

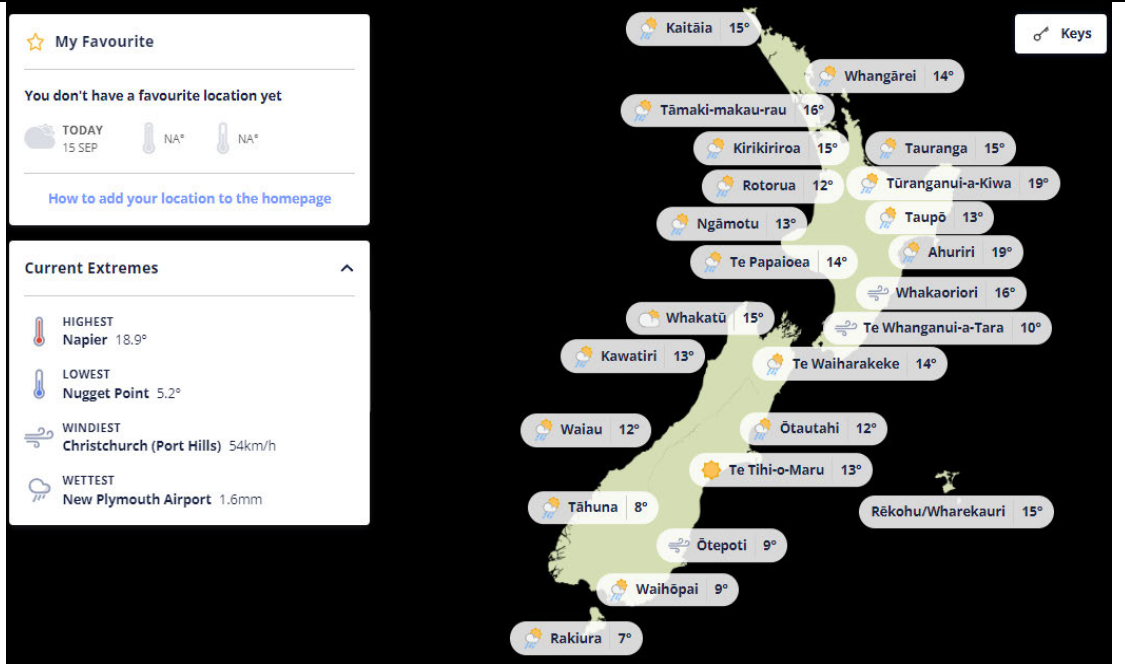
15/09/2023– Situation Report Week 1

As at 12.15pm on 15/09/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous Day ELT SITREP	2 ELT Standup SITREPS 1 14092023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • There was 1 important major event – Writ Day (Sunday, 10 Sep) • Taskforce is fully activated. • ELT Standups activated. • MIKE will be closed once processing is completed - Roll Close (13/09) • MIKE is closed. (14/09) • Data extraction and QA process. • Data release and Roll Print QA (15/09) • Close of nominations at midday.
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • The GE23 Roll Print and Easy Vote data QA was completed last night, with no data issues identified. • The DECE Ops and CE approved the transmission of the data to printers. • The Roll Print data has been securely transferred to [REDACTED] and the EasyVote data will go to NZ Post this afternoon with the Ballot Paper information. • Enrolment staff are undertaking SVD training, and doing some team building while MIKE is out for the data extractions et al.
P&C	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> • Delay in communicating HSW Guardrails. • Field staff are at risk of not working within the guidelines. <p>ACTIONS</p> <ul style="list-style-type: none"> • P&C drafting an email for Chief Executive to all SLG • H&S is working closely with RM to gather feedback on the field approach
IT	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> • Snaphire stability and performance - System slowness returned for a short period in the morning, currently under investigation. • Key Person risk – Work in progress. Target 19/9. • Connectivity and call Quality Issues on IVR systems – Conversation to discuss path forward held with VS. IT will now drive resolution with One.nz. • Commission NO power resilience – Generator installed and tested – action CLOSED. • Security update patching between now and the election period – Planning meeting complete. MS test groups patched no issues further update 18/9.
Comms & Education	<p>GENERAL UPDATE:</p> <p>ADVERTISING</p> <p>Notified yesterday that iwi radio station Tumeke FM did not follow the approved wording or process for an adlib script that was to be delivered as part of our paid media activity with the Māori Media</p>

