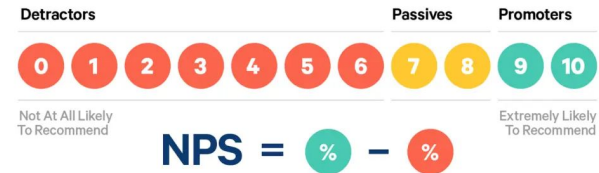


Employee Pulse Q3 2025

Employee eNPS – How it works?

1. *“On a scale from 0 to 10, how likely are you to recommend this product/company to a friend or colleague?”*

2. How is the score calculated?



3. The available score range is -100 to +100 range, any score above 0 reads as 'good' because it indicates that a business has more promoters than detractors.

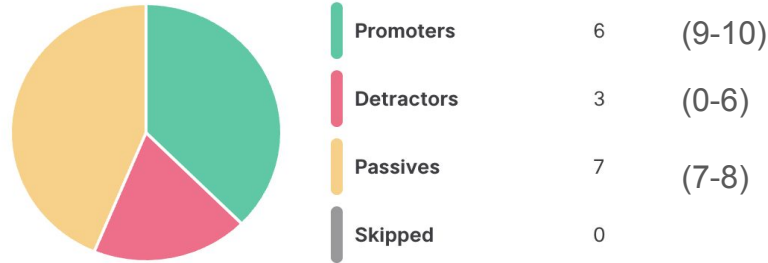
A perfect score of 100 indicates that every survey respondent would recommend a company to someone else—a score that nobody has ever achieved.

Excellent companies generally have an NPS of 50 and above, some estimates: [Google's current eNPS](#) is 31 and [Apple is 16](#)

Employee eNPS

eNPS score

19
Good!



Notes:

- Q2: Score was 26; Q1: Score was 25
- Negative comments outweigh the positive ones 3 to 1
- Remember you have 36 opportunities each to leave a comment each quarter.
- Q3: 19 is still a good NPS score. Participation in scoring the NPS is low, which makes it harder for us to gauge how people feel. eNPS question will now be asked monthly in case you've been missing it - please take part.

Employee Pulse – Feedback themes

☀ Positive Themes

1. Team & Culture – People value the strong culture, onboarding, and openness within certain teams.
2. Leadership Communication – Updates (huddles, exec transparency, regular comms) are appreciated.
3. Manager Availability & Support – Managers are accessible for 1:1s and team discussions.

👉 In short

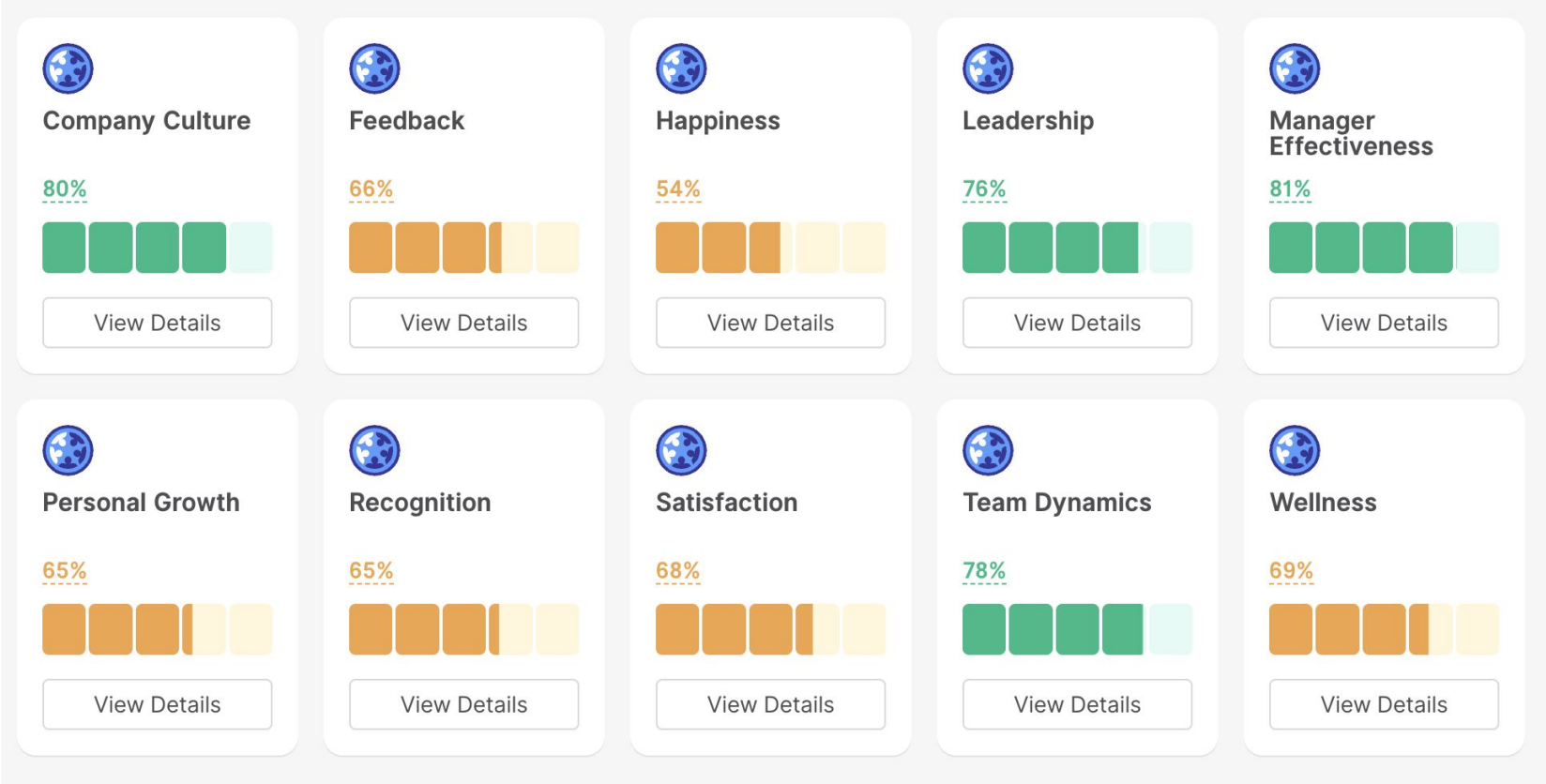
Positives centre on team culture, approachable managers, and existing recognition efforts.

