

Dear CPR Distinguished Neutral:

We hope that you are doing well and looking forward to a healthy and prosperous 2022. When we last wrote to you, we discussed some of the exciting things going on at CPR Dispute Resolution, including expanded offerings and the growth of our case matters. Building on those trends, we now write with the very important news that we have entered into a licensing agreement with **Immediation**, a leading digital legal environment provider out of Australia, that has developed a state-of-the art, end-to-end case management system designed for alternative dispute resolution. They will be configuring their platform specifically for CPR Dispute Resolution. We believe this platform will dramatically progress CPR's capacity to manage disputes more effectively and efficiently, and thereby support our mission to manage conflict to better enable purpose.

The integrated platform will provide for filing CPR matters, securely communicating on the platform, selecting neutrals *and* managing cases by CPR and the selected neutral(s). The platform will also enable us to showcase all of you more prominently by moving your biographies in front of the payroll.

Immediation is led by a barrister who understands dispute resolution and has worked with leading software development talent to design a system specifically for the purpose of managing arbitrations, mediations, and other contested matters. The platform will allow CPR neutrals, at their option, to hold remote video conferences, hearings, other ADR proceedings, or mediation sessions, and is capable of accommodating cases with multiple claimants and multiple respondents. Private conference rooms will enable mediators to convene the parties for confidential discussions. Neutrals and parties will be able to share screens, attach documents and use an integrated scheduling function. The security of the platform is ISO 27001 certified, a leading international standard for information security.

The platform, as configured for CPR, will debut in the second half of 2022. In the coming months we will be in touch with you regarding the transition to the new platform, including submitting your biography in a new format, scheduling orientation and training sessions, and the migration of any current matters. We will contact you with more details throughout the year, and we plan to convene you all to discuss the platform as development progresses, so please stay tuned!

In the meantime, we hope to see you at the **CPR Annual Meeting**, to be held virtually March 2-4. The theme is especially timely: *"Innovations, Options and Opportunities: Technology and Dispute Management."* Immediation's CEO will be one of our panelists.

For more on this exciting development, please see the Frequently Asked Questions below.

Best regards,



Allen Waxman  
CEO and President



Helena Tavares Erickson  
Senior Vice President



Mia Levi  
Vice President



# FAQs on CPR Licensing Arrangement with Immediation

## Q: WHO IS IMMEDIATION?

**A:** Immediation is an Australian-based company that provides legal video-collaboration software. The company was founded by a barrister who understands dispute resolution and who has worked with leading software development talent to design a system specifically for the purpose of managing arbitrations, mediations and other contested matters. The company seeks to increase access to justice by using technology to remove geographic barriers and enable greater participation.

## Q: WHAT IS THE ARRANGEMENT YOU ARE ENTERING INTO WITH THEM?

**A:** CPR has entered into a licensing arrangement with Immediation to configure its platform for CPR's case administration and to better showcase CPR's neutrals. This integrated platform will provide for filing CPR matters, securely communicating on the platform, selecting neutrals, and online management of the dispute, both by CPR's case administrators as well as the mediator or arbitral tribunal. The platform will allow CPR neutrals to hold remote video conferences, hearings, other ADR proceedings, or mediation sessions, and is capable of accommodating cases with multiple claimants and respondents. Private conference rooms will enable mediators to convene the parties for confidential discussions. Neutrals and parties will be able to share screens, attach documents and use an integrated scheduling function. The security of the platform is ISO 27001 certified, a leading international standard for information security.

## Q: WHY ARE YOU ENTERING INTO THIS ARRANGEMENT?

**A:** We want to expand the capacity of CPR Dispute Resolution to handle more matters more efficiently. We also want to better showcase our neutrals. The Immediation platform, as configured for CPR, will greatly facilitate dispute management for CPR's neutrals, for the parties who come to CPR to resolve their matters, and for CPR. With the lessons learned from the pandemic, these online capabilities and their enhanced security features are more critical than ever.

