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ASEA 2022 COVID 19 CONTINGENCIES

Dear Finalist,

We are excited to be visiting you and your team for the 2022 ASEA judging program.

As we resume a face-to-face judging format, we would like to outline the contingencies we are applying to recognise the continuing impact of Covid 19.

We have 3 Lead Judges working across the program this year to mitigate the impact of Covid 19; Danielle Larkins, Anita Bowtell and Jeremy Larkins. They will collectively see all finalist presentations in 2022 and coordinate scoring from the guest judges working alongside them.

Please refer to the below scenario's that may unexpectedly pertain to your finalist presentation.

1. Covid 19 impacts the judging team

- A) **Lead Judge absence.** In the event the allocated Lead Judge for your presentation contracts Covid 19, we will contact you to discuss alternative arrangements. These may include proceeding with your scheduled presentation in an online format or rescheduling your presentation in a face-to-face or online format.
- B) **Guest Judge absence.** In the event one of the guest judges scheduled to visit your organisation contracts Covid 19, we will make every effort to coordinate an alternative judge, where time frames permit. However, if an alternative judge cannot be scheduled, your presentation will proceed with the remaining judges, and we will apply an adjustment to your score to ensure your presentation is not penalised.

2. Covid 19 impacts members of your organisation

In the event Covid 19 impacts your organisation's ability to proceed with your scheduled presentation, please contact CSIA and we will discuss alternative arrangements that may include proceeding with your scheduled presentation in an online format or rescheduling your

presentation. Please note that due to the time sensitive parameters of the judging program, this would most likely be an online format.

We look forward to seeing you.

Yours Sincerely,

The Australian Service Excellence Awards Team
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