



Welcome

Welcome to the first CI Arb Branch newsletter, which is designed to improve communications between The Executive (formerly known as The Secretariat) at 12 Bloomsbury Square, London, and the Institute's branch network.

This newsletter is primarily aimed at Branch officers, and until the new website is operational (see below), will be distributed as an electronic newsletter.

Any comments, ideas or suggestions for this form of communication, please contact Nicki Alvey, Director of Membership and Marketing E: nalvey@ciarb.org T: +44 (0)20 7421 7454

Key: ⓘ information 🗨️ have your say 💰 member benefits 📅 dates 👥 governance

📘 Staff changes

2008 saw a number of staff changes at all levels and in all teams, as well as an organisational re-structure. On page 9 you will find a list of key staff contacts which can be kept as an aide memoire.

The end of last year saw us saying goodbye to Di Dodsworth and Anne Kenny, after many years of loyal and devoted service to the Institute, and we wish them both well.

The Research & Development, Education & Training team welcomes two new Education Administrators. James Luton, a Masters graduate in Statistics with a broad range of experience in similar member-based organisations, will, during the first quarter of this year be gaining experience of our education and training programmes before splitting his time with more of our research based outputs. Randle Roberts, a highly experienced academic manager and operator has joined James to concentrate on systems and processes within the education and training department.

Two new staff are currently being recruited to the Marketing team – a Marketing Campaigns Officer and a PR & Communications Officer.

💰 Professional Indemnity (PI) insurance

A big 'thank you' goes out to all members who responded to the PI insurance survey that was sent out with the membership subscription renewal notices.

There has been an excellent response from around the world, and the results will be communicated to all members in the next few weeks.

Website

Work is currently underway on getting a new Institute website up and running by Spring 2009.

We will be producing a template for Branch micro-sites that Branches can populate themselves, and for those Branches that have their own websites already, in the short term, there will be a simple click through to the separate websites...

...in the medium term, we would welcome Branches migrating their websites to the Institute's main site.

Branches will be contacted in due course about these Branch micro-sites, and to expedite matters, Nicki Alvey (Director of Membership and Marketing) would welcome Branch webmasters making contact with her as soon as possible, so that initial discussions and briefings can begin. E: nalvey@ciarb.org

It is being proposed that we have 6 Regional landing pages as well as 33 Branch home pages (from a Google world map), which will be written/populated by The Executive in the first instance, and checked with Branches before 'publication'.


A note on the **existing website**. While it is appreciated that the current website is in need of being updated and refreshed, with only a matter of weeks to go before the new website is up and running, it is simply not economical to spend time, effort, resources and money on trying to update it sufficiently. We would ask all members to please bear with us on this. (also see Corporate Identity)

CI Arb Library Services (Maughan Library)

Since mid-2008, CI Arb's Information and Resource Centre has been housed within the Maughan Library & Information Services Centre at King's College London, on Chancery Lane – conveniently located 10 minutes walk from CI Arb's Executive in Bloomsbury Square.

CI Arb members' access to the Maughan Library for reference use is via card only. You can obtain an access card from CI Arb's Executive Office at 12 Bloomsbury Square, Holborn in London. If possible, please email receptionist@ciarb.org with your full name, membership number and a proposed time to pick up the card so that a card can be prepared for you. If this is not possible you may have to wait while your card is processed.

Upon presentation of your card at the Maughan, you will be granted reference access to the library's substantial holdings. Borrowing facilities may also be available to pre-registered users for an annual fee.

A map and directions to the Maughan Library are available on the  members' Section of the current website.

Members' survey

We will shortly be undertaking a members survey, which will be a web-based "snap-shot" view of where we are and how we are doing, as we approach the end of the Institute's five year strategy 2005-2010.

All members are encouraged to participate and express their views, via a link which will be sent by email. The closing date for responses will be made clear on the survey.

