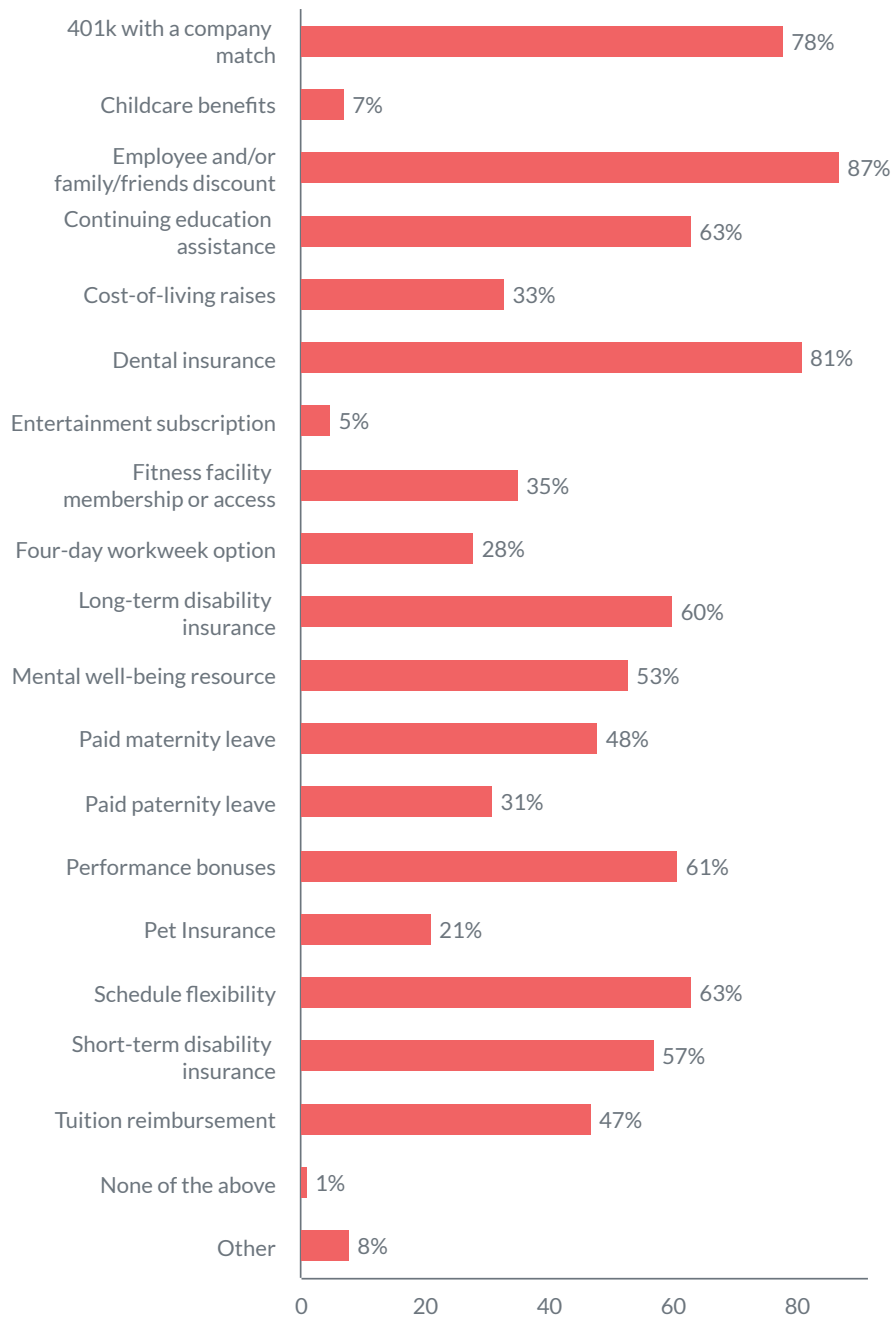
GET READY FOR AN INFORMATION FEAST LIKE NO OTHER:
2023 ISPA CONFERENCE | MAY 9-11 | LAS VEGAS

[Register at attendISPA.com](https://attendISPA.com)



Which of the following financial benefits does your company currently offer to employees? Select all that apply.

