

Equal Access to Information & Justice Online Dispute Resolution - ODR 2017

Paris, France, 12 & 13 June 2017

Online Dispute Resolution ('ODR') refers to the use of technology to support the settlement of disputes. Platforms appeared two decades ago offering a plethora of online processes for different types of disputes. ODR has grown exponentially and offers unique features for handling millions of disputes annually and has the potential to significantly increase access to justice across all legal jurisdictions.

One of the objectives of the conference is to demystify ODR and to explain why and how it offers increased access to information and justice, particularly in emerging economies, conflict zones and remote places where individuals do not even have the benefit of judiciaries to resolve their disputes. The conference will explore innovative applications of information and communications technologies to improve the administration of dispute resolution, and their direct benefits to our civil, societal and commercial life in general. It will provide the opportunity to familiarize with pilot projects, platforms and initiatives undertaken in France and worldwide and to exchange views about the ethics and future of ODR.

The conference will gather stakeholders involved or interested in online dispute resolution worldwide, ranging from state entities, legal institutions and providers, NGOs, academics and companies.

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GLOBAL POUND
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2016-17

SHAPING THE FUTURE OF DISPUTE RESOLUTION
& IMPROVING ACCESS TO JUSTICE



Programme Committee

Gillian Carmichael Lemaire, Carmichael Lemaire Ltd, UK/France

Benjamin Davis, Professor of Law at Toledo University School of Law, NCTDR Fellow, USA

Ethan Katsh, Director and co-founder of NCTDR, USA

Diana Paraguacuto-Mahéo, Partner at Ngo Jung & Partners; Arbitrator; IFCM, CEDR and CMAP accredited Mediator, France

Mirèze Philippe, Special Counsel at ICC International Court of Arbitration, ArbitralWomen co-founder, NCTDR Fellow, France

Daniel Rainey, Chief of Staff for the National Mediation Board, NCTDR Fellow, USA

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Colin Rule, Chairman and COO of Modria.Com, NCTDR Fellow, USA

Jin Ho Verdonshot, Senior Manager Online Legal Services at DAS, NCTDR Fellow, The Netherlands

Leah Wing, Professor University of Massachusetts and NCTDR co-director, NCTDR Fellow, USA

Organising Committee

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Stephanie Goubelle, Senior Manager, ICC Arbitration and ADR Promotion

Mirèze Philippe, Special Counsel

Céline Unwin-Germond, Executive Assistant to the Special Counsel

Logistical Note

Date and time: 12 - 13 June 2017, 9:00 - 18:00

Venue: Paris Marriott Champs Elysées, 70 avenue des Champs Elysées, 75008 Paris, France (métro Franklin Roosevelt)

Buffet lunches and cocktail: at the terrasse of the hotel on the reception floor.

Buffet lunches on Monday and Tuesday from 12:30-13:30

Networking cocktail on Monday from 18:00 to 20:00

Working language: English

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PROGRAMME - Monday 12 June 2017

09:00-09:30 Registration & breakfast

09:30-10:00 - Welcome address

Mohamed Abdel Wahab, Founding Partner & Head of International Arbitration Zulficar & Partners Law Firm

Ethan Katsh, Professor and Director, National Center for Technology and Dispute Resolution (NCTDR), **co-chair of the conference**

Alexis Mourre, President of the ICC International Court of Arbitration

Diana Paraguacuto, Partner, NGO Jung & Partners, GPC Paris organiser

Mirèze Philippe, Special Counsel, ICC International Court of Arbitration, organiser and **co-chair of the conference**

Colin Rule, Chairman and COO of Modria

10:00-10:30 - Keynote Speakers

François Zimeray: Has forgiveness a future in digital era?

Sanjana Hattotuwa: Applying ICTs to foster access to justice and peace

10:30-11:30 - Promoting the use of ICTs in the face of injustice, violence, discrimination and denial of human rights

Chair: **François Zimeray**

Panelists: **Petra Butler**, **Alberto Elisavetsky**, **Petros Zourdoumis**

Synopsis: Persons around the globe have increasing access to ICT through phones and mobile devices. The panel will explore how this can be translated into opportunities to reduce injustice as well as prevent and resolve conflicts.

11:30-12:30 - Why are certain courts living the ODR revolution and what will it take to get the courts and the legal profession to engage?

Chair: **Graham Ross**

Panelists: **Salaheddine Al-Bashir**, **Louis Degos**, **Dory Reiling**

Synopsis: In recent years, there have been notable achievements in courts using ODR, such as in Singapore, Korea, the Netherlands, and ambitious planning for online courts in the UK. In other countries, including the United States, progress has been slow. The panel will try to identify ways in which change can be accelerated.

12:30-13:30 Buffet lunch

13:30-14:30 - Corporate in-house legal process innovation to default ODR policies and practices

Chair: **Mohamed Abdel Wahab**

Panelists: **Sana Belaïd**, **Alma Forgo**, **Cathy Liu**

Synopsis: In-house counsel in several industries have been experimenting with ODR. The panel will explore how ODR can accelerate and improve dispute resolution processes.

14:30-15:30 - Government and public-sector platforms in civil conflicts

Chair: **Fabien Gélinas**

Panelists: **Fernando Sérgio Tenório de Amorim**, **MJ Cartwright**, **Kei Nam Tsoi**

Synopsis: The panel will demonstrate how platforms can be used mainly in state courts and will explore the successes and challenges of government sponsored ODR in various contexts.

15:30-16:00 Coffee break

16:00-17:00 - Consumer and civil disputes: do the existing systems offer means of free access to justice or access at low-cost?

Chair: **Benjamin Davis**

Panelists: **María Mercedes Albornoz**, **Pablo Cortés**, **Vincent Tilman**

Synopsis: The EU ODR regulation is an important step forward in the protection of consumers. The panel will review the implementation and relevance for C2C and B2C in the EU and elsewhere. Some jurisdictions offer access to justice in civil disputes. The panel will demonstrate how access to justice online is possible.

17:00-18:00 - Technology used by dispute resolution organisations

Chair: **Mark Appel**

Panelists: **Vladimir Khvalei**, **Mirèze Philippe**, **Roberta Regazzoni**, **Andy Rogers**

Synopsis: Few traditional dispute resolution providers have implemented platforms to administer dispute resolution cases. What has been the experience so far and what suggestions for the future?

18:00-20:00 Networking Cocktail

PROGRAMME - Tuesday 13 June 2017

09:00-09:30 breakfast

09:30-10:30 - Ethics and ODR systems design

Chair: **Leah Wing**

Panelists: **Allan Barsky, Carrie Menkel-Meadow, Nancy Welsh**

Synopsis: Should algorithms be impacting or deciding outcomes? Should software developers be gatekeepers to access to justice? Is it possible to programme away bias? The panelists will explore ethical principles and standards for ODR, ADR, and Artificial Intelligence illustrating challenges that remain for the field and opportunities they provide for enhancing access to justice through ODR.

10:30-11:30 - Artificial intelligence and expert systems in ODR, predictive justice, data collection and analysis, data protection, privacy, cyber security

Chair: **Catherine A. Rogers**

Panelists: **Eric Barbry, Jérôme Dupré, Debi Slate**

Synopsis: Advanced software-supported learning and decision-making systems are appearing. How are they changing the early ODR view of technology as the "Fourth Party"? Will the algorithms of predictive justice impact the outcome of disputes? ODR faces many of the same issues of data protection, privacy and secure communications that other online services face. How should the ODR field respond?

11:30-12:30 - Governing the field of ODR, standards, practices

Chair: **Daniel Rainey**

Panelists: **Brian Hutchinson, David Larson, Tresca Rodrigues**

Synopsis: ODR is an emerging field in which issues of standards are becoming one of the focus of attention. What these standards should be and how they might differ with the ethics of the ADR field will be discussed.

12:30-13:30 Buffet lunch

13:30-14:30 - Online dispute resolution platforms, providers and mechanisms

Chair: **Jeff Aresty**

Panelists: **Valentine Baudouin, Liam Moore, Colin Rule, Jin Ho Verdonschot**

Synopsis: This panel will demonstrate a variety of platforms currently in use.

14:30-15:30 - Challenges facing ODR and future application of ODR

Chair: **Andy Lee**

Panelists: **Gillian Carmichael Lemaire, Erik Schäfer, Aura Esther Vilalta**

Synopsis: ODR has ambitious goals, e.g. improve access to justice and impact the global community. It also faces resistance from established institutions and approaches. How can these obstacles be overcome?

15:30-16:00 Coffee break

16:00-17:00 - A discussion of three new books on ODR

Chair: **Ethan Katsh**

Panelists: **Ian Macduff, Orna Rabinovich-Eini, Colin Rule, Amy J. Schmitz**

Synopsis: 2016 and 2017 has seen the publication of several noteworthy books about ODR. In this session, the authors will explain their goals and will engage the audience in the range of issues present in the books.

17:00-18:00 - Lightning rounds on evolution or revolution and pilot projects in ODR

Chair: **Mirèze Philippe**

Panelists: **Ihab Amro, Darren Gingras, Suman Kalani, Zbynek Loeb, Janet Martinez, Chittu Nagarajan, Rosa Pérez Martell, Joyce Raby, Rosa Taban**

Synopsis: This panel will examine innovations and new experiments in ODR.

Wrap-up: **Ethan Katsh and Mirèze Philippe**

Speakers

- Mr Mohamed Abdel Wahab (Prof. of Law, Founding Partner and Head of International Arbitration, Zulficar & Partners Law Firm, NCTDR Fellow) Egypt
- Mr Salaheddine Al-Bashir (Senior Partner, International Business Legal Associate) Jordan
- Ms María Mercedes Alborno (Researcher Professor at Center for Research and Teaching in Economics, Centro de Investigación y Docencia Económicas, CIDE) Mexico
- Mr Fernando Sérgio Tenório de Amorim (Professor of Law at the Centro Universitário CESMAC) Brazil
- Mr Ihab Amro (post-doctoral researcher at the Central European University in Budapest) Jordan
- Mr Mark Appel (Arbitrator & Mediator, ArbDB Chambers) UK
- Mr Jeff Aresty (President at Internet Bar Organisation, NCTDR Fellow) USA
- Mr Eric Barbry (Lawyer, Head of the Digital Law division at Alain Bensoussan Avocats Lexing) France
- Mr Allan Barsky (Professor, School of Social Work, Florida Atlantic University) USA
- Ms Valentine Baudouin (Lawyer and strategic advisor, eJust) France
- Ms Sana Belaïd (Senior Legal Counsel for CISCO) Dubai, UAE
- Ms Petra Butler (Professor at the Victoria University of Wellington School of Law and Co-Director of the Centre for Small States at Queen Mary, University of London) New Zealand
- Ms Gillian Carmichael Lemaire (Carmichael Lemaire Ltd, UK/France) UK & France
- Ms MJ Cartwright (CEO of Matterhorn by Court Innovations) USA
- Mr Pablo Cortés (Professor of Civil Justice at University of Leicester, Lawyer, NCTDR Fellow) Spain
- Mr Benjamin Davis (Professor of Law, University of Toledo College of Law, NCTDR Fellow) USA
- Mr Louis Degos (Managing Partner at K&L Gates, Président de la Commission Nationale de la Prospective et de l'Innovation du Conseil National des Barreaux) France
- Mr Jérôme Dupré (Lawyer, Co-Founder of Case Law Analytics and Fast Arbitre) France
- Mr Alberto Elisavetsky (Founder and Director of ODR Latinoamerica, NCTDR Fellow) Argentina
- Ms Alma Forgo (Head of Commercial Litigation & Arbitration, Airbus Group) France
- Mr Fabien Gélinas (Sir William C. Macdonald Chair, McGill University; Co-Founder, Montreal Cyberjustice Laboratory) Canada
- Mr Darren Gingras (Executive Director, The Common Sense Divorce) Canada
- Mr Sanjana Hattotuwa (Special Advisor, ICT4Peace Foundation, NCTDR Fellow) Sri Lanka
- Mr Brian Hutchinson (Associate Professor in the School of Law, University College Dublin, NCTDR Fellow) Ireland
- Ms Suman Kalani (Assistant Professor, Pravin Gandhi College of Law, Mumbai) India
- Mr Ethan Katsh (Director and Co-Founder of NCTDR) USA
- Mr Vladimir Khvalei (Partner at Baker McKenzie, Vice-President of the ICC Court of Arbitration and Chairman of the Board of the Russian Arbitration Association) Russia
- Mr David Larson (Professor of Law and Senior Fellow, Dispute Resolution Institute, Mitchell | Hamline School of Law, NCTDR Fellow) USA
- Mr Andy Lee (Executive Director, Shenzhen Research Center, University of International Business and Economy) China
- Ms. Cathy Liu (General Counsel of China Agri Industries Holding limited) China
- Mr Zbynek Loeb (NCTDR Fellow) Czech Republic

