

COVID-19: Institution Specific Proposals as at 3 April 2020

Institution	Staff, offices and pending cases	General case administration	Communication	Hearings	Events and Miscellaneous
American Arbitration Association-International Centre for Dispute Resolution (AAA-ICDR)	<p>AAA-ICDR is suspending operations and all non-essential in-person activity in its offices.</p> <p>Except for hearing facilities, all case, IT, and finance operations continue to function. Arrangements are being made for backup servers, redundancies and security in IT and finance capabilities.</p> <p>75% of commercial arbitration staff will soon be working remotely.</p>	<p>Parties strongly encouraged to file arbitration cases online through Fast File or AAA Webfile.</p>	<p>Communication through www.adr.org, by calling 800-778-7879, or contacting the case manager directly.</p>	<p>No hearings will take place in AAA-ICDR hearing facilities until at least 1 June 2020.</p> <p>To the extent in-person hearings may be taking place outside the AAA-ICDR's facilities, the AAA-ICDR can assist with alternative hearing arrangements, including the use of video conferencing that will allow for remote participation in hearings.</p>	<p>AAA is providing education to arbitrators on cybersecurity.</p>
Australian Centre for International Commercial Arbitration (ACICA)	<p>The Australian Disputes Centre (ADC), in which ACICA's head office sits, is closed for new bookings until 18 May 2020. ADC is maintaining facilities to accommodate existing bookings (with essential social distancing).</p> <p>Since 19 March 2020, ACICA has transitioned to working remotely.</p> <p>Staff are working to usual opening hours.</p>	<p>Parties are encouraged to contact ACICA by email (or by telephone if necessary) in advance of any new arbitration or mediation filing.</p> <p>ACICA requests that all new filings from 19 March 2020 until staff return to the office, be made through the ACICA E-Filing system (which allows payment directly by credit card) or by email to the ACICA Secretariat (secretariat@acica.org.au). Hard copies will be required to be provided to ACICA once the office re-opens.</p> <p>ADC has continuity plans in place to ensure that its services can continue to operate remotely if required.</p>	<p>Communication to be done through email (secretariat@acica.org.au) and telephone.</p>	<p>ADC Virtual is an online dispute resolution (ODR) software platform, which provides innovative virtual rooms in which parties can conveniently meet with a mediator, arbitrator, or directly in settlement conferences.</p>	<p>Parties are encouraged to take steps to agree in writing with their counter-parties that notification and delivery by electronic means is authorised.</p>

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Asian International Arbitration Centre (AIAC)	Offices remain closed till 14 April 2020. Pending matters unaffected.	No new adjudication, mediation and MYNIC matters. Initial registration of other matters through websites (arbitration@aiac.world and aiac@adndrc.org for Non-MYNIC Domain Name Disputes).	Communication to be done through email channels and mobile numbers. Physical service of documents is not accepted.	Option of conducting virtual hearings/meetings to be discussed with AIAC's Case Counsel in charge or AIAC's Management for unregistered matters at management@aiac.world .	AIAC's ADR Week 2020 dated 18-20 June 2020 is postponed. ADR Online: An AIAC Webinar Series for ADR best practices and knowledge sharing sessions has been launched through Zoom Live Webinar and Facebook live.
International Institute for Conflict Prevention & Resolution (CPR)	All staff are working remotely.	N.A.	Documents to be filed online through a secure, encrypted email option. Communication to be done through email at CPRNeutrals@CPRADR.org . Service of paper documents is no longer accepted.	No in-person hearings since the beginning of March because non-administered nature of CPR cases and the fact that CPR does not routinely offer hearing space.	CPR are conducting a free Webinar, ADR in the Time of COVID-19: How Neutrals & Advocates Can Use Zoom for Mediations & Arbitrations on 30 March 2020. All CPR committee meetings already have offered a virtual component (i.e., with video or audio conferencing) so that programming will not change for the immediate future. CPR is encouraging the use of the ICCA-NYC Bar-CPR Protocol on Cybersecurity in International Arbitration (2020 Edition).
Cairo Regional Centre for ICA (CRCICA)	CRCICA premises will remain closed till 11 April 2020. Exceptionally, they will open on 1 April 2020 and 8 April	Notices of arbitration, written submissions and exhibits filed through email or submitted on USB flash-drive on dates when the	Arbitral tribunals are strongly encouraged to direct the Parties to use electronic means of communications for their	It is encouraged that meetings amongst the members of the tribunal and/or the Parties,	N.A.

