



# European Union Election Observation Mission

TYPE OF ELECTIONS, DD MM, Country YYYY

## A. OPENING & POLLING

TEAM <b>1</b> <input type="text"/>		ARRIVAL <b>2</b> <input type="text"/> : <input type="text"/>	DEPARTURE <input type="text"/> : <input type="text"/>
<b>3</b> PS: <input type="checkbox"/> U <input type="checkbox"/> R <input type="checkbox"/> S "SPECIAL": <input type="text"/>		<b>4</b> FOR <input type="checkbox"/> M <input type="checkbox"/> F	
DISTRICT/ CONSTITUENCY <b>5</b> <input type="text"/>	POLLING STATION N° <b>8</b> <input type="text"/>		
MUNICIPALITY/ TOWN <b>6</b> <input type="text"/>	N° OF REGISTERED VOTERS <b>9</b> <input type="text"/>		
POLLING CENTRE <b>7</b> <input type="text"/>	VOTERS VOTED SO FAR <b>10</b> <input type="text"/>		

Form A is to be used both for the observation of the Opening of Polling Stations (PS) as well as for the observation of Polling operations in PSs throughout Election Day.

- 1** Indicate **your Team Number/ Code**.
- 2** Indicate your Team's **Time of Arrival** and **Departure** from the **Polling Station**.
- 3** Indicate whether the Polling Station (PS) is located in an: **Urban (U)** or **Rural (R)** area or Indicate if the Polling Station is "**Special**" (S) - For example, Military PSs are considered "Special". *By default, all non-special Polling Stations are considered to be "Normal."*
- 4** Indicate whether the Polling Station is either for men or women, or for both genders. *By default, all Polling Stations are open to both: Male (M) and Female (F) voters, therefore both boxes should be marked.*

### GENERAL INFORMATION on Polling Station LOCATION and VOTER TURNOUT

- 5** Indicate **name of District or Constituency**
- 6** Indicate **name of Municipality or Town**
- 7** Indicate **Polling Centre name or number**
- 8** Indicate **Polling Station name, number or code**
- 9** Indicate **number of registered voters in PS**  
*You will have to ASK the PS Staff to obtain this number.*
- 10** Indicate **number of voters who voted so far in the PS at the time of your departure**  
*You will have to ASK the PS Staff to obtain this number.*

## OPENING

### 1. Did you observe the opening of this PS?

**Yes:** If you observed the opening of this PS, answer the following sub-questions.

**No:** If you did not observe the opening and are only observing Polling operations in this PS, go directly to Question 2.

#### A) What percentage of voters registered in the PS were queuing at the opening?

**0% - Below 10% - 10% - 30% - Over 30%:** *ASSESS the number of people in the queue against the number of registered voters in this PS (which you will have ASKED for to fill-in the General information section). Calculate the "approximate" percentage.*

**B) Did the polling station open: On time - Within 1 Hour - More than 1 hour - Did not open**

Indicate the time the PS opened, or whether it did not, based on your direct observation.

**B<sub>1</sub>) Opening was delayed because of - Mark relevant box(es):**

- **Lack of essential material:** Were any of the essential materials (according to the Electoral Law/Procedures) missing, thereby delaying opening?
- **Insufficient PS Staff:** Was the opening delayed because the PS lacked the sufficient amount of members present, in accordance with the Electoral Law/Procedures?
- **Incompetence of PS Staff:** Was the opening delayed because of the incompetence, lack of understanding (possibly training) of PS Staff regarding the opening procedures?
- **Unrest:** Was the opening delayed because of unrest (disturbances, visible tensions, confusion, uncontrolled crowds, demonstrations, police charges, etc.) outside or inside the PS?
- **Other:** *Specify (Any other reason causing delays in the opening. For example, acts of violence, vandalism, looting, etc.)*

**C) Did all party/candidate agents sign the opening protocol?**

*If 'NO', Why was this not the case? (Specify)*

**D) Opening procedures were followed:**

*ASSESS— whether opening procedures were followed (mark the appropriate box):*

- **Strictly:** Every procedure followed in the established order with no exceptions or irregularities of any kind.
- **Largely:** Most (but not all) procedures followed in the established order and manner, with only minor problems or irregularities.
- **Inconsistently:** Some procedures followed but not necessarily according to the established order. Recurrent problems or irregularities appeared in certain aspects of the process.
- **Inadequately:** Procedures not followed adequately, several problems or irregularities potentially compromising the integrity and/or secrecy of the vote.
- **Not at all:** Procedures not followed at all. Numerous problems or irregularities, seriously compromising the integrity and/or secrecy of the vote.

*Principles: Respect for Electoral Law and Procedures; Integrity and Secrecy of the ballot; Transparency of the process; Competence of the EMB; Right to the security of individuals*

## RESPECT FOR THE RIGHT TO UNIVERSAL, INDIVIDUAL AND SECRET SUFFRAGE

### 2. Did you observe voters turning up to cast their ballot?

**Yes:** If you observed voters turning up to cast their ballot(s) at this PS, respond to all remaining questions on the form.

**No:** If you did not observe any voters turning up to cast their ballot(s) at this PS, respond to as many of the remaining questions as you can on the form.

### 3. Is the vicinity of the PS free from any circumstances which could influence voters' choices?

ASSESS whether the area surrounding the PS is free from any of the activities mentioned below which while potentially unlawful are liable to change or induce change in voters' choices.

#### A) If 'NO', did you observe:

If the PS is **not free** from these circumstances, mark 'NO' and the appropriate box(es):

- **Unrest:** Unrest (disturbance, visible tension, confusion, uncontrolled crowds, demonstrations, police charges, etc.) near the PS, which could affect voters' sense of security and their choices.
- **Bussing activities:** Organised transportation by parties/candidates/sympathisers, which could influence voters' choices.
- **Campaign material:** Presence of campaign material contrary to laws and procedures, which could influence voters' choices.
- **Violence:** Actual violence near the PS, which could deter voters from turning out to vote or influence their choices. For example, violent clashes, vandalism, looting, etc.
- **Campaign activities:** Occurrence of campaign activities contrary to laws and procedures which could influence voters' choices.
- **Intimidation:** Acts of intimidation towards voters, which could influence their choices. Intimidation can take the form of physical or verbal threats or pressure intentionally applied on voters.
- **Presence of security forces beyond regulations:** Army/Police or other security force presence and behaviour, beyond what is strictly laid down in regulations, which could influence voters' choices.
- **Indication of vote buying:** Attempts to buy votes.
- **Inefficient queue control management:** Resulting in unmanageable queues, potentially dissuading voters from queuing and a potential source of unrest/tension.
- **Other:** *Specify.*

*Principles: Integrity and Secrecy of the ballot; Respect for Electoral Law and Procedures; Right to the security of individuals*

**4. Is the PS accessible for people with disabilities (with only minor assistance)?**

ASSESS whether or not people with disabilities are potentially disenfranchised by the location and layout of the PS.

*If 'NO', Why: (Specify).*

*If the law/procedures include measures to facilitate the casting of ballots by people with disabilities, any irregular application of these measures must be noted here.*

***Principles: Universal and Equal Suffrage; Equal right to participate; Non-discrimination***

**5. Please list each PS Staff member present:**

Indicate the position of all PS Staff members present during your observation on the line that corresponds to their gender: **Male (M)** or **Female (F)**.

If a member(s) is missing, do not list them.

**A) If any member is missing Ask – for What reason:**

If one, or more, of the PS Staff members are not present during your observation. ASK why and ASSESS the main reason. If more than one member is missing, ASSESS which is the most common reason:

- **Did not come:** The member(s) did not turn up for the Opening.
- **Turned away:** The member(s) turned up for the Opening but were turned away.
- **Left:** The member(s) turned up for the Opening but left the PS and never returned.
- **Other:** *Specify (Any other reason why the member(s) was/were missing during your observation)*

***Principles: Respect for Electoral Law and Procedures; Equal right to participate; Universal and Equal suffrage; Integrity of the process***

**6. Are all the essential materials present?**

**A) If 'NO', Which is/are missing:**

Mark the appropriate box(es), if any of the following essential materials are not present in the PS during your observation:

**Indelible Ink; Booth(s); Sufficient Ballot Papers** [*in relation to the number of registered voters and any "extras" provided by the EMB*]; **Envelopes; Voters' list(s); Ballot Box(es); Stamps; Forms; Seals/Padlocks; Other** [*Country-specific but essential for polling*]

**B) Assess – were appropriate measures taken by the PS Staff?**

Did the PS Staff take appropriate measures to resolve the problem in a timely manner?

***Principles: Respect for Electoral Law and Procedures; Integrity and Secrecy of the ballot; Universal and Equal suffrage; Competence of the EMB***

**7. Please list each party/candidate agent (P/CA) present:**

Indicate the party/candidate(s) that are represented in the PS by the party/candidate agents that are present during your observation on the line that corresponds to the gender of the P/CA: **Male (M)** or **Female (F)**.