- Mr Ian Macduff (Teaching Fellow, School of Law and Deputy Director, Centre for ICT Law, University of Auckland, NCTDR Fellow) New Zealand
- Ms Janet Martinez (Professor of Law; Director, Gould Negotiation and Mediation Program; Co-Director, Gould Alternative Dispute Resolution Research Initiative at Stanford Law School) USA
- Ms Carrie Menkel-Meadow (Professor of Law at University of California Irvine School of Law) USA
- Mr Liam Moore (Founder and CEO of AnOliveBranch.com) Ireland
- Mr Alexis Mourre (President of the ICC International Court of Arbitration) France
- Ms Chittu Nagarajan (Co-founder of Modria.com, and Managing Director of Modria India, NCTDR Fellow) India
- Ms Diana Paraguacuto (Partner at Ngo Jung & Partners, Arbitrator; IFCM, CEDR and CMAP accredited Mediator) France
- Ms Rosa Pérez Martell (Senior Lecturer at the University of Las Palmas de Gran Canaria) Canary Islands, Spain
- Ms Mirèze Philippe (Special Counsel at ICC International Court of Arbitration, ArbitralWomen Founding Co-President, NCTDR Fellow) France
- Ms Orna Rabinovich-Eini (Associate Professor at the Faculty of Law at the University of Haifa, NCTDR Fellow) Israel
- Ms Joyce Raby (Executive Director of the Florida Justice Technology Center) USA
- Mr Daniel Rainey (Chief of Staff for the National Mediation Board, NCTDR Fellow) USA
- Ms Roberta Regazzoni (Officer, Camera Arbitrale di Milano) Italy
- Ms Dory Reiling (Senior Judge at the Amsterdam District Court) The Netherlands
- Ms Tresca Rodrigues (Principal Consultant, Moralis Consulting) UK
- Mr Andy Rogers (Director of Communications, CEDR) UK
- Ms Catherine A. Rogers (Professor of Law at PennState Law; Founder & Director of Arbitrator Intelligence) USA
- Mr Graham Ross (Founder and President of TheMediationRoom.com, Member of the Civil Justice Council's ODR Advisory Group and of its ADR Working Party and Head of the European Advisory Board to Modria, NCTDR Fellow) UK
- Mr Colin Rule (Chairman and COO of Modria.Com, NCTDR Fellow) USA
- Mr Erik Schäfer (Partner at Cohausz & Florack) Germany
- Ms Amy J. Schmitz (Professor of Law at University of Missouri) USA
- Ms Debi Slate (President & Co-Founder at Dispute Resolution Data) USA
- Ms Rosa Taban (Lecturer at Panthéon Sorbonne Law School and former VP, former Head of Legal at eJust) France
- Mr Vincent Tilman (Manager at Belgian Ombudsman for the Retail) Belgium
- Mr Kei Nam Tsoi (CIO and Arbitrator from ShenZhen Arbitration Commission) China
- Mr Jin Ho Verdonschot (Senior Manager Online Legal Services at DAS Netherlands, NCTDR Fellow) The Netherlands
- Ms Aura Esther Vilalta (Senior Lecturer at Faculty of Law, Open University of Catalonia, NCTDR Fellow) Spain
- Ms Nancy Welsh (Professor of Law at PennState Law) USA
- Ms Leah Wing (Co-Director, NCTDR; Senior Lecturer, Legal Studies, University of Massachusetts Amherst) USA
- His excellency Mr François Zimeray (France's Ambassador to the Kingdom of Denmark, former Ambassador for Human Rights) Denmark
- Mr Petros Zourdoumis (Founder ODReurope, General Director ADR point) Greece

Speakers' Bios



Mohamed Abdel Wahab

Chair of Private International law and Professor of Dispute Resolution at Cairo University; Founding Partner and Head of International Arbitration at Zulficar & Partners Law Firm; Vice President of the ICC International Court of Arbitration; Court member of the LCIA; President of LCIA's Arab Users' Council; Court member of the CIMAC, Vice President of the IBA Arbitration Committee; Vice President of the CI Arb's Egypt branch; Chair of the CI Arb's Technology Committee; member of the CI Arb's Practice and Standards Committee; member of the CRCICA Advisory Committee; member of AAA-ICDR International Advisory Committee; and member of the ICCA, IAI and the SIAC African Users' Council's Committee. He is also a CEDR Accredited Mediator and Dispute Resolution Consultant, World Bank.

Prof. Dr. Mohamed S. Abdel Wahab served as 'Sole Arbitrator', 'Presiding Arbitrator', 'Party Appointed Arbitrator', or 'Counsel' in more than 172 cases, including complex, high value institutional and ad hoc arbitral proceedings involving parties from the Middle East, Europe, Asia, Canada, and the United States.

He appeared in cases under the auspices of the AAA, CRCICA, DIAC, DIFC-LCIA, ICC, ICSID, LCIA, LMAA, SCC, SIAC, as well as ad hoc UNCITRAL proceedings, and acted in mega multi-hundred million dollars' disputes involving State and State-owned entities from different countries.

Prof. Dr. Abdel Wahab is recognized as a world leading expert on international arbitration, Egyptian and Arab Laws, Islamic Shari'a, and online dispute resolution. He holds over fifty-five prizes for academic achievement, and is regularly published in learned international journals on issues of private international law, international commercial and investment arbitration, and project finance. Prof. Dr. Abdel Wahab regularly speaks at national and international conferences on International Commercial & Investment Arbitration, Telecommunications Law(s), Construction Law and Practice, Oil & Gas, Project Finance, Online Dispute Resolution, and Private International Law.

Prof. Dr. Abdel Wahab's expertise in cross border multi-jurisdictional and highly complex transactions and disputes is broad and he has acted as counsel and served as arbitrator in proceedings governed by Bahraini, Egyptian, English, French, Jordanian, Kuwaiti, Libyan, New York, Omani, Pakistani, Qatari, Saudi, Spanish, Swiss, Syrian, Italian and United Arab Emirates law(s), as well as the general principles of law.

Prof. Dr. Abdel Wahab features in Who's Who Legal: Arbitration as a star arbitration practitioner and has also been selected to feature in the GAR Global Guide for Future Leaders in International Arbitration (2017) and the GAR Guide on Thought Leaders in International Arbitration. Prof. Dr. Abdel Wahab is regularly recognized and ranked as a world leading dispute resolution practitioner in all leading legal directories.

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Salaheddine Al-Bashir

Senior Partner, International Business Legal Associate (IBLAW)

Dr. Salaheddine Al-Bashir is the Founder and Senior Partner of the International Business Legal Associates- IBLAW, one of the largest and leading law firms in Jordan. IBLAW specializes in Intellectual Property rights, policy work, project finance and Privatizations, and Corporate and commercial work.

Dr. Al-Bashir represented private companies and sovereign states in a wide range of arbitration matters including BOT contracts, telecommunications regulatory structures, construction and development contracts before Jordanian and regional arbitration fora, the International Chamber of Commerce - International Court of Arbitration (ICC), and the International Centre for the Settlement of Investment Disputes (ICSID) in addition to being named by the Government of Jordan as a conciliator to the ICSID.

He had previously served as a minister in the Government of Jordan; He was the Foreign Minister, Minister of Government Performance, Minister of Justice, Minister of Prime Ministry Affairs, and Minister of Industry and Trade. During his Service in Government, Dr. Al-Bashir presided the Economic committee of Government, legal Committee and Public Sector Reform Committee. Furthermore, during his government service he championed the program of justice Sector Reform and Economic legislation reform including the IPR legislative Package. Furthermore, Dr. Al-Bashir was appointed by H.M King Abdullah II as a Member of the House of Senates from Nov. 2010 until Oct. 2011. In addition, Dr. Al-Bashir is currently a member of Board of King Abdullah II Fund for Development and recently appointed by H.M King Abdullah II as a Member of Economic Policy Council and a member of the Judicial Reform Committee for Developing the Judiciary and Enhancing the Rule of Law in Jordan on Oct. 2016.

Furthermore, Dr. Al-Bashir served a member of His Majesty's Economic Consultative Council and the Executive Committee of Kuluna al-Urdun.

Dr. Al-Bashir taught Private international law, Intellectual Property Rights, and Commercial law for undergraduate and graduate students as professor of law at Jordan University for few years. He holds a Bachelor's in Law from Jordan University, an LL.M from Harvard University and a Doctorate from McGill University.

His working languages are Arabic and English.

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María Mercedes Alborno

Researcher Professor at Center for Research and Teaching in Economics (Centro de Investigación y Docencia Económicas, CIDE), Mexico City.

She graduated in Law at the National University of Litoral in Santa Fe, in her country of origin, Argentina. Then, she obtained a Master Degree in Private International Law and International Commerce Law, and a PhD in Law, both at Université de Paris II, in France. She cooperates with the Mexican Ministry of Foreign Affairs as an External Advisor in Private International Law.

Her research and teaching fields encompass Private International Law, International Contracts, Alternative Dispute Resolution, and Online Dispute Resolution (ODR). Some of her academic papers tackle the challenges of implementing ODR. They deal with electronic commerce, ODR and development, lack of trust in electronic commerce, and the feasibility of using ODR in developing countries, from a Latin American perspective.

Professor ALBORNOS is a member of Mexico's National System of Researchers,

she also belongs to several academic associations like the American Association of Private International Law, ASADIP, and the Mexican Academy of Private International and Comparative Law, AMEDIP.

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Fernando Sérgio Tenório de Amorim

Professor of Law at the Centro Universitário CESMAC, Brazil

Fernando Sérgio Tenório de Amorim holds a Post-Doctorate Degrees in Law from the Université de Montréal, Centre de Recherches en Droit Public (Laboratoire de Cyberjustice) and from Pontifícia Universidade Católica do Rio de Janeiro PUC-Rio. Doctorate and Master's degree both from the Federal University of Pernambuco. He is graduated in law from the Fundação Educacional Jayme de Altavilla (CESMAC) and journalism from the Federal University of Alagoas. Professor of Law at the Centro Universitário CESMAC in both undergraduate and postgraduate courses, and Coordinator of the Law Course as well. Professor at the Faculdade Sete de Setembro-FASETE. Scholar of the summer courses at the International Law Academy of The Hague, Netherlands, 2000; 2001, and at the Academy of Moral Sciences and Policies of Paris, 2013. Researcher at the Permanent Court of Arbitration, 2005, as a lecturer at the Center for Studies and Research of the International Law Academy of The Hague, Netherlands, presenting the work La Convention Unesco sur la protection et la promotion de la diversité des expressions culturelles, published in French by the Hague Academy of International Law in The Hague, 2008. He conducted a doctoral research at the Swiss Institute of Comparative Law receiving the scholarship Van Calker research. He participated at the XIX International Congress of Comparative Law in Vienna, Austria, 2014. Member of the American Association of Private International Law (ASADIP). Author of two books in the field of Private International Law. He is a Public Attorney at the Attorney General's Office in Maceió-AL, coordinator of its Study Center and currently working with Urban and Environmental issues. Member of the Standing Committee on Disciplinary Administrative Inquiry. He served as Attached Attorney General and Chief Legislative Attorney as well as chaired the Standing Committees of Disciplinary Administrative Inquiry and Disciplinary Administrative Inquiry Review. He has proficiency in French, English and Italian.

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Ihab Amro

Post-Doctoral Researcher at the Central European University in Budapest

Dr. Jur. Ihab Amro is an Assistant Professor of Private Law, and a practicing lawyer and arbitrator. He holds a PhD from the Athens Law School in Greece awarded in 2011. He has published articles in numerous well-known international law journals, including the Hague Yearbook of International Law, the VINDOBONA Journal of International Commercial Law and Arbitration, and the Arbitration Journal of the Chartered Institute of Arbitrators. He is a member of several international arbitration organizations, including the Young International Arbitration Group of the London Court of International Arbitration in England; the

ICC Young Arbitrators' Forum (YAF), in France; the Association of Attenders and Alumni of The Hague Academy of International Law, in the Netherlands; the Young Austrian Arbitration Practitioners (YAAP); the Moot Alumni Association (MAA), in Austria; and the ICCA Young members in Switzerland. He is fluent in English, Greek, German and French. He has also a knowledge of both Italian and Hungarian. Currently, he is working, inter alia, on a post-doctoral research on Online Dispute Resolution (ODR).

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Mark Appel

Independent, international Arbitrator, Mediator, Consultant and Trainer

Mr. Appel has nearly 40 years of global arbitration and mediation experience, having served in both executive and senior executive positions at the American Arbitration Association (AAA) and International Centre for Dispute Resolution (ICDR), leaving ICDR/AAA as Senior Vice President, EMEA in December of 2015.

In cooperation with industry experts, Mr. Appel has drafted multiple sets of arbitration and ADR procedures, including online, “desk” arbitration procedures for manufacturers and suppliers and Dispute Review Board procedures. Most recently, Mr. Appel served as staff liaison to the June 2014 ICDR International Arbitration Rules Drafting Committee.

An experienced mediator and mediator trainer, Mr. Appel is a founding, now honorary, Director of the International Mediation Institute.

Mr. Appel has consulted with individual companies and whole industries on dispute resolution design. Mr. Appel also participated in a series of ground-breaking ICDR corporate dispute resolution and conflict management benchmarking surveys of leading French corporations.

At the request of several government ministries of justice and economic development and global NGOs, Mr. Appel has worked with community stakeholders including Bar Associations, Chambers of Commerce and the Courts to build new Arbitration and Mediation Centers in the EMEA region.

Mr. Appel has taught arbitration law and procedure and overview courses in dispute resolution at the graduate and post-graduate (law) levels in multiple jurisdictions.

Mr. Appel provides Arbitration, Mediation and Conflict Management Consultancy and Training Services through Appel Dispute Resolution LLC.

Mr. Appel is an International Member of ArbDB Chambers, London, and takes his arbitrator and mediator appointments through Chambers.

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Jeff Aresty

President at the Internet Bar Organisation, NCTDR Fellow

Jeffrey M. Aresty is based in Houston, Texas, and is an international business and e-commerce lawyer who has led the non-profit Internet Bar Organization (IBO) since 2005. IBO's mission is to promote and shape the emerging online justice community by using technology and the Rule of Law to promote human rights and alleviate poverty.

As president of Internet Bar Organization (IBO), he co-founded the PeaceTones Initiative as its signature project to showcase how technology can increase access to justice across borders. PeaceTones empowers musicians from the developing world to reach global markets. (www.peacetones.org); Currently, IBO is working with the Texas Supreme Court, TX Office of Court Administration, TX Judicial Council, Texas Legal Services Center, and the Legal Services Corporation to kick start a movement to build innovative justice applications to improve the accessibility of legal services for the most vulnerable in our society (www.techforjustice.org).

Jeff has co-authored chapters on technology and law topics in several books from 2006-2012 including several chapters in the casebook, *Cyberlaw: Text and Cases* (2011, SouthWestern Cengage Learning), a chapter on mobile technology and the rule of law in *Mobile Technologies for Conflict Management* (2011, Springer) and a chapter on "Online Dispute Resolution and Justice" in *Online Dispute Resolution: Theory and Practice* (2012, Eleven Publishing).

Jeff has also taught (both face to face and online) several undergraduate courses on Global Cyberlaw, Law and the World Wide Web, and International Business Transactions at the University of Massachusetts (Amherst) and Bentley University in Waltham, Massachusetts.

