

### **Maintain a healthy organisational culture with engaged staff aligned with the organisational values**

- Internal reorganisation of technical departments made us a bit more agile and aligned.
- James joined as Chief Registry Officer and Felipe took over as Chief Technology Officer.

### **Other points**

- **Charging Scheme Consultation**

- 2024 Charging Schemes consultation. Voted to maintain the 2023 Charging Scheme. Saving money where possible (37.3M spent vs 40M budgeted).

- **RIPE NCC 2023 Survey**

- Ratings of satisfaction have remained largely unchanged from 2019, with 92% continuing to rate the quality of the RIPE NCC's service delivery as either good or excellent.
- The Net Promoter Score (NPS) for the RIPE NCC is +43. This is a very positive score, with results showing that over half of respondents (54%) are extremely likely to speak highly of the RIPE NCC to others.
- Around three-quarters are satisfied with the RIPE NCC's Executive Board leadership, engagement with members, general meetings and information.

- **Outreach**

- Organised RIPE 86 in Rotterdam and RIPE 87 in Rome, as well as four regional meetings bringing together hundreds of technical community members, government officials, and NCC members. We also set up Local Hubs for RIPE 87 to include participants that could not attend physically (additionally to online participation).

- **Learning & Development**

- New exam provider
- Microlearnings
- Expanded in-person training courses