

# SINGAPORE MEDIATION CHARTER

## Introduction

The use of formal mediation is on the rise. Since the inception of the Singapore Mediation Centre (SMC) in 1997, SMC's principal and associate mediators have facilitated amicable settlements of disputes totalling more than S\$ 7.4 billion. More than 7,000 parties have voluntarily engaged in mediation and resolved their disputes in a private manner thus avoiding the costs associated with the adjudicatory processes. Globally, there is a growing appreciation of the time and financial savings, and long-term relationship benefits obtainable from mediated settlements.

Recognising the benefits available from mediation, jurisdictions like the United Kingdom<sup>1</sup>, North America,<sup>2</sup> and Hong Kong<sup>3</sup> have seen organisations come forward to formally pledge their commitment to resolve disputes outside traditional litigation channels. Cost-free and not legally binding, the pledge nevertheless succeeded in enabling signatories to achieve the following:-

- ❖ Recognition for commitment to and engagement in good corporate governance by safeguarding the organisation's interests through the willingness to use mediation to resolve disputes.
- ❖ Project an image of being client-friendly through a willingness to explore settling matters amicably with clients in the event of a dispute rather than aggressively pursuing claims in court.
- ❖ More opportunities to reap the benefits of mediation as signatories could use the pledge as a face-saving way to persuade other parties to initiate mediation proceedings.

---

<sup>1</sup><https://www.lawgazette.co.uk/practice/adr-pledge-may-change-approach-to-litigation/5038799.article>

<sup>2</sup> <https://www.cedr.com/foundation/corporate-adr-pledge/>

<sup>3</sup> <http://www.doj.gov.hk/mediatefirst/chi/pdf/pledgeSigneec.pdf>

## **What is the Singapore Mediation Charter**

SMC wishes to invite organizations in Singapore to be signatories to the Mediation Charter whereby, the signatory signals its commitment to promoting mediation through five core actions:-

- ❖ Action 1: Considering mediation as a first resort to resolve the organization's disputes with other persons or organizations;
- ❖ Action 2: Inserting a mediation clause(s) in agreements and forms that the organization is a party to, whenever appropriate;
- ❖ Action 3: Engaging its staff and members in programmes which equip them with the knowledge and skills of mediation;
- ❖ Action 4: Displaying its name as a signatory to the Mediation Charter on the Singapore Mediation Charter website; and
- ❖ Action 5: Placing a specially designed "Mediation Charter" logo or SMC logo on the organization's website or a link which is hyperlinked to the Singapore Mediation Centre's website where applicable.

## **Exclusive Benefits for Signatories**

SMC would be offering all signatories the following exclusive benefits:-

- ❖ For quantum of claim above \$250,000, signatories enjoy \$500 off their mediation fees (discount is not applicable for the \$267.50 filing fee);
- ❖ 15% discount off full rates for staff of the signatories who register for the SMC's public conflict management workshops and seminars;
- ❖ 15% off customized in-house conflict management workshops conducted by SMC;
- ❖ A complimentary one-hour talk, "Introduction to Mediation at SMC", for a minimum of 30 attendees identified by the signatories;
- ❖ Complimentary legal consultation on the drafting of mediation clauses for the organization's use;
- ❖ Consultation and support from SMC's panel of mediation experts for the development of in-house mediation infrastructure;
- ❖ Complimentary listing of the organization's name on a dedicated Mediation Charter website administered by SMC, with a hyperlink to the organization's website; and
- ❖ Invites to exclusive and invitation only events, which include SMC or SMC supported mediation-related events.



We, \_\_\_\_\_

acknowledge that the use of mediation to resolve disputes is an effective way to find creative, relationship-building and long-term solutions that cannot be obtained through adversarial dispute resolution processes. We further understand that mediation, when engaged in good faith and voluntarily, can offer parties a faster, cheaper, less risky and less stressful method of dispute resolution.

Recognising the above and to signal our commitment, we shall do our best to promote the use of mediation in Singapore through the following:

**Action 1**

When differences arise between us and another person or organisation, we are prepared to explore the use of mediation in good faith to resolve the differences before pursuing adversarial processes. Should either party consider that a dispute is not suitable for mediation, or if mediation is adopted, but does not produce results satisfactory to the parties, either party may end the mediation and proceed to resolve their dispute through other dispute resolution mechanisms.