Mr. Aresty is licensed to practice law in Massachusetts and the District of Columbia. In addition to his law degree (Boston University Law, 1976), he also earned masters of laws degrees in taxation (1979) and international banking (1993) from Boston University School of Law, and has completed training as an international commercial arbitrator and as a certified mediator in Texas.

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Eric Barbry

Lawyer, Head of the Digital Law division at Alain Bensoussan Avocats Lexing

Eric Barbry is an attorney-at-law in Paris (France). He is the Head of the Digital Law division of the Alain Bensoussan Avocats Lexing law firm. He provides advisory, contract management and litigation services in a wide range of areas related to Internet, platforms, data protection, digital marketing, electronic processes, and information systems security.

Eric Barbry was appointed member of the CSPLA, the Council for Literacy and Artistic Property, by order of 30 September 2015.

He is a lecturer in information technology and communication law at Telecom ParisTech.

He chairs the Legal Committee of ACSEL, the association of digital economy and digital transformation. He is also Honorary President of Cyberlex (a think tank on the legal and financial aspects of ICT) and co-founder of IOTA (Internet of Things Association).

Eric is the coauthor of many articles published in professional journals and specialized newspapers and the contributor to several books including "Droit de

l'informatique, télécoms & internet" ("IT, Telecom and Internet Law", Editions Francis Lefebvre, 5th ed. 2012) and "Code de la sécurité informatique et télécom" ("IT Security and Telecom Law", Editions Larcier, May 2016).

He regularly participates in working groups and commissions focused on Internet regulation.

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Allan Barsky

Professor, School of Social Work, Florida Atlantic University

Allan Edward Barsky, JD, MSW, PhD, is Professor of Social Work at Florida Atlantic University (Boca Raton, USA). He is a state-certified family mediator, with a part-time private practice. Dr. Barsky's book authorships include *Conflict Resolution for the Helping Professions*, *Ethics and Values in Social Work* (Oxford University Press), and *Clinicians in Court* (Guilford Press). Dr. Barsky is Past-Chair of the National Ethics Committee of the National Association of Social Worker and was a 2015 recipient of the NASW's Excellence in Ethics Award. Dr. Barsky also serves as chair of a national task force to revise the NASW Code of Ethics to include provisions for the use of technology in social work. For further information, please see www.barsky.org.

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Valentine Baudouin

Lawyer and strategic advisor

Valentine Baudouin is a French lawyer and a strategic advisor of eJust.

She has worked for prestigious French and International law firms before joining asset management and private banking companies as legal and compliance manager.

She has developed a strong expertise in banking, finance and private equity in both a non-contentious and a contentious framework. She advised many entrepreneurs on the structuring and financing of their business and is familiar with the legal start-up ecosystem and its specific needs.

Valentine holds a Bachelor of Laws of the University Pantheon Assas and a Master of Laws of the University Paris Dauphine.

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Sana Belaïd

Senior Legal Counsel for CISCO

Sana Belaïd is a Senior Legal Counsel for CISCO, where she has been supporting the sales organization with contract negotiations in Africa, the Gulf and the Middle-East since 2006. During these 11 years, Sana accumulated knowledge in the technology and communication field coupled with a rich experience in European and Arab law systems.

Before joining Cisco, Sana was an associate in the international arbitration departments of two major American firms in Paris, Coudert Brothers and White &

Case, and has since then kept an ongoing interest in international arbitration. Sana acted as the representative of the International Chamber of Commerce for the Young Arbitrators Forum promoting international arbitration in the Gulf and the Middle-Eastern region. Sana is regularly invited to speak at seminars and conferences mainly organized by arbitration institutions and legal organizations.

In addition to her activities as a lawyer, Sana also holds a certification as a coach from the Coaching Training Institute (CTI), one of the largest in-person coaching institutes in the world, and a qualification to coach organizations and teams from ORSC (the "Organization, Relationship, Systems Coaching Institute") also a worldwide renowned coaching institute specializing in team coaching. Sana is part of the Cisco "Coaching for Excellence" team, providing coaching and career advisory consultancy services to Cisco employees across the globe.

Sana speaks three languages, Arabic, French and English and is qualified to practice as a lawyer with the Tunis and the Paris bars.

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Petra Butler

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Dr Petra Butler is a graduate of the University of Göttingen and Victoria University of Wellington. She was a clerk at the South African Constitutional Court.

Petra specialises in public and private comparative law, private international law with an emphasis on international commercial contracts, domestic and international human rights, and business and human rights. She has published extensively in those areas. Petra advises public and private clients in her areas of expertise and has been involved in some of New Zealand's recent high profile cases. She is a member of a number of advisory boards of human rights NGOs and has been awarded a number of fellowships.

Petra is New Zealand's CLOUT correspondent for the CISG and the United Nations Convention on the Use of Electronic Communications in International Contracts. She has held visiting appointments inter alia at the Chinese University of Political Science and Law (Beijing), the University of Melbourne, the University of Adelaide, Bucerius Law School (Hamburg), Universidad de Navarra (Pamplona), University of Montevideo, and Northwestern University Law School (Chicago).

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Gillian Carmichael Lemaire

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Gillian Carmichael Lemaire is a dual-qualified lawyer, arbitrator and mediator based in London. She focuses on risk and disputes arising from international construction and infrastructure projects and commercial contracts.

A UK national and bilingual English/French, Gillian is a graduate of the University of Strathclyde and became a Scottish solicitor in 1984. She started her career in personal injury and professional negligence litigation in Scotland and then moved into the field of international arbitration in Paris, where she qualified as an *Avocat* in 1994.

Until moving to London recently, she had spent most of her career in international law firms in Paris, as well as gaining in-house experience in the legal department

of a French-based international utilities company.

Gillian is now an independent practitioner in her principal areas of experience, which are international contracts, arbitration and mediation in the construction and engineering, infrastructure and utilities, energy, hotels and leisure, and general corporate and commercial sectors.

Her arbitration experience extends to both ad hoc arbitrations and cases administered by a range of international arbitration institutions. Gillian's Franco-Scottish profile affords her a breadth of both common and civil law experience. She also has strong experience of working on disputes involving Middle Eastern legal systems, particularly Egypt.

An advocate of simplifying dispute resolution processes including, where appropriate, by using technology, Gillian called for less paper in arbitrations in her Kluwer Arbitration Blog post [Paperless Arbitrations - Where Do We Stand?](#)

Gillian is a Fellow of the Chartered Institute of Arbitrators and is accredited for mediation by the *Institut d'Expertise d'Arbitrage et de Médiation* (IEAM) and the Paris Bar. She is an Advisory Member of the Board of Directors of ArbitralWomen and acted as an executive member of the Paris organising committee for the recent Global Pound Conference Series 2016-17: Shaping the Future of Dispute Resolution & Improving Access to Justice.

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MJ Cartwright

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MJ Cartwright is the CEO of Court Innovations, developer of the Matterhorn platform for online case and dispute resolution. Working with University of Michigan's Law Professor J.J. Prescott, MJ leads the Matterhorn team providing meaningful, usable, and fair solutions that expand online and mobile access to our courts for all citizens: "go to court" without going to court.

MJ builds teams and businesses to develop powerful, disruptive solutions that solve industry problems, produce irrefutable outcomes, and leverage developing research. She has lead technology initiatives in many different industries including: manufacturing, education and training, healthcare, and medical devices. Now she brings her expertise to the judicial ecosystem – working with courts, other stakeholders, and citizens to implement solutions that directly impact today's issues.

Prior to Court Innovations, she has been the CEO at CNC Connections, Arbor Ultrasound, Edington Associates, and ViaDerm. She has been on the executive and transition teams at HealthMedia acquired by Johnson & Johnson. She has an MBA from Eastern Michigan University and an BSEE from the University of Michigan.

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Pablo Cortés

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Pablo Cortés has a chair in Civil Justice at Leicester Law School where he teaches and conducts research in the field of dispute resolution, civil procedure and consumer law. He has been invited to speak in many international conferences and expert meetings, including by the UN Commission for International Trade Law (UNCITRAL WG III), the European Commission (DG SANCO and DG JUSTICE) and the European Parliament (IMCO and JURI–Committee of Legal Affairs). He is a Fellow of the National Centre for Technology and Dispute Resolutions (University of Massachusetts –Amherst) and in 2012 he was a Gould Research Fellow at Stanford University. He is a member of the Online Dispute Resolution (ODR) Taskforce of the International Mediation Institute and of the ODR Advisory Group of the Civil Justice Council, which proposed the launch of the online court in England and Wales. He has been employed as a consultant for a number of organization, including to assist the European Commission in the drafting of the legislative proposals for the ADR Directive and the ODR Regulation.

Pablo has recently completed two substantial research projects. The first one was a research grant awarded by the European Commission as part of a consortium of universities with the task of proposing legislative action to promote online mediation for civil and commercial matters. The second grant was awarded by the Nuffield Foundation to evaluate from a socio-legal perspective the main consumer ADR schemes operating in the EU. The research findings have appeared in an edited collection he coordinated: *The Transformation of Consumer Dispute Resolution in the European Union* (Oxford University Press, 2016) and in his forthcoming book *The Law of Consumer Redress in an Evolving Digital Market* (Cambridge University Press, 2017) –in press.

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Benjamin Davis

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Benjamin Davis, Professor of Law at the University of Toledo College of Law, Toledo, Ohio, USA. Graduate of Harvard College (BA) and Harvard Law School and Harvard Business School (JD-MBA) where he was Articles Editor of the Harvard International Law Journal. He teaches in the areas of Contracts, Alternative Dispute Resolution, Arbitration, Public International Law, and International Business Transactions. He is Chair-elect of the American Bar Association (ABA) Section of Dispute Resolution, a member of the Africa Council of the ABA Rule of Law Initiative, a Board Member of the Society of American Law Teachers and a Former Member of the ABA Standing Committee on Law and National Security. Professor Davis was an Associate Professor at Texas Wesleyan University School of Law. Between 1983 and 1986, he worked in Paris, France as a Development Consultant in West Africa, and as a Strategic Business Consultant with Mars and Co in Europe. In 1986, he became the American Legal Counsel at the International Court of Arbitration of the International Chamber of Commerce where he supervised directly or indirectly over 5000 international commercial arbitration and mediation cases, made filings before courts around the world on behalf of the ICC, assisted with the drafting of arbitration laws in countries such as India and Sri Lanka, and led conferences in Eastern and Western Europe, North America, and Asia. In 1996, he was promoted to Director, Conference Programmes and Manager of the Institute of World Business Law

where he organized training sessions on international contracts, dispute resolution, project finance, and electronic commerce.

He is the creator of fast-track international commercial arbitration and of the International Competitions for Online Dispute Resolution (ICODR) by which students from around the world competed in online negotiation, mediation, arbitration and litigation. He has published and spoken widely around the world.

Former Member, American Bar Association Standing Committee on Law and National Security; Member Africa Council, ABA Rule of Law Initiative; Chair-elect, ABA Section of Dispute Resolution.

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Louis Degos

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Louis Degos is a highly regarded litigation and arbitration lawyer. He is head of the Litigation and Arbitration practice at K&L Gates Paris. Louis Degos has been elected as a member of National Council of Bar Associations for a three year mandate (2015-2017) and he is chairman of the Commission on Future, Prospective, and Innovation of the legal profession (CNB). From January 2012 to December 2014 Louis Degos has served with distinction as an elected member of the elite Council of the Paris Bar.

Louis Degos concentrates his practice on arbitration and he has extensive experience in commercial litigation and alternative dispute resolution. He pleads regularly before French state courts and arbitral (ad hoc and institutional) tribunals in domestic and international disputes.

Louis Degos has taken part in more than 95 arbitrations as a counsel or as an arbitrator (President of Arbitral Tribunal, co-arbitrator or sole arbitrator) in domestic and international arbitrations, ad hoc or following arbitration rules (ICC, CMAP, AFA, Swiss rules of international arbitration, UNCITRAL etc.).

Louis Degos frequently represents parties in alternative dispute resolution proceedings. He advises parties within the framework of mediations and other alternative dispute resolution modes, such as assisted negotiation or mini-trial.

He is also a regularly appointed mediator, both in domestic and international disputes, on high profile cases in a wide range of industry sectors.

Louis Degos is well-known for his particular knowledge in arbitration law and his experience in disputes following or related to arbitration. He represents parties before state courts within the framework of proceedings related to arbitration (temporary and protective measures, appointment of the arbitral tribunal, appeal, annulment recourse and execution of awards). He has been counsel, co-counsel or consultant, in over 20 recourses against or enforcement of arbitral awards in France and abroad. He is also the regular counsel of an important institution of arbitration and often represents arbitrators whose liability is engaged before courts.

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Jérôme Dupré

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Jérôme Dupré is a French Lawyer (PhD). He has worked in-house for a French prominent company where he has negotiated many IP/IT agreements, before joining the national school for the judiciary (ENM) and becoming a magistrate. He has worked as a judge in civil and penal law, then as a senior civil servant for the ministry of justice. He's currently on sabbatical. After having participated in a research project on the application of Artificial Intelligence to court decisions, he established his law firm (Agreement Avocat). He is co-founder of Case Law Analytics and Fast Arbitre, two legal tech companies.

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Alberto Elisavetsky

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Dr. Alberto Elisavetsky is a Public Accountant and an internationally recognized expert in Online Dispute Resolution. Founder and Director of the massive Social Network *ODR Latinoamerica* (<http://www.odrlatinoamerica.com>), that works as a virtual organization that organizes online events on the subject of ODR with worldwide experts. Alberto was designated Ambassador of Peace by the Peace Foundation *Mil Milenios de Paz*, UNESCO. He's the Director of the Observatory of Social Conflict & the Postgraduate Course in Conflicts Resolution and New Technologies in the National University of *Tres de Febrero*, Argentina. Fellow of the Center of New Technologies applied to the Resolution of Disputes in EE.UU (NCTDR). Founding Member of the International Forum of Professional Mediators (FIMEP) and President of the Academic Committee of e-MARC, on line annual congress on ADR (Alternative Dispute Resolution). Professor of Postgraduate Studies in *Concepción del Uruguay* University, Argentina, and professor of Online Dispute Resolution for the Palmas De Gran Canaria University, Spain. Member of the Scientific Committee of the Master in Mediation of the Padova University, Italy. Alberto's also founder and CEO of Simediar (<http://www.simediar.com>) project based on simulated distance mediations, and coordinator of Cyberweek's Spanish, Italian, and Portuguese chapters. He's an Editor in Spanish of Mediate.com (<http://www.mediate.com/espanol>) and the blog Electronic Dispute Resolution. In December 2016, Alberto won the "High Quality in Mediation" Award of Palmas De Gran Canaria University.

