



COVID-19 OFFICE PROTOCOL

(Dated 18-05-2020)

IIAM is pleased to announce that it has resumed its activities of conducting arbitrations and mediations at its premises in New Delhi and Cochin, w.e.f 18th May 2020.

The COVID-19 pandemic has presented new and incredible challenges before us, which also includes the work atmosphere. With parties, arbitrators, mediators and lawyers coming to the institution for arbitration and mediation filings and hearings, we are conscious that these are challenging times for everyone and the people coming to the institution premises should feel comfortable and confident. In this unstable and unpredictable environment, we need to make sure that parties are able to resolve their disputes and cases are conducted without undue delay. At the same time, for us, the sense of trust for the people working in the institution and visiting the institution, including their health and safety are top priorities.

Considering the procedural measures that can mitigate the effect of COVID-19 pandemic, the activities and facilities in IIAM shall strictly be subject to the following conditions.

Visiting the Premises:

- ◆ All visitors must adhere to the health and safety precautions outlined in this Office Protocol.
- ◆ As a general rule, there will be no access to unauthorized visitors.
- ◆ Visitors who are allowed entry for any official matter must comply with the following:
 - (i) Visitors will be screened at the entry point. Please be advised that access to IIAM premises will be denied to individuals with a recorded temperature of 100°F (Fahrenheit) and higher or having sneezing, cough, cold or flu.
 - (ii) Visitors are required to bring and wear a face mask, as well as practice physical distancing by at least 1 meter with their colleagues and counterparts, at all times while at the premises.
 - (iii) Sanitizers will be placed at the Reception counter. Visitors shall wash their hands with soap or use Sanitizer while entering the premises.

- (iv) Visitors shall not shake hands with, touch or hug individuals during their visit.
 - (v) Visitors shall give their contact number, so as to track them in future, in case any COVID-19 positive cases are identified later.
 - (vi) In case any of the Visitors are later identified as COVID-19 positive, they shall diligently inform IIAM, so that appropriate mitigation steps can be taken.
- ◆ Office Hygiene:
- (i) There will be increased cleaning and sterilization practices within the premises.
 - (ii) Surfaces (desks and tables) and objects (telephones, computers, keyboards) will be wiped with disinfectant regularly. Visitors to cooperate and follow practice.
 - (iii) The Office staff will be wearing face mask and gloves while dealing with visitors.
 - (iv) Sanitizers will be placed at the Reception counter and these dispensers will be regularly refilled.
 - (v) Tissue paper boxes will be placed at different areas and visitors and staff are advised to use tissues to wipe regularly.

Occupying Rooms for Arbitration & Mediation procedures:

- ◆ To ensure identity of people coming for arbitration and mediation hearing, bookings shall be done with names, mobile numbers/email of people participating, so as to maintain effective implementation of physical distancing measures in corresponding to the number of individuals attending the hearing or conference sessions.
- ◆ This can be done online through our digital platform www.peacegate.in, which can also be downloaded in your smartphones as an application. It is available in both App Store (for apple) and Play Store (for android). You can also use the weblink - <https://peacegate.in/#/AdrRoomBooking/0> for room booking.
- ◆ The Conference Rooms seating will be reduced to accommodate people as per the physical distancing measures. While booking rooms, please select the rooms considering that there will be only 50% capacity on seating as per social distancing standards. So please make sure that only persons whose attendance and presence are required during the hearing or meeting participate.
- ◆ Hardcopy files and papers will be avoided to the extent possible.
- ◆ The use of Air-conditioners will be restricted to the maximum extent.

Mediations & Arbitration Online:

- ◆ Health and safety considerations as well as travel restrictions may significantly affect conferences and hearings, and may even make it impossible to convene physically in a single location.
- ◆ For initiating mediation, you can register your mediation online through our digital platform www.peacegate.in, which can also be downloaded in your smartphones as an application. Through the application, you can nominate the mediator online, invitation to mediate can be issued to the opposite side online, and scheduling can also be made online.
- ◆ You can either opt for mediation through Centres or can even opt for mediation online, where the entire mediation process can be conducted online, whereby even the settlement agreement can be made and signed online. This is provided under the IIAM Mediation Rules.
- ◆ In the case of arbitration, for IIAM institutional arbitration, parties can register for arbitration and initiate the process of appointment of tribunal online. In the case of hearing, the tribunal or the parties can opt for virtual hearing, as the same is provided under the IIAM Arbitration Rules.
- ◆ In the case of Ad-hoc arbitrations, the tribunal or the parties can seek for administrative assistance of IIAM, and consider the option of conducting virtual hearing and/or meeting. You may contact IIAM office for details.

Training Programs:

- ◆ IIAM Regular training programs conducted in the Centres have been postponed until the present situation changes.
- ◆ But IIAM has launched online training programs through its digital platform “Peacegate”, under Peegee Academy. This can be accessed in the web platform www.peacegate.in or can be downloaded in your smartphones as an application. IIAM shall also be conducting live online training programs and details will be provided in the IIAM website at <https://www.arbitrationindia.com/events.html>

