Ballot Production Services Plan

Overview
Hart InterCivic’s Ballot Production Services department manages the process of creating election definitions for customers that do not use Verity Data/Build to create their own elections. General steps in the process include:

- Gathering general information
- Gathering election-specific information
- Creating the election definition
- Coordinating with the customer for ballot proofing activities
- Generating audio and/or translations
- Testing the ballot definition
- Printing ballots and generating election media
- Secure transport of ballots and election media to the customer

Hart’s Ballot Production Services department is physically located at Hart’s corporate headquarters in Austin, Texas (15500 Wells Port Drive, Austin, Texas 78728). Employees of this department include:

- Manager, Ballot Production Services – Stephen Svoboda
- Senior Ballot Production Services Specialist – Lesya Marsden
- Ballot Production Services Specialist – April Klein
- Ballot Production Services Consultant – Abra Larson

Hart works with CSG Systems for ballot printing services.

CSG Systems
15404 Long Vista Drive
Austin TX 78728
Contact: Deborah Roberts
Contact Phone: 512-666-2307

Detailed Process:
1. Gather initial information: To start the process, the Ballot Production Services representative assigned to the account will send the appropriate forms to the customer to gather election-specific information. This information includes:
   a. Verity Form
      i. vDrive allocation
      ii. Billing info
   b. Grid Sheet
      i. Precincts
      ii. Polling places
      iii. Registered voters
      iv. Ballot styles
   c. Candidate Listing
2. Receive order/gather additional data: Once the initial information has been received and analyzed, the Ballot Production Services representative will gather any additional information required:
   a. Call customers for any missing data on forms or to get clarification.
   b. Enter orders into ballot production log and assign bar codes to customer folders.
   c. Create production order for each shipping location.
3. Create Election Definition in Verity
   a. Take compiled customer info and enter into Verity Data
   b. Export text for translations as necessary
   c. Import translations as necessary
   d. Internal review of proofing reports
   e. Internal proof approved by Ballot Production Services Manager
4. External Ballot Proof to Customer
   a. Upload proofing documents to HITS (Hart secure file transfer server).
   b. Notify customer that documents are ready for review
   c. Customer approves proof by signing approval letter
5. External Audio Proof to Customer
   a. Place completed audio files on HITS for customer retrieval.
   b. Notify customer that audio is ready for review
   c. Customer approves audio by signing approval letter
6. Internal Testing
   a. Generate test deck ballots and election media
   b. Proof election audio on device
   c. Scan test deck ballots and verify results
7. Create Customer Media
   a. Label vDrives according to allocation information received from customer
   b. Write test mode and election mode, as allocated by customer
8. Generate Ballot Files
   a. Create ballot files in Verity Build
   b. Using production plan, print ballot files by precinct/quantity
9. Transfer Reports/Database Files to Customer using HITS
10. Ship Election Media to Customer
    a. Utilize secured transport container
    b. Include Chain of Custody information
11. Ballot Printing
    a. Send PDF files to printer
    b. Run proof before production run
    c. Verify proof results
12. Ballots Ship to Customer
    a. Determine requested method of shipping and due date
    b. Determine if alternative method of shipping is more effective
    c. Enter information into shipping software
    d. Prepare ballots for shipment and ship
BALLOT PRINTER ATTESTATION FORM

I, Gregory L. Cannon ("Authorized Agent"), having authority to sign for CSC Systems Inc. ("Printer"), d/b/a __________________________, and in order to be eligible to provide regulated printing services in North Carolina, do hereby attest that the Printer does now and shall comply with all requirements of North Carolina law, including, without limitation: N.C.G.S. § 163-165.9(b) and all directives or orders of the North Carolina Bipartisan State Board of Elections & Ethics Enforcement ("State Board"), including the following requirements:

- All ballots shall be printed and finished according to the most current ballot paper specifications provided by the voting system vendor certified by the State Board ("Vendor") as to: stock, grain on finished ballots, basis weight, thickness, smoothness, opacity, brightness, pixels per inch (PPI), and any other requirement furnished by a relevant Vendor.
- Printer acknowledges its ongoing duty to comply with any updated specifications issued by the Vendor or by the State Board.
- The Printer shall undergo functional testing of its ballots with the State Board prior to printing ballots or ballot materials to be tabulated or read by any model of certified voting equipment other than the equipment listed in the chart below, which has already passed functional testing. After completion of functional testing, the Printer shall submit an updated Ballot Printer Attestation Form.
- No ballots or ballot materials may be released by the Printer without the approval of the county elections director or the State Board, and the Printer may not provide to any third party ballots or ballot material printed for use within any jurisdiction within the State of North Carolina.
- The Printer shall not use subcontractors without the express written approval of the Executive Director of the State Board. If the Printer uses an approved subcontractor, the Printer acknowledges that the Printer remains liable, without limitation, under the laws of North Carolina and the performance of the requirements contained in this Attestation.
- The Printer acknowledges the uniquely sensitive nature of ballots and ballot materials, and hereby acknowledges its responsibility, without limitation, to secure all ballots and ballot materials at all times prior to delivery.
- All unused and/or unfinished ballot materials must be destroyed. The Printer shall document the destruction of any unused or unfinished ballots and/or ballot materials.
- The Printer acknowledges that the requirements contained herein are in addition to any other terms specified by law, directives, and orders of the State Board, and recovery for misconduct or breach is not limited to the terms herein listed.
- The State Board may determine that the Ballot Printer does not meet requirements set by the State Board for any reason including failure to timely deliver printed ballots or comply with this Attestation.
The Printer further attests that it meets the State Board of Elections and Ethics Enforcement’s quality assurance requirements and has passed functional testing for the following voting equipment:

<table>
<thead>
<tr>
<th>Certified Vendor</th>
<th>Certified Model</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hart InterCivic</td>
<td>Verity 2.2</td>
</tr>
</tbody>
</table>

Signature of Authorized Agent: [Signature]

Date: 9/1/19