GENERAL OBSERVERS TRAINING MANUAL

ESN- SA Academy

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Introduction

Thank you for accepting the invitation to take part in the ESN-SA Citizen Election Observation Academy. Your participation in the electoral process is crucial in ensuring that every citizen is able to exercise fully his or her right to vote as enshrined in Article 21 of the *Universal Declaration of Human Rights* as well as Article 13 of the *African Charter on Human and Peoples' Rights*.

The presence of citizen observers gives voters the confidence to go to the polls and participate in elections. Serving as a citizen observer you will be the eyes and ears for **ALL** citizens in our respective countries on Election Day. Individual voters only see one polling station but, based on reports from observers across the country, as domestic observers you will provide a national picture of the election.

The information your observers will provide to your respective organisations will be used to issue independent non-partisan evidencebased reports that will inform citizens, the Electoral Management Body (EMB) , and political parties among other stakeholders on the conduct of the electoral process and the degree to which it complies with domestic Electoral Laws, other Normative Frameworks in particular the Southern African Development Community (SADC) *Principles and Guidelines Governing Democratic Elections and the African Charter on Democracy, Elections and Governance (ACDEG)*.

The ESN-SA Secretariat and Board hopes that our elections in SADC are peaceful and provide a genuine opportunity for citizens to vote.

Thank you in advance for your hard work as domestic observer organisations and commitment to democracy in Southern Africa.

May God Bless our Region and Continent!

Rindai Chipfunde - Vava
ESN-SA Host Director

About Electoral Support Network of Southern Africa

The Electoral Support Network of Southern Africa (ESN – SA) is a regional network of fifteen non-governmental organisations working in the area of elections in the Southern African Development Community (SADC) region. The ESNSA (formally known as Southern African Development Community –Election Support Network (SADC-ESN) was established in January 1998 at a launching conference held in Dar-es-Salaam, Tanzania. It is a regional network of organisations working in the field of democracy and elections organised into country chapters. In its early formation the ESN-SA focused mainly on domestic election observation and thereafter on regional election observation; building capacity of network members to design and develop voter and civic curricula and internal capacity building.

In 2013, ESN-SA observed the Zimbabwe Harmonised Elections as well as the first round of the Malagasy Presidential Election. The Network provides opportunities for sharing lessons learnt, peer exchange, encourages exchange of best practices at the regional level and provides opportunities for members to participate in various workshops and conferences including workshops on election observation, electoral reforms, and gender equity in the democratic process. ESN-SA is currently being hosted by one of its member organisations, the Zimbabwe Election Support Network (ZESN), which is the current Secretariat. Hence, all the Network's activities are coordinated from the said organisation based in Zimbabwe. ESNSA is a member and sits in the Steering Committee of the Global Network of Domestic Election Monitors (GNDEM), which is pivotal in ensuring international best practice and monitoring in the conduct of domestic election observation.

Citizen Election Observation

Citizens have a right to genuine, credible elections and have the right to ensure that those elections meet their expectations. Citizen election observation is a mechanism by which citizens can ensure that they are able to realize their right to genuine and credible elections.

Citizen election observation involves deploying trained accredited nonpartisan observers to polling stations to observe the entire process from the opening to the closing of the polling station. Citizen observation serves to:

- deter problems (manipulation and mistakes);
- inform the public, electoral contestants and the electoral authorities about the conduct of elections;

- offer constructive recommendations on improvements to the electoral processes based on their observation; ● encourage participation by giving the public more confidence in the process; ● and engage citizens in the destiny of their own country by serving as observers.

For the public, political contestants and election officials to have trust in the observations and recommendations made by citizen observers, these citizen observers must be independent and non-partisan.

Independent means that the organizations and individuals carrying out the observation are neither formally part of a political party or the election management body nor receive funding from a political party or election management body.

Non-partisan means that while every citizen has a right to vote, the organizations and individuals carrying out the observation effort will conduct their work impartially without favour to any political party and will not publicly advocate for support for any political party.

In order to fulfil their duties, observers must be accredited by the Electoral Management Body. The accreditation process differs from country to country.

WHILE OBSERVERS HAVE THE RIGHT TO BE PRESENT, THEY ARE NOT IN CHARGE OF POLLING STATIONS. THE EMB IS IN CHARGE. IF OBSERVERS DO NOT RESPECT THE AUTHORITY OF THE PRESIDING OFFICER, THE PRESIDING OFFICER CAN RIGHTFULLY, HAVE OBSERVERS REMOVED FROM THE POLLING STATION.

Election Observation Project Methodology

The Observation Methodology relies on four key aspects:

- Assigned polling stations: Observers **must** deploy to their specifically assigned polling stations and must arrive at least an hour before the opening of polls.
- Observing all of Election Day: Observers **must** remain at their assigned polling station all day, observing the process from the setting up of the polling station until counting is complete and results are announced.
- The use of rapid reporting technology: Each election Observer **must** complete an Election Day Checklist and send in his/her reports periodically throughout the day using coded text messages at assigned times. Therefore every election Observer must have a functional and fully charged mobile phone with sufficient airtime.
- The use of centralized data analysis: Members should establish an Election Observation Project Information Centre to receive all Elections Observation reports. Election Observers may receive calls from the Information Centre to verify their reports.

The Election Observation Methodology deploys trained observers to **assigned polling stations** where observers transmit reports throughout the day using various methods such as coded text messages. General observers are **stationary** and **must observe at their assigned polling station printed on their checklists** and nowhere else. The focus of the Citizen Election Observation Methodology is to provide the timeliest and accurate information on the conduct of the voting *and* counting processes.

Observers must observe the process until the announcement and posting of results for that polling station has been done. Throughout the process, observers will send in reports using their mobile phones to a centralized database located at the Citizen Observation Communication Centre.

Depending on the methodology that a member decides to use, there are methodologies such as the Parallel Voter Tabulation or the Sample Based Project which will allow observers to choose on their own the polling stations at which they must observe on Election Day. In such a methodology, polling stations are assigned by the Trainers and should be strictly followed. If an election Observer does not observe on election day or observes at the wrong polling station he/she will forfeit his/her election day allowance.

However, if every one of the election observers observe on election day at their assigned polling station and send in their reports, then the organisation will be able to provide the most accurate and timely information on the conduct of voting and counting processes.

The Citizen Observation Project will only be a success if all the observers deploy to their assigned polling stations on Election Day and they send in all their observation reports throughout the day via coded text message.

If a single election observer fails to do his/her job on Election Day then the Citizen Election Observation Project fails.

Roles and Responsibilities: Polling Station Observers

Citizen Observation Project

Observers have the following duties:

- To be non-partisan at all-times – from the time they are recruited until the elections have concluded.
- Attend the organisation's Election Observation Project Training for Observers on how to be an observer. ● Participate in the Simulation Exercises which will be conducted

- Observe at their assigned polling station on Election Day.. If they do not observe or they observe at the wrong polling station then they will not receive their allowance.
- Observers **MUST** be at their assigned polling station an hour before opening on Election Day and must remain there throughout the day until counting of ballots and announcement of results has been completed for that particular polling station.
- Complete their Citizens Observation Project Observer Checklist and send in all their reports to the Citizen Observation Project Information Centre on Election Day.
- It is only after the Observer has satisfied all the above exercises that he/she will receive his/her observation allowance.

Polling Station Observers MUST arrive at their assigned polling station an hour before opening; MUST observe throughout the day; and MUST send all SIX of their observation reports.

Election Day Polling Station Procedures

Arrival, Set-up and Opening

The election officials and materials should arrive at the polling station at **XXXX** (time varies per country).

The polling station should open for voting at **XXXX** (time varies per country). See in the Appendices a sample layout for polling stations from one EMB.

If for any reason a polling station does not open on time as per the scheduled time, the Presiding Officer should allow for the polling station to run for the hours stipulated in the Law from the time of opening to the closing of the polling station

Before the polling station opens and voting commences a number of procedures should take place.

- The polling station should be set up so that voters can mark their ballots in secret;
- The number of ballot papers should be counted and recorded;
- The ballot boxes should be shown to be empty before being closed and sealed (accredited party agents are allowed to put their mark on the seals); and
- The ballot boxes should be placed somewhere easily visible and accessible to voters.
- The Electoral Officials should record the number of ballot papers received on Forms provided.
- In some countries Electoral Officials as well as Party Agents will sign the Declaration of Secrecy Forms and this does not apply to Observers.

The polling station should have some of the following materials: Participants to provide the list from their respective countries!

- Ballot Boxes
- Ballot Papers;
- A Voters' Roll
- Stamp (each ballot paper should be stamped on the back with the EMB stamp when being issued); and Polling Station Official Mark.
- Indelible Ink or markers (for marking voters' fingers to prevent multiple voting).

Participants to provide the list from their respective countries! Only authorized people should be at the polling station. Authorised persons **may** include:

- A Presiding Officer (who is a EMB official and is in charge of the polling station);
- Usher; Voters' Roll Officer;
- Statistics Officer;
- Indelible Ink Marking Officer;
- Ballot Paper Issuers; ● Recording Officer;
- Police Officers (to be within the vicinity of the polling station and can only enter the polling station at the request of the Presiding Officer);
- Other EMB Officials can come during the day to check on progress or help resolve any issues);
- Party Agents (Also referred to as Election Agents -these are partisan representatives of candidates and political parties who are present to observe on behalf of their candidate and political party);
- Candidates (candidates themselves are permitted to visit polling stations);
- Accredited Domestic or Citizen Observers (these are non-partisan individuals, such as yourself, who are observing on behalf of all Citizens);
- Accredited Journalists (who are reporting on the election); and
- Accredited International Observers (these are non-partisan individuals who come from other countries to help support the democratic process).

Voting Procedures

Voting should follow the following basic procedures for each potential voter:

Step 1: Identification Check

- Voter joins the queue (if there is one). There should be two queues, one for women and another for men.
- The Usher checks if the voter has an acceptable identification National ID -metal, plastic or green waiting pass -or a valid Passport or a voters card. If the person does not have valid identification he/she should not be allowed to vote)
- The Usher also checks that there is no indelible ink on the voter's fingers (if indelible ink is found the person should not be allowed to vote);
- The Usher also checks if the voter is of an eligible age (is not below 18 years).

Step 2: Voters' Roll Officer

- The voter must present his/her acceptable identification (voters card,National ID -metal, plastic or green waiting pass -or valid Passport-if the person does not have a valid identification he/she should not be allowed to vote) to the Voters Roll Officer.
- The Voters' Roll Officer checks if the voter's name is in the voters' roll and draws a line through the name to prevent him/her from voting again (if the name is not found or the person's name already has a line through it, the person should not be allowed to vote);

A voter whose name does not appear in the Voters' Roll but presents a registration slip SHOULD NOT be allowed to vote.

A married woman who states that she was registered under her maiden name, should be checked if the maiden name appears in the Voters' Roll, if yes, the ID numbers should be compared, if similar the woman should be allowed to vote.

A voter should not be denied if there are minor errors on the Voters' Roll as long as it is obvious that it is the same person.

Step 3: Statistics Officer

The statistics officer will record the age and gender information of the voter.

Step 4: Inker

The Indelible ink marking officer will first check if the voter's finger does not have any trace or signs of indelible ink. The Officer will then mark the voter's finger with indelible ink;

Step 5: Issuing of Ballot Papers

There will be Ballot Paper issuers. Participants to provide the list from their respective countries! The voter should be handed for example the following:

- One Presidential Ballot Paper
- One National Assembly Ballot Paper

Ballot Papers should have a Polling Station Official Mark.

Step 6: Marking of the Ballot

The Voter takes the ballot papers to the polling booth for marking his/her ballots in secret;
Voter marks his/her ballot papers by putting a cross, tick or other mark next to his/her choice;

Step 7: Casting of the Ballot

Voter folds his/her ballot papers so that his/her vote CANNOT BE SEEN but the EMB stamp on the back can be seen and shows the folded ballot to the election official. The Voter then puts each ballot paper in its assigned ballot box, and the Voter leaves the polling station.

If a voter makes a mistake while marking his/her ballot paper then the voter can return to the polling officials and request a new ballot paper. The returned ballot paper is cancelled (Cancelled should be written across the ballot paper) and a new ballot paper (after being stamped with the EMB stamp) is given to the voter.

Participants to provide the correct information from their respective countries!

Assisted Voters**:** Illiterate and physically handicapped voters are allowed to request assistance in voting. In such cases, IT IS THE VOTER who decides who will assist him/her by bringing a trusted Assistant. The Presiding Officer, electoral officials, observers and polling agents ARE NOT ALLOWED TO observe how this voter will be assisted. In the event that a voter wants to be assisted but has not brought his/her own Assistant, the Presiding Officer may assist such a voter. Two additional Electoral Officers and a Police Officer must observe to ensure that the voter's wishes are respected.

Closing and Counting Procedures

Voting should end at times stipulated in law (unless the polling station did not open on time). HOWEVER, everyone who is in the queue before the closing time should be allowed to vote. No one should be allowed to join the queue AFTER the closing time. A polling official should be stationed at the end of the queue to prevent any people from joining the queue after the closing time.

Polling Station Reconciliation

The Presiding Officer is expected to make a written statement (Form XXXX Participants to provide NAME OF FORMS from their respective countries!) of the number of ballot papers issued to him/her, the number of ballot papers used, the number of cancelled ballot papers and the number of unused ballot papers. He/she is also expected to put in separate packets and seal, the cancelled ballot papers, the marked copy of the register, the remaining ballot papers, and the stubs of used ballot papers.

Your polling station may receive Postal Ballots. These are ballots cast by people who will be on duty on Election Day but will not be able to go to their registered polling station to vote.

Participants share information about this process from their respective countries!

If there are any Postal votes at that polling station, The Presiding Officer should:

- Open the postal ballot box;
- Count and record the number of envelopes in the Postal Ballot Box;
- Compare the number of envelopes in the postal ballot box with the number specified in the accompanying note or notes sent by the Constituency Elections Officer; and
- Announce the Postal Voters Name and National ID from the postal vote envelope.

After the Voters' Roll Officer confirms that the name appears in that Polling Station Voters' Roll, the ballot is then stamped and cast in the relevant ballot boxes. These ballots will be counted together with the rest of the ballots cast on Election Day.

Counting and Posting of Results

Counting MUST be done at the polling station. Ballots must not be moved before counting is completed.

After closing the Polling Station, the Presiding Officer must announce to the Candidates, Election Agents and Observers who are present that there are some Postal Votes to be processed. He/she must also inform them about the number and names on the Polling Station Postal Vote Register and how many Postal Vote Envelopes have been received. In the event that EMB received Postal Ballots for your assigned polling station

POSTAL BALLOT

In cases where Postal Voters are registered for a Polling Station then a Register of Postal Voters, as well as, the relevant matching Postal Voter Envelopes will be handed over to the Presiding Officer. The Presiding Officer must check to ensure that the Postal Vote

Register and each Postal Vote Envelope are indeed correct for his/her Polling Station. The Polling Station Code will aid this verification activity. It is also advisable to confirm that voters' details, full names and national ID on each Postal Envelope received match that of an individual on the provided Register of Postal Voters. If there are any that do not match, point this out to the Presiding Officer or deputy and seek their assistance. The envelope will be emptied into the ballot box for counting together with other ballot papers.

The Presiding Officer must then:

1. Open the postal ballot box;
2. Count and record the number of envelopes in the Postal Ballot Box;
3. Compare the number of envelopes in the postal ballot box with the number specified in the accompanying note or notes sent by the Constituency Elections Officer; and
4. Announce the Postal Voters Name and National ID from the postal vote envelope.

The Voters Roll Officer then locates the voter's record and confirms that it is indeed marked as "P.V." The Presiding Officer must then open the envelope, and without unfolding the Ballot Papers, stamp each one with the appropriate Secret Mark for the Election; and then place the Ballots in the appropriate Ballot Boxes, to be counted along with the votes cast at the Polling Station in the Elections concerned. This process must be repeated by processing all Ballot Papers from a single voter simultaneously.

If the name of the voter written on the back of a Ballot Paper Envelope does not appear on the Voters Roll of the Polling Station or is not noted as that of a voter to whom a Postal Ballot Paper has been issued, the Presiding Officer must endorse the envelope "Vote Rejected" and place the envelope, unopened, in a separate package. The Presiding Officer must show to the Candidates and their Election Agents present every Ballot Paper Envelope which he or she proposes to reject and, if a Candidate or an Election Agent objects to his or her decision, the Presiding Officer shall add to the endorsement on the envelope the words "Rejection Objected To". All such Rejected Postal Voters Envelopes must remain sealed and no-one is permitted to find out how the voter marked his/her Ballot Paper.

After all the Postal Votes have been processed, the Ballot Boxes will be closed by having their apertures closed and sealed in preparation for results counting. The counting process will proceed as normal.

If Postal Voter Applicant Turns Up at a Polling Station: If any voter that registered as a postal voter comes to the Polling Station to cast his/her ballot, it will be detected by the Voters Roll Officer that he/she is a Postal Voter and the person will be turned away.

Counting Procedures

Ballot papers will be counted one ballot box at a time. For each ballot box, the election officials should follow the same procedures.

First, the polling officials account for all of the ballot papers OUTSIDE the ballot box.

1. Polling officials count the number of unused ballot papers
2. Polling officials count the number of cancelled ballot papers (i.e. ballot papers returned by voters to the polling officials for a new blank ballot paper because the voter made a mistake while marking his/her ballot paper)
3. Polling officials count any unnumbered ballot papers – there should be no unnumbered ballot papers
4. Polling officials complete Form V11 Section C.

Next the polling officials account for the ballot papers INSIDE the ballot box.

1. The ballot box is opened and the contents emptied onto a table and the number of ballot papers is counted
2. The number of ballot papers in the ballot box should equal the number of ballot papers issued to the polling station less unused ballot paper and cancelled ballot papers. If there is a difference this is recorded as "unaccounted for ballot papers" (this can be a positive or negative number)
3. All ballot papers INSIDE the ballot box should be inspected to make sure they have a mark from the EMB stamp on the back.

BALLOT PAPERS LACKING A MARK FROM THE EMB STAMP SHOULD ONLY BE REJECTED IF THE TOTAL NUMBER EXCEEDS 5% OF THE BALLOTS IN THE BALLOT BOX AND THE NUMBER OF BALLOT PAPERS INSIDE THE BALLOT BOX WAS GREATER THAN EXPECTED.

Polling officials will then determine how many votes were cast for each candidate and how many ballot papers should be rejected because the voter's intention was not clear.

- Ballot papers are sorted into piles by candidate with all ballot papers being reviewed by polling officials, polling agents and observers
- Regardless of how the ballot is marked, if the voter's intention is clear then the ballot should be placed in the appropriate pile for the correct candidate
- Only if the voter's intention is not clear (such as a blank ballot paper or a ballot paper with multiple marks next to different choices) the ballot should be considered rejected (see Appendices for examples of valid and rejected ballot papers).
- The ballot papers for each candidate and the rejected ballots are counted.

A party agent (but not an observer) has the right to dispute the inclusion of a ballot paper in the count (i.e. he/she believes the ballot paper should be rejected); object to the rejection of a ballot paper (i.e. he/she believe the ballot paper should not have been rejected); or request a recount of the ballot papers.

After counting is completed, the presiding officer completes the Form V11 Section D to record the official results for the polling station. All party agents present (but not observers) are invited to sign the Form V11 if they agree with the figures.

Copies of the Form V11 are given to all party agents present (observers may be given a copy, but they are not entitled to one). A copy of the Form V11 is also posted for public viewing outside the polling station.

All of the materials for the polling station are then packed up for secure transport to the ward collation centre.

Observation by Polling Station Observers

Polling Station Observers are assigned to a specific polling station. They will receive an individualized Polling Station Observer Packet that will have their name and their assigned polling station at which they MUST observe pre-printed on the packet. The packet will include an Election Day Manual, a personalised Checklist and a personalised Critical Incident Forms.

Polling Station Observers MUST observe at their assigned polling station. Polling Station observers MUST complete their Checklists. Polling Station Observers only complete a Critical Incident Form if they witness a problem that seriously undermines the ability of eligible citizens to vote or the integrity of the electoral process. If a critical incident occurs, observers should immediately complete and send a Critical Incident Form.

On Election Day Polling Station Observers must:

1. Arrive at their ASSIGNED polling station by 6:20am;
2. Remain at their ASSIGNED polling station through the end of counting and the posting of official results;
3. Adhere to the EMB Code of Conduct for Chief Election Agents, Election Agents and Observers and the EMB Code of Conduct for Observers at all times.
4. Remain non-partisan at all times;
5. Wear their accreditation badge when in the polling station;
6. Not use their mobile phone INSIDE a polling station;
7. Introduce themselves to the presiding officer, election officials and any polling agents or other observers;
8. Observe the process, BUT NOT INTERFERE (the presiding officer is in charge not the observer);
9. If a problem occurs they can POLITELY bring it to the attention of the presiding officer, but they should not take any action themselves;
10. **Complete their Polling Station Observer Checklist (AT THE ASSIGNED TIMES);**
11. **Send ALL SIX Reports based on the Polling Station Observer Checklist to the organisational Data Centre (at the assigned times). It is REQUIRED that they send in ALL SIX Reports.**

Before Election Day, Polling Station Observers should read through this entire manual and review their roles and responsibilities. Observers should locate their polling station in advance so they are sure to arrive by 6:20am on Election Day.

Checklist (Observers Only)

Every Observer completes a Checklist and sends **SIX** coded text messages using his/her mobile phone throughout the day to the Election Observation Project Information Centre. Each Checklist is pre-printed for a particular polling station. A Checklist can only be used for the polling station pre-printed on the form.

Provincial Officer(s) DO NOT complete Checklists, but they may have to submit some Checklist Reports for their assigned Polling Station Observers who do not have network coverage at their assigned polling station.

Observers SHOULD NOT complete the Checklist all at once. The Checklist has designated sections each referring to a different part of the process at polling stations. They should complete different parts during the different stages of the process on Election Day per the instructions on the Checklist. However, observers should be reviewing the Checklist throughout the day.

Steps for Completing Each Section

For each of the sections of the Checklist there are three steps Observers must complete: 1) Answer Questions; 2) Format Coded Text Message; and 3) Send Coded Text Message.

1) Answer Questions Step: At the designated time answer each question in a section either by making a tick " ✓ " or writing in a number (depending on the type of question). For numeric answers write one number per designated box.

2) Format Coded Text Message Step: Once all of the questions for a section have been answered immediately fill out the Format Text part of the section. This makes it easier to correctly formulate and send coded text messages. The Form code and ID as well as the Question codes are already pre-printed in the Format Text part of each section. Write in the numeric responses from the Answer Questions step in the boxes provided. For multiple-choice questions remember to write in the number corresponding with ticked choice.

3) Send Coded Text Messages: After the Format Text section is filled in immediately, write your coded text message on your mobile phone and send it to the phone number printed on the checklist. Text exactly what is written in the Format Text part of the section.

Sending/Receiving Text Messages

Every text message must commence with the Form code (a two-letter code) followed by the ID (a five-digit number) for the assigned polling station. These are already pre-printed in the Format Text section of each part of the form.
The system ignores capitalisation so you can use uppercase, lowercase or a mixture of uppercase and lowercase letters. The system ignores spaces and punctuation so you can insert spaces if that makes it easier to text. All letter I's and L's are converted to the number 1 (one) and all letter O's are converted to the number 0 (zero).

The system sends automated responses to acknowledge receipt of all text messages and provide information if the text message was properly formatted. If you do not receive a response within 10 minutes then you should resend your text message (sometimes network congestion can slow the response time). If no acknowledgement response is received within 20mins then you should call your Provincial Officer(s).

You may receive a text message indicating that there is a mistake in your original text message. If this is the case, review your original text message to find the error and resend. If you cannot find the error call your Provincial Officer(s).

IF THERE IS NO CELL PHONE COVERAGE AT THE ASSIGNED POLLING STATION DO NOT LEAVE TO SEND TEXT MESSAGES.

Observers MUST stay at their assigned polling station throughout the day until the results for the assigned polling station has been announced and posted. If there is no cell phone coverage at the Observers' assigned polling station then he/she MUST immediately after the results have been announced and posted for the polling station go to a location with cell phone coverage and send all of his/her text messages from there. Mobile observers should prioritise visiting polling stations without cell phone signal in order to record and send text messages on behalf of their Observers.

SMS (ONE) 1 SEND FIRST TEXT MESSAGE TO NUMBER PROVIDED

Answer Question **AD upon** arrival at your assigned polling station at 6:00 a.m.