Member benefits

A list of current member benefits now appears on the current website – Joining Us / Membership benefits <http://www.arbitrators.org/joining/benefits.asp>

If you would like a copy of this in pdf form, which can be used when communicating with existing and potential members, please let Nicki Alvey know E: nalvey@ciarb.org

Special Interest Groups (SIGs)

Some members have expressed interest in establishing new SIGs for Intellectual Property (IP) and environmental issues such as carbon emissions, and Sue McLaughlin, Membership Services Manager will be pursuing this in due course.

In the meantime, we would also like to hear about any other SIGs that exist around the world – whether they be 'physical' or 'virtual' groups - or about new SIGs that members would find of interest. All replies please to Sue McLaughlin E: smclaughlin@ciarb.org

Helena Riches, Chairman of the **Young Members Group**, will be working with The Executive on a strategy to support the formation of groups and their activities around the world (see following item).

Young Members Groups (YMGs)

The Board of Trustees, at their October 2008 meeting, agreed that the presence of 'young members' around the world should be reinforced. There was a proposal for a formal constitutional structure to be introduced, where young members would have a formal committee, and places on Branch committees. The detailed structure of the YMG is currently in development.

The Executive would like to seek views on this please, particularly from Branch Chairmen and other officers. Please email Sue McLaughlin E: smclaughlin@ciarb.org

Note: a question on YMG activities will be included in the members' survey.

Branch events

If your Branch hasn't done so already, could you please let Sue McLaughlin know the date of your Branch AGM, annual dinner and any other events your Branch is organising. E: smclaughlin@ciarb.org (note: your webmaster will still be able to add these to the new website when it is fully operational).

If any Branch would like The Executive to suggest possible speakers for dinners or events, please contact Nicki Alvey E: nalvey@ciarb.org

① **Advance notice for Branch Secretaries – branch model rules audit**

This is advance notice that a Branch audit will be undertaken in the coming weeks.

We will be requesting details of branch model rules as adopted, and confirmation of current branch officers as well as other information.

Sue McLaughlin will be leading this initiative. E: smclaughlin@ciarb.org

① **Corporate branding and positioning**

You may have noticed that email addresses at the Institute are more regularly taking the form of @ciarb.org rather than @arbitrators.org.

This is an intentional change, and the new website will be www.ciarb.org to reflect the diversity of private dispute resolution, its practitioners and users, and the Institute's work.

① **Corporate Identity**

Branches should please check that they are using the appropriate logo (as per CI Arb's Brand Guidelines) on their websites, stationery, flyers and brochures and any PowerPoint presentations.

If anyone requires a copy of the guidelines, a logo, or copy of the PowerPoint presentation template, please contact Richard Rodger, Marketing and Communications Manager E: rrodger@ciarb.org T: +44 (0)20 7421 7444

Note: we are aware that the logo on the current website is not the correct version.

① **UK Chairmen and Trustees meetings**

UK Chairmen (or a representative from the Branch) and UK Trustees will shortly be invited to attend a meeting in late March/early April 2009.

This is likely to be in London to coincide with the official launch of the member affinity scheme (see below).

Member affinity scheme

You may have read in Michael Forbes Smith's letter that accompanied your membership subscription renewal, an announcement of the forthcoming member affinity scheme – which is a new and improved scheme from a professional third party provider.

Though only for UK based members in the first instance, members living outside the UK will be able to take advantage of the offers when visiting. The scheme is scheduled to go live on Wednesday 1st April this year.

The collective buying power of the membership has been used to help negotiate and bring access to a host of excellent deals on products and services, which we believe will be relevant to members both at home and at work. Areas covered include travel, insurance, leisure and business, and many of the offers will have price promises attached guaranteeing best deals in the whole of the UK.

There should be something for everyone within the scheme, and we believe that some members may even save the cost of their membership via everyday use of the benefits alone. The scheme will evolve over time in response to members' needs and feedback.

Branches based outside the UK will, in time, be encouraged to negotiate local deals and arrangements, which can be added to the scheme.