## Q: WHAT ARE THE FEATURES OF THE PLATFORM THAT WILL FACILITATE DISPUTE RESOLUTION?

**A:** The filing of matters online will facilitate initiation of a matter for all involved. Communications amongst the parties and CPR administration will be on a secure platform as will communications with the neutrals. Documents can be uploaded seamlessly and privately before and during a matter and also can be shared. The neutral selection process will be streamlined for all involved. The Platform has an integrated scheduling function to ease bringing the parties, the neutrals and/or CPR together. Once the neutrals are selected, they will be able to opt for the video-conferencing capabilities of the platform to hold private conferences with one another and the parties, to conduct pre-hearing



conferences and other ADR proceedings, to hold breakout sessions with greater facility and security in avoiding mistakes posed by other options, and otherwise to share screens, documents and to work together. The digital hearing room is intuitively designed to enhance the experience of all involved. And, the security of the platform is ISO 27001 certified.

**Q: WHY WILL YOU BE MOVING THE NEUTRALS IN FRONT OF THE PAYWALL?**

**A:** Traditionally, we have made the resumes of some of our panelists, such as those on CPR's Employment and Franchise Panels, available to the public. In an effort to better showcase all of the talent on CPR's Panel of Distinguished Neutrals, we are going to move the entire roster in front of the paywall. The Immediation platform will facilitate this. We are confident that showcasing the tremendous experiences, diversity and talent of the panelists will lead to greater selection of them.

**Q: WHEN WILL THE PLATFORM BE READY TO USE?**

**A:** We will be working consistently with Immediation over the coming months and hope to launch the platform in the second half of the year.

**Q: WILL THIS TRANSITION TO THE PLATFORM IMPACT ALL MATTERS BEFORE CPR DISPUTE RESOLUTION?**

**A:** All matters will be moved to the new platform. Going forward, all case filings and interaction with CPR Dispute Resolution will occur through the platform. We will provide guidance to all on using the platform, and this transition will make working with CPR Dispute Resolution easier and more efficient.

**Q: WILL THE REVIEW AND SELECTION OF NEUTRALS BY PARTIES CHANGE?**

**A:** Yes, we will be moving the biographical data of all our neutrals to the platform and, as noted, will be making the entire roster available for the public to see. Neutrals will respond to queries on the platform, and parties will access the nomination package and make their rankings via the platform.

**Q: HOW WILL THIS ARRANGEMENT BENEFIT THE NEUTRALS?**

**A:** We expect that making the entire roster available in front of the paywall will lead to greater utilization of CPR's neutrals to resolve disputes. We also believe that the features of the platform, many of which will be at the option of the neutrals, will ease the work of the neutrals with CPR and in managing CPR matters.

**Q: HOW WILL THIS ARRANGEMENT BENEFIT PARTIES APPEARING BEFORE CPR?**

**A:** The greater efficiency and streamlining of disputes through utilizing the platform and its features should facilitate management of parties' disputes and reduce time and cost in so doing.



**Q: WILL ALL INFORMATION ABOUT THE NEUTRALS BE IN FRONT OF THE PAYWALL?**

**A:** The information in front of the paywall will include biographical data about each of the panelists. However, additional, curated information about potential panelists for disputes will be available from the staff at CPR Dispute Resolution for an additional fee. Parties can, for example, request a subset of persons within a geographical location with certain experience or expertise that may not be detailed on a bio (e.g., lawyers residing outside of Delaware with experience in Delaware law; arbitrators experienced in M&A residing in a given state; arbitrators with experience in Indian Tribal Affairs regardless of where located; European based mediators with IP experience.) CPR Dispute Resolution staff can utilize profile data to which only they have access for this curated information. This curated information also will be made available upon request to members of the CPR Institute free-of-charge as part of their membership benefits.

**Q: WHAT WILL HAPPEN TO ONGOING CASES AT THE TIME OF TRANSITION?**

**A:** All pending matters will be moved to the platform. Well in advance of the transition, more detailed instructions will be provided.

**Still have questions?** Email [cprneutrals@cpradr.org](mailto:cprneutrals@cpradr.org).

