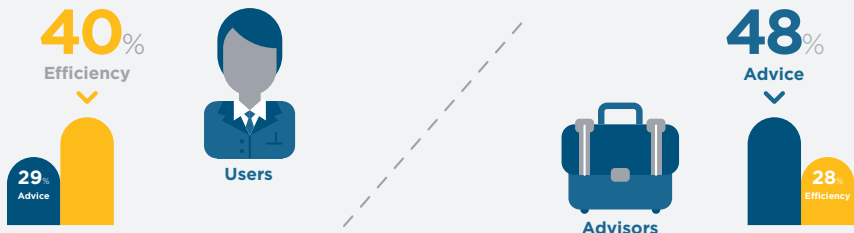


WHAT DO USERS WANT, NEED & EXPECT?

Users value **efficiency** when selecting the type of dispute resolution process. **Advisors think that the parties prefer advice**



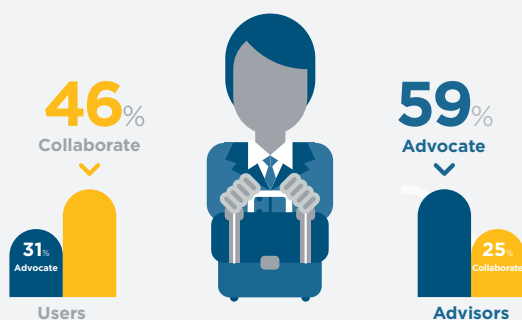
When **advisors are advising the user**, the choice of process is primarily driven by the **outcomes desired** or the **familiarity** with the process; costs are relatively unimportant



Users see the **role of the mediator** to provide **guidance** and **not to make decisions**

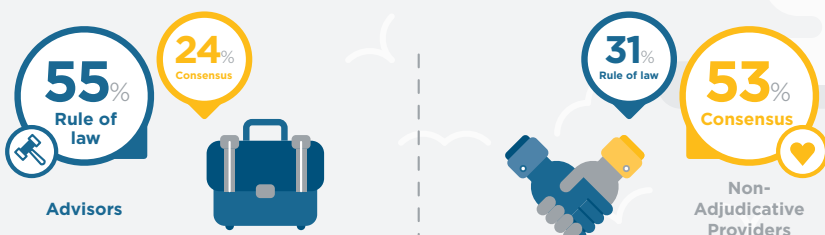


Advisors think that users want them to **advocate**. Users say that they want lawyers to **collaborate**



HOW IS THE MARKET CURRENTLY ADDRESSING PARTIES' WANTS, NEEDS AND EXPECTATIONS?

Advisors predominantly think that **outcomes should be driven by rule of law**. **Non-adjudicative providers think consensus is a more important** determining factor



Advisors (external and in-house) think it's their role to provide users with understanding of the **process** and the **options available** and **not the non-adjudicative providers**

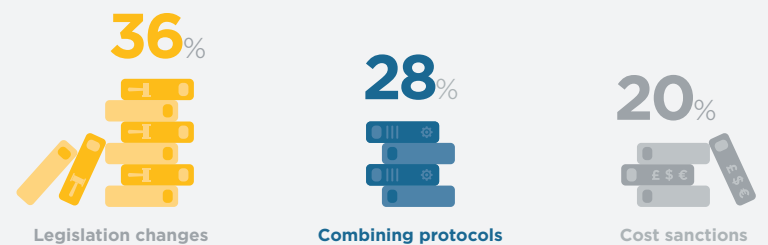


Users think **prevention processes** are more important for dispute resolution. **Advisors think it's a combination of adjudicative and non-adjudicative processes**



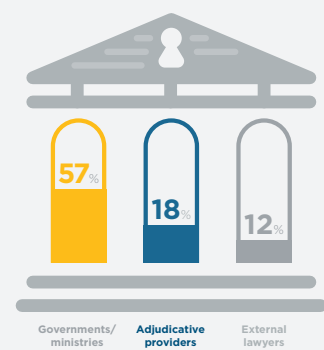
HOW CAN DISPUTE RESOLUTION BE IMPROVED?

Users and advisors believe that changes in legislation that would improve enforcement of decisions are **more important** for the future of commercial dispute resolution than protocols and cost sanctions



WHAT ACTION ITEMS SHOULD BE CONSIDERED AND BY WHOM?

All agree that **governments**, have the **greatest responsibility** to promote better access to justice in commercial dispute resolution



All agree that changes in **corporate attitude**, and a greater **emphasis on collaborative** instead of **adversarial processes** are **most important** for the future of commercial dispute resolution

