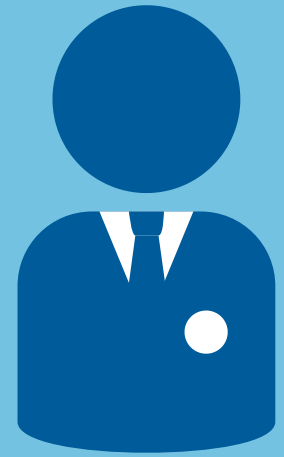


ENSURING COMPLIANCE

Customer Service Excellence Awards

INDEPENDENT JUDGES

All judges/Super voters in each category have to declare in a compliance form if there is any conflict of interest between them and the finalist in that category. This protects entrants and ensures that the competition remains fair.



JUDGES NON-DISCLOSURE AGREEMENTS



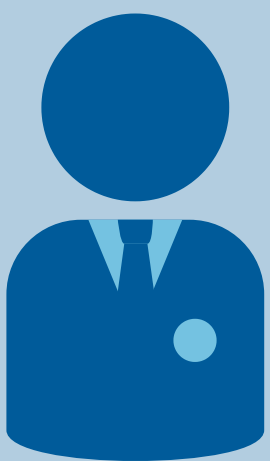
All judges and awards team sign NDAs to ensure that your data and information remains confidential. Judges, experts and awards team members can only take part in the process after signing the non-disclosure agreement.

IF YOU DO NOT WIN

Being selected as a finalist is already a big win. To be selected as finalist organizations must have a 70% score in the written submission. This is a highly competitive competition; to be shortlisted is already a huge win.



INDEPENDENT EXTERNAL AUDIT



The final scoring of the finalist will be independently reviewed by an auditing firm to ensure that due diligence was followed and the award process strictly respected. Names of winners will then be handed to the host of the awards gala.



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