**Action 2**

Where appropriate and suitable, we will insert a mediation clause in any contract, agreement or form which we are party to.

**Action 3**

We shall endeavour to promote mediation to our staff and engage them in programmes which equip them with the knowledge and skills to resolve conflicts amicably.

**Action 4**

We agree for our Organisation's name to be published on the Singapore Mediation Centre (SMC)'s Charter website or in any other media, to enable third parties to identify us as a signatory to this Charter.

**Action 5**

We will display the SMC logo or a link which is hyper-linked to SMC's website in the form and design designated by SMC on our website where applicable.

*This declaration is not intended to create any legally binding obligation, or to override any obligations of a professional adviser to its client.*

Signature and Company Stamp:

Name:  
Designation:  
Date:

Contact Person Particulars

Title:  Mr       Mrs       Ms       Dr       Prof

Others (Please specify: \_\_\_\_\_)

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Organisation: \_\_\_\_\_

Unique Entity Number (UEN): \_\_\_\_\_

Mailing Address: \_\_\_\_\_

\_\_\_\_\_

Tel: \_\_\_\_\_

Fax: \_\_\_\_\_

Email Address: \_\_\_\_\_

Please send your completed form via post/ fax/ email to:

Ms Rebecca Foo/ Ms Sywell See  
Singapore Mediation Centre  
1 Supreme Court Lane, Level 4  
Singapore 178879  
Tel: 6332 4366  
Fax: 6333 5085  
Email: [rebecca\\_foo@sal.org.sg](mailto:rebecca_foo@sal.org.sg) / [sywell\\_see@sal.org.sg](mailto:sywell_see@sal.org.sg)

**SINGAPORE MEDIATION CHARTER SIGNATORIES**  
**(AS AT 12 JANUARY 2018)**

1.	AAM Realty International Pte Ltd	36.	Government of Singapore Investment Corporation Pte Ltd
2.	Aegis Building & Engineering Pte Ltd	37.	Guthrie GTS Limited
3.	Association of Independent Producers Singapore	38.	HHMK Co. Pte Ltd
4.	Association of Independent Television Production Companies Singapore	39.	High Achievers Leadership Pte Ltd
5.	Alexandra Health	40.	High Achievers Learning Pte Ltd
6.	Alliance Tanker Chartering Pte Ltd	41.	High Achievers Outdoor Consultants Pte Ltd
7.	The American Chamber of Commerce in Singapore	42.	High Achievers Training Consultancy Pte Ltd
8.	Apex Ship Management Pte Ltd	43.	HILADT Architects Pte Ltd
9.	Arrowcrest Technologies Pte Ltd	44.	Hong Lam Marine Pte Ltd
10.	The Ascott Residence Trust Management Limited	45.	Hyflux Ltd
11.	AStar Success Pte Ltd	46.	Infotech Global Pte Ltd
12.	ATG Tours Pte Ltd	47.	Ingram Micro Asia Ltd
13.	AVA Insurance Brokers Pte Ltd	48.	IQKidz Pte Ltd
14.	Baird International Alliance Property Services	49.	Jobs and Staff Pte Ltd
15.	Baker Technology Limited	50.	Jurong Port Pte Ltd
16.	Banyan Tree Hotels & Resorts	51.	Keppel Land International Ltd
17.	Bronco Media House	52.	Kerry-Its Terminal Pte Ltd
18.	BW Group Limited	53.	KK Women's & Children's Hospital
19.	Camp High Achievers Pte Ltd	54.	Kwong Wai Shiu Hospital
20.	Car Club Pte Ltd	55.	Level Eight Pte Ltd
21.	Chamberz International Pte Ltd	56.	Lotus Travel Pte Ltd
22.	Chan Brothers Group of Companies	57.	M3 Marine Group Pte Ltd
23.	Citibank N.A., Singapore Branch	58.	Marina Bay Sands Pte Ltd
24.	Comfort DelGro Corporation Limited	59.	McDonald's Restaurants Pte Ltd
25.	Craftech Printing Services Pte Ltd	60.	Mediacorp Pte Ltd
26.	Creates 2 Design Pte Ltd	61.	MSIG Singapore (Insurance) Pte Ltd
27.	DezainWerkz Pte Ltd	62.	National Healthcare Group
28.	DP Architects Pte Ltd	63.	National University Hospital (S) Pte Ltd
29.	Energy Market Company Pte Ltd	64.	NTUC Choice Homes Co-operative Limited
30.	ERA Realty Network Pte Ltd	65.	Olam International Limited
31.	Ezra Holdings Ltd	66.	Olympia Travels & Tours (S) Pte Ltd
32.	Ezra & Macquarie Pte Ltd	67.	OP3 International Pte Ltd
33.	Far East Organization	68.	Parkway Pantai Limited
34.	G&L Chartered Business Consultants Pte Ltd	69.	Peerer Energy Pte Ltd
35.	Genesis Education Holding Pte Ltd	70.	Penny Chia Properties LLP
		71.	Pluris Pte Ltd
		72.	Print and Media Association, Singapore
		73.	Property Facility Services Pte Ltd