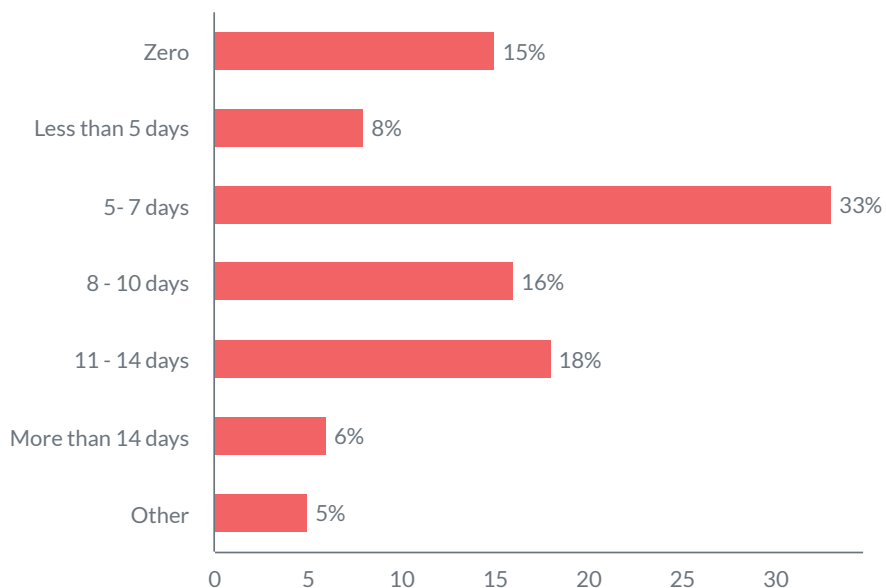
FINANCIAL BENEFITS OFFERED





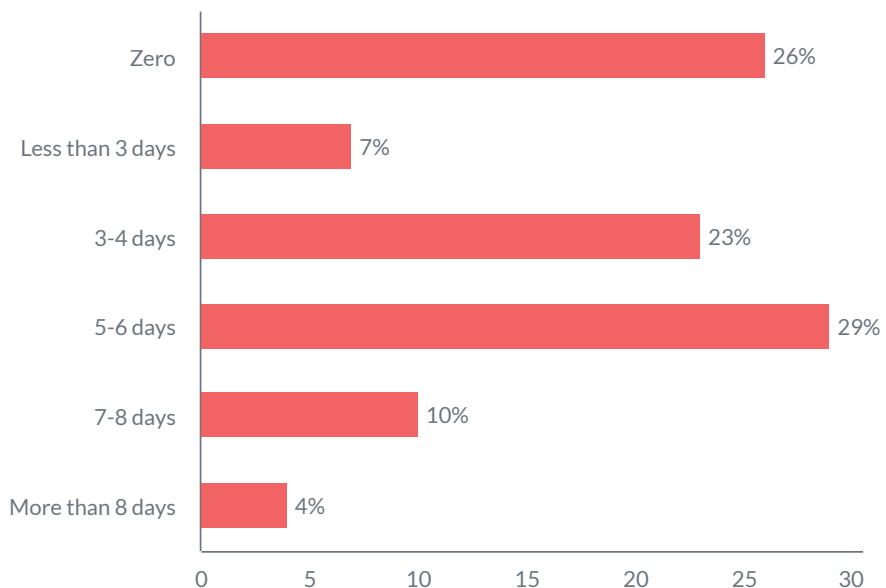
How many paid vacation days does a new full-time hire receive access to during their first year of service?

