



Alternative Dispute Resolution System

ADR UBUNTU

**RULES FOR ONLINE
VIDEO CONFERNING**

5 January 2024

ADR UBUNTU RULES/1/2024



Table of Contents

Section	Page
1. PURPOSE.....	2
2. LOGISTICS.....	2
3. PRIVACY AND SECURITY.....	2
4. VIRTUAL HEARING.....	3
5. PROTOCOL.....	4

1. PURPOSE

- 1.1. To provide for due process and the equal treatment of Parties and to ensure that each party is given its reasonable and fair opportunity to present its case through virtual hearings, conferences, or other electronic processes.
- 1.2. To ensure the smooth running of virtual hearings and conferences with minimal technical issues and disruption.
- 1.3. To promote fair, transparent, and efficient presentation of evidence electronically during the hearing.

2. LOGISTICS

- 2.1. The Registrar shall make contact with all Parties, prior to setting aside a mediation meeting and/or a hearing date, to ensure that all have the technology available intended to be used during the video conferencing session.
- 2.2 Each party shall be responsible for its virtual hearing arrangements.

3. PRIVACY AND SECURITY

- 3.1. Parties utilizing our Platform are understood to have read the Privacy Policy and consented to the use, retention, dissemination, and processing of their personal information in accordance with said terms and conditions.
- 3.2. Virtual hearings and any exchange of information made during the hearing shall be secure and private.

- 3.3. Each party to a virtual hearing shall provide the Registrar with a list of all participants, not later than one week before the meeting. Subject to any other direction by the Registrar, participants to a virtual hearing shall be limited to parties' representatives, the parties and such logistical, technical, or other support as may be required to assist in the meeting or with any technical issue.
- 3.4. Only the persons on the list of participants submitted to the Registrar shall be permitted to attend the meeting and where a Party desires to include a person, not on the list of participants, such person may participate only upon approval by the appointed mediator, after hearing the other Party's views.
- 3.5. The Parties shall connect to the virtual meeting platform through locations with reliable internet connectivity that offer seamless and smooth streaming and communications during the virtual hearing.
- 3.6. The Parties shall ensure that any agreed audio/video conferencing platform is licensed with adequate security and privacy standards. The technical setup should be secure and user friendly.
- 3.7. The Parties shall ensure that the virtual meeting platform and/or the infrastructure meet the requirements of all relevant or applicable laws.

4. VIRTUAL HEARING

- 4.1. The Registrar shall serve as the host of the virtual meeting.
- 4.2. The Mediator, the Parties and their representatives shall dial in to the hearing platform 15 minutes prior to the scheduled virtual session, to test the technical features of the platform to be used.

-
- 4.3. All the Parties and their representatives shall have virtual access to the remote hearing waiting room and the remote hearing room when they dial into the virtual platform.
 - 4.4. Unless the Parties have expressly agreed, it is not recommended that one of the Parties attend the meeting physically at the same venue as the Mediator if the other party can only attend through the virtual hearing.
 - 4.5. When allocating time during virtual meetings, the Mediator shall set aside some time for housekeeping matters, objections, applications, and/or other unexpected incidents or
 - 4.6. All meetings shall be conducted in the English language unless otherwise agreed upon between the Parties.

5. PROTOCOL

- 5.1. Participants on the video conferencing platform must consider and ensure appropriate camera positioning reflecting the face and desk where the participant is positioned. No backdrops may be utilized by a participant during the hearing process.
- 5.2. In the event of any participating Party not speaking during, or participating directly in the proceedings, such a person must mute his or her microphone. All participants must eliminate background noise and use rooms with minimal disturbance.
- 5.3. Only one person shall speak at a time unless in circumstances of either an objection, or to alert participants of technical difficulties.
- 5.4. Dress code of all participants during a hearing shall be determined by the Registrar prior to the meeting being held.