

► LAC CASE MANAGEMENT PLATFORM GUIDELINES



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INTRODUCTION

On 1st October 2025, the Luxembourg Arbitration Center (the “LAC”)¹ introduces its new secure digital platform (the “Platform”)² and offers the service for all arbitration proceedings subject to the LAC Rules 2025 or any subsequent versions of the Rules (the “Rules”).

The Platform offers a confidential, efficient and dedicated case-related site in which all information and documents related to the arbitration proceedings are notified, stored and accessible for all arbitration participants (arbitrators, tribunal secretaries, parties, representatives, expert) (the “Arbitration participants”). It thus enhances security, transparency and streamlined case management to all Arbitration participants.

The Platform is based on the HighQ system, a cloud-based project management and collaboration software from Thomson Reuters. The Platform is stored and managed on secure servers in Germany. The Platform meets high security requirements and thus complies with the requirements of date security, confidentiality and data protection.

The Platform is available on computers, tablets, and mobile phones.

These Guidelines contain practical information on the use of the Platform. Nothing in it shall be construed as interpreting, altering or overriding the Rules, unless explicitly stated otherwise herein.

1 The Luxembourg Arbitration Center, operated by the Luxembourg Chamber of Commerce, 7 rue Alcide de Gasperi, L-1615 Luxembourg. LAC is a department of the Luxembourg Chamber of Commerce and has no separate legal personality. Hence, all references to LAC shall be understood as relating to the Luxembourg Chamber of Commerce as the acting legal entity.

2 available at the following URL: <https://lac.cc.lu/>

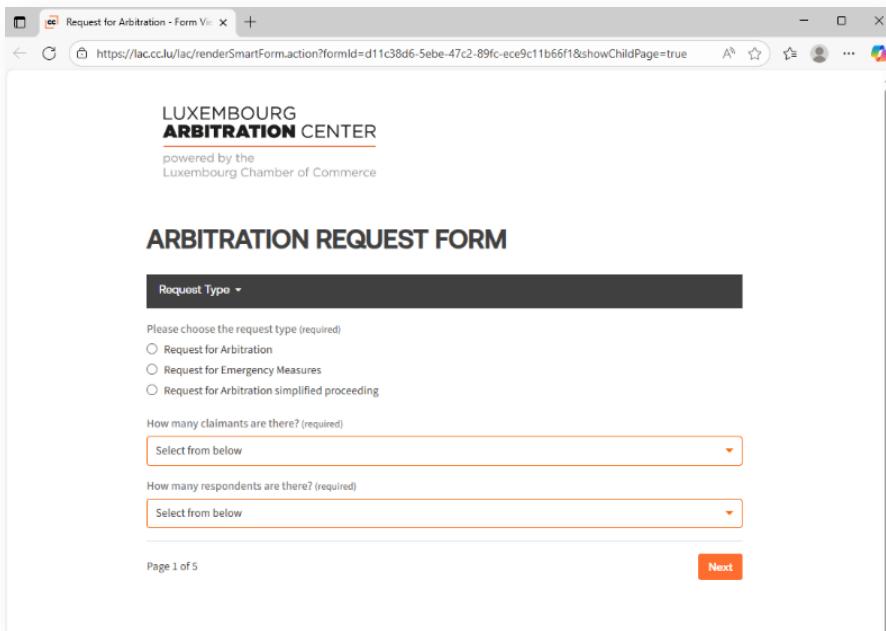
A) FILING A REQUEST FOR ARBITRATION, DESIGNATION OF PLATFORM USERS AND ACCESS TO THE CASE SITE

1. GENERAL INFORMATION

All arbitration proceedings subject to the Rules will dispose of a case-related site within the Platform (the "Case Site" or "Site"), specifically created for this purpose, to which only the LAC (Arbitration Council and Secretariat) and the Arbitration participants will have access.

2. FILING A REQUEST FOR ARBITRATION

The request for arbitration and documents annexed thereto shall be submitted to the LAC Secretariat (the "Secretariat") by using the online form available on the LAC website³ (the "[Online form](#)").



The screenshot shows a web browser window for the "Request for Arbitration - Form View". The URL is <https://lac.cc.lu/lac/renderSmartForm.action?formId=d11c38d6-5abe-47c2-89fc-ece9c11b66f1&showChildPage=true>. The page title is "Request for Arbitration".

The header includes the "LUXEMBOURG ARBITRATION CENTER" logo, powered by the Luxembourg Chamber of Commerce.

The main section is titled "ARBITRATION REQUEST FORM".

The first step is a "Request Type" dropdown menu. The instructions say: "Please choose the request type (required)". The options are:

- Request for Arbitration
- Request for Emergency Measures
- Request for Arbitration simplified proceeding

Below this are two dropdown menus for "How many claimants are there? (required)" and "How many respondents are there? (required)", both labeled "Select from below".

At the bottom, it says "Page 1 of 5" and has a "Next" button.



Claimants are encouraged to complete all fields and attach all requested files.

Claimants are advised to contact the Secretariat prior to filing a request for arbitration so that the Case Site can be provided in a timely manner.

3. USERS DESIGNATION

Each Arbitration participant must, as soon as involved in the arbitration proceedings, designate at least one Platform user (the “User” or “Users”) and provide the Secretariat with its e-mail address.

Users will have access to the Case Site and will be authorized to upload and review documents.

If an Arbitration participant is represented in the arbitration proceedings, the User must necessarily be one of its representatives. Each Arbitration participant can designate no more than 10 Users.

If several Arbitration participants are represented by the same representatives, they must designate the same Users.

If an Arbitration participant is not represented, the User must be the Arbitration participant itself.

Claimants are deemed to have designated as Users all persons they have indicated in the “Claimant’s Representative(s) in the arbitration proceedings” field of the Online form.



4. INVITATION TO ACCESS THE CASE SITE

Once the request for arbitration has been submitted, provided that (i) all the conditions required by the Rules are fulfilled and (ii) the Secretariat has all the necessary information, the Users will receive an invitation to access the Case file by e-mail.

 Naoufel Jemai<noreply-lac@highq.com>  Répondre  Répondre à tous  Transférer |     Lun 03/11/2025 14:22

À :

Le contenu de ce message a été partiellement bloqué car l'expéditeur ne figure pas dans votre liste d'expéditeurs approuvés.

Cindy,

You have been invited to the **LAC 2025-09-13 Claimant 1 - Respondent 1** Case site by **Naoufel Jemai** from Luxembourg Arbitration Centre.