Question	Explanation
AD	If you did not arrive at your assigned polling station by 6:00am tick "I did NOT arrive by 6: 00 am (1)". If you arrive and the officials are present by 6:20am, tick "Yes". If you arrive by 6:20am and there are no officials, tick "No".

Answer Question AE once polling officials arrive.

Question	Explanation
AE	As an observer you are supposed to be given permission to observe at your assigned polling station. If you are not allowed to observe in your assigned polling station tick "No." If you are not allowed to observe, you should immediately contact your Provincial Officers and complete and send an Incident Form. **You should remain at his/her polling station and await further instructions. YOU SHOULD NOT LEAVE!**

If the observer is not permitted to observe he/she should also complete a Critical Incident Form and send a Critical Incident Report. The observer SHOULD NOT leave the polling station. Rather he/she should stay in the general vicinity of the polling station and await assistance. He/she should also call his/her Provincial Officer(s).

Answer Question AF once polling officials arrive. **Observers should answer Questions AF when their assigned polling station has opened, which should be at 07:00am.** If a polling station does not open at 07:00am then the Observer should wait to answer Questions AF until the polling station opens. HOWEVER, if a polling station has still not opened by 09:00am then the Observer should go ahead and answer questions AF, "not open by 9am". However, the Observer SHOULD NOT leave his/her assigned polling station and polling station. Rather, the Observer should remain there and await instructions from the Election Observation Project Information Centre. If his/her assigned polling station later opens the Observer SHOULD NOT go back and change his/her answers to Questions AF and resend his/her 3rd text message.

Question	Explanation
AF	If voting has not commenced by 9:00am then mark "Not Open by 9:00am" (4) for this question. **The observer should remain at his/her polling station and await further instructions. DO NOT LEAVE!**
AG	If observer is permitted to observe
AH	Checking the time the voting started.

SET UP OF POLLING STATION

SMS (TWO) 2 SEND SECOND TEXT MESSAGE TO NUMBER PROVIDED

Answer Question BD-BX **ONLY after voting has started which should be at 07:00 am. If voting has NOT started by 9:00 am go ahead and answer the questions, but do NOT leave the polling station.**

Question	Explanation
BD	There should be up to **three** ballot boxes at polling stations. The observer should tick "Yes" to this question if the polling station has a Parliamentary ballot box even if the polling station is missing other ballot boxes, they should tick "Yes" if both are available.
BE	While there should be up to three sets of ballot papers. The observer should tick "Yes" to this question if the polling station has Parliamentary ballot papers (blue ballot papers) even if the polling station is missing other ballot papers.

BF, BG	Every polling station must have essential materials such as the permanent/indelible and an official stamp. If these materials are present then answer “Yes (1)”
BH	Check if the polling station has a BVR voters roll. Observer should know what a BVR roll is? Please explain to them.
BJ,BK BM	While there are many candidates contesting the Parliamentary election, questions are only asked about party agents for the main political parties and agents from other parties. This is because there is insufficient room to include questions about party agents for all candidates. use the party agent illustration handout to answer these questions
BN	Note the total number of polling station officials present at the polling station.
BP	Note the total number of women polling station officials present at the polling station.
BQ	Record “Yes” if the Presiding Officer was a woman
BR	The polling station should be set-up in a way that allows voters to mark their ballot in secret, meaning polling station officials, party agents, observers and other present individuals cannot view the voters’ ballot selection. If the polling station is not set-up to allow voters to mark their ballot in secret, select “No (2).”
BS	The polling station should be located in an area that is easily accessible to voters, including those with physical disabilities. For example, if the polling station has staircase or have very uneven ground it could make it difficult for people to easily access it.
BT	The ballot box should be shown to be empty before it is sealed ahead of voting. If the ballot box was not shown to be emptied during the polling station set-up process, select “No (2)
BU	For Question BV you may need to ask the presiding officer for the total number of PRESIDENTIAL ballots that were received at your polling station.
BV	For Question BV you may need to ask the presiding officer for the total number of PARLIAMENTARY ballots that were received at your polling station.
BW	For Question BV you may need to ask the presiding officer for the total number of LOCAL AUTHORITY ballots that were received at your polling station.
BX	For Question BX you may need to ask the presiding officer for the total number of registered voters on the polling station’s voters’ roll.

SMS (THIRD) 3 SEND THE THIRD TEXT MESSAGE TO NUMBER PROVIDED

VOTING SECTION

REVIEW Questions CD to CY throughout voting, **BUT DO NOT ANSWER THEM UNTIL VOTING HAS FINISHED**. Voting is scheduled to finish at 7:00pm, but may be extended if the polling station opened late. Everyone in the queue at 7:00pm should be given an opportunity to vote.

Question	Explanation
DA	Voters' fingers should always be checked to see if there is any existing indelible ink on their fingers before being allowed to vote. If voters' fingers are not being checked before, tick “No (2)”.
DB	All voters names should be checked against the voters roll before being permitted to vote, if this does not happen tick, “No (2)”
DC	All ballot papers should be stamped with the EMB official stamp before being given to voters, if this does not happen tick, “No (2)”
DG	All voters fingers should be marked with indelible ink/marker before they are allowed to vote, if this does not happen tick, “No (2)”
DH	If any voter arrived at the polling station with indelible ink on their finger and was allowed to vote, tick “Yes (1)”.

DJ	All voters should have their identification checked before being allowed to vote, if anyone was allowed to vote without having their identification checked, tick “Yes (1)”.
DK	You should count anyone who was turned away from the polling station and not allowed to vote. Put the exact figure on the tally answer.
DM	Number of people who were not allowed to vote and REDIRECTED for being at the wrong polling station.
DN	The total number of MEN assisted to vote.
DP	How many WOMEN were assisted to vote.
DQ	Who was assisting the assisted voters, were they people of their choice. Explain how an observer can check this.
DR	Was voting stopped or suspended at any time due to various reasons other than during the time of assisting voters- provide examples of what can cause voting to be stopped.
DS	No campaigning is allowed within 300 metres of the polling station. If you see or hear of campaigning near the polling station tick, “Yes (1)”.
DT	Authorised persons at the polling station during voting are: electoral officials, candidates, party agents (representatives of candidates), accredited local observers and international observers, accredited media, uniformed police (if at the invitation of the election officials) and voters (when voting). No one else is permitted.
DU	CX refers specifically to incidents of intimidation, harassment or violence against women voters. If the answer Question CX is “Yes” (incidents of intimidation, harassment or violence against women voters) then the answer to Question CW must also be “Yes” (incidents of intimidation, harassment or violence against all voters)
DV	If there were ANY issues of intimidation, harassment or violence during voting targeting **WOMEN,** “Yes (1)” and fill out a critical incident form immediately.
DW	Did anyone attempt to disrupt the voting process- explain how this can happen-if caused by violence, arguments etc If anyone attempted to disrupt the voting process you should mark “Yes” (1)” and fill out a **CRITICAL INCIDENT** form immediately.
DX	Disabled persons, the elderly and pregnant/nursing women should be allowed to go to the front of the queue.
DY	If some people in the queue at 7:00pm are not permitted to vote because they are ineligible (i.e. their name is not on the voters roll, the lack ID or their finger is marked with indelible ink) the observer should still mark “Yes” (1).
DZ	Put the exact time voting finished. The time when the last person cast his/her vote.
EA	Check if there are any other international and domestic observers present. Be attentive when people introduce themselves to the presiding officer.

COUNTING SECTION

SMS (FOUR) 4 SEND THE FOURTH TEXT MESSAGE TO NUMBER PROVIDED

If a Polling Station Observer is not permitted to observe the counting of ballots then the observer should mark “No” for Question **FA** and IMMEDIATELY send their 4th Text Message and a Critical Incident Form. **The observer should remain in the general area of his/her assigned polling station and await further instructions. THE OBSERVER SHOULD NOT LEAVE THE AREA!**

Counting of ballot papers should be done at the polling station immediately after voting has finished.

Code	Explanation

FA	Were you permitted to observe counting? IF NOT observer should IMMEDIATELY send their 4th Text Message and a Critical Incident Form. **The observer should remain in the general area of his/her assigned polling station and await further instructions. THE OBSERVER SHOULD NOT LEAVE THE AREA!**
FB	The **ALL BALLOT BOXES** seals should remain intact from the point it was sealed during set-up until the end of the voting process and the beginning of counting of ballots.
FC	Did anyone attempt to intimidate or influence election officials? IF Yes IMMEDIATELY send a Critical Incident Form.
FG	If anyone attempted to disrupt the counting process you should mark "Yes" (1)" and fill out a critical incident form immediately.
FH	Did any party agents request a recount of ballots? A Party agent can only make this request once. Explain to observers that they should take note of the reasons for the request for a recount.
FJ, FK,FM,FN	Did the political party agents sign the V11 form? Also check if they were given copies of all the V11 results form. Explain why it is important.
FP	All results should be posted outside the polling station after counting. Please inform observers to be sure that all the 3 results (Presidential, Parliamentary, and Local Authority) are posted outside.
FQ	Observer should confirm if all results have been counted properly and if not the observer should provide the reasons.
FR, FS,FT,FU,MA, MB,MC,MD,ME ,MG,MH	These figures should be announced by the Presiding Officer, ***RECORD FOR ALL.*** They should also be recorded by the Presiding Officer on Form V11.

Presidential and Parliamentary Results at Polling Station – 5th Text Messages

SMS (FIVE) 5 SEND THE FIFTH TEXT MESSAGE TO NUMBER PROVIDED

The election officials should use Form V11 (Section D) to record the official results for the Presidential election.

For the G questions observers MUST record the exact figures from the Official Form V11 – even if observers do not agree with those figures.

Observers should complete Questions GA to GU and complete the text formatting sections Observers should send the 5th text message.

Code	Explanation
GA to GQ	Record all the official results for the polling station as announced by the Presiding Officer and recorded on Form V11 for each candidate. If a candidate receives zero votes you should NOT leave the answer blank, but record 0.
GR	Record the total valid votes as announced by the presiding officer and as recorded on Form V11. Do not aggregate yourself but record what is indicated.
GS	Rejected/Invalid ballot papers are ballot papers for which the voter's intention is not clear (for example there may be ticks next to more than one candidate's name). The guiding principle is that a ballot paper should only be rejected if the voter's intention is not clear. See Appendix II for examples of rejected/invalid ballot papers.
GT	Record this number of unaccounted as announced by the presiding and recorded on V11. Do not aggregate the numbers. This is the number of ballot papers that could not be accounted for (cannot be found after the tallying has been done and ballot papers reconciled with the number received in the morning.
GU	The number of registered voters at the assigned polling station

Parliamentary Results at Polling Station – 6th Text Messages

SMS (SIX) 6 SEND THE FIFTH TEXT MESSAGE TO NUMBER PROVIDED

The election officials should use Form V11 (Section D) to record the official results for the Parliamentary election.

For the H questions observers MUST record the exact figures from the Official Form V11 – even if observers do not agree with those figures.

Observers should complete Questions HA to HK and complete the text formatting sections Observers should send the 6th text message.

Code	Explanation
HA to HD	Record the official PARLIAMENTARY results for the polling station as announced by the Presiding Officer and recorded on Form V11 for each candidate. If a candidate receives zero votes you should NOT leave the answer blank, but record 0.
HE	Record the total valid votes as announced by the presiding officer and as recorded on Form V11. Do not aggregate yourself but record what is indicated.
HF	Rejected/Invalid ballot papers are ballot papers for which the voter's intention is not clear (for example there may be ticks next to more than one candidate's name). The guiding principle is that a ballot paper should only be rejected if the voter's intention is not clear. See Appendix II for examples of rejected/invalid ballot papers.
HJ	Record this number of unaccounted as announced by the presiding and recorded on V11. Do not aggregate the numbers. This is the number of ballot papers that could not be accounted for (cannot be found after the tallying has been done and ballot papers reconciled with the number received in the morning.
HK	The number of registered voters at the assigned polling station

Ward Collation Centre Observers

The ward Collation Centre Observer completes a Checklist **(Form Code - WC)** and sends Five coded text messages using his/her mobile phone to the Election Observation Project Information Centre. Each Checklist is pre-printed for a particular Ward Collation Centre. A Checklist can only be used for Collation centre pre-printed on the form.

Provincial Officer(s) DO NOT complete Checklists, but they may have to submit some Checklist Reports for their assigned Ward Collation Centres who do not have network coverage at their assigned Constituency Collation Centre.

Observers SHOULD NOT complete the Checklist all at once. The Checklist has designated sections each referring to a different part of the process at polling stations. They should complete different parts during the different stages of the process of the results collation procedure as per the instructions on the Checklist.

Steps for Completing Each Section

For each of the sections of the Checklist there are three steps Observers must complete: 1) Answer Questions; 2) Format Coded Text Message; and 3) Send Coded Text Message.

1) Answer Questions Step: At the designated time answer each question in a section either by making a tick " ✓ " or writing in a number (depending on the type of question). For numeric answers write one number per designated box.

2) Format Coded Text Message Step: Once all of the questions for a section have been answered immediately fill out the Format Text part of the section. This makes it easier to correctly formulate and send coded text messages. The Form code and ID as well as the Question codes are already pre-printed in the Format Text part of each section. Write in the numeric responses for the Answers to Questions in the boxes provided. For multiple-choice questions remember to write in the number corresponding with ticked choice.

3) Send Coded Text Messages: After the Format Text section is filled in immediately, write your coded text message on your mobile phone and send it to the phone number printed on the checklist. Text exactly what is written in the Format Text part of the section.

Sending/Receiving Text Messages

Every text message must commence with the Form code (a two-letter code) followed by the ID (a five-digit number) for the assigned Ward Collation Centre. These are already pre-printed in the Format Text section of each part of the form.

The system ignores capitalisation so you can use uppercase, lowercase or a mixture of uppercase and lowercase letters. The system ignores spaces and punctuation so you can insert spaces if that makes it easier to text. All letter I's and L's are converted to the number 1 (one) and all letter O's are converted to the number 0 (zero).

The system sends automated responses to acknowledge receipt of all text messages and provide information if the text message was properly formatted. If you do not receive a response within 10 minutes then you should resend your text message (sometimes network congestion can slow the response time). If no acknowledgement response is received within 20mins then you should call your Provincial Officer(s).

You may receive a text message indicating that there is a mistake in your original text message. If this is the case, review your original text message to find the error and resend. If you cannot find the error call your Provincial Officer(s).

IF THERE IS NO CELL PHONE COVERAGE AT THE ASSIGNED POLLING STATION DO NOT LEAVE TO SEND TEXT MESSAGES.

Observers MUST stay at their assigned Ward Collation Centre until the results for the assigned collation centre have been announced and posted. If there is no cell phone coverage at the Observers' assigned collation centre then he/she MUST immediately after the results have been announced and posted go to a location with cell phone coverage and send all of his/her text messages from there. Mobile observers should prioritise visiting polling stations without cell phone signal in order to record and send text messages on behalf of their Observers.

Answer Question **AD upon** arrival at your Ward Collation Centre.

Question	Explanation
AD	As an observer you are supposed to be given permission to observe at your assigned Ward Collation Centre. If you are not allowed to observe in your assigned Ward Collation Centre tick "No." If you are not allowed to observe, you should immediately contact your Provincial Officers and complete and send an Incident Form. **The observer should remain at his/her Ward Collation Centre and await further instructions. YOU SHOULD NOT LEAVE!**

Answer Question AE once Election Staff at Ward Collation Centre officials arrive.

Question	Explanation
AE	Checking the time collation started.

SMS (ONE) 1 SEND FIRST TEXT MESSAGE TO NUMBER PROVIDED

If the observer is not permitted to observe he/she should also complete a Critical Incident Form and send a Critical Incident Report. The observer SHOULD NOT leave the Ward Collation Centre. Rather he/she should stay in the general vicinity of the Collation Centre and await assistance. He/she should also call his/her Provincial Officer(s).

Answers Question BD TO BR are to be completed collation has started. The observer is expected to take note of persons present at the ward collation centre and report any anomalies as indicated in the checklist (WC).The observer will format the numeric responses for Questions BD-BR and send a text message to the number provided.

WARD COLLATION CENTER PROCEDURES

Answer Question BD-BR **ONLY after the collation process has started.**

Question	Explanation
BD	Note if a ….party agent(s) were present at the Ward Collation Centre
BE	Note if a …..party agent(s) were present at the Ward Collation Centre
BF	Note if there were any other political parties present at the Ward Collation Centre
BH	Note the total number of Election Staff at the Ward Collation Centre
BJ	Record ''Yes'' if the Ward Elections Officer was a woman
BK	Was collation stopped or suspended at any time due to various reasons. If collation was stopped or suspended complete a critical incident form.
BM	Authorised persons at the Ward Collation Centre are: electoral officials, candidates, party agents (representatives of candidates), accredited local observers and international observers, accredited media, uniformed police (if at the invitation of the election officials) and voters (when voting). No one else is permitted.
BN	Record "Yes" if the Ward Elections Officer was a woman
BP	If there were ANY issues of intimidation, harassment or violence during collation targeting **WOMEN,** "Yes (1)" and fill out a critical incident form immediately.
BQ	If anyone attempted to disrupt the collation process you should mark "Yes" (1)" and fill out a critical incident form immediately.
BR	Check if there are any other international and domestic observers present. Be attentive when people introduce themselves to the presiding officer.

SMS (TWO) 2 SEND THE SECOND TEXT MESSAGE TO NUMBER PROVIDED

COLLATION OF PRESIDENTIAL RESULTS

Review questions GA to GU throughout collation, but only answer them **AFTER COLLATION HAS ENDED USE V.23A Results**

For the G questions observers MUST record the exact figures from the Official Form V.23A even if observers do not agree with those figures. Observers should complete Questions GA to GU and complete the text formatting sections Observers should send the 3rd text message

Code	Explanation
GA to GQ	Record all the official results for the Ward Collation Centre as announced by the Ward Elections Officer and recorded on Form V.23A for each candidate..

GR	Record the rejected votes as announced by the Constituency Elections Officer and as recorded on Form V.23A. Do not aggregate yourself but record what is indicated.
GS	Record the total votes received as announced by the Constituency Elections Officer and as recorded on Form V.23A. Do not aggregate yourself but record what is indicated.

SMS (Three) 3 SEND THE SECOND THIRD MESSAGE TO NUMBER PROVIDED

COLLATION OF PARLIAMENTARY RESULTS

Review questions GA to GS throughout collation, but only answer them **AFTER COLLATION HAS ENDED USE V.23A Results**

For the H questions observers MUST record the exact figures from the Official Form V.23A even if observers do not agree with those figures. Observers should complete Questions HA to HM and complete the text formatting sections Observers should send the 3rd text message

Observers should complete Questions HA to HK and complete the text formatting sections Observers should send the 6th text message.

Code	Explanation
HA to HE	Record all the official results for the Ward Collation Centre as announced by the Ward Elections Officer and recorded on Form V.23A for each candidate. NB. A specific checklist has been provided for Constituencies with double/triple candidates from the same party
HM	Record the rejected votes as announced by the Ward Elections Officer and as recorded on Form V.23A. Do not aggregate yourself but record what is indicated.
GS	Record the total votes received as announced by the Ward Elections Officer and as recorded on Form V.23A. Do not aggregate yourself but record what is indicated.

SMS (4) SEND THE FOURTHTEXT MESSAGE TO NUMBER PROVIDED

COLLATION OF LOCAL AUTHORITY RESULTS

Review questions GA to GU throughout collation, but only answer them **AFTER COLLATION HAS ENDED USE V.23A Results**

For the K questions observers MUST record the exact figures from the Official Form V.23A even if observers do not agree with those figures. Observers should complete Questions KA to KU and complete the text formatting sections Observers should send the 3rd text message

Code	Explanation
KA to KN	Record all the official results for the Ward Collation Centre as announced by the Ward Elections Officer and recorded on Form V.23A for each candidate.
KQ	Record the rejected votes as announced by the Ward Elections Officer and as recorded on Form V.23A. Do not aggregate yourself but record what is indicated.
KP	Record the total votes received as announced by the Ward Elections Officer and as recorded on Form V.23A. Do not aggregate yourself but record what is indicated.
KT	This is the time when collation is complete and results are announced
KU	The Ward Elections Officer is mandated by the law to announce the winner of the local authority election upon the completion of collation.

SMS (5) SEND THE FIFTH TEXT MESSAGE TO NUMBER PROVIDED

Extra Question – Text Message

It is possible that an issue may arise on Election Day that is not included on the checklist. If this happens you will receive a text message and/or call from your organisation informing you to complete one or both of the Extra Questions. You will be texted the wording for Question and the question code. You should write below the language provided for Question GA and/or GB; answer the question(s); and then send in your answer(s) via text message like any other text message. If an

Observer receives a text message instructing him/her to use the “Extra Questions” GA-GD he/she should:

1. Write the “Extra” Question as received in the space provided using the code (GA or GB) provided in the text message;
2. Answer “Extra” Question by ticking (Yes or No) or writing the appropriate numeric answer;
3. Complete the text formatting section for the “Extra” Question;
4. Send coded text message to the number on the checklist with response to “Extra” Question.

Again, an Observer should only complete this section if he/she receives a text message or call instructing him/her to do so.

Constituency Collation Centre Observers

The Constituency Collation Centre Observer completes a Checklist **(Form Code - ZC)** and sends Four coded text messages using his/her mobile phone to the Election Observation Project Information Centre. Each Checklist is pre-printed for a particular Constituency Collation Centre. A Checklist can only be used for Collation centre pre-printed on the form.

Provincial Officer(s) DO NOT complete Checklists, but they may have to submit some Checklist Reports for their assigned Collation Centres who do not have network coverage at their assigned Constituency Collation centre.

Observers SHOULD NOT complete the Checklist all at once. The Checklist has designated sections each referring to a different part of the process at polling stations. They should complete different parts during the different stages of the process of the results collation procedure as per the instructions on the Checklist.

Steps for Completing Each Section

For each of the sections of the Checklist there are three steps Observers must complete: 1) Answer Questions; 2) Format Coded Text Message; and 3) Send Coded Text Message.

1) Answer Questions Step: At the designated time answer each question in a section either by making a tick " ✓ " or writing in a number (depending on the type of question). For numeric answers write one number per designated box.

2) Format Coded Text Message Step: Once all of the questions for a section have been answered immediately fill out the Format Text part of the section. This makes it easier to correctly formulate and send coded text messages. The Form code and ID as well as the Question codes are already pre-printed in the Format Text part of each section. Write in the numeric responses for the Answers to Questions in the boxes provided. For multiple-choice questions remember to write in the number corresponding with ticked choice.

3) Send Coded Text Messages: After the Format Text section is filled in immediately, write your coded text message on your mobile phone and send it to the phone number printed on the checklist. Text exactly what is written in the Format Text part of the section.

Sending/Receiving Text Messages

Every text message must commence with the Form code (a two-letter code) followed by the ID (a five-digit number) for the assigned Ward Collation Centre. These are already pre-printed in the Format Text section of each part of the form.

The system ignores capitalisation so you can use uppercase, lowercase or a mixture of uppercase and lowercase letters. The system ignores spaces and punctuation so you can insert spaces if that makes it easier to text. All letter I's and L's are converted to the number 1 (one) and all letter O's are converted to the number 0 (zero).

The system sends automated responses to acknowledge receipt of all text messages and provide information if the text message was properly formatted. If you do not receive a response within 10 minutes then you should resend your text message (sometimes network congestion can slow the response time). If no acknowledgement response is received within 20mins then you should call your Provincial Officer(s).

You may receive a text message indicating that there is a mistake in your original text message. If this is the case, review your original text message to find the error and resend. If you cannot find the error call your Provincial Officer(s).

IF THERE IS NO CELL PHONE COVERAGE AT THE ASSIGNED POLLING STATION DO NOT LEAVE TO SEND TEXT MESSAGES.

Observers MUST stay at their assigned Ward Collation Centre until the results for the assigned collation centre have been announced and posted. If there is no cell phone coverage at the Observers' assigned collation centre then he/she MUST immediately after the results have been announced and posted go to a location with cell phone coverage and send all of his/her text messages from there. Mobile observers should prioritise visiting polling stations without cell phone signal in order to record and send text messages on behalf of their Observers.

Answer Question **AD upon** arrival at your Ward Collation Centre.

Question	Explanation
AD	As an observer you are supposed to be given permission to observe at your assigned Ward Collation Centre. If you are not allowed to observe in your assigned Constituency Collation Centre tick "No." If you are not allowed to observe, you should immediately contact your Provincial Officers and complete and send an Incident Form. **The observer should remain at his/her Constituency Collation Centre and await further instructions. YOU SHOULD NOT LEAVE!**

Answer Question AE once Election Staff at Ward Collation Centre officials arrive.