PAID VACATION DAYS FOR NEW HIRES



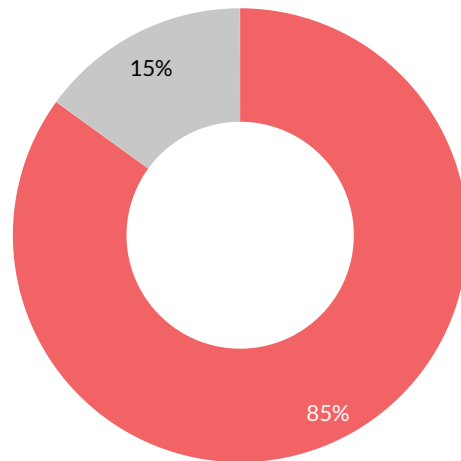
How many paid sick leave days does a new full-time hire receive access to during their first year of service?

PAID SICK LEAVE FOR NEW HIRES





Does your company offer a 401k to employees?

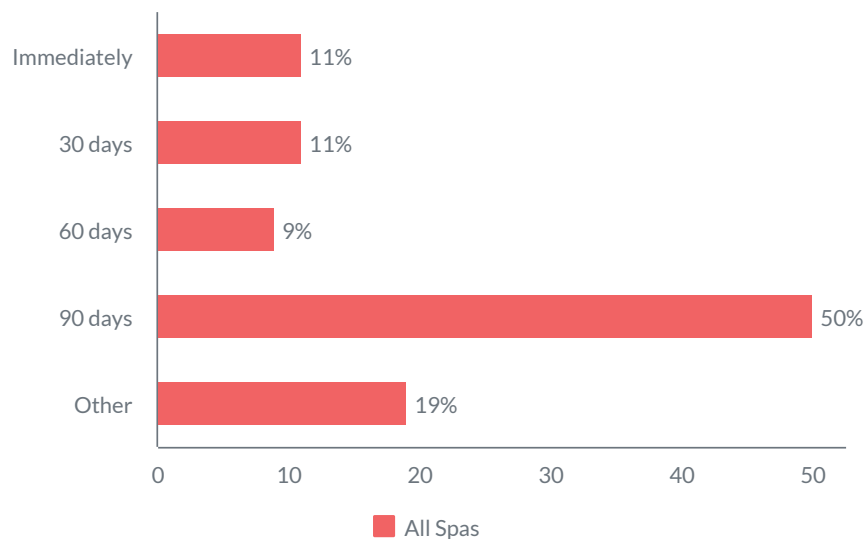


■ Yes (85%) ■ No (15%)



How long must employees work in order for their 401k to be active?

LENGTH OF EMPLOYMENT PRIOR TO ACTIVE 401K





What new employee benefit would you like for your company to considering adding the most?

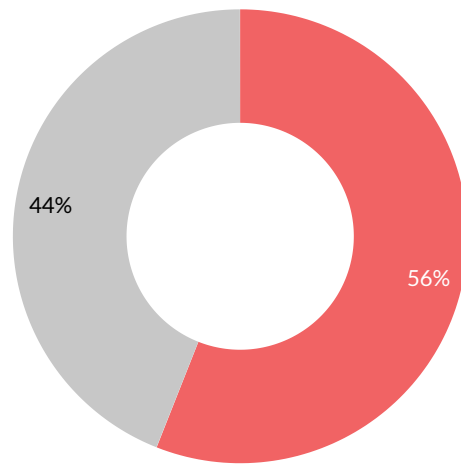
- 1 family pool pass during summer.
- 4-day work week
- 4-day work week for managers.
- 401k
- 401k match
- 401k, Company Revenue Share
- 401k
- 5 days' work – 2 days off
- A limited number of work-from-home days to be approved by department heads at their discretion
- Access to fitness facility
- Annual cost of living raises
- Assistance with tuition, cost of living increases
- Benefit options for part time
- Better events and recognition
- Better rate of pay for vacation/sick time for service providers
- Bonuses
- Carrying over of paid time off especially when you can't use or pay out
- Childcare Assistance
- Childcare compensation
- College tuition reimbursement
- Company gym on-site
- Continued education
- Covered, onsite parking
- Daycare allocation
- Discounted wellness options like gym or class pass options
- Discounts for child and pet care
- Education
- Employee on-site childcare
- Facility usage
- Financial aid to experience spa services at other spas
- Fitness & wellness programs as well as increased health benefits.
- Fitness reimbursement
- For salaried employees, one WFH day to catch up on reporting etc.
- Free lunch to employees
- Full access to amenities
- Gym membership sponsorship/co-pay
- Health benefits for more employees
- Health spending