We kindly remind you that according to the Rules, all communications and notifications shall be deemed to have been properly made on the day on which it has been placed on the Platform.

[Please click here to login.](#)

THE ABOVE LINKS CONTAIN SENSITIVE DETAILS THAT ARE SPECIFIC TO YOUR USER ACCOUNT.
PLEASE DO NOT FORWARD THIS EMAIL TO ANYONE ELSE.

For technical and user support please email the [Luxembourg Arbitration Center Secretariat](#).

Kind regards,

Luxembourg Arbitration Centre

 [HighQ](#)
© 2025 Thomson Reuters | [Terms of use](#) | [Manage email preferences](#)

For security reasons, access to the Case Site must always be applied for with the Secretariat. Arbitration participants cannot themselves gain access or invite other people to the Case Site.

5. ARBITRAL TRIBUNAL

The arbitrators will receive an invitation to access the Case Site by e-mail once confirmed or appointed by the Arbitration Council. The sending of this invitation is deemed to constitute transfer of the file within the meaning of the Rules.



B) REGISTRATION AND LOGIN

1. REGISTRATION

When accessing the Platform for the first time, Users will be required to register.

To do so, Users must use a computer to start the registration process, and a mobile phone to scan a QR code that will appear on their computer in order to authenticate their registration.

Users must (i) accept the LAC Terms of Use, (ii) select a secure password and (iii), fill out the user profile (the “User profile”) completely.

The screenshot shows the 'Edit profile' page of the LAC Case Management Platform. The 'About me' tab is selected in the sidebar. The main form is titled 'Edit profile' and contains the following fields:

- Contact information** (selected tab):
 - Profile picture: A purple placeholder image with 'MS' on it. A 'Change' button is below it.
 - First name (required): representative
 - Last name (required): x
 - Job title: Counsel
 - Department: None
 - Company: Luxembourg Arbitration Centre
 - Office address: (Unknown)
 - Email address (required): respondent
 - Office phone: + [redacted] [redacted] [redacted]
 - Mobile phone: + [redacted] [redacted]
 - Assistant: Enter an assistant name
 - Assistant email: Enter assistant email
- Contact information**:
 - Links

The Secretariat will be happy to assist with these steps.



2. LOGIN

Log In - Luxembourg Arbitration Center

https://lac.cc.lu/lac/LoginRequiredPage.action

LUXEMBOURG
ARBITRATION CENTER

powered by the
Luxembourg Chamber of Commerce

Welcome to Collaborate

Email

Password

Remember me

Sign in

Reset your password | Log in through HighQ Hub

Microsoft Authentication

If you need technical support, please email Arbitration@cc.lu.

Thomson Reuters

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Once registered, Users may log in to the Platform at any time and from any location.

For security reasons, the login to the Platform is made using two-factor authentication.

After entering the e-mail address and password, during each login process, the Users will have the choice between:

- using an authentication App, or
- asking for a code to be sent to the registered e-mail address, which must be entered within five minutes.

Only after this two-stage login process, Users gain access to the Case Sites that are available to them.

People involved in multiple arbitration proceedings on the Platform use the same User profile to access all Case Sites (single login).





C) USING THE PLATFORM

1. SCOPE OF USE

According to the Rules, (i) all communications and notifications shall be made through the Platform and (ii) a communication or notification shall be deemed to have been properly made on the day on which it has been placed on the Platform.

In the event of technical problems with the Platform, Users are requested to contact the Secretariat immediately.

2. COMMUNICATION AND NOTIFICATION

Once Users have been invited to the Case Site, all correspondence, submissions and documents related to the arbitration proceedings must be directly uploaded by the Users to the Case Site. For further details, see Section E): Case Site structure and functions.

The uploading of correspondence, submission or document to the Case Site constitutes proper notification on the date of upload.

Unless otherwise provided in the Rules, no other means of communication or notification shall be deemed valid or accepted.

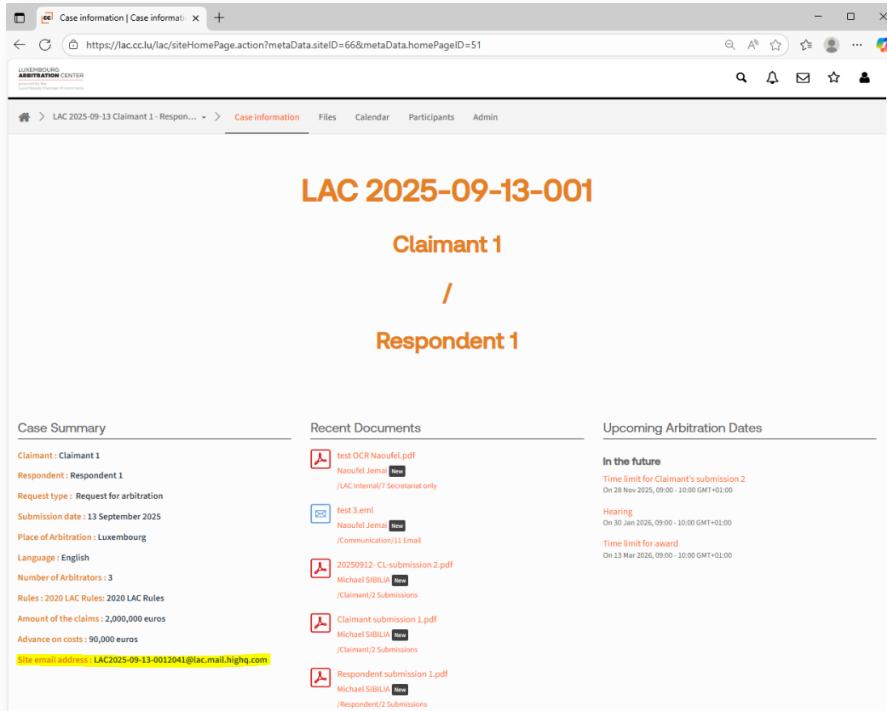
3. E-MAIL

A secure Case Site-dedicated e-mail address (the “Case Site e-mail”) is created exclusively for situations where the use of e-mail is provided by the Rules.

When using the e-mail in these situations, the Users must include as recipients: (i) all the Arbitration participants, (ii) the Secretariat and, (iii) the Case Site e-mail.



The Case Site e-mail can be found on the Case Site module «Case Information», under «Case summary».



