



# THE ROLE OF MEAL BENEFITS IN EMPLOYEE WELL-BEING

A data-driven analysis by DoorDash for Business

# MAXIMIZING EMPLOYEE SATISFACTION WITH CORPORATE MEAL PROGRAMS

In today's competitive business landscape, enhancing employee satisfaction and retention is paramount. This whitepaper, supported by data from a comprehensive DoorDash for Business survey, explores the profound impact of corporate meal benefits on employee well-being, productivity, and overall job satisfaction.

This whitepaper provides actionable insights and strategies to enhance employee satisfaction and productivity through effective meal benefit programs with DoorDash for Business.

## Key takeaways:



### **SIGNIFICANT JOB SATISFACTION:**

Employees receiving meal benefits report a 91% satisfaction rate, compared to 78% for those without.



### **ENHANCED PRODUCTIVITY AND WELL-BEING:**

79% of employees feel more productive, and 72% report improved mental health when provided with meal benefits.



### **REDUCTION IN STRESS AND ERRORS:**

Meal programs save time and reduce stress, resulting in fewer errors and missed deadlines.



### **INCREASED APPRECIATION AND RETENTION:**

Meal benefits lead 85% of employees to feel more appreciated and satisfied with their employer, which can help boost retention.



### **IMPROVED SOCIALIZATION AND COLLABORATION:**

Meal benefits encourage a collaborative workplace culture, with fewer employees eating alone and more engaging with colleagues.



### **EFFICIENCY IN TIME AND COSTS:**

Employees save an average of 17 minutes a day (68+ hours a year) on meal preparation, allowing more focus on their work.

DoorDash for Business works with organizations to easily and efficiently deliver meals and snacks to employees, including team members working both in-office and remotely. To quantitatively measure how this powerful perk impacts the employee experience, DoorDash commissioned, in April 2024, an in-depth survey of 500 employees in the United States to learn how employer-provided meals improve well-being, performance, and happiness at work.

The results of this extensive survey, further supported by external industry insights, indicate that DoorDash for Business can contribute to creating a supportive workplace culture and to sustaining employee engagement. Motivated employees elevate the entire organization and help make it a meaningful place to work.

# WHY IS EMPLOYEE SATISFACTION IMPORTANT?

Employee satisfaction is a critical metric for any organization aiming to enhance productivity and retention. Gallup's State of the Global Workforce Report indicates that disengaged employees cost the global economy \$8.9 trillion in lost productivity annually.

An engaged employee is one who is committed to their work, team, and organization, which helps drive business objectives forward. True engagement is cultivated through meaningful work experiences and a supportive culture, not just financial incentives. Simply offering bonuses won't foster the sense of psychological trust, investment, and ownership that true engagement requires.

Engaged employees are more productive, exhibit higher levels of creativity, and are less likely to leave their jobs. It's imperative to create a caring and appreciative workplace culture that enables employees to do their best work more easily, and facilitates a sense of camaraderie.