	<p>Network. The announcer added their own messages to the pre-recorded ad and made indirect critical reference to the National Party.</p> <p>A mandatory requirement of our paid activity is for all ads to include a promoter statement and the adlib included the statement ‘Brought to you by the Electoral Commission.’</p> <p>The ad aired only once to fewer than 100 listeners before it was immediately pulled from rotation by the Māori Media Network.</p> <p>All media outlets we work with are briefed on our mandatory requirements including that our content must remain neutral and carry a promoter statement. All content is also to be approved by the Commission before it is published. This did not happen in this instance.</p> <p>Action taken: All advertising activity on MMN has been paused while this is being investigated however MMN have accepted full responsibility for this error. Reactive FAQs are being prepared by the Communications team.</p> <p>Media</p> <ul style="list-style-type: none"> • Steady volume of enquires related to enrolment numbers, number of candidates and parties. • We are seeing the “giveaway votes” narrative continuing. • We’ve received another interview request from The Platform • We’ve responded to a Stuff enquiry around scrutineers - no story published yet. <p>Social Media Similar ongoing themes. A lot of people messaging about wasted votes.</p> <p>Daily Metrics</p> <ul style="list-style-type: none"> • 3 media enquiries on 15 September • 80 enquiries and comments on social media in last 24 hours • 20,377 visitors to vote.nz
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • We are monitoring the inbox for any late candidate nominations for independent candidates to ensure they are escalated to Legal before 12pm today. • In the last 24 hours, the team had 247 tickets created, received 22 phone calls and made 8 outbound calls. 78% of tickets were resolved in one-touch. Top enquiry remained to be returning an enrolment form. • The on-hand tickets are expected to increase due to some MIKE functionalities being temporarily unavailable until Monday morning. • The future non-imminent threat and aggressive behaviours escalation process has been updated to also include the external 105 police reporting.
Strategic Engagement and Partnership	<p>INSIGHTS:</p> <ul style="list-style-type: none"> • Feedback from the community is becoming more balanced with more people reporting excitement and anticipation about the election.
Legal & Policy	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Nominations closed at midday today. • 567 candidates. Final checks currently underway for the candidate information to be extracted from the nominations system for ballot paper production, party lists and the vote.nz website.
FOR YOUR INFORMATION	

