

BOARD USE ONLY

Firefly Software Inc.

February 2026 eNPS

PREPARED FOR
Board of Trustees

REPORTING PERIOD
Feb 2026 – Feb 2026

PREPARED BY
Alex Rivera, CEO

DATE PREPARED
25 March 2026

RESPONSE RATE

100%

36 of 36 respondents

RESPONSE WINDOW

First Response
2 Feb 2026, 08:00

Latest Response
2 Feb 2026, 08:00

TIMING

Scheduled: 1 Feb 2026, 08:00
Closed: 21 Feb 2026, 08:00

Question Insights

ENPS

How likely are you to recommend us as a great place to work?

ENPS SCORE

+53

% Promoters minus % Detractors

▲+13 vs previous ▲+31 vs ~1 year ago

Industry median

+41 ▲12

Size median

+21 ▲32

TOTAL RESPONSES

36

DETRACTORS (0-6)

0

PASSIVES (7-8)

17

PROMOTERS (9-10)

19

Industry median: +41 ▼ Your score: +53



TEXT

What is the primary reason for your score?

Total Responses

36

Strong leadership and clear vision.

Submitted 20 Mar 2026, 20:00

I genuinely enjoy working with my team and trust my colleagues.

Submitted 20 Mar 2026, 20:00

I would recommend this company to a friend looking for meaningful work.

Submitted 20 Mar 2026, 20:00

Remote work flexibility is a major reason I stay here.

Submitted 20 Mar 2026, 20:00

Management listens to feedback and actually acts on it.

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What is one thing we could do to improve your experience?

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