



## **GUIDELINES FOR REMOTE ARBITRATION HEARINGS**

Last updated: 7 April 2024

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This memorandum provides an outline of steps to be taken by counsel to minimize technical disruptions and ensure the success of arbitration hearings conducted remotely.

### **BEFORE THE HEARING**

1. John-Paul Boyd Arbitration Chambers uses Zoom to conduct remote hearings. Please ensure that all devices to be used by you or your client during remote hearings have Zoom installed and updated to the latest version. Visit:  
  

[https://zoom.us/download#client\\_4meeting](https://zoom.us/download#client_4meeting)
2. Please test the image and audio quality of all devices to be used by you or your client, as well as the stability of your office's internet connection, in advance of the hearing.
3. Please ensure that you and your client log on to the hearing at least five minutes early, using the meeting link you have been provided. You will be admitted to the hearing at or shortly after the start-time set for the hearing. Note that there may be a separate link for each day of the hearing.
4. Please share the appropriate meeting link with your non-party witnesses at least a day before the hearing.
5. Please ensure that affidavit exhibits and books of document are provided to opposing counsel, your witnesses and the arbitrator on the date specified at the planning meeting. Please ensure that these documents are the most up-to-date versions of those documents and that everyone receives identical copies of those documents, in PDF format and with all individual exhibits or tabs electronically bookmarked for ease of location. The software you or your staff use to make PDF

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documents will have a help file explaining how to add bookmarks. It is essential that witnesses and the arbitrator are able to find specific documents quickly.

6. Please caution your client that you will not be able to communicate with them while they are under cross-examination. You may wish to alert your staff that you will not be able to communicate with your client during certain portions of the hearing, and warn them that they too are not allowed to discuss the case or the hearing with the client.
7. Please explain to your client that although the hearing is being conducted through Zoom, they are still engaged in an adjudicative process and a degree of decorum is required and expected.

### DURING THE HEARING

8. If oral evidence is to be provided, **you and your client must attend the hearing from different physical locations**, which may include different rooms in your office. This is an essential step necessary to preserve the integrity of the oral examination process.
9. **You and your client must refrain from messaging one another** during the hearing, whether using Zoom's chat function or any other form of instant messaging, such as Facebook Messenger, WhatsApp or Apple Messages. This is another essential step necessary to preserve the integrity of your client's oral evidence.
10. If it becomes necessary to message the arbitrator during the hearing, please use Zoom's chat function and ensure that your message is sent to everyone. Neither you nor your client may private message the arbitrator.