**MetService
Forecast for
15 Sep**



**Severe
Weather
Outlook**

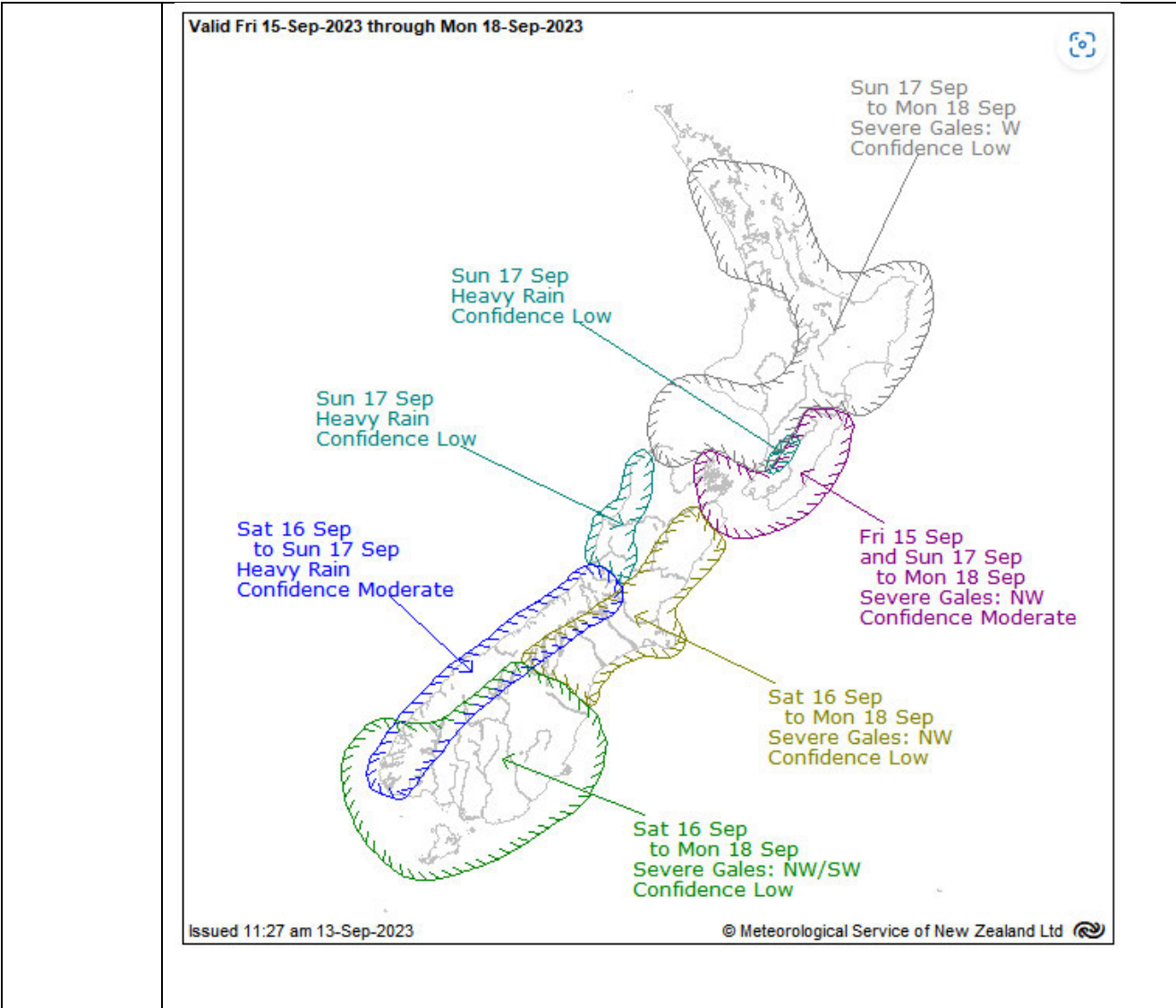
A cold front moves northwards over New Zealand on Thursday and Friday, preceded by a strong northwesterly flow, and followed by colder southwesterlies. Severe Weather Warnings and Watches have been issued for this event, and this extends into Friday morning for gale or severe gale northwesterlies about the lower North Island. Consequently, there is a moderate risk of severe gale northwesterlies about Marlborough, Wellington, Wairarapa, Tararua District and Central Hawkes Bay on Friday morning. For more details regarding the current Watches and Warnings, see <https://www.metservice.com/warnings/home>.

Over the weekend, northwesterlies will strengthen again over the country as another series of fronts move onto central and southern New Zealand. There is moderate confidence of warnable rainfall amounts over Fiordland, Westland and the Canterbury/Otago headwaters later Saturday and Sunday, and low confidence over Buller, Kahurangi National Park and the Tararua Range on Sunday.

Additionally, there is moderate confidence of another period of severe northwest gales about northern Marlborough, Wellington, Wairarapa, Tararua District and Central Hawke's Bay on Sunday and Monday morning. There is low confidence of severe northwest gales about other exposed parts of southern Marlborough, Canterbury, Otago, Southland and southern Fiordland later Saturday and into Sunday or early Monday, and also low confidence of severe gale west or southwest winds about southern Fiordland, Southland and Otago (mainly near the coast) later Sunday and early Monday.

Finally, there is low confidence that westerly winds could reach severe gale about other North Island areas from southern Northland to Hastings District and Kapiti, and also near Golden Bay, later Sunday and Monday.

(Reissued at 11:30am Wednesday to include the Canterbury/Otago headwaters in the moderate rainfall area later Saturday and Sunday).