- Hybrid work from home when applicable
- I'd like to see work from home days for administrative colleagues
- Insurance
- Insurance for 25 hours a week
- IVF support
- Lower cost for insurance
- Mental Health Days
- Monthly fitness and wellness programs on property
- More benefits for the OC therapists
- More employee wellness benefits: opportunities for employees to experience services in quiet times.
- More holidays such as President's Day, Columbus Day, Martin Luther King, etc. We only acknowledge 6 holidays, and it hasn't been expanded in decades.
- More tuition reimbursement
- More vacation hours in a year, standard 8-hour work for managers and above as they are salaried but work 10 to 12 hours.
- More wellness options
- None
- Our club provides free lunch and dinner prepared by the culinary team which is amazing!
- Paid Continuing education
- Paid maternity leave
- Parking, childcare
- Pay raises with cost of living
- Paying for CEU'S
- Performance bonus
- Profit sharing
- PTO
- Quicker access to be able to start building PTO than waiting 6 months
- Relocation and housing
- Scholarships for the children of the associates / Development activities for the children of the associates
- Shorter workweek
- Sick days
- Student Loan Assistance, Scholarship Program, Access to paid time off before 1 year of service
- Temporary housing, we live in a very tourist-based area. Finding rentals is very challenging. I know our team has requested temporary housing of some kind when relocating to assist with the search of finding a rental.
- To be able to book hotel stays beyond the 90-day mark
- Transportation assistance—help with fuel costs
- Tuition reimbursement
- Unlimited PTO and flex schedules
- We are doing quarterly retention bonus
- Wellness Leave
- Wellness reimbursements that is not only gym



Did your spa add at least one new employee benefit in the last year?

EMPLOYEE BENEFIT ADDED



■ Yes (56%) ■ No (44%)



Spa respondents were asked to share what new employee benefits were added within the last year. Below is a sample of responses provided.

- \$250 wellness credit
- \$50 Amazon GC for employees who submitted COVID vaccination cards
- 4-day work week for managers
- 4-day work weeks for full time therapists
- 401k match
- 401k, required in California
- A floating holiday
- Access to discount entertainment and travel options around the country
- Additional sick days — to ensure they could stay home when sick which in turn keeps others from getting sick
- Adoption and fertility planning with Carrot
- At cost services
- Benefit hub– discount center
- Bonuses for management
- Cash in lieu of benefits — if the Full-Time employee does not wish to have benefits through the company, they can opt out and receive a \$3 per hour bump in hourly rate — for hourly employees only
- Complimentary wellness classes for all employees
- Dental and Vision coverage
- Discounted purchases at certain retailers
- Employee events — Employee Golf Outings and Employee lunches
- Employee newsletter on healthful living, wellness, and better nutrition
- End of year bonuses and free ice cream in the team dining room. The team members requested this.
- Enhanced 401k
- Expanded scholarship fund to part time staff, whereas previously available only to full time
- Experiential fund: to be able to encourage our associates to experience things outside of their normal environment, go out for a meal, stay overnight, go to an art exhibit, etc.
- Fitness reimbursement
- Flexibility with their schedule
- Free daily lunch and dinner for all team members prepared by the culinary team
- Free healthcare option
- Free monthly spa services for our front desk team to help with retention
- Free Virtual Medical Assistance and Mental Health assistance to an employee and all their family members
- Gas Reimbursement and Referral Rewards
- Giving signing bonuses up to 2500USD

