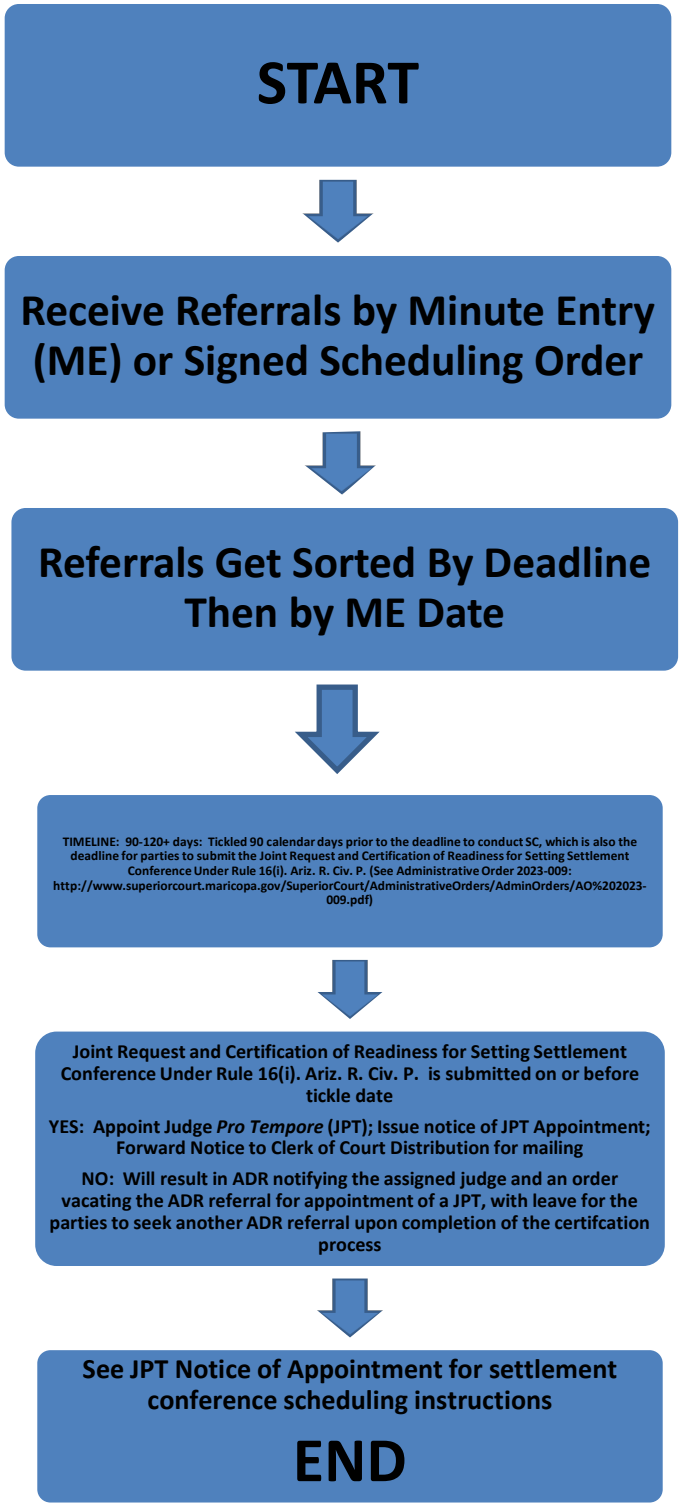# ADR CIVIL SETTLEMENT CONFERENCE (SC) REFERRAL PROCESS