

SELI Report on the APEC Collaborative Framework for Online Dispute Resolution of Cross-Border Business-to-Business Disputes

January 2026

Launch

The APEC Collaborative Framework for Online Dispute Resolution of Cross-Border Business-to-Business Disputes (the “Collaborative Framework”) was launched in June 2022.

Economies Opting In

One-third of APEC economies have opted into the Collaborative Framework: China; Hong Kong China; Indonesia; Japan; Papua New Guinea; Singapore; and the United States.

As explained on the Collaborative Framework webpage (see <https://www.apec.org/SELI/Economies>):

“Any APEC economy may opt-in to the APEC ODR Collaborative Framework by contacting the EC Chair in writing or by making a statement at an EC meeting. Opting-in to the APEC ODR Collaborative Framework does not create binding obligations for an economy but it allows that economy’s ODR providers to participate in the APEC ODR Collaborative Framework and to be listed as a partnering ODR provider.”

Several APEC economies stated that they are actively considering opting into the Collaborative Framework at the workshop on “**Implementation of the Collaborative Framework and ODR in APEC**” held in Tokyo in November 2025 (“November 2025 Workshop”).

Partnering ODR Providers

As shown on the Collaborative Framework webpage (see <https://www.apec.org/SELI/ODR-Providers>), eight ODR Providers have partnered with the APEC EC under the Collaborative Framework.

- At the November 2025 Workshop, two ODR providers announced their plans to partner with APEC – BANI Arbitration Center, (Indonesia) and the Shanghai Hongkou North Bund Alternative Dispute Resolution Center (NBADR) (China).
- In January 2025, the Beijing Arbitration Commission/Beijing International Arbitration Court (BAC/BIAC) (China) partnered with APEC.

- CPR Dispute Resolution Services (United States), partnered with APEC in 2024.
- eBRAM International Online Dispute Resolution Centre Limited (eBRAM) (Hong Kong, China), Guangzhou Arbitration Commission (GZAC) (China), International Economic and Trade Arbitration Commission (CIETAC) (China), and U & I Advisory Service (Japan), partnered with APEC in 2022.

The November 2025 Workshop concluded that:

“Several APEC ODR Providers are seeing significant time and cost reductions under the Collaborative Framework compared to the court process. This helps remove a roadblock preventing MSMEs from trading across borders and facilitates their participation in international trade and cross-border e-commerce. This leads to increased growth and productivity for MSMEs, including women-led businesses.”

For example, as of November 2025, the GZAC reports that its APEC-ODR platform has resolved over 970 domestic and international disputes totaling over \$1.1 billion USD, including cases in emerging industries such as e-commerce, live streaming, and intelligent vehicle manufacturing. In 2025, GZAC reported an average time of 23.65 days to resolve 180 disputes totaling 87 million USD. GZAC also said that 67 percent of disputes were resolved during the negotiation and mediation stages. It offers free negotiation and mediation.

eBRAM reports that it received 22 cases in 2025 with 3 cases resulting in a settlement agreement and one case resulting in an arbitral award. In November 2024, it entered into a memorandum of understanding with the Hengdian Film and Television Industry Association and Dongyang Law Society for the use of its APEC ODR Collaborative Framework for Cross-Border B2B disputes involving the film and television industry. See https://www.ebram.org/news_event_item.html?id=182&language=en. It also entered into agreement in 2025 with several finance companies to include the APEC Model Procedural Rules in their template contracts.

The other ODR providers have not yet had any cases or only a limited number of cases since in most cases their platforms were launched more recently. To use the services under the Collaborative Framework, businesses must first choose and incorporate the APEC-listed ODR providers in their contractual dispute resolution clauses. Only when the contractual disputes arise, which may take months or years in a B2B contract, the use of ODR services could be called upon. It may therefore take some time for parties in a contract to make use of ODR under the Collaborative Framework. Having said that, we have begun to see some cases with an increasing trend since 2024 and will continue to monitor and report on the progress.

Policy Dialogues on the Collaborative Framework

- EC 2 in Incheon, Korea, on August 12-13, 2025. Report by the Chair of the Economic Committee on the Second Economic Committee Meeting 2025, at 5, available at https://mddb.apec.org/Documents/2025/SOM/SOM3/2r5_som3_015.pdf.
- EC 1 in Lima, Peru, March 4-5, 2024, Report by the Chair of the Economic Committee on the First Economic Committee Meeting 2024, at 5-6, available at https://mddb.apec.org/Documents/2024/SOM/SOM1/24_som1_009a.pdf.
- EC 1 in Palm Spring, United States, February 27-28 2023, Report by the Chair of the Economic Committee on the First Economic Committee Meeting 2023, at 5-6, available at https://mddb.apec.org/documents/2023/som/som1/23_som1_008.pdf.