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Alma Forgo

Head of Commercial Litigation & Arbitration, Airbus Group

Alma Forgó is a German-qualified lawyer and currently Head of Commercial Litigation and Arbitration at Airbus Group in Toulouse, France. Under the lead of Karl Hennessee, SVP and Head of Litigation and Investigations, Alma heads a small team of civil and common law litigation specialists. Besides vigorously defending Airbus' interests, she focuses on increasing awareness both for alternative dispute resolution and ODR.

Before joining Airbus in January 2017, Alma held the position of Deputy Counsel at the Secretariat of the ICC International Court of Arbitration in Paris, France for more than five years where she was overseeing hundreds of international commercial arbitration cases involving various jurisdictions, with a focus on

Germany, Austria, Switzerland and the Nordic countries. In 2016, Alma served also as YAF Head of Europe and Russia where she was in charge of organizing various conferences of the Young Arbitrators Forum throughout Europe and Russia. In 2016, Alma was further the project manager and driving force for the ICC to become permanent arbitration data contributor to DRD, disputeresolutiondata.com, an award-winning fairly new online research tool for dispute resolution data.

Before joining the ICC in 2011, Alma trained in the international arbitration departments of WilmerHale LLP in London, UK and of Freshfields Bruckhaus Deringer LLP in Frankfurt, Germany and Paris, France.

Alma holds a licence en droit in European Law (2004) and a Master's degree in Public International Law (2008) from the University Paris II Panthéon-Assas and a German law degree from Ludwig-Maximilians-University Munich, Germany (2008). Alma is admitted to the Munich Bar since 2010 (Rechtsanwältin).

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Fabien Gélinas

Sir William C. Macdonald Chair, McGill University; Co-Founder, Montreal Cyberjustice Laboratory

Fabien Gélinas holds a doctorate in law from the University of Oxford. He was Associate Dean of Law and Director of the Institute of Comparative Law at McGill and co-founder of the Montreal Cyberjustice Laboratory. A Norton Rose Fulbright Faculty Scholar in International Arbitration and Commercial Law, he heads the Private Justice and the Rule of Law Research Group. Professor Gélinas has authored and edited multiple books and articles on arbitration law and practice, international law and the rule of law, transnational law and governance, the independence of international adjudicators, online dispute resolution, internet governance, and constitutional theory and globalization. His latest books are *eAccess to Justice* (University of Ottawa Press, 2016), and *Trade Usages and Implied Terms in the Age of Arbitration* (Oxford University Press, 2016).

Fabien Gélinas is a barrister who consults widely and acts as arbitrator in large international matters. He was formerly General Counsel of the International Court of Arbitration of the International Chamber of Commerce (ICC) in and is immediate past Chair of the Canadian Arbitration Committee. He has acted as adviser and delegate to the United Nations Commission for International Trade Law (UNCITRAL), the United Nations Economic Commission for Europe (UNECE), and the European Commission. He has acted as expert on dispute resolution to Canadian International Development Agency (CIDA) projects, the Copyright Committee of the United Nations Educational, Scientific and Cultural Organization (UNESCO); and the Organization for Economic Cooperation and Development (OECD). He was designated Appointing Authority by the Secretary General of the Permanent Court of Arbitration (PCA) on several occasions and acts as expert witness in court proceedings on comparative law and arbitration law and practice. Fabien Gélinas sits on several boards as advisor or director.

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Darren Gingras

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Darren's previous background and training is specific to dispute resolution processes in the context of Third World Relief and Development. As such Darren spent almost 20 years living and working in war-torn Regions of the Horn of Africa for NGO crisis & intervention programs.

Upon returning to Canada, Darren moved into Alternative Dispute Resolution (ADR) processes specific to Separation and Divorce, focussed fundamentally from financial perspectives. In 2010 Darren launched Canadian Divorce Services, a proprietary ADR process for family mediation and collaborative law with an emphasis on financial analysis/solutions for families facing divorce.

In 2016 Canadian Divorce Services launched SIËSDE Dispute Resolution Technologies, with the sole agenda of innovating, creating and prototyping legal tech and dispute resolution technologies specific to Family Law and Family ADR.

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Schooled at S. Thomas' College, Mount Lavinia, Sanjana read English at the University of Delhi, India and as a Rotary World Peace Fellow, was awarded an Advanced Masters in Conflict Resolution and International Relations from the University of Queensland, Brisbane with a Dean's Commendation for High Achievement.

He is currently a Senior Researcher at the Centre for Policy Alternatives, and oversees the work of the Centre's Media Unit. Since 2006, Sanjana is a Special Advisor to the ICT4Peace Foundation based in Geneva, Switzerland. Through the Foundation, Sanjana works to further the use of ICTs in crisis information management and peacekeeping initiatives at the United Nations. As a Fellow of the Centre for Information Technology and Dispute Resolution at the University of Massachusetts, Boston, Sanjana has contributed to the praxis of Online Dispute Resolution (ODR), focussing on how web and mobile technologies can strengthen ethno-political conflict transformation.

Sanjana is the founding editor and sole curator of Groundviews (www.groundviews.org), an award-winning web based civic media initiative based in Sri Lanka. He contributes regularly to and is quoted widely in leading local and international media and academic publications.

In 2011, Sanjana was the first Sri Lankan to be awarded a TED Fellowship, two years after he was awarded a News & Knowledge Entrepreneur Fellowship from the Ashoka Foundation. Both awards recognise pioneering efforts to leverage web based citizen journalism and new media to bear witness to violence and strengthen democracy, human rights and a just peace.

An experienced trainer in local and international fora for over 12 years, Sanjana is widely recognised as a pioneering voice in the design and implementation of ICTs and new media eco-systems in peacebuilding, online dispute resolution, conflict transformation and crisis response.

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Brian Hutchinson

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Brian Hutchinson is Associate Professor in the School of Law, University College Dublin where he specialises in Commercial Law, Arbitration and Dispute Resolution. He is Editor of the Commercial Law Practitioner Law Journal (ISSN 0791-895X), former Editor of Irish Business Law Journal (ISSN 1393-6220), and he is a member of the Editorial Boards of the Irish Jurist. (ISSN 0021-1273) and the International Journal of Online Dispute Resolution (Eleven International Publishing, The Hague, Netherlands).

Brian was a member of the advisory board of e-Resolution, one of the first bodies accredited ICANN to provide online arbitration for the resolution of domain name disputes. He was project leader of the pilot phase of the ECODIR (Electronic Consumer Dispute Resolution) project (www.ecodir.org) which pioneered online consumer dispute resolution in Europe. He chaired the EU Commission supported "CCForm" EU IST Thematic Network (IST-2001-34908) Topic Panel 5 – «CCForm and ADR» - and was Legal Expert and Editor for the European Committee for Standardization's Workshop Agreement on the Standardization of Online Dispute Resolution Tools (CEN/ISS – WS/Stand-ODR). He has acted as consultant to the Irish Attorney general on aspects of the Irish Arbitration Bill, 2008, and the Irish Law Reform Commission with regard to the development and use of ADR in Ireland. He is currently a ministerially appointed member of the Irish statutory Company Law Review Group.

A chartered arbitrator and accredited mediator, Brian has served as arbitrator, as arbitrator's legal advisor, and as party counsel in a number of domestic and international arbitrations and conciliations with total amounts in dispute in excess of Eur 50,000,000; and he has served as expert witness in multi-million pound UK litigation. He is a member of the World Intellectual Property Organisation (WIPO) arbitrators panel. He is a fellow of the National Centre for Information Technology and Dispute Resolution.

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Suman Kalani is an Assistant Professor, at the Pravin Gandhi College of Law, Mumbai, India. Her educational background is Bachelor's in Commerce, Bachelors in Law and Masters in Law, from University of Mumbai.

an academican for over 10 years. During her tenure as assistant professor, She has been core faculty for papers like Law of Contracts, Property Laws and Intellectual Property Rights. She has been instrumental in building industry academia partnerships in college by conducting various activities thereby giving practical exposure to students.

Currently She is pursuing Ph.D on the topic Online Dispute Resolution In India: Its Applicability, Acceptability And Feasibility. India being a land of diversity in all respects, access to courts has been a challenge on many fronts. Her PhD aims to explore the possibility of institutionalizing ODR for certain disputes which would make access to Justice easy. Suman has presented seminar papers at various forums. Her recent publication is "Transition to ODR: Mechanism to curb Transaction Cost in Litigation". Suman believes experience is the best teacher and hence loves to explore the world, meet new people and learn from experiences of others.

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Director of the National Center for Technology and Dispute Resolution (NCTDR) and Professor Emeritus of Legal Studies at the University of Massachusetts Amherst.

He is co-author (with Orna Rabinovich-Einy) of the recently published *Digital Justice: Technology and the Internet of Disputes*. In April 2017, he was awarded the American Bar Association Section of Dispute Resolution's D'Alemberte-Raven Award, the Section's highest honor and one which recognizes outstanding service in dispute resolution.

Professor Katsh was one of the founders of the field of online dispute resolution (ODR). Along with Janet Rifkin, he conducted the eBay Pilot Project in 1999 that led to eBay's current system that handles over sixty million disputes each year. With Professor Rifkin, he wrote *Online Dispute Resolution: Resolving Conflicts in Cyberspace* (2001), the first book about ODR. Since then, he has published numerous articles about ODR and co-edited *Online Dispute Resolution: Theory and Practice*. The frequently mentioned metaphor of technology as a "Fourth Party" was first proposed in Katsh and Rifkin's *Online Dispute Resolution* (2001).

Professor Katsh is a graduate of the Yale Law School and was one of the first legal scholars to recognize the impact new information technologies would have on law. He served as principal online dispute resolution consultant for the Office of Government Information Services (OGIS), a federal agency mandated to provide mediation in Freedom of Information Act disputes. He has been Visiting Professor of Law and Cyberspace at Brandeis University and was the Fulbright Distinguished Chair in the Humanities and Social Sciences at the University of Haifa Faculty of Law in 2010-2011. In 2014-2015, he was an Affiliate Researcher at Harvard University's Berkman Klein Center for Internet and Society. He was principal dispute resolution advisor to SquareTrade.com and is Chairman of the Board of Advisors of Modria.com.

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Vladimir Khvalei is a partner in the Moscow office of Baker & McKenzie and heads the firm's CIS Dispute Resolution Practice Group. Mr. Khvalei has wide experience participating in litigation in Russia, Kazakhstan, Belarus and Ukraine, as well as in international arbitration cases in accordance with the arbitration rules of the ICAC, UNCITRAL, ICC, SCC, LCIA and other arbitration institutions, both as a party counsel and arbitrator.

Mr. Khvalei is Vice-President of the ICC International Court of Arbitration and a member of the London Court of International Arbitration. Mr. Khvalei is Chairman of the Russian Arbitration Association and Chairman of the Arbitration Commission of the Russian National Committee of the ICC. Vladimir serves as a Member of the Board of the International Arbitration Court at the Belarusian Chamber of Commerce and Industry, Member of the Board of the Ukrainian Arbitration Association, Member of the Polish Arbitration Association and Austrian Arbitration Association. Vladimir is a former Vice-Chair of the IBA Arbitration Committee (2013-2014). Vladimir is included on the lists of arbitrators of arbitration institutions in Austria, Russia, Belarus, Kazakhstan, UAE, Hong Kong, Kuala Lumpur, Singapore, US and Israel. Mr. Khvalei is included on the list of tutors, examiners and assessors of the Chartered Institute of Arbitrators.

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David Allen Larson

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He teaches Arbitration, Cyber Skills and Dispute Resolution, Employment Discrimination Law, Employment Law, and Labor Law. He was the founder and Editor-in-Chief of the "Journal of Alternative Dispute Resolution in Employment" (CCH Inc.), served as an arbitrator for the Omaha Tribe and numerous other civil disputes, and was a Hearing Examiner for the Nebraska Equal Opportunity Commission. Professor Larson has more than 60 legal publications and has made more than 150 professional presentations in Australia, Austria, Canada, China, England, Ireland, the Netherlands, Sweden, and the United States. A leader in the American Bar Association (ABA), his current assignments include an appointment as Co-Chair of the Section of Dispute Resolution Technology Committee (2015 -).

Professor Larson is one of the two System Designers creating an online dispute resolution platform for New York State Court System credit card debt collection cases. He supervised the ABA Law Student Division Arbitration Competition from 2008 until 2016. He also was a member of the ABA E-Commerce and ADR Task Force. From 1990-91, he was the "Professor-in-Residence" at the Equal Employment Opportunity Commission headquarters in Washington, D.C., serving primarily in the Office of General Counsel, Appellate Division and working with the Office of Legal Counsel as they drafted and revised the Regulations and Interpretive Guidance for the Americans with Disabilities Act. Professor Larson was tenured at the Creighton Law School and the Millsaps College School of Management, was a full-time faculty member at the Loyola University School of Business Administration, and previously practiced with a large litigation law firm in Minneapolis. His articles are available at <http://ssrn.com/author=709717>

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Prof. Anyu (Andy) Lee has been a professor at University of International Business and Economy in Beijing, China since 2010. Prof. Lee serves as the chief scientist of the university's eCommerce Research institute and manages the university's Shenzhen Research Institute, which is a thinking tank founded jointly by the university and Shenzhen municipal government. Prior to the university, Prof. Lee was the director of eCommerce technology research center at China Academy of Sciences for 10 years. Before coming back to China, Prof. Lee worked in Silicon Valley for over 12 years as an engineer and research scientist in various companies including LSI Logic, Silicongraphic, HP Lab. Prof. Lee founded Internet Image Inc. in 1997 and successfully merged with Intraware, a

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Prof. Lee chair 2016 Beijing ODR forum that attracted the participations from all major China eCommerce platform operators, Supreme court and ODR agencies. Prof. Lee currently lead the ODR research and implementation work for SAIC and also actively participate in the standardization work of ODR under Standard Administration of China (SAC). Prof. Lee has advised over 12 MS students and 3 Phd students in the ODR related research fields and compiled numerous reports in the ODR scopes under SAIC grants.