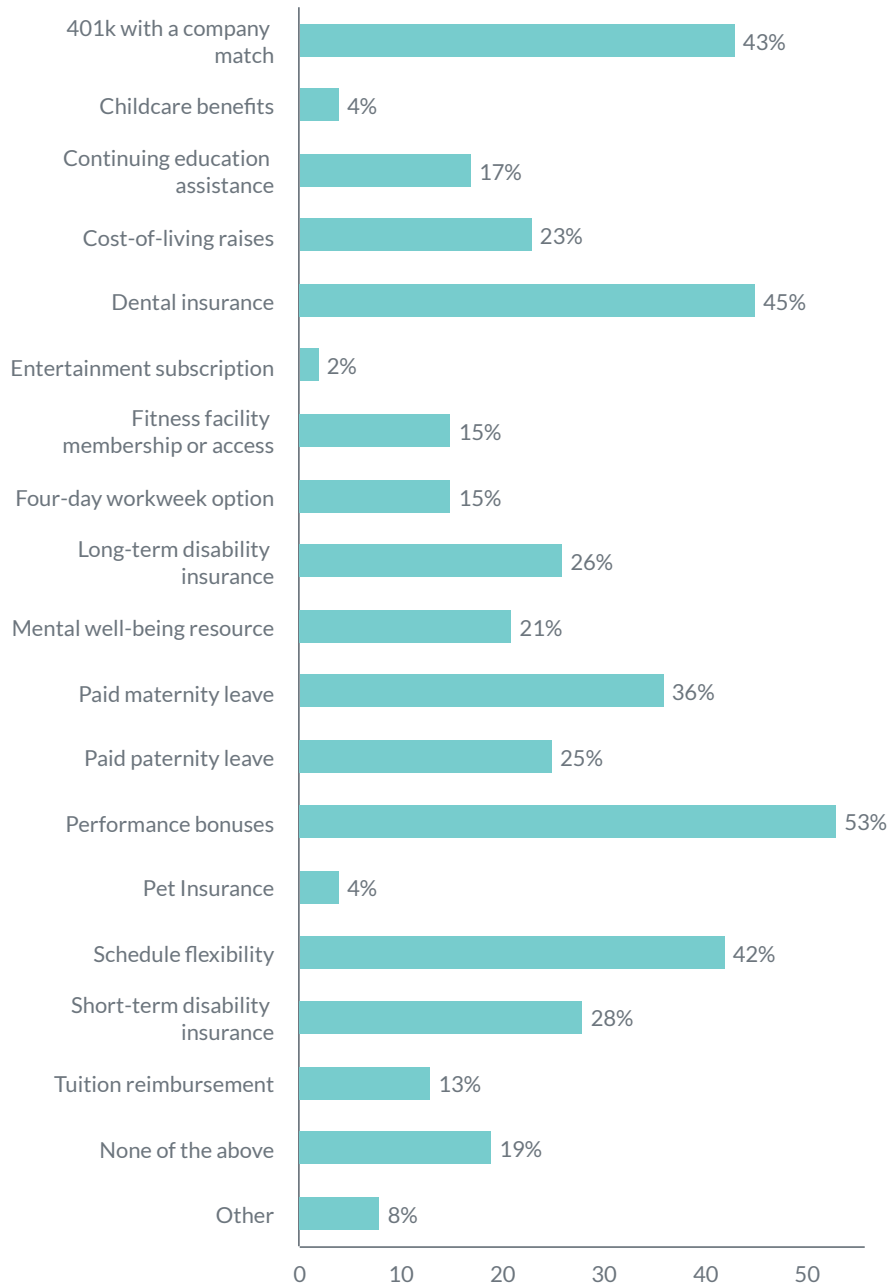
- Greater breadth of medical services, 5x2 work week all for the improvement of quality of life of associates.
- Headspace. Comp hotel stay nights
- Holiday pay for part-time
- <https://www.getmaple.ca/> which is 24/7 virtual medical care for ALL staff
- <https://www.inkblottherapy.com/> for mental health and other counselling/therapy
- Incentive bonus, get more performance
- Incentive for extra days worked when business demands
- Increased the 401k match and made it vested immediately
- Increased the amount of health care rate the company pays for each associate in their selected health care plan
- Learning, leadership development
- Long term disability and 401k to stay more competitive
- Mental health
- Mindfulness app
- Monthly complimentary access pass to come in and enjoy the spa/hotel pools and facility
- None
- Online classes from accredited universities
- Our property changed owners and management company. We gained access to the new management company's reward programs such as discounts in other hotels.
- Parking stipend because we were not able to build parking building yet
- Part time employees are eligible for 401k
- Pet insurance and parking reimbursement
- Recruiting fees to associates to find talent
- Schedule flexible
- Separate dental and health insurance, 401k
- Sleep on the job and get pay program — allow spa team to utilize the sleep pod for 15 min breaks to re-energize and calm down
- Social worker resource (mental wellness)
- Spa discount extended to family member
- To honor work life balance
- Use of the spa facilities for spa colleagues was implemented locally. This was not a company decision.
- Virtual counseling
- We added a 401k match to a few long-term technical staff for retention. We are also adding a five-year retention gift and a 15 year (we have 10 and 20 already).
- We added paid time off. It is something we've been working on adding for a while and it finally came together last year.
- We added what we call the "passport program" we pay everyone for 1 hour every quarter to attend a fitness class. They can attend as many as they'd like (but are only paid for 1) . For every new class they attend they earn "20 points" at the end of the year they can redeem their points for \$1 a point to use to towards paid programming or spa services (they get 50% off all paid programming).

