

COVID-19: Institution and Organisation Specific Proposals as at 30 April 2020

Organisation	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. Physical offices will be closed in cities where the relevant governmental authorities have shutdown activities.</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>Hearings may take place outside of AAA-ICDR's facilities, but parties and arbitrators must consult the applicable regulations and guidance .</p> <p>Those taking part in proceedings must raise with each other and the ICDR any concerns that they may have regarding their participation in the hearing as a result of any limitations imposed on travel by the relevant authorities.</p> <p>Those with a fever, cough, shortness of breath, symptoms of respiratory distress or other illness, as well as those travelling from an area experiencing covid-19 outbreaks are not allowed to attend hearings. The same restrictions apply to those who have come directly into contact with someone known to have COVID-19.</p> <p>To the extent in-person</p>	<p>AAA is providing education to arbitrators on cybersecurity.</p>

Organisation	Staff, offices and pending cases	General case administration	Communication	Hearings	Events and Miscellaneous
<p>Australian Centre for International Commercial Arbitration (ACICA)</p>	<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>If ADC is required to close its premises entirely, the website will be updated to reflect this.</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>ACICA is additionally providing a 25% discount on registration fees for cases commenced between 1 May 2020 and 31 October 2020.</p>	<p>Communication to be done through email (secretariat@acica.org.au) and telephone.</p>	<p>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 teleconferencing that will allow for remote participation in hearings. The AAA-ICDR has published guidance for both parties and arbitrators, as well as a Model Order and Procedures for virtual hearings.</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> <p>Those with current bookings for meeting space at ADC Sydney are required to contact ADC Sydney directly to discuss space requirements in light of the recently updated space requirements by the Australian Government.</p> <p>On arrival at the Sydney Centre, all clients and visitors are required to complete a short health and travel declaration.</p> <p>All visitors on site are required to exercise good hygiene practices, including washing hands before entering and</p>

Organisation	Staff, offices and pending cases	General case administration	Communication	Hearings	Events and Miscellaneous
					<p>regularly during the course of their visit; using antiseptic wipes on arrival for cleaning bags and phones; covering coughs and sneezes and refraining from touching their face.</p> <p>ACICA has published an information sheet detailing the use of arbitration to mitigate the risk and impact of COVID-19.</p>
Asian International Arbitration Centre (AIAC)	Offices remain closed until 28 th April 2020. Pending matters unaffected.	<p>No new adjudication, mediation and MYNIC matters.</p> <p>Initial registration of other matters through websites (arbitration@aiac.world and aiac@adndrc.org for Non-MYNIC Domain Name Disputes).</p>	<p>Communication to be done through email channels and mobile numbers. All members of the AIAC Secretariat will be working from home during this period and are contactable through these channels.</p> <p>Physical service of documents is not accepted.</p>	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 .	<p>AIAC's ADR Week 2020 dated 18-20 June 2020 is postponed.</p> <p>ADR Online: An AIAC Webinar Series for ADR best practices and knowledge sharing sessions has been launched through Zoom Live Webinar and Facebook live.</p> <p>For reservations and room booking at the AIAC premises during this period which need to be cancelled, postponed, or modified, parties are to contact the AIAC's Reservations Team at reservations.team@aiac.world</p>
International Institute for Conflict Prevention & Resolution (CPR)	All staff are working remotely.	N.A.	<p>Documents to be filed online through a secure, encrypted email option.</p> <p>Communication to be done through email at CPRNeutrals@CPRADR.org.</p> <p>Service of paper documents is no</p>	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.	<p>CPR has published a Model Procedural Order that is intended to be used by parties as both a checklist and guidelines for video arbitration proceedings.</p> <p>CPR are conducting a free Webinar, ADR in the Time of</p>

Organisation	Staff, offices and pending cases	General case administration	Communication	Hearings	Events and Miscellaneous
			longer accepted.		<p>COVID-19: How Neutrals & Advocates Can Use Zoom for Mediations & Arbitrations on 30 March 2020.</p> <p>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.</p> <p>CPR is encouraging the use of the ICCA-NYC Bar-CPR Protocol on Cybersecurity in International Arbitration (2020 Edition).</p>
Cairo Regional Centre for ICA (CRCICA)	<p>CRCICA premises will remain closed until Thursday 21 May 2020..</p> <p>Exceptionally, the Centre premises will be open on Sundays and Wednesdays 10:00 am – 3:00 pm to receive written submissions that are impossible to deliver by electronic means.</p>	<p>Notices of arbitration, written submissions and exhibits filed through email or submitted on USB flash-drive on days when the CRCICA premises will be open.</p> <p>Parties are still being recommended to use email to file notices of arbitration, written submissions, and exhibits.</p> <p>Cases filed by Notices of arbitration submitted electronically will be deemed to be registered on the date the center receives the registration fee in its bank account.</p> <p>Case management services are fully operation with CRCICA staff working remotely.</p>	<p>Arbitral tribunals are strongly encouraged to direct the Parties to use electronic means of communications for their communication with the tribunal and/or Parties and for the filing of any written submissions.</p>	<p>It is encouraged that meetings amongst the members of the tribunal and/or the Parties, 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</p>	N.A.