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Cathy Liu

General Counsel of China Agri-Industries Holdings Limited, COFCO Corporation; Arbitrator of Gafta (Grain and Feed Trade Association, headquarter in London) SIAC (Singapore International Arbitration Center), HKIAC (Hong Kong International Arbitration Center), CIETAC (China International Economic and Trade Arbitration Commission), and BIAC (Beijing International Arbitration Center);

Ms. Cathy Liu graduated from University of International Business and Economics and had her LLM degree in Northwestern University, School of Law in Chicago, USA. She has Chinese Bar as well as New York bar. After years of practice, she has quite successful experiences including but not limited to negotiation and drafting of billion-dollar contracts, providing legal supports for corporate M&As and establishments of Greenfield Projects, winning multiple multi-million USD international arbitration and litigation cases, protecting corporate IPR rights both domestically and globally. After COFCO's recent acquisition of Noble Agri and Nidera, she has been also responsible for COFCO's Group-wide integration of legal, compliance and policy-related issues, especially from international perspective. She is also the sole representative of COFCO Group for IGTC (International Grain Trade Coalition) and she is also an active member of the "Global Trade Policy Committee" of Gafta.

Being an arbitrator of Gafta, SIAC, CIETAC, and BIAC Ms. Cathy Liu in recent years has participated in over 50 arbitration cases as arbitrator and she acts as sole arbitrator or presiding arbitrator in most of the cases. She has been a frequent speaker in international symposiums held by different arbitral institutions and her professionalism and her contribution as an arbitrator have always been well received and acknowledged.

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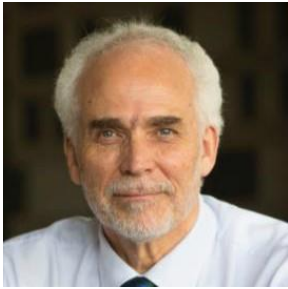
Zbynek Loeb

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Zbynek Loeb has initiated and lead several ODR projects, including Youstice (www.youstice.com) or ADR.EU (www.adr.eu). He also actively participated in UNCITRAL WG III on ODR. He is currently preparing his new ODR project. Zbynek is also active in preparing proposals of open ODR standards.

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Ian Macduff

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Ian was, until June 2016, Associate Professor of Law and Director of the Dispute Resolution Initiative at Singapore Management University. He previously taught at Victoria University of Wellington for a number of years. He has been a practising mediator for over 30 years, in commercial, environmental, policy, intercultural, family, online mediation and other fields. He worked for the World Health Organisation in Sri Lanka on their "Health as a Bridge to Peace" programme between 1999 and 2006. He is a member of the Independent Standards Commission of the International Mediation Institute; and a member of the IMI's Task Force on Intercultural Mediation accreditation, a member of the Global Organising Committee of the Global Pound Conference series, and a Fellow of the National Center for Technology and Dispute Resolution [<http://odr.info/fellows/>]. He is co-editor of *Ethnic Conflict and Secessionism in South and South East Asia* (Sage, 2003); contributing author of *Dispute Resolution in New Zealand* (OUP 1999), and of *Guidelines for Family Mediation* (Butterworths, 1995) and contributing author to *An Asian Perspective on Mediation*. He is editor of *Essays on Mediation: Dealing with Disputes in the 21st Century*, (Kluwer 2016).

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Janet Martinez

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Janet Martinez is Director of the Gould Negotiation and Mediation Program, Co-Director of the Gould Alternative Dispute Resolution Research Initiative, and Senior Lecturer in Law at Stanford Law School, where she teaches advanced negotiation, dispute system design and alternative dispute resolution law, practice & policy. Martinez practiced corporate law in San Francisco for ten years before moving to Cambridge, Massachusetts. There, she did research, writing, and teaching in various aspects of negotiation at Harvard University's graduate schools of business, law, and government, and completed her Ph.D. at MIT. While in Cambridge, she was Senior Associate for the Consensus Building Institute, a nonprofit provider of dispute resolution services in the public and private sectors, both domestic and international. Martinez' current research and consulting focus on dispute system design (with Lisa Amsler and Stephanie Smith: *Dispute System Design*, Stanford University Press forthcoming), sustainable groundwater management in California, public policy negotiation, online dispute resolution, international comparative dispute resolution, and negotiation curriculum development for clients in the public, private and nonprofit sectors. Martinez is also a Senior Advisor with LaxSebenius --The Negotiation Group, in Massachusetts. Martinez holds a B.S. in Bacteriology & Public Health from Washington State University, J.D. from Golden Gate University, Masters in Public Administration from Harvard University, and Ph.D. from MIT.

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Carrie Menkel-Meadow

Chancellor's Professor of Law and Political Science at the University of California, Irvine and A.B. Chettle Jr. Professor of Law, Dispute Resolution and Civil Procedure at Georgetown University Law Center.

Carrie Menkel-Meadow is the author of over 10 books and 200 articles on subjects ranging from Negotiation, Mediation, Dispute Resolution, International dispute resolution, arbitration, Legal Ethics, the Legal Profession, Feminist Legal Theory, socio-legal and empirical legal studies, access to justice, transnational and comparative law, legal education, clinical education and law and literature and popular culture. She is the co-author of three leading texts in dispute resolution (with Andrea Schneider, Lela Love and Jean Sternlight,) *Dispute Resolution: Beyond the Adversary Model* (2nd ed. WoltersKluwer 2012), *Negotiation: Processes for Problem Solving* (2nd ed. WoltersKluwer 2014), *Mediation: Practice, Policy and Ethics* (2nd ed. 2013), the editor of the three volume series on *Complex Dispute Resolution: Foundations, Multi-Party Dispute Resolution, Decision Making and Democracy, International Dispute Resolution* (Ashgate, 2012), *What's Fair: Ethics for Negotiators* (with Michael Wheeler), Jossey Bass Wiley, 2004) and author of *Dispute Processing and Conflict Resolution* (Ashgate, 2003) and many other works.

She has been awarded three honorary doctorates for her work in conflict resolution, legal ethics, feminist legal theory and legal education, most recently an honorary doctorate of Human Sciences from KULeuven (Belgium, 2016). She has won the first prize for scholarship in ADR from the Center for Public Resources three times, (1984, 1992 and 1998); the first awarded Award for Scholarly Achievement from the American Bar Association's Dispute Resolution Section (2011). She has been awarded prizes and awards for her teaching at UCLA (as a professor of law from 1979-1998) and Georgetown (2006).

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Liam Moore

Founder and CEO of AnOliveBranch.com, Ireland

Liam is founder and CEO of AnOliveBranch.com, and a keen advocate of using friendly means to achieve early and effective interception to contain conflict in order to reach swift resolution, preserve relationships and minimise costs.

After 25 years as a litigation lawyer his motto is "If you force it, it will break!", being his experience of the inevitable result when two sides are pitched against each other in adversarial-type dispute resolution processes where the adjudicator imposes a conclusion, not necessarily a lasting solution, on an unwilling party.

Liam is also CEO of Ireland's leading provider of Continuing Professional Development ('CPD') to the professions, with a venerable panel of expert speakers which includes the holders of the highest national and European offices in both the public and private sectors, and the Incorporated Law Society of Ireland. Prior to that, Liam was personal advisor to leading Irish, American and European political, business, diplomatic and charitable figures, and ran a successful law practice for many years before working in international real estate in Europe and the Middle East. He continues to be a Consultant to his legal colleagues, and also has business interests in the hospitality sector.

The Ewing Marion Kauffman Foundation is the world's largest foundation devoted to entrepreneurship, education and research, and Liam is a Program Director and Facilitator for the delivery of their world-leading entrepreneurship and innovation Kauffman FastTrac® programs to Irish and international companies, whether start-ups or existing businesses investigating next-stage growth and opportunity.

Liam read Law at University College Cork, Ireland before going on to qualify as a Lawyer, a Mediator and a Collaborative Practitioner. He was a legal journalist and lecturer, and still works with many Irish law firms to raise their awareness and help them improve and promote their businesses through the effective use of technology.

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Alexis Mourre

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Alexis Mourre has served as parties' counsel, President of the Tribunal, Co-Arbitrator, Sole Arbitrator or Expert in more than 250 international arbitrations, both ad hoc and before most international arbitral institutions (ICC, ICSID, LCIA, ICDR, SIAC, SCC, DIAC, VIAC, etc.). He established his own arbitration practice in May 2015, after having founded Castaldi Mourre & Partners in 1996, now a 35 lawyer firm specializing in arbitration and dispute resolution.

He is the author of numerous books and publications in the field of International Business Law, Private International Law and Arbitration Law. He is founder and former editor in chief of Les Cahiers de l'Arbitrage – The Paris Journal of International Arbitration, a leading French publication in the field of Arbitration.

Since July 1st 2015, Alexis Mourre has been the President of the ICC International Court of Arbitration, and was Vice-President of the Court from 2009 to 2015. He was Vice President of the ICC Institute of World Business Law from 2011 to 2015. Formerly, he had served as co-chair of the IBA Arbitration Committee (2012-2013), LCIA Court member (2012-2015) and Council member of the Milan International Chamber of Arbitration (2006-2014). He is a member of a large number of scientific and professional institutions dedicated to Arbitration and Private International Law. He is the founder and former president of Paris Place d'Arbitrage/Paris the Home of International Arbitration.

He is fluent in French, English, Italian and Spanish, and has a working knowledge of Portuguese.

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Chittu Nagarajan

Co-founder of Modria.com and Managing Director of Modria India

Chittu created ODRWorld and ODRIndia, the first Online Dispute Resolution service providers in India, in 2004. She also served as Head of the eBay and PayPal Community Court initiatives. She is a Fellow of the National Centre for Technology and Dispute Resolution and served as the Conference Chair for the 10th International Online Dispute Resolution Working Forum. Chittu holds a Masters in Alternative Dispute Resolution to eCommerce disputes, as well as degrees in History and Law. Chittu has a Legal Practicing Certificate and is a trained Mediator.

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Diana Paraguacuto

Partner at Ngo Jung & Partners, Arbitrator, IFCM; CEDR and CMAP Accredited Mediator

Diana is a partner at Ngo Jung & Partners where she heads the international arbitration practice. She specialises in international arbitration and other alternative dispute resolution.

She regularly serves as counsel in international arbitration proceedings. She has particular expertise in international disputes involving state entities, as well as Spanish and Latin American parties. Diana is adept at solving issues of sovereign immunity, international treaties and their impact on the outcome of matters and the enforcement of awards.

Diana further acts as arbitrator and mediator in international commercial cases, which gives her a valuable insight into the keys to successful arbitration and mediation.

Diana is admitted to the Paris, Madrid and New York Bars. She is also a CMAP, CEDR, and IFCM accredited mediator.

Diana joined Ngo Jung & Partners in 2012 from Dechert (Arbitration) in Paris after practicing law for nine years in New York at Milbank (Litigation & Arbitration) and at Shearman & Sterling where she began her career in 2001.

Diana is featured in the 2017 edition of Who's Who Legal: Arbitration – Future Leaders, and in the 2017 edition of Who's Who Legal: France.

She holds a Master in Law from Columbia Law School and from Université Panthéon Assas. She also holds a JD, Summa Cum Laude, from Université Panthéon Sorbonne and Universidad Complutense de Madrid. Diana is also a Fulbright Scholar.

Diana is a frequent speaker in dispute resolution. She co-chairs the ICC International Commission Emergency Arbitrator Task Force and presides the organisation of the Paris Global Pound Conference.

She is fluent in French, English and Spanish and conversant in Italian.

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Rosa Pérez Martell

Senior Lecturer in Procedural Law, Mediation, Arbitration, International Arbitration at the University of Las Palmas de Gran Canaria(ULPGC).

Teaching Consultant for the UOC [Open University of Catalonia] in the field of mediation and arbitration. Director and the Founder of SAMADR-ULPGC, (Arbitration and Mediation Services at University of Las Palmas de Gran Canaria) Rosa is one of the pioneers of mediation in Spain

Former Reserve Judge at the Provincial Court of Las Palmas.Canary Islands. Former co-director of “Proyecto de Implantación del Arbitraje De Consumo Turístico” [Implementation Project of Tourism Consumption's Arbitration] on the Canary Islands, Former member of the Mediation Commission of the Canary Islands Government to promote the education, development and implantation of Mediation in the Canary Islands. Arbitrator at Moot Madrid 2012 (the International Compettition of Commercial Arbitration 2012) United Nations on International Trade Law (UNCITRAL)

Former Director of the Master in Access to Law Practice, ULPGC.2015-2016. Current Director and Lecturer of “University Expert's Degree” and “University Courses” by ULPGC on negotiation, mediation, arbitration: mediation in the health sector, mediation/arbitration in the business environment, managing claims and

complaints in the tourist sector, ADR in the insurance sector... Director of a lot of courses, workshops and seminars about Mediation, Negotiation and Arbitration. ADR, ODR. More than 10.000 hours of training in Mediation and Arbitration since the year 2000.

She works as a Lawyer Mediator and Arbitrator. As a dispute resolution specialist, she has mediated/arbitrated a variety of matters, on civil/commercial dispute resolution: commercial contracts, trademark, intellectual property, copyright, corporate law information technology, tourism, hospitality, entertainment, Internet, ECommerce; health care, distribution, publishing, insurance, and professional services.

She has published hundreds of studies in the field of her expertise: 6 books and more than 30 articles, most often concerning mediation, arbitration, In 2016 Director of: First Mediation Week with Unesco. First Mediation Breakfast Seminar. First Peace Forum with Unesco. First Pro Bono Programm. "The Global Youth Development Initiative".

