

ZOOM ONLINE MEDIATIONS - KEY FEATURES

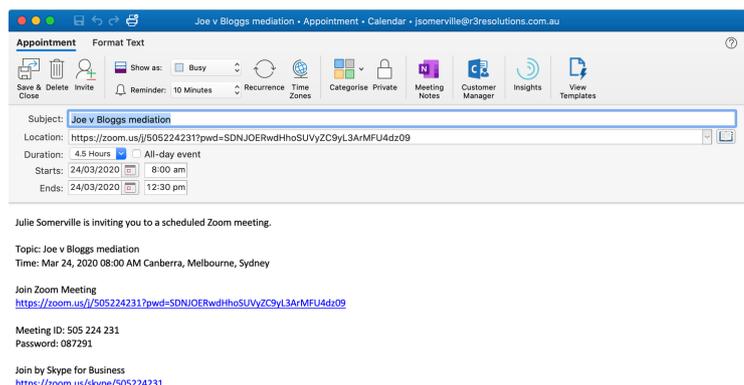
R3 Resolutions recognises that it is not always possible, or desirable, to mediate face to face and therefore provides a sophisticated online mediation service using Zoom.

The platform is encrypted, secure and easy to use. While the Zoom app needs to be downloaded, it will be done automatically for you the first time you participate in a Zoom meeting. While R3 Resolutions' has a Professional Zoom account to have full access to all features, as a participant in a R3 Resolutions mediation you do not need to have a Zoom subscription - all that is required is a laptop/tablet/mobile (ideally with a camera) and a fast/stable internet connection.

There is no additional cost to use the R3 Resolutions' Zoom mediation service, it is included in R3's standard mediation fee.

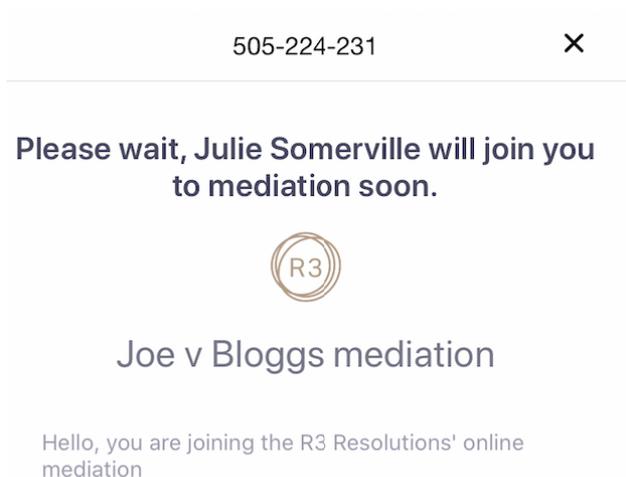
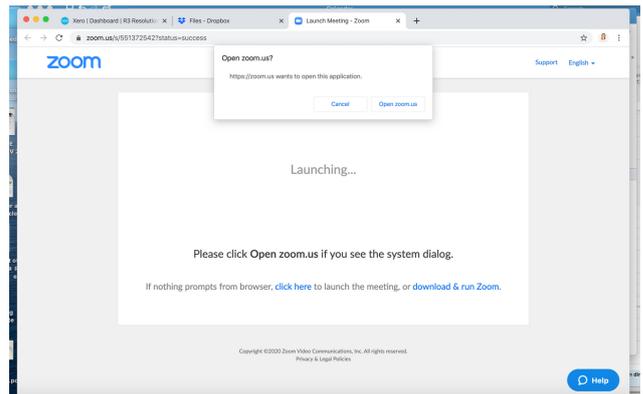
How does it work?

- Advise R3 that all, or some, of the mediation attendees wish to participate remotely.
- Provide R3 with the email address that the parties wish to use to log on to the "online mediation".
- R3 will create a private Zoom "online mediation meeting" for the matter and send an meeting invite to all participants wishing to log on remotely. The invite will contain a hyperlink to the Zoom meeting for ease of access. Once accepted, the invite will automatically create a diary entry in your calendar.
- The invite will look like this. You may want to click on the hyperlink a few days before the mediation to ensure that your server allows you to download the Zoom app and test your microphone and camera. You may get a request to allow Zoom to access your camera and microphone - which you should allow.



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- You may also get a request to a "Open Zoom.us" if you see that box - click "open zoom..us"
- Julie will log into the meeting approximately 15 minutes before the mediation commences to assist with any connection and navigation questions.
- When you log onto the meeting you will be placed in a "waiting room". You will receive a message like this:



- Julie will then grant individual access to each participant - this is to ensure that parties/clients do not join a large online joint session before their legal representatives arrive and allows Julie to control the order of discussions. You will not be in the "waiting room" for long.
- R3 will create several "breakout rooms" that the parties can be seamlessly moved between; for example typical "breakout rooms" include a joint room for everyone to attend, private breakout rooms for each party and their legal representatives, each party and the mediator, all legal representatives and, in institutional abuse cases, a private room for any apology or direct personal response.

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- Virtual breakout rooms can be created instantly throughout the course of the mediation, and in any combination or configuration that the parties want.
- R3 can arrange a pre-mediation conference, via the platform, to discuss the matter generally and familiarise users with the platform.
- Once all parties have joined, and are ready, the mediation will commence in the joint session. Julie will then open the mediation and facilitate the opening statements and movement between the breakout rooms.
- In the event of poor internet connections the parties can rely on the online audio connection or telephone.

A few tips ... but the most important one is to be flexible

- Sign and circulate the mediation agreement prior to the online mediation commencing (including any pre-mediation conference). However, the agreement can be uploaded, and digitally approved on the platform if necessary.
- Ensure that each participant is aware of the importance of confidentiality and is participating in an environment where confidentiality won't be compromised.
- The exchange of position papers and schedules of damages at least a few days before the mediation will assist to streamline the process. Events can be created on the platform to assist your preparations.
- Prior to the mediation, discuss with your clients whether they wish to make a statement in the joint session and help them plan what to say.
- One person should speak at a time. Talking over the top of each other is not only disrespectful but can make the process seem "clunky".
- Allow the mediator to guide the flow of the discussion.
- You may wish to include in any settlement documents a clause providing for the exchange of counterparts; however, it is possible to upload the settlement documents in the platform, finalise them and digitally approve.