Question	Explanation
AE	Checking the time collation started.

SMS (ONE) 1 SEND FIRST TEXT MESSAGE TO NUMBER PROVIDED

If the observer is not permitted to observe he/she should also complete a Critical Incident Form and send a Critical Incident Report. The observer SHOULD NOT leave the Constituency Collation Centre. Rather he/she should stay in the general vicinity of the Collation Centre and await assistance. He/she should also call his/her Provincial Officer(s).

Answers Question BA TO BS are to be completed collation has started. The observer is expected to take note of persons present at the Constituency Collation Centre and report any anomalies as indicated in the checklist (ZC).The observer will format the numeric responses for Questions BA-BS and send a text message to the number provided.

CONSTITUENCY COLLATION CENTER PROCEDURES

Answer Question BA-BS **ONLY after the collation process has started.**

Question	Explanation
BA	Note if party agent(s) were present at the Constituency Collation Centre
BC	Note if party agent(s) were present at the Constituency Collation Centre
BD	Note if there were any other political parties present at the Constituency Collation Centre
BE	Note the total number of Election Staff at the Constituency Collation Centre
BF	Note the number of women electoral staff at the Constituency Collation Centre
BG	Record ‘‘Yes’’ if the Constituency Elections Officer was a woman
BH	Results from all the polling stations in the ward should be available before collation starts
BJ	Under no circumstances is the Constituency Elections Officer permitted to complete and entry from any polling station without original V.23 A forms
BK	Only original copies are to be submitted
BM	Was collation stopped or suspended at any time due to various reasons. If collation was stopped or suspended complete a critical incident form.
BN	Authorised persons at the Constituency Collation Centre are electoral officials, candidates, party agents (representatives of candidates), accredited local observers and international observers, accredited media, uniformed police (if at the invitation of the election officials) and voters (when voting).
BP	Record “Yes” if the Constituency Elections Officer was a woman
BQ	If there were ANY incidents of intimidation, harassment or violence during collation targeting **WOMEN,** “Yes (1)” and fill out a critical incident form immediately.
BR	If anyone attempted to disrupt the collation process you should mark “Yes” (1)” and fill out a critical incident form immediately.
BS	Check if there are any other international and domestic observers present. Be attentive when people introduce themselves to the presiding officer.

SMS (TWO) 2 SEND THE SECOND TEXT MESSAGE TO NUMBER PROVIDED

COLLATION OF PRESIDENTIAL RESULTS

Review questions GA to GU throughout collation, but only answer them **AFTER COLLATION HAS ENDED USE V.23B Results**

For the G questions observers MUST record the exact figures from the Official Form V.23B even if observers do not agree with those figures. Observers should complete Questions GA to GU and complete the text formatting sections Observers should send the 3rd text message

Code	Explanation
GA to GQ	Record all the official results for the Constituency Collation Centre as announced by the Constituency Elections Officer and recorded on Form V.23B for each candidate.
GR	Record the rejected votes as announced by the Constituency Elections Officer and as recorded on Form V.23B. Do not aggregate yourself but record what is indicated.
GS	Record the total votes received as announced by the Constituency Elections Officer and as recorded on Form V.23B. Do not aggregate yourself but record what is indicated.

SMS (Three) 3 SEND THE SECOND THIRD MESSAGE TO NUMBER PROVIDED

COLLATION OF PARLIAMENTARY RESULTS

Review questions GA to GS throughout collation, but only answer them **AFTER COLLATION HAS ENDED USE V.23B Results**

For the H questions observers MUST record the exact figures from the Official Form V.23B even if observers do not agree with those figures. Observers should complete Questions HA to H and complete the text formatting sections Observers should send the 3rd text message

Observers should complete Questions HA to HK and complete the text formatting sections Observers should send the 6th text message.

Code	Explanation
HA to HN	Record all the official results for the Constituency Collation Centre as announced by the Ward Elections Officer and recorded on Form V.23B for each candidate. NB. A specific checklist has been provided for Constituencies with double/triple candidates from the same party.
HM	Record the rejected votes as announced by the Constituency Elections Officer and as recorded on Form V.23B. Do not aggregate yourself but record what is indicated.
GS	Record the total votes received as announced by the Constituency Elections Officer and as recorded on Form V.23B. Do not aggregate yourself but record what is indicated.

SMS (4) SEND THE FOURTHTEXT MESSAGE TO NUMBER PROVIDED

Mobile OBSERVERS

The election observation methodology for Election Day will include a component of Mobile Supervision. Mobile Observers will be deployed in teams of two observers per Constituency to observe the environment outside the polling station and polling procedures. For polling procedures, Mobile observers will observe polling station opening, voting procedures in different polling stations throughout the day. The team of mobile observers will be expected to observe closing and counting procedures at the same polling station where they observed opening. They will complete checklists (Form MA, MV & MC) Besides Mobile observation, Mobile supervisors will provide tactical support for polling station based observers.

Critical Incident Form ALL Observers)

Overview

Both Provincial Officer(s) and Observers have Critical Incident Forms. Provincial Officer(s) and Observers should immediately report using a Critical Incident Form if they witness an event that seriously threatens the integrity of the electoral process and immediately send a coded text message to the Election Observation Project Information Centre at the number printed on the form.

A critical incident is a serious problem that in your judgement undermines the integrity of the electoral process. You need to use good judgement in determining if a problem is a critical incident. Not all problems are critical incidents – only serious problems. For example, if a problem occurs during voting, but it does not prevent eligible voters from voting or allows ineligible voters to vote it is likely not a critical incident. The Checklist provides prompts to Observers as to when they should complete a Critical Incident Form.

Because Observers are stationary their Critical Incident Forms are pre-printed with their location (polling station). However, for Provincial Officer(s), the Critical Incident Form only contains the name of the province and constituency.

Since Provincial Officer(s) are mobile they may witness more than one critical incident and hence have been provided with five copies of the Critical Incident Form. A separate Critical Incident Form should be completed and a coded text message sent to the Election Observation Project Information Centre for each critical incident witnessed.

As with the Checklist text messages, the sender of a Critical Incident text message should receive an automatic response from the system acknowledging receipt of the text message and providing information if the text message was properly formatted. If a response is not received within 10 minutes the person should resend the message (sometimes network congestion can slow the response time).

Coding

Each Election Observation Project Critical Incident Form has a pre-printed Form code. The Form code for the Election Observation Project Critical Incident Form is XU. **Every Critical Incident text message must start with the two-letter Form code XU.**

Every text message must include the ID after the Form code at the start of the text message.

All questions have a two-letter Question code and all responses are numbers. For every question first put the two-letter Question code followed by the numeric response. The system does not use the following letters because people may confuse these letters for numbers: I, L, O.

Step 1 – Answer Questions

Observers should first answer questions ZA to ZF

Code	Explanation
ZA	Every event must be assigned a critical incident type. Tick one and only one critical type. Try NOT to use “17 and 25) Other” as this is not very specific.
ZB	Who was the victim or victims of the event? If there was not a clear victim then tick “10) Not Applicable”.
ZC	What was the gender of the perpetrator (or responsible) for the event? If there was not a clear perpetrator then tick “5) Not Applicable”.

ZD	What was the affiliation (if any) of the victim(s) for the event? If there was not a clear affiliation tick “10) Not Applicable”.
ZE	What was the gender (if any) of the perpetrator(s) (or responsible) for the event? If there was not a clear affiliation tick “5) Not Applicable”.
ZF	What was the relationship, if any, between the victim(s) and the perpetrator(s)
ZG	Did you witness the event yourself? If you witnessed the event yourself tick “1) I witnessed this event myself”. If you did not, tick “2) I was told about this event by someone else”

Mobile Observers and Polling Station Observers should write a short description of the event (not longer than 100 characters or letters– not words). This description is included at the back of the page.

Step 2 – Format Election Observation Project Critical Incident Coded Text Message

The answers from Step 1 should be transcribed to the text formatting section of the Election Observation Project Critical Incident Form.

Step 3 – Send Coded Text Message to the Number on the Critical Incident Form Mobile Observers and Polling Station Observers should type out the coded text message on their mobile phone exactly as it appears in Step 3 and send it to the number printed on the Critical Incident Form.

Remember: Not all problems witnessed on Election Day are critical incidents. Provincial Officer(s) s and Polling Station Observers need to use good judgement and only report serious incidents.

Step 4 – Answer Questions on Back of the Critical Incident Form

On the back of the Critical Incident form are Seven additional questions.

Mobile Observers and Polling Station Observers should write out answers to these questions as best as they can. They may receive a call from Election Observation Project Information Centre requesting additional information about the event and they will be asked these questions.

1. Who was involved in the incident?
2. What happened during the incident?
3. Where did the incident happen?
4. When did the incident happen?
5. Why did the incident happen?
6. How have people reacted to the incident?

Other Considerations

No Network

If there is no network at an Observer’s assigned polling station, the observer should NOT leave the polling station to send his/her reports. Rather he/she should remain at the polling station observing the process throughout and only depart after ballot papers have been counted and results have been posted. The observer should then IMMEDIATELY (regardless of the hour) go to a location with signal and send ALL reports. Feedback

- Observers will receive a message back letting them know their report was received and if it was correctly formatted.
- If an observer receives a feedback message and it indicates the report was correctly formatted then the observer does not need to do anything else for that report.
- If an observer receives a feedback message, but it indicates the report was incorrectly formatted then the observer should review his/her report; find his/her mistake; and send the corrected report IMMEDIATELY.
- If an observer has not received a feedback message after 15 minutes he/she should resend his/her message (observers should repeat resending their reports up to three times if they don’t receive a feedback message).

Polling Station Observer Simulation

There will be 1 Simulation Exercises in which all Polling Station Observers MUST participate. This will involve Polling Station Observers sending in predetermined reports at a predetermined time. This will be used to determine the preparedness of the Polling Station Observers as well as test all of our reporting systems. For these simulation exercises, Provincial Officers/Assistants will ensure that all of their assigned Polling Station Observers participate correctly in the Simulation Exercises at their assigned time.

Code of Conduct

All Mobile Observers and Observers MUST conduct themselves in an independent and non-partisan manner AT ALL TIMES.

At no time should anyone interfere with the presiding officer or other polling officials when you are at a polling station. The presiding officer is in charge and you MUST respect his/her authority.

The EMB has a Code of Conduct for Chief Election Agents, Election Agents and Observers. A copy is provided in this manual and a copy is included in your Packet. You MUST read this document and you MUST adhere to its principles at all times.

ESN-SA members must have their own Code of Conduct and Guidelines for Observers. Again, a copy of ZESN Code of Conduct and Guidelines for Observers is provided in this Manual and a copy is included in your Packet. You MUST read this document and you MUST adhere to its principles at all times.

You will be required to read aloud the pledge section of the Code of Conduct and Guidelines for Observers and to sign a copy which will be kept by your organisation.

All Polling Station Observers will also be required to sign a ESN-SAPledge of Neutrality.

The ESN-SA Code of Conduct and Guidelines for Observers requires everyone (Mobile Observers **and observers) to "refer all queries from the Media to the ESN-SA Secretariat." Under no circumstances should Provincial Officer/Assistant/Staff or Observers answer questions from journalists or give comments to journalists.**

If a Mobile Observers or Polling Station Observers fails to adhere at all times to both the EMB and ESN-SA Codes of Conduct he/she will be stripped of his/her responsibilities as a Mobile Observers or Observers and will not receive a stipend.

Neutrality Pledge

ESN-SA Election Observation Project

Neutrality Pledge for Election Observers

I, _____ the undersigned hereby pledge as follows:

1. I agree to serve as an election observer for the harmonised election
2. I will adhere at all times to the Code of Conduct and this Pledge;
3. I attest that I am not an active member of any political party and neither an activist for any political party nor a candidate contesting for any office in the harmonised election ;
4. I will not engage in any partisan activities that are in favour or against any political party or candidate or that may contribute to the victory or defeat of any political party or candidate, either directly or indirectly. Whatever the outcome of the election, my primary concern is to maintain peace and the integrity of the electoral process.
5. I will not accept any gifts from any party or candidate and will not at any time wear any party regalia (such as t-shirts, caps etc.);
6. I will not communicate with the media on behalf of the ESN-SA Election Observation Project in relation to the harmonised election and will refer any media requests to the Secretariat;
7. I will execute my duties professionally, impartially and objectively and to the best of my ability in accordance with the training and guidelines provided by the ESN-SA Election Observation Project;
8. I will attend all training session(s) and will read all election observation documents (in particular all manuals) and I will seek clarification in regard to any questions I may have about the Project or my roles and responsibilities;
9. I will submit ALL required reports, via text message, orally or in writing, that represent an accurate account of the proceedings witnessed by me; and
10. I commit myself to the election observation and the work towards a credible election;
11. I pledge that my services are purely voluntary and am supplying my services as a citizen observer wanting to meaningfully contribute to the democratisation of the country.

Name: _____ Signature:

_____

ID Number_____

Date:

Election Observation Do's and Don'ts

Do's

1. Get a good night sleep the night before the election as Election Day will be very long;
2. Charge your mobile phone the night before the election as you will need to send text messages throughout Election Day;
3. Wear your ESN- SA t-shirt and your accreditation badge on Election Day;
4. Bring your Observer Packet with you as the packet has the forms you will need and the manual can serve as reference if you forget something;
5. Bring food and drink with you if possible as it will be a long day;
6. Observers must observe at their assigned polling station and must arrive at 06:00 am;
7. Greet all election officials and establish a good working relationship with them;
8. Greet all other observers, international observers, and party agents;
9. Obey all instructions from the electoral officers as they are in charge;
10. Always step outside of the polling station to use your mobile phone – observers are permitted to have a mobile phone, but are not allowed to use it in the polling station;
11. Stay alert throughout the day carefully watching the entire process;
12. Politely ask the electoral officers questions when necessary if you do not understand something;
13. If you see a problem politely bring it to the attention of the election officials, but remember that they are in charge and their decisions are final;
14. Be non-partisan at all times – you can vote if you are observing where you are registered to vote, but you cannot show support for any candidate or party;
15. Observers must complete all reporting forms truthfully at the assigned time;
16. Observers must send in all **SIX** observation reports text messages to the Information Centre via coded text message using their mobile phones at the assigned time;

17. Observers must stay at their assigned polling station until results for the polling station have been announced and posted; and

18. Provincial Officers/Assistants must provide support to their assigned Observers until they have all sent in all of their observation reports to the Information Centre.

Don’ts

1. Don’t wear any party regalia (such as t-shirts, caps, etc.);
2. Do not consume alcohol or any other toxic substances prior or during observation;
3. Observers must not deploy to any polling station except their assigned polling station;
4. Observers must not be late – every Observer must arrive at his/her assigned polling station by 06:00 am;
5. Mobile and Static Observers must not be late – you must deploy by 06:00 am to provide support to your assigned Observers;
6. Don’t interfere with the process or the electoral officers – you are there to observe;
7. Don’t argue with the electoral officers as they are in charge of polling;
8. Don’t use your mobile phone inside polling stations– always step outside polling stations as the use of mobile phones inside is not allowed;
9. Don’t ask any voter whom he/she voted for – their vote is their secret;
10. Don’t assume that if you witness a problem it automatically mean someone trying to rig the election – it might just be a mistake;
11. Don’t speak to the media as only the ESN-SA Board is authorised to speak to the media – if you are asked a question by a journalist refer them to the Secretariat;
12. Don’t put yourself in harm’s way – always move away from danger;
13. Don’t try to resolve disagreements – you are not in charge;
14. Observers, do not leave their assigned polling station – except if you need to relieve yourself (and then be as quick as possible);
15. Observers, do not leave your assigned polling station before the results have been announced and posted outside of the polling station; and
16. Do not celebrate with winning candidates or party representatives.

Observers Conditions of Service

Observers are volunteers motivated by their desire to enhance the democratic development in the region by participating in a nonpartisan citizen observation. In an effort to coordinate citizen observation efforts, the ESN-SA Election Observation Project will provide some resources to help people to participate in the project. These funds are for facilitating the observation and since this service is voluntary, do not include salaries but an allowance for undertaking in the observation. Observer Conditions of Service

Logistics

- All Observers will receive a transport allowance to attend the Observer Training. Observers will receive this at the end of the training workshop.
- Observers will be provided with a meal allowance to cover meals while travelling to and from the training as well as for dinner on the day of the workshop. Observers will receive this at the end of the training workshop.
- Observers coming from distant areas will be provided accommodation during the observer training.
- Observers will be provided with breakfast and lunch on the day of the training while attending the Observer
- Observers will be provided with airtime at the observer training workshop to practice sending text messages at the workshop and to participate in Simulation Exercise from your assigned polling station on the assigned dates at the assigned times. This will be loaded directly on to Observers’ mobile phones at the Observer Training.
- Observers will send text messages to the ESN-SA Information Centre on Election Day. This will be loaded directly onto Observers’ mobile phones. **Allowance**
- On Election Day, all Observers must deploy to their assigned polling station and send all **SIX** required reports via SMS. Observers will receive an Election Day Allowance for observing at their assigned polling station and sending in their observation reports and for transport to the polling.
- HOWEVER, IF AN OBSERVER DOES NOT OBSERVE ON ELECTION DAY OR DID NOT OBSERVE AT HIS/HER ASSIGNED POLLING STATION HE/SHE FORFEITS HIS/HER ELECTION DAY ALLOWANCE.

Project Timeline

Simulation Exercise –

- All Observers MUST participate in the Simulation Exercise by sending a specified message at the assigned time from their assigned polling station.
- Provincial Officer(s) MUST ensure 100% participation by their Observers in the Simulation Exercise. Trainers and staff do not send simulation text messages.

Election Day Deployment

All Observers MUST deploy to their assigned polling station by 6:00 am in the morning and remain there until the Parliamentary results for the POLLING STATION HAVE BEEN POSTED outside the polling station.

1. Throughout the day Observers MUST complete their Checklist and send in observation reports via coded text messages using their mobile phone.
2. Provincial Officers MUST ensure that 100% of their assigned Observers deploy to their assigned polling station and send in all of their observation reports.

Again, on behalf of ESN-SA thank you for volunteering as an independent non- partisan observation Observer for the elections.

Media Monitoring

Introduction

The media monitoring framework focuses on trends in the representation of political actors, upholding of professional journalistic standards in election reporting and social media trends on elections. Monitoring will be done on both mainstream and online media

Objectives of monitoring

- To ensure the media in Zimbabwe is actively and effectively playing its role to provide fair and equitable coverage to political actors during elections
- To ensure the electorate is served with adequate information about the political actors that allows them to make informed decisions when electing them into public office.
- To hold the media accountable for the quality of election reporting.

Expected outputs

- Periodic reports (annually, quarterly, monthly, weekly, daily)

Methodology

Qualitative and quantitative methodology adopted to quantify agenda, pluralism professionalism and hate speech/information disorders. This is also supported by qualitative analysis of trends in coverage. The methodology is premised on monitoring four (4) different interrelated aspects in the media. These are:

Media agenda setting

The monitoring of the news agenda has two main goals. Being able to provide quantitative tables and charts on the main topics/issues covered by the news in a given time frame in order to investigate the public agenda set by the media. Being able to do a rapid search within the archive of news for additional analysis on specific topics. This includes Topic (which issues e.g campaigns, violence, voter education); platform name, date,

placement as page or time aired, type of program or news section, actor code, geographic location, actor occupation in election, gender. It is important to flag out issues of interest, for qualitative analysis.

Pluralism of political actors; (main news only)-formats used for political coverage and elections; Time-Space and Access for political actors; Tone of the coverage for each political actor; Topics related to the coverage of political actors; Gender balance of media coverage of actors and groups. Public broadcaster's adherence to the election broadcasting schedule (this schedule includes news coverage of political actors, and the pluralism of talk shows and current affairs).

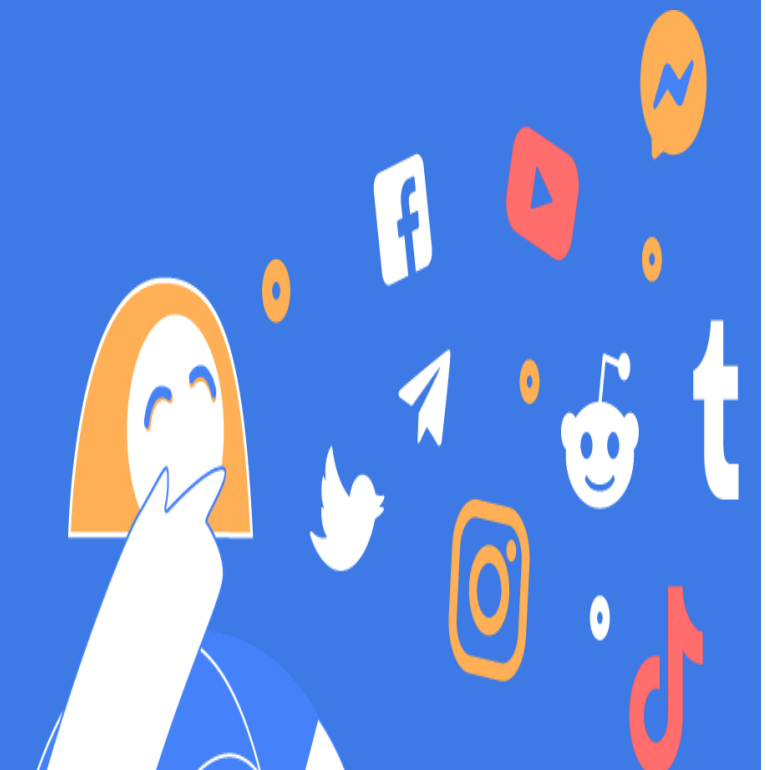
Professional journalistic standards in election reporting; (adherence to news gathering schedules, election related current affairs programs); adherence to election reporting (ZMC Election Reporting and peace Journalism Guidelines, SADC 2008 guidelines/Electoral Act). This layer of analysis aims at describing the news coverage of election related issues also with respect to basic professional journalistic standards. Media monitors will conduct an assessment for a number of dimensions' accuracy, clarity, factual reporting, separation facts-opinions etc,

Hate speech and dis, mis and malinformation- This type of monitoring is based on the systematic observation of the material broadcast and printed so as to ascertain and report whether any episodes of 'hate speech' was present. Include date, who called for hate speech (politicians, law enforcement, religious leaders, community leaders, celebrities, and public administrators), targets of the hate speech (developed by a target code); media responses: media themselves promote violence; the media challenge the hate message, the media does not challenge nor promote hate messages.