<p>MetService Extended Forecast 14- 17 Sep</p>	<p>Thursday North Island: cloudy periods in the west, with scattered showers developing about and south of Taranaki later. Mainly fine in the east. South Island: rain or showers developing in the west and south, heavy at times. Fine with high cloud elsewhere.</p> <p>Friday North Island: Showers, some heavy, clearing from south in the evening. South Island: Scattered showers spreading north, then clearing everywhere in the evening.</p> <p>Saturday North Island: Fine. South Island: Fine in the east and north. Isolated showers developing elsewhere early, then turning to rain with some heavy falls in the west later.</p> <p>Sunday North Island: Showers developing in the west from Waikato southwards. Mainly fine elsewhere. Strong to gale north to northwesterlies in exposed places. South Island: Rain with heavy falls in the west. Scattered rain elsewhere spreading north.</p> <p>Chatham Islands Showers on Friday, with strong northwesterlies changing southwest. Showers clearing on Saturday with southwesterlies turning lighter northwest, then strengthening later. Showers developing again on Sunday with strong northwesterlies.</p>
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	Issued: 11:17pm Wed 13 Sep (MetService)
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ACTION REGISTER LOG

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DAT	IMPACT	UPDATE/OUTCOME
OVS	MEDIUM	Request Paul [REDACTED] CIO to investigate options and provide solutions to address key personnel risk	9/11/2023	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on Overseas Voting application system and delivery of overseas voting due to loss of institutional knowledge	12/09 - Progressing. Please refer to SITREP. Mitigation plan to be in place.
VS - SI	LOW	To provide update on the situation on staff recruitment for the Invercargill Electorate	9/11/2023	Anne [REDACTED] RM SI	On-going	Reputational - direct impact on the operational delivery of the Voting Place in Invercargill due to loss of key operational staff.	12/09 - Progressing. Plan in place to support the EM with key resources and staff recruitment . 13/09 - retained 3 staff, new EM starting next week, fast track 30 applications, ads in 2 newspaper
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.
IT	LOW	IT working with property and provider for back-up generator to be installed on 14 September.	12/09/23	Paul [REDACTED] CIO	14/09	Impact on NO office.	Working with the provider to resolve this.
IT	LOW	IT to roll out security patches for ios and Android phones	12/09/23	Paul [REDACTED] CIO	22/09	Impact on all staff's phones	Working on a plan to roll out patches.
IT	MEDIUM	Nationwide disruption for Snapfire. Working with provider for a solution	12/9/2023	Paul [REDACTED] CIO	14/09	Low to medium impact to VS recruitment process.	IT working with the provider for a solution
Data	LOW	Dashboard data is not current due to IT patches.	13/09/23	Beth Kreitzer, PADI	14/09/23	Internal use only - Data lag, not reflecting current information.	Working with Deloitte to schedule full data refresh
Comms	MEDIUM	Comms to work with Chief Electoral Officer and Security team to draft an appropriate response re scrutineers	14/09/23	Suzanne K-T, Mgr Comms		Reputational - Provide response to Freedom Movement re rules for scrutineers at VPs and	
ENrolment	HIGH	Commence QA on roll data for the roll print and easy vote card	14/09/23	Ross McPherson	14/09/23	Reputational - Major impact on the entire roll print process, and GE.	