Studies Relating to Collaborative Framework

The APEC EC has endorsed six studies on ODR and the Collaborative Framework, and one study is being finalized for consideration:

- Study on Implementation of the Collaborative Framework and ODR in APEC, (Japan) (APEC Project: EC_101_2025A, forthcoming). An initial version of the Study was distributed to economies for comment in October 2025. The final version of the Study will be presented at EC 2 in 2026.
- Study on Issues in Implementing the Collaborative Framework and Using ODR in APEC Courts, August 2025 (Japan)
<https://www.apec.org/publications/2025/08/study-on-issues-in-implementing-the-odr-collaborative-framework-and-using-odr-in-apec-courts#:~:text=This%20Study%20explores%20ways%20to%20improve%20the%20implementation,considering%20the%20application%20of%20ODR%20to%20business-to-consumer%20disputes.>
- Study on Economy Legal Frameworks for the Implementation of ODR under the APEC Collaborative Framework, June 2024 (Japan), available at https://www.apec.org/docs/default-source/publications/2024/6/224_ec_study-on-economy-legal-frameworks-for-the-implementation-of-odr-under-the-apec-collaborative-framework.pdf?sfvrsn=29641a31_1.
- Study on Best Practices in Using ODR, January 2023 (Japan), available at https://www.apec.org/docs/default-source/publications/2023/1/study-on-best-practices-in-using-odr/223_ec_study-on-best-practices-in-using-odr.pdf?sfvrsn=1bb06f15_2.

- APEC Collaborative Framework on ODR to Improve Cross-border Trade in Indonesia, September 2023, (Indonesia), available at <https://www.apec.org/publications/2023/09/stakeholder-engagement-and-capacity-building-on-the-apec-collaborative-framework-on-odr-to-improve-cross-border-trade-in-indonesia---final-report>.
- Study on the Effect of the Covid-19 Pandemic on Secured Lending Reform and Access to Credit in APEC Economies (including use of ODR under Collaborative Framework), September 2022 (United States), available at https://www.apec.org/docs/default-source/publications/2022/9/workshop-on-modernizing-secured-transactions-legal-regimes-in-apec-economies/study-on-the-effect-of-the-covid-19-pandemic-on-secured-lending-reform-and-access-to-credit-in-apec-economies.pdf?sfvrsn=3ce2d2d2_2.
- Stocktake of APEC Online Dispute Resolution Technologies, April 2022 (Russia), available at <https://www.apec.org/publications/2022/04/stocktake-of-apec-online-dispute-resolution-technologies>.

ODR Workshops Concerning the Collaborative Framework Hosted by APEC Economies

The APEC EC has approved seven workshops on the Collaborative Framework since its launch.

- Workshop on Implementation of the Collaborative Framework and ODR in APEC, November 12-14, 2025, in Tokyo.
- Workshop on Facilitating the Use of ODR under the APEC Collaborative Framework and in Economies Generally (including in Courts), 20-22 November 2024 (Japan).
- Workshop on Implementation of Online Dispute Resolution (ODR) in APEC Economies, including through the APEC ODR Collaborative Framework, 25-27 January 2024 (Japan), available at [https://www.apec.org/publications/2024/03/apec-workshop-on-implementation-of-online-dispute-resolution-\(odr\)-in-apec-economies-including-through-the-apec-odr-collaborative-framework](https://www.apec.org/publications/2024/03/apec-workshop-on-implementation-of-online-dispute-resolution-(odr)-in-apec-economies-including-through-the-apec-odr-collaborative-framework).
- Workshop on Stakeholder Engagement and Capacity Building on the APEC Collaborative Framework on ODR to Improve Cross-Border Trade in Indonesia, 14-15 June 2023, (Indonesia) (report distributed to economies but not published).
- Workshop on Enhancing Implementation of ODR through the APEC ODR Collaborative Framework and Other Fora including Courts, 7-9 December 2022 (Japan), available at https://www.apec.org/docs/default-source/publications/2023/3/apec-workshop-on-enhancing-implementation-of-online-dispute-resolution/223_ec_apec-workshop-on-enhancing-implementation-of-online-dispute-resolution.pdf?sfvrsn=60e5678b_2.

- Workshop on Modernizing Secured Transaction Legal Regimes in APEC Economies through International Instruments and Effective Dispute Resolution Mechanisms (including ODR under Collaborative Framework) 24-25 May, 2022 (United States), available at <https://www.apec.org/publications/2022/09/workshop-on-modernizing-secured-transactions-legal-regimes-in-apec-economies-through-international-instruments-and-effective-dispute-resolution-mechanisms>.
- Workshop on Implementing the APEC ODR Collaborative Framework, 16-17 February, 2022 (Japan), available at <https://www.apec.org/publications/2022/03/workshop-on-implementing-the-apec-odr-collaborative-framework>.

An ASF Sub-Fund for SELI was established in 2021 that aims to assist APEC economies in building their economic legal infrastructure, including under the Collaborative Framework. Hong Kong, China provided a contribution of USD\$1 million for the establishment of the SELI Sub-Fund in 2021. In April 2024, Hong Kong, China made another contribution of USD\$1 million to the SELI Sub-Fund. As of October 2025, the balance in the SELI Sub-fund was \$1,251,600. See APEC Project Funding Sources, <https://www.apec.org/Projects/Funding-Sources>. It is noted that Hong Kong, China intends to contribute a further sum of US\$1million to the SELI Sub-Fund.

Additional Information About the Collaborative Framework

The Collaborative Framework webpage contains additional information about the operation of the Collaborative Framework, available at <https://www.apec.org/SELI/Overview>.

The Collaborative Framework is available at https://mddb.apec.org/Documents/2019/EC/EC2/19_ec2_022.pdf.