



American Arbitration Association® MN No-Fault Insurance Standards of Conduct for Parties and Representatives

The American Arbitration Association (“AAA®”) and its international division, the International Centre for Dispute Resolution® (“ICDR®”) strive at all times to provide dispute resolution services in accordance with our Shared Mission, Vision and Values. AAA and ICDR employees’ conduct is governed by *Ethics and Business Conduct*, and the conduct of arbitrators and mediators is governed by separate codes of ethics as well.¹

The AAA also requires that parties and their representatives (“Participants”) conduct themselves in an appropriate manner when utilizing the AAA’s services. Participants in AAA cases are required to abide by the following standards of conduct, and failure to do so may result in the AAA reporting such conduct to the Minnesota No-Fault Standing Committee.

- Participants in AAA-administered cases shall treat all employees and others involved in the proceedings in a courteous, respectful and civil manner.
- Participants must respect the AAA’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 AAA employees or arbitrators.
- 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 communication only to their assigned case management staff at the phone, email or address provided by AAA staff, and shall copy the other parties on such communications as required by the rules governing the case or as directed by the AAA or arbitrator. Those assigned case-management staff will raise matters with other AAA executives directly and as necessary.
- Participants shall not contact members of the AAA’s Board of Directors on case-related matters. The AAA’s Board has no involvement in the day-to-day management of the AAA, and 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.

¹ These codes include the *Code of Ethics for Arbitrators in Commercial Disputes*.