The screenshot shows the Case Site interface for case LAC 2025-09-13. The top navigation bar includes 'Case information' and 'Case summary'. The main content area displays the case number 'LAC 2025-09-13-001' and the parties 'Claimant 1' and 'Respondent 1'. Below this, there is a 'Case Summary' section with various details such as 'Claimant: Claimant 1', 'Respondent: Respondent 1', 'Request type: Request for arbitration', 'Submission date: 13 September 2025', 'Place of Arbitration: Luxembourg', 'Language: English', 'Number of Arbitrators: 3', 'Rules: 2020 LAC Rules', 'Amount of the claims: 2,000,000 euros', and 'Advance on costs: 90,000 euros'. The 'Recent Documents' section lists several items, including an e-mail from 'Naoufel Jemni' and a submission from 'Michael SIBILU'. The 'Upcoming Arbitration Dates' section shows 'In the future' with a 'Time limit for Claimant's submission 2' on 28 Nov 2025 and a 'Hearing' on 30 Jan 2026. The 'Time limit for award' is on 13 Mar 2026. A yellow box highlights the e-mail from 'Naoufel Jemni' in the 'Recent Documents' list.

Sending to the Case Site e-mail will only work if the e-mail used for sending is registered as a User's e-mail on the Case Site.

E-mails properly sent to the Case Site e-mail will be automatically saved in the subfolder "Email" of the Case Site's Communication folder. However, as all e-mails are subject to virus scanning, they may not appear immediately in the sub-folder.

Users are invited to verify that their e-mails have been saved. Should any issue arise or if an e-mail appears to be missing, please contact the Secretariat.



4. USERS PARTICIPATION AND RESPONSABILITY

4.1 MANDATORY PARTICIPATION

All Users are required to actively participate in the arbitration proceedings through the Case Site. This includes the obligation to:

- Stay informed of any automatic emails that may be sent to them;
- Regularly log in to the Case Site to consult the files uploaded to the Platform;
- Upload all correspondence, submissions and documents related to the arbitration proceedings to the Case Site;
- Refrain from using any alternative means of communication or notification (e.g. e-mail, messaging apps, etc.) for exchanges related to the arbitration proceedings, unless provided by the Rules.

4.2 RESPONSIBILITY FOR UPLOADED CONTENT

Users are solely responsible for the files, information and any content they upload to the Case Site according to the LAC Terms of use.

4.3 USER PROFILE

Users will ensure that all their User profile information is, and remains continuously, true and complete.

In the event of any changes, Users must without any delay update their User profile and simultaneously inform the LAC Secretariat of the change.

In particular, Users must communicate without any delay all change of their contact details.

4.4 CHANGE OF USER

An Arbitration participant may request a change of User during the arbitration proceedings. This request must be addressed to the Secretariat.

Users must also inform the Secretariat without any delay of any termination of authorizations, responsibilities or professional activities that may impact their rights of access to the Case Site (e.g. termination of power of attorney).

In such case, the Secretariat will revoke access to the Case file site for the User concerned and, if required by the Arbitration participant, invite another User to access the Case file site.

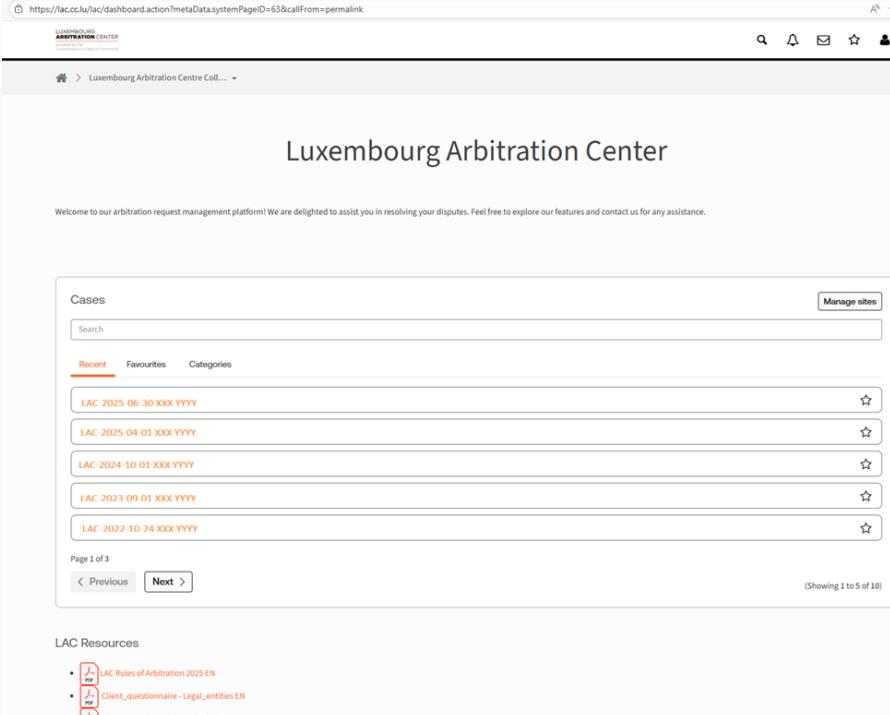
5. DURATION OF USE

The Case Site will be accessible to Users for the duration of the arbitration proceedings

After termination of the arbitration proceedings, the Case Site will remain accessible to Users for one year.

After that period, the Secretariat will terminate access to the Case Site. Users will be notified of this. If Users are interested in a longer duration of use for archiving purposes, they must request it to the Secretariat.

D) DASHBOARD STRUCTURE AND FUNCTIONS



The screenshot shows the Luxembourg Arbitration Center dashboard. At the top, there is a header with the LAC logo, a search bar, and user navigation icons. Below the header, the main title "Luxembourg Arbitration Center" is displayed. A welcome message is present: "Welcome to our arbitration request management platform! We are delighted to assist you in resolving your disputes. Feel free to explore our features and contact us for any assistance." The main content area is titled "Cases". It features a search bar and navigation tabs for "Recent", "Favourites", and "Categories". Under the "Recent" tab, a list of arbitration cases is shown, each with a star icon for favoriting. The cases listed are: "LAC 2025 06 30 XXX YYYY", "LAC 2025 04 01 XXX YYYY", "LAC 2024 10 01 XXX YYYY", "LAC 2023 09 01 XXX YYYY", and "LAC 2022 10 24 XXX YYYY". At the bottom of the "Cases" section, there are buttons for "Page 1 of 3", "Previous", "Next", and "Next >". A note indicates "(Showing 1 to 5 of 10)". Below the "Cases" section, there is a "LAC Resources" section containing a list of documents with small icons:

- LAC Rules of Arbitration 2025 EN
- Client_questionnaire - Legal_entities EN
- Client_questionnaire - Individual EN



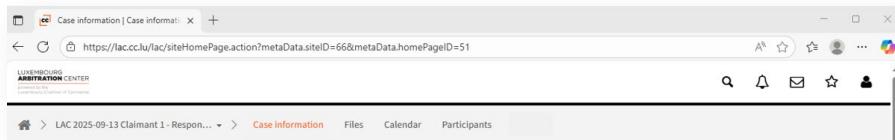
When logging into the Platform via <https://lac.cc.lu/>, Users are directed to a Dashboard that provides access to all Case Sites they have been granted access to.

