

# 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.

## Organizing Partners



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PARIS 2017

FAÇONNER L'AVENIR DU RÈGLEMENT DES  
DIFFÉRENDS ET DE L'ACCÈS À LA JUSTICE AUTOUR  
DU GLOBE  
26 AVRIL 2017



## Organizing 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

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

Jin Ho Verdonschot, Senior Manager Online Legal Services at DAS, NCTDR Fellow, The Netherlands Leah Wing, Professor University of Massachusetts and NCTDR co-director, NCTDR Fellow, USA

## Logistics and Registration

**Date and time:** 12 - 13 June 2017, 9:00 a.m. - 18:00 p.m.

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

**Working language:** English

**Registration:** The registration fee of € 240 is required to cover the catering during the two-day conference. It includes welcome and coffee breaks, lunch on both conference days and a networking cocktail.

Kindly register online at <https://iccwbo.org/event/equal-access-information-justice-online-dispute-resolution/>

**Hotels:** A list of hotels with preferential rates is available upon request.

**Contact:** Sara Debenedetti | +33 1 49 53 33 59 | [sdi@iccwbo.org](mailto:sdi@iccwbo.org)

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## PROGRAMME - Monday 12 June 2017

09:00-09:30 Registration & welcome breakfast

### 09:30-10:00 - Welcome address

**Alexis Mourre**, President of the ICC International Court of Arbitration, ICC  
**Diana Paraguacuto**, Partner, NGO Jung & Partners, GPC Paris organiser  
**Colin Rule**, Chairman and COO of Modria  
**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**  
**Mirèze Philippe**, Special Counsel, ICC International Court of Arbitration, organiser and **co-chair of the conference**

### 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 & 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 and panelist: **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 and panelist: **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 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 and panelist: **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 and panelist: **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

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

Chair and panelist: **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 program 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 & expert systems in ODR, predictive justice, data collection & analysis, data protection, privacy, cyber security

Chair and panelist: **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 and panelist: **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 and panelist: **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 and panelist: **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 and panelist: **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 Loebel, Janet Martinez, Chittu Nagarajan, Rosa Pérez Martell, Joyce Raby, Irene Sigismondi, Rosa Taban**

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

Wrap-up by **Ethan Katsh and Mirèze Philippe** and end of programme

## Speakers include

- 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 Legal & Compliance Department) 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 Loebel (NCTDR Fellow) Czech Republic
- Mr Ian Macduff (Teaching Fellow, School of Law and 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 Irene Sigismondi (NCTDR Fellow) Italy
- Ms Debi Slate (President & Co-Founder at Dispute Resolution Data) USA
- Ms Rosa Taban (VP, Head of Legal, e-Just) 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

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Logo on the back of the event brochure	✓	✓	✓	✓
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Complementary entries	4	3	2	1
Promotional article in event brochure	2 pages	1 page	½ page	100 words

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