Members are being asked to suggest a suitable name for this scheme, by the end of February please to:
E: smclaughlin@ciarb.org

Governance

To assist in improving communication, and in support of the governance structure of the Institute, it has been agreed that a summary of the Board of Management meetings will be disseminated to Branches, as will the Chairman's report on the Board of Trustee meetings.

Board of Management

On pages 7 and 8 you will find a summary of the Board of Management meeting held at Bloomsbury Square on Friday 23 January 2009.

The next meeting is on Friday 13 March 2009. To raise any issues please contact Peter Rees, Chairman
E: pjrees@debevoise.com

Board of Trustees

The next Board of Trustees meeting is on 14-15 May to be held in London (Bloomsbury Square).
Chairman, Steven Certilman (North America) E: steven@certilman.com

Annual General Meeting

The Institute's AGM is being held at 6pm on 14th May. Notices will be sent out to all members in accordance with the Bye-Laws.

Some useful dates for your diaries

In advance of the new website (which will feature an Events diary/calendar function), here are some useful CI Arb dates for you to note:

- 20-21 March 2009 European Branch Spring meeting, AGM and conference, Milan, Italy
- 29 October 2009 CI Arb Mediation Symposium, London, UK
- 17 November 2009 CI Arb/London Branch, Annual dinner, London, UK

Advance notice: A Members' lunch is due to be organised for late June/early July in London, UK

In the forthcoming months, CI Arb will also have a presence at:

- 7-12 February 2009 ICC International Mediation Competition, Paris, France
 - 23-29 March 2009 Vis East Moot, Hong Kong (sponsored by East Asia Branch)
 - 3-9 April 2009 Vis Moot, Vienna, Austria
 - 15-18 April 2009 ABA Section of Dispute Resolution Spring meeting, New York, USA
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And finally.....

The Executive's aim over the coming months, is to improve significantly communications with all members in all parts of the world, and to assist in this mission, we call upon the Branches to play their part.

It would be appreciated if relevant communications from The Executive could be passed on to Branch members, either by being forwarded, re-formatted via Branch newsletter for members, or posted to Branch websites.

Comments and feedback

If you have any comments or feedback on this newsletter, please address them to Nicki Alvey, Director of Membership and Marketing E: nalvey@ciarb.org T: +44 (0)20 7421 7454

Board of Management – 23 January, 2009

Expenses reimbursement – the existing policy has not been reviewed for 5 years. It was agreed that a combined policy and guidelines for Executive staff and members of Boards and Committees will be considered at the March Board meeting. The guidance will make recommendations on how to keep travel and accommodation expenses at a ‘cost effective’ level.

Board of Trustees – The Board of Management noted that the Board of Trustees’ Autumn meeting (19-20 November 2009) will be held in Washington DC, USA.

Congress and Board of Trustees – it was agreed that, subject to budgetary constraints, the Congress meeting will be held in Germany in 2010.

Financial position of the Institute – The Director of Finance and Administration, Malcom McMullan, reported on the financial position of the Institute which remained robust. The Board noted that in 2008 Bloomsbury Square room hire had been particularly successful and that IDRS had had a profitable year. Audited accounts will be published for approval at the AGM in May.

It was also noted that early indications are that membership subscription renewals were being received at the ‘normal’ rate, though a more informed view will be given at the April Board meeting.

Executive reports – The Director of **Finance and Administration**, Malcom McMullan, presented membership growth charts for the different regions. Overall, membership of the Institute was continuing to rise, although it was noted that membership levels in England & Wales and Hong Kong were declining. Further analysis will be done (for the April meeting) on the detailed profile of members dropping out of membership, which it is hoped, will inform plans to tackle these trends. It was also noted that the growth seen in the North American Branch had been from Canada and the Caribbean.

The **Research & Development, Education & Training** Director (Aaron Hudson-Tyremen) reported that four new interns were now recruited, who will be spending 10 hours a week with the Institute. The Institute was also establishing three Scholarships which were about to be launched.

The Director of Membership and Marketing, Nicki Alvey, reported on **Membership and Marketing** issues already covered in this newsletter (February 2009) including website, members’ survey, SIGs, events planning, marketing recruitment, members affinity scheme, as well as (internal) work continuing on testing a new membership system.