The Dashboard also includes a “LAC Resources” section, where Users can find all LAC’s relevant documentation, such as the latest version of the Rules.

E) CASE SITE STRUCTURE AND FUNCTIONS

1. GENERAL INFORMATION

Each Case Site is structured in the same way, with a toolbar composed of four modules.





2. CASE INFORMATION

The screenshot shows the LAC Case Information module. At the top, a browser window displays the URL <https://lac.cc.lu/lac/siteHomePage.action?metaData.helpID=0&metaData.siteID=66&metaData.parentFolderID=1996>. The main content area is titled "LAC 2025-09-13-001". Below the title, the parties are listed: "Claimant 1" and "Respondent 1".

Case Summary

- Claimant : Claimant 1
- Respondent : Respondent 1
- Request type : Request for arbitration
- Submission date : 13 September 2025
- Place of Arbitration : Luxembourg
- Language : English
- Number of Arbitrators : 3
- Rules : 2020 LAC Rules
- Amount of the claims : 2,000,000 euros
- Advances on costs : 90,000 euros
- Site email address : LAC2025-09-13-001@lac.mail.hqhq.com

Recent Documents

- test OCR Naoufel.pdf (Naoufel Jemai, LAC internal/ Secretarial only)
- test 3.mrl (Naoufel Jemai, LAC internal/Secretarial)
- 20200912_CL submission 2.pdf (Michael SIBILLO, Claimant 1 Submissions)
- Claimant submission 1.pdf (Michael SIBILLO, Claimant 1 Submissions)
- Respondent submission 1.pdf (Michael SIBILLO, Respondent 1 Submissions)

Upcoming Arbitration Dates

- In the future**
- Time limit for Claimant's submission : On 28 Nov 2025, 09:00 10:00 GMT+01:00
- Meeting : On 30 Jun 2026, 09:00 10:00 GMT+01:00
- Time limit for award : On 11 Mar 2026, 09:00 10:00 GMT+01:00

Arbitrators

- Arbitrator 1 : arbitrator1@arbitrator1@gmail.com
- Arbitrator 2 : arbitrator2@gmail.com
- Arbitrator 3 : arbitrator3@gmail.com

LAC Secretariat

- AT : Anne-Sophie THEUSEN (Anne-Sophie.Theussen@cc.lu)

Claimant's Users

- CR : Claimant1 representative (inactive) (claimant1representative@cc.lu)

Respondent's Users

- RR : Respondent representative (inactive) (respondentrepresentative@cc.lu)

The first module is called «Case Information».

It provides the Users with a quick overview of the main characteristics of the arbitration proceedings ("Case summary").

It also provides easy access to recent files uploaded and upcoming arbitration dates.

It further contains contact details of the arbitrators, the Secretariat and the parties' Users.



3. FILES

3.1 GENERAL INFORMATION

The centerpiece of the Case Site is the “Files” module.

This is where all communications and notifications must be uploaded.

Files of any format and size can normally be uploaded, subject to the file size limitation imposed by the browser being used.

Users may be notified about the upload of a new file to which they have access by automatic e-mail. However, it is recalled that, according to the Rules, a communication or notification shall be deemed to have been properly made on the day on which it has been placed on the Platform.

The “File” module consists of 6 folders, each containing subfolders.

Name	Status	Author	Last modified
Communication		Michael SIBILIA	11 Sept 2025 10:21
Arbitral Tribunal		Michael SIBILIA	11 Sept 2025 10:21
Claimant		Michael SIBILIA	11 Sept 2025 10:21
Respondent		Michael SIBILIA	11 Sept 2025 10:21
LAC Internal		Michael SIBILIA	11 Sept 2025 10:21
Expertise		Michael SIBILIA	11 Sept 2025 10:21

Access rights (viewing, uploading) to folders and subfolders vary depending on the User. Please refer to the Appendix on Users access rights.

Each User is responsible for ensuring that their files are uploaded to a folder or subfolder accessible to the relevant Arbitration participants.

For security reasons, files cannot be removed, modified, or moved once they have been uploaded to the Case Site.

3.2 FILES NAMING

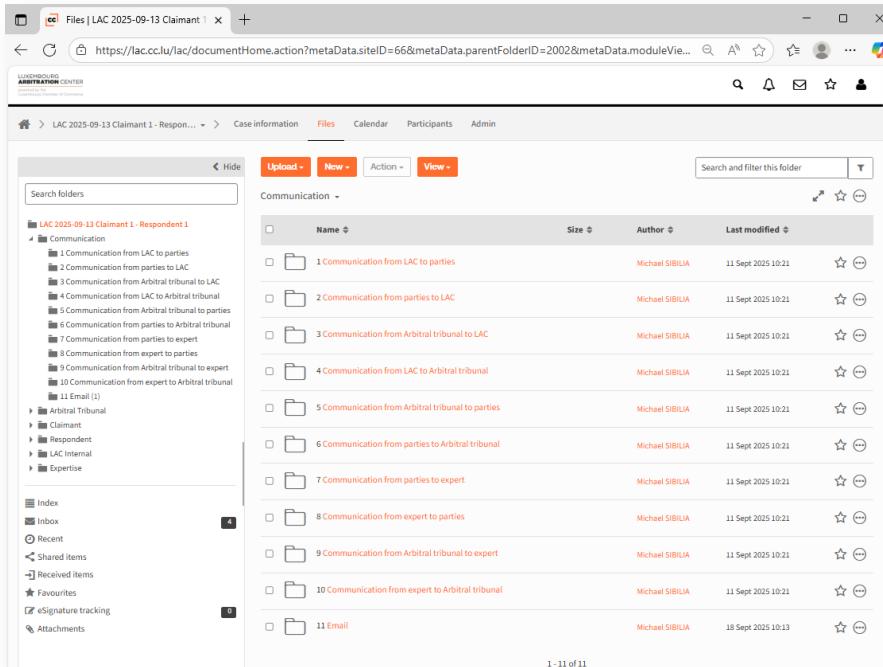
For ease of reference and unless agreed otherwise, Users are strongly invited to title their files, as far as possible, as follows: "(date in the following format: year, month, day) (sender) (type of file) (object)".