- |   |  |
|---|--|
| 74. PSA International Pte Ltd                             | 96. Singapore Management University                            |
| 75. PSB Academy Pte Ltd                                   | 97. Singapore Medical Group                                    |
| 76. Pullupstand.com Pte Ltd                               | 98. Singapore Press Holdings Limited                           |
| 77. P.U.S.H Music Pte Ltd                                 | 99. Singapore Turf Club  |
| 78. Q & M Dental Group (Singapore) Limited                | 100. Skylift Consolidator (Pte) Ltd                            |
| 79. Raffles Medical Group Ltd                             | 101. SP Consulting (International)                             |
| 80. Realty Master   | 102. Smile Inc Dental Surgeons Pte Ltd                         |
| 81. Ricoh (Singapore) Pte Ltd                             | 103. Soilbuild Group Holdings Ltd                              |
| 82. RSP Architects, Planners & Engineers (Pte) Ltd        | 104. Sportshub Pte Ltd   |
| 83. Rutledge E & P Pte Ltd                                | 105. ST Electronics (Training & Simulation Systems)<br>Pte Ltd |
| 84. Sakae Holdings Ltd                                    | 106. ST Marine Ltd   |
| 85. Screenwriters Association (Singapore)                 | 107. The Standard Club Asia Ltd                                |
| 86. SCW Engineering & Automotive                          | 108. Starhub Ltd   |
| 87. Singapore Chinese Chamber of Commerce &<br>Industry   | 109. Straits Law Practice LLC                                  |
| 88. Singapore Chinese Physicians' Association             | 110. Tall Ship Adventures Pte Ltd                              |
| 89. The Singapore Contractors Association Ltd             | 111. Tan Tock Seng Hospital                                    |
| 90. Singapore Estate Agents Association                   | 112. The Business Evaluation Centre                            |
| 91. Singapore General Hospital Pte Ltd                    | 113. Thomas Miller (South East Asia) Pte Ltd                   |
| 92. Singapore Health Services Pte Ltd                     | 114. Thyssenkrupp Elevator (Singapore) Pte Ltd                 |
| 93. Singapore Indian Chamber of Commerce &<br>Industry    | 115. Universal Music Pte Ltd                                   |
| 94. Singapore International Dispute Resolution<br>Academy | 116. Wildlife Reserves Singapore                               |
| 95. Singapore Malay Chamber of Commerce &<br>Industry     | 117. Yujin Holdings Ltd  |
|   | 118. YHS (Singapore) Pte Ltd                                   |
|   | 119. 8ightplus International Pte Ltd                           |

---

### **SAMPLE MEDIATION CLAUSE**

Any dispute arising out of or in connection with this agreement must be submitted for mediation at the Singapore Mediation Centre (SMC) in accordance with SMC's Mediation Procedure in force for the time being. Either/any party may submit a request to mediate to SMC upon which the other party will be bound to participate in the mediation within [45 days] thereof. Every party to the mediation must be represented by [senior executive personnel, of at least the seniority of a Head of Department] or its equivalent, with authority to negotiate and settle the dispute. Unless otherwise agreed by the parties, the Mediator(s) will be appointed by SMC. The mediation will take place in Singapore in the [English] language and the parties agree to be bound by any settlement agreement reached.