Social Media

DEMOCRACY
REPORTING
INTERNATIONAL

SOCIAL MEDIA



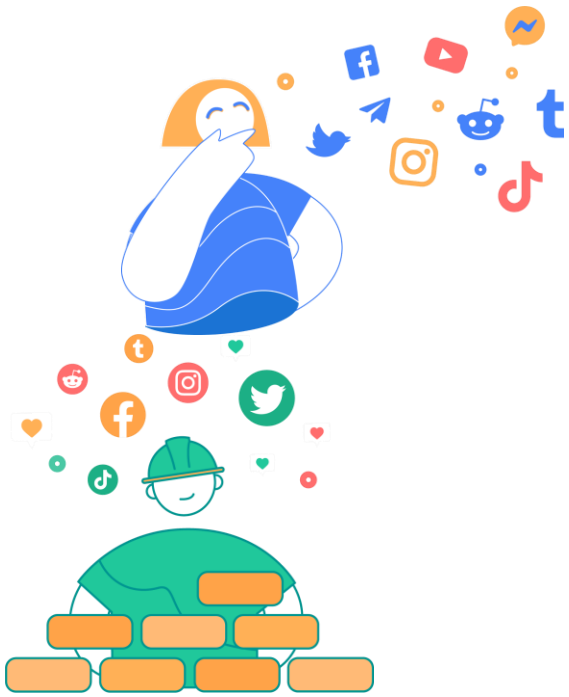
LEVEL 1: Module 1

COURSE TABLE OF CONTENTS

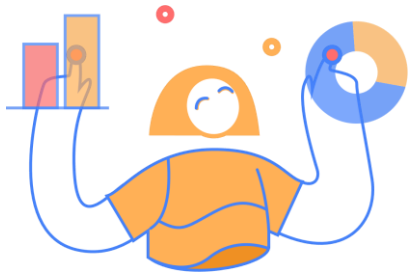
TABLE OF CONTENTS

1	2	3	4
INTRODUCING SOCIAL MEDIA MONITORING	DIVING DEEP INTO RESEARCH	QUALITATIVE RESEARCH	QUANTITATIVE RESEARCH

Module:







Module: 1

Section1

INTRODUCING SOCIAL MEDIA MONITORING



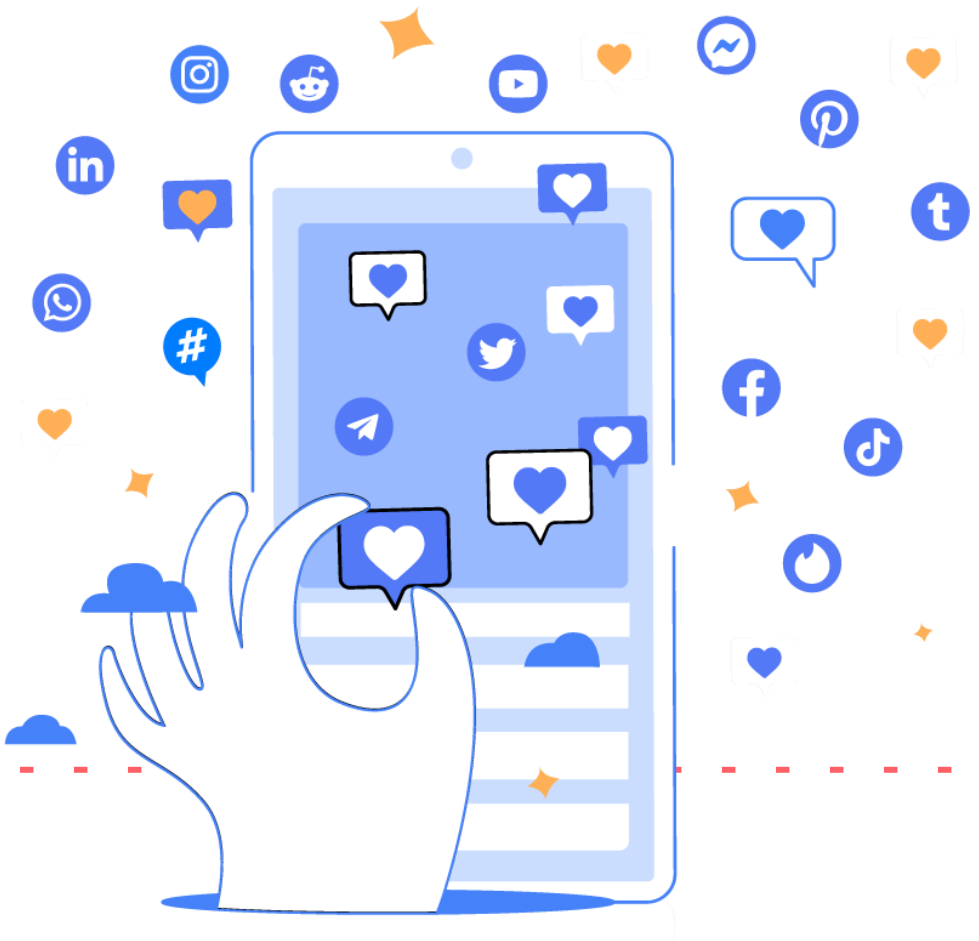
1. **Define the impact of social media.**

INTRODUCING SOCIAL MEDIA MONITORING

In this module, we'll:

- Define the impact of social media and how to analyse the social media environment.
- Examine the difference in fact checking vs. Social Media Monitoring (SMM).
- Compare the different forms of social media manipulation and their intent.
- Define hate speech and online gender-based violence.
- Explain 3 ways how different research phenomena are amplified.
- Reflect on how international law, domestic law, and platform policies could impact your research project.

Social media refers to digital platforms or applications that facilitate interactive communication, **allowing users to create and share information, ideas, personal messages, and other forms of content.**



SOCIAL MEDIA ENVIRONMENT



Scale:

Speed:

Depth:

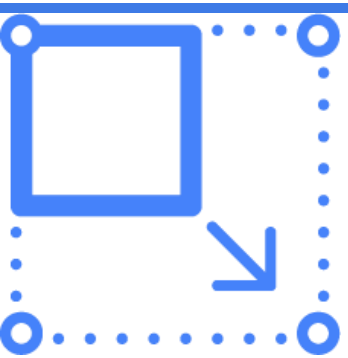
It allows for an ongoing

exchange of amounts of

information incomparably larger than before.

Information is passed around the globe in split- seconds potentially reaching massive audiences.

Information production is bigger than in the past, but users often consume it with less depth, focusing on headlines, pictures or videos.







T

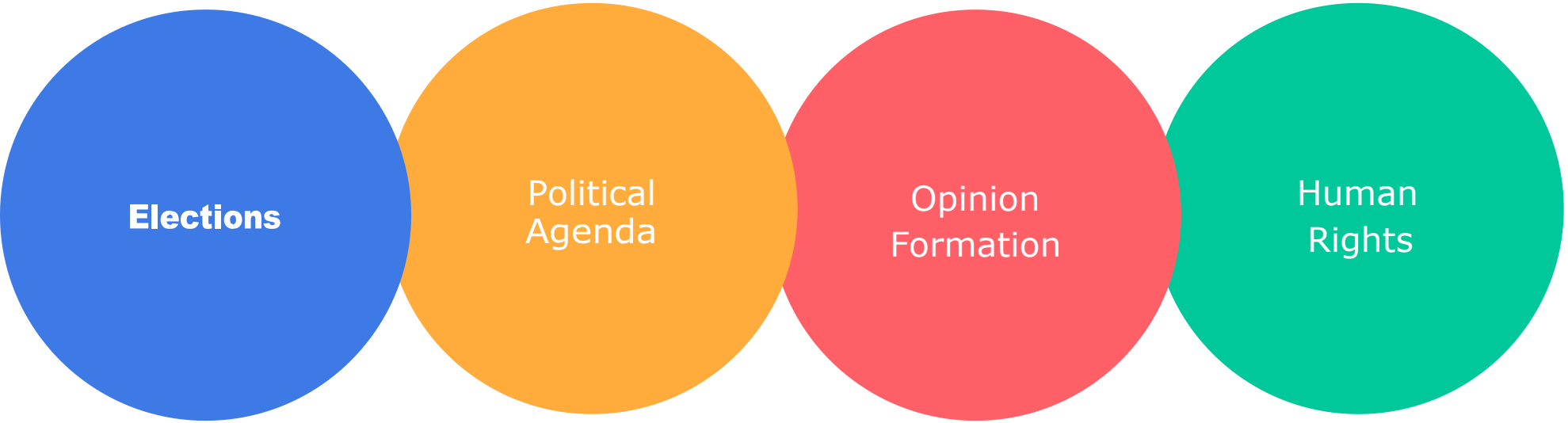
ACTIVITY 4: Social Media & Democracy

CHA

5
MINUTES

What impact does social media have on democracy?

IMPACT ON DEMOCRACY


Elections
Political Agenda
Opinion Formation
Human Rights

Level 1 – Module 1 – Section 2

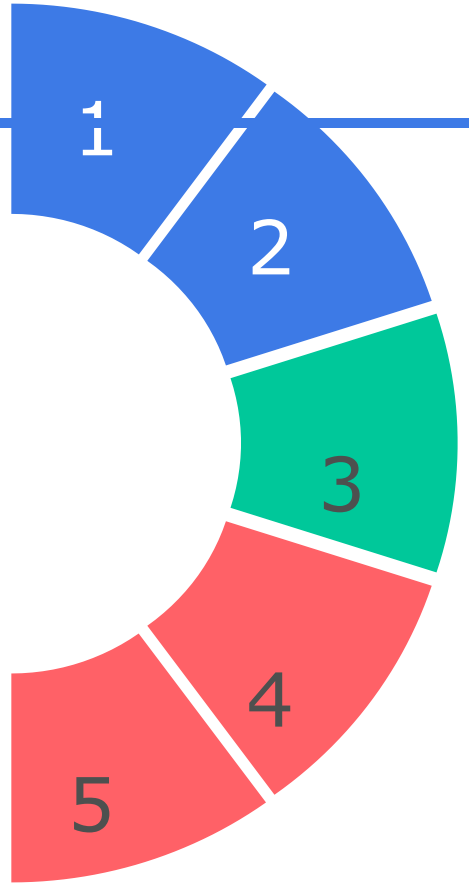
IMPACT ON DEMOCRACY

Elections

Voter Suppression

1 – Dis/mis-information may confuse voters about where or how to vote Elections

Distrust in Electoral Processes



2

– Dis/mis-information may diminish trust in the election itself (before or after)

Social Media has Abuse of Vulnerable Groups

Human 3

short and long-term Rights – Attacks may cause psychological harm impacts

4

Opinion

Formation

5

Opinion

and/or discourage online participation

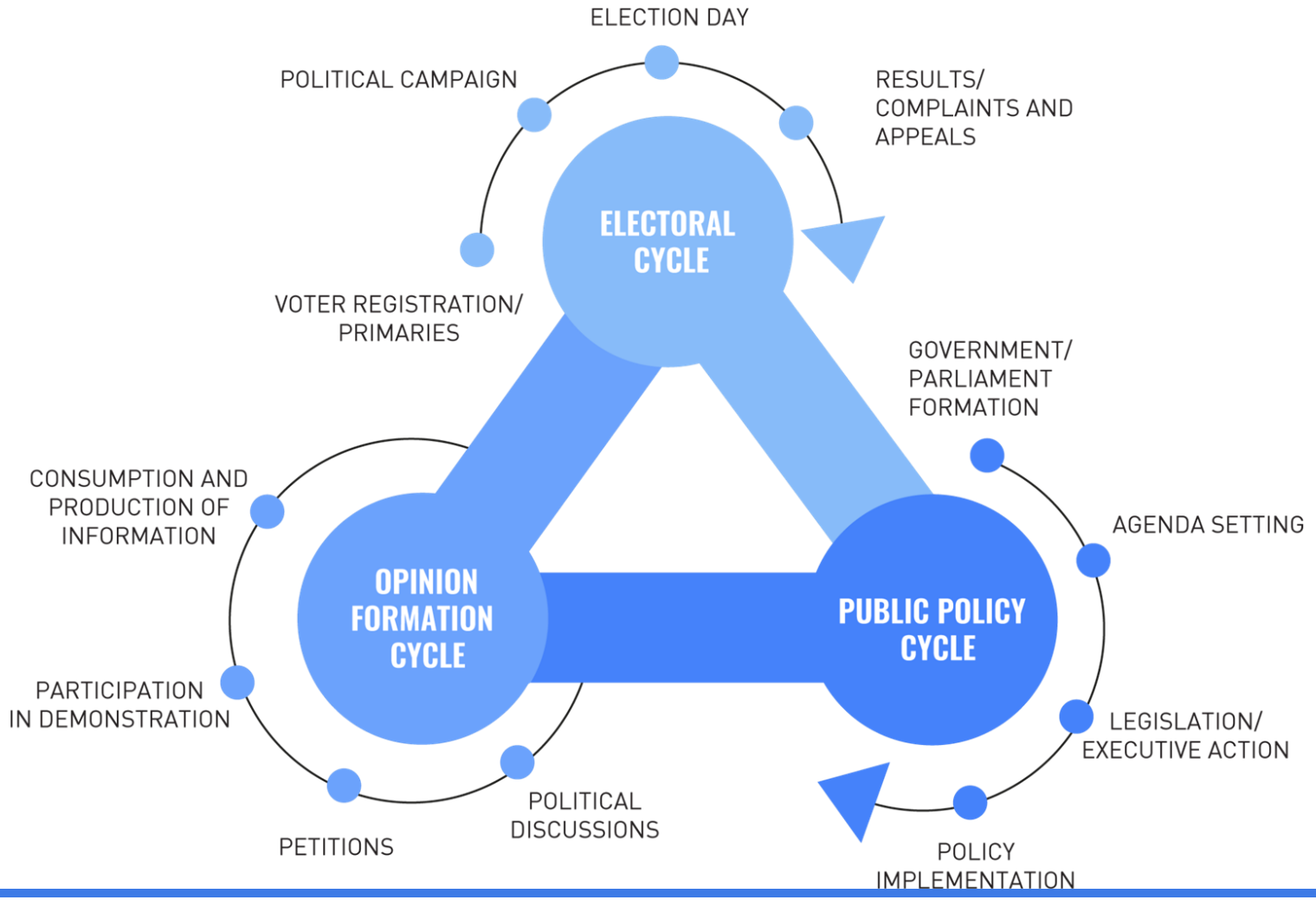
Extreme Polarisation

- Limited exposure to opposing views may limit ability to find common ground

Political Apathy

- Inability to trust online information may lead to less informed, apathetic voters

IMPACT ON DEMOCRACY


ELECTION DAY
POLITICAL CAMPAIGN
RESULTS/
COMPLAINTS AND
APPEALS
ELECTORAL
CYCLE
VOTER REGISTRATION/
PRIMARIES
GOVERNMENT/
PARLIAMENT
FORMATION
CONSUMPTION AND
PRODUCTION OF
INFORMATION
AGENDA SETTING
OPINION
FORMATION
CYCLE
PUBLIC POLICY
CYCLE
PARTICIPATION
IN DEMONSTRATION
LEGISLATION/
EXECUTIVE ACTION
POLITICAL
DISCUSSIONS
PETITIONS
POLICY
IMPLEMENTATION

Level 1 – Module 1 – Section 2

ACTIVITY 5: Impact On Democracy

EXAMPLE 10 MINUTES



The user posts a photo of Al Jazeera's Ghada Oueiss with the text: "If you think the label Al Jazeera's Whore fits her, hit the like button". The post received 1,527 likes and was retweeted 101 times at the time of data retrieval.

The impact of social media on democracies:

Case Study of Gender-Based

Violence in the MENA region

GENDER-BASED VIOLENCE & POLITICAL PARTICIPATION

- Sexually or racially offensive photos, demeaning the targeted woman and portraying her in a politically or socially offensive manner
- Cyberhate can result in refraining from actively participating in political discourse

Module: 1

Section3

MONITORING SOCIAL MEDIA



1. Describe rationale for monitoring social media.
2. Distinguish how manipulation works through SM.
3. Contrast fact checking and SMM.

FACT-CHECKING VS. SMM

Fact-Checking	Social Media Monitoring

Ensure higher journalistic standards, Observe and report online trends from correct false information and take action different actors that impact or are against disinformation online impacted by the online ecosystem

Can be focus on electoral periods, but it Can be focus on electoral periods, but it normally exists around the clock normally exists around the clock	OBJECTIVES	Statements from politicians, false news that are spread and get viral, false pages	Social media posts made on pages of high level public figures, politicians, parties, news media pages, or any online discussion forum of interest
	FOCUS OF THE MONITORING		
	PERIOD	Aims at debunking false information and increase the quality of journalism	Aims at raising awareness and improving the quality of online discourse
Level 1 – **WHY**	TYPE OF INTERVENTION	Module 1 – Section 3 **MONITOR SOCIAL MEDIA**	

Understand Online Discourse

Identify Online Threats

Understand Online Manipulation

Level 1 – Module 1 – Section 3

EXAMINE ONLINE DISCOURSE







Public Opinion Engagement

Social Media Actors

Behaviour of Key Sentiment

Public Influencers

Identify

Level 1 – Module 1 – Section 3

ACTIVITY 7: Why Monitor

MIRO

10 MINUTE



Login to Miro: www.miro.com/app

Use your right button to move around the board and the left one to grab a sticky note. Double click to add text.

ACTIVITY 7: Why Monitor

5
MINUTES



How do people get their news?

What are the most popular platforms?

Do these platforms have an office in the country?

How do these things influence democracy online?

NATURE OF ONLINE THREATS

MESSAGE **MESSENGER** **MESSAGING**

Level 1 – Module 1 – Section 3



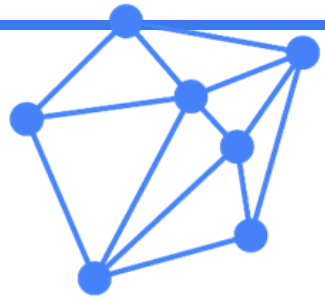
Refers to the content of the message

ISSUES OF PERMITTED SPEECH & ITS LIMITATIONS



Refers to the sender/origin of the message

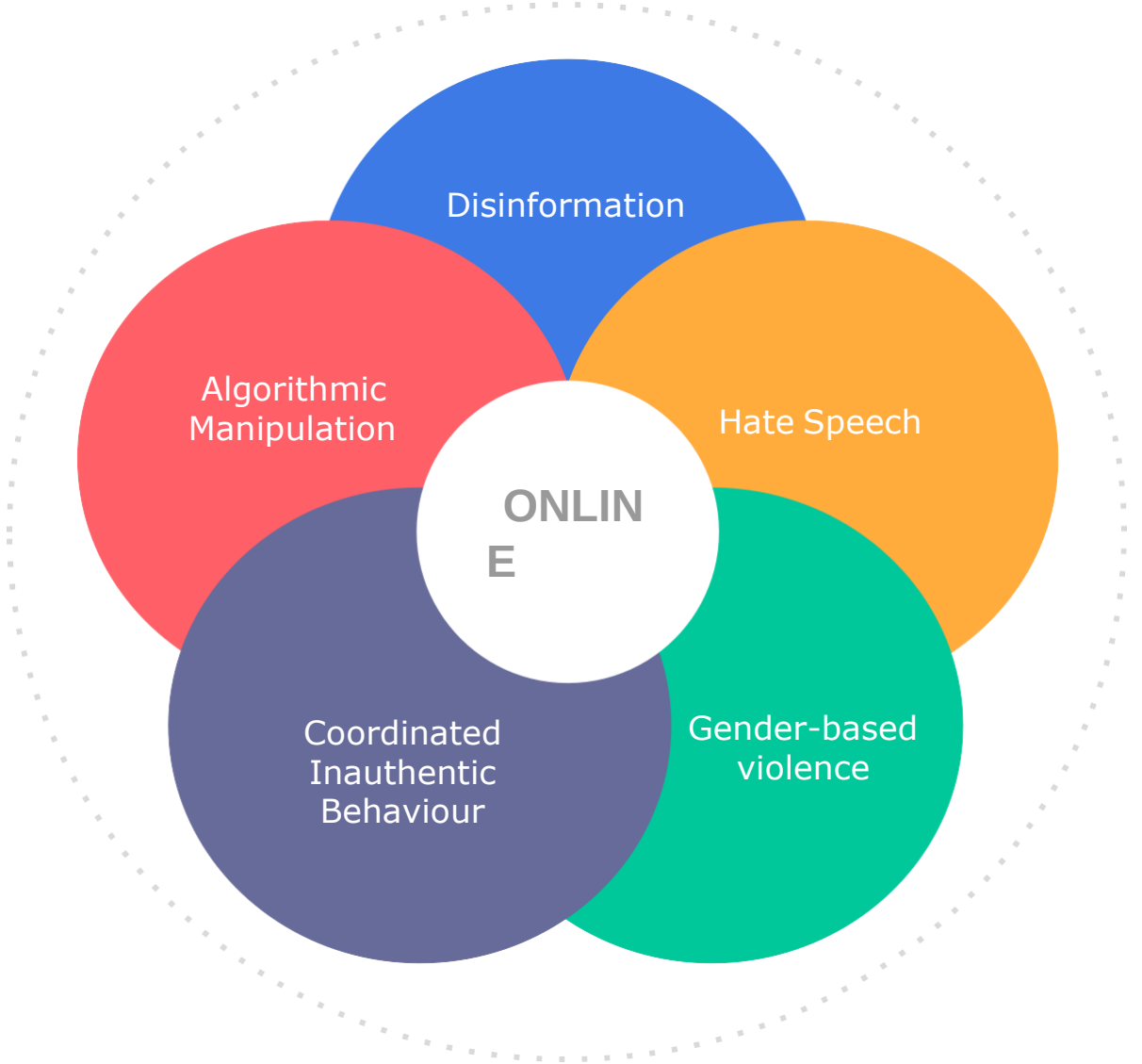
ISSUES OF AUTHENTICITY & LEGITIMACY



Refers to the form of distribution of the message

ISSUES OF AUTHENTICITY

IDENTIFY ONLINE THREATS


Disinformation
Algorithmic Manipulation
Hate Speech
ONLIN
E
Coordinated Inauthentic Behaviour
Gender-based violence

Module: 1 2 3 4

Section4

ONLINE PHENOMENA: DEFINITIONS



1. Distinguish the different forms of SM manipulation and their intent.
2. Compare examples of information manipulation, misinformation, malinformation, disinformation, hate speech and gender based violence.
3. Define hate speech and online gender-based violence.

INFORMATION MANIPULATION

Malinformation

Information based on reality, used to inflict harm on a person, organization or country.

Information Operation

Coordinated efforts to deceive through suppression and disinformation.

Misinformation

False or misleading information shared without harmful intent, though the effects can be still harmful.

Disinformation

Verifiable facts or misleading information disseminated to intentionally deceive and may cause public harm.

Hate Speech

Be aware of:

Everyone shall have the right to freedom of expression. This includes freedom to seek, receive and impart ideas of all kinds.

It might be hate speech if there is extreme stereotyping of an individual or group dehumanizing them.

Intense political debate with sour language alone is not hate speech.

Insults alone are not hate speech.

Any advocacy of national, racial or religious hatred that constitutes incitement to discrimination, hostility or violence shall be prohibited by law.

If the attacks are on ethnicity and the community has suffered heinous crime: it might be hate speech.

The one talking or receiving the comments: are they a public person? Talking about public interestinfo? Context? Is it true?

