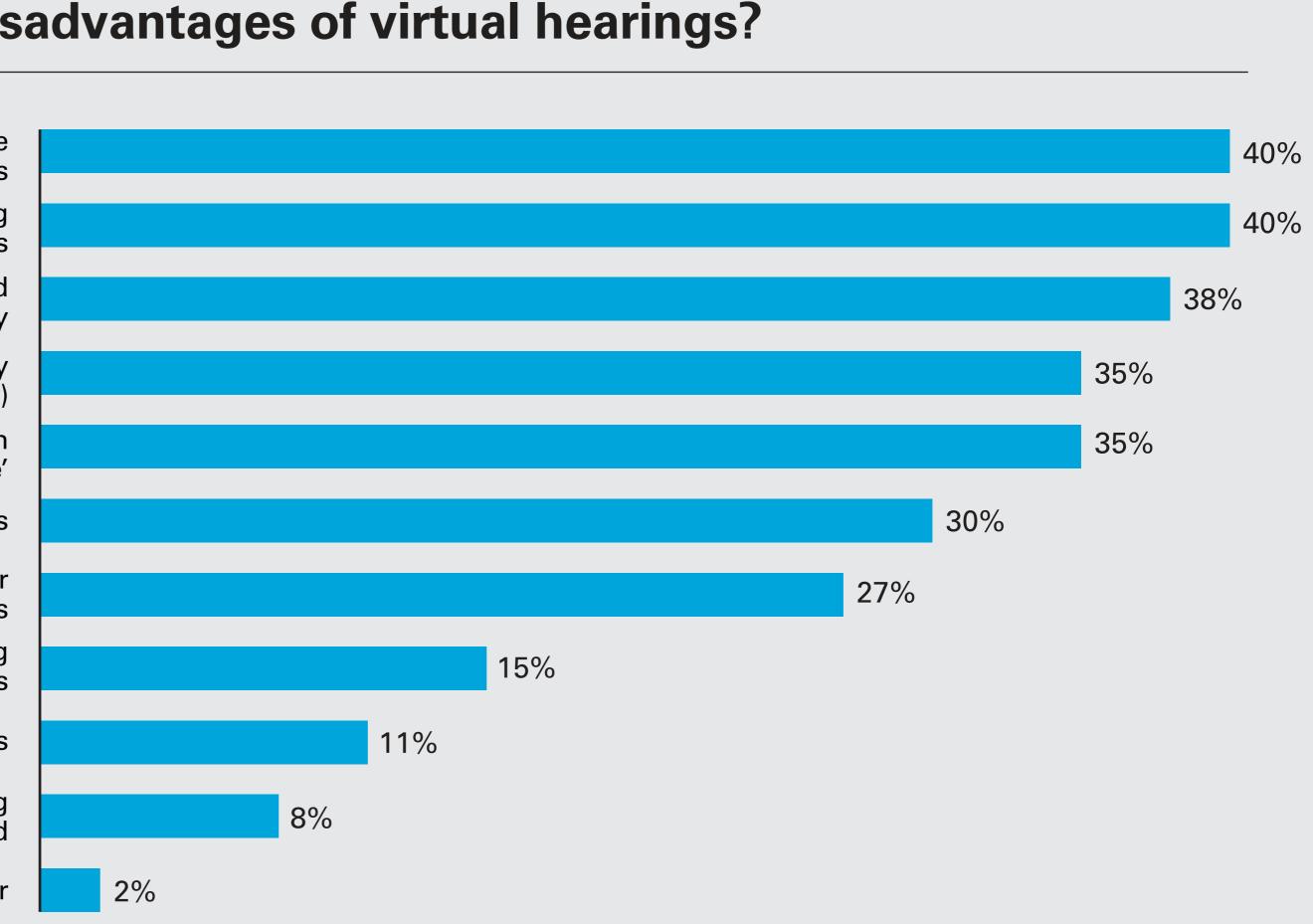
Chart 16: What are the main disadvantages of virtual hearings?



Difficulty of accommodating multiple or disparate time zones

Harder for counsel teams and clients to confer during hearing sessions, i.e., other than in breaks

> More difficult to control witnesses and assess their credibility

Technical malfunctions and/or limitations (including inequality of access to particular and/or reliable technology)

> More difficult for participants to maintain concentration due to 'screen fatigue'

Confidentiality and cybersecurity concerns

More difficult to 'read' arbitrators and other remote participants

Harder for arbitrators to confer during hearing sessions, i.e., other than in breaks

Potential for ethical or procedural abuses

Potential due process concerns impacting enforceability of any award

Other