Examples:

- 20251031 C-Letter (request for an extension for submitting the answer)
- 20251128 C-reply to the Counterclaim

Exhibits and Legal Authorities may be designated in a clear and sequential way across all sets of files, using "C or CL- (number)" for Claimant's exhibits and Legal Authorities and "R or RL - (number)" for Respondent's exhibits and Legal Authorities.

3.3 COMMUNICATION



The screenshot shows a web-based document management system for the Luxembourg Chamber of Commerce. The top navigation bar includes links for 'Files | LAC 2025-09-13 Claimant 1' and a search bar. The main content area is titled 'Communication' and displays a list of files and folders. The list is organized by name, with columns for 'Name', 'Size', 'Author', and 'Last modified'. The files are categorized into sub-folders: '1 Communication from LAC to parties', '2 Communication from parties to LAC', '3 Communication from Arbitral tribunal to LAC', '4 Communication from LAC to Arbitral tribunal', '5 Communication from Arbitral tribunal to parties', '6 Communication from parties to Arbitral tribunal', '7 Communication from parties to expert', '8 Communication from expert to parties', '9 Communication from Arbitral tribunal to expert', '10 Communication from expert to Arbitral tribunal', and '11 Email'. The 'Author' column consistently lists 'Michael SIBILIA' and the 'Last modified' column shows dates from '11 Sept 2025 10:21' to '18 Sept 2025 10:13'. On the left sidebar, there are navigation links for 'Arbitral Tribunal', 'Claimant', 'Respondent', 'LAC Internal', 'Expertise', 'Index', 'Inbox', 'Recent', 'Shared items', 'Received items', 'Favourites', 'eSignature tracking', and 'Attachments'.

Name	Size	Author	Last modified
1 Communication from LAC to parties		Michael SIBILIA	11 Sept 2025 10:21
2 Communication from parties to LAC		Michael SIBILIA	11 Sept 2025 10:21
3 Communication from Arbitral tribunal to LAC		Michael SIBILIA	11 Sept 2025 10:21
4 Communication from LAC to Arbitral tribunal		Michael SIBILIA	11 Sept 2025 10:21
5 Communication from Arbitral tribunal to parties		Michael SIBILIA	11 Sept 2025 10:21
6 Communication from parties to Arbitral tribunal		Michael SIBILIA	11 Sept 2025 10:21
7 Communication from parties to expert		Michael SIBILIA	11 Sept 2025 10:21
8 Communication from expert to parties		Michael SIBILIA	11 Sept 2025 10:21
9 Communication from Arbitral tribunal to expert		Michael SIBILIA	11 Sept 2025 10:21
10 Communication from expert to Arbitral tribunal		Michael SIBILIA	11 Sept 2025 10:21
11 Email		Michael SIBILIA	18 Sept 2025 10:13

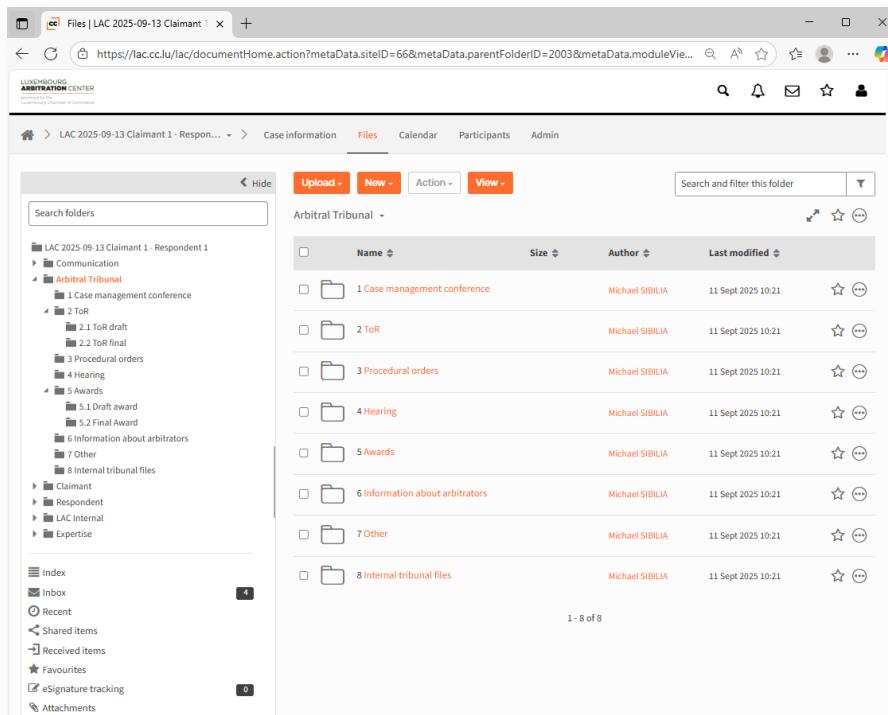
In the folder "Communication", Users must upload all communication addressed to any Arbitration participant (except submissions, exhibits and other procedural documents such as a request for challenge), in the appropriate sub-folder.



All e-mails properly sent to the Case Site e-mail address will be saved in the subfolder “Email”. For further details, see Section C) 3: E-MAIL.

Users must not upload any files to the “Email” subfolder themselves.

