



Custom ADR
Processes to
Resolve Conflict
at Any Stage

Local Solutions. Global Reach.®



Founded in 1979, JAMS is the world's largest private alternative dispute resolution (ADR) provider. We successfully resolve business and legal disputes by providing efficient, cost-effective and impartial ways of overcoming barriers at any stage of conflict. We handle an average of 18,000 cases annually, ranging from employment, personal injury and family law mediations to complex, multi-party, multi-million-dollar arbitrations in the United States and other jurisdictions worldwide.



Highly Skilled Neutrals Available Virtually Anywhere

Our in-person, remote and hybrid hearing options allow clients access to an extensive panel of 400+ neutrals. These retired state and federal court judges, former litigators, transactional attorneys, in-house/outside counsel and other ADR professionals have **proven track records and decades of experience** managing and resolving high-stakes, sensitive cases. They hone their skills at our in-house training department with continuing education on the latest case law, virtual technology and best practices in ADR.

Business Acumen, Deep Subject Matter Proficiency

The JAMS panel comprises diverse knowledge across dozens of practice areas and industries. Recent additions to our comprehensive list include practice groups focused on **business disruptions, insurance coverage** and other matters arising from the global pandemic, as well as cases involving **life sciences, eSports, smart contracts, blockchain** and **cybersecurity/privacy**.



Premium Technology & Concierge-Level Client Service

As an industry leader in virtual ADR, JAMS provides premium technology and neutrals who are adept at navigating multiple online platforms. Our Resolution Centers are designed to prioritize efficiency, security and comfort with flexible hearing spaces, private day offices, JAMS Cafés and other amenities. Neutrals and clients are supported by a team of **seasoned case managers** and **virtual ADR moderators** and enjoy 24/7 online access to case files and secure document sharing via **JAMS Access**.

A Commitment to Diversity, Equity & Inclusion (DEI)

JAMS is steadfast in pursuing increased diversity among ADR practitioners. We recognize the benefits of recruiting the most qualified professionals inclusive of varied ethnicity, race, gender, religion and sexual orientation. JAMS is the first private ADR provider to offer clients a **Diversity and Inclusion Clause** for arbitration contracts and a confidential **Neutral Utilization Report**, tools that promote consideration of diverse neutrals and allow stakeholders to monitor their DEI achievements.



Learn more at jamsadr.com. See the back for a list of JAMS Resolution Centers.

Custom ADR Processes to Resolve Conflict at Any Stage



IN-PERSON, VIRTUAL & HYBRID PROCEEDINGS

- **Arbitration processes** that can be tailored to meet the needs of your dispute, including options for customized rules, discovery protocols, an appeal procedure and other efficiencies
- **Facilitative and evaluative mediation processes** with rigorously prepared neutrals committed to achieving creative, collaborative results
- **Neutral analysis, including evaluations and mock exercises** that allow parties and their representatives to reassess risk and refine their strategies
- **Appellate analysis and mediation** by retired appellate jurists and practitioners deeply familiar with court practices, including applicable standards of review

TAILORED RULES & CONTRACT CLAUSES

- **Extensive menu of arbitration rules**, including comprehensive and expedited options as well as construction, class action, employment and surety rules
- **JAMS Clause Workbook and sample ADR contract clauses** that stipulate to mediation or arbitration in advance of a dispute

INTERNATIONAL & CROSS-BORDER DISPUTE RESOLUTION

- **Global arbitrators and mediators with wide-ranging experience** working with leading law firms and corporations as well as other arbitral bodies worldwide
- **State-of-the-art JAMS International Arbitration Centers** in popular U.S. venues featuring flexible hearing spaces, translation booths and the latest technology
- **International Arbitration Rules** incorporating emergency relief procedures, summary disposition and expedited options that limit discovery

JAMS SOLUTIONS™ — CONFLICT MANAGEMENT & PREVENTION

- **JAMS Pathways™**: proactive services to address conflict and create lasting, positive change, including **assessment, training, facilitated discussion** and **systems design**
 - **JAMS Solutions for Higher Education**: formal and informal resolution of **Title IX matters** as well as **training, facilitation** and **mediation** to address other issues faced by students, faculty and administration
 - **JAMS Solutions for Health Systems**: early dispute resolution, training and systems design tailored to address concerns such as **peer reviews, vaccine mandates, control over care, employment disputes** and more
 - **ADR Strategies for In-House Counsel**: approaches that help **minimize legal costs, preserve critical relationships** and **keep important projects on track**
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JAMS Resolution Centers

NORTH AMERICA

Atlanta, GA
Boca Raton, FL
Boston, MA
Century City, CA
Chicago, IL
Dallas, TX
Denver, CO
Detroit, MI
Houston, TX
Inland Empire, CA

Las Vegas, NV
Los Angeles, CA
Miami, FL
Minneapolis, MN
New York, NY
Orange County, CA
Philadelphia, PA
Sacramento, CA
San Diego, CA
San Francisco, CA
Santa Rosa, CA

Seattle, WA
Silicon Valley, CA
St. Louis, MO
Toronto, ON
Walnut Creek, CA
Washington, DC

UNITED KINGDOM

London, UK

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