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	2020 (9AM – 4PM) with limited number of employees to receive written submissions and awards impossible to be delivered electronically.	CRCICA premises will be open.	communication with the tribunal and/or Parties and for the filing of any written submissions.	<p>procedural hearings or deliberations are conducted virtually.</p> <p>Article 17.3 of the Rules allows the tribunal (in the absence of a request to the contrary) to hold hearings or conduct proceedings on the basis of documents and other materials.</p> <p>Article 28.4 of the Rules allows the tribunal to direct that witnesses, including expert witnesses, be examined through means of telecommunication that do not require their physical presence at the hearing (such as video conference).</p>	
Dubai International Arbitration Centre (DIAC)	DIAC will continue to operate as usual albeit electronically. Their business hours will remain unchanged and case managers will continue to carry out their roles remotely.	<p>Any new 'Requests for Arbitration', including supporting documents, should be submitted only through the online portal on DIAC's website http://www.diac.ae/.</p> <p>DIAC will only accept contactless payments , and, any payments, whether registration fees or fee related to ongoing cases, should be made by bank transfer to its bank account.</p>	DIAC will only accept submissions in soft copy. Any case-related documents in ongoing cases should be submitted by email only.	Hearings can be either held by way of video conference or can be delayed, subject to decision by the Sole Arbitrator/ Tribunal.	N.A.
Dubai International Financial Centre-London Court of International Arbitration	DIFC-LCIA is operating as usual, with most staff working remotely and a limited number still working from the DIFC-LCIA offices.	Parties are encouraged to make any filings and payments electronically, as they usually would have in normal circumstances.	N.A.	<p>Hearings for a number of DIFC-LCIA proceedings are being held electronically.</p> <p>Hearings are conducted electronically or postponed subject to the Tribunal and</p>	Practitioners are encouraged to use the DIFC Courts e-bundling platform for preparing and lodging hearing bundles.

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(DIFC-LCIA)				parties' agreement.	
German Institute of Arbitration (DIS)	<p>Office in Bonn continues to be operational. Berlin office temporarily closed for an indefinite period.</p> <p>Two members of the Case Management Team are in office with other members working remotely.</p>	<p>Requests for arbitrations to be preferably filed to casemanagement@disarb.org, as long as Article 6.1 DIS complied with. Alternatively, requests can be sent via telefax to +49 228 391815222.</p> <p>Hard copies required pursuant to Article 4.2, DIS Arbitration Rules to be sent to DIS Office in Bonn, Marienforster Str. 52, 53177 Bonn, Germany. No hard copy intended for DIS is required.</p> <p>Subject to express agreement of the parties, awards will be notified in electronic form. In other cases, hard copies of the award will not bear the signature of a Counsel of the Case Management Team and may not necessarily be bound.</p> <p>Invoices for administrative fees to be only in the form of PDF documents via email.</p>	<p>Communication to the DIS electronically at casemanagement@disarb.org is already envisaged as the standard procedure under Article 4.1, DIS Arbitration Rules.</p> <p>The transmission of portable storage devices by mail or courier is discouraged.</p> <p>Guidelines have been provided for contacting the DIS by telephone regarding available hours, persons to contact and return of phone calls.</p>	<p>The scheduled dates for oral hearings are in some cases being postponed.</p> <p>Automatic extension of time limits is granted where a request for an extension is made expressly based upon the Covid-19 pandemic and such request is sent to all participants in the proceedings.</p>	<p>All events planned for the next months are postponed until further notice, such as the DIS Anniversary Celebration and the Fab Four Joint Seminar – CAM, DIS, SCC and VIAC (Bonn, 24 April 2020), the DIS Spring Conference and DIS40 Event (Stuttgart, 18/19 May 2020), the 9th DIS Baltic Arbitration Days (Riga, 11/12 June 2020) and the ASA Arbitration Practice Seminar (Kronberg, 26-28 June 2020).</p>
Financial Industry Regulatory Authority, Inc. (FINRA)	<p>All but one member of staff is working remotely.</p> <p>Pending cases managed through an all-electronic document platform and Portal.</p>	<p>Cases continue to be served, lists continue to be generated, panels continue to hold telephonic prehearing conferences, and awards continue to be issued.</p>	<p>Communication to be done through email and phone (work lines transferred to cell phones through Jabber and regional office phone numbers are rolled over to staff).</p> <p>Documents to be submitted through the Portal.</p>	<p>All in-person arbitration and mediation proceedings scheduled through May 31 are postponed.</p>	N.A.
Hong Kong International Arbitration	<p>Subject to precautionary measures, HKIAC's premises at Two Exchange Square, Central, Hong Kong remain</p>	N.A.	<p>Documents may be delivered by email or other electronic means pursuant to the applicable rules.</p> <p>In case of service of hard copy</p>	<p>Subject to precautionary measures, HKIAC's premises at Two Exchange Square, Central, Hong Kong</p>	<p>To ensure users remain connected to developments at HKIAC and other arbitration-</p>