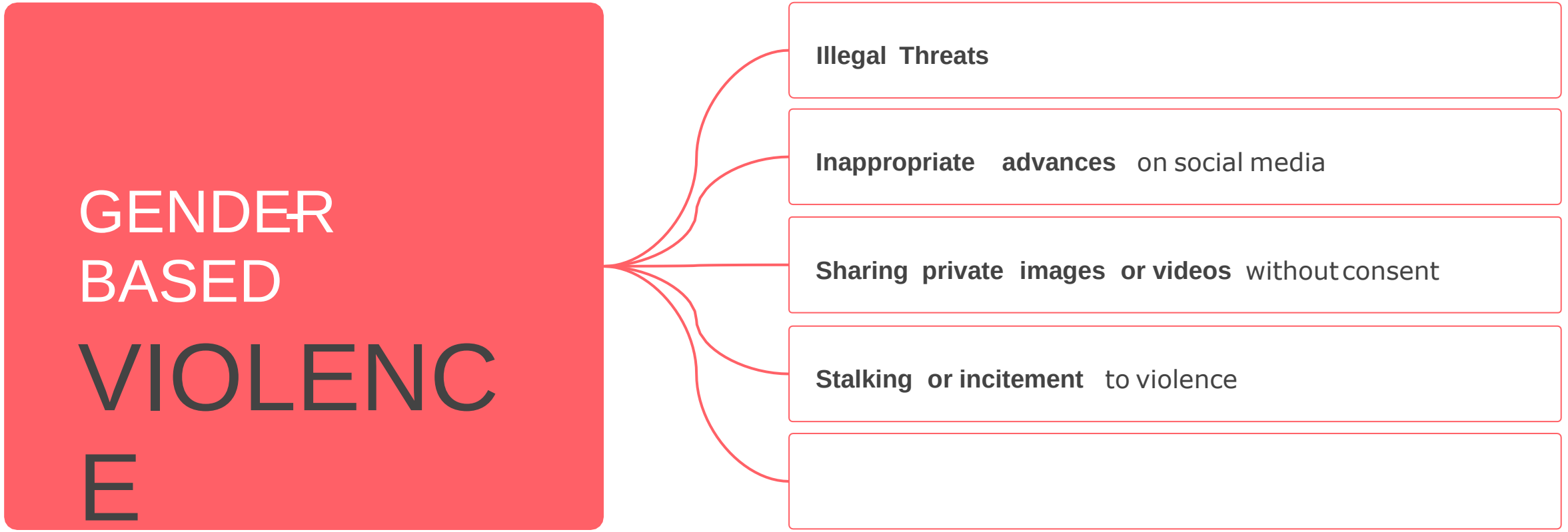
W: DEMOCRACY-REPORTING.ORG

f:

facebook.com/democracy.reporting

ONLINE VIOLENCE: GENDER-BASED VIOLENCE

Unwanted, offensive or sexually explicit messages



Level 1 – Module 1 – Section 4

Module: 1

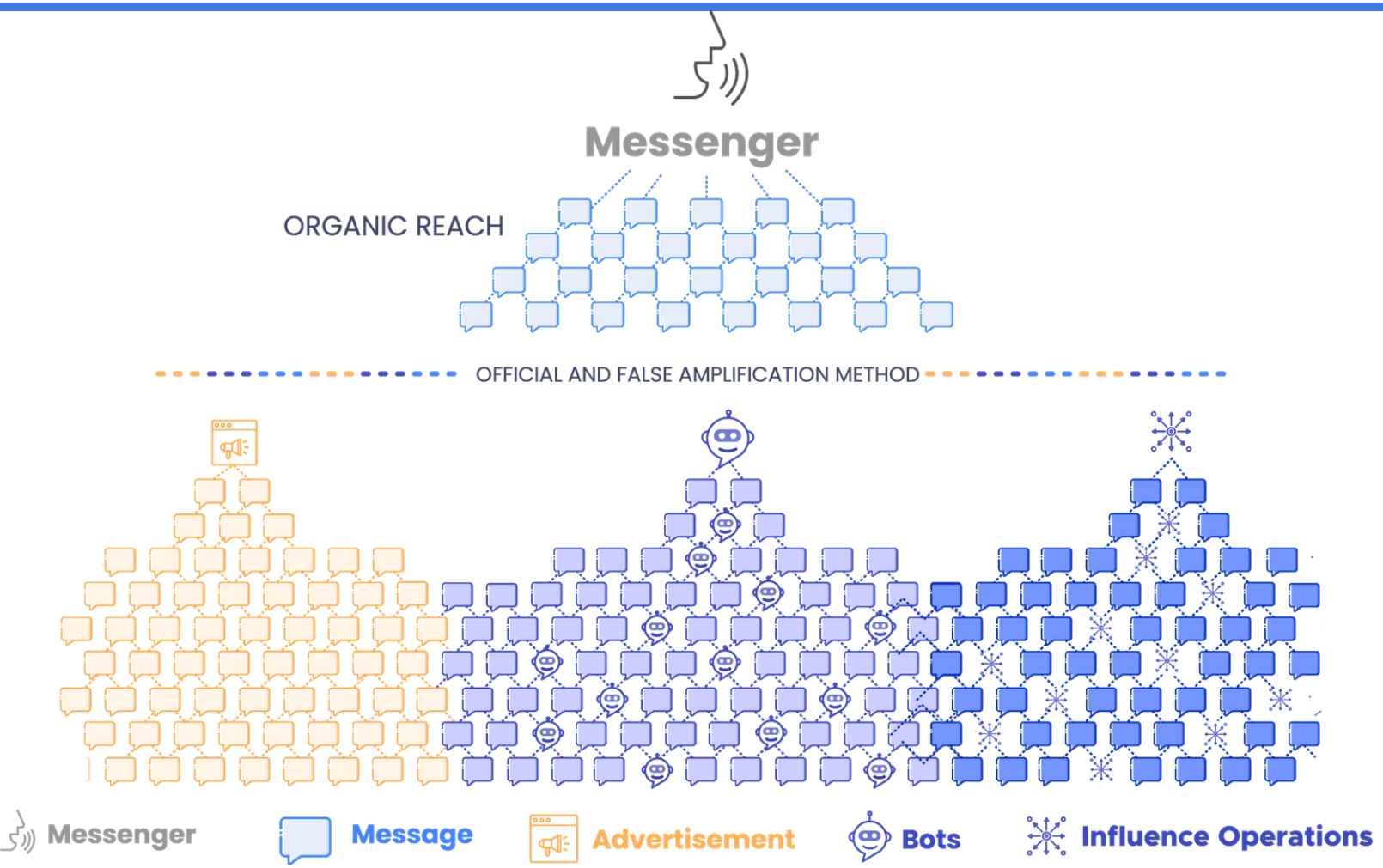
Section5

ONLINE PHENOMENA: AMPLIFICATIONMETHODS



1 Explain how the 2 different phenomena are amplified.

AMPLIFICATION METHODS


Messenger
ORGANIC REACH
OFFICIAL AND FALSE AMPLIFICATION METHOD
Messenger
Message
Advertisement
Bots
Influence Operations

POLITICAL ADS

Platform	Allow Ads	Category of Political Ads	Access to Political Ads
Facebook	✓	✓	✓
Instagram	✓	✓	✗
Twitter	✗	✗	✗
	✗	✓	✓
	✗	✗	✗

TikTok 

Telegram 

YouTube 

WhatsApp

ATTENTION MANIPULATORS

Spot the bot

I am a Social Bot that has been programmed to retweet about the political far right on Twitter.

Deceptive Doug

I am a master of manipulation on social media by using bots to cause chaos.



I get a laugh when I harass people, distract them away from the real issue, create polarization and manipulate people's attention.



INFLUENCE OPERATIONS (IO)

Coordinated efforts to manipulate or corrupt public debate for a strategic goal.

Actors

Government: IO undertaken directly by state actors, including military, intelligence, and cabinet-level bodies.

Non -Government: IO undertaken by groups unaffiliated with a government, including hacktivists, financially-motivated 'troll farms', commercial entities, political parties and campaigns, special interest or advocacy groups.

Target

Domestic: IO that targets public debate in the same country from which it operates.

Foreign: IO that targets the public debate in a different country from which it operates.

Mixed: IO campaigns and threat actors that run campaigns that target both domestic and foreign audiences.

INFLUENCE OPERATIONS (IO): EXAMPLE



Tat Hanan has always denied any wrongdoing. Composite: Guardian Design/Haaretz/The Marker/Radio France

A team of Israeli contractors who claim to have manipulated more than 30 elections around the world using hacking, sabotage and automated disinformation on social media has been exposed in a new investigation.

Revealed: the hacking

and

disinformation

team

meddling

elections

Level 1 – Module 1 – Section 5

Source: The Guardian

Case Study: South Africa Elections 2024 – Elections Monitroing and Tech Platforms Collaboration

● The Electoral Commission (IEC) has partnered with social media giants Google, Meta and TikTok, and non-profit organisation Media Monitoring Africa (MMA) to curb disinformation ahead of South Africa's 2024 National and Provincial Elections.

Case Study: South Africa Elections 2024 – Elections frameworks with tech companies

The salient points of the Framework including the following:

- It establishes co-operation during the election period in good faith;
- It is a collaborative framework that respects existing laws and does not require sharing confidential user data;

- Aligns with the South African Constitution, the Electoral Act, and Electoral Code of Conduct; • Supports the establishment of a Working Group between partners, promotes access to accurate information, conduct of awareness campaigns on elections, and provides training to political parties, election candidates and other key election stakeholders on addressing disinformation; • Allows online platforms to implement policies and processes such as content removal, advisory warnings, and delisting to address disinformation;

- Enables signatories to cooperate with the IEC and MMA in initiatives including Real411.org (complaints platform) and PADRE.org.za (transparent repository of political advertisements) to combat disinformation.

THANK YOU

DEMOCRACY REPORTING INTERNATIONAL

Discussion



WAFAA HEIKAL

Social Media Analyst

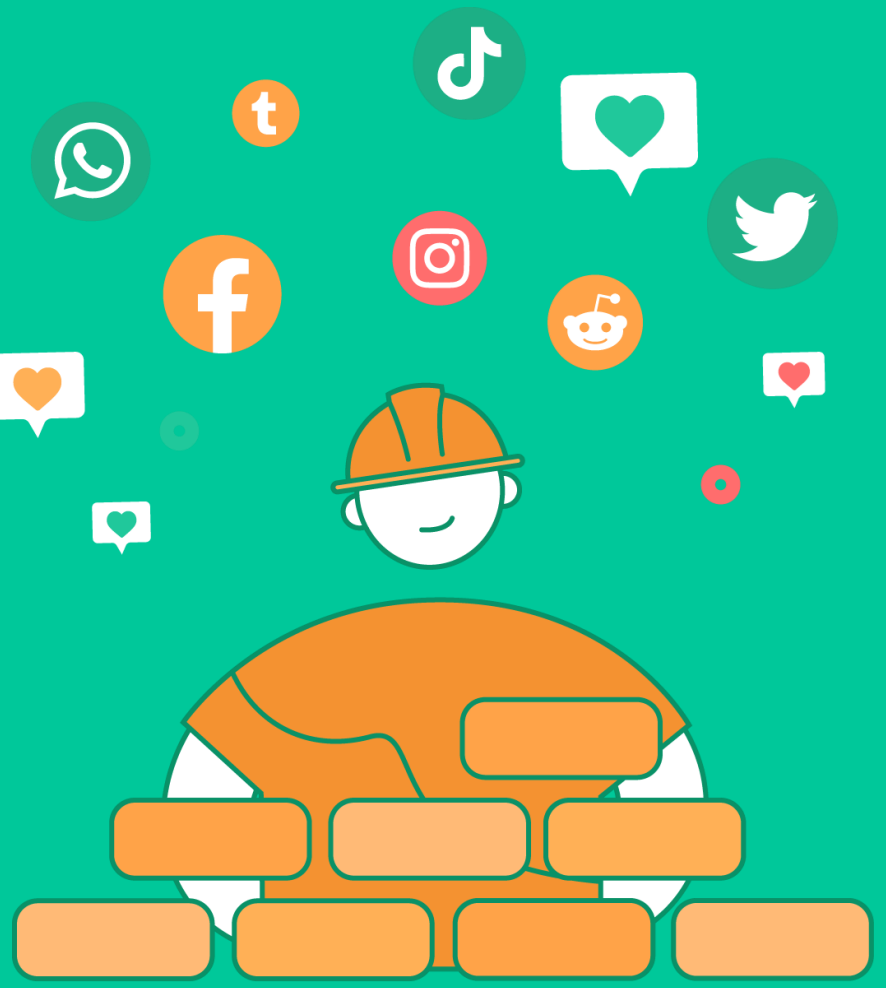
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INTERNATIONAL

SOCIAL MEDIA MONITORING

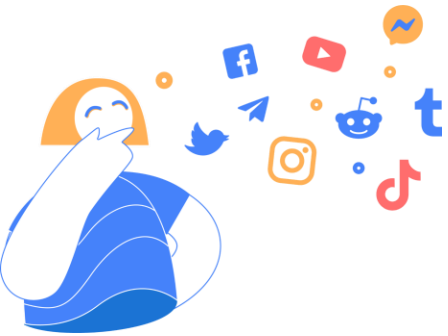
LEVEL 1: Module 2



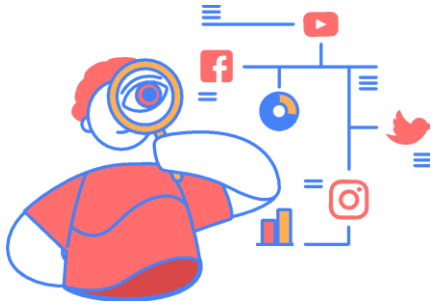
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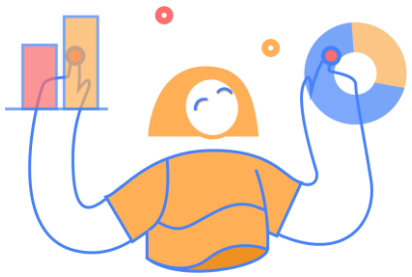
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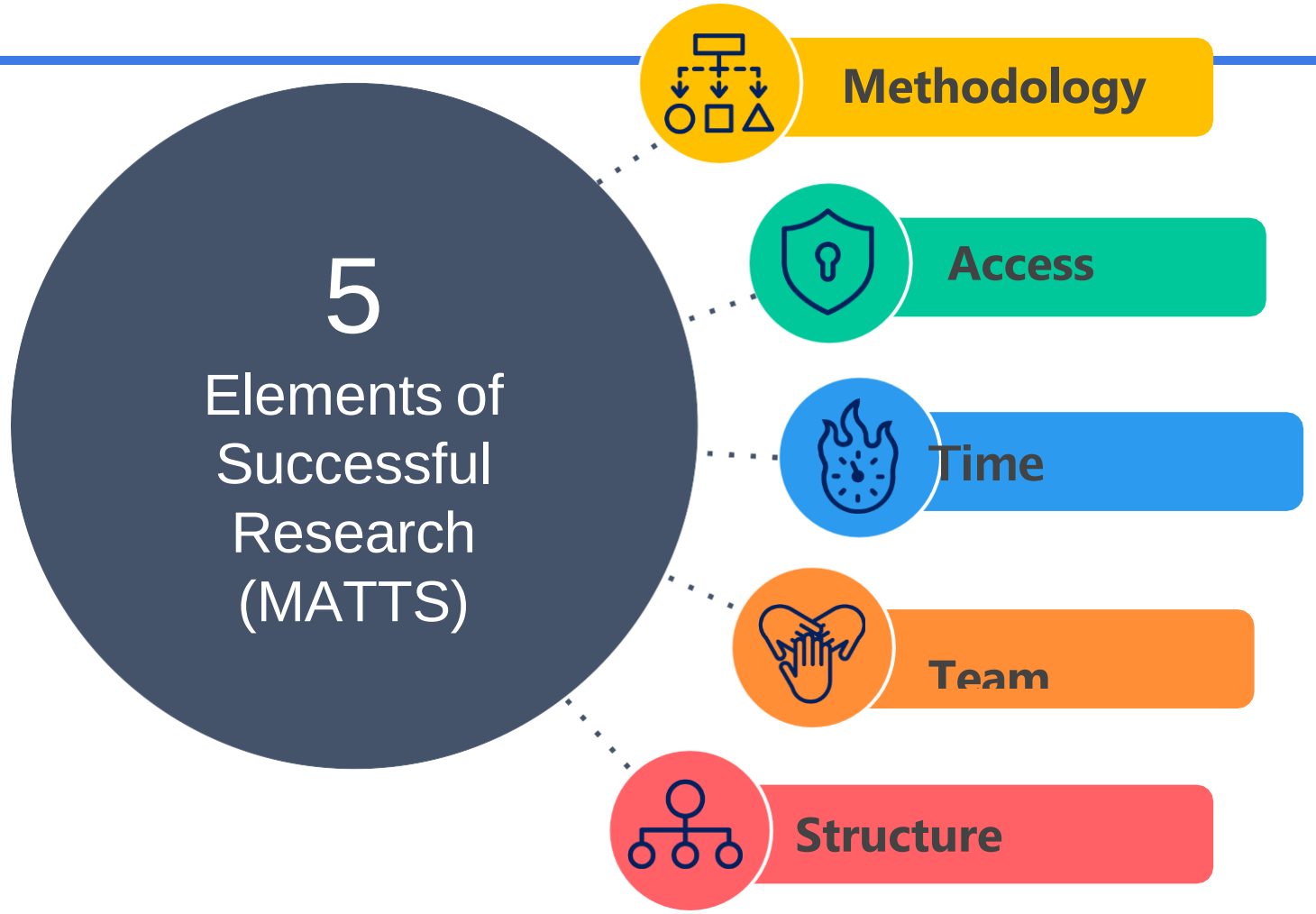








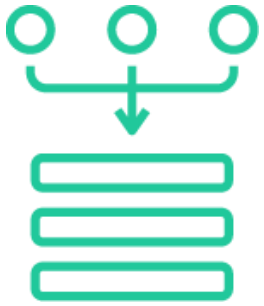
5 ELEMENTS OF SUCCESSFUL RESEARCH


5
Elements of Successful Research (MATTS)
Methodology
Access
Time
Team
Structure

4 PHASES OF RESEARCH



Preparation Collection



Data



Data Analysis



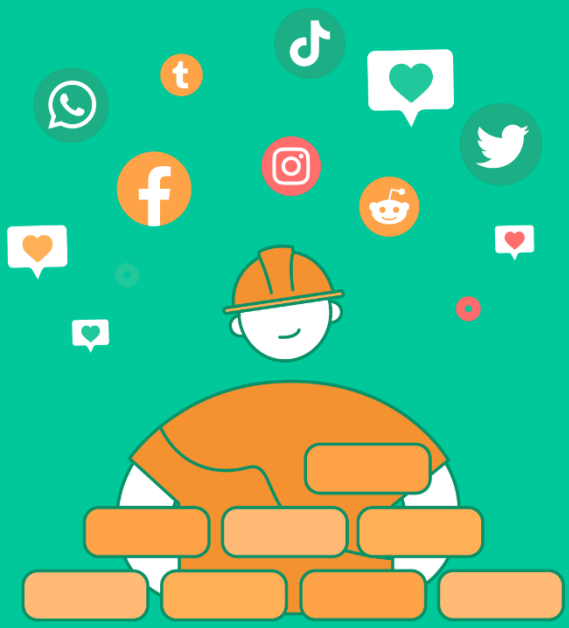
Reporting & Outreach

Module:

Section

GATHER YOUR TEAM

1. 3 things to consider when gathering your team.
2. Set up your team's workflow.



INTERDISCIPLINARY TEAM



Necessary Skills



Team Workflow



Capacity



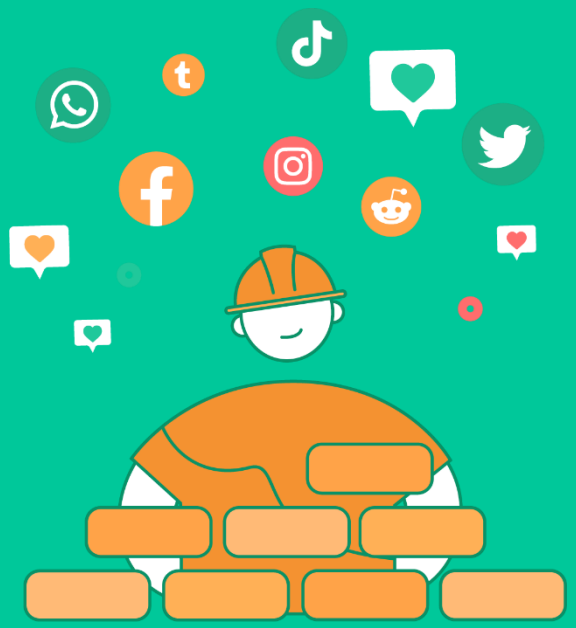
Number of People

Module:

Section 5

WHICH PHENOMENA

1. **Identify which phenomena you will research.**



IDENTIFY PHENOMENA

Organisational Mandate

Context/Prior Studies

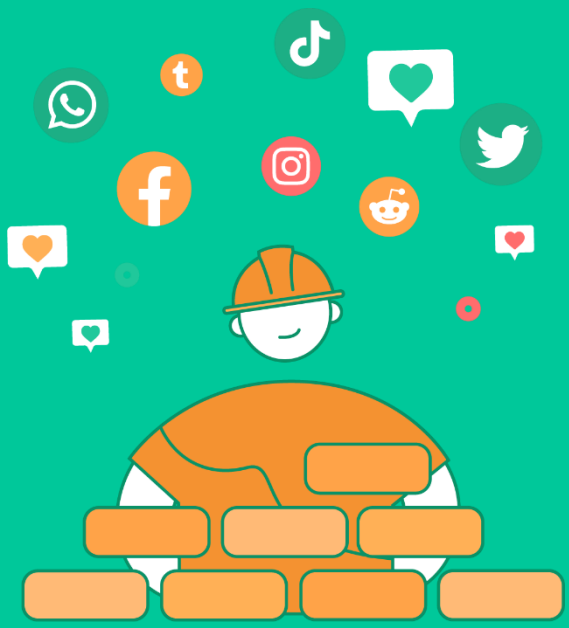
Restrictions to Consider

Module:

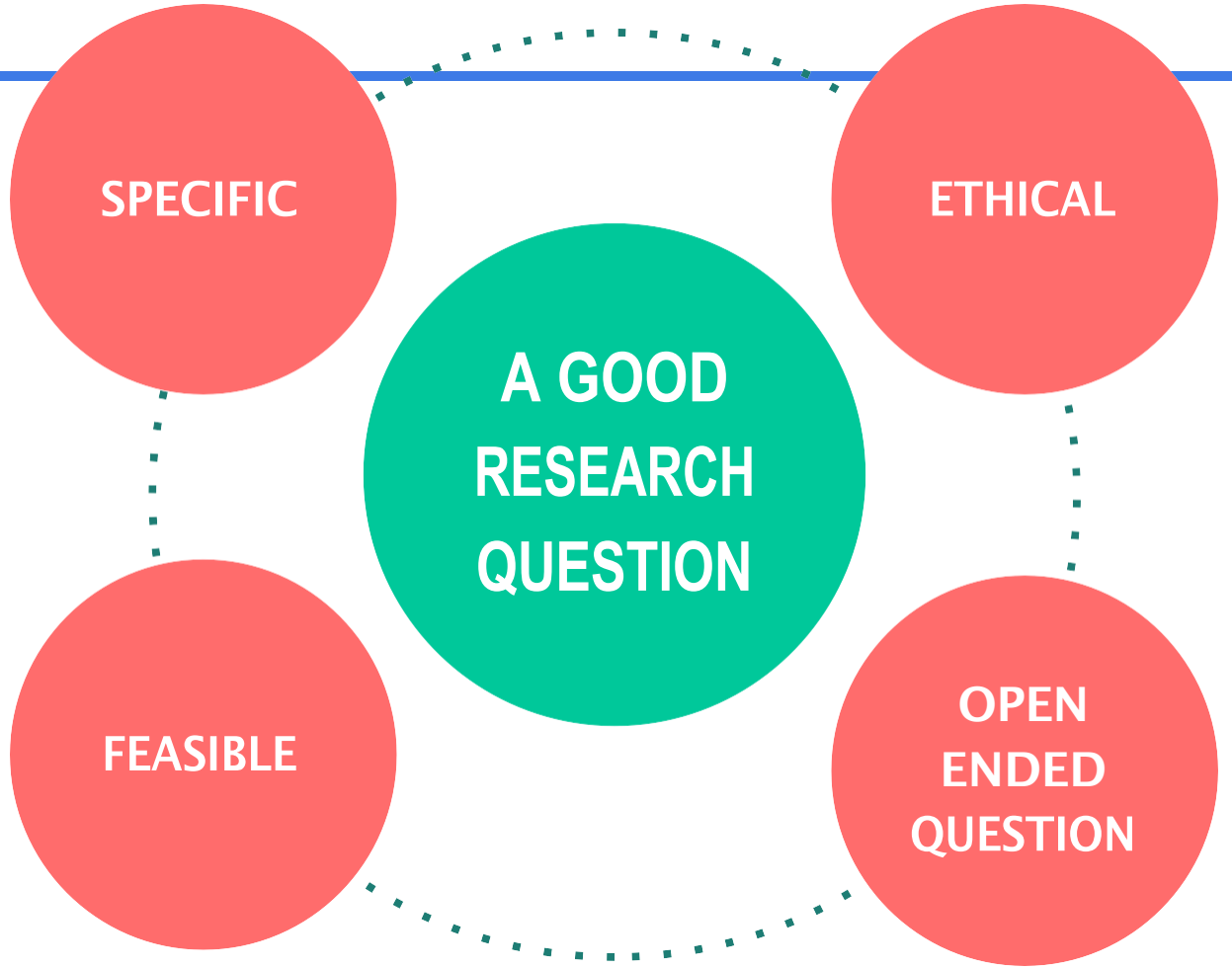
Section 6

WRITING YOUR RESEARCH QUESTION

1. **List 4 questions you need to answer to develop your research question.**



BASIS OF A GOOD RESEARCH QUESTION


SPECIFIC
ETHICAL
A GOOD RESEARCH QUESTION
FEASIBLE
OPEN ENDED QUESTION

EXAMPLES OF RESEARCH QUESTION

1. How does the sentiment of political tweets on Twitter by political candidates change leading up to and following national elections?

1. How do engagement metrics (likes, shares, comments) on politicians' social media posts correlate with their performance in terms of voter turnout and election results?

GUIDING QUESTIONS

Which phenomena?

Which platform?

Which timeline/event?

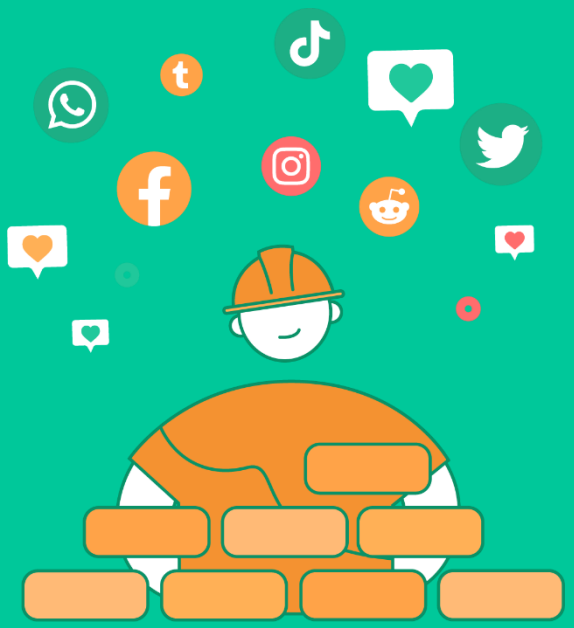
Which unit of analysis?

