



Qualification Criteria and Responsibilities for Members of the AAA® Panel of Franchise Arbitrators

The American Arbitration Association® (AAA) is the nation's leading provider of alternative dispute resolution services. The AAA is committed to offering a Panel of Franchise Arbitrators in whom parties can have the utmost confidence, comprised of individuals with whom the Association has a strong and positive relationship with and is based primarily on caseload needs and user preferences.

Qualification Criteria

Members on the AAA Panel of Franchise Arbitrators must meet or exceed the following qualification criteria:

- Legal Professional: Attorney with a minimum of 10 years in legal practice with at least 30% of practice within the past 10 years devoted to the practice of franchise law or having acted as an arbitrator in a minimum of 10 franchise cases throughout one's careers or arbitrated at least 3 franchise cases within the last 5 years.
- Educational degree(s) and/or professional license(s) appropriate to the neutral's field of expertise.
- Honors, awards and citations demonstrating leadership in franchise law or field.
- Training in dispute resolution and experience in arbitrations and other forms of dispute resolution.
- Membership in relevant business, trade or professional associations.
- Other relevant experience or accomplishments (e.g. published articles).

Responsibilities

Members on the AAA Panel of Franchise Arbitrators must understand and support their responsibilities to the Alternative Dispute Resolution (ADR) process, the parties that they serve, and the AAA. The responsibilities inherent in the role of a Neutral include:

Neutrality

- Freedom from bias and prejudice.
- Commitment to impartiality and objectivity.
- Ability to evaluate and apply legal, business or trade principles.



Judicial Capacity

- Appropriate temperament – unbiased, patient, professional.
- Dispute resolution skills: Ability to manage the hearing process.
- Thorough and impartial evaluation of testimony and other evidence.

Reputation

- Held in the highest regard by peers for integrity, fairness and good judgment.
- Dedicated to upholding the *AAA Code of Ethics for Arbitrators in Commercial Disputes*.

Commitment to ADR Process

- Willingness to devote time and effort when selected to serve. in accordance with the needs of the parties.
- Willingness to commit to speed, economy, and a just resolution.
- Willingness to support efforts of the AAA and the policies and practices the AAA applies to best serve the field of ADR.
- Willingness to successfully complete annual training under the guidelines of the Commercial Arbitration Development Program.

The composition of the Roster of Neutrals is at the sole discretion of the AAA, including the selection and retention decisions of arbitrators and mediators. Continuation on the Roster or an Industry Panel is subject to standard review based on service need, qualifications and performance, as deemed appropriate by AAA. Neither acceptance to the Roster nor appointment to cases shall make any member of the Roster of Neutrals an employee, agent or independent contractor of the AAA.