*Principles: Integrity of the process; Transparency of the process; Equal right to participate; Non-discrimination*

**8. Please list each national observer (NAT OB) present:**

Indicate the national/ citizen observer organisation (s) or umbrella group (s) that are present in the PS by the national/ citizen observer (s) that are present during your observation on the line that corresponds to the gender of the NAT OBs: **Male (M)** or **Female (F)**.

*Principles: Integrity of the process; Transparency of the process; Equal right to participate; Non-discrimination*

**9. Are all party/ candidate agents and national observers able to follow the proceedings unhindered?**

**A) If 'NO', Who was affected and How?**

Mark the box(es) corresponding to the main reason(s) why party/candidate agents and/or national observers are unable to follow the proceedings unhindered.

- **Not allowed access to PS:** If party/ candidate agents and/or national/ citizen observers are not allowed to enter PS and are therefore unable to fulfil their tasks.
- **Arbitrarily prevented by PS Staff:** If arbitrary decisions or behaviour by PS Staff is an obstacle to the work of party/ candidate agents and/or national/ citizen observers.
- **Layout of PS:** If the layout of the PS and/ or polling booth(s) hinders party/ candidate agents and/ or national/ citizen observers' ability to supervise the proceedings.
- **Overcrowding:** Party/ candidate agents and/or national/ citizen observers unable to carry out their duties due to overcrowding in the PS, which does not allow for proper observation of proceedings.
- **Intimidation:** Party/ candidate agents and/or national/ citizen observers unable to carry out their duties due to intimidation.
- **Other:** Any other reason why party/ candidate agents and/or national/ citizen observers are unable to follow the proceedings.

*Principles: Respect for the integrity and secrecy of the ballot; Respect for Electoral Law and Procedures; Equal right to participate; Right to the security of individuals; Transparency of the process; Competence of the EMB*

**10. Is the PS free from any elements which could influence voters' choices?**

**A) If 'NO', did you observe:**

Voters should be able to cast their ballots free from any pressure or intimidation. If they **are not**, mark 'NO' and the appropriate box(es):

- **Unrest:** Disturbance *inside the PS*, which could affect voters' sense of security and their choices.
- **Violence:** Acts of violence *inside the PS*, which could deter voters from voting or influence their choices.
- **Campaign material:** Presence of campaign material *inside the PS* contrary to laws and procedures, which could influence voters' choices.
- **Campaign activities:** Occurrence of campaign activities *inside the PS* contrary to laws and procedures, which could influence voters' choices.
- **Intimidation:** Acts of intimidation towards voters *inside the PS*, which could influence their sense of security and/or their choices.
- **Presence of security forces beyond regulations:** Army/Police or other security force presence and behaviour *inside the PS*, beyond what is strictly laid down in regulations, which could influence voters' choices.
- **Indication of vote buying:** Attempts to buy votes *inside the PS*.
- **Inefficient voter flow management:** Resulting in confusion/chaos *inside the PS*; potentially dissuading voters from casting their ballots.
- **Other:** *Specify.*

**Principles: Respect for the integrity and secrecy of the ballot; Respect for Electoral Law and Procedures; Right to the security of individuals**

**11. Are only authorised people present inside the PS?**

The people authorised to be present in a PS are established in the Electoral Law and Procedures; anybody else present inside the PS is unauthorised. If unauthorised people are present in the PS, mark 'NO'.

**A) If 'NO', Which unauthorised people are present:**

**Local officials, Religious/ Traditional authorities, Police, Army, Other (Specify)**

**B) Assess – the presence of these people is:**

- **Intimidating:** Their presence is intimidating for voters and/or PS Staff and could influence their choices/ decisions.
- **Interfering with the work of PS Staff:** Their presence is interfering with the work of PS Staff. They might even be instructing PS Staff or directing the process.
- **Creating confusion in the PS:** They are generating confusion and possibly unrest in the PS, potentially influencing voters' choices because of the confusion or unrest.
- **NOT affecting the process:** Their presence has no effect on the process, it is neither intimidating nor generating any confusion.

**C) Did you observe PS Staff exerting their authority to request that such people leave the PS?**

*PS Staff have the responsibility and authority to ensure that only authorised people are in the PS. They should take appropriate measures to ensure that any unauthorised people are removed from the PS, particularly if they are causing any unrest.*

*Principles: Respect for Electoral Law and Procedures; Integrity of the process*

**12. Is the integrity of the vote sufficiently protected?**

Have you directly observed anything that is contrary to the right of individuals to cast their ballot freely and for voters' choices to be respected? If so, the integrity of the vote is **not** sufficiently protected, mark 'NO' and the appropriate box(es):

**A) If 'NO', Why:**

- **Multiple voting:** People voting more than once.
- **Indication of ballot stuffing:** Ballot box(es) stuffed with stacks of ballots.
- **Ballot box(es) not properly sealed:** Ballot box(es) not sealed according to procedures, jeopardising the integrity of the ballot.
- **People voting with pre-marked ballots:** People bringing marked ballots into the PS, if this is not provided for in the laws and procedures.
- **Indications of bias among PS Staff:** Bias attitude, arbitrary behaviour, open support for particular parties/candidates by PS Staff.
- **Voter impersonation:** People pretending to be someone else to vote in their name if this is not provided for in the laws and procedures.
- **Other:** *Specify.*

*Principles: Equal and Universal Suffrage; Respect for the integrity of the process; Respect for Electoral Law and Procedures*

### 13. Is the secrecy of the vote sufficiently protected?

Have you directly observed anything that is contrary to the right of individuals to cast their ballot in secret, if so, the secrecy of the vote is **not** sufficiently protected. Mark 'NO'.

#### A) If 'NO', Why:

- **PS Layout:** Layout of PS does not protect the secrecy of the vote, for example, people might be able to see inside the polling booth(s).
- **Overcrowding:** The secrecy of the ballot might be compromised by overcrowding or inefficient management of the people inside the PS.
- **Open voting:** Voters marking their ballots openly, in front of all, voluntarily showing whom they are voting for.
- **Inadequate polling booths:** The polling booths might be inadequate to ensure the secrecy of the ballot (too small or badly set up, for example).
- **Interference by people in the PS:** Active interference from people inside the PS jeopardising the secrecy of the ballot.
- **Abusive voter assistance:** The procedures for assisting voters who are (legally) entitled to assistance might be abused, compromising the integrity and secrecy of their choices.
- **Voter carelessness:** Voters' carelessness in handling ballots, making their choices visible to people inside the PS.
- **More than 1 person in the booth:** The presence of more than one person in the booth is contrary to the secrecy of the ballot. For example, 'family voting' or similar situations.
- **Other:** *Specify.*

*Principles: Equal, Secret, Individual and Universal suffrage; Right to participate; Respect for the integrity of the process; Respect for Electoral Law and Procedures*

## RESPECT FOR ELECTORAL LAW & PROCEDURES & RIGHT TO AN EFFECTIVE REMEDY

### 14. Are all eligible voters being allowed to vote?

Based on the eligibility criteria, are all eligible voters allowed to cast their ballots?

#### A) If 'NO', Why:

- **Discrimination:** Due to a pattern of discrimination (origins, age, suspected political affiliation, etc.)
- **Incompetence of PS Staff:** PS Staff disenfranchising voters due to their lack of understanding of eligibility criteria.
- **Unclear instructions:** Instructions regarding eligibility criteria are unclear or confusing for PS Staff.
- **Other:** *Specify.*

*Principles: Equal and Universal suffrage; Respect for Electoral Law and Procedures*

**15. Are all ineligible voters being refused the possibility to cast a ballot?**

Based on the eligibility criteria, are all ineligible voters being refused the possibility to cast their ballot in this PS?

**A) If 'NO', have you observed any of the following being allowed to vote:**

- **Underage people:** Evidently underage (according to the laws and procedures) people voting.
- **People not on the Voters' list:** If being on the PSs' Voters' List is a requirement to cast a ballot, people who are not on the Voters' List should not be allowed to vote.
- **People without Voter cards:** If having a Voter card is a requirement to cast a ballot, people without a Voter card should not be allowed to vote.
- **People without proper ID:** If having a proper ID (as established in the laws and procedures) is a requirement to cast a ballot, people without a proper ID (or alternative forms of identification provided for in the laws and procedures) should not be allowed to vote.
- **People with inked fingers:** If the inking of fingers is used as a safeguard against double-voting, people with inked fingers should not be allowed to vote.
- **Other:** *Specify.*

***Principles: Equal and Universal suffrage; Respect for the integrity of the process; Respect for Electoral Law and Procedures***

**16. Polling procedures are followed:**

- (1) **Always:** All procedures are followed consistently and correctly in the stipulated order.
- (2) **Regularly:** Procedures are followed correctly in most cases, with some inconsistencies and exceptions.
- (3) **Erratically:** Procedures are followed inconsistently, with significant variations.
- (4) **Never:** Procedures are consistently not respected, potentially compromising the integrity of the process.
- (5) **Arbitrarily:** Procedures are arbitrarily/discriminately applied, seriously compromising the integrity of the process.