Module:

Section 7

WHICH PLATFORM

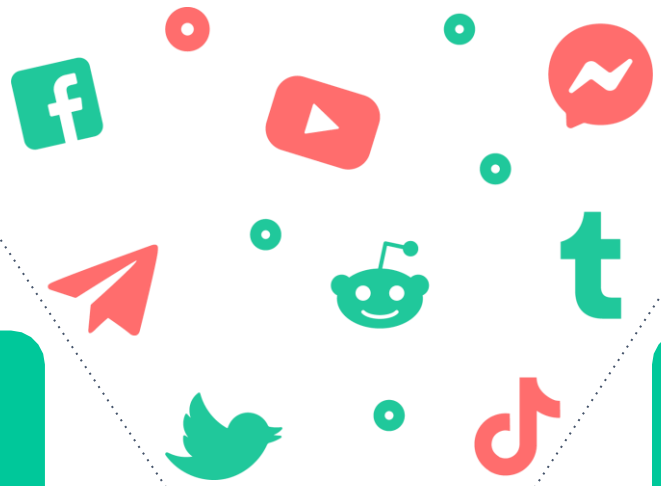
1. Choose the platform relevant for your event and context.



NARROWING YOUR SCOPE

Data Access

Data Availability



Type of Content

Relevant in Context





DATA ACCESS

Don’t Forget about data access…

Platform	Which Instance?	API	Who has access?	Historical Data?	Public Spaces not Available
	Public Pages and Groups	Yes	Vetted Researchers + Developers	Unlimited	Public Accounts, Comments on Public Pages and Groups, Additional Features
	Public Accounts	Yes	Vetted Researchers + Developers	Unlimited	Comments on Public Accounts, Additional Features
	Public Channels	Yes	Researchers + Developers	Unlimited	Additional Features on Public Channels

	Public Accounts	Yes	Vetted Developers*	Unlimited	Comments on Public Accounts, Additional Features
	Public Accounts	Yes	Vetted Academic Researchers + Paid Access	Unlimited	Audio
	Public Channels and Groups	Yes	Developers	Unlimited	All public spaces available

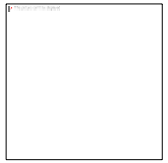
CATEGORY OF DATA

Don’t Forget about data access…

Category of Data/Platform						
Name (username/group/channel name)						
Comments/ replies	✓	✓	✓	✓	✓	✓
Geolocation	✓					✓
Time of post	✓			✓	✓	✓
Reactions	✓	✓	✓	✓	✓	✓
URL of post	✓	✓	✓	✓	✓	✓

Followers/Group Members at the time of posting	✓	✓	✓	✓	✓	✓
Forwarded from/RT	✓		Not applicable	Not applicable	✓	✓
Views on the post	If it's a video	✓	✓	✓	Not applicable	✓
Description of Post/Caption/Text	✓	✓	✓	✓	✓	✓

WHICH PLATFORMS TO MONITOR

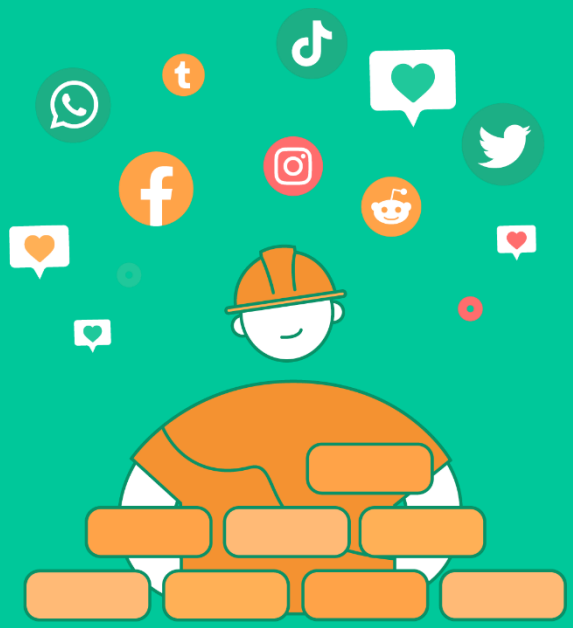


- Most Used
- Known to spread disinformation
- Popular for news, political discussions
- Accessible
- Relevant metrics

Section 8

WHICH TIMELINE

1. Determine the timeline and event to observe.
2. Review how to conduct a risk assessment.



WHICH TIMESPAN TO COVER



One-off event



Regular



Incident Based

ELECTION VS. EVENT MONITORING

ELECTION MONITORING	EVENT MONITORING
Start preparation around 4–5 months before the election	Might not have time to prepare (if possible retrieve data)

Monitor before, during and after the voting day	Monitor only timespan that is relevant to your event (before and after can always be interesting)

ACTIVITY 13: Use Case

DISCUSSION

5
MINUTES

Looking at your research question, what would be the optimal timeframe for your project?

GUIDING QUESTIONS

Which phenomena?

Which platform?

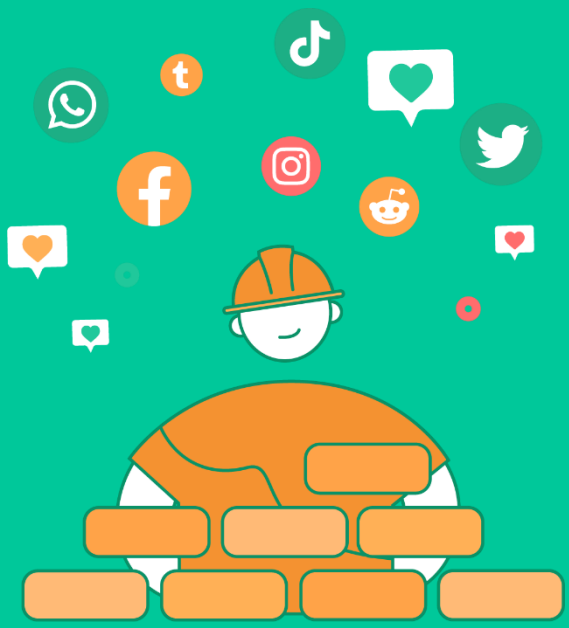
Which timeline/event?

Which unit of analysis?

Module:

Section 9

WHICH UNIT OF ANALYSIS/OBSERVATION



1. Choose who and what to monitor.
2. Compare if its actor driven vs. topic driven.
3. Practice testing keywords, actors and public discourse.

WHO & WHAT TO MONITOR

Unit of Analysis

Unit of Observation

The phenomena/topic that you are studying or analysing in your research

The actual entity you are observing or collecting data from

WHAT TO MONITOR?



Keywords



Public fora



Relevant

Actors/Accounts

Level 1 – Module 2 – Section 9

~~CLARIFY WHAT YOU WANT TO ACHIEVE~~

How frequently to report?

How to share your findings?



How to reach relevant stakeholders?

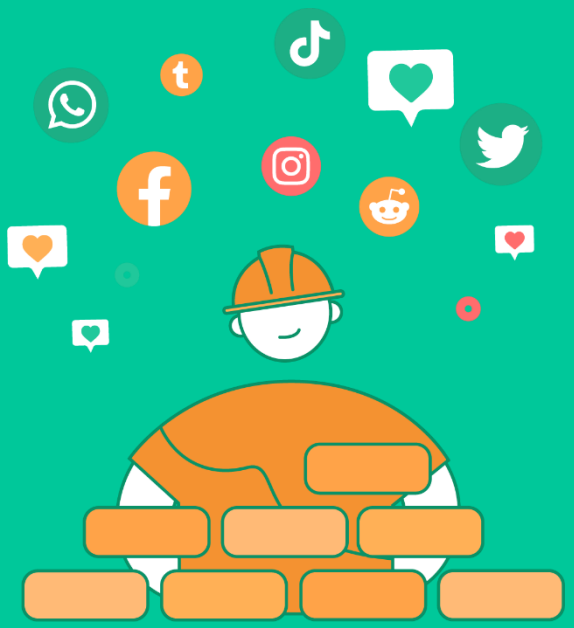
What are you trying to achieve?

How to write a successful report?

Module:

Section 11

INTRO TO QUALITATIVE & QUANTITATIVE DATA



1. Compare qualitative and quantitative considerations for data samples.

CONSIDERATIONS

QUALITATIVE	QUANTITATIVE
In-Depth Understanding	Large-Scale Data Analysis
Text can be placed into context	Access to Historical Data
Rich and detailed descriptions of social media content	Cross-sectional studies
More precise interpretation and understanding of the text	Automatisation of analysis

Datasets from multiple languages

Data-driven and Comparative Insights

Case Study: South Africa Elections 2024 – AI and Political Narrative

- AI tools have been changing the digital ecosystems, by using face-swapping and audio clonning free software to produce political content that can impact voter opinions. (Example: use case of @DZumaSambudla on Twitter)
- AI also can be used to automate



disinformation campaigns and

create sophisticated images and videos to deceive people.

Case Study: South Africa Elections 2024 – Tools and Techniques

https://www.mediamonitoringafrica.org/online-tools/
Social Media Monitor Toolkit – DRI (democracy-reporting.org)
Risk Assessment – DRI (democracy-reporting.org)
Social Media Monitor Toolkit – DRI (democracy-reporting.org)
Using the Wayback Machine and Google Analytics to Uncover Disinformation Networks - bellingcat
Testing AI or Not: How Well Does an AI Image Detector Do Its Job? - bellingcat
InVID Verification Plugin - InVID project (invid-project.eu) CrowdTangle |
Content Discovery and Social Monitoring Made Easy tweetdeck.twitter.com

THANK YOU

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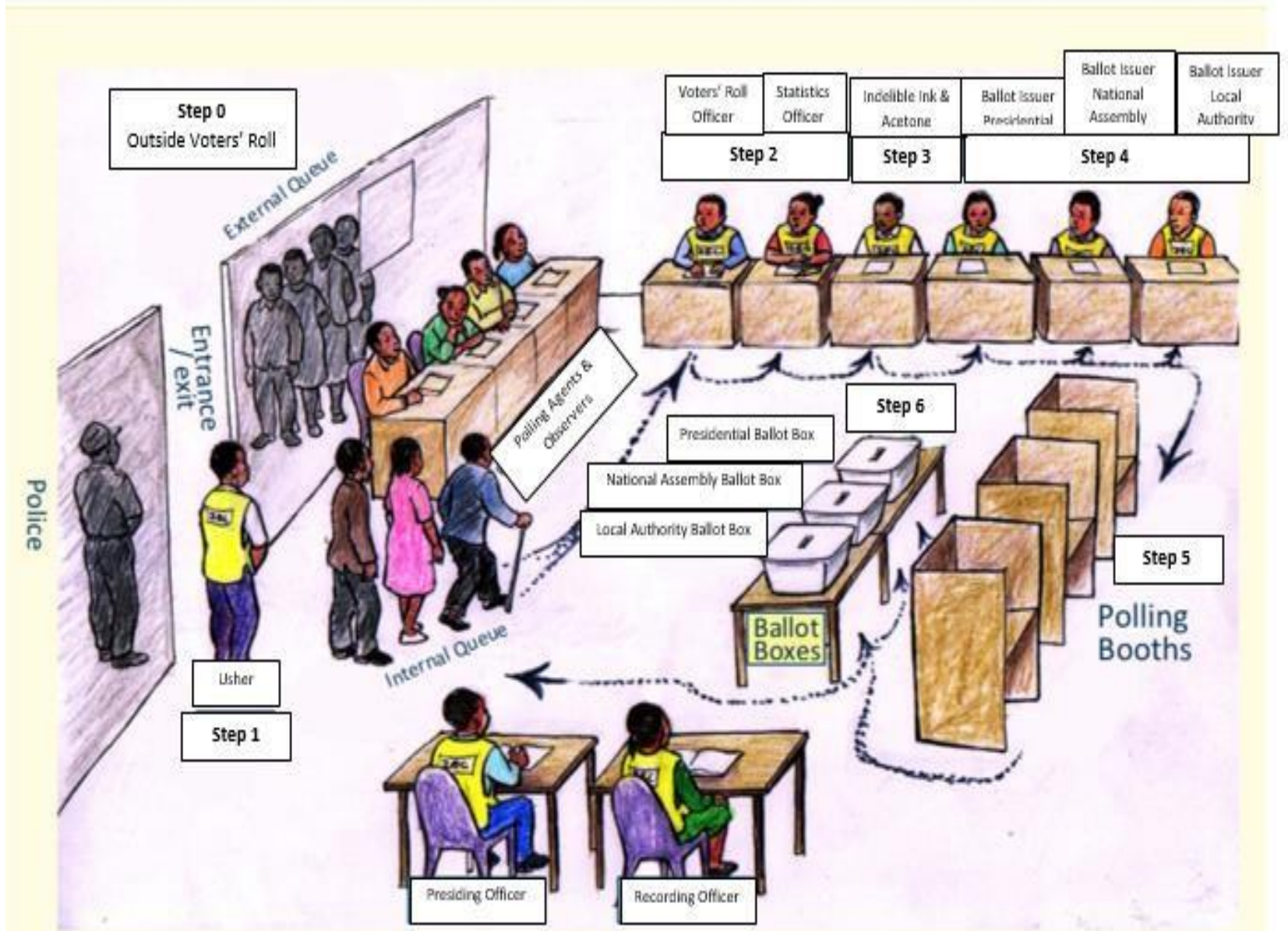
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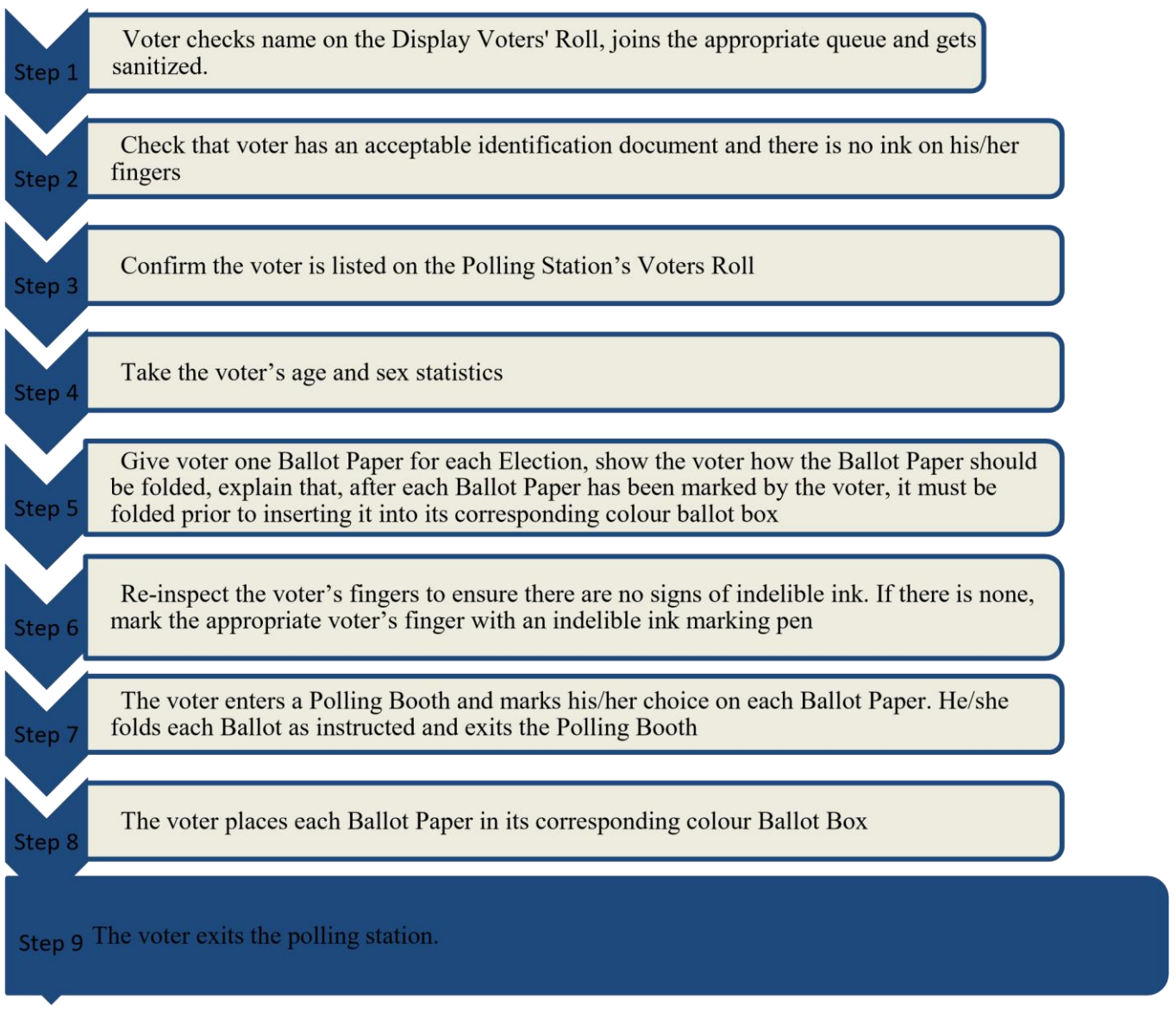
Appendices

Appendix I: Example of a Polling Station Layout[1]

Adapted from the Zimbabwe Electoral Commission.


Step 0
Outside Voters' Roll
External Queue
Entrance / exit
Police
Usher
Step 1
Internal Queue
Polling Agents & Observers
Voters' Roll Officer
Statistics Officer
Indelible Ink & Acetone
Ballot Issuer Presidential
Ballot Issuer National Assembly
Ballot Issuer Local Authority
Step 2
Step 3
Step 4
Step 6
Presidential Ballot Box
National Assembly Ballot Box
Local Authority Ballot Box
Ballot Boxes
Step 5
Polling Booths
Presiding Officer
Recording Officer

Appendix II: Steps in the Polling Process- Sample Zimbabwe



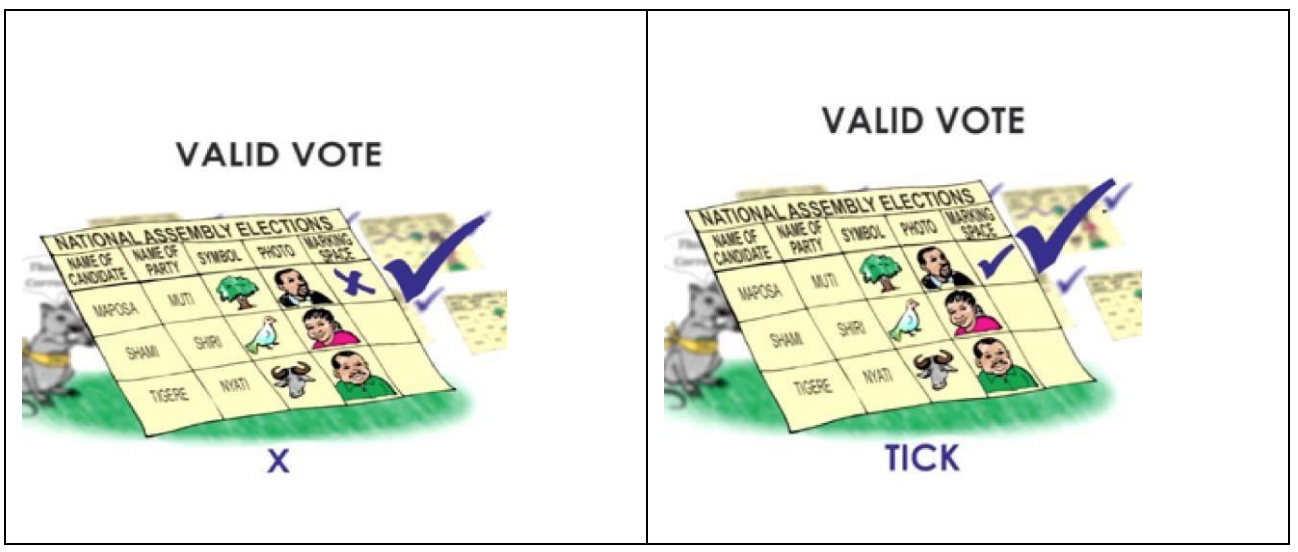
Source ZEC

Appendix III: Examples of Valid and Invalid Ballots[2]

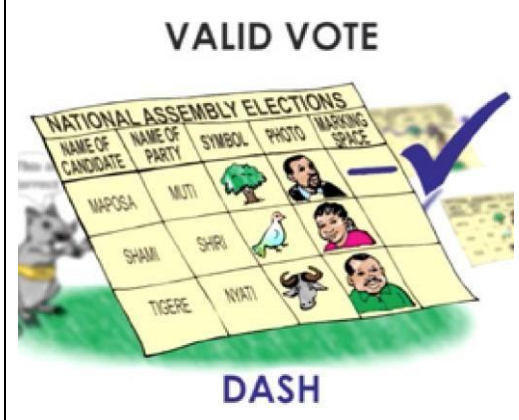
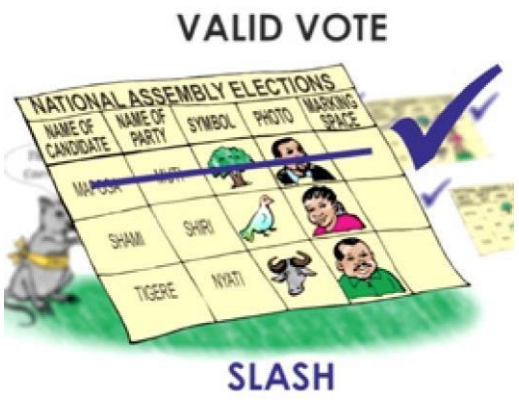
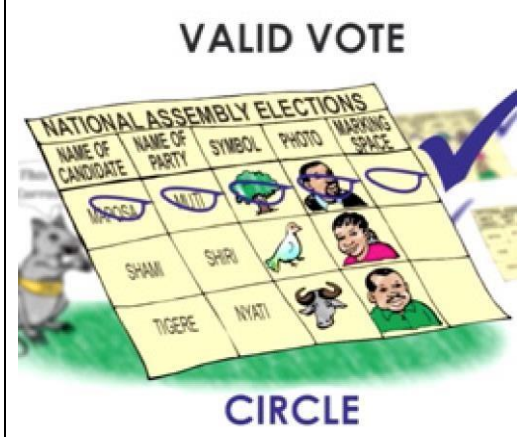
Examples of Valid Ballots

In marking the Ballot Paper, the voter is supposed to place a cross (an X,) in the marking space. Section 63(4) of the Electoral Act provides that at the counting of the votes the Presiding Officer shall not reject any Ballot Paper where the voter has indicated with certainty the candidate for whom he/she intended to vote merely by reason of the fact that the voter has so indicated otherwise than by means of a cross.

The voter can use a mark other than an X in the marking space provided that it clearly indicates the intention of the voter. This would include marks such as a tick ✓, a circle, oval 0, a dash or straight line across –,a squiggle ~~, a slash /. Marking using an X or any other of these marks in another place on the Ballot Paper would still be a valid vote provided that the intention of the voter is clear. See the examples below.



Adapted from the Zimbabwe Electoral Commission.

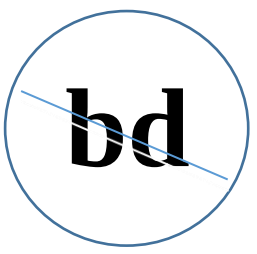
	
	

Invalid votes

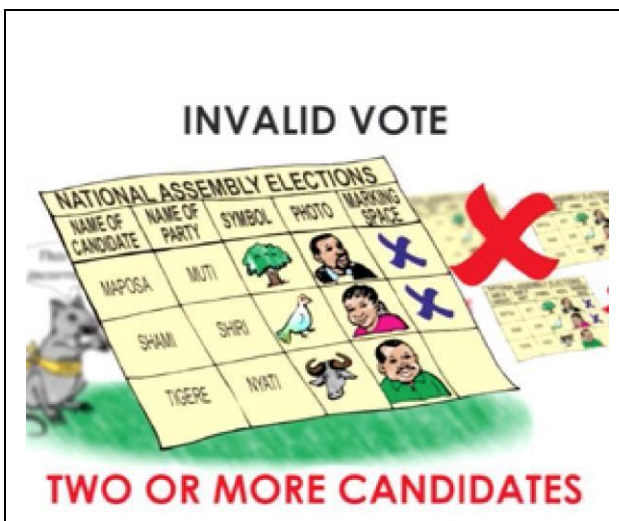
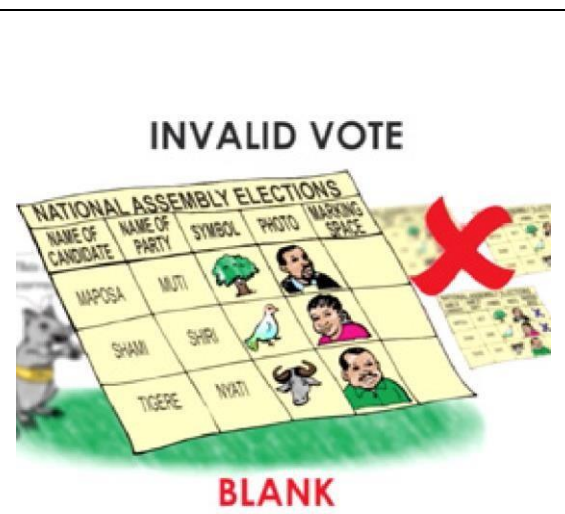
The voter must not place his or her signature, initials or fingerprint in the marking space as this could lead to the identification of the voter and the vote would no longer be secret.

