

HEATHER J. LAING, LL.B., CHRP, C.ARB., C.MED., C.DIR.

FORMAL EDUCATION:

Admitted to the Law Society of British Columbia in 1991 and the Law Society of Upper Canada in 1982

Queen's University, Kingston, Ontario, LL.B., 1980

Lakehead University, Thunder Bay, Ontario, B.A., 1969

PROFESSIONAL EXPERIENCE:

1992 to present: Provides consensual resolution services to a wide variety of parties. Engaged as an investigator, mediator, facilitator, arbitrator, ombudsperson, and advisor on conflict resolution. Involved in facilitating the resolution of professional, employment, partnership, labour relations, commercial, personal injury, marketing board, and workplace conflicts.

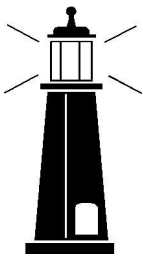
Troubleshooter in the health care industry.

Member of the Conflict Mangers Group.

Arbitrator, in both the private and public sector, in British Columbia, Alberta, and Ontario, under both provincial and federal jurisdictions. Named as an arbitrator, an expedited arbitrator, and a troubleshooter in numerous collective agreements in British Columbia. Employers and unions have agreed to request me to act as an arbitrator or troubleshooter in over one thousand instances. Court appointed arbitrator of Hepatitis C Class Action Claims.

Mediator of numerous commercial, labour relations, wrongful dismissal, harassment, and personal injury disputes. Named as a mediator on the British Columbia International Commercial Arbitration Centre mediation panel, the Bank of Montreal mediation project, and the B.C. Mediators Roster (civil).

Past corporate Ombudsperson for B.C. Hydro with respect to their professional and non-unionized employees.



CDRC

Canadian Dispute Resolution Co.

232, 612-500 Country Hills Blvd. NE
Calgary, Alberta T3K 5K3

Toll free: 1-866-226-0706
Phone: (403) 226-0710 or (780) 484-6627
Fax: (403) 226-0725 or (780) 484-3484
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1989 to 1992: Partner at Fraser & Beatty, a national law firm of over 200 lawyers and 300 support staff, located in Toronto, Ottawa, and Vancouver. Provided advice and representation to corporate clients with respect to administrative law, including: advising on employment law and labour relations matters; advising with respect to human rights, pay equity, collective bargaining, and the processing of grievances; acting as counsel before administrative boards and tribunals; acting as counsel before boards of arbitration in the private and public sector; and acting as management representative on both interest and rights arbitration boards. Considerable experience negotiating collective agreements and representing public and private sector clients in conciliation and mediation proceedings.

1983 to 1989: Founding partner of Sanderson, Laing, a law firm specializing in employment and labour law. In addition to providing proactive advice and representation as set out above, was the administrative partner responsible for budgeting, strategic planning, financial administration, staffing, and business development.

1981 to 1983: Litigation counsel with the Ontario Department of the Attorney General, Civil Law Division, with special emphasis on representing the government as employer.

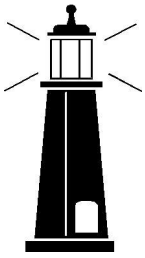
1969 to 1977: Prior to training as a lawyer, held senior management positions in labour relations and human resources.

Director of Labour Relations and Human Resources and member of the Executive Committee at an organization with 2,500 employees, 4 bargaining units and a human resources staff of 18. Responsibilities included strategic planning, chief spokesperson at negotiations, contract administration, salary administration, job classification, recruitment, health and safety, and training.

Employed in the human resources departments of the Ontario Ministry of Health, Ministry of Natural Resources, and Ministry of Labour.

SEMINAR LEADER/LECTURER:

Lectured extensively on conflict management issues including; advocacy in expedited dispute resolution, effective management of dispute resolution systems, presentation of arbitrations, grievance handling, employment law, negotiations, and mediation. Lecturer and Seminar Leader at University of British Columbia, Queens University, University of Guelph, York University, University of Toronto, and Ryerson.



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PROFESSIONAL ACTIVITIES:

Past President of the Arbitrators Association of B.C.; member of the B.C. Mediator Roster (civil); member of The British Columbia Arbitration and Mediation Institute, with designation as a Chartered Arbitrator; the B.C. Register of Arbitrators for standard and expedited arbitration; BCICAC Mediation Panel and Arbitration Panel; the Society of Professionals in Dispute Resolution; British Columbia and Ontario Bar Associations, the Canadian Bar Association; the British Columbia Human Resources Management Association (with CHRP designation) and the Human Resources Professionals Association of Ontario (with CHRP designation). Past Chair of Employment Standards Committee of the Ontario Bar Association.