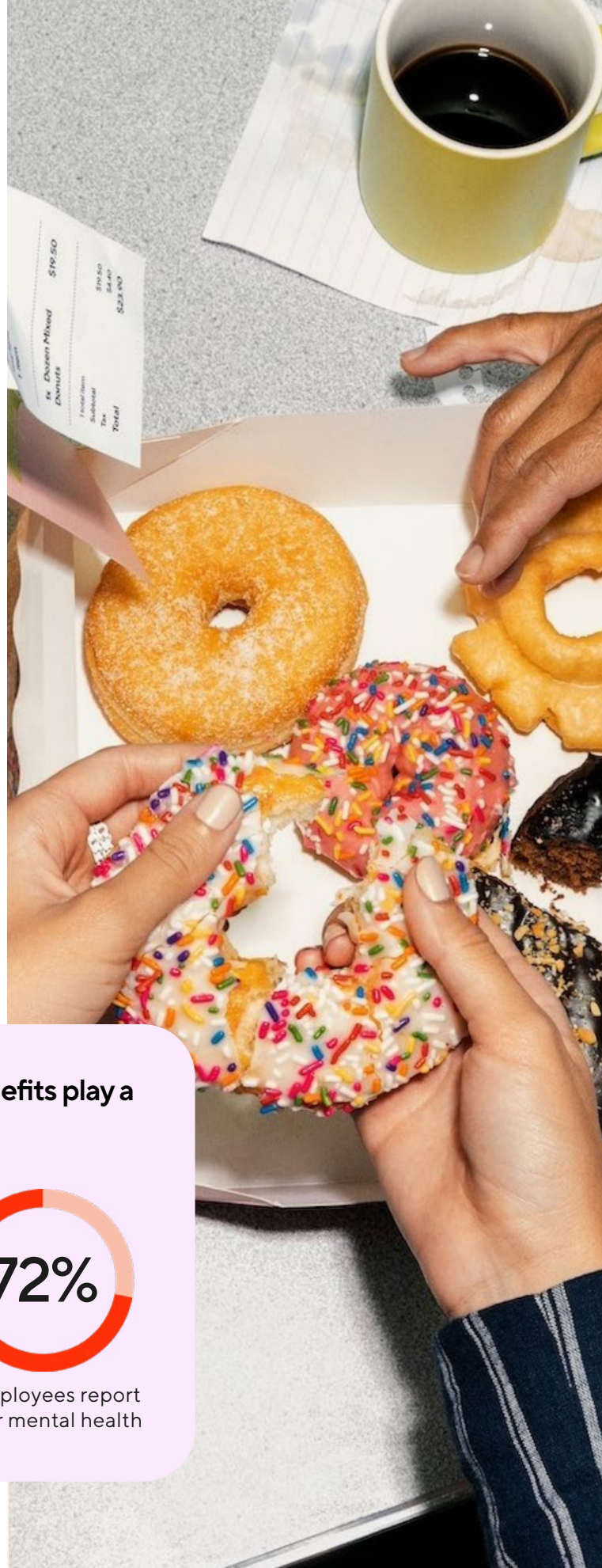
While employers will need to approach creating such a culture in multiple ways, a workplace meal benefit program is an effective way to motivate and reward your team.



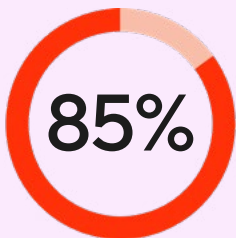
# PLANNING FOR EMPLOYEE RETENTION MATTERS

52% of currently employed workers surveyed in the Gallup Report said they are watching for or actively seeking new job opportunities. Initiatives to improve retention are especially significant, since the costs of employee turnover can be enormous – approximately 6 to 9 months of salary for the employee being replaced. Along with those hard costs, there are also soft costs associated with employee turnover, such as loss of knowledge and expertise, disruptions to projects and processes, and more work for the staff that remain, along with lower morale.

It's been well-established that employee engagement is foundational to business success, but only 23% of employees around the world say that they're thriving at work. As reported by leading HR services provider Workable, people stay in jobs they enjoy. Therefore, rather than focusing exclusively on compensation, perks such as free lunches and snacks are enticing and cost-effective rewards.



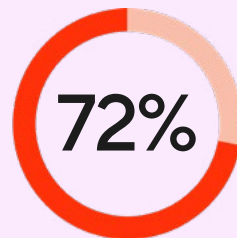
DoorDash for Business findings show meal benefits play a key role in employee retention:



of employees feel more appreciated



of employees feel more productive



of employees report better mental health

# WHY MEAL BENEFITS MAKE A DIFFERENCE

While many health and wellness benefits provide offerings and services that are accessed outside of working hours, complimentary meals simplify employee schedules by eliminating the strain of meal preparation and planning, while helping to streamline the workday.