***Note: This is a qualitative scale not an ordinal scale.***

- A. Checking for ink:** *Checking the primary safeguard to avoid double-voting.*
- B. Voter identification:** *Primary safeguard to guarantee the equal and individual right to vote.*
- C. Voter name read out:** *Secondary safeguard to guarantee the individual right to vote.*
- D. Crossing names out/ signing Voters' List:** *Secondary safeguard to prevent double-voting.*
- E. Instructions to voters:** *Procedures to enhance voter education according to laws and procedures.*
- F. Ballots stamped/ signed according to procedures:** *Procedure to safeguard the integrity of the ballot.*
- G. Inking voters' fingers:** *Primary safeguard to prevent double-voting.*

**A) If procedures are NOT (1-Always) applied, Assess – the incorrect application of procedures is due to:**

- **Unclear instructions:** Unclear/confusing instructions on polling procedures as the main cause for the incorrect/inconsistent application of procedures.
- **Poor training:** Lack/poor training of PS Staff as the main cause for the incorrect/inconsistent application of procedures.
- **Incompetence of PS Staff:** PS Staff incapable of carrying out the procedures adequately.
- **Tension/ disorder in PS:** Tension/ disorder as the main cause for the incorrect/inconsistent application of procedures.
- **Attempts to manipulate:** Deliberate attempts to manipulate the process.
- **Other:** *Specify.*

***Principles: Respect for Electoral Law and Procedures; Right to participate; Equal, Individual and Universal suffrage; Respect for the integrity and secrecy of the ballot; Competence of the EMB***

**17. Ask – Was the process free from any official complaints being lodged at the PS?**

If **No** official complaints were lodged mark ‘**YES**’.

If any official complaints were lodged mark ‘**NO**’ indicating that the process was not free from official complaints.

**A) If ‘NO’, were official complaints dealt with according to procedures?**

ASSESS whether the complaint was dealt with according to procedures.

***Principles: Right to an effective legal remedy; Respect for Electoral Law and Procedures; Transparency of the process; Competence of the EMB***

**18. Ask – Was the process free from unofficial complaints regarding significant problem(s) at this PS?**

If you have **not been informed** of any significant problem(s) in the PS, mark ‘**YES**’.

If you **have been informed** of such problems, and have observed that they have not been lodged as official complaints mark ‘**NO**’, as the process has not been free from unofficial complaints.

**A) If ‘NO’, complaints were:**

- **Clarified after discussion:** Complaint is resolved after discussion.
- **Refused by PS Staff:** Complaint is not recorded as an official complaint as the PS Staff refuses to accept it.
- **Not submitted by the complainant:** Complainant does not submit an official complaint.
- **Other:** *Specify.*

***Principles: Right to an effective legal remedy; Respect for Electoral Law and Procedures; Transparency of the process; Competence of the EMB***

**19. Ask – Has the PS been open continuously for polling since the opening time?**

ASK whether the PS closed at some point during the day.

If it remained open, mark ‘YES’.

If it was closed or polling operations were suspended at some point, mark ‘NO’.

**A) If ‘NO’, Why:**

ASSESS the reason why the PS was closed according to the responses of at least two different interlocutors.

- **Lack of material:** PS unable to continue operating due to lack of essential material.
- **Missing PS Staff:** PS unable to operate until missing PS Staff member(s) return, appear or are substituted according to procedures.
- **Unrest:** PS Staff decided to close PS due to unrest, violence, disruption, etc.
- **Other:** *Specify.*

**B) For how long: Less than 1 hour; 1-4 Hours; More than 4 hours; Never re-opened.**

*Principles: Right to equal participation; Universal and Equal suffrage; Respect for the integrity and secrecy of the ballot; Respect for Electoral Law and Procedures; Transparency of the process; Competence of the EMB*

## ASSESSMENT

These are a series of general assessments that observer teams are required to make in six key areas. The evaluations are based on a qualitative five-point assessment scale. Observers are strongly encouraged to provide clear-cut assessments that must be consistent with their answers throughout the form and with their final overall assessment of polling procedures in this PS.

- 1) **Outstanding:** Exceptional performance, excellent understanding, motivation and initiative; fully compliant with all relevant rights, principles, laws and procedures.
- 2) **Good:** Competent performance, demonstrating solid competences and efforts; generally compliant with relevant rights, principles, laws and procedures, despite some minor concerns.
- 3) **Satisfactory:** Ordinary performance, fulfilling requirements well; compliant with essential rights, principles, laws and procedures. The observed concerns and irregularities are unlikely to affect the genuine nature of polling operations in this PS.
- 4) **Poor:** Inadequate level of competence, effort and motivation; improvement needed to comply with essential rights, principles, laws and procedures. The observed concerns may affect the genuine nature of polling operations in this PS.
- 5) **Inadequate:** Below acceptable standards of competence; serious violations of essential rights, principles, laws and procedures. The genuine nature of polling operations in this PS is seriously compromised.

## **20. Voters' overall understanding of voting procedures**

ASSESS – How well informed were voters of the procedures. Were the procedures sufficiently understood? Did voters require further clarification regarding the procedures?

## **21. Party/candidate agents' overall understanding of their role**

ASSESS – The work of party/candidate agents in the PS. How well did they appear to understand their critical role? Were they active, attentive, motivated, and sufficiently knowledgeable of procedures?

## **22. The overall performance of the PS Staff**

ASSESS – The work of the PS Staff in this PS. How well did they perform their tasks and responsibilities? Were they sufficiently acquainted with procedures? Did they appear to be adequately trained? Did they exert their authority when needed? Were they impartial?

## **23. Level of confidence that voters cast their ballot freely**

ASSESS – To what extent do you consider that voters were able to cast their ballots free from any pressure, intimidation or other undue influence in this PS?

## **24. The transparency of the voting process**

ASSESS – The level of transparency in this PS. Were you able to observe unhindered? Was the layout, behaviour of PS Staff, presence of party/candidate agents and other observers conducive to a transparent process?

## **25. The overall conduct of operations**

ASSESS – Your final overall assessment of the conduct of polling operations in this PS.

## **COMMENTS**

Please include any additional comments regarding specific questions (numbering the questions you are commenting on) or any general appreciations or other information that you consider is relevant for the Mission regarding your observation of this PS.

All comments should be clear, concise, and written in a comprehensible manner. Make sure to differentiate between direct observation and second-hand information.

## B. CLOSING & COUNTING

### CLOSING

#### 1. Is the vicinity of the PS free from any circumstances which could influence the integrity of the closing?

ASSESS whether the area surrounding the PS is free from any of the activities mentioned below which, while potentially unlawful, could influence the integrity of the closing procedures in this PS.

If the PS is **free** from these activities, mark 'YES'.

If the PS is **not free** from these activities, mark 'NO' and the appropriate box(es) below:

##### A) If 'NO', did you observe:

- **Unrest:** Unrest (disturbance, visible tension, chaos, confusion, uncontrolled crowds, demonstrations, police charges, etc.) near the PS, which could affect the sense of security of the people in the PS during the closing and counting process.
- **Violence:** Actual violence near the PS, which could generate fear among the people in the PS during the closing and counting process and/or influence the process. For example, violent clashes, vandalism, looting, etc.
- **Campaign material:** Presence of campaign materials contrary to laws and procedures, which could influence the people in the PS during the closing and counting process.
- **Campaign activities:** Occurrence of campaign activities contrary to laws and procedures, which could influence the people in the PS during the closing and counting process.
- **Intimidation:** Acts of intimidation towards people in the PS, which could influence their behaviour during the closing and counting process. Intimidation can take the form of physical or verbal threats or pressure intentionally applied on the people in the PS.
- **Presence of security forces beyond regulations:** Army/Police or other security force presence and behaviour, beyond what is strictly laid down in regulations, which could influence the people in the PS during the closing and counting process.
- **Inefficient queue control management:** Resulting in unmanageable queues prior to closing that could dissuade voters from queuing and/or be a potential source of unrest/tension.
- **Other:** *Specify.*

*Principles: Respect for the integrity of the process; Respect for the choice of the people; Respect for Electoral Law and Procedures; Right to the security of individuals*

## 2. Is the PS free from any elements which could influence the integrity of the closing & counting process?

ASSESS whether based on your direct observation the PS is free from any of the elements mentioned below, or others, which could affect the integrity of the closing and counting process.

If it is **free** from these or other activities, which could influence the integrity of the process, mark 'YES'.

