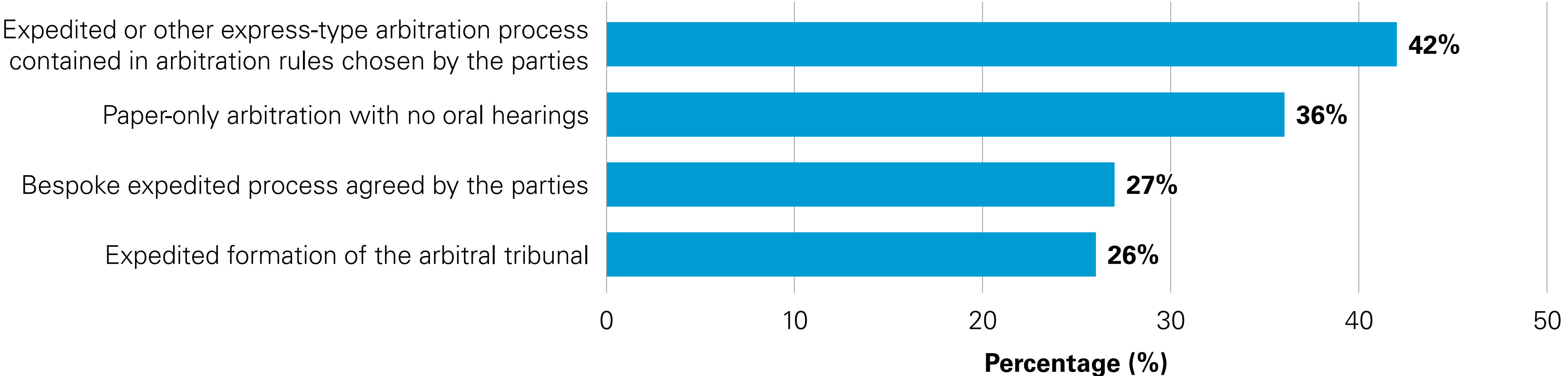


Chart 11: Have you used the following procedural mechanisms to expedite arbitrations in the past five years?

Experience with mechanism out of total survey respondents



Assessment of mechanisms and future preference (percentage of respondents who have used the mechanism)