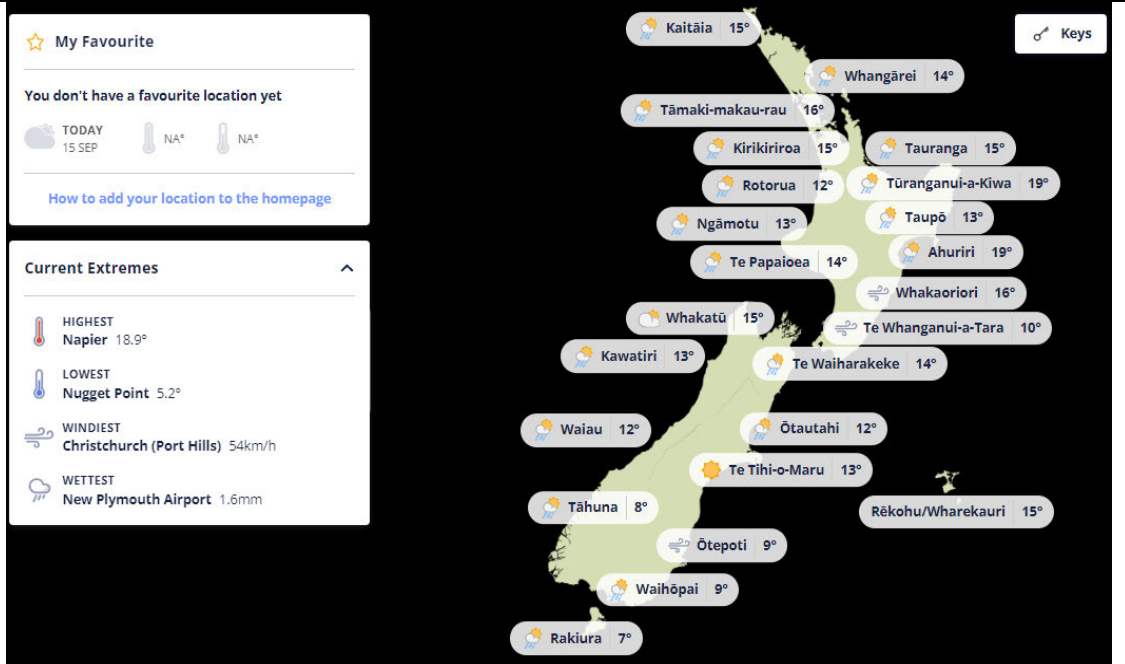
15/09/2023– Situation Report Week 1

As at 3.52pm on 15/09/2023 prepared by Crispian [REDACTED] authorised by Anusha Guler

Distributed to	ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous Day ELT SITREP	2 ELT Standup SITREPS 1 14092023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • There was 1 important major event – Writ Day (Sunday, 10 Sep) • Taskforce is fully activated. • ELT Standups activated. • MIKE will be closed once processing is completed - Roll Close (13/09) • MIKE is closed. (14/09) • Data extraction and QA process. • Data release and Roll Print QA (15/09) • Close of nominations at midday. • CANCELLED - Taskforce meetings for the weekend.
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Completed the GE23 Roll Print and Easy Vote data QA last night. • No data issues identified. • The DCE Ops and CE approved the transmission of the data to printers. • The Roll Print data has been securely transferred to [REDACTED] and the EasyVote data will go to NZ Post this afternoon with the Ballot Paper information. • Enrolment staff are undertaking SVD training.
P&C	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> • Delay in communicating HSW Guardrails. • Field staff are at risk of not working within the guidelines. <p>ACTIONS</p> <ul style="list-style-type: none"> • P&C drafting an email for Chief Executive to all SLG • H&S is working closely with RM to gather feedback on the field approach
IT	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> • Snaphire stability and performance - System slowness returned for a short period in the morning, currently under investigation. • Key Person risk – Work in progress. Target 19/9. • Connectivity and call Quality Issues on IVR systems – Conversation to discuss path forward held with VS. IT will now drive resolution with One.nz. • Commission NO power resilience – Generator installed and tested – Action CLOSED. • Security update patching between now and the election period – Planning meeting completed. MS test groups patched no issues further update 18/9.
Comms & Education	<p>GENERAL UPDATE:</p> <p>ADVERTISING</p> <ul style="list-style-type: none"> • Notified yesterday that iwi radio station Tumeke FM did not follow the approved wording or process for an adlib script that was to be delivered as part of our paid media activity with the Māori Media Network. The announcer added their own messages to the pre-recorded ad and

	<p>made indirect critical reference to a party seeking election this year.</p> <ul style="list-style-type: none"> • A mandatory requirement of our paid activity is for all ads to include a promoter statement and the adlib included the statement 'Brought to you by the Electoral Commission.' • The ad aired only once to fewer than 100 listeners before it was immediately pulled from rotation by the Māori Media Network (MMN). <p>ACTIONS:</p> <ol style="list-style-type: none"> 1. All advertising activity on MMN has been paused while this is being investigated however MMN have accepted full responsibility for this error. 2. Reactive FAQs are being prepared by the Communications team. <p>Media</p> <ul style="list-style-type: none"> • Steady volume of enquires related to enrolment numbers, number of candidates and parties. • We are seeing the “giveaway votes” narrative continuing. • We’ve received another interview request from The Platform • We’ve responded to a Stuff enquiry around scrutineers - no story published yet. <p>Social Media</p> <p>Similar ongoing themes. A lot of people messaging about wasted votes.</p> <p>Daily Metrics</p> <ul style="list-style-type: none"> • 3 media enquiries on 15 September • 80 enquiries and comments on social media in last 24 hours • 20,377 visitors to vote.nz
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • We are monitoring the inbox for any late candidate nominations for independent candidates to ensure they are escalated to Legal before 12pm today. • In the last 24 hours, the team had 247 tickets created, received 22 phone calls and made 8 outbound calls. 78% of tickets were resolved in one-touch. Top enquiry remained to be returning an enrolment form.
Strategic Engagement and Partnership	<p>INSIGHTS:</p> <ul style="list-style-type: none"> • Feedback from the community is becoming more balanced with more people reporting excitement and anticipation about the election.
Legal & Policy	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Nominations closed at midday today. • 567 candidates. Final checks currently underway for the candidate information to be extracted from the nominations system for ballot paper production, party lists and the vote.nz website.
FOR YOUR INFORMATION	

