

Table of Contents

ACKNOWLEDGEMENTS	v
FOREWORD	1
SECTION 1: PRIMER FOR CLAUSE DRAFTING	
1.1 Leading Companies’ Use of Predispute Resolution Clauses in Business-to-Business Agreements	3
1.2 The Three Primary Dispute Resolution Processes for Clause Drafting	7
1.3 Effectiveness of Consensual Processes and When to Consider Using	9
1.4 Current Climate of Arbitration and When to Consider Selecting	13
1.5 Institutional Procedures and Rules	15
Section Endnotes	17
SECTION 2: DRAFTING DISPUTE RESOLUTION CLAUSES	
2.1 General Guidelines and Multi-Step Clause Overview	19
2.1.1 General Guidelines	19
2.1.2 Multi-Step Clause Overview	20
2.2 Consensual Processes	25
2.2.1 Negotiation	25
Overview	25
Features	25
When to Consider Using	25
CPR Model Negotiation Clauses	25
Drafting Issues Checklist	26
2.2.2 Mediation	29
Overview	29
Features	29
When to Consider Using	30
CPR Model Mediation Clauses	30
Drafting Issues Checklist	32
2.2.3 Minitrial	38
Overview	38
Features	38
When to Consider Using	39
CPR Model Minitrial Clause	39
Drafting Issues Checklist	39
2.3 Adjudicative Processes	43
2.3.1 Arbitration	43
Overview	43
Variations	43
Features	44

	When to Consider Using	44
	CPR Model Arbitration Clause	45
	Drafting Issues Checklist	45
2.3.2	Litigation	69
2.3.3	Private Judging by Consent	69
	Overview	69
	Features	69
	When to Consider Using	70
	Sample Clause	70
	Drafting Issues Checklist	70
2.4	Hybrid Processes	71
2.4.1	Med-Arb	71
	Overview	71
	Features	71
	When to Consider Using	71
	Model Clauses & Drafting Issues Checklist	72
2.4.2	Fact Finding	72
	Overview	72
	Features	72
	When to Consider Using	72
	Sample Clause	72
	Drafting Issues Checklist	73
2.5	Dispute Prevention Processes	75
2.5.1	Partnering	75
	Overview	75
	Features	75
	When to Consider Using	75
	Sample Clauses	76
	Drafting Issues Checklist	77
2.6	International Clauses	79
2.6.1	CPR Model Clauses	79
2.6.2	Special Considerations	80
	Special Considerations Checklist	80
2.6.3	Useful Resources	82
	Section Endnotes	83

SECTION 3: LEADING COMPANIES' DISPUTE RESOLUTION CLAUSES AND AGREEMENTS

	Overview	93
3.1	Accounting	95
3.1.1	Engagement Letter — Ernst & Young LLP	95
	Model Dispute Resolution Procedures — Mediation	95
	Model Dispute Resolution Procedures — Arbitration	96

