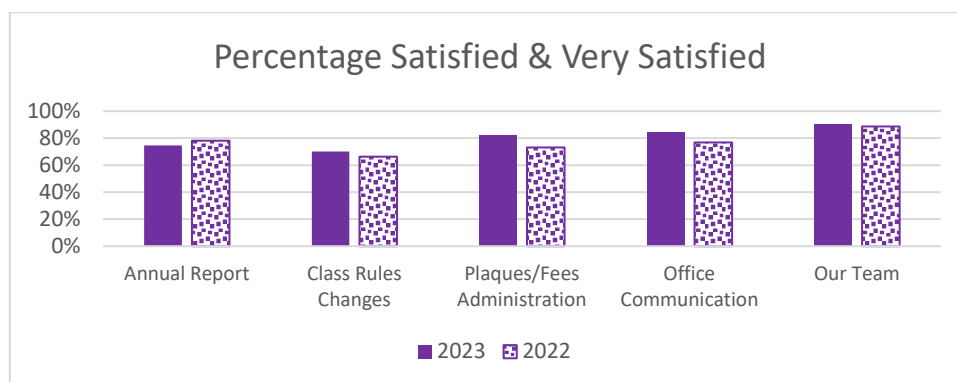


Report on the 2023 Satisfaction Survey

This report presents the findings from the 2023 Satisfaction Survey conducted among World Sailing (WS) Class Associations, evaluating satisfaction across five key areas: Annual Report, Class Rules Changes, Plaques/Fees Administration, Office Communication, and Our Team. The data reflects how WS Class Associations rated their satisfaction on a scale from 1 (Not Satisfied) to 5 (Very Satisfied). We also provide a comparison with the 2022 survey results to identify trends and areas of progress.

Overall Satisfaction

The overall satisfaction in 2023 showed a positive trend. The average satisfaction percentage (calculated from ratings of 4 and 5 across all areas) increased from 76.61% in 2022 to 80.24% in 2023. This improvement highlights the effectiveness of our efforts in enhancing communication, support, and internal processes over the past year.



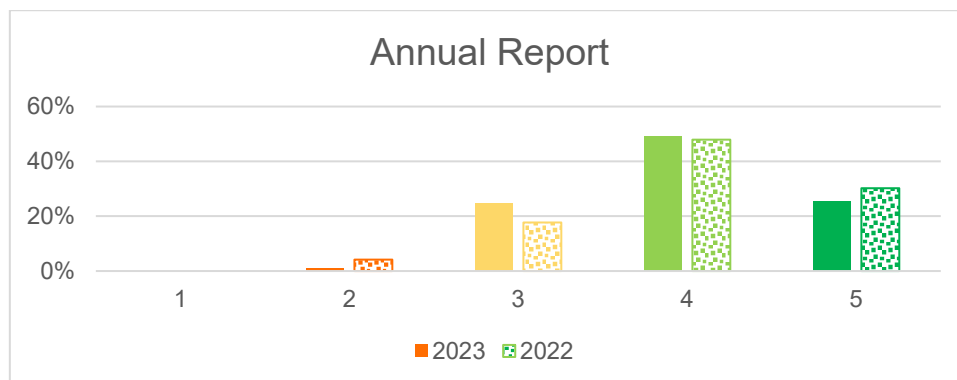
Evaluations by Category:

Annual Report

2023 Satisfaction:

- Very Satisfied (5): 27 responses (25%)
- Satisfied (4): 52 responses (49%)
- Overall Satisfaction (4 + 5): 74.53%

Most classes reported satisfaction or high satisfaction, demonstrating that the content and delivery of the annual report met expectations. In 2022, 78.13% of respondents were satisfied or very satisfied, compared to 74.53% in 2023. Although satisfaction remains relatively high, the slight decrease suggests an opportunity for further improvement in the quality and clarity of the annual report content.

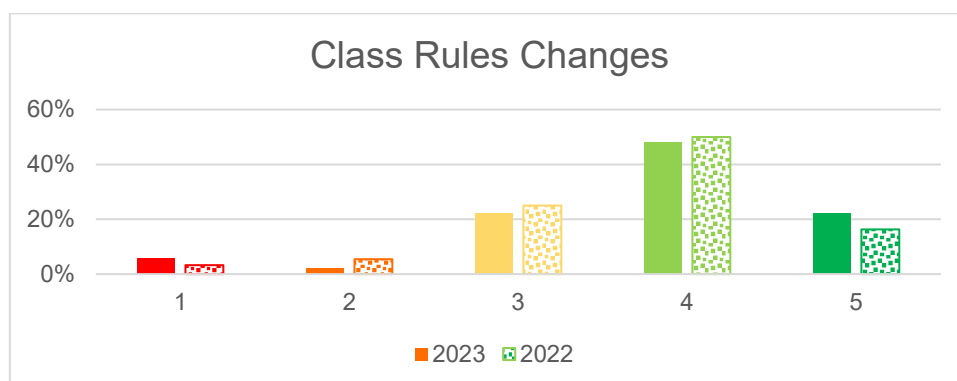


Class Rules Changes

2023 Satisfaction:

- Very Satisfied (5): 23 responses (22%)
- Satisfied (4): 50 responses (48%)
- Overall Satisfaction (4 + 5): 70.19%

The majority were satisfied with the class rules changes process, although a notable 6% were highly dissatisfied, potentially due to delays or unclear communication about changes. Satisfaction improved from 66.30% in 2022 to 70.19% in 2023. This indicates that changes made in 2023 were generally better received, though it remains one of the lower-rated areas.

