



**GOAL 2.2  
NEW SERVICES TO INCREASE  
ADDED VALUE TO  
BUSINESSES**

**TIMELINE**

January 2023 to June 2025

**INVESTMENT**

EUR 782 thousand

**STAFF INVOLVED**

4.8 FTEs<sup>1</sup>

**MOST IMPACTED CAPITAL<sup>2</sup>**

Organisational

**MOST IMPACTED STAKEHOLDER**

Users

<sup>1</sup> Full-time equivalent

<sup>2</sup> As part of an integrated thinking approach, in 2016 the Office adopted a five capitals value creation model (human, organisational, relational, economic & environmental).

**ADR AWARENESS, CAPACITY  
BUILDING AND QUALITY**

This project is part of the **Expand and Broaden the use of Alternative Dispute Resolution (ADR)** programme tasked with implementing the initiatives foreseen under **Focus Area 4 of the Boards of Appeal (BoA) [Action Plan 2021-2026](#)**. The vision of the programme is to **expand and broaden the use of ADR for IP disputes** through the establishment of a Mediation Centre that offers **accessible, added-value ADR services** to users, supported by an optimal ADR ecosystem that **ensures the highest standards of ADR service and mediator competencies**, and that **fully integrates the user and stakeholder perspective**.

The objectives of this project are the implementation of **targeted ADR awareness strategies, building mediation capacity through suitable learning paths and professional trainings for mediators**, and the **assurance of overall quality of the ADR services** provided.

**EXPECTED BENEFITS**

- Contribute to Office staff's professional growth
- Increase Office staff collaboration
- Awareness raising about ADR, promoting a mediation culture in the IP field
- Ensure for the users the provision of a unique, high-quality services that respond well to their preferences, making the most of mediators experienced in the field of IP
- Provide for readiness and scalability for future initiatives or opportunities arising in ADR, dispute prevention and resolution