- We are allowing (4) day work weeks to non-salaried full-time employees as long as they maintain at least an average of 30 hours per week, and we are essentially allowing providers to write their own schedule now. There is such a shortage—we are at their mercy.
- We changed the time frames for benefits to be active: Medical used to be active after 90 days, now it is 30. For 401k: used to be after one year of service, now it is 30 days. (1 year and 1000 hours for match.)
- We extended the continuing education reimbursement to OC therapists
- Wellness days
- Work from home



Which of the following financial benefits does your company currently offer to employees? Select all that apply.

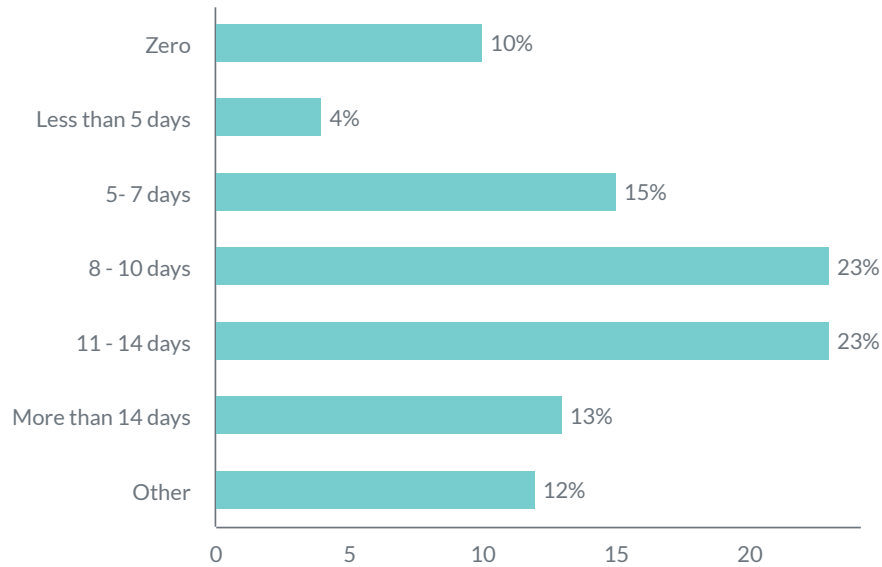
FINANCIAL BENEFITS CURRENTLY OFFERED





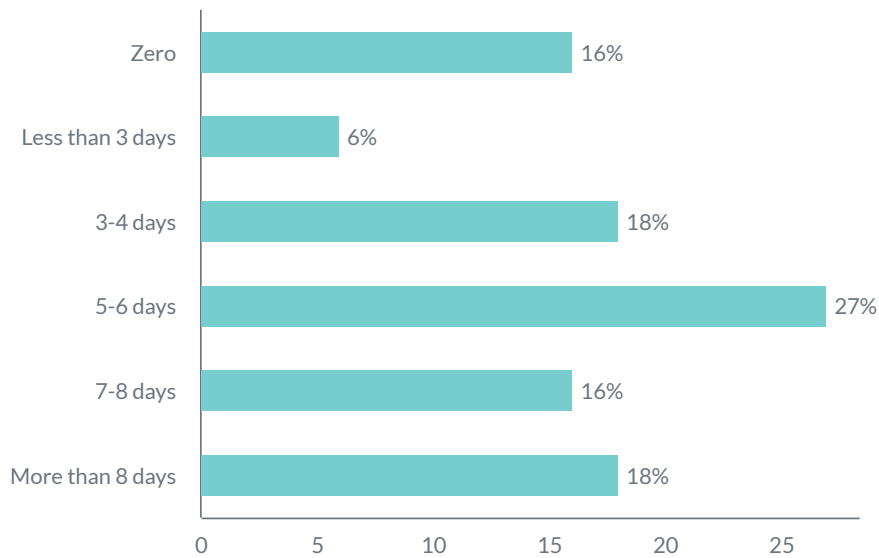
How many paid vacation days does a new full-time hire receive access to during their first year of service?

PAID VACATION DAYS FOR NEW HIRES



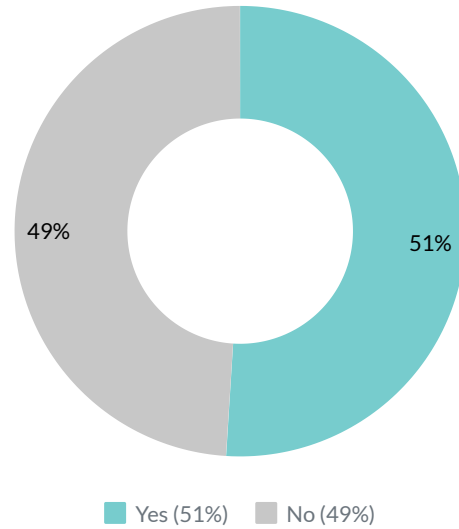
How many paid sick leave days does a new full-time hire receive access to during their first year of service?

PAID SICK LEAVE FOR NEW HIRES



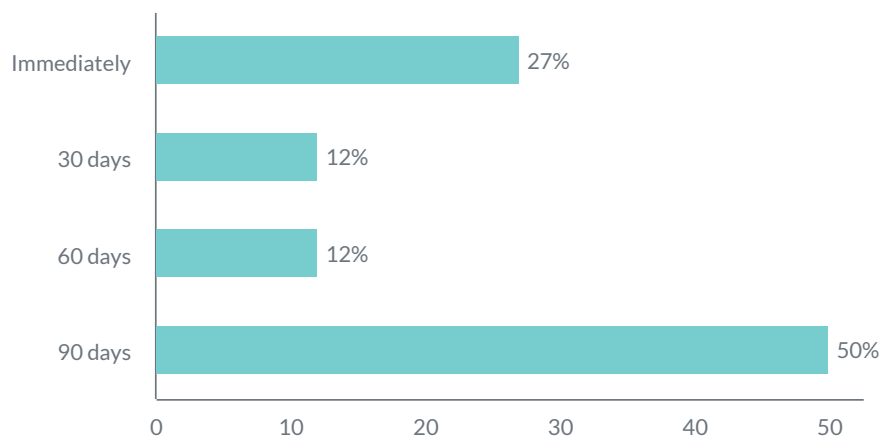


Does your company offer a 401k to your employees?



