

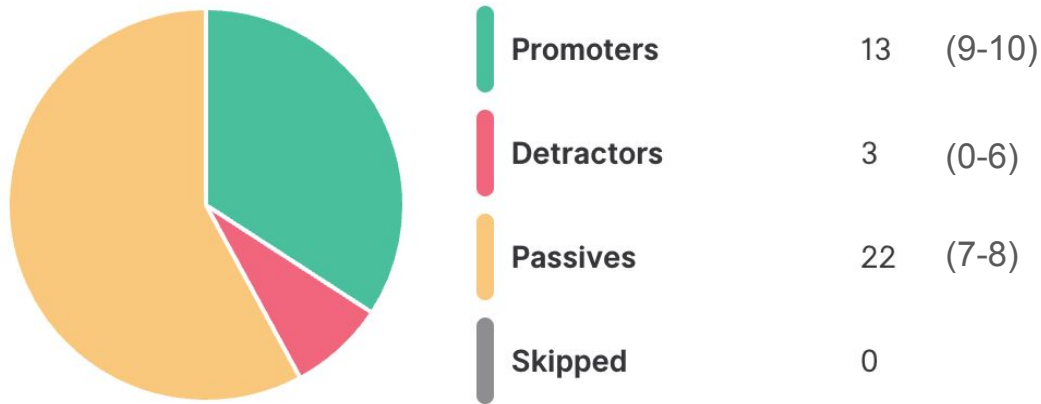
Employee Pulse Q2 2025

Employee eNPS

eNPS score

26

Good!



Q1: Score was 25

Employee Pulse - Headlines



Company Culture

83%



[View Details](#)



Feedback

69%



[View Details](#)



Happiness

69%



[View Details](#)



Leadership

86%



[View Details](#)



Manager Effectiveness

87%



[View Details](#)



Personal Growth

79%



[View Details](#)



Recognition

75%



[View Details](#)



Satisfaction

78%



[View Details](#)



Team Dynamics

82%



[View Details](#)



Wellness

63%



[View Details](#)

Employee Pulse

Category	😊	😞
Company Culture	<ul style="list-style-type: none">• I feel everyone is respected for being themselves and are encouraged to be their authentic self• In all meetings encouraged to share ideas	<ul style="list-style-type: none">• Senior teams are quick to dismiss conversation• We discuss how the business is doing in company huddles, however our engagement to suggest ideas to improve business have not been proactively approached. I've shared an idea few times but it is pushed back as something to address later• Old values represent us more• Ideas get shared which will help everyone but nothing comes of it
Feedback	<ul style="list-style-type: none">• Monthly 1:1 is a good opportunity• I really like we have the living the values channel, nice bit if feedback goes a long way and reassures you that your hard work is being noticed	<ul style="list-style-type: none">• Usually focused on negative rather than positive• Rarely get feedback• No constructive feedback to learn how to improve as an individual• Never really receive feedback• Being told you are doing a great job does not help my growth

Employee Pulse

Category	😊	😞
Happiness	<ul style="list-style-type: none">• There is consistent messaging about ensuring we work within working hours and switch off on time• There is no expectation to work outside of normal hours but I don't mind staying later now and then	<ul style="list-style-type: none">• The working day is busy and it's difficult to find the energy after these days to engage in personal life• Schedule is not flexible and workload is very high• There are times work affects my health. I sometimes need to work extra and I can't claim it back• Diminishes if we are over-reactive to certain situations as adds unnecessary stress. Also when tasks/meetings over-run working hours• Cannot work around life, have to live around work• It can bleed into personal life once in while but that is nature of job• Does a place of work contribute unless you are working from home?• Holiday allowance is a little slim. 30 days is a good amount for work/life balance• Sometimes they bleed together due to stress or pressure of the job• Am always dreading coming in next day with workload, no help from management, happy to see team struggle yet delegate more tickets which means you are stressed and tired when you get home

