

MEETING MANAGEMENT & VOTING SERVICES

Easily manage your meeting
and voting sessions.

CERTAINTY | INGENUITY | ADVANTAGE

 **Computershare**

Many organizations like yours are required to hold annual or special meetings in which a member base votes on business resolutions.

The outcome of these votes can enable your organization to move forward with strategies designed to achieve its organizational goals. To ensure good governance and satisfied members – and to secure the required votes – you need to communicate the appropriate information to your members and other stakeholders.

However, the logistics and labour involved in planning, administering and governing a meeting, as well as managing the vote, can be a strain on your resources. This can lead to improper governance and low member engagement, exposing the organization to undesired scrutiny, financial consequences and reputational risk.



A CUSTOMIZABLE END-TO-END MEETING AND VOTING SOLUTION

Meeting Management & Voting Services from Computershare is designed to provide relief to organizations with voting memberships. We deliver a comprehensive solution that covers the entire flow of activities and deadlines for any type of meeting and any vote.

1 PLANNING

- › Initial planning and analysis
- › Constitutional and regulatory review

2 DESIGN

- › Layout and design of documentation and voting website
- › Tailored solutions and services for your voting and meeting requirements

3 DATA

- › Take-up of existing register
- › Data management
- › Use of data for personalization of documents and communication

4 MATERIALS

- › Production of customized, digital documents with intuitive navigation and usability

5 DELIVERY

- › On-demand print and mail distribution, email broadcast and paperless voting
- › IVR - call centre

6 TABULATION

- › Fully secure web solution for all data capture
- › Report production

7 MEETING DAY

- › Member registration
- › Balloting
- › Meeting management

We are happy to support you throughout the entire process, to deliver an à la carte solution that meets your specific needs.

WHY TRUST COMPUTERSHARE TO MANAGE YOUR NEXT MEETING OR VOTE?

With Meeting Management & Voting Services you will leverage the talent and innovation of Computershare, our industry-leading, proprietary technology and the knowledge and expertise that comes from administering thousands of member and stakeholder meetings across Canada every year.



MORE SAVINGS

Gain efficiencies at every step by choosing Computershare as your comprehensive supplier of meeting services. As an end-to-end provider, we can help you minimize your costs and gain efficiencies at every step, from postage and mailing solutions to email broadcasts and paperless voting.



LESS RISK

Regulatory and governance demands can place great pressure on your organization. A manual voting process or unsecured online voting tool exposes you to risks which could cause the validity of your vote to be called into question. We work with you to review all regulatory and legislative requirements and follow agreed processes at all stages.

Our technology assures security and a validated vote, providing clear accountability, completely independent of your organization, delivering you the certainty of full compliance. All meetings are subject to strict monitoring and reporting, and service standards are customized to suit your requirements.



MORE FREEDOM

The flexibility of Meeting & Voting Services enables you to choose all components of our service or tailor a solution for your organization. We can also provide customized proxy packages and web voting platforms.



MORE TIME

Manage your time and resources more effectively. Essential tasks such as attendee registration, vote collection and tabulation can consume a significant amount of your valuable time and resources. We provide clear management of all your meeting milestones and expectations - enabling you to focus on your core responsibilities.



MORE PARTICIPATION AND ENGAGEMENT

Maximizing member participation and engagement is essential to achieving your desired results.

Your members and other stakeholders will enjoy the speed, simplicity and convenience of a meeting or voting administered using our specialized technology and processes.



NATIONWIDE COVERAGE

The geographic location of your members can place significant logistical demands on your organization. Computershare can manage meetings and voting requirements from any location in Canada, ensuring that your members can easily cast their votes, and your organization upholds its governance commitments. We offer national service with locations in Toronto, Montreal, Calgary, Vancouver, and Halifax.



GO GREEN

Our e-delivery and electronic voting options enable you to choose a delivery method that supports your organizations' green and sustainability initiatives.

OUR SERVICE AND TECHNOLOGY IN ACTION

THE NATIONAL CUSTOMER CONTACT CENTRE

The team at our National Customer Contact Centre (NCCC) exemplifies our dedication to providing quality, expert service. Our clients, their members and other stakeholders all benefit from the service and expertise of our highly qualified Customer Service Representatives (CSRs). Our CSRs complete an intensive hands-on orientation, and are continuously engaged in training and development programs to familiarize them with our extensive range of services. The NCCC team employs state-of-the-art tools and systems to provide first-inquiry resolution and a superior caller experience.

A CONTINUED FOCUS ON PRODUCT DEVELOPMENT

We use our innovative systems to efficiently handle all meeting management activities including database management, printing, document scanning, vote processing, vote tabulation and reporting, relieving you of the burden of administration. We ensure that you have access to the latest technology and online tools, each designed to increase efficiency and enhance user experience for your members.



OUR SERVICE AND TECHNOLOGY IN ACTION



ONLINE VOTING

Through our online voting service you can offer your members secure, user-friendly voting via the web.

The benefits of online voting include:

- › Eliminate tabulation errors and vote processing delays by validating votes in real time.
- › Realize additional savings by reducing postage costs associated with returned paper voting forms.
- › Access your annual report and other meeting documents conveniently online.
- › View documents quickly and easily through our fast-loading document viewing service.
- › Receive detailed analysis of site activity, page views and user location with daily, weekly, monthly or quarterly website reports

WHO DO WE ASSIST?

Getting the vote is crucial to the long-term viability of any organization conducting a meeting or vote for their stakeholder groups, including members, employees, customers, investors or creditors. Key organizations that currently benefit from our services include:

- › Professional associations
- › Credit unions or membership based associations
- › Pension funds, education funds, trusts
- › Sporting clubs

To learn more about Meeting Management & Voting Services from Computershare, please contact us at **computershare.com/salescanada**