3.2	Banking	97
3.2.1	Sample Amendment to Letter Agreement	97
3.3	Beverages	99
3.3.1	Supply Agreement, Version 1 — The Coca-Cola Company	99
3.3.2	Supply Agreement, Version 2 — The Coca-Cola Company	100
3.3.3	Master Architectural Services Agreement — The Coca-Cola Company	101
3.4	Business	103
3.4.1	Sale of a Business — Purchase Price Adjustment	103
3.5	Business Equipment and Services	105
3.5.1	Stepped ADR, US/Canada/Americas (Long Form) — Xerox Corporation	105
3.5.2	Stepped ADR, US/Canada/Americas (Short Form) — Xerox Corporation	106
3.5.3	Stepped ADR, Asia Pacific (Long Form) — Xerox Corporation	107
3.5.4	Stepped ADR, Asia Pacific (Short Form) — Xerox Corporation	109
3.5.5	Stepped ADR, Europe/Africa (Long Form) — Xerox Corporation	109
3.5.6	Stepped ADR, Europe/Africa (Short Form) — Xerox Corporation	111
3.6	Electronics	113
3.6.1	Multi-Step Dispute Resolution Clause — Sony Electronics Inc.	113
3.7	Energy	115
3.7.1	Purchase and Sale Agreement — ChevronTexaco Corporation	115
3.7.2	Real Estate Lease Clause (CA) — ChevronTexaco Corporation	116
3.7.3	Brokerage Clause (CA) — ChevronTexaco Corporation	117
3.7.4	Contractor Agreement — Conoco, Inc.	118
3.7.5	Construction Contract of Small Energy Plant — Constellation Energy Group	118
3.8	Engineering, Construction and Project Management	121
3.8.1	Sample Step Negotiation-Mediation Clause	121
3.9	Health Products, Services, Pharmaceuticals	123
3.9.1	Johnson & Johnson Model International ADR Clauses	123
	Clause(s) A: English-Speaking World	123
	Johnson & Johnson 3.9.1 Endnotes	125
3.9.2	Johnson & Johnson International ADR Clauses	126
	Clause(s) B: Northern Europe	126
	Johnson & Johnson 3.9.2 Endnotes	128
3.9.3	Johnson & Johnson Model International ADR Clauses	129
	Clause(s) C: The Pacific Basin	129
	Johnson & Johnson 3.9.3 Endnotes	131
3.9.4	Johnson & Johnson Model International ADR Clauses	132
	Clause(s) D: Southern Europe, Africa & The Middel East	132
	Johnson & Johnson 3.9.4 Endnotes	134
3.9.5	Johnson & Johnson Model International ADR Clauses	135
	Clause(s) E: Latin America	135
	Johnson & Johnson 3.9.5 Endnotes	137

3.9.6	Johnson & Johnson Model International ADR Clauses	138
	Version F: “BIG DEAL” Clause	138
3.9.7	Johnson & Johnson Dispute Resolution	138
	Johnson & Johnson 3.9.6 & 3.9.7 Endnotes	143
	Johnson & Johnson Dispute Resolution Clauses – Domestic	145
3.9.8	Clause I — Short Form Combined Arbitration & Mediation Agreement	145
3.9.9	Clause II — Long Form Arbitration Agreement	145
3.9.10	Clause III — Mediation — For Use With Long Form Arbitration Or Expedited Litigation Agreement	148
3.9.11	Clause IV — Expedited Litigation	149
3.9.12	Supply Agreement	150
3.10	Insurance	155
3.10.1	Excess Agreement — AEGIS Insurance Services, Inc.	155
3.11	Manufacturing and Distribution	157
3.11.1	Generic Dispute Resolution Clause — Georgia-Pacific Corporation	158
3.11.2	Purchase Order General Terms and Conditions — PPG Industries, Inc.	158
3.11.3	Commercial Transactions for the Sale and Purchase of Raw Materials, Goods — PPG Industries, Inc.	158
3.11.4	Construction/Engineering Service Agreements — PPG Industries, Inc.	162
3.11.5	Intellectual Property – PPG Industries, Inc.	162
3.11.6	E-Commerce — PPG Industries, Inc.	166
3.11.7	Environmental — PPG Industries, Inc.	167
3.11.8	Distributor Agreement — Armstrong World Industries, Inc.	169
3.12	Real Estate - Commercial	171
3.12.1	Arbitration Procedure For Determining Fair Market Rent In Renewal Of A Commercial Lease — Prologis Development Services Inc. & eToys Distribution, LLC	171
3.13	Technology	173
3.13.1	Arbitration Clause From A Purchasing Agreement Between A U.S. Company And A German Company — Advanced Micro Devices USA and AMD Holding GMBH	173
3.14	Telecommunications	175
3.14.1	Standard Dispute Resolution Clause	175
3.14.2	Contractor/Consultant Dispute Resolution Clause	175
3.14.3	Purchase Order Dispute Resolution Language	176
3.15	Other	177
3.15.1	Mediated Settlement Agreements	177
APPENDICES		
	Appendix A. CPR Model Clauses and Sample Language	179
	Appendix B. CPR Rules for Non-Administered Arbitration (2005)	183
	Appendix C. CPR Mediation Procedure (1998)	199
INDEX		
		206