

WHITESHOE

Conduct

Standards of Conduct for Parties and
Representatives

www.whiteshoe.net

Rules effective from April, 2024



Whiteshoe strives to provide dispute resolution services in accordance with our Shared Mission, Vision and Values.

Whiteshoe requires that parties and their representatives (“Participants”) conduct themselves in an appropriate manner when utilizing Whiteshoe’s services. Participants in Whiteshoe cases are required to abide by the following standards of conduct, and failure to do so may result in Whiteshoe declining to further administer a particular case or caseload.

- Participants in Whiteshoe-administered cases shall treat all employees and others involved in the proceedings in a courteous, respectful and civil manner.
- Participants must respect Whiteshoe’s policy against any form of unlawful discrimination based on an individual’s gender, race, ethnicity, age, religion, national origin, or any other legally-protected characteristic.
- Participants shall not engage in harassing, threatening, or intimidating conduct toward Whiteshoe employees or arbitrators/mediators.
- Party representatives shall advise their clients and witnesses of the appropriate conduct that is expected of them during the proceedings.
- Participants shall refrain from using vulgar, profane, or otherwise inappropriate language.
- Participants shall direct case-related communications only to their assigned case management staff at the phone, email, or address provided by Whiteshoe staff, and shall copy the other parties on such communications as required by the rules governing the case, or as directed by Whiteshoe. Those assigned case-management staff will raise matters with other Whiteshoe executives directly and as necessary.
- Participants shall not contact members of Whiteshoe’s ownership on case-related matters. Whiteshoe’s ownership has no involvement in the day-to-day management of Whiteshoe, and Whiteshoe officers do not have any authority or input regarding the administration or outcome of a particular matter.
- Threats of violence or other unlawful conduct will not be tolerated and will be forwarded to law enforcement authorities.
- Participants shall not repeatedly file unmeritorious demands for arbitration, pleadings, or other papers, or engage in other tactics that Whiteshoe or an arbitrator determines are frivolous, filed for the purpose of harassment, or primarily intended to cause unnecessary delay or increased costs.
- Participants shall not withdraw a previously filed matter for the purpose of refileing the same or similar matter due to their discontent with the actions or decisions of Whiteshoe, its case administrator, or the arbitrator/mediator.
- Participants shall not have previously been declared to be a vexatious litigant or similar equivalent in any state or federal court or by an arbitrator in a prior arbitration.