Employee Pulse

Category	😊	😞
Happiness		<ul style="list-style-type: none">• Constantly tired, travelling to/from work takes time so no time to do anything else as you just want to sleep• Can bleed into personal life with work fatigue• Overworked and understaffed• Not enough time to book off to rest and recover, spend time with family, go to big events, not even enough time to get sick
Leadership	<ul style="list-style-type: none">• Have never felt information is held back• I do feel cared about• Manager is always available• Annual meetings and monthly huddles are quite insightful and the transparency is appreciated• I have always thought the leaders care here and that is not something you get everywhere	<ul style="list-style-type: none">• I don't feel they understand workload and how we're affected if it gets too much• Do need to look at annual leave days as well behind other modern companies. Very difficult to always be on it with very little leave time and hard to strike a work/life balance

Employee Pulse

Category	😊	😞
Manager Effectiveness	<ul style="list-style-type: none">• Manager values my contributions when they view them as positive• I do feel valued• Always feel supported both personally and professionally• Always open and available to listen to me, regardless of how busy we are	<ul style="list-style-type: none">• Manger doesn't value my judgement when they go against their judgement• Contribution never gets praise• A lot of decisions are made which affect workload and we're left to clean up mess• No support given, just constantly gives out work with no regard to stress or over capacity and doesn't help• Don't really hear much from them• No help• We need more human resources but it is not up to them
Team Dynamics	<ul style="list-style-type: none">• I get the room/opportunity to express my opinions to my colleagues and other teams• My peers take accountability and are quick to offer support when needed despite busy workloads• Everyone is trustworthy and always there to give a helping hand	<ul style="list-style-type: none">• Communication between colleagues is clear and effective, however at times between other teams it is difficult due to lack of information/confidence• Some employees listen, some don't. Depending on attitude you can be dismissed• Team members can go missing when we need them to step up/help out

Employee Pulse

Category	😊	😞
Personal Growth	<ul style="list-style-type: none">• I really like the living the values channel. Nice bit of feedback goes a long way and reassures you your hard work is being noticed• Every day presents different challenges. Keeps us on our toes!	<ul style="list-style-type: none">• Not given any time to enhance skill set x3• Currently seeking new challenges but BAU tasks which are more repetitive eat away at the time• Not much room for own decisions• There are opportunities , but energy is not there to grab after intensive work day• No plans in action and no sign of a plan happening• Opportunities are not relevant to my role or location. Needs to be separate paths• Feels more like admin job than a tech job
Recognition	<ul style="list-style-type: none">• I am and like to be recognised for the work I have done• Recognition on living the values	<ul style="list-style-type: none">• Users don't appreciate the time/effort put into the work completed. If an employee has far greater knowledge then it feels like you are expected to know and recognition can get missed• Nice words are appreciated but they are still only words• Not many others places other than living the values channel

Employee Pulse

Category	😊	😞
Wellness	<ul style="list-style-type: none">• Some good incentives to stay healthy.	<ul style="list-style-type: none">• Sometimes deadlines can be tight and we are involved in many projects so can be difficult managing your time• No conversation regarding staying healthy• Company doesn't go against efforts to stay healthy but bit far to say they support it. Throw in gym subscription• Everyday is a constant stress with workload, along with being forced to do training that isn't beneficial which then leads to sickness and the sickness policy isn't great which adds more stress• Stress levels vary, some weeks intense, others not. Convex constantly 1000 miles/hour• I do as much as possible to stay healthy but don't see how the company supports me in doing that• Change in headcount means increased workload and targets not achievable• Work/life balance is key and there is a lot of work

Employee Pulse

Category	😊	😞
Satisfaction	<ul style="list-style-type: none">• I do feel my role is important to DRL's success. We are the reason DRL exists as without the hard work over the years, clients would not renew• Team have become a huge part of Convex and I do feel valued• I am happy with my roles and responsibilities. It can be challenging at times but that is rewarding• I know what my responsibilities are within my role. Sometimes I need to work outside of hours but appreciate that is nature of what we do• I understand the input provided by myself to the team and company pushes the business towards success	<ul style="list-style-type: none">• Hard to so some stuff remotely• No help, no signs of change, no progression, forced to do training that doesn't help. Becoming an admin role instead of IT role• I sometimes have too much on my plate• I am spread too thin• I don't think over-performance is rewarded• Overworked, no help from above, teams try to help each other but workloads are too much so we can't• Not satisfied at all. Doesn't feel like an IT job at all, just an admin role• Not sure there are other rewards throughout the year other than the bonus which is based on metrics but metrics do not tell whole story• Decisions are made which affect workload and we're left to clean up the mess <p>—</p>