Organisation	Staff, offices and pending cases	General case administration	Communication	Hearings	Events and Miscellaneous
				(such as video conference).	
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.	Any new 'Requests for Arbitration', including supporting documents, should be submitted only through the online portal on DIAC's website http://www.diac.ae/ . 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.	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)	DIFC-LCIA remains fully operational, although from the 4 th April 2020 the office has closed. All staff are now working remotely.	Parties are encouraged to make any filings and payments electronically, as they usually would have in normal circumstances.	N.A.	Hearings for a number of DIFC-LCIA proceedings are being held electronically. Hearings are conducted electronically or postponed subject to the Tribunal and parties' agreement.	Practitioners are encouraged to use the DIFC Courts e-bundling platform for preparing and lodging hearing bundles .
German Institute of Arbitration (DIS)	Office in Bonn continues to be operational. Berlin office temporarily closed for an indefinite period. The overnight mailbox in Berlin is also currently closed. Two members of the Case Management Team are in office with other members working remotely.	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. 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. Subject to express agreement of the parties, awards will be notified in electronic form. In other cases,	Communication to the DIS electronically at casemanagement@disarb.org is already envisaged as the standard procedure under Article 4.1, DIS Arbitration Rules. The transmission of portable storage devices by mail or courier is discouraged. Guidelines have been provided for contacting the DIS by telephone regarding available hours, persons to contact and return of phone calls.	The scheduled dates for oral hearings are in some cases being postponed. 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.	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).

Organisation	Staff, offices and pending cases	General case administration	Communication	Hearings	Events and Miscellaneous
		<p>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>			
Financial Industry Regulatory Authority, Inc. (FINRA)	<p>Reports suggest that all but one member of staff is working remotely.</p> <p>Pending cases managed through an all-electronic document platform and Portal.</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>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>	All in-person arbitration and mediation proceedings scheduled through 3 July 2020 are postponed. FINRA will contact parties with hearings scheduled within this period to re-arrange.	N.A.
Hong Kong International Arbitration Centre (HKIAC)	<p>Subject to precautionary measures, HKIAC's premises at Two Exchange Square, Central, Hong Kong remain operational.</p> <p>Except for essential operational staff and requirements of case management, staff are working remotely.</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 documents, the case manager or HKIAC reception to be informed in advance.</p>	<p>Subject to precautionary measures, (including, among others, temperature checks and continuous residence in Hong Kong for the preceding 14 days) HKIAC's premises at Two Exchange Square, Central, Hong Kong remain accessible for hearings and meetings.</p> <p>Parties may also consider using HKIAC's virtual hearing services. These services include both IP – based video-connections and cloud-based video-connections such as Zoom, Microsoft Teams and Webex.</p>	To ensure users remain connected to developments at HKIAC and other arbitration-related matters, HKIAC has launched the "HKIAC Webinar Series".
International Chamber of	The court remains open for business, continuing to	New requests and other initiating documents must be filed with the	Communication with the Secretariat must be made in electronic form. It	The ICC Hearing Centre in Paris will remain closed until	Any video sharing platforms used for hearings must be