Negatives are dominated by workload, lack of meaningful recognition, insufficient feedback for growth, and wellbeing challenges.

⚠ Negative Themes

1. Workload & Burnout – Overwork, long hours, and high stress appear.
2. Recognition & Reward – Employees feel recognition is often only verbal, lacks substance, and does not translate into pay, bonus, or extra leave.
3. Lack of Growth & Development – No time for training or upskilling, repetitive tasks, little challenge, and limited feedback for personal development.

Employee Pulse - Headlines





I Don't Know Who Wrote This... But I'd Like to Help

"Work is putting a massive strain on mental health, can hire in every other position but not the one that needs it the most, no one is happy, no one feels looked after and I'm pretty sure everyone wants to reevaluate their positions".



Employee Pulse

Category	😊	😞
Company Culture	<ul style="list-style-type: none">• Upholds values very well and we try to instill this into our team where we can	<ul style="list-style-type: none">• It's been mentioned already, we do reflect the old values way more• A few times I have shared an idea that my manager didn't think was worth sharing and then when someone else has come with the same idea its been this big great thing• [Disagree that people are respected for who they are in the company]. If you are {X} or management you'll be fine, otherwise...• Feel like our recommendations can be dismissed• They {the company} don't live by any values



Employee Pulse

Category		
Feedback	<ul style="list-style-type: none">• Generally follows from acknowledgement from client side• I have been provided with excellent advice on how to be a better employee and colleague• Feedback received has improved significantly recently	<ul style="list-style-type: none">• Received some feedback in 1:1 but no directive of what we are actually doing well• Feedback for my development is rarely given. If it is, it has very little constructive elements that I can use to grow in my role• Positive feedback lacks quite significantly, constructive not so much• Never given feedback on how I can improve to move to the next level



Employee Pulse

Category		
Happiness	<ul style="list-style-type: none">• Agree work environment contributes to happiness. At home, I can set things up as I want and I look forward to having an office in London as well.• I like onboarding and meeting new people	<ul style="list-style-type: none">• Disagree work environment contributes to my happiness. Workflow too high, headcount too little. I can not be happy when after work it takes 2 hours to decompress before talking to anyone• 9-6 is long shift, 9-5, 10-6 would do a huge amount to support work life balance, holiday entitlement is ok but not amazing, being mostly in office is a big time commitment. Considering Ops take so much time to be on site, having adjustment in other areas to offset this feels a fair thing to implement• I am feeling the burn out. Going the extra mile in here gets you nothing just frustration as you get the same recognition and treatment as colleagues that provide a very poorly service and don't care about their work.• It can be very intense, I pray for those days that are lower volume so I can catch up. Due to workload as well I fear it might inadvertently cause mistakes.• [The work environment] used to, now is the opposite. I feel burnt out constantly and not the least appreciated. The differences in what is expected from each engineer are ridiculous. The time I'd need to actually refresh my head and come back to work happy, is longer than what we have available

