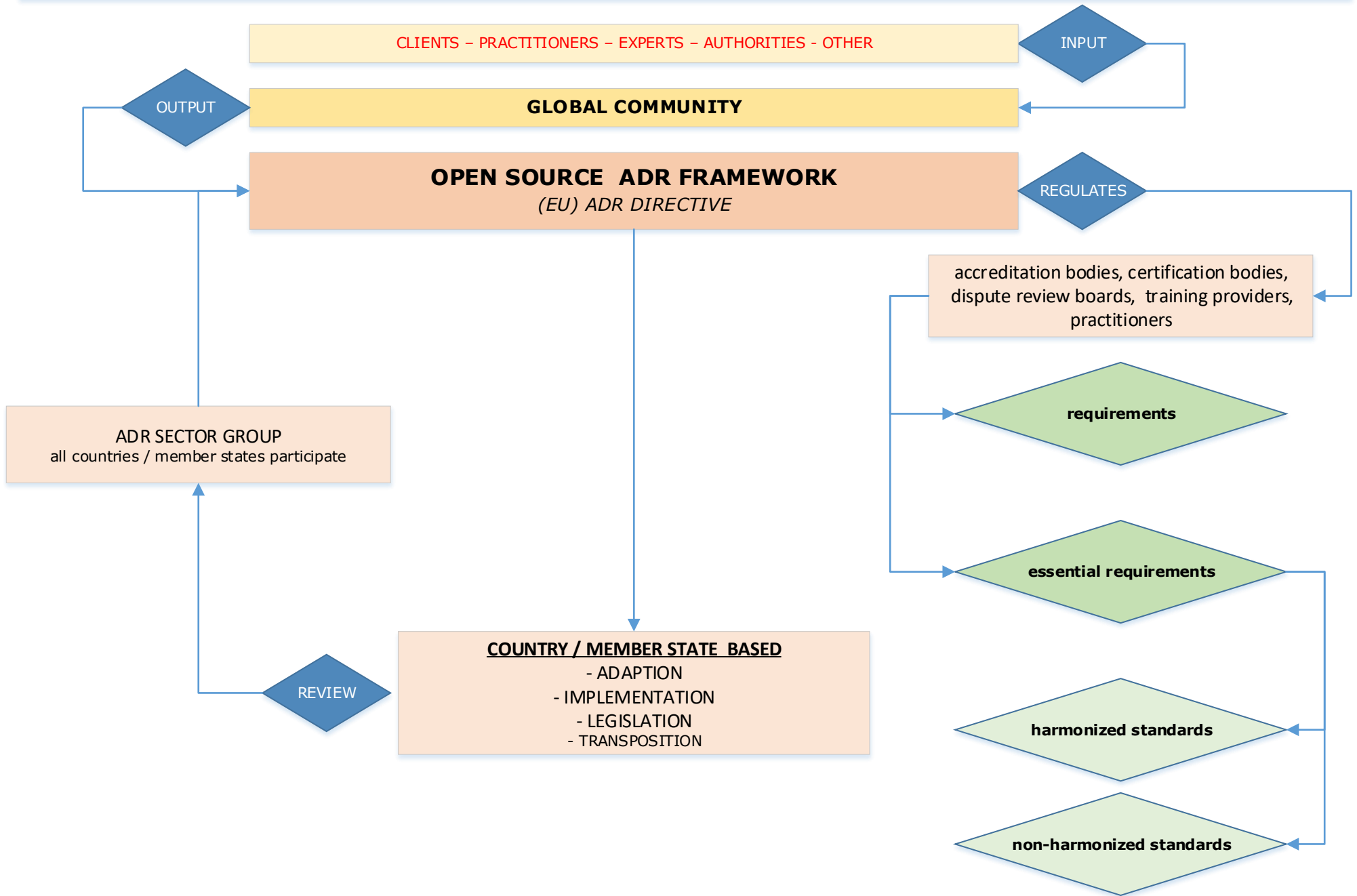


OPEN SOURCE ADR FRAMEWORK V2-JUNE-2020



**OPEN SOURCE ADR FRAMEWORK**  
*(EU) ADR DIRECTIVE*

REGULATES

1. accreditation bodies
2. certification bodies
3. dispute review boards
4. training providers
5. practitioners

requirements

essential requirements

harmonized standards

non-harmonized standards

FOR

1. Accreditation bodies
2. Certification bodies

*(implementation of existing directives & standards)*

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harmonized standards

non-harmonized standards

FOR:

*(to be developed for this directive)*

**1 Competences of**

- ADR professionals: Arbitrators, conflicts coaches, mediators, negotiators
- Related professionals: Auditors, mentors, (peer) reviewers, trainers

**2 Complaints against**

- dispute review boards, training providers, practitioners

**3 Education & training**

- providers, programs

**4 Impartiality & integrity**

- processes, procedures, dispute review boards, practitioners

**5 Process & procedures**

- arbitration, conflict coaching, mediation, negotiation, triage

**6 Organization structure**

- dispute review boards
- \* general or specific for a branch, sector, project

**7 Tools**

- tools (apps, software, hardware)

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non-harmonized standards

FOR

1. Arbitration process
2. Conflict coaching process
3. Mediation process
4. Negotiation process
5. Prevention & handling of issues or conflicts related to:
  - business to consumer v.v.
  - business to business v.v.
    - divorce
    - inheritance
  - private/business to public v.v.
  - specific branches, sectors, projects

*(to be developed for this directive)*

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non-harmonized standards

*(if applicable, f.i. to be developed by non member states  
or as private initiative, f.i. by accreditation or certification bodies )*