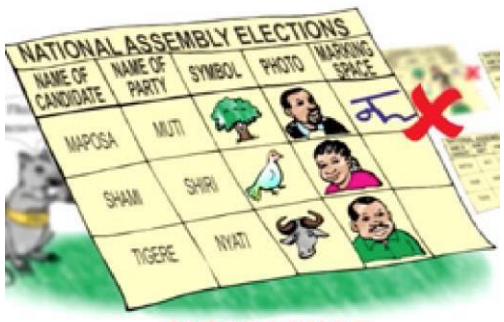
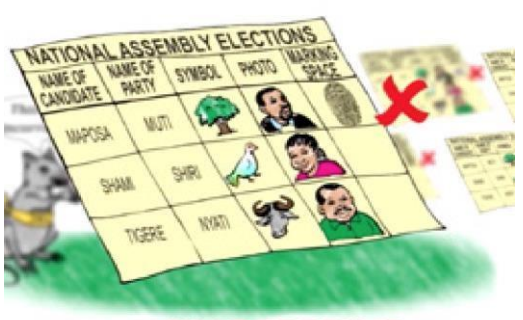
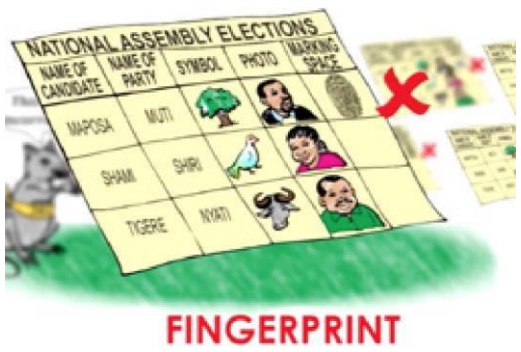
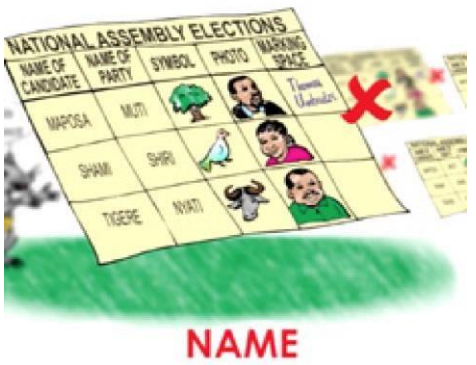
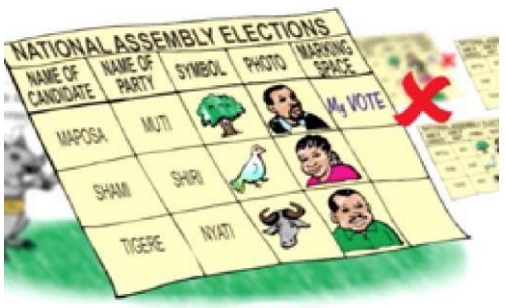






In the examples given below the ballots are invalid as they do not clearly indicate which candidate the voter wished to vote for.

INVALID VOTE  SIGNATURE	INVALID VOTE  FINGERPRINT
INVALID VOTE  FINGERPRINT	INVALID VOTE  NAME
INVALID VOTE  WORDS	

Appendix IV: Illustrative Official Results Form V11[3]

Polling Station Observers should use this as a guide to answering Questions EA to FS

Section B: Ballot Paper Account before Poll – Ballot Paper Received			
Book	**Serial Numbers**		**Number of Ballots**
	From	**To**	
Total			

Section C: Ballot Paper Account after Close of Poll			
Total number of ballot papers expected to be in ballot boxes. To be determined before opening of ballot boxes by adding up the counterfoils for issued ballots			
Unused ballot papers after polling	**Serial Numbers**		**Totals**
	From	To	

Adapted from the Zimbabwe Electoral Commission.

Unnumbered ballot papers			
Cancelled ballot papers			
Ballot papers not accounted for			
Total			

Section D: Polling Station Results Return after Counting		
Name of Candidates	**Political Party or Independent**	**Votes**
1.		
2.		
3.		
4.		
5.		
Total Votes Received		
Total Votes Rejected		
Ballot Papers Unaccounted For		
Total Valid and Rejected Votes Cast		

Answer Questions EA to FS based on the votes each candidate receives. Be sure to record the correct votes for each candidate

To help mitigate the risks associated with the observation mission, ESN-SA has put significant effort into developing the plans and policies designed to facilitate your safety during your assignment. These plans and policies can only be effective if they are followed, and ESN-SA strongly encourages all observers to ensure they understand and follow ESN-SA's security guidelines and that they play an active role in ensuring their own safety and security.
observers should keep these points in mind:

- Observing the elections is important, but your health and safety is more important.
- If your safety is threatened, leave the polling station and return to your home/hotel or other safe location. ● If the Election Observation Project Information Centre says it is time to go, it is time to go. Don't second guess their judgment

Personal Security

- Always be conscious of everything happening around you. USE COMMON SENSE TO AVOID UNSAFE SITUATIONS ● Immediately remove yourself from a potentially dangerous environment ● Always carry your National ID and avoid looking out of place.
- Beware of jostling in large crowds, avoid contact.
- Dress conservatively, be confident but unassuming. Only wear ESN-SA provided regalia (t-shirts/bibs) if it is safe to do so.
- If you are subjected to any threats, intimidation or violence you should immediately contact your contact the Election Observation Project Information Centre.
- You should remain neutral in all disputes
- Do not carry any weapons
- Do not get emotional or overexcited
- Do not display any links with any political party by wearing political party regalia or campaign symbols
- You should use photographic, audio or video recording equipment discreetly
- Always conduct yourself in a sober manner and take every threat seriously
- Avoid carrying valuables; do not flash cash
- Let someone you trust know where you are going and when you will be back.

In Vehicles (hired for Mobile Observers)

- Don't get into a vehicle with obvious safety defects (smoking engine, flat tyres, major body damage, no seat belts) ● Know the name and phone number of everyone in your vehicle including the driver ● Wear seatbelt.
- Keep doors locked.
- Have your accreditation badge with you at all times
- If the driver is speeding or operating vehicle in an unsafe manner, tell him to slow down or pull over altogether. YOUR LIFE IS MORE IMPORTANT THAN HAVING AN AWKWARD MOMENT WITH THE DRIVER.
- Report problems with drivers or vehicles to your Provincial Officer(s) immediately.
- Remember that your driver's job is to get you safely to your destination, and that to do this, he needs food and rest just like you do.

At Roadblocks

- You are in charge. Do not allow the driver to answer questions about ZESN or your work. You do the talking.
- If asked questions directly, be polite and answer truthfully – we have nothing to hide.
- If any member of your party is detained at a roadblock, contact the hotline provided immediately.

Accidents

- If involved in an accident while on duty, 1) call for medical assistance, 2) if assistance is not readily available, arrange transport to nearest medical facility if possible, 3) contact IMMEDIATELY the Election Observation Project Information Centre.
- Be aware of large and aggressive crowds forming at accident scenes, and be prepared to move to safe location.
- Cooperate with local authorities including law enforcement. **Communications**
- Carry your cell phone at all times, make sure it is on and charged.
- If you are concerned about your safety, IMMEDIATELY CALL YOUR Provincial Officer(s)
- Should you find yourself at risk, get to the nearest place of safety IMMEDIATELY SEND A CRITICAL INCIDENT REPORT and call your Provincial Officer(s) .
- Ensure that you provide as much detail as you can so that any evacuation can be quickly and safely carried out. We need to know where you are and how we can communicate with you.

Adapted from the Zimbabwe Electoral Commission.

- Carry your cell phone with you at all times and make sure it is charged and has airtime credit – DON'T USE ALL YOUR AIRTIME CALLING HOME
- Carry your national ID at all times
- Where an evacuation is ordered, you will receive detailed instructions on when and where to go.

Evacuation

- In the event of a major crisis, ESN-SA may elect to evacuate Observers from part, or all the deployed areas
- For an evacuation to quickly and safely be carried out it is essential that we know where you are and can communicate with you.
- Carry cell phone at all times and make sure it is charged and has airtime credit – DON'T USE ALL YOUR AIRTIME CREDIT CALLING HOME OR OFFICE
- Remain in your area of assignment, and inform your Provincial Officer(s) of any variations in your plan of travel
- Carry your accreditation card and national ID at all times
- Have a "go bag" with change of clothes, prescription medication, toothbrush, other essentials ready in case sudden evacuation is necessary

Appendix VI: Code of Conduct for Election Observers -Sample Zimbabwe

Code of Conduct for Election Observers

This Code of Conduct is applicable to all election observers that have volunteered to work for the ESN-SA Election Observation Project (Election Observation Project) for the harmonised elections. The ESN-SA Election Observation Project reserves the right to immediately terminate the services of any observer who fails to abide by this Code of Conduct.

1. **Adherence to National Laws and Electoral Guidelines:** An election observer shall observe and abide by the Constitution and laws governing the conduct of elections as well as, regulations and guidelines issued by the electoral management body from time to time.
2. **Non-partisanship:** An election observer shall refrain from participating in the design and implementation of programmes and activities of any political party or organization or identifying himself or herself with a politically-related activity of a leader or official of any political party or organization or any person who is actively engaged in seeking a public political office.
3. **Impartiality:** An election observer shall treat every political party and every candidate in the election for a public office fairly and equally. Observers shall refrain from giving any form of assistance to any party/candidate in connection with the elections. They will refrain from communicating with voters with a view of influencing how they will vote.
4. **Objectivity:** An election observer shall be objective in assessing any electoral process or conduct of any candidate or agent or supporter of any political party or candidate in an election.
5. **Non-Intrusiveness:** An election observer shall not interfere with the work of an election official but may ask any question he or she deems proper for purposes of clarifying any matter related to his or her work provided this is done in a manner that does not unduly affect the work of the official. The observer will at all times recognize the authority of the Zimbabwe Electoral Commission but will remain accountable to the ESN-SA Election Observation Project.
6. **Accuracy:** An election observer shall exhibit a high degree of professionalism and shall ensure accurate reporting based on facts or information that may come into his or her possession in the course of his or her work.
7. **Confidentiality:** An election observer shall refrain from making any personal comments or expressing his or her opinion on any matter pertaining to his or her work as an election observer to the media or the public. Apart from the normal reporting protocols established by the observation project, an observer shall maintain secrecy with reference to the electoral process.
8. **Diligence:** An election observer shall be diligent in discharging his or her duties as an observer and shall furnish any information or report that is required to be furnished to the competent authority within the specified period of time and in any other circumstance without any undue delay.
9. **Cooperation with other Election Observation Bodies:** An election observer shall cooperate with other stakeholders in the electoral process including representatives of other domestic election observation groups, international election observer missions and security agencies as per guidelines issued by the EMB.
10. **Security Consciousness:** An election observer shall at all times be security conscious and not place themselves in situations that could compromise their personal safety. Observers shall refrain from carrying or displaying arms or weapons of any kind during the conduct of their duties.
11. **Accountability:** Observers will not abuse funds or any other resources provided to them for the purposes of smooth observation by the ESN-SA Election Observation Project.
12. **Behaviour:** Observers shall not behave in any manner that is likely to bring the name of ESN-SA or the ZESN Election Observation Project into disrepute. In addition, observers shall not be intoxicated in the discharge of their duties.
13. **Enforcement Clause:** Any election observer who acts or conducts himself or herself in a manner that is inconsistent with any provision of this Code of Conduct shall be dismissed.
14. **Pledge to Observe the Code of Conduct and Neutrality:** Observers must sign the Neutrality Pledge for Observers.

Appendix VII: Electoral Act

Electoral Act (as amended at 24th January 2008) – First Schedule (Sections 13(4)(a), 14(6)(c) and 83(1))

Code of Conduct for Chief Election Agents, Election Agents and Observers - Sample Zimbabwe

1. A chief election agent, election agent or observer shall obey every lawful instruction of an electoral officer.
2. A chief election agent, election agent or observer shall not hinder or obstruct an electoral officer in the lawful conduct of his or her functions.
3. No observer shall wear any apparel sporting a prohibited symbol or apparel indicating any affiliation with a candidate or political party participating in the poll, nor in any other way canvass for any candidate or political party while observing the poll.
4. An observer shall at all times within a polling station, constituency centre or ward or council centre wear a badge or label bearing proof that he or she has been duly accredited in terms of this Act.
5. A chief election agent or election agent shall not wear any apparel sporting a prohibited symbol or indicating any affiliation with a candidate or political party participating in the poll, but may war such identification label or badge as is sufficient to indicate the candidate or political party he or she represents.
6. A chief election agent or election agent shall not, within or within two hundred metres of a polling station, constituency centre or ward or council centre, canvass for any candidate or political party.
7. A chief election agent, election agent or observer shall not obstruct or accost any voter at a polling station or on his or her way thereto or therefrom, nor interview any voter at a polling station.
8. A chief election agent, election agent or observer shall not do anything which compromises the secrecy of the ballot.
9. If a chief election agent or election agent considers that there has been any irregularity in the conduct of the poll or the counting of the votes, the chief election agent or election agent shall not bring such irregularities or apparent irregularities to the attention of any election officer other than the presiding officer or constituency elections officer.
10. If an observer considers that there has been any irregularity in the conduct of the poll or the counting of the votes, the chief election agent or election agent shall not bring such irregularities or apparent irregularities to the attention of any election officer other than the presiding officer or constituency elections officer at the polling station, constituency centre or ward or council centre concerned.
11. Not more than one election agent for any candidate shall be permitted to be in a polling station at any time.
12. A chief election agent or election agent may not be present at a polling station, constituency centre or ward or council centre located in a constituency or ward or council area for which his or her candidate was not nominated.
13. In the case of an election to the office of President –
    (a) a candidate's provincial or constituency chief election agents shall not be permitted to enter polling stations, nor witness the verification of statements of presiding officers or the counting of votes, outside the province or constituency, as the case may be, for which they were appointed.
    (b) not more than the prescribed number of the candidate's election agents may be present at the counting of votes.
14. A chief election agent, election agent or observer shall, generally, conduct himself or herself in a manner conducive to the peaceful, dignified and orderly conduct of the poll.

Appendix VII

POLLING STATION OPENING AND SET UP OBSERVATION FORM

of Observer Filling ORM:		In: Out:
e Team ID:	g Station Name and Number:	
nce:	tituency:	:

u experience a critical incident, please call and report it to this number:
XXXXXXXXXX
X

XXXXX

lectoral Support Network of Southern Africa (ESN-SA) would like to thank you for showing st in observing the Harmonised Elections. This observation Mission of ESN-SA requires ematic and comprehensive capturing of the Election Day proceedings.

ctions: Read the questions carefully. Put a tick in the appropriate box. If you cannot answer uestion, or it is not relevant, eave it blank. If you have additional information, please briefly n them in the comment section on the back of the form.

eed to be strictly non-partisan, impartial, and honest

NING and SET UP at Polling Station need to arrive at your opening polling station no later than 06:30 m.

01	any Electoral Officers present at Polling Station by 06:30am?			dn't arrive by am
02	you permitted to observe? *(If "No" complete end a critical incident form and Remain at olling station. DO NOT LEAVE!!*			
03	time did voting start at your Assigned Polling Station? *ot Open by 09:00am" complete a Critical Incident Form*)			
04	location of polling station compromised? *ide more detail in the additional information on)*			
05	he polling station have ALL the ballot boxes?			
06	e polling station have the official EMB stamp amping ballot papers?			
07	he polling station have indelible finger ng Pens for marking voters' fingers?			

08	he polling station have a Biometric Voters ith voters' photographs?			
09	he Presiding Officer show or say out the umbers for the Presidential, national mbly nd local authority ballot papers?			
010	an XXXXXXX Party Agent resent?	Female)	Male)	
011	an XXXXXXXXX Party Agent resent?	Female)	Male)	
012	an XXXXXXXX Party Agent resent?	Female)	Male)	
013	there Party Agents for any other political es resent?	Female)	Male)	
014	there uniformed security officers at the g station?	Female)	Male)	
015	many Electoral Officers were present at your ned Polling Station?	……..		
016	many Electoral Officers were women?	……		
017	he station set up so voters could mark their papers in secret?			
018	the polling station easily accessible to le With Disabilities (PWDs)?			
019	there any impediments to freedom of ment, ny problems with overcrowding, ssive elays or queues? (*If YES complete a al Incident Form*)			
020	the ballot box shown to be empty before sealed for voting to start?			
021	many ballot papers were received? *(Ask the Presiding Officer, if necessary)*			
022	er of registered voters according to polling n's voters roll *(Ask the Presiding Officer, if sary)*	…….		

023	he polling officials following the correct dures in terms of the Electoral Act/ EMB		
	g Procedures Manual? (*If NO complete a al Incident Form*)		
024	any local, regional and or international observers present at the polling n? *(If Yes, how many and provide the names of the Observer Mission(s)in the onal information section)*		

Please Provide any other additional information:
……..

………

……………………………………………………………………………………………………….

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…….I *affirm, to the best of my ability, that all of the information recorded on this form is accurate and truthful.*

______________________ ________________ _______________ ____________________

Name ID Number Date Signature

Appendix IX

POLLING DAY CRITICAL INCIDENT FORM

Name of Observer Filling this FORM:	**Date:**	**Time:**
Mobile Team ID:	**Polling Station Name:**	
Province:	**Constituency:**	**Ward:**

If at any time you witness any serious issue that threatens to undermine the integrity of the election:
1) Answer the questions below; 2) Immediately call the ESN-SA Critical Incident Number
<<+XXXXXXXXXX>>
3) PROVIDE MORE DETAILS IN THE SPACE PROVIDED ON THE BACK OF THIS FORM.
4) **You need to be strictly non-partisan, impartial and honest at all times.**

Step 1 – Question - Critical Incident Type?

Tick ONLY one critical incident code (1 to 25) for list:

At Polling STATIONS

c **1** Observer not permitted to observe at any time; c **2** Party agent not permitted to observe at any time; c **3** Polling station did not open; c **4** Voting suspended (for any reason); c **5** Missing or wrong election materials; c **6** Stealing or destruction of election materials; c **7** Harassment, intimidation, threats (at polling station); c **8** Sexual harassment (at polling station); c **9** Violence (at polling station); c **10** One person assisting multiple people to vote; c **11** Able-bodied (non-disabled) people being assisted to vote; c **12** Individual(s) being able to see how voters marked their ballot papers; c **13** Incorrectly counting ballots (ballots counted for the wrong candidate); c **14** Not counting ballot papers at polling station; c **15** Disagreement over results; c **16** Not posting of results at polling station;
c **17** Other (at polling station); Outside
Polling STATIONS
c **18** Campaign posters/paraphernalia within 300 meters of polling station;
c **19** Forcing people to go to polling stations; c **20** Roadblocks preventing people going to polling stations; c **21** Groups of armed people;
c **22** Harassment, intimidation, threats (outside polling station);
c **23** Sexual harassment (outside polling station); c **24** Violence (outside polling station); c **25** Other electoral violations

Step 2 – Question - Type of Target(s) of Incident (if any)?

Tick ONLY one

c **1** Voter
c **2** Party candidate supporter or candidate
c **3** EMB Official c **4** Observer c **5** Journalist c

6 Security officer/police
c **7** Other c **8**
More than one c **9** I don't know c **10**
None/Not applicable

Step 3 – Question - Gender of Victim(s) of Incident (if any)?

Tick ONLY gender type

c **1**
Male
c **2** Female
c **3** Both
c **4** I don't know
c **5** None/Not applicable

Step 4 – Question - Type of Perpetrator(s)/person(s) responsible for Incident (if any)?

Tick ONLY one

c **1** Voter
c **2** Party candidate supporter or candidate c **3** EMB polling official c **4** Observer c **5** Journalist c **6** Security officer/police
c **7** Other c **8**
More than one c **9** I don't know c **10**
None/Not applicable

Step 5 – Question - Gender of Perpetrator(s)/person(s) responsible for Incident (if any)?

Tick <u>ONLY</u> one

c **1**
Male
c **2** Female
c **3** Both
c **4** I don't know
c **5** None/Not applicable

Step 6 – Question - Were the victim(s) and the perpetrator(s) related to each other (same family)?

Tick <u>ONLY</u> one

c **1** Yes (same family) c **2** No (not related) c **3** I don't know c **4** Not applicable

Step 7 – Question - Did you Witness the Incident?

Tick <u>ONLY</u> one

c **1** I witnessed this event myself
c **2** I was told about this incident by someone else

Step 8 – Answer Additional Questions

As best as you can write in answers to the following questions as you may receive a call from LSZ to provide additional information about the incident.

1) <u>Who</u> was involved? Who is/are the victim(s)? How many victims are there? Are they affiliated with a political party or any other electoral related group? Who is/are the perpetrators (person(s) responsible for the incident)? How many perpetrators are there? Are they affiliated with a party, candidate, or group? Were the victim(s) and perpetrator(s) related?

2) <u>What</u> happened?

3) Where did the incident occur?

4) When did the incident occur?

5) Why did the incident occur? Were there any warning signs or events that may have led to the incident?

6) How have people reacted? Has the incident caused an increase in tensions? How have different people responded to the incident?

I confirm that I have completed this critical incident form honestly and all the information reported is, to the best of my knowledge, accurate.

_____	_____	_____	_____
Name	ID Number	Date	Signature

APPENDIX X

ESN-SA VAWIE Election Day Observation - Critical Incident Form

► If at any time you witness any serious issue that threatens to undermine the peacefulness or integrity of election day:
► 1) Answer the questions below; 2) **IMMEDIATELY** call the ESN-SA Desk Officer assigned to you in the training to report the incident. Refer to the telephone lists for the Desk Officer phone number.
► 3) BE SURE TO ALSO ANSWER THE MORE DETAILED QUESTIONS AT THE END OF THIS

FORM. ESN-SA will collect this information from you.

Observer Name and Mobile Number	

Observer ID	

Province		**Constituency**		**Ward**	

Date of Incident	**D**	**D**	**/**	**M**	**M**	**/**	**Y**	**Y**	**Time of Incident**	**H**	**H**	**:**	**M**	**M**

Polling Station **[Write down]**			**Location of the Incident:** **[Tick one']**	▫Inside the polling station	▫ Outside the polling station
Did you witness the incident ? **Tick ONLY one option**			▢ I witnessed the incident myself	▢ I was told about this incident by someone else	

EA*:* Incident Type [*Tick one*]	▫ **1.** A group of women voters brought to PS in an organized manner	▫ **2**. Physical violence against women	▫ **3.** Sexual harassment against women	▫ **4**.Psychological violence against women	▫ **5.** Economic violence against women	▫ **6.** You were not allowed to enter to observe or your observation was interrupted
	▫ **7.** Presiding Officer limited observation of others	▫ **8**. Women not on the voter's rolls not allowed to vote (more than 10)	▫ **9**. Women not allowed to vote for other reasons (more than 10)	▫**10.** Women assisted to vote	▫ **11**. Ineligible men allowed to vote	▫ **12**. Ineligible women allowed to vote
	▫ **13**. Unauthorized persons present at polling station	▫ **14**. Intimidation, harassment and interference of the voting process	▫ **15**. Voters in queue at 7pm not allowed to vote	▫ **16.** Missing or wrong voting materials	▫ **17.** Other	

EB: Type of Victim(s) of Incident (if any)? – Tick ALL that apply

▢ **1** Women voters ▢ **2** Women candidate ▢ **3** Party agent or supporter ▢ **4** Polling official ▢ **5** Another observer	▢ **6** Journalist ▢ **7** Security officer/police ▢ **8** Other ▢ **9** I don't know ▢ **10** Not applicable

EC: Gender of Victim(s) of Incident (if any)? – Tick ALL that apply

▢ **1** Female ▢ **2** Male ▢ **3** There was more than one victim, all female	▢ **4** There was more than one victim, both male and female ▢ **5** I don't know ▢ **6** Not applicable

ED: Type of Perpetrator(s)/person(s) responsible for Incident (if any)? – Tick ALL that apply

Person voting ▢ **1** Party agent or supporter ▢ **2** Election administration official ▢ **3** Observer ▢ **4** Journalist ▢ **5**	▢ **6** Spouse of a victim ▢ **7** Other family member of a victim ▢ **8** Security officer/police ▢ **9** Other ▢ **10** I don't know

EE: Gender of Perpetrator(s)/person(s) responsible for Incident of Incident (if any)? – Tick ALL that apply

▢ **1** Female ▢ **2** Male ▢ **3** There was more than one perpetrator, all male	▢ **4** There was more than one perpetrator, both male and female. ▢ **5** There was more than one perpetrator, all female. ▢ **6** I don't know ▢ **7** Not Applicable

As best as you can write in answers to the following questions to provide additional information about the incident.