Meal programs and stipends have been shown to increase employee satisfaction and enhance organizational culture. In the latest research from DoorDash for Business, 91% of employees receiving meal benefits reported that they were satisfied with their jobs, compared to 78% who were satisfied with no meal benefits. Employees who receive meal benefits also reported feeling more appreciated, productive, and mentally healthy.

Having to shop and plan for meals in order to provide their own food at work is a top frustration for 46% of employees surveyed, while 41% are frustrated by the added stress that assembling and packing their meal adds to their day. It should come as no surprise that increased stress leads to decreased job satisfaction, and so workplace meal benefits are a straightforward solution for ensuring employees feel happier at work.




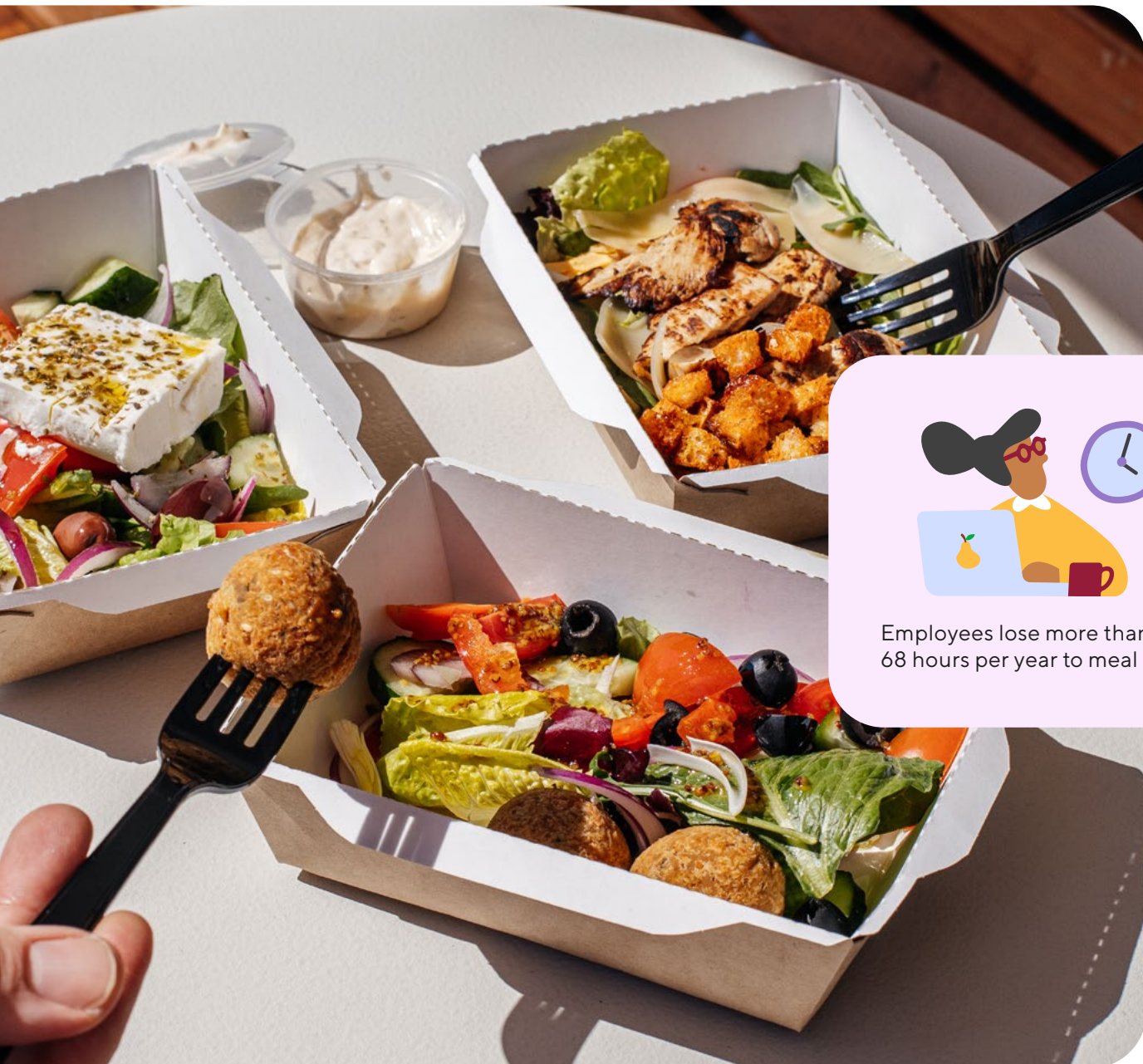
Employees who receive meal benefits are approximately 17% more satisfied with their job compared to those who don't.