How long must employees work in order for their 401k to be active?

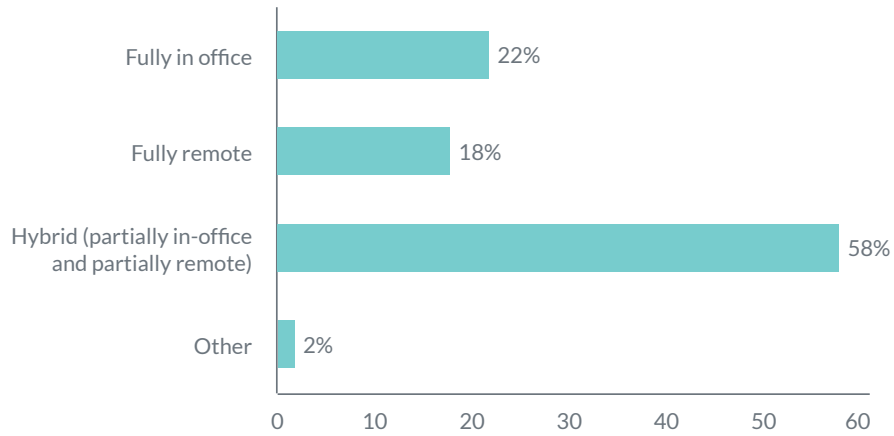
LENGTH OF EMPLOYMENT PRIOR TO ACTIVE 401K





Which of the following best describes your company's current workplace structure for the vast majority of its workforce?

CURRENT WORKPLACE STRUCTURE





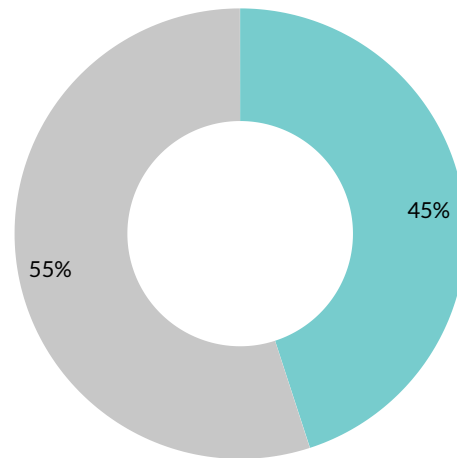
Resource Partner respondents were asked to share what benefit they'd like to see their company add to its offerings. Below is a sample of responses provided.

- 4-day work week
- 401k
- 401k match
- Continuing Education
- Cost of living increase, dental, vision, mental wellness, health facility, long term and short-term disability, additional vacation days longer tenure; 4 – 5 weeks for 10+ years, a few PTO / paid sick days would be helpful too
- Dental / Vision Insurance, Tuition Reimbursement, PTO sick days, Wellness programs, Yearly cost of living increases, 4 weeks' vacation after 7 years, bonus structure based on sales increases
- Fitness membership
- Flexible remote work locations
- Health Insurance
- Hybrid schedule
- Medical and 401k
- More remote work
- Pet allowed in the office
- Pet insurance
- PTO, Disability
- Subsidized fitness memberships
- Wellness Reimbursement i.e. Gym Memberships, Yoga Classes, Massage membership etc.



Did your company add at least one new employee benefit in the last year?

EMPLOYEE BENEFIT ADDED



■ Yes (45%) ■ No (55%)