

## International election services

Over 120 years' experience of best practice in election, ballot and consultative process administration.

**Civica Election Services has extensive experience of managing ballots for international clients, including projects that require the management of ballots across multiple different constituencies worldwide.**

Our wide range of services includes ballot design, online voting services, secure printing, mailing and counting, all conducted and project-managed on our premises. This guarantees the security and accountability of our projects and a joined-up and cost-effective service.

### Unrivalled experience & expertise

Civica Election Services has a long and distinguished history in ballots and elections. Our reputation for integrity and impartiality is recognised internationally and we have been specified in Acts of Parliament as an independent scrutineer.

Today we continue to refine, modernise and improve voting methods and processes to deliver the best quality service at a fair, transparent and accessible price. We are always working with clients to develop more cost-effective and environmentally friendly technologies, including online, telephone and SMS voting, whilst remaining true to the values upon which we were founded: quality, integrity and impartiality.

### Working with Civica Election Services

Working in partnership with our clients is key to the successful delivery of electoral projects. Developing close working relationships with our client contacts gives us valuable insights into how their organisations work.

Beyond a simple consideration of the regulations that will govern how an electoral project runs, we have an appreciation of the culture of each organisation and the people we work with. Working together as a team ensures effective communication, a key factor in delivering successful projects.

# +36

countries where we've administered ballots

# 160

countries around the world we've received votes from

Our voting platform enables overseas voters to engage in democracy wherever they are in the world, allowing them to vote for their representative, committee member, or director regardless of their time zone. Our contactless customer service support is on hand to manage misplaced security codes and reminder emails.

### Recent international projects

- Amnesty International
- Elim International Centre
- Health Technology Assessment International
- International Bunker Association
- International Headache Society
- International Psychoanalytical Studies Organization
- International Society for Quality in Health Care
- Inter-Parliamentary Union
- Mensa International
- Parliamentary Assembly of the Mediterranean
- Raiox

### Product overview



## Case study: Inter-Parliamentary Union

### Requirements

The IPU needed to hold an election to appoint its new President, using online voting across 179 national parliaments and 13 regional parliamentary bodies. Three voters would be eligible in each parliament, an estimated electorate of 550 voters, voting in 6-8 rounds over four days. The rounds of voting would be determined by majority votes in each round.

### Project initiation

We appointed a dedicated project manager who was responsible for delivery of the election and was the single point of contact throughout. The project manager set up a Project Initiation Meeting with the client to capture all the election requirements. We established all points of contact and responsibility to ensure seamless delivery. A detailed timetable highlighted which milestones would be our responsibility and which the IPU would be responsible for. We also hold a similar Project Initiation Meeting for our internal teams, as different parts of the election project require input across the business, with the project manager co-ordinating internal communications to ensure successful delivery of the ballots.

"CES helped us organise elections to the IPU's governing bodies in November 2020 and May 2021.

Everything went exceedingly well. The voting platform provided a very smooth experience for IPU Members, with votes being cast by parliamentarians in more than 130 countries. We were able to benefit from CES' considerable experience and greatly appreciated the "can-do" attitude that they brought to the project. I look forward to working with CES again in the future."

Andy Richardson  
Programme manager, Parliamentary standards, Inter-Parliamentary Union

### The project

We arranged a dress rehearsal, building a test site and conducting a full run through of the vote. A contest was set up for a single position; emails were despatched to all eligible voters. IPU requirements were for the voting site to be available in English and French languages.

Once the dress rehearsal was successfully completed, each round of voting sites was built, tested, and signed off by the IPU. Voting instructions were despatched in line with the project plan, with each stage of voting open for 24 hours. Our team were on hand to provide customer support for voters throughout, with languages and time zones accounted for as part of the service.

### Key outcomes

The election was delivered successfully, with Duarte Pacheco of Portugal becoming the new President of the IPU. During the election, 400 representatives of more than 140 Member Parliaments cast their vote digitally.

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