A considerable amount of potential productivity can be lost to meal prep. Two-thirds of employees bring their own food to work, and, on average, each employee is spending about 17 minutes per day to prepare it. This compounds quickly, culminating in 340 minutes per month, or more than 68 hours per year.

In addition, 76% of employees admit to sometimes, or often, working while eating – in fact, 37% of those who eat while working are doing so most or all of the time. In many cases, it's because they feel that they're too busy or need to multitask.

For these employees, meal prep and its accompanying stress is taking valuable time out of their day, which can negatively affect their performance. Of those employees who often work while eating, 37% have made an error due to losing time to meal preparation, and 50% have missed at least one deadline a month for the same reason.

In the [2023 Lifestyle Benefits Benchmarking Study](#), food was the top category for which employees submitted claims. Reducing the mental load of planning and packing meals contributes to productivity and reduces the chances of feeling overwhelmed and burnt out.



Employees lose more than 68 hours per year to meal prep.

# SHARING MEALS CONTRIBUTES TO A COLLABORATIVE WORKPLACE

When employees are eating alone at their desks, it's a missed opportunity for the organization as a whole. Studies have shown that shared mealtimes can improve productivity, engagement, and company culture. When meal benefits are provided, only 32% of employees typically eat alone, compared to 58% at organizations where employees must bring their own food.

This creates a dual benefit: productivity improves when employees are relieved from the burden of food preparation, and they are happier in their jobs, fostering better, more collaborative relationships with their colleagues.

Being encouraged to actually take breaks away from their desks also enhances productivity by reducing stress, and therefore reducing errors. Employees work better when they're nourished and feeling physically and mentally healthy and supported.



Meal benefits increase social interaction, with 26% more employees eating together compared to those who bring their own food.

