

more than the prevention and management of disputes on a construction site. DM is also relevant to employee grievance handling, to enterprise bargaining and to resolving disputes *within* a business between staff, managers, divisions and subsidiary businesses. Already businesses are developing DM systems to implement similar procedures to DRB's and DRA's *within* companies.

Also DM is relevant for customer complaints handling, to industry self regulation (eg. the Electricity Industry Code and Franchising Industry Code to name two using DM), to industrial relations, to development applications and to international joint ventures. In fact, DM is applicable to prevent, manage and resolve disputes in any business relationship.

I commend DM to you as *the* way in the 21st Century to prevent, manage and resolve disputes.

FOOTNOTES

- 1 This overview is based on an unpublished paper entitled "The Operation of Dispute Review Boards" by Peter Chapman delivered at a seminar on Dispute Review Boards held at the Hong Kong International Arbitration Centre 11 March 1995.
- 2 Ibid, p4.
- 3 Ibid.
- 4 J Lemley "The Dispute Review Board and the Channel Tunnel - A Case Study", an unpublished paper delivered at a seminar on Dispute Review Boards held at the Hong Kong International Arbitration Centre, 11 March, 1995.
- 5 This overview is based on "Dispute System Design in Hong Kong" by Colin Wall in 1994)1 *Commercial Dispute Resolution Journal*, 3.

INTERNATIONAL NOTES

Singapore and Bahrain have both adopted the United Nations Commission on International Trade Law (UNCITRAL) Model Law on International Commercial Arbitration.

CONFIDENTIALITY IN ARBITRATIONS

The High Court of Australia decision in *Esso Australia Resources & Ors v Plowman & Ors* (1995) 69 ALJR 404 (HC) see *The Arbitrator* Vol 14 No. 2 August 1995 at page 99, has been widely reported in overseas publications. In some instances the decision of the Court has been reported in full. The decision has aroused world wide interest. Whilst in Melbourne Dr Gerold Herrmann, Secretary General of UNCITRAL commented that the subject of confidentiality in international commercial arbitrations was probably the most important and complex issue to be addressed in the foreseeable future.