LEADING EDGE

2027 Memorandum of Understanding

Overview

This Memorandum of Understanding outlines the requirements and expectations for the survey, as well as the confidentiality protections that apply.

Register for the survey here.

2027 Employee Experience Survey Timeline

Registration — Due by December 11
Survey Opens — January 20
Survey Closes — February 5
Access to Your Results — February 23
Post-Survey Consultation Period — February 25 to June 11

What Can We Expect from Leading Edge?

- **Survey —** Leading Edge will provide a free, high-quality survey that takes employees approximately 15 to 20 minutes to complete.
- **Survey Support —** Leading Edge will support your organization via email, info sessions, and survey resources, and will provide technical assistance as needed. For issues related to Culture Amp, a third-party online survey platform, we may redirect your question to their customer support.
- **Results Access —** Your CEO (or equivalent) will receive automatic access to your survey results. You may also designate up to 5 other individuals to receive access to your results on the Culture Amp website. Only the CEO and those you designate will have access to your results. See more information on confidentiality at the bottom of this document.
- **Comparisons —** Some questions on the Employee Experience Survey are worded in a way that allows you to compare your organization's data with benchmarks from previous Leading Edge surveys and/or general industry surveys. Where relevant, all organizations will have access to the following comparisons in their reports:
    - Your organization's data from the spring and/or fall cycle of the 2024 Focused Engagement Survey, if your organization participated

    - Your organization's historical data from the 2025 and/or 2026 Employee Experience Surveys, if your organization participated in those years
    - Org Type (when applicable) and Team Size
    - A general industry United States benchmark
    - The entire cohort of participating organizations in the 2027 Employee Experience Survey
- **Follow-up —** You will have access to **one free consultation** with an organizational behavior expert to help you think through your results and plan next steps.

What Does Leading Edge Expect from Participating Organizations?

- **Commitment —** Organizational leadership, including the CEO (or equivalent), will commit to the success of the survey administration, will encourage staff participation, and will assign one person to be the Survey Liaison between Leading Edge and your organization.
- **Survey Liaison —** You will designate one person to serve as your Survey Liaison. All information related to survey administration will be sent to this person. We are not able to accommodate more than one Survey Liaison.
- **A 40% Participation Rate —** Organizations must achieve a 40% participation rate to receive access to reports and consultations. Leading Edge aims to provide a valuable survey experience for all organizations, and results representing less than this number of employees are not considered valid or reliable, since they risk an inaccurate portrait of the organization. Research shows that participation rates lower than 70% on engagement surveys do not accurately represent the body of employees within an organization. While the minimum threshold is 40%, Leading Edge aspires to a 70%+ level of participation for 2027, and we hope your organization will do the same.

Note: *As outlined in the eligibility requirements, organizations with fewer than 15 employees must receive at least 5 completed responses to receive a report. Organizations with 15 or more employees must meet the 40% participation threshold.*

- **Action —** We expect that organizations will take action to address at least one finding identified through the survey results.
- **Technical Requirements and Testing —** You will need to provide a unique work email address for every employee, full-time or part-time, in order for us to administer the survey via email. To ensure the smooth delivery of surveys to staff, organizations will work with their IT teams or providers to help avoid bounced emails, spamming, and lost

links. Culture Amp will provide the IT requirements to ensure email communications inviting employees to complete the survey are not treated as junk.

- CEO Survey — In tandem with the Employee Experience Survey, Leading Edge administers the CEO Survey. All CEOs (or equivalent) at participating organizations will automatically be invited to take the CEO Survey and not the Employee Experience Survey. The CEO Survey includes questions that address the unique experiences of a CEO, on topics such as strategy, board relationships, management, and fundraising, so the sector can better support CEOs. If your CEO would like to take the Employee Experience Survey in addition to the CEO Survey, please let us know at surveys@leadingedge.org.
- **Use of Questions —** If you wish to use the Leading Edge survey questions for a purpose other than the survey itself, please reach out to Leading Edge before doing so.
- **Use of Survey (Legal Disclaimer) —** Organizations' use of the survey is at their sole risk. Leading Edge does not provide warranties of any kind in connection with the survey.

How Does Leading Edge Protect the Confidentiality of Participating Organizations and Their Employees?

Leading Edge guarantees the confidentiality of all organizations. We are committed to ensuring no individual organization's data is ever made public. Any data that we share with the public, such as in reports like this one, will only be in the aggregate across many organizations, and will adhere to strict confidentiality thresholds. Any identifying information, such as quotes or survey experience stories, must be approved by your organization before publication. Leading Edge will use the emails provided solely for the administration of this survey.

Leading Edge guarantees the confidentiality of all employees. To ensure that your staff feel comfortable being as honest as possible, all answers and comments that your employees provide in this survey are **100% confidential**. At no point will your organization have access to individual responses or know who has responded to the survey. Leading Edge will protect this information through a set of safeguards and security protocols, and results will be reported to organizational leaders as part of the organization's overall data. Access to employees' responses will be restricted to Leading Edge for the sole purpose of reporting data in the aggregate. The following thresholds have been set to further protect your employees' confidentiality:

- The reporting group threshold is set to 4 responses. If within any demographic breakdown there is a group of 1, the next smallest group's data will also be hidden, regardless of size, to protect the group of 1 from potential identification.

- **Organizations with fewer than 10 employees** will not have access to any demographic breakdowns of their results.

Employees will be able to leave comments for all rating scale questions. No matter the size of the organization, all comments will be shared verbatim in the reports, but without any information tying particular comments to particular individuals.

Disclaimer

The sole purpose of this Employee Experience Survey is to gather information to support your organization and others in creating great places to work. This survey does not function as a whistleblower channel or as a substitute for the established human resources procedures of your organization. If you wish to report information about a specific instance of wrongdoing or other workplace concern related to any particular individual or individuals, please consult with your human resources director or other appropriate executive leadership in your organization pursuant to the established procedures of your organization. Leading Edge does not play any role in addressing specific workplace issues for your organization.

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