3.4 ARBITRAL TRIBUNAL



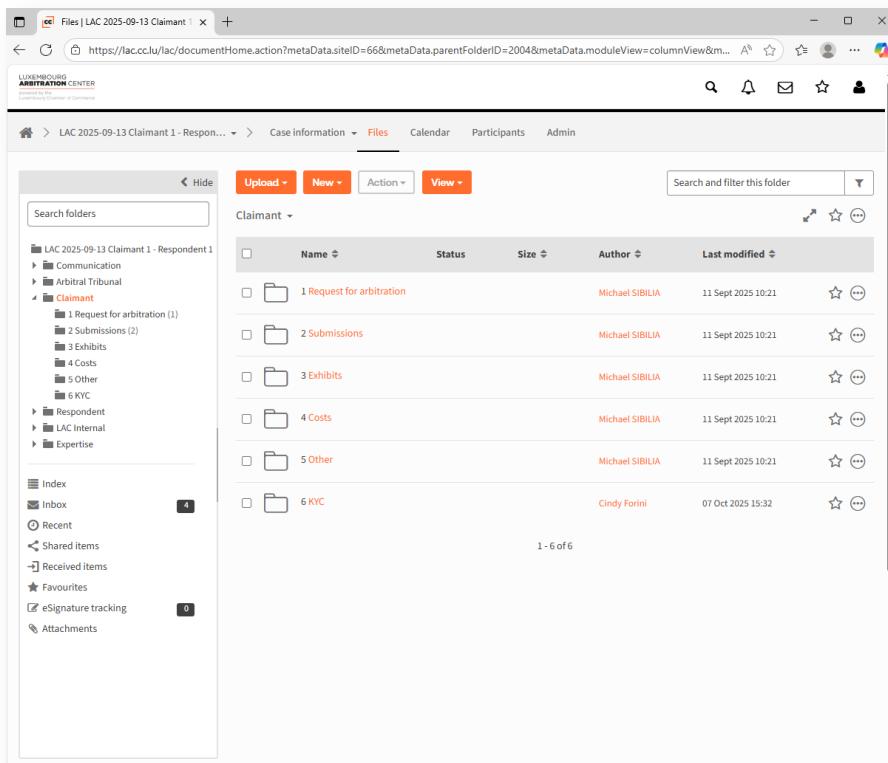
The screenshot shows the 'Files' section of the LAC Case Management Platform. The URL is <https://lac.cc.lu/lac/documentHome.action?metaData.siteID=66&metaData.parentFolderID=2003&metaData.moduleViewID=10000000000000000000000000000000>. The left sidebar shows a tree view of the case structure, including 'Arbitral Tribunal' which is expanded to show 'Case management conference', 'ToR', 'Procedural orders', 'Hearing', 'Awards', 'Information about arbitrators', 'Other', and 'Internal tribunal files'. The main area shows a table of these files, all created by Michael SIBILIA on 11 Sept 2025 at 10:21. The table has columns for Name, Size, Author, and Last modified. The bottom right of the table area says '1 - 8 of 8'.

Name	Size	Author	Last modified
1 Case management conference		Michael SIBILIA	11 Sept 2025 10:21
2 ToR		Michael SIBILIA	11 Sept 2025 10:21
3 Procedural orders		Michael SIBILIA	11 Sept 2025 10:21
4 Hearing		Michael SIBILIA	11 Sept 2025 10:21
5 Awards		Michael SIBILIA	11 Sept 2025 10:21
5.1 Draft award		Michael SIBILIA	11 Sept 2025 10:21
5.2 Final award		Michael SIBILIA	11 Sept 2025 10:21
6 Information about arbitrators		Michael SIBILIA	11 Sept 2025 10:21
7 Other		Michael SIBILIA	11 Sept 2025 10:21
8 Internal tribunal files		Michael SIBILIA	11 Sept 2025 10:21

In the folder “Arbitral Tribunal”, arbitrators must upload all documents and decisions relating to the proceedings.

According to the Rules, awards should be signed in original by the arbitrators and sent to the Secretariat for notification to the parties. Once the notification is made by the Secretariat, the Secretariat will upload the award on the subfolder “Final award” as a Pdf. This upload is for record-keeping purposes only and does not constitute a new notification.

3.5 CLAIMANT



The screenshot shows a web-based document management interface for the Luxembourg Chamber of Commerce (LAC). The top navigation bar includes a back button, a search bar, and a URL: <https://lac.cc.lu/lac/documentHome.action?metaData.siteID=66&metaData.parentFolderID=2004&metaData.moduleView=columnView&m...>. The main content area is titled 'Claimant' and displays a list of files and folders. The left sidebar shows a tree view of the document structure, including 'LAC 2025-09-13 Claimant 1 - Respondent 1' (with sub-folders for Communication, Arbitral Tribunal, Claimant, Respondent, LAC Internal, and Expertise), an 'Index' section, and a 'Recent' section with links to Shared Items, Received Items, Favoured items, eSignature tracking, and Attachments. The right sidebar includes buttons for Upload, New, Action, and View, and a search bar labeled 'Search and filter this folder'.

Name	Status	Author	Last modified
1 Request for arbitration		Michael SIBILLA	11 Sept 2025 10:21
2 Submissions		Michael SIBILLA	11 Sept 2025 10:21
3 Exhibits		Michael SIBILLA	11 Sept 2025 10:21
4 Costs		Michael SIBILLA	11 Sept 2025 10:21
5 Other		Michael SIBILLA	11 Sept 2025 10:21
6 KYC		Cindy Forini	07 Oct 2025 15:32

In the folder "Claimant", Claimant's Users must upload all their submissions and documents, in the appropriate sub-folder.



3.6 RESPONDENT

In the folder “Respondent”, Respondent’s Users must upload all their submissions and documents, in the appropriate sub-folder.

3.7 LAC INTERNAL

The “LAC Internal” folder is dedicated to all files related to the administration of the arbitration proceedings. It is reserved for LAC use only and will neither be visible nor accessible to the Arbitration participants.

3.8 EXPERTISE

Name	Status	Author	Last modified
1 Arbitral tribunal's documents for expert		Michael SIBILIA	11 Sept 2025 10:21
2 Claimant's documents for expert		Michael SIBILIA	11 Sept 2025 10:21
3 Respondent's documents for expert		Michael SIBILIA	11 Sept 2025 10:21
4 Expert's documents		Michael SIBILIA	11 Sept 2025 10:21

In the folder “Expertise”, Users must upload all files related to the expert’s mission in the appropriate sub-folder.

The LAC draws Users’ attention to the fact that the expert will not be able to view or access the “Arbitral tribunal”, “Claimant” and “Respondent” folders, nor their respective subfolders.



Accordingly, Users are responsible for uploading all files related to the expert's mission to the "Expertise" folder.

4. CALENDAR

Calendar | LAC 2025-09-13 Claimant 1 - Response to Arbitrator's Report

https://lac.cclu.lu/lac/eventHome.action?metaData.siteID=66&metaData.moduleView=list&metaData.eventCategoryID=0&refD...