If it is **not free** from these activities, mark 'NO' and the appropriate box(es) below:

### A) If 'NO', did you observe:

- **Unrest:** Any unrest or disturbance *inside the PS*, which could affect the sense of security of the people in the PS during the closing and counting process.
- **Violence:** Actual violence *inside the PS*, which could influence the behaviour/work of the people in the PS during the closing and counting process.
- **Campaign material:** Presence of campaign material *inside the PS* contrary to laws and procedures, which could influence the people in the PS during the closing and counting process.
- **Campaign activities:** Occurrence of campaign activities *inside the PS* contrary to laws and procedures, which could influence the people in the PS during the closing and counting process.
- **Intimidation:** Acts of intimidation towards people *inside the PS*, which could influence their sense of security and behaviour during the closing and counting process. Intimidation can take the form of physical or verbal threats or pressure intentionally applied on the people in the PS.
- **Presence of security forces beyond regulations:** Army/Police presence and behaviour *inside the PS*, beyond what is strictly laid down in regulations, which could influence the people in the PS during the closing and counting process.
- **Inefficient crowd management:** Resulting in confusion/chaos *inside the PS*. For example, unmanageable crowds of people inside the PS during the closing and counting process.
- **Other:** *Specify.*

*Principles: Respect for the integrity of the process; Respect for the choice of the people; Respect for Electoral Law and Procedures; Right to the security of individuals*

## 3. Did the PS close at the official closing time?

According to the relevant laws and procedures, PSs must close at a certain specified time (late closing may be provided for through specific procedures). If the PS did **not** close at the official time, mark 'NO'.

### A) If 'NO', When did the PS close?

- **Early:** Before the official closing time.
- **Within 1 hour:** Within one hour after the official closing time.
- **More than 1 hour:** More than one hour after the official closing time.

## B) *Why?*

- **EMB Decision:** Any EMB decision altering the official closing time that applies to this PS.
- **Late opening:** If the law and procedures allow for PSs' closing late if they opened late.
- **Voters queuing outside PS:** If according to the law and procedures, PSs' must allow all the people queuing to vote at the official closing time the right to cast their ballot before actually closing the PS.
- **Other:** *Specify.*

### B<sub>1</sub>) *Were voters queuing outside the PS at closing time allowed to vote?*

*If the law allows for all people queuing to vote at the official PS closing time the right to cast their ballot before the PS closes.*

### B<sub>2</sub>) *Were voters arriving after closing time turned away?*

*If the law stipulates that people who are not in the queue at closing time, should not be allowed to vote.*

*Principles: Respect for Electoral Law and Procedures; Universal and Equal Suffrage; Right to participate*

## RESPECT FOR THE RIGHT TO UNIVERSAL, INDIVIDUAL AND SECRET SUFFRAGE

### 4. Please list each PS Staff member present;

Indicate the position of all PS Staff members present during your observation on the line that corresponds to their gender: **Male (M)** or **Female (F)**.

If a member (s) is missing, do not list them.

#### A) **If any member is missing Ask – for what reason:**

If one or more of the PS Staff members are not present during your observation, ASK why and ASSESS the main reason. If more than one member is missing, ASSESS which is the most common reason.

- **Did not come:** The member(s) did not turn up for the Opening of the PS.
- **Turned away:** The member(s) turned up for the Opening but were turned away.
- **Left:** The member(s) turned up for the Opening but left the PS and never returned.
- **Other:** *Specify.*

*Principles: Respect for Electoral Law and Procedures; Equal right to participate; Universal and Equal suffrage; Integrity of the process*

**5. Please list each party/candidate agent (P/CA) present:**

Indicate the party/candidate(s) that are represented in the PS by the party/candidate agents that are present during your observation on the line that corresponds to the gender of the P/CA: **Male (M)** or **Female (F)**.

*Principles: Integrity of the process; Transparency of the process; Equal right to participate; Non-discrimination*

**6. Please list each national observer (NAT OB) present:**

Indicate the national/ citizen observer organisation (s) or umbrella group (s) that are present in the PS by listing the national/ citizen observer (s) that are present during your observation on the line that corresponds to the gender of the NAT OBs: **Male (M)** or **Female (F)**.

*Principles: Integrity of the process; Transparency of the process; Equal right to participate; Non-discrimination*

**7. Are all party/candidate agents and national observers able to follow the proceedings unhindered?**

**A) If 'NO', Who was affected and How?**

Mark the box(es) corresponding to the reason(s) why candidate/party agents and/or national/ citizen observers are unable to follow the entire proceedings unhindered.

- **Not allowed access to PS:** If Party/candidate agents and/or national/ citizen observers are not allowed to enter the PS and are therefore unable to fulfil their tasks.
- **Arbitrarily prevented by PS Staff:** If arbitrary behaviour or decisions of PS Staff are an obstacle to the work of party/candidate agents and/or national/ citizen observers.
- **Layout of PS:** If the layout of the PS, the conditions (lack of light, insufficient space, etc.) or the actual location where the closing and counting are taking place limit the capacity of party/candidate agents and/or national/ citizen observers to follow the proceedings adequately.
- **Overcrowding:** If party/candidate agents and/or national/ citizen observers are unable to carry out their duties due to overcrowding in the PS, which does not allow for proper observation of the proceedings.
- **Intimidation:** If party/candidate agents and/or national/ citizen observers are unable to carry out their duties due to intimidation.
- **Other:** Specify any other reason why party/candidate agents and/or national/ citizen observers are unable to follow the closing and counting proceedings fully.

*Principles: Respect for the integrity of the process; Respect for Electoral Law and Procedures; Right to participate; Right to the security of individuals; Transparency of the process*

## 8. Are only authorised people present inside the PS?

The people authorised to be present in a PS during the closing and counting processes are established in the Electoral Law and Procedures; anybody else present inside the PS is unauthorised. If unauthorised people are present in the PS, mark 'NO'.

### A) If 'NO', Which unauthorised people are present:

**Local officials, Religious/Traditional authorities, Police, Army, Other** (*Specify*)

### B) Assess – The presence of these people is:

- **Intimidating:** Their presence is intimidating for the people in the PS and could influence the closing and counting process.
- **Interfering with the work of PS Staff:** Their presence is interfering with the work of PS Staff. These people could even be instructing PS Staff or directing the closing and counting process.
- **Creating confusion in the PS:** They are generating confusion and unrest in the PS, which could influence the closing and counting process.
- **NOT affecting the process:** Their presence has no effect on the process. It is neither intimidating nor generating any confusion.

### C) Did you observe PS Staff exerting their authority to request that such people leave the PS?

*PS Staff have the responsibility and authority to ensure that only authorised people are in the PS. They should take appropriate measures to ensure that any unauthorised people are removed from the PS, particularly if they are causing any unrest.*

***Principles: Respect for Electoral Law and Procedures; Integrity of the process***

## 9. Is the integrity of the counting process sufficiently protected?

Have you directly observed anything that is contrary to the integrity of the process and/or the respect for the choice of the people?

If so, the integrity of the counting process **has not been** sufficiently guaranteed/ protected, mark 'NO'.

### A) If 'NO', did you observe:

- **Indications of ballot stuffing:** Ballot box(es) stuffed with stacks of ballots.
- **Indications of bias among PS Staff:** Bias attitude, arbitrary behaviour, open support for particular parties/candidates by PS Staff.
- **Indications of manipulation in Voters' List:** Indications that Voters' Lists have, or are, being misused. For example, evidence of multiple identical signatures.
- **Other:** *Specify.*

***Principles: Equal and Universal suffrage; Respect for the integrity and secrecy of the ballot; Respect for Electoral Law and Procedures***

## 10. Did the closing and counting process proceed without interruptions until its completion?

### A) If 'NO', Why:

- **Lack of material:** Operations suspended due to lack of essential material.
- **Missing PS Staff:** Closing and/ or counting operations suspended due to the lack of necessary PS Staff members (according to laws and procedures).
- **Unrest:** Unrest/tension push PS Staff to suspend the closing and/ or counting process until such situations are resolved.
- **Convenience Break:** Temporary suspension for rest, food, or other reasonable convenience.
- **Violence:** Outbreak of violence during closing and/ or counting operations leading to a suspension of the process.
- **Other:** *Specify.*

### B) For how long was the process suspended?

Less than 1 Hour; More than 1 Hour; You left before it resumed

### C) Was the sensitive material kept under continuous custody during this time?

ASSESS whether the sensitive materials (ballot boxes, unused ballots, Voters' Lists, etc) were adequately secured at all times during the suspension period.

*Principles: Respect for the choice of the people; Respect for Electoral Law and Procedures; Right to the security of individuals; Competence of the EMB*

## RESPECT FOR ELECTORAL LAW & PROCEDURES & RIGHT TO AN EFFECTIVE REMEDY

### 11. Closing and Counting procedures are followed:

- (1) **Always:** All procedures are followed consistently and correctly in the stipulated order.
- (2) **Regularly:** Procedures are followed correctly in most cases, with some inconsistencies and exceptions.
- (3) **Erratically:** Procedures are followed inconsistently, with significant variations.
- (4) **Never:** Procedures are consistently not respected, potentially compromising the integrity of the process.
- (5) **Arbitrarily:** Procedures are arbitrarily/discriminately applied, seriously compromising the integrity of the process.

