PRESS RELEASE
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Psychologically safe teams and record-high customer satisfaction – Nordlo's employee survey reveals the link

Psychological safety reaches an index score of 90 out of 100 in Nordlo's 2026 employee survey, while eNPS has risen from 29 to 41 in two years. In the same year, the company's customer satisfaction reaches an all-time high, with a cNPS of 42.

"Employees who feel heard and respected are happier at work. This has been one of our guiding principles since Nordlo was founded. We also see that high employee satisfaction leads to satisfied customers," says Malin Dahl, Head of HR at Nordlo.

Every year, Nordlo conducts an employee survey. Since 2024, eNPS, which measures how likely employees are to recommend their employer, has increased from 29 to 41. The survey also highlights psychological safety and engagement, with index scores of 90 and 85 out of 100 respectively. The response rate has reached a record high of 90 per cent, compared with 88 per cent last year.



Malin Dahl, Head of HR at Nordlo.

"Our employees feel that their opinions matter and that they can influence change, which is something we are very proud of."

A key factor behind the high level of employee satisfaction is the close relationship between managers and employees within each business unit across Nordlo's Swedish and Norwegian operations. The results are reviewed within each unit and team, where employees themselves identify areas for improvement and agree on specific actions.

"We believe in keeping things simple and giving each business unit ownership of its results. Our employees are best placed to know what works and what needs to change. By maintaining an open dialogue and taking action based on the feedback we receive, we build both trust and engagement."

Employee satisfaction is one of Nordlo's key Group objectives and is monitored regularly alongside customer satisfaction and financial performance. The company sees a clear link between engaged employees, satisfied customers and long-term business success. In its 2026 customer survey, Nordlo achieved its highest score to date, with a cNPS of 42.

"We do not view employee satisfaction as an isolated HR matter. When our employees are happy and engaged, it also lays the foundations for satisfied customers and strong business performance. That is why this is a priority throughout the organisation, from Group management to every individual team," says Malin Dahl, Head of HR at Nordlo.

About the survey

Nordlo is one of the leading providers of cloud and infrastructure services in the Nordic region. The company offer scalable operational solutions, managed services and full outsourcing of IT and digitalisation services to companies and public sector organisations. Through close cooperation and sustainable choices of innovative technology, Nordlo help customers strengthen their competitiveness and drive digitalisation forward. Nordlo has a turnover of SEK 2.5 billion and approximately 1000 employees at locations throughout Sweden and large parts of Norway. nordlo.com/en

Since 2024, Nordlo has measured employee satisfaction using, among other methods, eNPS, Employee Net Promoter Score, a metric used to assess employee loyalty and satisfaction in the workplace. NPS ranges from -100 to 100, with a positive score indicating that the brand has more promoters than detractors.

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