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Centre (HKIAC)	operational. Except for essential operational staff and requirements of case management, staff is working remotely.		documents, the case manager or HKIAC reception to be informed in advance.	remain accessible for hearings and meetings. Parties may also consider using HKIAC's virtual hearing services.	related matters, HKIAC has launched the "HKIAC Webinar Series".
International Chamber of Commerce (ICC)	Offices are operational. Staff are working remotely.	Requests for arbitration to be filed by email to arb@iccwbo.org . Applications for emergency arbitrator to be filed by email to emergencyarbitrator@iccwbo.org .	Communication over email is strongly advised. The case management team should be informed ahead of dispatch if any communication is sent by courier or post.	Hearings and other meetings scheduled to take place at the ICC Hearing Centre in Paris until 13 April 2020 have been postponed or cancelled. Scheduled meetings are being conducted virtually.	N.A.
International Centre for Settlement of Investment Disputes (ICSID)	ICSID Secretariat is operational from remote workstations. Participants in pending cases advised to discuss options for online hearings with ICSID Secretary.	Requests for arbitration and post-award applications to be sent only as electronic copy (along with accompanying documents) using email and the secure online file-sharing platforms available. In case of hard copy filings, the Tribunal or Committee Secretary to be made aware in case of disruptions to mail services.	It is encouraged to submit all written submissions, and any supporting documentation, including witness statements and expert reports electronically. Participants are encouraged to use electronic copies of case-related documents.	ICSID has published a Brief Guide to Online Hearings at ICSID on 24 March 2020. ICSID's video-conferencing platform does not require special hardware or software, thereby allowing participation from any location. Where internet connectivity is poor, participants are allowed to join by telephone. A virtual court stenographer provides a real-time transcript of the proceeding, visible to all participants on the video-conference. Dedicated IT professionals are present throughout the hearing to ensure it runs smoothly.	N.A.

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International Dispute Resolution and Arbitration and Mediation Centre (IDRC)	N.A.	N.A.	N.A.	IDRC is collaborating with Opus 2 to offer parties and tribunals an integrated platform for case preparation and connected hearing room services. This secure cloud-based platform enables access to materials from any location and a single online connected hearing or meeting environment, enabling parties, tribunals and counsel to work around current travel restrictions.	N.A.
Judicial Arbitration and Mediation Services (JAMS)	Majority of staff working remotely from 17 March 2020.	N.A.	Communication to be done by calling the local office numbers found on the locations page on the website, https://www.jamsadr.com/locations/ or by calling the numbers of senior JAMS Associate contacts provided.	JAMS provides Zoom accounts at no cost to the parties, with assistance from JAMS neutrals and staff. In addition, it provides Endispute™, a proprietary JAMS mediation platform provided by CourtCall®, which includes a high level of moderated service for a modest fee.	N.A.
Korean Commercial Arbitration Board (KCAB) International	There is a rotation system where at least one on-duty member is present in the office during normal office hours, while the remaining members have been working remotely.	KCAB International Secretariat's case management capacities are operating as normal.	N.A.	Seoul International Dispute Resolution Center (SIDRC) is fully open as a hearing facility with enhanced security measures. SIDRC maintains the necessary video conferencing equipment and facilities that allow all or parts of an evidentiary hearing to be substituted by videoconferencing.	Under the auspices of the KCAB International, the Seoul Protocol on Video Conferencing in International Arbitration provides best practices for planning, testing and performing video conferencing for international arbitrations.

