

COVID-19: Institution and Organisation Specific Proposals as at 25 June 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 September 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 might 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>

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<p>Australian Centre for International Commercial Arbitration (ACICA)</p>	<p>Since 19 March 2020, ACICA has transitioned to working remotely.</p> <p>Staff are working to usual opening hours.</p> <p>The Australian Disputes Centre (ADC) is now available for physical room bookings (9 rooms available, plus a large central hub) and is offering a virtual room hire service.</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 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>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>ADC has published a COVID-19 Precautionary Protocol which can be found here for those attending a hearing at the center.</p> <p>ACICA encourages all arbitrators and parties to consider the use of video-conferencing and online facilities wherever possible.</p> <p>ACICA has released a Guidance Note for Online Arbitration to provide parties with guidance in relation to the matters that should be</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>

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				<p>addressed in advance of an arbitration being conducted on an online platform.</p> <p>However, the Australian Disputes Centre (ADC) is now available for physical room bookings (9 rooms available, plus a large central hub) and is offering a virtual room hire service.</p>	<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. The Centre is disinfected regularly through the day.</p> <p>ACICA has published an information sheet detailing the use of arbitration to mitigate the risk and impact of COVID-19.</p>
<p>Asian International Arbitration Centre (AIAC)</p>	<p>AIAC re-opened its premises on 4 May 2020 and resumed physical operations.</p>	<p>Registration of all ADR matters has been resumed.</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. Acceptance of physical documents has been resumed.</p>	<p>From 18 June 2020 the AIAC has gradually reopened its hearing and meeting room facilities. From 18-30 June 2020, 11 hearing and meeting rooms and 7 breakout rooms will be available. From 1 July 2020 all 23 hearing and meeting rooms and 14 breakout rooms will be available. A 20% discount will be applied for all bookings until further notice.</p> <p>The AIAC has set a maximum capacity for each room based on physical distancing measures.</p> <p>All bookings are subject to strict conditions regarding physical distancing.</p> <p>Option of conducting virtual hearings/meetings to be discussed with AIAC's Case</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>

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				Counsel in charge or AIAC's Management for unregistered matters at management@aiac.world .	
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 has published a Model Procedural Order that is intended to be used by parties as both a checklist and guidelines for video arbitration proceedings. CPR has announced a COVID-19 Flat Fee Mediation Program to resolve disputes below \$5 million. 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)	From Sunday 14 June 2020 until further notice, CRCICA premises will be open on Sundays and Wednesdays from 9:00 am to 4:00 pm.	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. Parties are still being recommended to use email to file notices of arbitration, written submissions, and exhibits. Cases filed by Notices of arbitration submitted electronically	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.	Users may request holding hearing at CRCICA on Tuesdays. Hearings on the merits may be held at CRCICA premises, provided that the number of each party's representatives does not exceed three persons if the hearing is held in the Dr. Abou El Enein hearing room. The number of parties'	N.A.

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		<p>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>representatives should not exceed two persons if the hearing is held at other hearing rooms.</p> <p>Case meetings and deliberations may be conducted at CRCICA premises provided that the number of attendees does not exceed five persons.</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 (such as video conference).</p>	
<p>Dubai International Arbitration Centre (DIAC)</p>	<p>DIAC will continue to operate as usual albeit electronically. Their business hours will remain unchanged and case</p>	<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/. Any case</p>	<p>DIAC will only accept submissions in soft copy. Any case-related documents in ongoing cases should be submitted by email only.</p>	<p>Hearings can be either held by way of video conference or can be delayed, subject to decision by the Sole</p>	<p>N.A.</p>

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	managers will continue to carry out their roles remotely.	related documents in ongoing cases should be submitted by email only. 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.		Arbitrator/ Tribunal.	
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 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, hard copies of the award will not bear the signature of a Counsel of the Case Management Team and may not necessarily be bound.	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).

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		<p>Invoices for administrative fees to be only in the form of PDF documents via email.</p> <p>See here for procedural steps under the DIS Rules that may be affected by the pandemic.</p>			
Financial Industry Regulatory Authority, Inc. (FINRA)	<p>Most members of FINRA staff are 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>FINRA has decided to administratively postpone all in-person arbitration and mediation proceedings scheduled through September 4, 2020 unless the parties stipulate to proceed telephonically or by Zoom or the panel orders that the hearings will take place telephonically or by Zoom. FINRA will contact parties with hearings scheduled within this period to re-arrange.</p> <p>Postponing a hearing will not affect other case deadlines. FINRA will also waive postponement fees when parties stipulate to adjourn in-person hearing dates scheduled from September 7 through December 31, 2020.</p> <p>FINRA offers virtual hearing services (via Zoom) to parties in all cases by joint agreement or by panel order.</p>	<p>N.A.</p>

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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> <p>HKIAC has published guidance on virtual hearings, available here.</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 Commerce (ICC)	<p>The court remains open for business, continuing to progress pending arbitrations and is accepting new cases.</p> <p>Staff are working remotely.</p>	<p>New requests and other initiating documents must be filed with the 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>	Communication with the Secretariat must be made in electronic form. It is strongly advised that any communication with the ICC Court is conducted via email.	<p>The ICC Hearing Centre in Paris will reopen from 25 June with strict hygiene measures, antibacterial gel and face masks required.</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</p>	<p>Any video sharing platforms used for hearings must be 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</p>

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				<p>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>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 will be informed of COVID-19 measures before they attend.</p>
<p>International Centre for Settlement of Investment Disputes (ICSID)</p>	<p>ICSID Secretariat is operational from remote work-stations.</p> <p>Participants in pending cases advised to discuss options for online hearings with ICSID Secretary.</p>	<p>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.</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>It is encouraged to submit all written submissions, and any 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 has published a Brief Guide to Online Hearings at 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,</p>	<p>N.A.</p>

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International Dispute Resolution and Arbitration and Mediation Centre (IDRC)	N.A.	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.	N.A.	<p>visible to all participants on the video-conference.</p> <p>Dedicated IT professionals are present throughout the hearing to ensure it runs smoothly.</p> <p>The Centre is open for in-person bookings, although a number of “strict” measures are in place for those attending, including Perspex screens, hand sanitisers, social distancing protocols and a health declaration.</p> <p>Virtual hearings remain available for those who feel unable to attend in person.</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, enabling parties, tribunals and counsel to work around current travel restrictions. Videoconferencing services available for use by parties for virtual hearings include</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.

