

# Case Study: Employee Benefits in Action

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Why do you believe it’s important to offer employee benefits/healthcare services to your workforce?

Our business is our people. If we don’t look after them, we don’t have a business. We’re a family firm and so looking after the people we work with is embedded into our culture.

Once they realise the service is there – that they can get treated quickly, at a time to suit them, they really appreciate it.

It’s all about looking after the whole wellbeing and the safety of your workforce, making sure they’re fit and healthy at work and at home.

Do you feel it helps your organisation in areas such as retention and recruitment? If so, how?

It’s certainly an added bonus. In our geographic location all the contractors pay similar rates but with us they’re getting sick pay, healthcare, death in service benefit, disability benefit and so on. It all adds up, and in particular the Bupa cover is not something they would normally have personally, so having it via work is a big bonus.

To find out more about employee health and wellbeing packages please visit [www.ecins.co.uk](http://www.ecins.co.uk) or contact Vicki Leslie at ECIS on 0330 221 0248.

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As a company what direct benefits have you seen from ECIS services (for instance reduced sick days, early identification of issues, swift prognosis and treatment)?

The early prognosis and early treatment is hugely important. We find the staff will address issues sooner as they have the confidence it will get treated, rather than putting off a GP appointment as they feel it will be a long and painful process to get into the system. With the medical cover they have a choice of where they go and at a time that suits them.

We recently had one employee who needed a hernia operation and was given a 3-month waiting time. Via his medical cover he was booked in for the following week, out again and back into work.

The more rapid return to health is better for the employee, and from a business perspective our company also benefits.

Aside from the physical health aspect we've also had staff undertake treatment such as Cognitive Behavioural Therapy to rectify issues; this has also been very successful for the individuals concerned. With mental health in particular we always encourage the workforce to talk about this; and there seems to be more of an acceptance these days to open up. Via the Direct Access service we can help them by providing the number for counselling support.

The Direct Access service in general has been very good for both physical and mental health, as it's a helpline you can ring up straight away. The staff feel comfortable calling it as they're speaking to someone who doesn't know or care who you are, but are there to help you.

What would you say to companies who are thinking about employee benefits, but believe it's an expense they can't afford?

It's similar to the fact that you get your car serviced, and if it's broken you get it fixed. Offering employee benefits is purely about looking after the people who are your business, investing in them and keeping them running properly. When something does go wrong, it can far outweigh the cost.

We believe the key thing is valuing your staff – if you want to look after them, it's a small price to pay. We've done the research and we cannot get the level or quality of coverage elsewhere in the marketplace.

How do you find ECIS as an organisation to work with in terms of their level of support and advice?

The ECIS team are all very knowledgeable and helpful, you can't fault them. Even if you just need some advice on how things work, you know someone will pick up the phone and you're not calling a massive call centre.

The health information and tailored briefings for employees is also a great benefit. Rather than producing generic material, ECIS work with us to look at what health issues are affecting our business and how we can raise awareness. It's always kept topical so we can educate our staff in the most effective way possible.

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