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Mirèze Philippe

Special Counsel at the Secretariat of the ICC International Court of Arbitration, Founding co-president of ArbitralWomen, NCTDR Fellow

Mirèze Philippe is a French lawyer of French and Lebanese origin. She also holds a post-graduate degree in Business law and a master in Business Administration. She speaks English, French, Arabic, German and understands Spanish.

After having administered several hundreds of procedures including scrutinizing awards within one of the arbitration teams, Mirèze was promoted to Special Counsel.

Alongside IT engineers she helped develop the NetCase platform in 2000, to conduct arbitration procedures in a secure online environment and was in charge of NetCase for several years. She has since then specialized in online dispute resolution.

She was in charge of several projects and has namely helped foster ICC Arbitration in the Middle East, contributed to an ICC arbitration online training and an incentive programme for ICC National Committees. She is currently mainly in charge of coordinating internal practices, overseeing a legal training programme and is in charge of the internship programme at the Secretariat of the Court.

She taught arbitration at the CNAM (Paris) and IDLO (Rome), and teaches online dispute resolution at the Arbitration MOOC (Montpellier) and SiLS (Basel). She participates to the Willem Vis International Commercial Arbitration Moot as evaluator or arbitrator.

Mirèze speaks and writes on arbitration and online dispute resolution (ODR). She also speaks and writes on unconscious bias and diversity (articles available on www.arbitralwomen.org).

She is founding co-president of ArbitralWomen (www.arbitralwomen.org), member of the Steering Committee of the Equal Representation in Arbitration Pledge (www.arbitrationpledge.com), member of the Board of Advisors of Arbitrator Intelligence (<http://www.arbitratorintelligence.org>), member of the Advisory Board of Association Arbitri (<http://associationarbitri.com>), Member of the Editorial Board of International Journal of Online Dispute Resolution, Fellow of the National Center for Technology and Dispute Resolution ("NCTDR") (<http://odr.info/>). She was also member of the UNCITRAL Working Group III on ODR.

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Orna Rabinovich-Einy

Associate Professor at the Faculty of Law at the University of Haifa, NCTDR Fellow

Orna Rabinovich-Einy is a senior lecturer (with tenure) at the Faculty of Law at the University of Haifa. Her areas of expertise are online dispute resolution (ODR), alternative dispute resolution (ADR), and civil procedure, with research focusing on the impact of technology on dispute resolution, the relationship between formal and informal justice systems, and dispute resolution system design. She has published widely in these areas, and most recently has co-authored a book with Professor Ethan Katsh entitled "Digital Justice: Technology and the Internet of Disputes," published by Oxford University Press. Rabinovich-Einy is a Fellow of the Haifa Forum of Law and Society, the Haifa Center for Law and Technology, and the Center for Information Technology and Dispute Resolution at UMass, Amherst.

Rabinovich-Einy holds a doctorate in Law (J.S.D.) degree from Columbia University.

She was admitted to the Bar in Israel (1998) and in New York (2001), and was certified as a mediator in New York by the Safe Horizon Mediation Center (2003).

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Joyce Raby

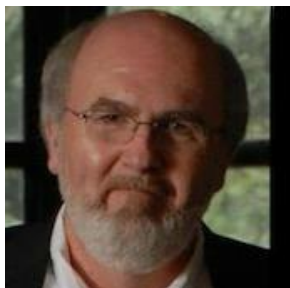
Executive Director of the Florida Justice Technology Center

Joyce is the Executive Director of the Florida Justice Technology Center (FJTC), a statewide technology support center she helped create with the access to justice community of Florida. FJTC partners with legal aid organizations, the courts, the clerk's offices, pro bono efforts, law schools, and others to increase access to justice through the innovative use of technology. FJTC receives financial support through a grant from the Florida Bar Foundation, with funding that originated with The Florida Bar. FJTC currently maintains three statewide websites; FloridaLawHelp.org, FIAdvocate.org, and FloridaProbono.org. FJTC is also managing the implementation of a small triage pilot project to explore the feasibility of a large scale statewide triage system in Florida. The Triage Pilot is narrow in focus but includes a range of referral recipient organizations and integration with court case management systems via the clerk's office which allows for tracking end users from first touch through final resolution.

Prior to her work with FJTC, Joyce was an independent IT consultant working at the intersection of access to justice and technology. Joyce also spent eight years with the Legal Services Corporation co-founding the TIG program and is a 2009 recipient of the Innovations in Equal Justice Award presented jointly by the ABA/NLADA. Joyce has a graduate degree in Public Administration from American University and is PMP Certified by the Project Management Institute.

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Daniel Rainey

Principal in Holistic Solutions, Inc., and Fourth Party Solutions: Chief of Staff for the United States National Mediation Board, NCTDR Fellow

Daniel Rainey has been involved in the use of various information and communication technologies for conflict engagement since the mid-1980's. He is an ODR practitioner and founder of Holistic Solutions, Inc., and Fourth Party Solutions; a Board Member of the InternetBar.Org; Vice President of the Northern Virginia Mediation Service; a member of the Self Represented Litigants Committee of the Supreme Court of Virginia's Access to Justice Commission; a Fellow of the National Center for Technology and Dispute Resolution; an adjunct faculty member teaching in the area of ODR for three U.S. universities; one of the editors-in-chief of the International Journal of Online Dispute Resolution; and the Chief of Staff for the U.S. National Mediation Board, a leading labor-management dispute resolution organizations with an active ODR program for representation, mediation, negotiation, and arbitration.

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Roberta Regazzoni

Project Manager and Officer at Arbitration Chamber of Milan

Over the last two years I have been involved in "ADR Lab"- the area devoted to the conception and development of new ADR services at the Milan Chamber of Arbitration (CAM) which has recently launched the Dispute Review Board Rules and the "Fast Track mediation Rules".

I am also in charge of the Italy-China Business Mediation Centre (ICBMC) and the International Mediation promotion in general for the Chamber.

As the project manager of RisolviOnline.com – the first Italian online dispute resolution platform - I cooperated in the team of the online platform for mediation case management currently in use in almost all Italian Chambers (ConciliaCamera).

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Dory Reiling

Senior Judge at the Amsterdam District Court. Ph.D. Mag.lur.

Dory Reiling is involved in designing the digital procedures in the civil courts in the Netherlands. She was a senior judicial reform specialist at the World Bank and IT program manager for the Netherlands judiciary. She regularly lectures on court IT at universities, judicial academies and postgraduate schools and works as an IT adviser to judiciaries around the world. She is also a co-author of the World Bank Handbook on Justice Sector Assessments. She was the acting expert for the Consultative Council of European Judges (Council of Europe) Opinion 14 on information technologies and the courts. Her 2009 book Technology for Justice, How Information Technology can Support Judicial Reform, is widely available in print, on line and as an e-book. Her publications can be found on www.doryreiling.com, her tweets are on [www.twitter.com/doryontour](https://twitter.com/doryontour) and her Technology for Justice blog is on www.doryreiling.blogspot.nl.

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Tresca Rodrigues

Principal Consultant, Moralis Consulting

As an independent consultant, Tresca's experience combines Business (particularly change management and business development), Technology and Dispute Resolution. This diverse experience enables her to provide insight in the rapidly developing field of dispute resolution where these areas are increasingly intertwined.

Experienced in business change management, Tresca has worked with private and public sector clients to deliver growth and performance through strategic solutions. Tresca's management approach focuses on user-centred, cost-effective and consistent quality-assured services that reduce risk whilst providing transparency, evidence-based decision-making and continual improvement. She believes this approach will help drive wider stakeholder adoption of ADR.

Her passion to widen access to justice through effective alternative dispute resolution (ADR) led to her personal research and work at Citizens Advice, UK's largest public advice-giving organisation. This provided an opportunity to gain a perspective of the challenges people face accessing and navigating dispute resolution systems and to identify improvements to address these issues.

Tresca's personal research included reviewing the current dispute resolution landscape (legal services, consumer ombudsman schemes, mediation and other ADR services), the role and impact of online dispute resolution (ODR) within ADR models, meeting client need and integrating quality assurance.

This diverse experience and belief in fairness fuelled her interest in exploring how to deliver ADR's altruistic aims within an efficient business framework.

Tresca is an advocate for the value ADR offers as an effective alternative to litigation. She has a particular interest in translating lessons learned from what's gone wrong to improve services, products and sector behaviour.

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Andy Rogers

Director of Communications, CEDR

Andy Rogers has worked on a large number of disputes across varied sectors from the purely commercial to those with highly personal or emotional issues. His clients range from private individuals through to large multinational organisations. Andy is a Trustee and Board Director of the Civil Mediation Council, the recognised authority in England & Wales for all matters related to civil, commercial and workplace mediation, where he co-chairs the Standards and Registration Committee. Andy joined CEDR in 2005 and he is responsible for CEDR's communications, managing marketing and public relations. He has consulted on numerous ADR projects, including ones in Europe, Asia, Africa and the Middle East.

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Catherine A. Rogers

Professor of Law at Penn State Law and Queen Mary, University of London;
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Catherine A. Rogers is a Professor of Law at Penn State Law, with a dual appointment as Professor of Ethics, Regulation, and the Rule of Law at the Centre for Commercial Law Studies, Queen Mary, University of London, where she is also co-director of the Institute of Regulation & Ethics. Professor Rogers is a Reporter for the American Law Institute's Restatement of the U.S. Law of International Commercial Arbitration, and a member of the Board of Directors of the Lagos Court of Arbitration, the International Advisory Board of the Vienna International Arbitration Center, and Oxford University Press' Investment Claims Advisory Board. She co-chairs, together with William W. "Rusty" Park and Stavros Brekoulakis, of the ICCA-Queen Mary Task Force on Third-Party Funding in International Arbitration. She is the founder of Arbitrator Intelligence, a non-profit entity that aims to promote transparency, fairness, accountability and diversity in international arbitrator appointments.

Professor Rogers is a frequent speaker on topics relating to fairness and professional responsibility in international arbitration and a regular contributor to arbitration-related capacity-building efforts around the world. Her book, *Ethics in International Arbitration*, was published by Oxford University Press in 2014.

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Graham Ross

Lawyer and Mediator

Graham is a UK lawyer/mediator who has, since 2001, helped pioneer the development of ODR. Graham co-founded the UK's first ODR service, We Can Settle, in 2000, and the online mediation service The Mediation Room. Graham has conducted ODR pilots for PayPal, the UK Courts, the Law Council of Australia and other organisations.

Graham has been an expert advisor on ODR to court services in the UK and in Canada, to the EU and the Council of Europe.

Graham is a member of the ODR Advisory Group appointed by the UK Civil Justice Council. The Report by Lord Justice Briggs into the structure of the court system recommended the proposal in the CJC Report for an online court. Graham is also a member of the Civil Justice Council's ADR Working Group.

In 2014, he was invited to advise in meeting a Committee of the Council of Europe on the impact of ODR on human rights. In February 2016, he was invited to be an advisor to an EU funded research project led by the Faculty of Law at Salamanca University in Spain to consider the role of online mediation in cross-border disputes.

Graham is Head of the European Advisory Board to Modria Inc (www.modria.com).

Graham was a member of the EU funded EMCOD project which has developed an online tool for the measurement of justice through ODR. He is currently helping develop ODR standards for the International Mediation Institute.

Graham hosted the 5th International Forum on ODR in Liverpool at the University of Liverpool in 2007.

Graham runs a training course in ODR (www.ODRTraining.com) and has delivered training for the Milan Chamber of Arbitration and for the UK Ministry of Justice. He was the founder of LAWTEL the online legal information update

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Colin Rule

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From 2003 to 2011 he was Director of Online Dispute Resolution for eBay and PayPal. Colin is the author of *Online Dispute Resolution for Business*, published by Jossey-Bass in September 2002. He serves on the boards of the Consensus Building Institute and the PeaceTech Lab at the United States Institute of Peace. He is currently Co-Chair of the Advisory Board of the National Center for Technology and Dispute Resolution at UMass-Amherst and a Fellow at the Gould Center for Conflict Resolution at Stanford Law School. Colin co-founded Online Resolution, one of the first online dispute resolution (ODR) providers, in 1999 and served as its CEO (2000) and President. Colin also worked for several years with the National Institute for Dispute Resolution in Washington, DC, the Consensus Building Institute in Cambridge, MA, and Mediate.com in Eugene, OR.

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Erik Schäfer

Rechtsanwalt / Attorney-at-Law (de)

Erik Schäfer is partner of Cohausz & Florack, a firm focussing strongly on technology and IP with a holistic approach. His main areas of practice are intellectual property and related areas of the law with all aspects concerning commercial exploitation of technology, arbitration matters with a technical 'flavour' (technology law, IT), and (international) commercial transactions. Since 1994 Erik has been acting either as counsel in German court cases, or arbitrator in national and international arbitration proceedings. The subject matters of the disputes included inter alia software-projects, engineering and civil construction, oil-exploration & development, IP-licenses, outsourcing, purchase, distribution, and R&D agreements, distribution agreements, service and marketing contracts, shareholder and IP-purchase agreements, e-payment clearance disputes, external inventor matters, know-how, copy right, patent, and unfair competition law related disputes. Erik advises German and foreign clients in relation to their agreements during any stage of the life cycle of such agreements. Erik speaks and writes English, Spanish, French, and German. He has conducted arbitral proceedings as chairman or sole arbitrator in these languages.

Erik co-chairs the Task Force on IT & Arbitration and co-chaired the Task Force on Expertise Proceedings of the ICC Commission on Arbitration. He is member of the Emergency Arbitrator Task Force. He was member of the eDisclosure Task Force and chaired the Austrian German Section of the CEA. In 2015 he was appointed trustee of the DIAC. He is member of GRUR, LES, MARQUES, ASA, CEA, IBA, ICCA, CELA, and DIS. He is listed by HIAC, KLRCA, and SIAC (2015) as ip-dispute panelist. He is a trained mediator.

Erik's publications cover a variety of topics pertaining to the fields in which he is active.

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Amy J. Schmitz

Elwood L. Thomas Missouri Endowed Professor of Law

University of Missouri-Columbia School of Law and Center for Dispute Resolution

Professor Amy J. Schmitz joined the University of Missouri School of Law faculty as the Elwood L. Thomas Missouri Endowed Professor of Law in 2016. Previously she was a professor at the University of Colorado School of Law. Prior to teaching, Professor Schmitz was in private practice with large law firms in Seattle and Minneapolis. She also served as a law clerk for the Honorable James B. Loken with the U. S. Court of Appeals for the Eighth Circuit.