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Judicial Arbitration and Mediation Services (JAMS)	<p>Majority of staff working remotely from 17 March 2020.</p> <p>19 hearing centers have reopened in accordance with governmental guidelines and regulations.</p> <p>Steps taken include limiting the number of cases that can be in any one office at a certain time, and reformatting office environments to adhere to social distancing guidelines e.g. Plexiglas partitions, hand sanitizer, masks, and cleaning schedules.</p>	N.A.	<p>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.</p>	<p>Bluejeans.</p> <p>In accordance with regulatory guidance, JAMS is starting to open most Resolution Centers and from 1 June 2020, although some centers have already started to hear matters. On 23 June, JAMS announced it was reopening its Los Angeles and Century City resolution centers in Southern California, its Seattle resolution center and two centers in Northern California—Walnut Creek and Santa Rosa. With the addition of these five centers, JAMS will have reopened 19 of its offices since late May.</p> <p>Following local government regulations, JAMS is scheduling in-person hearings this week in these locations.</p> <p>if an in-person session is not suitable, JAMS will continue to provide for virtual hearings.</p> <p>JAMS provides Zoom accounts at no cost to the parties, with assistance from JAMS neutrals and staff.</p> <p>In addition, it provides Endispute™, a proprietary JAMS mediation platform provided by CourtCall®,</p>	<p>JAMS has provided a Virtual ADR and Security FAQ for parties considering virtual hearing arrangements, and has published a Virtual Mediation & Arbitration Overview.</p>

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Korean Commercial Arbitration Board (KCAB) International	The office of KCAB International has re-opened on 6 May.	KCAB International Secretariat's case management capacities are operating as normal.	N.A.	<p>which includes a high level of moderated service for a modest fee.</p> <p>Seoul International Dispute Resolution Center (SIDRC) is fully open as a hearing facility with enhanced security measures.</p> <p>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.</p> <p>SIDRC maintains the necessary video conferencing equipment and facilities that allow all or parts of an evidentiary hearing to be substituted by videoconferencing.</p>	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.
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>	Other than exceptional circumstances, communication with parties and arbitrators will be by email only.	N.A.	LCIA has suspended its internship program.

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		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.			
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 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>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 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>	The LMAA has set up a Working Group to address the issues arising through the use of technology in virtual hearings.
Swiss Chambers' Arbitration Institute (SCAI)	SCAI Secretariat remains operational and members of the SCAI Secretariat are back in the office.	Applications for Emergency Relief, Notices of Arbitration and Answers to the Notice of Arbitration to be filed not only by post/courier, but	Offices may now be reached by telephone, but to ensure efficient treatment of queries communication with the SCIA can nevertheless be	N.A.	N.A.

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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>also by e-mail to either geneva@swissarbitration.org or zurich@swissarbitration.org.</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>	<p>done through email to geneva@swissarbitration.org or zurich@swissarbitration.org.</p> <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> <p>The SCC has released guidelines for the SCC Platform for both institutional and ad-hoc arbitration in light of the recent announcement that the SCC Platform is available for use free of charge for ad-hoc arbitrations commenced during the COVID-19 outbreak. The SCC Ad-hoc Platform is now live.</p>	<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 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</p>	<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.</p>

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<p>Singapore International Arbitration Centre (SIAC)</p>	<p>Confirmed on 23 June that staff will continue to telecommute, although SIAC's physical offices will be open twice a week from 10am to 4pm on Mondays and Thursdays in each week until further notice to facilitate the delivery of physical copies of documents.</p> <p>The President of SIAC published an open letter on 28 April regarding the COVID-19 situation.</p> <p>Responses to some frequently asked questions surrounding SIAC's response to COVID-19 have been published.</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 original copies to follow (where applicable).</p>	<p>Should it be necessary for physical copies of documents to be sent to SIAC, parties are requested to make arrangements in light of the revised opening hours.</p> <p>All other communication should be conducted via email where possible</p> <p>All queries relating to case administration should be directed to 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>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>SIAC does not currently offer video conferencing facilities, but virtual ADR solutions are offered through Maxwell Chambers.</p> <p>Maxwell Chambers reopened on 4th May. Using the Maxwell Chambers Virtual ADR Services in place of in-person meetings or hearings is recommended.</p> <p>Maxwell chambers offers virtual hearings using the Zoom and Bluejeans platforms.</p> <p>Maxwell Chambers, ICDR, and the Arbitration Place of Toronto and Ottawa have formed an alliance to provide "global hybrid hearings" during the COVID-19 pandemic.</p>	<p>Parties are to consider adopting the procedures set out in the attached SIAC Case Management Update to ensure minimal disruption to ongoing arbitration proceedings, and smooth access to our various services.</p>

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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>Parties are requested to send all requests and submissions by email if possible.</p> <p>Case management is fully operational due to the electronic case management system that was introduced in 2019.</p> <p>A 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>