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London Court of International Arbitration (LCIA)	N.A.	<p>Requests for arbitration should be filed through online filing system or email. Any request filed as a PDF to be accompanied by a word version.</p> <p>Applications under LCIA Article 9 to be notified in advance to casework@lcia.org.</p> <p>Payments of registration fees for new cases to bank account or by credit card.</p> <p>Awards from arbitrators to be delivered by email to casework@lcia.org. Awards to be transmitted to parties electronically, with originals and certified copies to follow after LCIA office has reopened.</p>	Other than exceptional circumstances, communication with parties and arbitrators will be by email only.	N.A.	LCIA has suspended its internship program.
Swiss Chambers' Arbitration Institute (SCAI)	SCAI Secretariat remains operational.	Applications for Emergency Relief, Notices of Arbitration and Answers to the Notice of Arbitration to be filed not only by post/courier, but also by e-mail to either geneva@swissarbitration.org or zurich@swissarbitration.org .	Communication with the SCIA to be done through email to geneva@swissarbitration.org or zurich@swissarbitration.org .	N.A.	N.A.
Arbitration Institute of the Stockholm Chamber of Commerce (SCC)	<p>Daily operations unaffected since case management digitalised since 2013.</p> <p>Participants in pending cases (initiated before September 2019) may request for a site available on the SCC Platform.</p> <p>A team of one legal counsel and one case manager is in office (subject to a two week</p>	<p>No changes in how to initiate an arbitration at the SCC.</p> <p>Requests for arbitration to be filed to arbitration@chamber.se.</p> <p>Applications for the appointment of an emergency arbitrator to be made to emergencyarbitrator@chamber.se.</p>	Since September 2019, all communication takes place on the SCC platform - a secure digital platform for communication and file sharing between the SCC, the parties and the tribunal.	<p>Arbitral tribunals are encouraged to use alternative means such as audio- and visual meeting facilities such as Microsoft Teams and Zoom.</p> <p>Unless illness or other aspects of the arbitration otherwise prevents the case from continuing as planned, arbitral tribunals are expected to manage the</p>	The SCC Online Seminar Menu was introduced on 13 March, in response to the necessary cancellations of meetings, conferences and other events where SCC staff members were scheduled to participate.

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	rotation) with other members working remotely.			<p>proceedings, by, when necessary and deemed possible, for example transferring the arbitration to a fully digital environment, including using audio- and visual meeting facilities in the proceedings in accordance with timetables previously established, or otherwise in accordance with Article 23 of the SCC Rules.</p> <p>The SCC decided to publish information about the recently developed checklist on holding arbitration and mediation hearings in times of COVID-19 – an initiative from Delos Dispute Resolution.</p>	
Singapore International Arbitration Centre (SIAC)	'Split teams' arrangement with teams alternating between working from office and remotely.	<p>Notices of arbitration and applications for emergency interim relief to be filed by email to casemanagement@siac.org.sg.</p> <p>Payments made via electronic bank transfer.</p> <p>Awards issued by the Registrar, to first be transmitted via email, with original copies to follow (where applicable).</p>	Communication over email is requested.	<p>Precautionary measures stipulated by Maxwell Chambers to be complied with if in-person meetings or hearings are scheduled within the premises.</p> <p>Alternatively, using the Maxwell Chambers Virtual ADR Services in place of in-person meetings or hearings is recommended.</p>	YSIAC Paris Seminar dated 02 April 2020 and SIAC and Institutional Arbitration module at Keio Law School dated 24 April 2020 postponed.
Vienna International Arbitral Centre (VIAC)	<p>VIAC Secretariat remains operational.</p> <p>Staff are working remotely, with a team member on premises to regularly check postal mail.</p>	<p>Case management is fully operational due to the electronic case management system that was introduced in 2019.</p> <p>Aa copy of the arbitral award may be sent in electronic form in certain</p>	All written submissions, and any supporting documentation, including witness statements and expert reports, are to be sent electronically, according to Article 12 para. 2 Vienna Rules.	Parties, counsel and arbitrators are recommended to hold a conference call to discuss the questions raised in the Delos checklist.	All upcoming events till July 15, 2020 are postponed.

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cases, as per Article 36 para 5 Vienna Rules.

Arbitrators and Mediators are also encouraged to use electronic copies of case-related documents.

VIAC can be contacted through email or telephone.