Professor Schmitz teaches courses in Contracts, Lawyering, Dispute Resolution in the Digital Age, Major Research Projects, Secured Transactions, Arbitration, International Arbitration, and Consumers and the Law (service learning). Her current research explores online dispute resolution in varied exchange contexts, with special focus on consumer claims and means for consumers to obtain remedies. She also has been active in recent debates regarding consumer protection more generally, consumer arbitration and contracting behavior, and is often an invited speaker on these topics.

Recent speaking engagements include events at the Consumer Financial Protection Bureau in Washington, D.C.; University of Leicester in England; University of Ghent in Belgium; Stanford Law School; University of Arizona Law School; Pepperdine Law School; University of California Hastings; Loyola in Chicago; Wake Forest University; Fordham University; Penn State; and American Bar Association Meetings. She also serves on the Association of American Law Schools Executive Committee on Commercial and Related Consumer Law, and has been an Amici in several United Supreme Court cases. She also has taught in Paris and in England, and has been an expert and liaison for the United Nations working group seeking to create a global online dispute resolution mechanism.

Professor Schmitz's outreach work involves various projects, including production of a consumer film ("Fine Print Foils"), a non-profit consumer outreach website and companion app, and various service-learning courses. Her most recent service-learning projects have led to a consumer empowerment blog and free public seminars on pressing consumer issues. This work aimed to provide the public with valuable information while inspiring the student presenters to gain deeper understandings of consumer and contract law "in action."

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Debi Slate

President and Co-Founder at Dispute Resolution Data

Debi Slate is the Co-Founder, President and Chief Operating Officer for Dispute Resolution Data (DRD), which is an online research resource providing the first-ever access to closed commercial international arbitration and mediation data. DRD aggregates case data provided from institutions worldwide and separates the information by 7 geographic regions and 28 different case types.

Prior to co-founding DRD, Ms. Slate worked at the American Arbitration Association (AAA) as a National Vice President in charge of organizational strategy, marketing and business development of the technology services sector of the AAA. One of her main achievements while there was creating an e-commerce initiative to provide online conflict management services both nationally, as well as, worldwide. Her expertise relating to marketing via the internet led this initiative through substantial growth and continues to be a

significant contribution to the AAA and its repertoire.

Additionally, Ms. Slate was responsible for overseeing the post Hurricane Katrina mediation for the states of Louisiana and Mississippi when approximately 18,000 cases were mediated over a two-year period.

Prior to working at AAA, Ms. Slate was a Regional Vice President for the South Carolina Council for Mediation. While there she founded a statewide NGO providing mediation and dispute resolution training for lawyers and judges and eventually grew the organization to five locations within the state.

She has spoken widely in the United States and Europe on arbitration and mediation.

Ms. Slate has authored articles on mediation, organized and served as faculty educator on arbitration/mediation programs, as well as, serving as a mediator on diverse matters including human resource disputes.

She formerly served as an advisory board member for CyberSettle, Inc., an online settlement company, and is past co-chair of the ABA Dispute Resolution Section committee on ODR. She was also featured by the ABA in an article on leaders in the field of online disputes.

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Rosa Taban

Lecturer at Panthéon Sorbonne Law School and former VP, Head of Legal at eJust

Rosa Taban graduated from Panthéon-Assas University (Paris) before specializing in dispute resolution by joining the Geneva LL.M., MIDS. After having gained experience in “offline - traditional” dispute resolution, she devoted the last two years to developing Online Dispute Resolution (ODR) at eJust. To share her experience, she lectures at Panthéon-Sorbonne University.

Her publications are mainly aimed at explaining e-arbitration to potential users. For instance, she restores the workstation from the scratch with her articles on “Arbitration Within a Click” (« Arbitrage à portée de clic » Magazine Décideurs No 121) and “Litigation as a contractual step without being the end, three questions” (JCPG 16/5). In an interview in Le Journal du Management Juridique et Réglementaire, Rosa elaborated further on her day-to-day job as a CLO of a firm providing online services.

The goal Rosa cherishes the most is to demystify Justice in order to facilitate a better understanding and an effective access.

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Vincent Tilman

Owner of “mediation by design” and Manager of the “ Ombudsman for Retail”, Belgium

Vincent Tilman advises organisations on sustainable dispute resolution. His latest project developed for Comeos, the Belgian Federation for Commerce and Services brings him to B2C disputes. This is the Ombudsman for Retail which federates the largest Belgian retailers such as Carrefour, Colruyt, Delhaize, Ikea, Lidle or Media Markt around an online conciliation scheme. This new private Ombudsman scheme cares for the satisfaction of no less than 1 billion transactions a year (see www.ombudsmanvoordehandel.be/en).

Besides this initiative, Vincent keeps involved in B2B mediation under the umbrella of www.mediationbydesign.com and training activities, among others with the European Investment Bank as member of the CEDR training faculty.

Prior to the Ombudsman for Retail, Vincent managed bMediation for 5 years and ChamberSign Europe for 9 years. He advised Eurochambres, the European Association of Chambers of Commerce for 14 years. A common feature of his work is extensive negotiation and consultation with European and national governments, corporate businesses, law firms, trade bodies and interest groups in Europe and beyond.

Vincent was trained by bMediation in Brussels, the Centre for Effective Dispute Resolution (CEDR) in London and the Harvard Law School in the U.S. Qualified in law, Vincent has a complementary degree in Information Technology law and management.

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Kei Nam Tsoi

CIO and Arbitrator from ShenZhen Arbitration Commission

The main architect of SZAC ArbiCloud; Advisor for the Shenzhen Municipal Market and Quality Supervision and Management Commission; Advisor of “Smart City Program” for Shenzhen Futian District; Technical expert for Shenzhen BaoAn Procuratorate office; Guest Professor for HIT (Shenzhen) MSE / Hong Kong Baptist University MBA; Advisor for Shenzhen Economic and Trade Information Committee (Internet and e-Commerce); Advisor for Shenzhen City Information Industry Expert Committee; Masters/PhD in Computing MONASH University, Australia; More than 20 years IT experience(Australia, Europe, Singapore).

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Jin Ho Verdonschot

Senior Manager Online Legal Services at DAS Netherlands, NCTDR Fellow

Jin Ho has spent the past decade of his life on augmenting justice processes by use of technology. He was the founder of M-Haki (a mobile technology based access to justice platform in Kenya), founder of HiiL Rechtswijzer Technology (an ODR platform for divorce, and landlord tenant disputes that has served thousands of people in The Netherlands, England and British Columbia), and founder of the Justice Leadership Foundation (hosting a group Chief Justices, Ministers of Justice, Attorney Generals and other leadership profiles from across the globe to enhance innovation in Rule of Law and Access to Justice).

He currently leads the development and design of an online legal (ODR) platform for innovative, hybrid processes that facilitate and integrate legal information, diagnosis and triage, dialogue, mediation and litigation at DAS Legal Services. DAS is the largest legal services provider in The Netherlands. It makes justice accessible for citizens and organisations. Through a model of legal protection insurance combined with quality in-house legal services it does so sustainably. For over 50 years, DAS helps individuals, private companies and governments to resolve their legal problems, has about 2250 staff members in The Netherlands, among which are 600 legal specialists and 300 debt collection specialists.

Jin Ho holds an LLM and PhD in Law and has taught various LLM courses in

Dispute System Design, ODR, Justice Innovation, Civil Procedure and Private Law.

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Aura Esther Vilalta

Senior Lecturer certified as Catedrática in Catalonia (AQU), at Faculty of Law, Open University of Catalonia, NCTDR Fellow

Ph.D. at University of Barcelona (UB, cum laude and European special award), postgraduate Studies in Civil Catalan Law (UB). Advanced Studies Diploma in Civil Law (UB), Master in Civil Compared Law (Unicam, Italy).

Senior Lecturer of Civil Law, Open University of Catalonia (UOC), Vice-director of School of Labor Law of University of Lleida (EURL), teaching partner at Universidad de Gerona and Universidad Politécnica de Cataluña.

Member of the Spanish Delegation at The United Nations, UNCITRAL WG III (Online Dispute Resolution). Member of the NCTDR, ACR, IBA, DIGIT and of ILCE Advisory Committee. Lawyer (ICAB), mediator (AEPJMA, FMA) and arbitrator at the Tribunal Arbitral de Barcelona (TAB) and the Madrid Court of Arbitration (CAM). She was deputy magistrate in the Court of Appeal in Barcelona, professor of civil procedure at the Bar Association of Barcelona and practitioner for over fourteen years. During that time she developed the first software product addressed to Spanish practitioners (Actionis) certified and recommended by the General Council of the Spanish Judiciary.

Vilalta has published a number of books in the area of her specialization (civil, commercial, procedural and comparative law, mediation, arbitration, ADR, ODRs and impact of electronic commerce). Her most recent monographic is Electronic Mediation and Arbitration, Thomson Reuters, 2013.

Her expertise in alternative dispute resolution (ADR / ODRs) has led her to coordinate and to lead many diverse thesis and research projects focused on mediation, arbitration, ADR and ODR. Her most recent project, eLearnCourt, is a digital educational platform for the training of online mediators and arbitrators and for the implementation of online negotiation, mediation, conciliation and arbitration clinics.

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Nancy Welsh

Professor of Law and William Trickett Faculty Scholar, Penn State University, Dickinson School of Law, Carlisle, PA, USA

Professor Welsh is a leading scholar of dispute resolution and procedural law. Her research and writing examine negotiation, mediation, arbitration, judicial settlement conferences, ODR and dispute resolution generally, in both domestic and international contexts. She has focused particularly on self-determination, procedural justice, due process, and the institutionalization of dispute resolution in more than 60 articles and chapters that have appeared in law reviews, professional publications and books. She is also co-author of a leading legal textbook, DISPUTE RESOLUTION AND LAWYERS, 5TH ED. In 2006, she conducted research as a Fulbright Scholar regarding the Netherlands' institutionalization of court-connected mediation and taught in the Private Law department of Tilburg University. She is Chair of the American Bar Association Section of Dispute Resolution and has previously served as Chair of the AALS

Alternative Dispute Resolution Section and Co-Chair of the Editorial Board of the Dispute Resolution Magazine. She has also been named Visiting Scholar of the Program on Negotiation at Harvard Law School and Visiting Fellow of the Institute for Advanced Study at Indiana University-Bloomington.

Before joining the legal academy, Professor Welsh was a corporate litigator with the firm of Leonard, Street and Deinard and was the executive director of a dispute resolution organization serving the state of Minnesota. She has advised state and federal courts regarding the institutionalization of dispute resolution, conducted empirical research, and convened and conducted roundtables and symposia on the use of dispute resolution in various contexts. Professor Welsh serves as a mediator, dispute resolution advisor and trainer, and she teaches Civil Procedure, Negotiation/Mediation, Federal Courts and Dispute System Design Seminar. She received her law school's Teaching Excellence Award in 2010. She earned her B.A. magna cum laude from Allegheny College and her J.D. from Harvard Law School.

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Leah Wing

Co-director, National Center for Technology and Dispute Resolution (NCTDR); Senior Lecturer, Legal Studies Program, Department of Political Science, University of Massachusetts/Amherst, USA.

Leah has taught dispute resolution since 1993 and served as a researcher on early experiments in online dispute resolution. She heads the Ethical Principles for Online Dispute Resolution initiative of NCTDR and her present research projects focus on ethical principles for ODR, crowdsourcing and spatial justice, and technological responses to digital harm doing. She recently completed collaborative research on three National Science Foundation funded projects on online dispute resolution. Leah serves on the editorial boards of the *International Journal of Online Dispute Resolution* and *Conflict Resolution Quarterly*, and has served two terms on the Association of Conflict Resolution Board of Directors. Since being certified as a mediator in 1983, Leah has provided mediation and training consultation to over one hundred organizations and institutions, specializing in the relationship between power, identity, technology, and conflict transformation. She has served on the advisory board of the first multilingual global online dispute resolution e-commerce platform and serves on the advisory board for ODREurope.

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François Zimeray

France's Ambassador to the Kingdom of Denmark, former Ambassador for Human Rights

Francois Zimeray is a lawyer who became diplomat. Member of the Paris Court of Appeal Bar, he practiced as attorney-at-law during twenty years, partner of Jeantet&Associés firm. He was also elected Mayor at the age of 27 and Member of the European Parliament at 37. Then, he decided to come back to his first commitment, as a fundamental rights activist. He joined the French Foreign service in 2008 when appointed as France's Ambassador-at-large for Human Rights. In this capacity, he accomplished more than 100 missions around the world. Since 2013, he serves as France's Ambassador to the Kingdom of

Denmark. On February 14, 2015, Zimeray survived a terror shooting in Copenhagen when participating to a debate on freedom of speech, following the CharlieHebdo attack. From his mixed experiences, he wrote a book published in France and Denmark « J'ai vu partout le même visage », Plon, Gyldendal, 2016.

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Petros Zourdoumis

General Director of ADR point, Founder of ODReurope

Petros Zourdoumis is an experienced dispute resolution specialist and deal facilitator specializing mainly in the private business and financial sector.

He is a practicing Mediator accredited by the Greek Ministry of Justice and highly acknowledged international mediation training providers in Europe and the U.S.A. on Civil, Commercial and Workplace Mediation as well as International Mediation and Cross-border disputes.

He holds a BA in Economics, an LL.B in English Law and an LL.M in European Law and has a long experience serving as a Scientific Associate to the Hellenic Parliament, advisor to Central Government and president & CEO in private corporations.

He is currently a counsel for members of Parliamentary Legislative Committees, a special advisor to the Local Government, an appointed mediation expert at the Court of First Instance and elected President of the Association of Greek Mediators. He is an active member of the ODR global community and other European and international ADR related institutions.

