Dear valued customer,

Thank you to all of you who share valuable feedback with us regarding what works well and what can be improved. Thanks to you, we can continuously develop our products and services!

For some time now, we have been following research and trends shaping the future of work, and we have seen a clear need to adjust our indexes. When we also received requests from you for shorter surveys with less overlap, as well as for psychological safety to be highlighted as its own index, we became even more convinced that we are on the right track. Therefore, we are now implementing three important improvements:

1. Psychological safety will become its own index

2. No overlapping questions between indexes and fewer questions in each index

3. This means that Brilliant's employee survey will contain fewer questions but cover all the important areas

When will the change take place?

The update will be effective from **1 July.**

What does this mean for you as a customer?

Brilliant's indexes and employee survey will be automatically updated across the platform. Indexes included in surveys that close after 1 July will be calculated and reported according to the update.

We recommend that you avoid having a survey open during this period if it includes any of Brilliant's standard indexes. If you have created a draft survey before 1 July but plan to conduct it after the change, we recommend creating a new draft to ensure you are using the latest version.

These adjustments may slightly affect index scores. For more detailed information on potential changes, please refer to the attached document. We will retain all benchmarks and historical data and ensure that you receive clear information on how the changes may affect your results.

You will find more detailed information attached. Should you have any questions or wish to learn more, you are warmly welcome to join our Q&A webinar on **29 April at 08:30.**

Best regards,

Your friends at Brilliant

Attachment 1: Detailed changes in Brilliant's indexes and employee survey

Brilliant's standard employee survey has undergone an adjustment to include an index on psychological safety, remove overlapping questions between different indexes, and shorten both the indexes and the Brilliant employee survey.

Below is a detailed overview of which indexes and questions have been affected. Removed questions no longer belong to Brilliant's standard employee survey and thus are no longer part of any index. However, it is possible to add these questions as an add-on in the survey.

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1. eNPS

Change: No change

Questions:

eNPS	How likely is it that you would recommend the organisation as an employer to a friend or acquaintance?
Free text	Please explain your answer:

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2. Engagement Index (EI)

Change: From 8 to 4 questions

Questions in adjusted index:

Energy	EN7	Are you motivated in your work?
Energy	EN10	Are you willing to make extra effort to make the organisation more successful?
Clarity	GL4	Do you know what you are expected to achieve in your daily work?
Clarity	GL7	Is it clear to you how your team contributes to reach the organisation's overall goals?

Removed questions:

Energy	EN11	Do you enjoy your job?
Energy	EN9	Are you proud of working at the organisation?
Clarity	GL1	Do you work towards your goals in your team?
Clarity	OV3	Are you familiar with the organisation's overall goals?

Expected impact on the index:

- Energy up by 1.3 units
- Clarity up by 0.5 units
- Engagement index up by 0.9 units

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3. Psychological Safety Index (New index)

Change: New index with 5 questions

Questions:

OP3	Do you feel that you can be yourself at work? (m*oved from Inclusion & Diversity*)
RE2	Do you feel respected by your colleagues? *(moved from TEI)*
OP1	Are you able to freely express your opinions in your team? *(moved from TEI)*
PS4	Can you make mistakes without fear that your colleagues will hold it against you? *(new question)*
DV1	Do you feel that you are part of the team you work in? (m*oved from Inclusion & Diversity*)

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4. Team Efficiency Index (TEI)

Change: From 9 to 4 questions

Questions in the adjusted index:

CO3	Do you cooperate well in your team?
CO2	Does work allocation work well in your team?
PF1	Is work well planned in your team?
FB6	Are you good at giving each other feedback in your team?

Moved questions:

OP1	Are you able to freely express your opinions in your team? *(moved to Psychological Safety index)*
RE2	Do you feel respected by your colleagues? *(moved to Psychological Safety index)*

Removed questions:

CF1	Are there conflicts in your team that have a negative impact on work?
IM1	Is it easy to get things done in your team?

PF2	Does your team follow up on its performance?