*Note: This is a qualitative scale not an ordinal scale.*

- A. Closing procedures:** *Adherence to closing procedures.*
- B. Ballot reconciliation:** *Reconciling used ballots with the Voters' List, number of unused ballots, etc.*
- C. Counting/ Recounting of ballots:** *Counting and recounting of ballots according to the procedures and respecting voters' choices.*
- D. Determination of valid and invalid ballots:** *Determination of the validity of ballots according to procedures and respecting voters' choices.*
- E. Allocating ballots to particular candidates/ parties:** *In accordance with procedures and respecting voters' choices.*
- F. Procedures for contested ballots:** *In accordance with procedures and respecting the right to an effective legal remedy.*
- G. Procedures for filling in Protocols and Results sheets:** *In accordance with procedures and respecting voters' choices.*
- H. Procedures for any "special" ballots:** *In accordance with procedures and respecting voters' choices.*

**A) If procedures are NOT (1-Always) applied, Assess – the incorrect application of procedures is due to:**

- **Unclear instructions:** Unclear/confusing instructions on closing and/ or counting procedures as the main cause for the incorrect/inconsistent application of procedures.
- **Poor training:** Lack/ poor training of PS Staff as the main cause for the incorrect/ inconsistent application of procedures.
- **Incompetence of PS Staff:** PS Staff incapable of carrying out the procedures adequately.
- **Tension/ disorder in PS:** Tension/ disorder in the PS as the main cause for the incorrect/ inconsistent application of procedures.
- **Attempts to manipulate:** Deliberate attempts to manipulate the process.
- **Other:** *Specify.*

**B) Was the incorrect application of procedures insignificant for the overall results?**

*ASSESS whether the extent of the incorrect application of procedures could affect the overall result in this PS. If there is no effect, or if the effect is insignificant, mark 'YES'. If the incorrect application of procedures is likely to have had a significant impact on the overall result, mark 'NO'.*

***Principles: Respect for the choice of the people; Respect for Electoral Law and Procedures; Transparency of the process; Competence of the EMB***

## **12. Counting Data:**

Indicate the counting data resulting from the counting process:

- **Number of Ballots Received:** Number of ballots received at the PS from the EMB.
- **Number of Voters on the Voters' List:** Number of voters on the Voters' List, which may include voters that have been added to the Voters' List or included in a supplementary Voters' List, if provided for in the laws and procedures.
- **Number of Used Ballots:** Number of used/issued ballots.
- **Number of Unused Ballots:** Number of ballots remaining and unused.

- **Number of Ballots in the Ballot Box:** Number of ballots that have been extracted from the Ballot Box (es) for a particular election.
- **Number of Invalid Ballots:** Number of ballots that are considered to be invalid.
- **Number of Blank Ballots:** Number of ballots that are considered to be blank.
- **Number of Challenged Ballots:** Number of ballots that are challenged.
- **Total Number of Valid Ballots:** Total number of valid ballots extracted from ballot box (es).
- **Number of “Special” Ballots:** Number of “special” ballots (e.g. tendered ballots).

*Principles: Respect for Electoral Law and Procedures; Transparency of the process; Competence of the EMB*

### 13. Did all party/candidate agents receive a copy of the Results form?

All party/candidate agents should receive an official copy of the Results form, guaranteeing the transparency and respect of voters’ choices as well as the integrity of the process in this PS.

*Principles: Respect for the choice of the people; Respect for Electoral Law and Procedures; Transparency of the process; Competence of the EMB*

### 14. Was a copy of the Results form posted at the PS level?

A copy of the official Results form should be posted after the counting operations are concluded at the level of the PS. Based on your direct observation, mark whether it was posted:

- **Inside the PS**
- **Outside the PS**
- **NO**

#### A) If ‘NO’, Why?

- **Not required by law:** If the laws and procedures do not require this measure.
- **Refused by PS Staff:** If the laws and procedures require this measure but the PS Staff refuse to comply with it.
- **Other:** *Specify.*

*Principles: Respect for the choice of the people; Respect for Electoral Law and Procedures; Transparency of the process; Competence of the EMB*

### 15. Ask – Was the process free from any official complaints being lodged at the PS?

If **no** official complaints were lodged mark ‘YES’. If any official complaints were lodged mark ‘NO’ indicating that the process was not free from official complaints.

A) *If 'NO', were official complaints dealt with according to procedures?*

ASSESS whether the complaint was dealt with according to procedures.

*Principles: Right to an Effective Legal Remedy; Respect for Electoral Law and Procedures; Transparency of the process; Competence of the EMB*

**16. Ask – Was the process free from unofficial complaints regarding significant problem(s) at this PS?**

If you have **not been informed** of any significant problem(s) in this PS, mark 'YES'.

If you **have been informed** of such problems, and have observed that they have not been lodged as official complaints, mark 'NO', as the process has not been free from unofficial complaints.

A) *If 'NO', complaints were:*

- **Clarified after discussion:** Complaint is resolved after discussion.
- **Refused by PS Staff:** Complaint is not recorded as an official complaint as the PS Staff refuses to accept it.
- **Not submitted by the complainant:** Complainant decides not to submit complaint in an official manner.
- **Other:** *Specify.*

*Principles: Right to an Effective Legal Remedy; Respect for Electoral Law and Procedures; Transparency of the process; Competence of the EMB*

**17. Was all required material packed and sealed according to procedures?**

A) *If 'NO', Why: – Specify*

ASSESS whether the procedures for the packing and sealing of materials are properly followed, particularly concerning all sensitive material (protocols, results sheets, ballots, etc.)

*Specify why this was not done according to procedures and what was done in practice.*

*Principles: Respect for Electoral Law and Procedures; Transparency of the process; Competence of the EMB*

**18. Did you observe the handover of material?**

Did you directly observe the handover of materials from the PS to the competent authorities as established in the procedures?

If you **have not directly observed** this part of the process, mark 'NO' and go directly to the *Assessment* section.

A) *If 'YES', was the transportation of material carried out according to procedures?*

B) *Was the handover of material transparent?*

C) *Was the material secured at all times?*

ASSESS whether the materials were transported according to procedures, whether the process was sufficiently transparent (were party/candidate agents and/or observers able to follow the transportation of the materials?). Were the materials sufficiently secure until their handover to the competent authorities?

*Principles: Respect for Electoral Law and Procedures; Transparency of the process; Competence of the EMB*

## ASSESSMENT

These are a series of general assessments that observer teams are required to make in five key areas. The evaluations are based on a qualitative five-point assessment scale. Observers are strongly encouraged to provide clear-cut assessments that must be consistent with their answers throughout the form and with their final overall assessment of the closing and counting operations in this PS.

**(1) Outstanding:** Exceptional performance, excellent understanding, motivation and initiative; fully compliant with all relevant rights, principles, laws and procedures.

**(2) Good:** Competent performance, demonstrating solid competences and efforts; generally compliant with relevant rights, principles, laws and procedures, despite some minor concerns.

**(3) Satisfactory:** Ordinary performance, fulfilling requirements well; compliant with essential rights, principles, laws and procedures. The observed concerns and irregularities are unlikely to affect the genuine nature of closing and counting operations in this PS.

**(4) Poor:** Inadequate level of competence, effort and motivation; improvement needed to comply with essential rights, principles, laws and procedures. The observed concerns may affect the genuine nature of closing and counting operations in this PS.

**(5) Inadequate:** Below acceptable standards of competence; serious violations of essential rights, principles, laws and procedures. The genuine nature of closing and counting operations in this PS are seriously compromised.

### **19. Party/candidate agents' overall understanding of their role**

ASSESS – The work of the party/candidate agents in the PS. How well did they seem to understand their critical role in the PS? Were they active, attentive, motivated, and knowledgeable of procedures?

### **20. The overall performance of the PS Staff**

ASSESS – The work of the PS Staff in this PS. How well did they perform their tasks and responsibilities? Were they sufficiently acquainted with procedures? Did they appear to be adequately trained? Did they exert their authority when needed? Were they impartial?

### **21. Level of confidence that results accurately reflect the will of the voters**

ASSESS – The overall integrity of the closing and counting process. To what extent do you consider that the results obtained at the end of this process accurately reflect the will of the voters as cast through the ballot?

## **22. The transparency of the counting process**

ASSESS – The level of transparency of the counting process in this PS. Were you able to observe unhindered? Was the layout, behaviour of PS Staff, presence of party/ candidate agents and other observers conducive to a transparent process?

## **23. The overall conduct of operations**

ASSESS – Your final overall assessment of the conduct of closing and counting operations in this PS.

## **COMMENTS**

Please include any additional comments regarding specific questions (numbering the questions you are commenting on) or any general appreciations or other information that you consider is relevant for the Mission regarding your observation of this PS.

All comments should be clear, concise and written in a comprehensible manner. Make sure to differentiate between direct observation and second-hand information.

