

17 March 2020

A Member's Voice of the Customer Initiative – mitigating COVID-19 impact

SAE-A's Member's Voice of the Customer initiatives, particularly our increasing online accessibility options, have proved timely in addressing the impact of COVID-19. With the pandemic evolving constantly, we aim to make all Member services available within the growing constraints of social distancing and self-isolation.

An immediate focus is Formula SAE-A, as the tertiary education sector has been heavily impacted, and this is likely to limit the hands-on development of this year's cars. We are already working with the universities to find the best way around this.

Similarly, we are adapting all our events to the reality that face to face interactions will become less prevalent as this medical crises evolves.

At a time when co-location is becoming ever less of an option, we are continuing to ramp up the online options for many Member services and staff activities.

We can however advise of some certain decisions effective immediately. These include office staff working from home until further notice therefore, members are asked to not attend the office at the VACC House in person during this time.

Furthermore, Board meetings will continue to be held but with the option of attending via online conferencing.

In this rapidly evolving situation, much will depend on personal responsibility. SAE-A will be guided by the Australian Department of Health and we encourage all members to do likewise. For more details, please refer to the following links 'What you need to know' and 'Isolation guidance'.

We will continue to work with Members in every way we can to help our entire automotive engineering community mitigate the pandemic's impact on you and your work.

Regards,



Adrian Feeney
Chairman & CEO