Organisation	Staff, offices and pending cases	General case administration	Communication	Hearings	Events and Miscellaneous
Commerce (ICC)	<p>progress pending arbitrations and is accepting new cases.</p> <p>Staff are working remotely.</p>	<p>Secretariat in electronic form. Requests for arbitration to be filed by email to arb@iccwbo.org.</p> <p>Applications for emergency arbitrator to be filed by email to emergencyarbitrator@iccwbo.org.</p> <p>Case management team must be informed if any correspondence in pending proceedings needs to be communicated by mail or courier.</p>	<p>is strongly advised that any communication with the ICC Court is conducted via email.</p>	<p>the 11th May 2020.</p> <p>The hearing center can be contacted by telephone at +33 1 49533050 and by email at fiona.dermody@iccwbo.org for reservation enquiries, rescheduling and assistance on virtual Hearings.</p> <p>If travel restrictions and health and safety considerations make it impossible to convene physically in a single location, parties, counsel and tribunals should consider whether the hearing or conference should be postponed or proceed with a virtual hearing</p> <p>Where it is possible to convene in person, parties, counsel and tribunals must consider special precautions, applying the specific rules and advisory guidance at the location, including maintaining sufficient distance between the parties, ensuring masks and disinfectant gel are available, and any other appropriate measures.</p>	<p>licensed. The ICC has licensed access to Microsoft Teams, Vidyocloud, and Skype for Business. ICC technical support is available remotely for these platforms.</p> <p>Document sharing platforms are also available for electronic bundles, including Opus, Transperfect, and XBundle.</p> <p>Any virtual hearing requires a consultation between the tribunal and the parties with the aim of implementing a cyber-protocol that is sufficient to complete with any applicable data privacy regulations.</p> <p>ICC Hearing Centre in Paris is able to provide standard technical support and assistance to tribunals.</p> <p>The Secretariat will assist with virtual hearings.</p> <p>The ICC provides a checklist for a Protocol on virtual hearings in Annexe 1 to the Guidance Note.</p> <p>Parties visiting the ICC Hearing Centre are asked to be informed of the French Government's recommendations concerning COVID-19.</p>
International Centre for	<p>ICSID Secretariat is operational from remote</p>	<p>Requests for arbitration and post-award applications to be sent only</p>	<p>It is encouraged to submit all written submissions, and any</p>	<p>ICSID has published a Brief Guide to Online Hearings at</p>	<p>N.A.</p>

Organisation	Staff, offices and pending cases	General case administration	Communication	Hearings	Events and Miscellaneous
Settlement of Investment Disputes (ICSID)	<p>work-stations.</p> <p>Participants in pending cases advised to discuss options for online hearings with ICSID Secretary.</p>	<p>as electronic copy (along with accompanying documents) using email and the secure online file-sharing platforms available.</p> <p>In case of hard copy filings, the Tribunal or Committee Secretary to be made aware in case of disruptions to mail services.</p>	<p>supporting documentation, including witness statements and expert reports electronically.</p> <p>Participants are encouraged to use electronic copies of case-related documents.</p>	<p>ICSID on 24 March 2020.</p> <p>ICSID's video-conferencing platform does not require special hardware or software, thereby allowing participation from any location.</p> <p>Where internet connectivity is poor, participants are allowed to join by telephone.</p> <p>A virtual court stenographer provides a real-time transcript of the proceeding, visible to all participants on the video-conference.</p> <p>Dedicated IT professionals are present throughout the hearing to ensure it runs smoothly.</p>	
International Dispute Resolution and Arbitration and Mediation Centre (IDRC)	N.A.	<p>Parties are encouraged to contact rebecca@idrc.co.uk or mike@idrc.co.uk for information on the postponement or cancellation of any hearing, mediation or meeting at IDRC, and for information on alternative arrangements.</p>	N.A.	<p>Hearings are being postponed or conducted virtually.</p> <p>A Virtual Hearing Manager is available during virtual hearings to deal with any technological issues.</p> <p>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,</p>	<p>The IDRC requests that visitors to its premises are informed of the UK government's advice and recommendations on COVID-19. Those who are suffering with a persistent cough or fever are not allowed to attend the IDRC.</p>

Organisation	Staff, offices and pending cases	General case administration	Communication	Hearings	Events and Miscellaneous
				enabling parties, tribunals and counsel to work around current travel restrictions. Videoconferencing services available for use by parties for virtual hearings include Bluejeans.	
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 EndisputeTM, a proprietary JAMS mediation platform provided by CourtCall®, which includes a high level of moderated service for a modest fee.	JAMS has provided a Virtual ADR and Security FAQ for parties considering virtual hearing arrangements, and has published a Virtual Mediation & Arbitration Overview .
Korean Commercial Arbitration Board (KCAB) International	The office of KCAB International will be closed on 30 April , 1 May, and 5 May 2020.	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 is also providing virtual hearing services, and is working with parties and tribunals to ensure that they are comfortable using the technology for virtual hearings should parties prefer a virtual hearing or an in-person hearing is not possible. SIDRC maintains the necessary video conferencing equipment and facilities that allow all or	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.