1. Who was involved? Who is/are the victim(s)? How many victims are there? Are they affiliated with a political party or any other electoral related group? Who is/are the perpetrators (person(s) responsible for the incident)? How many perpetrators are there? Are they affiliated with a party, candidate, or group? Were the victim(s) and perpetrator(s) related?

2. What happened?

3. Where did the incident occur?
4. When did the incident occur?
5. Why did the incident occur? Were there any warning signs or events that may have led to the incident?
6. Any other Comments?

Signature: _____

Date: _____

APPENDIX XI

ESN-SA GENDER SCORING TOOL- PRE-ELECTION PERIOD

► *If at any time you witness any serious issue that threatens to undermine the peacefulness or integrity of elections, fill in the Critical Incident Form:*

► *As part of the general observation of the pre-election period observation - answer the questions below and submit as weekly reports;*

► *Be non-partisan at all times. Do not do or say anything that could be taken as supporting any political party or candidate. Do not wear any clothing associated with a particular party.*

Community Champion Name and Mobile Number		**Period of Data collection**	

Province		**Constituency**		**Ward**	

GENERAL QUESTIONS

Who are the common perpetrators of VAWIE in your community:

▢ **1** Political party Candidates/ Independent candidate	▢ **8** Government Officials
▢ **2** Political party supporters	▢ **9** Community Leader
▢ **3** Party Election agent(s)	▢ **10** Religious Leader
▢ **4** Polling official	▢ **11** Village elder
▢ **5** Election observer	▢ **12** Victim's Spouse or relative
▢ **6** Journalist(s)	▢ **13** Other
▢ **7** Security officer/police	▢ **14** I don't know

Which category of women are the most targets of VAWIE by perpetrators in your community:

▢ **1** Women Candidates	▢ **8** Female Police Officers
▢ **2** Women supporters	▢ **9** Female Government Officials
▢ **3** Women Election agent(s)	▢ **10** Women Community Champions
▢ **4** Women Polling officials	▢ **11** Female Religious Leaders
▢ **5** Women Election observer	▢ **12** Female Village elders
▢ **6** Female Journalist(s)	▢ **13** Other
▢ **7** Female Security officer/police	▢ **14** I don't know

Which type of VAWIE is common in your community?

▢ **1** Sexual assault	▢ **7** Arbitrary Detention
▢ **2** Murder	▢ **8** Destruction of Property
▢ **3** Physical Harm	▢ **9** Threat to family members
▢ **4** Threat of physical harm	▢ **10** Denial of resources/services/humanitarian aid
▢ **5** Intimidation /psychological harm	▢ **11** Other
▢ **6** Verbal Harassment	▢ **12** I don't know

What are the common places of VAWIE in your community?

▢ **1** Public area/shopping center ▢ **2** Political party office ▢ **3** State property or building ▢ **4** Police Station ▢ **5** Religious Building/Facility ▢ **6** Private property	▢ **7** Perpetrator's home ▢ **8** Victim's home ▢ **9** Other family place ▢ **10** Bush/forest ▢ **11** Media/Social Media ▢ **12** Other
Which platforms and media are commonly used to access election related information in your community?	
▢ **1** Community Radios ▢ **2** National Radio Stations (ZBC) ▢ **3** Community Newspapers/Magazines ▢ **4** National Newspapers ▢ **5** Facebook ▢ **6** WhatsApp	▢ **7** Twitter ▢ **8** Community engagements/meetings/workshops ▢ **9** EMB voter educators ▢ **10** CSOs voter educators ▢ **11** Information from Leaders/Community Champions ▢ **12** I don't know Traditional

ENVIRONMENT : COMMUNITY OR CONSTITUENCY								
1.	Are political parties conducting campaigns in your community?		Yes (1)		No (2)			
2.	Have you noted any violations, particularly sexual harassment of women in electoral processes in your community?		Yes (1)		No (2)		Have heard & not witnessed directly (3)	
3.	Have you noted any negative treatment of women candidates in the mainstream media or social media?		Yes (1)		No (2)		Have heard & not witnessed directly (3)	
4.	Are women in elections or politics receiving any support in terms of training, financial, campaigns?		Yes (1)		No (2)		Have heard & not witnessed directly (3)	
5.	Are there any strategies for handling grievances from women who have been harassed directly or through media channels in your community?		Yes (1)		No (2)		Not sure (3)	
6.	What have you done as a community or an organization/institution to ensure a safe space for women is created for them to freely participate in electoral processes?		Something (1)		Nothing (2)		Not sure (3)	
7.	In your opinion, are grievances from women who have been harassed being fairly addressed by the police		Yes (1)		No (2)		Not sure (3)	
8.	Is the VAWIE in the current elections different from the VAWIE in the past elections?		Yes (1)		No (2)		Not sure (3)	
9.	Did you witness candidates or party supporters coercing or influencing women (e.g.: by giving or promising money, food, gifts, etc.) to vote or not to vote in a certain way?		Yes (1)		No (2)			
10.	Did you witness the following acts against women observers, polling officials, and journalists in your community? *[Tick all that apply. If Yes, fill out a critical incident form]*		Yes, physical violence against women (1)		Yes, psychological violence against women (2)		No (5)	
			Yes, sexual harassment against women (3)		Yes, economic violence against women (4)			
11.	Did you witness the following acts against women party agents, supporters, community champions in your community? *[Tick all that apply. If Yes, fill out a critical incident form]*		Yes, physically violence against women (1)		Yes, psychological violence against women (2)		No (5)	
			Yes, sexual harassment against women		Yes, economic violence against women			

			(3)		(4)	
12.	Did you witness the following acts against any other women in your community during campaigns or in the pre-polling period? *[Tick all that apply. If Yes, fill out a critical incident form]*		Yes, physically violence against women (1)		Yes, psychological violence against women (2)	No (5)
			Yes, sexual harassment against women (3)		Yes, economic violence against women (4)	
13.	Are there any VAWIE programmes in your communities?		Yes (1)		No (2)	Not sure (1)
OPINION BASED QUESTIONS						

	In your opinion, how is online media or mainstream media affecting women in their campaigns in your community?	…… …… …… ……

	In your view, what predominant roles do women play in electoral processes	…… …… …… …… ……
	What are some of the limitations in increasing women's participation in electoral processes?	…… …… …… …… ……
	What do you think can be done to address these limitations?	…… …… …… …… ……
	What	

	strategies/tactics can be devised to enhance inclusive participation women in 2024 harm	…… …… …… …… ……
	onized elections??	
	In your view, what barriers did you witness that hinder/prevent women from fully participating in elections?	…… …… …… …… ……
	How	

	are political parties in your community treating women in their party?	…… …… …… …… ……
	Do you think women are broadly included in decision-making at party level?	…… …… …… …… ……

Has the media disseminated images that were highly disrespectful or with sexual connotations of or comments about a woman/women politicians/election workers?	…… …… …… …… ……
If yes, what did they do about it?	…… …… …… ……

ISSUES DIRECTLY AFFECTING THE RESPONDENT/COMMUNITY CHAMPION

What challenges have you faced in executing your role as a community champion?	…… …… …… ……

Have you experienced any violations such as sexual harassment, or hate speech in your work as a community champion?	…… …… …… ……
Have you been the target of sexual and/ or sexist remarks?	…… …… …… …… ……

Has the media disseminated images of or comments about you that were highly disrespectful or with sexual connotations?	…… …… …… ……
If yes, what did you do about it?	…… …… …… ……
Did this affect your participation or your role as a community champion or as a woman at home?	…… …… …… ……

ADD ANY OTHER ADDITIONAL INFORMATION

……

……

……

……

……

……

……

……

Signature: _____ Date: _____

APPENDIX XII
ELECTION DAY OBSERVER CHECKLIST

Observer and Polling Station Information

Observer Name and Phone Number		**Observer ID**	

Province		**Constituency**		**Kebele**		**Ward**	

Polling Station ID												

Observation Date	D	D	/	M	M	/	Y	Y

PS Location Type [*Tick one*]	Urban ▢	Rural ▢

⇒ *As part of an effort to observe the 2024 election, you will monitor activities inside and outside polling stations in your Constituency.*

⇒ *For the ESN-SA observation effort to be a success, every ESN –SA observer must report their observations of each polling station they visit on Election Day based on this form.*

⇒ *Answer all questions based on only what happens in the polling station where you have observed and what occurs outside the polling station.*

⇒ ***Call the ESN-SA Desk Officer assigned to you in the training or identified in the reporting timetable to report the forms you have filled out at polling stations.***

⇒ *Be non-partisan at all times. Do not do or say anything that could be taken as supporting any political party or candidate. Do not wear any clothing associated with a particular party.*

Environment Outside the Polling Station – Fill This Section Out BEFORE Going Inside the Polling Station

AA	Did you witness voters in queues outside the polling station when you arrived?		Yes (1)		No (2)			
AB	Were there separate queues for women and men outside the polling station?		Yes (1)		No (2)		There were no queues (3)	
AC	Were pregnant women and nursing mothers allowed to go to the front of the queue and vote without waiting in the queue?		Yes (1)		No (2)		There was no queue (3)	
AD								

	Were there police or security forces present outside or near the proximity of the polling station?		Yes (1)			No (2)
AE	Did you witness a group of women brought to the polling station in an organized manner? *[If Yes, submit a critical incident form]*		Yes (1)			No (2)
AF	Did you witness candidates or party supporters coercing or influencing women (e.g.: by giving or promising money, food, gifts, etc.) to vote or not to vote in a certain way?		Yes (1)			No (2)
AG	Did you witness any of the following outside the polling station? *[If Yes, submit a critical incident form]*		Yes, physical violence against women (1) ☐ Yes, sexual harassment against women (3) ☐		Yes, psychological violence against women (2) ☐ Yes, economic violence against women (4) ☐	No (5) ☐

Environment Inside the Polling Station – Fill This Section Out Inside the Polling Station

BA	Were you allowed to enter the polling station to observe the process at the opening times? *[If you are not allowed to observe the process submit a critical incident form]*	Yes (1) ☐	No (2)

BB	Would a person with physical disabilities or mobility challenges (elderly, persons carrying small children, etc.) be able to enter the polling station without assistance?	Yes (1) ☐	No (2) ☐

BC	Is it equally easy for men and women members of the community to gain access to the polling station?	Yes, equally easy (1) ☐	Easier for men (2) ☐	Easier for women (3) ☐	Don't know (4) ☐

BD	How many polling station staff, including the Presiding Officer, were present when the voting began? *[write the number. If there are less than **three**, submit a critical incident form]*	

BE	Is the polling station Presiding Officer a woman or a man?	Woman (1) ☐	Man (2) ☐

BF	How many women polling officers are there **IN TOTAL?** *[write the number]*	

BG	Were any of the following electoral materials missing at the polling station? [*Tick all that apply. For any option other than None of the Above, submit a critical incident form.*]	Voters' Roll (1)		Ballot papers (2)		Ballot box (3)		Official ZEC stamp (4)

		Inedible ink (5) ☐	Ballot box seals (6) ☐		Reconciliation and results form (7) ☐	None of the Above (8) ☐

Voting – Fill This Section Out Inside the Polling Station

CA	Did the Presiding Officer limit the number of observers, party agents or journalists present inside the polling station? *[If Yes, submit a critical incident form]*	Yes (1)	No (2) ☐

CB	Were any of any of the observers, party agents or journalists at the polling station women? *[Tick all that apply]*	Yes, some observers (1) ▢	Yes, some party agents (2) ▢	Yes, some journalists (3) ▢	No, none of observers, party agents, or journalists were women (4) ▢

CC	Did you witness the following acts against **women voters** inside the polling station? *[Tick all that apply. If Yes, submit a critical incident form]*	Yes, physical violence (1) ☐	Yes, sexual harassment (2) ☐	Yes, psychological violence (3) ☐		No (4) ☐

CD	Did you witness the following acts against **women observers, and journalists** inside the polling station? *[Tick all that apply. If Yes, submit a critical incident form]*		Yes, physical violence (1) ☐		Yes, psychological violence (2) ☐		No (5) ☐
			Yes, sexual harassment (either verbal or physically) (3) ☐		There were no women observers and journalists (4) ☐		
CE	Did you witness the following acts against **women party agents** or women candidates inside the polling station? *[Tick all that apply. If Yes, submit a critical incident form]*		Yes, physical violence (1) ☐		Yes, psychological violence (2) ☐		No (5) ☐
			Yes, sexual harassment (either verbal or physically) (3) ☐		There were no women party agents or women candidates (4) ☐		
CF	Did you witness the following acts against women **polling officers** inside the polling station? [Tick all that apply. *If Yes, submit a critical incident form*]		Yes, physical violence (1) ☐		Yes, sexual harassment (2) ☐		No (5) ☐
			Yes, psychological violence (3) ☐		There were no women election administration members (4) ☐		
CG							

	How many women were not allowed to vote because they were not on the Voters roll? [*Tick one. If More than 10, submit a Critical Incident Form*]		None (1) ☐		1 – 10 (2) ☐	More than 10 (3) ☐
CH	How many women voters were not allowed to vote for other reasons? [*Tick one. If More than 10, submit a Critical Incident Form*]		None (1) ☐		1-10 (2) ☐	More than 10 (3) ☐

CI	How many women voters, who did not appear to be in need of assistance, were assisted to vote? [*Tick one. If More than 10, submit a Critical Incident Form*]		None (1) ☐	`	1 – 10 (2) ☐	More than 10 (3) ☐

CJ	Did election administration members interfere to stop assisted voting for women?		Yes (1) ▢		No (2) ▢	Women were not assisted to vote (3) ☐
CK	How many men were not on the voters roll but still allowed to vote? [*Tick one. If More than 10, submit a Critical Incident Form*]		None (1) ☐	`	1 – 10 (2) ☐	More than 10 (3) ☐

CL	How many women were not on the voters roll but still allowed to vote? [*Tick one. If More than 10, submit a Critical Incident Form*]		None (1) ☐	`	1 – 10 (2) ☐	More than 10 (3) ☐

CM	Were there any unauthorized persons inside the polling station? *[If yes, fill out a Critical Incident Form*]	Yes (1) ☐	No (2) ☐
CN	Was there any intimidation, interference or harassment during the voting process? *[If yes, fill out a Critical Incident Form*]	Yes (1) ☐	No (2) ☐

Closing – ONLY fill out this section at the last polling station where you will be observing closing and counting. Arrive to the closing polling station at least 15 minutes before the closing time.

DA	Was everyone in the queue at 7:00 pm able to vote? [If (3) or (4), submit a critical incident form]	No one in line (1) ☐	There were people in line and all were allowed to vote (2) ☐	There were people in line and some were not allowed to vote (3) ☐	There were people in line and none was allowed to vote (4) ☐	

DB	Were you allowed to stay in the polling station after closing to observe the counting process? *[If No, submit a critical incident form]*	Yes (1) ☐	No (2) ☐	

DC	Was counting suspended due to disturbances or other incidents? *[If Yes, submit a critical incident form]*	Yes (1) ☐	No (2) ☐	

DE	Did you witness the following acts against **women observers, and journalists** during the closing and counting? *[Tick all that apply. If Yes, fill out a critical incident form]*	Yes, physical violence (1) ☐	Yes, psychological violence (2) ☐	

			Yes, sexual harassment (either verbal or physically) (3) ☐		There were no women observers and journalists (4) ☐	
DF	Did you witness the following acts against **women party agents** during the closing and counting? *[Tick all that apply. If Yes, fill out a critical incident form]*		Yes, physical violence (1) ☐		Yes, psychological violence (2) ☐	
			Yes, sexual harassment (either verbal or physically) (3) ☐		There were no women party agents (4) ☐	
DG	Did you witness the following acts against women **polling officers** harassed during the closing and counting? [Tick all that apply. *If Yes, fill out a critical incident form*]		Yes, physical violence (1) ☐		Yes, sexual harassment (2) ☐	
			Yes, psychological violence (3) ☐		There were no women election administration members (4) ☐	

DH	How many complaints were submitted on election day in total? [write the number]		

DI	How many complaints were submitted on election day by women? [write the number.		

DJ	other Any comments?	

APPENDIX XIII

Campaign Finance Category Questions

1	**Pre-Campaign Expenses**	What are aspiring candidates spending on to test the waters and or publise their candidature?
		How much are political parties and candidates raising in relation to the coming campaigns?
		Who are the campaign finance donors for candidates and political parties?
		Are there any political parties that are spending on voter inducement/enticement?
		Are the donations in cash or in-kind or both?
		Is any of the political parties/candidates disclosing the sources of campaign donations and amounts therefrom?
		What is the level of spending on media including online media?
2	**Campaign Administration**	What is the size of the campaign teams for the political parties and/or candidates participating in the elections?
		What is the cost of transport (vehicles and fuel)?
		What is the spending on coordination meetings?
		How are the campaign funds managed by the political party and/or candidates? Are there candidates who have appointed a Political Treasurer and/or campaign finance budget team?
		What is the size of the political party's / candidates' campaign budget?
		Who is responsible for reporting on campaign donation and expenditure
		What proportion of the budget is allocated to campaign administration, advertising, etc.?
3	**Campaign Publicity Expenses Form**	What is the level of spending on outdoor campaign advertising?
		What is the level of advertising in traditional media (radio, television, newspapers, magazines etc.,)
		Are the political parties and/or candidates engaging in online campaign advertising? If yes, with what percentage of the budget?
		What is the cost of online advertising?
		What is the cost of radio, tv, newspaper advertising?
		Are there thrrd parties that are placing Ads on behalf of political parties and/or candidates?
		Are able to monitor hidden advertising?
		What is the possibility of misuse of state media by the incumbent political party and/or candidates?
		What is the politicalmparty/candidate's budget on campaign paraphernalia?
4	**Campaign Events Expenses**	What is the nature of campaign events organised by political parties/ candidates?
		Are political parties/candidates paying people to come to ntheir rallies?
		Are there visible items on campaign rallies that are likely to drive the cost of election campaigns?
		Is the practice of political parties and/or candidates on campaiogn events compliant with the exixting electoral legal framework?
		Is vote buying visible at campaign events?
5	**Voter Buying**	Are political parties/candidates offering in-kind donations to the electorate?
		Are political parties/candidates offering scash onations to the electorate?
		Are there any political parties and/or candidates that are paying people to come to their own campaign events?
		What are the driving factors/drivers for vote buying?
		Is vote buying driven by supply side factors or demand side factors?
		Are there any institutional enablers for vote buying? If yes, which ones?
6	**Misuse of Government Resources**	National Budget Allocations - government projects used to give mileage to incumben
		Raids on the national treasury.
		Political pet-projects
		Governmen Premises
		Government vehicles
		Civil Servants being used to activities that reinforce the candidature of a particular party/candidate.
		Government equipment

7	**E-Day Expenses Form**	Expenses on Polling Agents
		Voter Turnout Buying
		Expenses on Vote protection
		E-Day Coordination expenses

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ANALYSING THE CAMPAIGN FINANCE LEGAL AND INSTITUTIONAL FRAMEWORK

Column	Question	Actions
	Does your country's electoral legal framework contain provisions that regulate campaign financing?	If Yes, Interrrogate it as follo
	DISLOSURE REQUIREMENTS	
1	Are there provisions for mandatory disclosure of sources of campaign finance by political parties?	If yes, is it respected? What
2	Are there provisions for mandatory disclosure of sources of campaign finance by candidates?	same as above
3	Are there provisions that require political parties and candidates to publicly declare the amounts of campaign finance donations received?	same as above
	DONATION BANS	
4	Is there a ban on donations from foreign interests to political parties?	Is it respected, enforced?
5	Is there a ban on donations from foreign interests to candidates?	Is it respected, enforced?
6	Is there a ban on corporate donations to political parties for campaigns?	If yes, Is it respected? How
7	Is there a ban on corporate donations to candidates?	If yes, Is it respected? How
8	Is there a ban on donations from Trade Unions to political parties for campaigns?	If yes, how is it enforced?
9	Is there a ban on donations from Trade Unions to candidates?	If yes, Is it respected? How
10	Is there a ban on anonymous donations to political parties?	If yes, is it respected? What
11	Is there a ban on anonymous donations to candidates?	If yes, is it respected? What
12	Is there a ban on donations from corporations with government contracts to political parties?	same as above
13	Is there a ban on donations from corporations with government contracts to candidates?	Same as above
14	Is there a ban on donations from corporations with partial government ownership to political parties for campaigns?	same as above
15	Is there a ban on donations from corporations with partial government ownership to candidates?	same as above
16	Is there a ban on the use of state resources in favour or against a political party or candidate?	same as above
	LIMITS/CAPS ON CAMPAIGN DONATIONS	
17	Is there a limit on the amount a donor can contribute to a political party during a non-election specific period?	same as above
18	If there is a limit on the amount a donor can contribute to a political party during a non-election specific period, what is the limit?	same as above
19	Is there a limit on the amount a donor can contribute to a political party during an election?	same as above
20	If there is a limit on the amount a donor can contribute to a political party during an election, what is the limit?	same as above
21	Is there a limit on the amount a donor can contribute to a candidate?	same as above
22	If there is a limit on the amount a donor can contribute to a candidate, what is the limit?	same as above
23	Is there a limit on the amount a candidate can contribute to their own campaign?	same as above
24	Is there a limit on in-kind donations to political parties?	same as above

25	Is there a limit on in-kind donations to candidates?	same as above
	BANS ON COMPROMISING SITUATIONS	

26	Is there a ban on political parties taking loans in relation to election campaigns?	same as above
27	Is there a ban on candidates taking loans in relations to election campaigns?	same as above
28	Is there a ban on donors to political parties/candidates participating in public tender/procurement processes funding political parties and/or candidates for electoral purposes?	same as above
29	Are there provisions requiring donations to go through the banking system?	same as above
	REGULATING PUBLIC FINANCING	
30	Are there provisions for direct public funding to political parties?	same as above
31	What are the eligibility criteria for political parties to receive public funding?	same as above
32	What is the allocation calculation for political parties to receive public funding? (multiple answers allowed)	same as above
33	If yes, What are the provisions on ´ear marking´ direct public funding provided to political parties (how it should be used)? (multiple answers allowed)	
	ADDRESSING ELECTORAL CORRUPTION	
34	Is there a ban on vote buying?	
	LIMITS/CAPS ON CAMPAIGN SPENDING	
35	Are there limits on the amount a political party can spend on a particular election?	
36	If there are limits on the amount a political party can spend, what is the limit?	
37	Are there limits on the amount a candidate can spend?	
38	If there are limits on the amount a candidate can spend what is the limit?	
39	Are there limits on the amount that third parties can spend on election campaign activities?	
40	Are there limits on traditional media advertising spending in relation to election campaigns?	
41	Are there limits on online media advertising spending in relation to election campaigns? (multiple answers allowed)	
42	Do any other restrictions on online media advertisement (beyond limits) exist?	
	MANDATORY REPORTING	
43	Do political parties have to report regularly on their finances?	Who is complying, who is mechanisms in place?
44	Do political parties have to report on their election campaign finances?	Who is complying, who is mechanisms in place?
45	Do candidates have to report on their election campaign finances?	same as above
46	Do third parties have to report on election campaign finances?	Interrogate this.
47	Is information in reports from political parties and/or candidates to be made public?	
48	donors?	
49	Must reports from political parties and/or candidates include information on itemized income?	
50	Must reports from political parties and/or candidates include information on itemized spending?	
	INSTITUTIONAL FRAMEWORK	
51	Which institution(s) receives financial reports from political parties and/or candidates? (multiple answers allowed)	
52	Which institution is responsible for examining financial reports and/or investigating violations? (multiple answers allowed)	

53	What power is granted to the institution(s) responsible for examining reports and/or investigating violations? (multiple answers allowed)	
54	What sanctions are provided for campaign finance infractions?	

no

no