**MetService
Forecast for
15 Sep**



**Severe
Weather
Outlook**

A cold front moves northwards over New Zealand on Thursday and Friday, preceded by a strong northwesterly flow, and followed by colder southwesterlies. Severe Weather Warnings and Watches have been issued for this event, and this extends into Friday morning for gale or severe gale northwesterlies about the lower North Island. Consequently, there is a moderate risk of severe gale northwesterlies about Marlborough, Wellington, Wairarapa, Tararua District and Central Hawkes Bay on Friday morning. For more details regarding the current Watches and Warnings, see <https://www.metservice.com/warnings/home>.

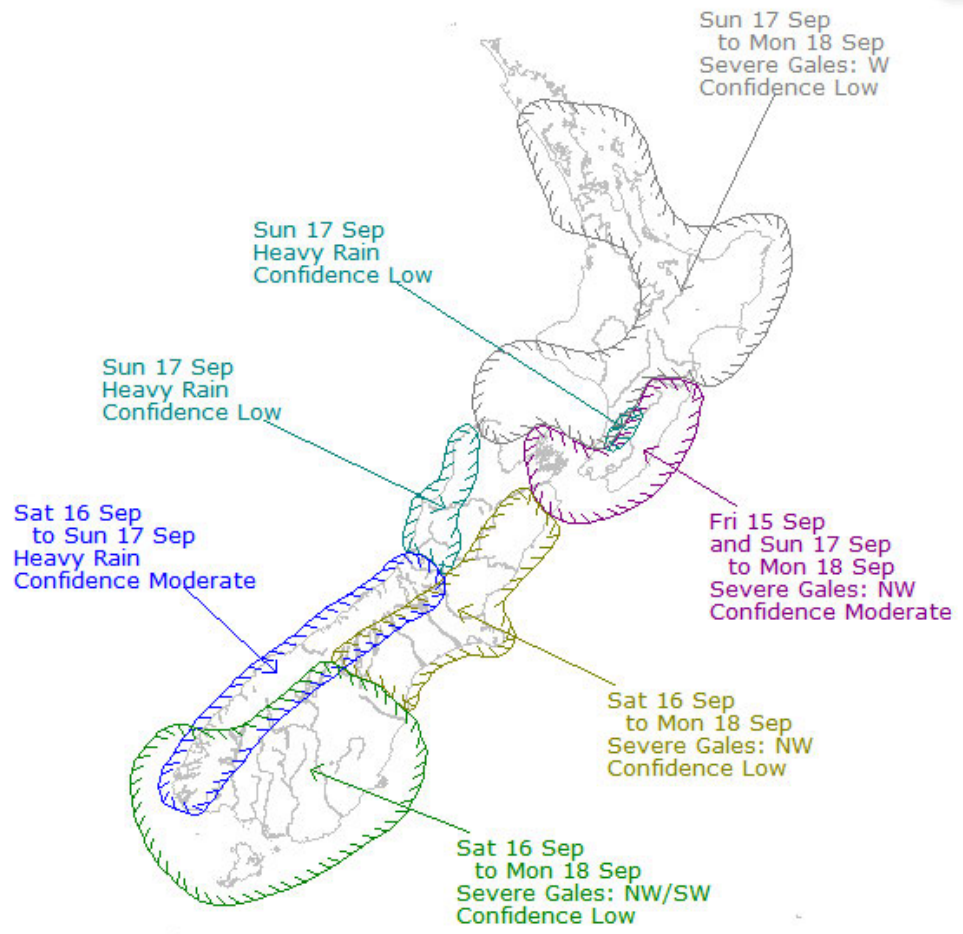
Over the weekend, northwesterlies will strengthen again over the country as another series of fronts move onto central and southern New Zealand. There is moderate confidence of warnable rainfall amounts over Fiordland, Westland and the Canterbury/Otago headwaters later Saturday and Sunday, and low confidence over Buller, Kahurangi National Park and the Tararua Range on Sunday.