Employee Pulse

Category		
Happiness		<ul style="list-style-type: none">• I enjoy what I do – but I also fear that missing a few days (either due to sickness or A/L) ends up being a punishment as there's too much dependency on individuals for specific issues• Forever tired because of work, evenings are short and mornings are even worse, not good knowing you're going into a working day basically being a glorified admin with no progression• The workload is gargantuan sometimes• Work is putting a massive strain on mental health, can hire in every other position but not the one that needs it the most, no one is happy, no one feels looked after and I'm pretty sure everyone wants to reevaluate their positions• Not enough holiday• Depends on what day it is and what mood colleagues are in



Employee Pulse

Category		
Leadership	<ul style="list-style-type: none">• Twice a year updates is regular enough• Monthly team huddles seem to work well• I always feel in touch with what is going on in the business. Exec team have always been transparent and open regarding changes and plans	<ul style="list-style-type: none">• They might care on a person to person level as in they don't want bad things happening to us, however they don't care that we improve or make the most of the company, they don't care we don't have enough time to rest, or paid what we deserve• Updates are provided but things are still kept hidden, not the best transparency• There is no plan on how to reduce workload stress. When it's raised its we will look into it and no time frame given. In regards to the wider company I do not understand the workload of the staff. Maybe a better work life balance by giving more holiday so people can have the ability to mend their wellbeing



Employee Pulse

Category	😊	😞
Manager Effectiveness	<ul style="list-style-type: none">• Always has time to speak with him 1-1 or in team where required• [My manager gives me support] seems to be getting better• My manager will listen when I need to discuss• They're always asking if I'm ok and if there's anything I need help with to just ask• Provides updates to the team on what is expected	<ul style="list-style-type: none">• Feedback from my leader is not the best, nothing is ever very specific, no examples of where I have done well really get noticed even though it is stated that we are 'killing it as a team'.• I think they would only be really valued if I suddenly left my role.• Managers and owners, anyone above don't see or care how much effort is put into work, don't care how long you've been here, no recognition, will pick and choose who they want to recognise, very poor• The easier one is to manage, the less support they get when needed• When they are under pressure I feel they can be dismissing of how we feel• Not approachable, can't voice opinions, not much trust



Employee Pulse

Category		
Wellness	<ul style="list-style-type: none">• I think most of the time they are [deadlines and targets are achievable and realistic] but requires a lot of effort to complete if short notice• Overall these days yes [I have manageable stress levels at work]• Agree in some sense - YuLife, Bupa etc	<ul style="list-style-type: none">• People that go above and beyond and work late are asked to come in and there is no thought about the employees wellbeing and is causing burnout• It can get very stressful at times when you have several large scale projects on the go & having to deal with BAU, escalations etc. Can be tough to juggle between responsibilities.• Some days or weeks can be more stressful with strict deadlines & business critical systems.• Good days & bad days. Just about finding the balance. The dynamic can be big. Cloud 9 1 minute due to cracking a tough ticket or making progress on an ongoing project & then kicked right back down the next day for something simple or lack of concentration• Would be good to have gym membership paid rather than cycle to work when half of us are WFH, the other half have to travel far to get to work eg; train etc



Employee Pulse

Category		
Personal Growth	<ul style="list-style-type: none">• There are scenarios where can learn stuff on live environments. However to build confidence it might be a good idea to do stuff in UAT or test environments first	<ul style="list-style-type: none">• Due to being understaffed, it's near impossible to find regular training time• There is no time given to enhance any sort of skill set. Yes we learn on the job but we never given time to obtain the in depth knowledge needed• This is still difficult to say, as yes, there are online resources to access, but the time aspect is still our enemy. Dedicated time needs to be adjusted into our schedules• We are asked to upskill and gain certification, however the workload and responsibility is the highest in the team not allowing us time to take away to do these• We are not able to perform with autonomy and when any anything thats involves implementation the feedback is to not get dragged into projects• Not given any opportunities to work on new (or existing) projects to be able to learn or progress• I don't feel challenged but overwork is what stops me from being able to actually take on new challenges