*If the EU EOM is interested in collecting results from PS level, these can be included in this section, following the format and structure indicated by the Core Team.*

## C. TABULATION

Form C, is to be used for the observation of all Aggregation/Tabulation/Consolidation processes within the EMB's hierarchical structure, from Constituency/District level to the National level.

### INFORMATION on Observer TEAM, DATE and TIME of Observation

- Indicate your **Team Number/ Code**
- Indicate the **Date, Time of Arrival and Departure** from the **Centre**

### INFORMATION on the CENTRE

- **Centre:** Indicate the name or code of the Centre you are observing.
- **Centre responsible for:** Indicate if the Centre you are observing is responsible for operations at the Constituency, Department, District, Region, National, levels, or Other.
- **Number of PSs/Centres attached to this Centre** – CONFIRM the number of Polling Stations (PSs) or other tabulation centres attached to this Centre with the Centre personnel.
- **Number of Protocols/Results treated at the time of your departure** – ASK Centre personnel for the number of Protocols/Results the Centre has processed until that time.
- **Process:** Mark as appropriate, whether the process **has ended** or whether operations are still **in progress** at the moment of filling in and submitting the form.

### TRANSPORT AND TRANSMISSION of PROTOCOLS/ RESULTS

#### 1. Did you observe the transport/transmission of Protocols/Results to this Centre?

If you directly observed the transport/transmission of Protocols/Results from the previous Centre in the EMB's transmission structure (for example, from the District to the Regional or Departmental level), Mark 'YES', and answer the following questions.

*If you have only observed the tabulation process in this Centre, and not the transport transmission from a previous Centre, mark 'NO' and go directly to Question 2.*

#### A) If 'YES', Was the transport/transmission carried out according to procedures?

*ASSESS whether the procedures regarding the transport/transmission of the Protocols/ Results towards this Centre have been followed.*

*A1) If 'NO', Why? (mark the appropriate box):*

**Transport/transmission plan not implemented:** If the pre-established transport/ transmission plan has not been implemented as foreseen due to technical problems, problems with material or for any other reason.

**Implementation of an ad hoc plan:** If an ad hoc plan was conceived and implemented instead of the plan foreseen according to the procedures.

**Other:** *Specify.*

**B) Assess - Have the Protocols/ Results been secure at all times?**

*ASSESS whether the Protocols/ Results have been adequately secured at all times during their transport/ transmission.*

**B1) If 'NO', Why?**

**Security plan not implemented:** If the pre-established security plan was not implemented as foreseen in the procedures due to technical problems, material problems, personnel issues, or for any other reason.

**Attempts to manipulate the process:** The integrity and genuine nature of the process is compromised by attempts to manipulate the process.

**Negligence:** The Protocols/ Results have not been adequately secured due to negligence on behalf of those responsible for their transport/ transmission.

**Other:** *Specify.*

**C) Assess - Was the transmission/ transport of the sensitive materials transparent?**

*ASSESS whether the transport/ transmission of the sensitive materials from the previous Centre towards this Centre has been sufficiently transparent. Were party/candidate agents and/or national/ citizen observers able to follow this part of the process? Did the implementation of the procedures for their transport/transmission safeguard the integrity of the process?*

*Principles: Respect for the will of the voters; Respect for Electoral Law and Procedures; Integrity and secrecy of the ballot; Transparency of the process; Competence of the EMB; Right to participate*

**2. Did you observe the handover of Protocols/ Results to this Centre?**

Did you directly observe the arrival and handover of Protocols/ Results from other Centres in the EMB's transmission structure towards this Centre? For example, the handover of Protocols/ Results from PSs towards Constituency or District Tabulation Centres; or from District towards Departmental or Regional Tabulation Centres?

**A) If 'YES', Were the procedures for the handover of the Protocols/ Results followed:[Mark the appropriate box]:**

**Strictly:** Every procedure followed in the established order with no exceptions or irregularities of any kind.

**Largely:** Most (but not all) procedures followed in the established order and manner, with only minor problems or irregularities.

**Inconsistently:** Some procedures followed but not necessarily according to the established order. Recurrent problems or irregularities appeared in certain aspects of the process, which could damage the efficiency of the operations.

**Inadequately:** Procedures not followed adequately, several problems or irregularities potentially compromising the integrity and/or respect for the will of the voters.

**Not at all:** Procedures not followed at all. Numerous problems or irregularities, seriously compromising the integrity and/or respect for the will of the voters.

**B) If the procedures are not followed ‘Strictly,’ is the integrity of the process sufficiently protected?**  
*ASSESS whether the incorrect application of procedures has an impact on the integrity of the process. If the irregular application or procedures has no real incidence on the integrity of the process, mark ‘YES’. If the integrity of the process is in jeopardy, mark ‘NO’. For example, if an incorrect application of provisions to control and keep track of the handover of Protocols/ Results might lead to the loss of some Protocols/ Results ; or if the irregular opening of parcels or envelopes may compromise the integrity of the entire process.*

***Principles: Respect for the will of the voters; Respect for Electoral Law and Procedures; Integrity and secrecy of the ballot; Transparency of the process; Competence of the EMB***

**3. Is the vicinity of the Centre free from any circumstances, which could influence the integrity of the process?**

ASSESS whether the vicinity of the Centre is free from any of the situations mentioned below, which might influence the work of the Centre officials, personnel and the process in itself. If the Centre is free from any such circumstances, mark ‘YES’.

**A) If ‘NO’, Why?**

If the Centre is **not free** from such activities, mark ‘NO’ and the appropriate box(es):

**Unrest** – Unrest (disturbance, visible tension, confusion, uncontrolled crowds, demonstrations, police charges, etc.) near the Centre, which could affect the sense of security and/or decisions of Centre officials, personnel and/or any other people in the Centre.

**Violence** – Actual violence near the Centre, which could influence Centre personnel and/or any other people in the Centre. For example, violent clashes, vandalism, looting, etc.

**Intimidation** – Acts of intimidation towards Centre officials, personnel and/or any other people in the Centre, which could influence their work. Intimidation can take the form of intentionally applied physical or verbal threats or pressure.

**Presence of security forces beyond regulations** – Army/Police or other security force presence and behaviour, beyond what is strictly laid down in regulations, which could influence the work of Centre officials, personnel and/or any other people in the Centre.

**Inefficient management** – Inefficient management of the handover of materials, resulting in long chaotic queues, or any other reason that could be the source of unrest/tension.

**Other** – *Specify.*

***Principles: Respect for the integrity and secrecy of the ballot; Respect for Electoral Law and Procedures; Right to the security of individuals; Competence of the EMB***

## RESPECT FOR THE WILL OF THE VOTERS, INTEGRITY & TRANSPARENCY OF THE PROCESS

### 4. Please list each Centre official present:

Indicate the position of each of the Centre officials that are present during your observation on the line that corresponds to their gender :**Male (M)** or **Female (F)**.

Centre officials are those people responsible for the management of the Centre in accordance with the Electoral Law and Procedures.

One, or more, representatives of the Electoral Management Body (EMB) may also be present to assist the Centre officials. In this case, indicate the position of EMB representatives, broken down by gender on the appropriate lines.

If an official(s) is/are missing, do not list them.

#### **A) Assess-The (approximate) ratio of males/females among the remaining Centre personnel is:**

In addition to the Centre officials, appointed by the EMB to manage the Centre, a number of people will be working in the Centre in different technical capacities. ASSESS – the approximate proportion (in percentages) of men and women among the Centre personnel.

*Principles: Respect for Electoral Law and Procedures; Right to participate; Non-discrimination*

### 5. Please list each party/candidate (P/CA) agent present:

Indicate the party/candidate (s) that are represented in the Centre by the party/candidate agents that are present during your observation on the line that corresponds to their gender: **Male (M)** or **Female (F)**.

*Principles: Integrity of the process; Transparency of the process; Right to participate; Non-discrimination*

### 6. Please list each national observer (NAT OB) present:

Indicate the national/ citizen observer organisation (s) or umbrella group (s) that are present during your observation in the Centre on the line that corresponds to their gender: **Male (M)** or **Female (F)**.

*Principles: Integrity of the process; Transparency of the process; Right to participate; Non-discrimination*

### 7. Are all party/candidate agents and national observers able to follow the entire process unhindered?

#### **A) If 'NO', Who was affected and How?**

Mark the box(es) that best explain the reasons why party/candidate agents and/or national/ citizen observers are unable to follow the entire process unhindered.

**Not invited or informed:** If party/ candidate agents and/or national/ citizen observers have not been formally invited (according to procedures) to observe the operations at this Centre. Or, if they have not been informed of the location, date, time, etc.

**Not allowed access to the Centre:** If party/ candidate agents and/or national/ citizen observers are not authorised to enter the Centre and are therefore unable to fulfil their tasks.

**Arbitrarily prevented by Centre officials:** If arbitrary decisions or behaviour by Centre officials are an obstacle to the work of party/candidate agents and/or national/ citizen observers. For example, through discriminatory decisions in favour or against one or more political parties'/candidates'/groups' of observers.