Expected impact on the index:

- Decrease by 1.5 units

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5. Organisational and Social Work Environment Index (OSI)

Change: From 8 to 6 questions

Questions in the adjusted index:

ST1	Do you generally have an acceptable stress level in your work?
ST6	Do you have enough recovery time between working days?
ST9	Do you receive support when you have a heavy workload?
PO2	Do you have the prerequisites you need to do a good job?
IF1	Can you influence your work situation?
DI4	Do you feel that all employees have the same opportunities and duties regardless of gender, gender identity or expression, ethnicity, religion or other belief, disability, sexual orientation, or age?

Moved questions:

DI9	Have you been subjected to victimisation, bullying, sexual harassment or other discrimination at work over the past 12 months? *(Still available in "Abusive behaviour")*

Removed questions:

CF1	Are there conflicts in your team that have a negative impact on work?
RE1	Do you feel respected by your manager?

New question added:

DI4	Do you feel that all employees have the same opportunities and duties regardless of gender, gender identity or expression, ethnicity, religion or other belief, disability, sexual orientation, or age? *(Moved from "Abusive behaviour")*

Expected impact on the index:

- Decrease by 2.6 units

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6. Leadership Index (LSI)

Change: rom 7 questions to 4 questions

Questions in the adjusted index:

MA1	Does your manager lead your team well?
IF3	Is your manager clear about what is expected from you?
FB3	Do you get regular feedback from your manager?
MA18	Do you get support from your manager when you need it?

Removed questions:

RE1	Do you feel respected by your manager?
IV1	Does your manager involve you in decisions affecting you and your colleagues?
MA28	Does your manager regularly follow up on your work situation?

Expected impact on the index:

- Decrease by 0.1 points

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7. Management Index (MI)

Change: No change

Questions:

MA2	Do you think the organisation's management team leads the organisation well?
MA29	Do you think the organisation is adapting to meet the changes in the world?
MA22	Do you feel that the management team convey a clear picture of the organisation's future direction?
IN7	Is the organisation's management team good at communicating internally?

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8. Background Questions

Change: No change

Questions:

PD8	Do you see yourself working at the organisation in two years?
CH4	Has your team actively worked with the results from the last employee survey?
EmploymentInterval	How long have you been working at the organisation?
GENDER	What gender do you identify yourself as?
AgeGroup	What is your age?

Additional Information:

Brilliant's employee survey previously included 5 supplementary questions (not background questions) that did not belong to any index. These have now been excluded from the employee survey. The following questions are affected:

IV2	Do you feel that you are sufficiently involved in decisions concerning your work?
PD2	Do you have the opportunity to develop in your work?
OV1	Do you know the organisation's values?
GL12	Can you identify with the organisation's values?
CO1	Does your team cooperate well with other teams?

All questions will still be available and selectable in the library, making it easy to add any of the excluded questions if needed.

Appendix 2 – Q&A

What are the reasons for the changes?

There is a lot of research on psychological safety. Although Brilliant previously included several questions in this area, it is now a clearer focus by creating a specific index for psychological safety. This, combined with respondents' desire for shorter and more focused surveys, is the reason for the adjustments, which include:

- Psychological safety becomes its own index
- Fewer questions in the indexes, with no overlapping questions between indexes
- As a result, Brilliant's employee survey contains fewer questions but still covers all important areas

Why is a separate index for psychological safety being introduced?

Psychological safety is a central factor in creating well-being and high-performing teams. Previously, questions about psychological safety were spread across several different indexes, making it more difficult to analyse and act on the results. By gathering these questions into their own index, it will be easier for organisations to identify teams where psychological safety needs to be strengthened and work more purposefully on improvements.

How will this affect historical data and benchmarks?

Your historical benchmarks and previous results will still be available. There may be slight variations in the indexes due to adjustments in the questions. Information on this will be available when you view the results in the platform. In the table below, we have summarised the expected changes per index:

Index	Expected Effect on the Index	Change in Number of Questions
Engagement	Engagement index increases by 0.9 points: Energy increases by 1.3 points, Clarity increases by 0.5 points	Reduces from 8 to 4 questions
Psychological Safety	New index, no historical data	New index with 4 questions
Team Efficiency	Expected decrease of 1.5 points	Reduces from 9 to 4 questions
Org. and Social Work	Expected decrease of 2.6 points	Reduces from 8 to 6 questions

Environment (OSI)		
Leadership	Expected decrease of 0.1 points	Reduces to 4 questions
Management	Same questions, no change	No change

What happens if we have an ongoing survey when the changes are implemented?