LUXEMBOURG ARBITRATION CENTER
Luxembourg Chamber of Commerce

Case information Files Calendar Participants Admin

October 2025

Mon Tue Wed Thu Fri Sat Sun

29 30 01 02 03 04 05

06 07 08 09 10 11 12

13 14 15 16 17 18 19

20 21 22 23 24 25 26

27 28 29 30 31 01 02

03 04 05 06 07 08 09

Categories

All

Submissions 1

Tribunal 2

My drafts 0

Favourites

06 Oct 2025

Time limit for Claimant's submission 2

28 Nov 2025, 09:00 - 10:00 GMT+01:00

Submissions

0 Comments

Hearing

30 Jan 2026, 09:00 - 10:00 GMT+01:00

Tribunal

0 Comments

Time limit for award

13 Mar 2026, 09:00 - 10:00 GMT+01:00

Tribunal

0 Comments

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The "Calendar" module can be used by the arbitrators and the Secretariat to set and show important deadlines and dates in a well-arranged overview.

The calendar is visible to all Users in its entirety but can only be edited by the arbitrators and the Secretariat.

Deadlines and dates added in the calendar also appear in the «Case Information» module.



5. PARTICIPANTS

Name	Organisation	Email	Mobile phone
A arbitrator1	arbitrator1	arbitrator1@gmail.com	Send a message Follow
A Arbitrator3	arbitrator2	arbitrator3@gmail.com	Send a message Follow
A Arbitrator2	arbitrator3	arbitrator2@gmail.com	Send a message Follow
AM Arbitrationcouncil Member 1	LAC CC	arbitrationcouncil@lac.lu	Send a message Follow
LS LACSecretariat Secretary General	LAC CC	LACSecretariat@lac.lu	Send a message Follow
CR Claimant1 representative (Inactive)	Luxembourg Arbitration Centre	claimant1representative@cc.lu	Send a message Follow
RR Respondent representative (Inactive)	Luxembourg Arbitration Centre	respondentrepresentative@cc.lu	Send a message Follow

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The “Participants” module provides an overview of all Users and LAC teams who have access to the Case Site.

F) SECURITY, CONFIDENTIALITY AND DATA PROTECTION

Data security on the Platform is of particular concern to LAC. The Platform is powered by HighQ from Thomson Reuters.

The system is ISO 27001 certified and has a SOC2 Report.

All files are kept in cloud-based storage in high-security facilities with separate back-up facilities at a different location. Both the primary and back-up facilities are located in Germany. All data is encrypted using military-grade encryption and all files are scanned for malware and viruses when uploaded.

The system has numerous security systems in place; two-factor authentication, a single encrypted https entry point, web application firewalls, intrusion detection, log file monitoring, anti-virus, code scanning technologies, etc. The interface and settings are further designed to minimize the risk of human error compromising security or confidentiality.

The system is regularly scanned for vulnerabilities by HighQ as well as by third party security experts. In addition, the system is subjected to third-party penetration tests at regular intervals.

The Platform has 99.9 % uptime and any scheduled maintenance downtime will be scheduled to minimize inconvenience to users.

HighQ adheres to high confidentiality standards and is contractually bound by confidentiality to LAC. HighQ may neither access any files uploaded to the Platform, nor is it able to view or amend the list of people with access to different sites without the prior permission of LAC.

The protection of the personal data of the Users is of great importance to LAC. The arbitration data privacy policy⁴ describes why and how LAC, operated by the Chamber of Commerce as the data controller, processes personal data collected in connection with its role as an arbitration institution.

The data processing of LAC is subject in particular to the provisions of the regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).

We hope you enjoy using the Platform and look forward to receiving your feedback.

If you have any questions regarding the use of the Platform, please contact the Secretariat at: arbitration@cc.lu

The LAC's Team

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https://www.cc.lu/fileadmin/Luxembourg_Arbitration_Center/ARBITRAGE_-_Privacy_policy_-_ENG_20250930.pdf

➤ APPENDIX



APPENDIX. USERS ACCESS RIGHTS

Access rights (viewing, uploading) to the folders and subfolders of the “Files” module vary depending on the User.

Each User is responsible for ensuring that their files are uploaded to a folder or subfolder accessible to the relevant Arbitration participants.

The access rights given to each User are specified in this appendix.

ARBITRAL TRIBUNAL'S ACCESS RIGHTS

<i>Arbitral Tribunal</i>		Folder	Files
List All Files	View	Upload File	View
Communication	yes	no	all
1 Communication from LAC to parties	yes	no	all
2 Communication from parties to LAC	yes	no	all
3 Communication from Arbitral tribunal to LAC	yes	yes	all
4 Communication from LAC to Arbitral tribunal	yes	no	all
5 Communication from Arbitral tribunal to parties	yes	yes	all
6 Communication from parties to Arbitral tribunal	yes	no	all
7 Communication from parties to expert	yes	no	all
8 Communication from expert to parties	yes	no	all
9 Communication from Arbitral tribunal to expert	yes	yes	all
10 Communication from expert to Arbitral tribunal	yes	no	all
11 Email	yes	yes	all
Arbitral Tribunal	yes	no	all
1 Case management conference	yes	yes	all
2 ToR	yes	no	all
2.1 ToR draft	yes	yes	all
2.2 ToR final	yes	yes	all
3 Procedural orders	yes	yes	all



Arbitral Tribunal		Folder	Files
	List All Files	View	Upload File
4 Hearing		yes	yes
5 Awards		yes	no
5.1 Draft award		yes	yes
5.2 Final Award		yes	no
6 Information about arbitrators		yes	no
7 Other		yes	yes
8 Internal tribunal files		yes	yes
Claimant		yes	no
1 Request for arbitration		yes	no
2 Submissions		yes	no
3 Exhibits		yes	no
4 Costs		yes	no
5 Other		yes	no
6 KYC		no	no
Respondent		yes	no
1 Answer to the arbitration request		yes	no
2 Submissions		yes	no
3 Exhibits		yes	no
4 Costs		yes	no
5 Other		yes	no
6 KYC		no	no
LAC Internal		no	no
Expertise		yes	no
1 Arbitral tribunal's documents for expert		yes	yes
2 Claimant's documents for expert		yes	no
3 Respondent's documents for expert		yes	no
4 Expert's documents		yes	no