Additionally, there is moderate confidence of another period of severe northwest gales about northern Marlborough, Wellington, Wairarapa, Tararua District and Central Hawke's Bay on Sunday and Monday morning. There is low confidence of severe northwest gales about other exposed parts of southern Marlborough, Canterbury, Otago, Southland and southern Fiordland later Saturday and into Sunday or early Monday, and also low confidence of severe gale west or southwest winds about southern Fiordland, Southland and Otago (mainly near the coast) later Sunday and early Monday.

Finally, there is low confidence that westerly winds could reach severe gale about other North Island areas from southern Northland to Hastings District and Kapiti, and also near Golden Bay, later Sunday and Monday.

(Reissued at 11:30am Wednesday to include the Canterbury/Otago headwaters in the moderate rainfall area later Saturday and Sunday).

Valid Fri 15-Sep-2023 through Mon 18-Sep-2023



Issued 11:27 am 13-Sep-2023

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**MetService
Extended
Forecast 15-
17 Sep**

Friday

North Island: Showers, some heavy, clearing from south in the evening. South Island: Scattered showers spreading north, then clearing everywhere in the evening.

Saturday

North Island: Fine. South Island: Fine in the east and north. Isolated showers developing elsewhere early, then turning to rain with some heavy falls in the west later.

Sunday

North Island: Showers developing in the west from Waikato southwards. Mainly fine elsewhere. Strong to gale north to northwesterlies in exposed places. South Island: Rain with heavy falls in the west. Scattered rain elsewhere spreading north.

Chatham Islands

Showers on Friday, with strong northwesterlies changing southwest. Showers clearing on Saturday with southwesterlies turning lighter northwest, then strengthening later. Showers developing again on Sunday with strong northwesterlies.

Issued: 11:17pm Wed 13 Sep (MetService)

ACTION REGISTER LOG

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DATE	IMPACT	UPDATE/OUTCOME	DATE CLOSED
OVS	MEDIUM	Request Paul [REDACTED] CIO to investigate options and provide solutions to address key personnel risk	11/09/2023	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on Overseas Voting application system and delivery of overseas voting due to loss of institutional knowledge	12/09 - Progressing. Please refer to SITREP. Mitigation plan to be in place.	Ongoing
VS - SI	LOW	To provide update on the situation on staff recruitment for the Invercargill Electorate	11/09/2023	Anne [REDACTED] RM SI	On-going	Reputational - direct impact on the operational delivery of the Voting Place in Invercargill due to loss of key operational staff.	12/09 - Progressing. Plan in place to support the EM with key resources and staff recruitment . 13/09 - retained 3 staff, new EM starting next week, fast track 30 applications, ads in 2 newspaper	Ongoing
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.	
IT	LOW	IT working with property and provider for back-up generator to be installed on 14 September.	12/09/23	Paul [REDACTED] CIO	14/09	Impact on NO office.	Working with the provider to resolve this.	15/09 - CLOSED
IT	LOW	IT to roll out security patches for ios and Android phones	12/09/23	Paul [REDACTED] CIO	22/09	Impact on all staff's phones	Working on a plan to roll out patches.	
IT	MEDIUM	Nationwide disruption for Snaphire. Working with provider for a solution	9/12/2023	Paul [REDACTED] CIO	14/09	Low to medium impact to VS recruitment process.	IT working with the provider for a solution	
Data	LOW	Dashboard data is not current due to IT patches.	13/09/23	Beth [REDACTED] PADI	14/09/23	Internal use only - Data lag, not reflecting current information.	Working with Deloitte to schedule full data refresh	15/09 - CLOSED
Comms	MEDIUM	Comms to work with Chief Electoral Officer and Security team to draft an appropriate response re scrutineers	14/09/23	Suzanne K-T, Mgr Comms		Reputational - Provide response to Freedom Movement re rules for scrutineers at VPs and		15/09 - CLOSED
ENrolment	HIGH	Commence QA on roll data for the roll print and easy vote card	14/09/23	Ross McPherson	14/09/23	Reputational - Major impact on the entire roll print process, and GE.		15/09 CLOSED