**Layout of the Centre:** If the layout of the Centre hinders party/candidate agents and/or national/ citizen observers' ability to supervise the proceedings.

**Overcrowding:** If party/ candidate agents and/or national/ citizen observers are unable to carry out their duties due to overcrowding in the Centre, which does not allow for proper observation of the proceedings.

**Intimidation:** If party/ candidate agents and/or national/ citizen observers are unable to carry out their duties freely due to intimidation.

**Only allowed limited access:** If party/ candidate agents and/or national/ citizen observers are only authorised to observe part of the process and have therefore only limited access to the proceedings.

*Principles: Respect for the Integrity and secrecy of the ballot; Respect for Electoral Law and Procedures; Right to participate; Right to the security of individuals; Transparency of the process; Non-discrimination*

**8. Is the Centre free from any elements, which could influence the integrity of the process?**

The Centre must be free from any element which could influence the integrity and genuine nature of the process.

If you have directly observed any of the circumstances mentioned below or any other reason why the integrity of the process is **not sufficiently protected**, mark 'NO' and the appropriate box(es):

**A) If 'NO', Why?**

**Unrest:** Disturbance *inside the Centre*, which could generate confusion/disorder, rendering the process inefficient and jeopardising the integrity and genuine nature of the operations.

**Violence:** Acts of violence *inside the Centre* which affect people's sense of security and/or influence the work of Centre officials, personnel and that of any other people authorised to be in the Centre.

**Intimidation:** Acts of intimidation towards Centre officials, personnel and/or any other people authorised to be in the Centre that could influence their sense of security, their decisions and behaviour.

**Presence of security forces beyond regulations:** Army/Police or other security force presence and behaviour *inside the Centre*, beyond what is strictly laid down in regulations, which could influence people's sense of security together with their decisions and behaviour.

**Inadequate premises:** If the premises (size, distribution, general condition, electricity etc.) are inadequate to ensure an efficient process.

**Lack of materials:** If the Centre lacks materials, or if materials are in poor condition, thereby hindering the proper functioning of the Centre.

**Overcrowding:** If overcrowding in the Centre is compromising the integrity and/or genuine nature of the process. For example, if overcrowding makes the process inefficient.

**Other:** *Specify.*

***Principles: Respect for the will of the voters; Respect for the integrity and secrecy of the ballot; Respect for Electoral Law and Procedures; Right to the security of individuals; Transparency of the process; Competence of the EMB***

**9. Are only authorised people present inside the Centre?**

The people authorised to be present in the Centre are established in the Electoral Law and Procedures; anybody else present inside the Centre is unauthorised. If unauthorised people are present in the Centre, mark 'NO'.

**A) If 'NO', Which unauthorised people are present?**

**Local officials, Religious/ Traditional authorities, Police, Army, Other** (*Specify*)

**B) Assess– The presence of these people is:**

**Intimidating:** Their presence is intimidating for the Centre officials, personnel and/or any other people authorised to be in the Centre and could influence their choices/decisions.

**Interfering with the work of the Centre:** Their presence is interfering with the work of the Centre. They may even be instructing Centre officials and/or personnel or directing the operations.

**Creating confusion in the Centre:** These people are generating confusion and possibly unrest in the Centre, potentially influencing the work of Centre officials, personnel and that of any other authorised people in the Centre.

**NOT affecting the process:** Their presence has no effect on the process, it is neither intimidating nor generating any confusion.

***Principles: Respect for Electoral Law and Procedures; Integrity of the process***

**10. Assess -Is the integrity of the process sufficiently protected?**

Have you directly observed any situations which compromise the integrity and genuine nature of the process as well as the respect for the will of the voters?

If so, the integrity of the process **has not been** sufficiently protected, mark 'NO' and the appropriate box(es) based on your direct observation:

**A) If 'NO', Did you observe:**

**Indications of manipulation of received Protocols/Results:** Indications that the Protocols/ Results received by the Centre have been manipulated, either before their arrival or during the manual aggregation/consolidation/tabulation or digitalisation.

**Mistakes in aggregations:** Arithmetic mistakes or other mistakes, in the aggregations/ consolidation of results made at the level of this Centre.

**Poor training:** Lack/Poor training of Centre officials and/or personnel, which could compromise the efficiency and integrity of the Centre's operations.

**Indications of bias among Centre officials:** Bias attitude, arbitrary behaviour, open support for particular parties/candidates by Centre officials.

**Insufficient personnel:** An evidently insufficient number of personnel in relation to the Centre's responsibilities.

**Lack of organisation/inefficient management:** Lack/Poor organisation and/ or inefficient management of the Centre which could compromise the integrity and genuine nature of the process.

**Other:** *Specify.*

**Principles:** *Universal and Equal suffrage; Respect for the integrity and secrecy of the ballot; Respect for Electoral Law and Procedures; Transparency of the process; Competence of the EMB*

#### 11. Confirm - Did the Centre remain open until the end of the process?

The Centre must remain open and continue its work until it has fully completed its work.

**A) If 'NO', Why?** [*Mark the appropriate box(es) based on your direct observation*]

**Lack of materials:** The Centre was unable to continue operating due to a lack of essential materials.

**Technical problems:** The Centre was unable to continue operating due to a technical problem (power shortage, problems with IT equipment, etc.)

**Lack of personnel:** The Centre was unable to continue operating due to a lack of personnel.

**Unrest:** The Centre suspended operations following a situation of unrest, confusion, disruption, etc.

**EMB decision:** The Centre suspended operations following an EMB decision.

**Expected delays in the arrival of Protocols/ Results:** The Centre suspended operations due to the expected delays in the reception of some Protocols/ Results (from distant or logistically challenging areas).

**Other:** *Specify.*

**B) For how long?**

**Less than 1 hour:** The Centre started to operate again after less than an hour.

**Between 1 and 4 hours:** The Centre started to operate again after a one to four hour suspension period.

**Between 4 and 8 hours:** The Centre started to operate again after a four to eight hour suspension period.

**More than 8 hours:** The Centre started to operate again after more than eight hours.

**C) Assess - Were the sensitive materials secured during the time the Centre was closed?**

Sensitive materials (Protocols/Results, ballot papers, etc.) must be adequately secured during the entire suspension period. ASSESS – If it is not the case, mark 'NO'.

**Principles:** *Respect for the integrity and secrecy of the ballot; Respect for Electoral Law and Procedures; Competence of the EMB; Transparency of the process*

### 12. Procedures are followed:

- (1) **Always:** All procedures are followed consistently and correctly in the stipulated order, with no exceptions.
- (2) **Regularly:** Procedures are followed correctly in most cases, with some inconsistencies and exceptions.
- (3) **Erratically:** Procedures are followed inconsistently, with significant variations.
- (4) **Never:** Procedures are consistently not respected, potentially compromising the integrity and genuine nature of the process.
- (5) **Arbitrarily:** Procedures are discriminately applied, in favour or against particular parties/candidates, seriously compromising the integrity and genuine nature of the process.

*Note: This is a qualitative scale not an ordinal scale.*

- A. Verifying authenticity of Protocols/ Results** – *Verification of control mechanisms to ensure the authenticity of the Protocols/ Results (signatures, stamps, seals, etc.)*
- B. Mathematical verifications** – *Mathematical verification of figures and formulae in the Protocols/ Results.*
- C. Mathematical corrections** – *Implementation of the procedures for any necessary mathematical corrections of Protocols/ Results containing mistakes.*
- D. Procedures for ballot recounts** – *Application of procedures for possible ballot recounts, in accordance with the Electoral Law and Procedures.*
- E. Procedures for challenged ballots** – *Application of procedures for challenged ballots, in accordance with the Electoral Law and Procedures.*
- F. Procedures for any “special” ballots**– *Application of procedures for any “special” ballots (postal vote, tendered ballots, etc.)*
- G. Manual aggregation** – *Application of procedures for the manual aggregation/ tabulation/consolidation of results.*
- H. Data-entry** – *Application of procedures for the data-entry/digitalisation of Protocols/ Results.*
- I. Proclamation/displaying of results** – *Application of procedures for the proclamation/ displaying of results at the level of this Centre.*
- J. Procedures for filling in/ signing Protocols and Results sheets** – *Application of procedures for the filling in/ signing of Protocols and Results sheets, in accordance with the Electoral Law and Procedures.*
- K. Procedures for packing, securing and storing materials** – *Application of procedures for the packing, securing and storing of all materials foreseen by the Electoral Law and Procedures.*

**A) If procedures are NOT (1 – Always) applied, Assess– the incorrect application of procedures is due to:**

**Attempts to manipulate:** Deliberate attempts to manipulate the process.

**Poor training:** Lack/poor training of Centre officials/personnel as the main cause for the incorrect/Inconsistent application of procedures.

**Tension/ disorder in the Centre:** Tension/ disorder in the Centre as the main cause for the incorrect/inconsistent application of procedures.