CLAIMANT'S USERS ACCESS RIGHTS

Claimant's Users		Folder	Files
List All Files	View	Upload File	View
Communication	yes	no	all
1 Communication from LAC to parties	yes	no	all
2 Communication from parties to LAC	yes	yes	all
3 Communication from Arbitral tribunal to LAC	yes	no	all
4 Communication from LAC to Arbitral tribunal	yes	no	all
5 Communication from Arbitral tribunal to parties	yes	no	all
6 Communication from parties to Arbitral tribunal	yes	yes	all
7 Communication from parties to expert	yes	yes	all
8 Communication from expert to parties	yes	no	all
9 Communication from Arbitral tribunal to expert	yes	no	all
10 Communication from expert to Arbitral tribunal	yes	no	all
11 Email	yes	yes	all
Arbitral Tribunal	yes	no	all
1 Case management conference	yes	yes	all
2 ToR	yes	no	all
2.1 ToR draft	yes	yes	all
2.2 ToR final	yes	no	all
3 Procedural orders	yes	no	all
4 Hearing	yes	yes	all
5 Awards	yes	no	all
5.1 Draft award	no	no	none
5.2 Final Award	yes	no	all
6 Information about arbitrators	yes	no	all
7 Other	yes	no	all
8 Internal tribunal files	no	no	none



Claimant's Users		Folder	Files
List All Files	View	Upload File	View
Claimant	yes	no	all
1 Request for arbitration	yes	yes	all
2 Submissions	yes	yes	all
3 Exhibits	yes	yes	all
4 Costs	yes	yes	all
5 Other	yes	yes	all
6 KYC	yes	yes	all
Respondent	yes	no	all
1 Answer to the arbitration request	yes	no	all
2 Submissions	yes	no	all
3 Exhibits	yes	no	all
4 Costs	yes	no	all
5 Other	yes	no	all
6 KYC	no	no	none
LAC Internal	no	no	none
Expertise	yes	no	all
1 Arbitral tribunal's documents for expert	yes	no	all
2 Claimant's documents for expert	yes	yes	all
3 Respondent's documents for expert	yes	no	all
4 Expert's documents	yes	no	all

RESPONDENT'S USERS ACCESS RIGHTS

Respondent's Users		Folder	Files
List All Files	View	Upload File	View
Communication			
1 Communication from LAC to parties	yes	no	all
2 Communication from parties to LAC	yes	yes	all
3 Communication from Arbitral tribunal to LAC	yes	no	all
4 Communication from LAC to Arbitral tribunal	yes	no	all
5 Communication from Arbitral tribunal to parties	yes	no	all
6 Communication from parties to Arbitral tribunal	yes	yes	all
7 Communication from parties to expert	yes	yes	all
8 Communication from expert to parties	yes	no	all
9 Communication from Arbitral tribunal to expert	yes	no	all
10 Communication from expert to Arbitral tribunal	yes	no	all
11 Email	yes	yes	all
Arbitral Tribunal			
1 Case management conference	yes	yes	all
2 ToR	yes	no	all
2.1 ToR draft	yes	yes	all
2.2 ToR final	yes	no	all
3 Procedural orders	yes	no	all
4 Hearing	yes	yes	all
5 Awards	yes	no	all
5.1 Draft award	no	no	none
5.2 Final Award	yes	no	all
6 Information about arbitrators	yes	no	all
7 Other	yes	no	all
8 Internal tribunal files	no	no	none



Respondent's Users		Folder	Files
	View	Upload File	View
Claimant	yes	no	all
1 Request for arbitration	yes	no	all
2 Submissions	yes	no	all
3 Exhibits	yes	no	all
4 Costs	yes	no	all
5 Other	yes	no	all
6 KYC	no	no	none
Respondent	yes	no	all
1 Answer to the arbitration request	yes	yes	all
2 Submissions	yes	yes	all
3 Exhibits	yes	yes	all
4 Costs	yes	yes	all
5 Other	yes	yes	all
6 KYC	yes	yes	own
LAC Internal	no	no	none
Expertise	yes	no	all
1 Arbitral tribunal's documents for expert	yes	no	all
2 Claimant's documents for expert	yes	no	all
3 Respondent's documents for expert	yes	yes	all
4 Expert's documents	yes	no	all

EXPERT'S ACCESS RIGHTS

Expert		Folder	Files
List All Files	View	Upload File	View
Communication			
1 Communication from LAC to parties	yes	no	all
2 Communication from parties to LAC	no	no	none
3 Communication from Arbitral tribunal to LAC	no	no	none
4 Communication from LAC to Arbitral tribunal	no	no	none
5 Communication from Arbitral tribunal to parties	no	no	none
6 Communication from parties to Arbitral tribunal	no	no	none
7 Communication from parties to expert	yes	no	all
8 Communication from expert to parties	yes	yes	all
9 Communication from Arbitral tribunal to expert	yes	no	all
10 Communication from expert to Arbitral tribunal	yes	yes	all
11 Email	yes	yes	all
Arbitral Tribunal			
1 Case management conference	no	no	none
2 ToR	no	no	none
2.1 ToR draft	no	no	none
2.2 ToR final	no	no	none
3 Procedural orders	no	no	none
4 Hearing	no	no	none
5 Awards	no	no	none
5.1 Draft award	no	no	none
5.2 Final Award	no	no	none
6 Information about arbitrators	no	no	none
7 Other	no	no	none
8 Internal tribunal files	no	no	none
Claimant	no	no	none



Expert		Folder	Files
List All Files	View	Upload File	View
1 Request for arbitration	no	no	none
2 Submissions	no	no	none
3 Exhibits	no	no	none
4 Costs	no	no	none
5 Other	no	no	none
6 KYC	no	no	none
Respondent	no	no	none
1 Answer to the arbitration request	no	no	none
2 Submissions	no	no	none
3 Exhibits	no	no	none
4 Costs	no	no	none
5 Other	no	no	none
6 KYC	no	no	none
LAC Internal	no	no	none
Expertise	yes	no	all
1 Arbitral tribunal's documents for expert	yes	no	all
2 Claimant's documents for expert	yes	no	all
3 Respondent's documents for expert	yes	no	all
4 Expert's documents	yes	yes	all

Luxembourg Arbitration Center

7 rue Alcide de Gasperi
L-1615 Luxembourg

Tel. (+352) 42 39 39-1
Email arbitrage@cc.lu

www.cc.lu