Organisation	Staff, offices and pending cases	General case administration	Communication	Hearings	Events and Miscellaneous
London Court of International Arbitration (LCIA)	From Thursday 19 March 2020, all LCIA staff will be working remotely.	<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.	parts of an evidentiary hearing to be substituted by videoconferencing. N.A.	LCIA has suspended its internship program.
London Maritime Arbitrators Association (LMAA)	Most LMAA arbitrators are working from home and are continuing to accept appointments and dealing with any interlocutory document applications and awards as usual.	<p>Payments should, where possible, be made by bank transfer.</p> <p>Applications or other documents send by mail should also be sent by email.</p> <p>Arbitrations proceeding on documents alone (i.e. the significant majority of LMAA arbitrations) are unlikely to be significantly affected.</p>	<p>Parties are encouraged to use email for communication where possible.</p> <p>Communication regarding services of the LMAA office or Executive Secretary are to be communicated by email or telephone only to info@lmaa.london or +44(0)20 7283 7701.</p> <p>For emergencies, parties may also contact Daniella Horton by email at dhorton@hortation.com, or by telephone at +44 (0)20 8325 6631.</p> <p>Requests for the appointment of arbitrators in SCP and other cases</p>	<p>Conventional hearings in a hearing room will no longer be possible and will be replaced with virtual hearings.</p> <p>The LMAA is working with the IDRC and Opus2 to provide video link and electronic bundling services, although other providers are available. For lower value claims, alternative options such as Zoom are being explored.</p> <p>Arrangements for Case</p>	The LMAA has set up a Working Group to address the issues arising through the use of technology in virtual hearings.

Organisation	Staff, offices and pending cases	General case administration	Communication	Hearings	Events and Miscellaneous
			<p>can continue to be sent to the LMAA at the Baltic Exchange.</p> <p>Requests for certifications by the Hon Secretary or President should be sent by email to info@lmaa.london.</p>	<p>Management Conferences in current cases may be made by the parties using technology such as FaceTime, Skype or Zoom, or telephone conference call.</p> <p>Parties are recommended to use the Seoul Protocol on Video Conferencing in International Arbitration.</p>	
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 rotation) with other members working remotely.</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 proceedings, by, when necessary and deemed possible, for example transferring the arbitration to a fully digital environment, including using audio- and</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.

Organisation	Staff, offices and pending cases	General case administration	Communication	Hearings	Events and Miscellaneous
				<p>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> <p>The Stockholm International hearing Centre (SIHC) has launched a platform for virtual hearings. SIHC technicians are on hand to assist during proceedings.</p> <p>In a joint initiative with Thomson Reuters, the SCC Platform has been made available to ad-hoc arbitrational globally, free of charge for arbitrations commenced during the COVID-19 outbreak.</p>	
<p>Singapore International Arbitration Centre (SIAC)</p>	<p>Offices will be closed from 7th April.</p> <p>SIAC will, however, remain fully operational with all staff telecommuting.</p> <p>The President of SIAC has published an open letter regarding the COVID-19</p>	<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</p>	<p>Parties are asked not to send physical copies of documents or facsimiles to the office whilst it is closed. Until the office re-opens, all communication with SIAC is to be conducted via email.</p> <p>All queries relating to case administration should be directed to</p>	<p>Maxwell Chambers will be closed from 7th April 2020 until 4th May 2020. New bookings will only be accepted after 4th May. Using the Maxwell Chambers Virtual ADR Services in place of in-person meetings or hearings</p>	<p>YSIAC Paris Seminar dated 02 April 2020 and SIAC and Institutional Arbitration module at Keio Law School dated 24 April 2020 postponed.</p> <p>Parties are to consider adopting the procedures set out in the attached SIAC Case Management Update to</p>

Organisation	Staff, offices and pending cases	General case administration	Communication	Hearings	Events and Miscellaneous
	<p>situation.</p> <p>Responses to some frequently asked questions surrounding SIAC's response to COVID-19 will be published.</p>	<p>original copies to follow (where applicable).</p>	<p>casemanagement@siac.org.sg.</p> <p>Any queries relating to an existing case should be directed to the relevant SIAC Case Counsel.</p> <p>All other queries should be directed to corpcomms@siac.org.sg</p> <p>Time sensitives queries requiring an urgent response should be directed to casemanagement@siac.org.sg, or contacted by telephone on +65 6713 9777.</p>	<p>is recommended.</p>	<p>ensure minimal disruption to ongoing arbitration proceedings, and smooth access to our various services.</p>
<p>Vienna International Arbitral Centre (VIAC)</p>	<p>VIAC Secretariat remains operational. The office will be closed on 1 May 2020 owing to a public holiday, and staff will have no access to email accounts on Friday.</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 cases, as per Article 36 para 5 Vienna Rules.</p>	<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.</p> <p>Arbitrators and Mediators are also encouraged to use electronic copies of case-related documents.</p> <p>VIAC can be contacted through email or telephone.</p>	<p>Parties, counsel and arbitrators are recommended to hold a conference call to discuss the questions raised in the Delos checklist.</p> <p>Parties who have planned a hearing in the near future at VIAC premises, are encouraged to get in touch with their case manager as whether holding the hearing will be possible is assessed on a case by case basis.</p>	<p>All upcoming events till July 15, 2020 are postponed.</p>