If a survey containing Brilliant's standard indexes or employee survey is open on July 1st, the following applies:

- Indexes will be calculated based only on the questions included in the new indexes. Other questions will be reported as usual under all questions.

- If you are using the current Brilliant employee survey, all indexes will be calculated based on the new index questions. The new index for Psychological Safety will not be calculated unless you have added those questions yourself.

Brilliant recommends avoiding having a survey open on July 1st.

We have a draft survey that we intend to activate after July 1st – what should we do?

If you have a draft created before July 1st, but plan to conduct the survey after that, we recommend creating a new draft. This will include the new adjusted indexes, and you will also get the new Psychological Safety index.

What happens with your own questions in the survey??

Your customer-specific questions are not affected by these changes. You can still add your own questions and customise the survey according to your needs.

How will the index pages for historical measurements look?

You will see historical data as you do today, and previous responses will be available under the "all questions" view.

Will the previous version of Brilliant's employee survey and previous versions of the indexes be available?

No, on July 1st, the new Brilliant employee survey will replace the old version, and the old version will no longer be available.

If we want to keep the previous versions of the indexes, how do we do that?

To continue measuring with Brilliant's previous indexes, you will need to contact support. A customer-specific index will then be created. However, to keep the benchmark and history and benefit from future updates, we recommend using the updated versions.

We have previously used the Inclusion and Diversity index, how is it affected since two of the questions will be included in the Psychological Safety index??

The Inclusion & Diversity index consisted of the following four questions:

OP3	Do you feel that you can be yourself at work? *(moved to the Psychological Safety index)*
DV1	Do you feel that you are part of the team you work in? *(moved to the Psychological Safety index)*
DV2	Do you feel that the colleagues in your team really care about you?
DV3	Do you feel safe in sharing opinions that are different from your colleagues'?

We believe these questions are so important that we have chosen to create a new index to evaluate psychological safety, which includes two questions from the Inclusion & Diversity index.
To capture the diversity dimension, we have created two new questions that you can choose from in the library:

MD1	Do you feel that the organisation has a broad mix of employees with different identities, backgrounds and characteristics?
MD2	Do you feel that the organisation fosters a culture where all employees, regardless of background or differences, are welcomed and appreciated?

If you still want to measure Inclusion & Diversity as its own index, please contact our support.

Will the Equal Treatment package be affected?

Yes, the Equal Treatment package will be slightly adjusted with a greater focus on abusive behaviours and will therefore be renamed to "Abusive Behaviour".

One of the questions will move to the Organisational and Social Work Environment index (OSI):

DI4	Do you feel that all employees have the same opportunities and duties regardless of gender, gender identity or expression, ethnicity, religion or other belief, disability, sexual orientation, or age?

One of the questions will be excluded:

DI12	Do you think that the atmosphere and jargon in your workplace suits everybody (regardless of gender, gender identity or expression, ethnic affiliation, religion or other beliefs, disability, sexual orientation, age or other)?

This means that the Abusive Behaviour package will contain the following questions (remember, you can still add, edit, and remove questions yourself):

DI9	Have you been subjected to victimisation, bullying, sexual harassment or other discrimination at work over the past 12 months?
DI13b	What type of abusive behaviour was it?
DI13c	What did you feel the discrimination was based on?
DI13d	Who subjected you to abusive behaviour?
DI13e	Have you reported the incident(s) (related to abusive behaviour) to your manager, HR, whistleblowing function, trade union representative or safety representative?
DI13f	When you reported that you had been subject to abusive behaviour, did it lead to any concrete action?
DI10	Do you know who to turn to in your workplace if you are subjected to any form of abusive behaviour?
DI14	Do you feel that any of your colleagues have been subjected to victimisation, bullying, sexual harassment or other discrimination at work over the past 12 months?
DI14a	Have you reported the incident(s) (concerning abusive behaviour of a colleague) to a manager, HR, whistleblowing function, trade union representative or safety representative?
DI14b	When you reported the incident(s) (concerning abusive behaviour of a colleague) did it lead to any concrete action?

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