The **Director General** reported that the focus of The Executive staff in 2009 would be one of consolidation. It was noted that a final draft of the Institute’s forward strategy (2010/14) will be presented to the Board of Trustees in May.

President’s report – John Campbell submitted a report on his first three weeks in office, which included his communication with all branch Chairmen, which should now be concluded. John is currently preparing a clear vision and programme for the conduct of the office of President this year.

Committee reports – The **Panels Management Group** (PMG) reported that the implementation of Panel Appointment Certificates (PACs) was due to go live shortly. Panel members will be asked to complete their profiles by the end of March.

The PMG were considering and reviewing the formation of Branch Panel Schemes at their 28 January meeting.

The **Education and Membership Committee** will be forming a sub-committee to issue and consider tenders received for mediation training provision, and training provision in different languages (Arabic, Spanish, Chinese [mandarin] and Russian). The Board of Management agreed that in the interest of avoiding any conflict or perceived conflict of interest, no member of the Board of Trustees, Board of Management, or of any Committee or Board or other office holder in the Institute, should be permitted to submit a tender.

The **Practice and Standards Committee** noted that, in the context of the Institute's Code of Ethics, the question had been raised whether neutrals should be required by the Code (as is the case at present) to be both independent and impartial, rather than simply impartial. The Board agreed that the requirement should remain as it is (i.e. both independent and impartial) given that was more acceptable internationally.

The **Young Members Group** reported that contact with the volunteers for the YMG steering group would be progressed, a meeting was to be held with the Director of R&D and E&T in the next couple of weeks, to discuss key activities for Spring 2009 and the development of the YMG constitutional proposal.

Staff changes – The Executive office at 12 Bloomsbury Square, London, UK

Switchboard T: +44 (0)20 7421 7444

2008 saw a number of staff changes at all levels and in all teams, as well as an organisational re-structure. As an aide-memoire, key staff contacts are shown below, with their member-facing areas of responsibility listed:

Aaron Hudson-Tyreman, Director of Research & Development and Education & Training: Exam Board queries, Practice & Standards queries, Historical research queries, International law, Maughan Library, The Journal. E: ahudson@ciarb.org

Anita Phillips, Education & Training Manager: Pathways, CPD, Recognised Course Providers, Appointment of Examiners, Moderators and Tutors, Exemptions, development of new courses. E: aphillips@ciarb.org

Tony Marks, Director of Legal Services: Information service on private dispute resolution, PACs, Professional conduct queries, Panel Management Group queries, Bye-Laws and Regulations. E: tmarks@ciarb.org

Sandra David, Secretary to PCC/Assistant to Director of Legal Services: PCC queries, subscriptions to The Journal, support to the Director. E: sdavid@ciarb.org

Nicki Alvey, Director of Membership and Marketing: website, member communications, regional development plans, membership scheme development e.g. students and young members, Corporate Membership, affiliate membership. E: nalvey@ciarb.org

Sue McLaughlin, Member Services Manager: Membership system (IT and procedures), member services and benefits, Expert Practitioner Route, Branch development and liaison, Special Interest Groups. E: smcloughlin@ciarb.org

Lisa Mulholland: payment of member subscriptions, changes to member details
E: lmulholland@ciarb.org

Diane Howard: new member applications, transfers and resignations
E: dhoward@ciarb.org

Richard Rodger, Marketing and Communications Manager: Corporate identity and branding, membership recruitment and retention, press & PR, on and offline communication, business development and sponsorship. E: rrodger@ciarb.org

Malcom McMullan, Director of Finance & Administration: AGM, Trustees and Officers, Accounts including IDRS. E: mmcmullan@ciarb.org

Obi Opara, Assistant to Director: Boards and Committees, Congress, general accounts queries. E: oopara@ciarb.org

Clare Hughes, Office Manager: Room hire (12 Bloomsbury Square). E: chughes@ciarb.org

February 2009