**Unclear instructions:** Unclear/confusing instructions as the main cause for the incorrect/inconsistent application of procedures.

**Lack of time:** Lack of time as the main cause for the incorrect/irregular application of procedures by Centre officials/personnel, in favour of more expedient mechanisms.

**Incompetence of Centre officials/personnel:** Centre officials/personnel incapable of carrying out the procedures adequately.

**Lack of materials:** Lack of necessary materials as the main cause for the incorrect/irregular application of procedures by Centre officials/personnel.

**Technical problems:** Technical problems (power shortage, IT problems, etc.) as the main cause for the incorrect/irregular application of procedures by Centre officials/personnel.

**EMB decision:** EMB decision(s) modifying the established procedures as the main cause for the incorrect/irregular application of procedures by Centre officials/personnel.

**Other:** *Specify.*

**B) Assess - Was the incorrect application of procedures insignificant for the overall results?**

*ASSESS whether the incorrect application of procedures had a significant impact on the overall results in this Centre. If **it had an impact**, and if the impact is significant, mark ‘NO’. If there is **no impact**, or the impact is limited and not significant, mark ‘YES’.*

***Principles: Respect for the will of the voters; Respect for Electoral Law and Procedures; Transparency of the process; Competence of the EMB***

### **13. Tabulation Data:**

**Number of registered voters:** Total number of voters registered under this Centre.

**Number of voters registered elsewhere who voted:** Total number of registered voters under this Centre that effectively cast their ballot.

**Number of invalid ballots:** Total number of ballots that are considered to be invalid for all PSs or other Centres’ under this Centre’s authority.

**Number of blank ballots:** Total number of ballots that are considered to be blank for all PSs or other Centres’ under this Centre’s authority.

**Number of challenged ballots:** Total number of ballots that are challenged for all PSs or other Centres under this Centre's authority.

**Number of valid ballots:** Total number of valid ballots for all PSs or other Centres under this Centre's authority.

**Number of "special" ballots:** Total number of "special" ballots (e.g. tendered ballots) that have been recorded for all PSs or Centres under this Centre's authority.

*Principles: Respect for Electoral Law and Procedures; Transparency of the process; Competence of the EMB*

**14. Ask – Was the process free from any official complaints being lodged at the Centre?**

If **no official** complaints were lodged at the Centre, mark 'YES'.

If any official complaints were lodged at the Centre mark 'NO' indicating that the process was not free from official complaints.

**A) If 'NO', were official complaints dealt with according to procedures?**

ASSESS whether the complaint was dealt with according to procedures.

*Principles: Right to an Effective Legal Remedy; Respect for Electoral Law and Procedures; Transparency of the process; Competence of the EMB*

**15. Ask – Was the process free from unofficial complaints regarding significant problems in this Centre?**

If you have **not been informed** of any significant problem(s) in this Centre, mark 'YES'.

If you **have been informed** of such problems, and have observed that they have not been lodged as official complaints at this Centre, mark 'NO', as the process has not been free from unofficial complaints.

**A) If 'NO', complaints were:**

**Not submitted by the complainant:** Complainant decides not to submit complaint in an official manner.

**Clarified after discussion:** Complaint is resolved after discussion.

**Refused by Centre officials:** Complaint is not recorded as an official complaint as the Centre officials refuse to accept it.

**Other:** *Specify.*

*Principles: Right to an Effective Legal Remedy; Respect for Electoral Law and Procedures; Transparency of the process; Competence of the EMB*

**16. Have the Protocols/ Results been transmitted to the next level of the EMB according to procedures?**

The Centre is required, according to Electoral Law/Procedures, to transmit the results of its tabulation/consolidation/aggregation towards the following level of the EMB's transmission structure. For example, a Centre at the District level might be required to transmit the results of its aggregation towards the Regional level Centre. If the transmission has been done according to procedures, mark 'YES'.

**A) If 'NO', Why?**

**Lack of time:** The Centre did not have enough time to transmit its results in accordance with the established time-frames, format or manner.

**Lack of materials:** The Centre was unable to transmit its results in accordance with the established time-frames, format or manner, due to the lack of necessary material.

**Ad hoc transmission:** The Centre was unable to transmit its results in accordance with the established procedures but did so according to ad hoc procedures it established and implemented.

**Attempts to manipulate:** The Centre did not transmit its results according to procedures as a result of attempts to manipulate the process.

**Poor training:** The Centre was unable to transmit its results in accordance with the established time-frames, format and manner because of the lack/poor training of the Centre's officials/personnel.

**Incompetence of Centre officials:** The Centre was unable to transmit its results in accordance with the established time-frames, format and manner due to the incompetence of Centre officials.

**Unclear instructions:** The Centre was unable to transmit its results in accordance with the established time-frames, format and manner because of unclear instructions regarding the application of the relevant procedures.

**Technical problems:** The Centre was unable to transmit its results in accordance with the established time-frames, format and manner following a technical problem (power shortage, IT problem, etc.)

**EMB decision:** The Centre was unable to transmit its results in accordance with the established time-frames, format and manner, following an EMB decision modifying the previous procedures.

**Other:** *Specify.*

***Principles: Respect for the will of the voters; Respect for the integrity and secrecy of the ballot; Respect for Electoral Law and Procedures; Competence of the EMB ; Transparency of the process***

**17. Have all party/candidate agents received a copy of the Protocols/ Results?**

All party/candidate agents should receive an official copy of the Centre's results, thereby strengthening the transparency of the process, the respect for the will of the voters as well as the integrity and genuine nature of the process in this Centre.

## A) If 'NO', Why?

**Refusal by Centre officials:** If the Centre officials refuse to give copies to party/ candidate agents.

**Disagreement with the process:** If party/candidate agents refuse to accept official copies of the result in order to express their disagreement with the process.

**Not present:** If party/candidate agents are not present in the Centre when official copies of the results are being handed out.

**Did not request copies:** If party/candidate agents have not requested official copies of the results.

**Arbitrary handing out of copies:** If Centre officials distribute official copies of the results in an arbitrary/discriminatory manner between the different party/candidate agents.

**Other:** *Specify. (For example, if it is not provided for by the Electoral Law or Procedures)*

**Principles: *Respect for the will of the voters; Respect for Electoral Law and Procedures; Transparency of the process; Competence of the EMB***

## ASSESSMENTS

These are a series of general assessments that observer teams are required to make in five key areas. The evaluations are based on a qualitative five-point assessment scale. Observers are strongly encouraged to provide clear-cut assessments that must be consistent with their answers throughout the form and with their final overall assessment of the tabulation process in this Centre.

**(1) Outstanding** – Exceptional performance, excellent understanding, motivation and initiative; fully compliant with all relevant rights, principles, laws and procedures.

**(2) Good** – Competent performance, demonstrating solid competences and efforts; generally compliant with relevant rights, principles, laws and procedures, despite some minor concerns.

**(3) Satisfactory** – Ordinary performance, fulfilling requirements well; compliant with essential rights, principles, laws and procedures. The observed concerns and irregularities are unlikely to affect the genuine nature of the process in this Centre.

**(4) Poor** – Inadequate level of competence, effort and motivation; improvement needed to comply with essential rights, principles, laws and procedures. The observed concerns may affect the genuine nature of the process in this Centre.

**(5) Inadequate** – Below acceptable standards of competence; serious violations of essential rights, principles, laws and procedures. The genuine nature of the process in this Centre is seriously compromised.

### 18. Party/ candidate agents' overall understanding of their role

**ASSESS** – The work of the party/candidate agents in the Centre. How well did they seem to understand their critical role? Were they active, attentive, motivated, and knowledgeable of procedures?

**19. The overall performance of Centre officials and personnel**

ASSESS – The work of Centre officials and personnel in this Centre. How well did they perform their tasks and responsibilities? Were they sufficiently acquainted with procedures? Did they appear to be adequately trained? Did they exert their authority when needed? Were they impartial?

**20. Level of confidence that the results reflect the will of the voters**

ASSESS – The overall integrity of the tabulation process. To what extent do you consider that the results obtained in the Centre at the end of this process accurately reflect the will of the voters as cast in the ballot box?

**21. The transparency of the process**

ASSESS – The level of transparency of the tabulation process in this Centre. Were you able to observe unhindered? Was the layout, behaviour of Centre officials, personnel, party/candidate agents and other observers conducive to a transparent process?

**22. The overall conduct of operations**

ASSESS – Your final overall assessment on the conduct of operations in this Centre.

**COMMENTS**

Please include any additional comments regarding specific questions (numbering the questions you are commenting on) or any general appreciations or other information that you consider is relevant for the Mission regarding your observation of this Centre.

All comments should be clear, concise and written in a comprehensible manner. Make sure to differentiate between direct observation and second-hand information.

*If the EU EOM is interested in collecting results from the different Aggregation/Consolidation/Tabulation Centre levels, these can be included in this section, following the format and structure indicated by the Core Team.*