15/09/2023– Situation Report Week 1

As at 0900 on 15/09/2023 prepared by Suzanne Knight-Tinirau

Distributed to	GEDT members		
Key Contacts	Suzanne Knight-Tinirau		
Overview	<p>No issues</p> <p>Media</p> <ul style="list-style-type: none"> • Steady volume of enquires related to enrolment numbers, number of candidates and parties. • We are seeing the “giveaway votes” narrative continuing. • We’ve received another interview request from The Platform • We’ve responded to the Stuff enquiry around scrutineers - no story published yet. <p>Social Media</p> <p>Similar ongoing themes. A lot of people messaging about wasted votes.</p> <p>Daily Metrics</p> <ul style="list-style-type: none"> • 3 media enquiries on 15 September • 80 enquiries and comments on social media in last 24 hours • 20,377 visitors to vote.nz 		
Status of the issue/s			
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

15/09/2023– Situation Report Week 1

As at 0900 on 15/09/2023 prepared by Shane Whitfield

Distributed to	GEDT members		
Key Contacts	Shane Whitfield		
Overview	No issues to report. Insights: <ul style="list-style-type: none">• Feedback from the community is becoming more balanced with more people reporting excitement and anticipation about the election.		
Status of the issue/s	Action: Nil required		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

15/09/2023– Situation Report Week 1

As at 1100 on 15/09/2023 prepared by Paul [REDACTED]

Distributed to	GEDT members
Key Contacts	Paul [REDACTED]
Status of the issue/s	<p>Update on Issues:</p> <ul style="list-style-type: none">• Snaphire stability and performance - System slowness returned for a short period this am, currently under investigation.• Key Person risk – Work in progress. Target 19/9.• Connectivity and call Quality Issues on IVR systems – Conversation to discuss path forward held with VS. IT will now drive resolution with One.nz.• Commission HQ power resilience – Generator installed and tested – action closed.• Security update patching between now and the election period – Planning meeting complete. MS test groups patched no issues further update 18/9.

**PLEASE SAVE AS THIS TEMPLATE INTO RESPECTIVE
WEEK FOLDER**

15/09/2023– Situation Report Week 2

As at 0900 on 15/09/2023 prepared by Izak [REDACTED] Corey [REDACTED]

Distributed to	GEDT members		
Key Contacts	Izak [REDACTED]		
Overview	<p>Summary of the current event – What we know</p> <ul style="list-style-type: none"> Delay in communicating HSW Guardrails (especially to the field) means they are at risk of not being worked within and therefore intent of Board and ELT not translating to reality. 		
Status of the issue/s	<p>Who or what is affected?</p> <ul style="list-style-type: none"> Workers (those who's risk is not reduced), Board/ELT (stated risk tolerance unlikely to be lived in reality) <p>What is the status of the situation/service/issue? Action:</p> <ul style="list-style-type: none"> Awareness at this stage Email comms in draft to go to SLG Field-specific approach being consulted with Regional Managers. 		
Actions Underway	Action	Owner	Description
	<ul style="list-style-type: none"> Approaching Karl to confirm support capacity 	Jo [REDACTED]	
	<ul style="list-style-type: none"> Drafting email to go to SLG, hopefully from Karl. Will be reviewed (fixed) by Adele prior. 	Coey [REDACTED]	
	<ul style="list-style-type: none"> drafting field approach for RMs to feed back on. Again, Adele helping avoid clangers. 	Corey [REDACTED]	
	<ul style="list-style-type: none"> Assuming approach agreed, create slides for leaders (but RMs specifically) to present to their people with whatever support is desired. Yet again, Adele in review to add in field perspective. 	Corey [REDACTED]	
Notes:	<p>Early observation:</p> <ul style="list-style-type: none"> 		