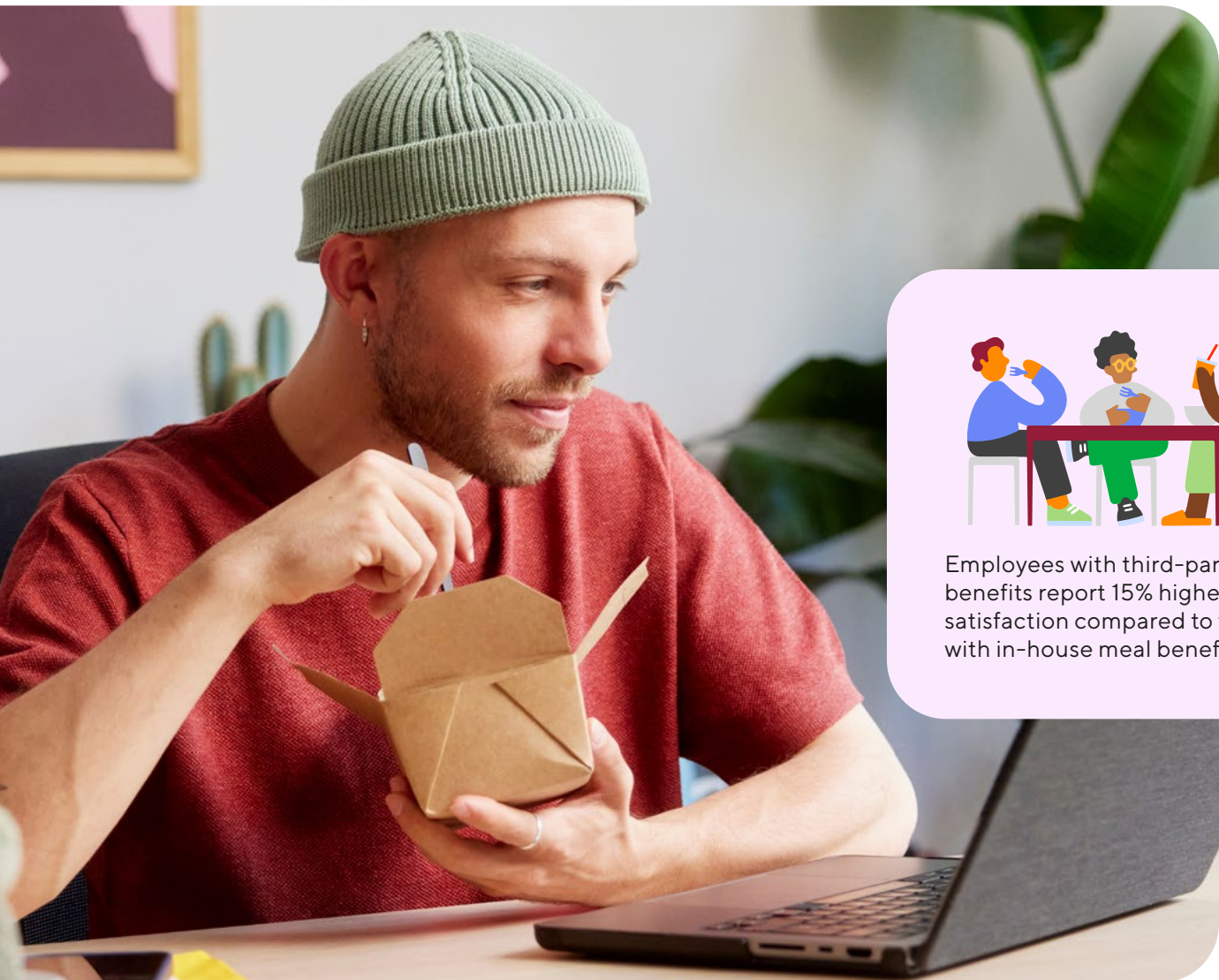


# THE BENEFITS OF DOORDASH FOR BUSINESS

Employee happiness is a top priority with DoorDash for Business, and it shows: 95% of users are satisfied with its services, and 68% of them are also more satisfied with their jobs. Among those that rely on other brands for their workplace meal benefits program, 51% say they're more satisfied with their jobs, suggesting that the full value of such programs can only be unlocked when the third-party provides both seamless experiences and exceptional variety.

Not all workplace meal benefits are created equal. Programs provided by a third-party service like DoorDash for Business grant access to a far wider variety of options. When asked about how their meal benefits impact their feelings about their job, 62% of employees whose meal benefits are provided by a third-party service reported positive impacts, compared to only 47% where the meal benefits are simply provided in-house.

Individual team members value different things about meal benefits programs. For 23% — nearly a quarter — the cost savings are the biggest advantage, while the same number appreciate knowing that their organizations care about their health. Another 21% are delighted by the wide variety of options available, while 20% are most thankful for the convenience.



Employees with third-party meal benefits report 15% higher job satisfaction compared to those with in-house meal benefits.



In addition, by helping build community and culture, meal benefits can be a great way to motivate employees to come back to the office after they've become accustomed to remote work. In fact, food and beverage programs were the most popular incentive for employees to return to in-person work, according to a 2023 study.

However, it's also important to accept the reality that employees have come to prize hybrid and flexible work, and for those team members who do their best work at home, it can be demotivating to be excluded from workplace meal benefits. That's why it's a necessity to have a program that works for everyone, and that's what DoorDash for Business delivers.