Employee Pulse

Category		
Personal Growth		<ul style="list-style-type: none">• They are there, [opportunities to enhance my skills] but with what time? It's the same argument over and over again. There just isn't time to train, because we need to support BAU, and when BAU is complete we are fatigued.• We're barely challenged, and when trying to do something slightly more challenging, we get a push back. There's no room to improvement, that's one big issue. It feels more like our scope is all about the same repetitive tasks.• What really challenges me is the constant and increasing workload but that is not the same is it?• Yes of course, [I am provided opportunity to enhance my skills] but the good old problem of time and energy still creeps in unfortunately

Employee Pulse

Category		
Team Dynamics	<ul style="list-style-type: none">• Agree [communication is clear and effective]. Depending on the workload we tackle, communications sometimes delayed which could result in repeat workload• Our team are very proud in being open and honest with each other. It's how we grow! They always tell me what is going right and what isn't.• Communication within the team itself is good however there seems to be a disconnect between Ops and Engineering.• Within our team we have very open communication	<ul style="list-style-type: none">• It's clear, but I wouldn't say effective• I can voice opinions to my peers but not management as nothing gets done and it is brushed under the carpet

Employee Pulse

Category	😊	😞
Recognition	<ul style="list-style-type: none">• I have started to notice more acknowledgements on this [achievements, big or small are regularly acknowledged]• The living the values channel is great for acknowledging achievements• The feedback culture is amazing, constant recognition for even small efforts. Really encouraging	<ul style="list-style-type: none">• Saying you are great has no impact on my real life, recognise my value by raising my salary, giving more bonus or extra days of holidays, that would make me feel valued as it would show you value my own time• There are still some gaps especially on achievements that may not seem big from hindsight• Feedback is an ongoing issue within Convex, it has not always been like this however at the moment I feel that the consistent hard work that we all put in is categorised under 'Well done team, you smashed this week'• Other than your doing a good job, there is no feedback on why I did well. There is also no incentive to keep pushing and breaking my well being just to keep people happy• [Recognition is given in a way that is meaningful to me]. Feels forced because of these surveys



Employee Pulse

Category	😊	😞
Recognition		<ul style="list-style-type: none">• Do not have the opportunity to achieve anything that really matters• It would be good to have recognition shared on more calls with the rest of the team.• What recognition?• Recognition through words fills my heart but not my pocket, and I do work for compensation• The only type of recognition is verbal - which does not make any improvements on my outside life. So I do not feel valued because if I were, you will try and improve my life outside work too• Sometimes I am, sometimes I'm not [feel valued for my work]• Sometimes they are, sometimes they are not [achievements big or small are regularly acknowledged]

Employee Pulse

Category	😊	😞
Satisfaction	<ul style="list-style-type: none">• I have been a significant change to the team that I work in and how we work so successfully at Convex. I also I feel that I have taken a huge part in the success of this team and hiring/referrals of the other team members.• The whole team are incredibly helpful, and having those difficult tasks helps us to put our heads together and resolve tickets• I feel like I make a significant impact on the team and really sinking my teeth into it [the role] too	<ul style="list-style-type: none">• With the team too busy with lots of stuff – collaboration needs to be booked in on the calendar – that doesn't feel like teamwork, feels like consultation bookings• I disagree [that I am satisfied with my role and responsibilities] because I want to contribute more, learn more, and being able to work on improvements.• I would have liked to have seen a bit more than the 4% pay increase in July ideally.• When teams work remotely it's a lot harder to collaborate other than over huddle/zoom• I feel like our role is basically an admin role rather than an IT role... I feel like we could have more support from management and more team members to take on the workload• The workload does not allow us to work collaboratively as every person is too busy. There are not enough employees to be able to work collaboratively

Employee Pulse

Category		
Satisfaction		<ul style="list-style-type: none"><li data-bbox="1193 263 1910 369">• I do not believe that I'm given the responsibilities to make the team great and make workload easier for fellow colleagues<li data-bbox="1193 374 1910 625">• Not at all [satisfied] Once your manager sees that you give 100% they will just expect that and not reward it, as is expected for you. Counselor advised me to start caring less about work as they clearly are not going to reward the real hard work and dedication and its negatively affecting my feelings of self worth.<li data-bbox="1193 631 1910 737">• Sometimes there's no rewards, sometimes the reward is disproportionate to the effort and outcome<li data-bbox="1193 742 1910 884">• In recent months we have become admins in our role and actually do not fix anything. Granting access via access groups is about as far as anything technical gets<li data-bbox="1193 889 1910 995">• Some team members go above and beyond and the rewards do not compensate the additional effort