



# Arbitration Place Virtual (APV)

## ENABLING DISPUTE RESOLUTION DESPITE COVID-19 RISKS

As the coronavirus situation evolves daily, it's clear that "normal" won't return for some time. But the processes of justice and commerce do not need to halt. Arbitration Place is a leader in dispute-resolution support worldwide, with a record of providing an innovative and all-encompassing approach. We've leveraged this professional and technical expertise to expand our remote capabilities to enable a wide range of legal proceedings to safely continue during the pandemic crisis. Arbitration Place Virtual is a secure eHearing service that includes everything you'd expect from traditional on-site proceedings, including live document display and sharing for all participants, real-time transcription, and breakout rooms for private deliberations.



## CYBER SECURITY

We take the security and confidentiality of our clients seriously, and we're committed to providing a secure and reliable service.

APV primarily uses Zoom for Business, which is distinct from Zoom's free online service which has recently experienced security issues including disruptions by unauthorized/uninvited users.

Our Zoom for Business license includes the highest security settings offered by Zoom. For example, all meetings are assigned an individual private ID and meeting password. This significantly enhances meeting security because only people who hold these two unique pieces of information are allowed to join. On top of that, each APV eHearing is controlled by one of our own hosts who ensures that only authorized individuals are participating.

Zoom has provided assurances that it does not sell user data, nor has it sold data in the past; it does not monitor meetings or their contents; and it is in compliance with all applicable privacy laws, rules, and regulations in every jurisdiction in which it operates. Our website has links to several publications by Zoom on a number of recent changes to its policies and security requirements:

<https://www.arbitrationplace.com/arbitration-place-virtual-hearings>

We continue to monitor the situation, and will provide updates as new information becomes available. While we enjoy using Zoom for Business, we also offer a number of alternative online platforms for use in your proceedings.

## WHAT IS APV?

APV provides dispute resolution services through a secure eHearing format. We use advanced video-conferencing software and communications hardware to facilitate a stable and seamless connection.

Authorized participants log into our secure platform from wherever they are located. We can also accommodate individuals in our physical hearing spaces in Toronto and Ottawa, which adhere to required safety precautions. We typically use Zoom for Business or TeleMerge for conferencing, but we can customize the technology offering to meet the size, complexity, or preferences of any hearing.

APV includes the unique services of Hearing Technology Specialists who operate the technologies and manage participation so counsel, arbitrators, and mediators can focus on their case work. Our specialists will work with you prior to a proceeding, to test-drive the technology, and provide easy-to-follow instructions for facilitating the most effective virtual proceeding experience.

### For any type of dispute resolution proceeding, including:

- Arbitrations
- Mediations
- Motions and procedural conferences
- Examinations-for-discovery
- Settlement conferences
- A variety of other tasks that counsel, arbitrators, and mediators perform (we can accommodate various requests, just ask).

## FOR COURT LITIGATION

When litigation cannot proceed due to court closures and limitations, all or part of a case can be moved into arbitration easily and seamlessly, and conducted using customized arbitration procedures or the Rules of Civil Procedure and the rules of evidence, as the parties desire. We have an exceptional roster of arbitrators, including many highly-experienced former judges, who are available for these cases.

### Same advantages as traditional on-site resolution proceedings, including:

- Live document display and sharing for all participants
- Real-time communication using high definition audio and video capabilities, as well as the option to join by telephone if preferred
- Control over who joins the hearing, with the assistance of our Hearing Technology Specialist
- An option for virtual breakout rooms, where arbitrators can conduct private deliberations
- Space for up to 100 participants in the eHearing room
- Proceedings recording, transcription, and court reporting
- Optional hardware upgrades for high-end rotating cameras, headsets, etc.

## COURT REPORTING

Our affiliate ASAP Reporting Services provides court reporting, including real-time reporting, in a distanced or remote manner. The APV platform also allows for hearings to be automatically recorded and transcribed. Hearing transcripts can be produced in the usual formats and timeframes.

## FREE DEMONSTRATION

If you'd like a virtual walk-through of the APV platform and all its features and benefits, we'll be happy to spend some time on it with you and any other team members you'd like to include.

Simply email [APV@arbitrationplace.com](mailto:APV@arbitrationplace.com) to book a demo with our Director of Legal Innovation, and one of our team members will make all the arrangements.