### The advantages of DoorDash for Business:



#### 500,000+

There are over 500,000 merchants available on the DoorDash Marketplace.



#### GROUP ORDERS

Let employees choose the dishes they want and add them to a shared shopping cart.



#### CATERING

Easily delivers large-scale meals from one restaurant for corporate gatherings.



#### EXPENSED MEAL CREDITS

Let organizations extend meal budgets to teams, no matter where they are.



#### DASHPASS FOR EMPLOYEES

A team option for \$0 delivery fees, reduced service fees on eligible orders, and 5% back on pickup orders.



#### ONE-TIME MEAL VOUCHERS

Can be extended to employees and clients, covering the cost of an ad hoc meal for events like All Hands meetings, Lunch & Learns, and offsites.

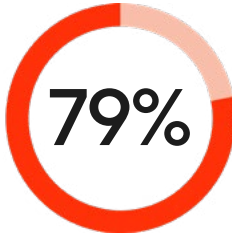
DoorDash for Business enables organizations to make a positive impact on employee engagement, well-being, productivity, and job satisfaction with meal benefits at work. When employees receive meal benefits from their employer:



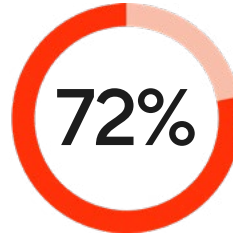
of employees feel more appreciated



are more satisfied at work



say it makes them more productive



say it improves their mental health

# MAKING TEAM MEALS AFFORDABLE AND ACCESSIBLE

DoorDash for Business has many different solutions to suit different needs and circumstances, and they all have one thing in common: they reduce major pain points for employees and administrators.

While many employees realize that meal delivery could make their day more efficient and productive, more than three in five employees say that ordering delivery on their own is too expensive, and 46% think delivery fees are too high. For others, it consumes time in their workday that they'd rather spend focused on their jobs: 27% state that picking up their order takes too long, and 21% say that just the process of trying to order food isn't a worthwhile use of their time.

Streamlining the ordering process through DoorDash for Business lets employees concentrate on their work, rather than stressing about the financial and logistical burden of securing their food.



## For those who administer workplace meal benefits programs, DoorDash for Business is unique in its user-friendliness:



Meal planning tools for admins enable easy scheduling for group orders in a centralized calendar.



The billing platform is also centralized, making it effortless to reimburse your employees' expenses.



Setup is simple, with a dedicated VIP Support Specialist available 24/7 by phone and email.



Detailed usage reports and billing history provide a clear view of everything your employees order.

At a time when there are many different ways for people to work, there should also be many different ways for them to enjoy meal benefits.

# COMPARING DOORDASH TO TRADITIONAL MEAL SOLUTIONS

Traditional workplace meals, such as an onsite cafeteria that serves free food, or a catering business that provides team meals, have drawbacks. Limited meal options and lack of choice mean that not all team members' needs will be met or satisfied. Feeding large numbers of people also tends to result in food waste – since meal providers have to account for the whole team, whether or not they all partake – thus extra costs.

Administering traditional meal programs can also involve a huge investment of time and energy in terms of managing expense reports and paperwork. Onsite meals can often require a lot of extra setup and cleanup.

DoorDash for Business bypasses all this by not only empowering employees to order the dishes they want, in the quantity they want, but by providing admins and managers with a centralized platform where everything can be efficiently managed, tracked, automated, customized, and scaled according to the organization's needs.



## DOORDASH for Business

- 1 **MANAGE**
- 2 **TRACK**
- 3 **AUTOMATE**
- 4 **CUSTOMIZE**
- 5 **SCALE**

# EMPLOYEE SATISFACTION IS THE CORE OF SUCCESS

By fostering opportunities for socialization and collaboration through shared meals, DoorDash for Business empowers more creativity and innovation across an organization and helps nurture a healthier company culture — and that benefits everyone.