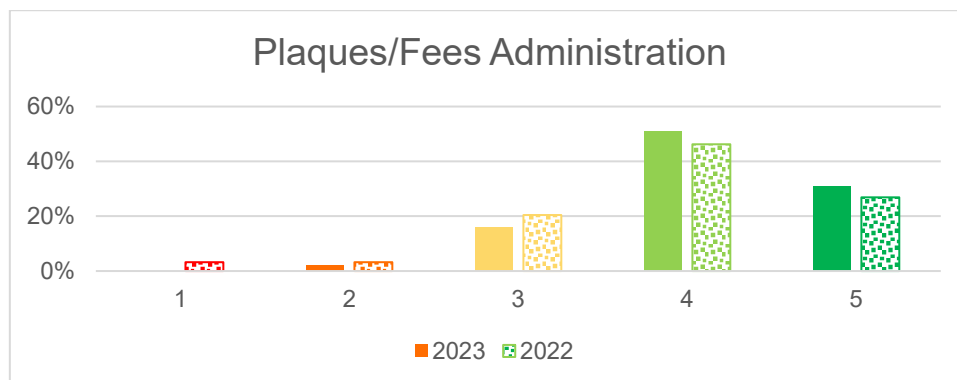


Plaques/Fees Administration

2023 Satisfaction:

- Very Satisfied (5): 31 responses (31%)
- Satisfied (4): 51 responses (51%)
- Overall Satisfaction (4 + 5): 82%

The plaques/fees administration received high satisfaction. Only 2% expressed dissatisfaction, suggesting that some isolated issues may exist. Satisfaction significantly increased from 73.12% in 2022 to 82% in 2023. This improvement suggests that changes made to streamline plaques and fees processes were successful, resulting in a more positive experience for Class Associations.

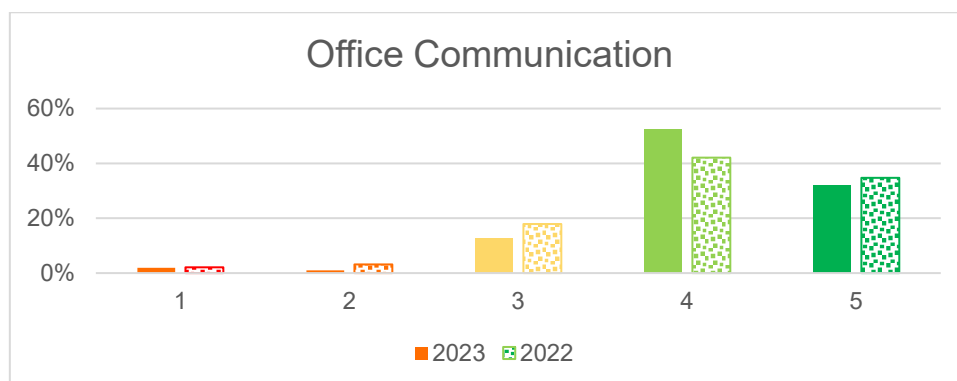


Office Communication

2023 Satisfaction:

- Very Satisfied (5): 31 responses (31%)
- Satisfied (4): 51 responses (51%)
- Overall Satisfaction (4 + 5): 84.47%

Office communication was one of the highest-rated categories, reflecting improvements made in ensuring timely and clear communications with Class Associations. Satisfaction with office communication rose from 76.84% in 2022 to 84.47% in 2023. This positive trend reflects our efforts to ensure timely, clear, and effective communication with Class Associations, a key focus area that continues to yield results.



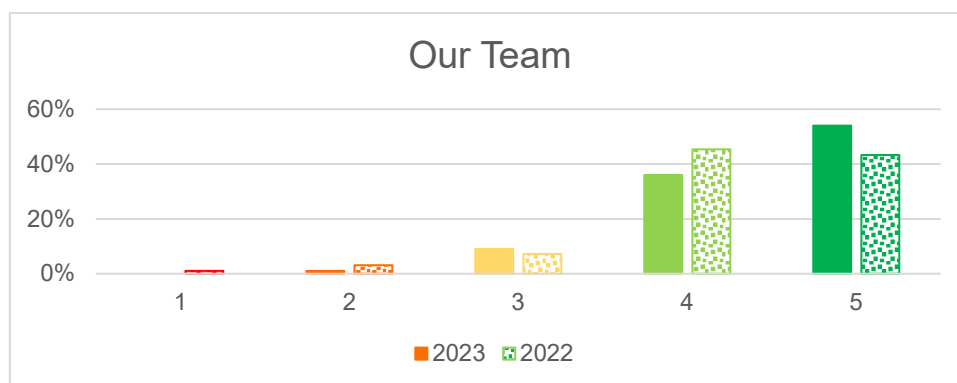
Our Team

2023 Satisfaction:

- Very Satisfied (5): 54 responses (54%)
- Satisfied (4): 36 responses (36%)
- Overall Satisfaction (4 + 5): 90%

The support and professionalism of the World Sailing team received the highest ratings, with more than half of the respondents being very satisfied. The team's ability to address concerns and provide support is a clear strength. Satisfaction increased slightly from 88.66% in 2022 to 90% in 2023. The high

satisfaction with our team highlights their professionalism, dedication, and the strong support they provide to the Class Associations.



Conclusion

The 2023 Satisfaction Survey results indicate overall high satisfaction in most key areas, particularly with the team's support, plaques administration, and office communication. Some improvements can still be made, especially in the areas of class rule changes and enhancing clarity or efficiency in annual reports. We want to thank all WS Classes for their support and help to improve us as a team and family. We work for you, and we all want the good of the Sport.