Petros has a particular business focus on Online Dispute Resolution. He is the founder of ODReurope (www.odreurope.com), the only entity in Greece and one of the few entities in Europe working with practitioners, corporations, state bodies & professionals towards implementing technological solutions in every day practice for resolving disputes and he is leading several projects involving the use of IT in dispute resolution.

He is also the General Director of ADR point–Center for Alternative Dispute Resolution (www.adrpoint.com), the only private entity in Greece notified to the European Commission and officially registered to the European ODR platform.

He participates actively as a delegate, speaker and member of national and international working groups in online dispute resolution fora and world conferences.

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The International Online Dispute Resolution Forum Meetings

The annual International ODR Forum was initiated in 2002 in Geneva by Professor Ethan Katsh and Daewon Choi, an official of the United Nations Economic Commission for Europe. Since then, the organising committee has been chaired by Professor Katsh and planned by the Fellows of the National Center for Technology and Dispute Resolution at the University of Massachusetts.

Location	Year	Host and organiser
Geneva (Switzerland)	2002 & 2003	Daewon Choi
Melbourne (Australia)	2004	Melissa Conley Tyler
Cairo (Egypt)	2006	Mohamed Abdel Wahab
Toledo (USA)	2006	Benjamin Davis
Liverpool (United Kingdom)	2007	Graham Ross
Hong Kong	2008	Christopher To
Victoria (Canada)	2008	Frank Fowlie
Haifa (Israel)	2009	Orna Rabinovich-Einy
Buenos Aires (Argentina)	2010	Alberto Elisavetsky
Chennai (India)	2011	Chittu Nagarajan and Colin Rule
Prague (Czech Republic)	2012	Zbynek Loeb
Montreal (Canada)	2013	Karim Benyekhlef and Fabien Gélina
Silicon Valley (USA)	2014	Colin Rule, Janet Martinez and Sheila Purcell
New York (USA)	2015	Vikki Rogers
The Hague (Netherlands)	2016	Jin HoVerdonschot (Hiil)
Beijing (PRC)	2016	Andy Lee
Paris (France)	2017	Mirèze Philippe (ICC)
Auckland (New Zealand) (<i>tentative</i>)	2018	Ian MacDuff

Pioneers of Online Dispute Resolution

The ODR field is now more than twenty years old, and this conference is a fitting opportunity to begin the process of paying tribute to the pioneers who contributed to building the field. In that spirit, names are listed below of some of the ODR innovators who contributed in the late 1990s and early 2000s, by building projects and platforms, publishing, and through other works helped to promote ODR in their communities and jurisdictions.

They are mentioned in alphabetical order.

- Mohamed Abdel Wahab
- Steve Abernethy
- Jeff Aresty
- Anne Irving
- Karim Benyekhlef
- Daewon Choi
- Melissa Conley Tyler
- Pablo Cortes
- Benjamin Davis
- Michael Dennis
- Alberto Elisavetsky
- Frank Fowlie
- Alan Gaitenby
- Fabien Gélinas
- John Helie
- Brian Hutchinson
- Ahmed Khaisghi
- Ethan Katsh
- Gabrielle Kaufmann-Kohler
- David Larson
- Andy Lee
- Zbynek Loeb
- Ian Macduff
- Janet Martinez
- John Melville Williams QC
- Chittu Nagarajan
- Mirèze Philippe
- Sheila Purcell
- Orna Rabinovic
- Daniel Rainey
- Janet Rifkin
- Vikki Rogers
- Graham Ross
- Colin Rule
- Erik Schäfer
- Debora M. Slate
- Vincent Tilman
- Christopher To
- Jin Ho Verdonchot
- Leah Wing
- Michael Wolf

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Tyler and Modria Join Forces to Advance Court ODR Transforming Justice Through Technology

*By Colin Rule, Founder and COO of Modria
May 23, 2017*

Technologies are changing the way we interact with each other in profound ways. We now routinely use computers for many of our most important communications, largely because smartphones and tablets have become so convenient, portable, and easy to operate. These devices enable us to transcend time and distance in unprecedented ways. We can now communicate with anyone in the world with a few swipes of our fingers. As a result, we can stay connected without worrying about geography.

These developments are changing the practice of dispute resolution. Technology is not only changing the way we communicate, it is altering the way we disagree and the way we resolve our disputes. Almost every industry has been transformed by the expansion of information and communications technology, and the justice system is no exception. This creates tremendous opportunities for courts to become efficient, but it also presents a threat. If the justice system doesn't adapt, we risk a growing disconnected from the citizens who use our services.

There is another dynamic at play: Cost. The flow of claims through filing, defense, and judgment was never optimized for efficiency, and as a result legal processes can be extremely expensive to maintain. Because of that growing expense governments across the globe are now

working to keep disputes out of court in order to save tax dollars and improve citizen engagement.

Ecommerce disputes are usually resolved within 12 days. How many court processes run their course within 12 days? More likely, cases can take months or years. For users who are being trained to expect instant resolutions with a click of a button on a website, that kind of delay is unacceptable. Best practices from decades ago no longer meet citizen expectations. Whereas ten years ago, waiting in line at an office, or on hold for phone-based support between 9am and 5pm was expected and even satisfactory to citizens, today citizens are frustrated by and reject these options. So what is the answer?

An international consensus has emerged that Online Dispute Resolution (ODR) is the best the path forward to modernize the courts and expand access to justice. ODR is the use of information and communications technology to help parties prevent and resolve their disputes. Using ODR to resolve disputes means that citizens no longer must drive to a big building downtown to find a solution, because now solutions can be accessed from any web browser, tablet or mobile phone. Parties to a dispute can file cases any time, day or night, and manage and monitor their cases all the way to closure. Documents can be submitted online, and negotiations between the parties can

similarly be conducted asynchronously via text-based communication, making participation in the resolution process much more convenient and efficient.

ODR technology resolves many of the most pernicious administrative obstacles that frustrate the courts and aggravate citizens. When done correctly, ODR can standardize and humanize legal processes by empowering citizens to take control of their own resolutions. Studies have shown that dispute resolution can resolve between 50-75% of the cases coming into the courts, and online dispute resolution processes have similar resolution rates to offline dispute resolution programs.

The premiere ODR platform currently in operation is called Modria. Consumers, citizens, marketplaces, courts, and government agencies use Modria's platform every day to resolve issues around the globe. Modria's leaders designed and launched the systems at eBay and PayPal that now resolve more than 60 million disputes per year. Modria spun out of eBay/PayPal in 2011 with a license to some of eBay's resolution technology. Since then Modria has expanded that software into the most advanced ODR system currently available.

Modria enables organizations to quickly configure and launch resolution systems that are custom tailored to meet the needs of each individual type of dispute. It is designed to help organizations resolve disputes efficiently and effectively using cutting-edge information and communications technology. Modria's tools can dramatically lower costs, provide fast and fair resolutions, and minimize frustration and risk.

Modria is the only ODR provider that has operated at the scale of the internet. The ODR systems designed by Modria's leaders have resolved hundreds of millions of disputes around the world, with more than 50% resolved by mutual agreement. Modria's customers include consumer protection bureaus, large government agencies, premiere ADR service providers, national legal service bureaus, and prominent

eCommerce merchants, marketplaces, and payments providers.

The most sophisticated and successful court case management system in the world is provided by Tyler Technologies. Tyler is the largest software company in the world focused exclusively on local government. Tyler delivers all of the essential software solutions that drive the public sector, empowering more than 15,000 local government offices with comprehensive software solutions across all 50 states in the US as well as in Canada, the Caribbean, Australia and other locations worldwide. Tyler's Courts and Justice division provides cohesive, connected software for courts and other justice agencies, enabling them to simplify processes, improve workflow, and ensure efficient and consistent operations. Tyler's court case management solution, Odyssey, is being used successfully in more than 900 counties across 24 states in the U.S., covering more than 100 million people, and is now being implemented in Australia as well.

Now Modria is merging into Tyler. The collaboration between the two companies will create a single platform capable of supporting citizens all the way through their justice journey. Modria's cutting edge ODR system will integrate seamlessly into Tyler's advanced guidance, e-filing, and court case management tools to provide a comprehensive system that expands access to justice and meets the expectations of citizens in the modern era.

The integration of technology into the justice system represents the biggest opportunity, as well as the biggest challenge, the courts have encountered in a generation. Our society is being transformed by information and communications technologies, and the pace of this change is continuing to accelerate. Working together, Modria and Tyler will lead the way in improving access, providing speedier and better outcomes, maintaining relevance in the lives of our customers, and living up to the promise of our justice system.

Colin Rule, Co-Founder and COO of Modria

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Project Finance Groups



Ashraf Ihab
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Anwar Zeidan
Founding Partner & Head of
Capital Markets Group



Firas El Samad
Founding & Managing
Partner



Eslam El Dessouki
Partner



Abdel Aziz Abaza
Partner

Zulficar & Partners is an international arbitration practice and corporate law firm based in the Nile City Building in the heart of Cairo, Egypt. It mainly specializes in Arbitration and ADR, Banking, Capital Market procedures and transactions, Competition law, Construction law and practice, IT law, Litigation, Mergers and Acquisitions, Oil & Gas, Project Finance, Real Estate, Telecommunications law and practice, and Tourism and Leisure. The Firm offers a comprehensive range of state-of-the-art legal services to a diverse array of commercial, industrial, and financial clients both in Egypt and internationally. Formally established in June 2009, the Firm has 10 partners and more than 65 associates and is continuously expanding to cater for the ever-increasing demand for its leading and high quality services.

The Firm is currently growing at an accelerated pace and has already established itself as a market leader and precedent maker. The Firm is regularly ranked as the top tier practice in various practice areas in notable directories including: **Chambers & Partners**, **Global Arbitration Review (GAR)**, **Legal 500**, **IFLR** and **IFLR 1000**. In 2015 and 2016, the Firm is the only Egyptian firm featuring amongst the **GAR 100** Guide to leading international arbitration firms.

The Firm's Arbitration Group is headed by *Prof. Dr. Mohamed S. Abdel Wahab* who, in addition to being a Founding Partner of the Firm, is recognized as a world-class leading arbitration practitioner, who regularly features in international arbitration proceedings as arbitrator, counsel or expert. The Arbitration Group also includes more than 20 highly talented associates who specialize in prosecuting arbitral proceedings across the investment and commercial spectra.

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/Innovation

eJust, an eTribunal that accelerates justice

eJust's innovation is to resolve business disputes through a 100% online platform. It is intuitive, accessible and guides its users from the drafting of their claim to the rendering of an enforceable award. All the dispute data is encrypted and hosted on secured servers: **certified ISO 27001**.



THE KEY STEPS

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of claim



Response
to claim



Appointment
of the arbitrator



Investigation
of the dispute



Rendering
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Baker McKenzie.

In 1989 Baker McKenzie became the first international law firm to open an office in Moscow. Since then we have built a reputation as an experienced and reliable legal adviser, combining deep knowledge of local law with seamless execution across borders and practices. Baker McKenzie is one of the largest international law firms on the Russian market, with over 150 lawyers in Moscow and St. Petersburg serving an impressive roster of large domestic and multinational clients. We are recognized as a provider of premium services, especially in the areas of dispute resolution, employment, mergers & acquisitions, tax, real estate, technology, media and telecom and intellectual property.



Laboratoire de
CYBERJUSTICE
Laboratory

The Cyberjustice Laboratory is a leading global research initiative in the field of technological innovation for justice. Our primary mission is to improve access to justice, with the use of technologies, through the networking of all stakeholders of the legal community. We rely on an international multidisciplinary team of 36 researchers and a unique research facility.

The Laboratory's research team seeks to gain a better understanding of the socio-legal obstacles to networking judicial stakeholders, and tries to find concrete remedies through the development of a new generation of software applications that are adapted to the needs of said stakeholders. One of our main area of expertise is Online Dispute Resolution, we have been pioneers in this field and on re-thinking the way disputes are solved.



德恒律师事务所
DeHeng Law Offices

DeHeng Law Offices ("DeHeng")

As one of the largest Chinese full-services law firms and with over 20 years of practice, DeHeng has developed a broad client base and formed a global service network with branches (over 30 domestic and overseas offices) and professionals (2500 staffs, 1950 lawyers) both at home and abroad. The highly educated and experienced professionals of DeHeng are very familiar with legal cultures and practices both in China and abroad, while some of them are licensed to practice in foreign jurisdictions outside China. Moreover, DeHeng is the only Chinese law firm that President Xi Jinping has ever visited until now.



For almost 25 years, GESSEL has been providing legal services to business entities and to private individuals, both Polish and foreign. Our operations are centred on comprehensive legal advice in direct investment transactions in the private sector and on any attendant disputes.

The basis for development of the Arbitration Practice, which is chaired by Dr Beata Gessel-Kalinowska vel Kalisz - the founder and senior partner of GESSEL, was our deep experience in transactions on the mergers and acquisitions market, joint venture projects, capital investments and international trade agreements.

Our own professionals are qualified to advise on Polish and German law; we also have a successful track record in coordinating the work of legal advisors from various jurisdictions for the purpose of international projects.





NassarLaw (established 1855)

Over the years NassarLaw developed into a full service business law firm with a substantial dispute resolution practice comprising a highly skilled team experienced not only in arbitration but also in mediation and conciliation and advising clients not only on law but also on strategy. NassarLaw has firsthand experience and full understanding of the rules of the various arbitral institutions and has acted as counsel in many major disputes in different fields serving both multinationals and Egyptian entities. Also, Dr. Nassar is frequently appointed as a nominated arbitrator and has chaired many tribunals.



McGill

Private Justice and
the Rule of Law
Research Team



Équipe de recherche
Justice Privée
et État de droit

Private Justice and the Rule of Law Research Team

As a form of private justice supported by the power of the state, arbitration is subject to judicial review, but on limited grounds: Arbitrability, public policy (procedural and substantive), party agreement, and jurisdiction. These lie at the heart of the relation between private justice and public justice and determine for the latter what remains an area reserved to the state. This area has become a focus of attention because of the recognition of the right of the parties to determine their own law, and the common recourse to arbitration to settle investment disputes and construct investment law where public interest is heavily engaged. At McGill, our research team has been asking the hard questions about the relation between private justice and the rule of law.

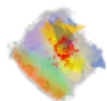
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