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**Hugues de Roquette-Buisson**

CEDR Panel Admission: 2019

Languages:English, French, Spanish

***The mediator has acted with high professionalism with a positive and constructive attitude, opening future perspectives.***

*(feedback for an international mediation at government level)*

**Overview**

Economist, MBA, Bank and insurance top management, Hugues has acted as a mediator for over ten years internationally and focuses today on mediation practice and teaching mediation and Negotiation.

Hugues is also accredited Mediator with CMAP Paris Chamber of Commerce, Médiateur National Délégué - Ministère de l’Economie et des Finances Paris, Accredited mediator with Cour d’Appel de Pau France and Accredited mediator with CERFOPMAN Abidjan Ivory Coast.

Hugues mediates in English, French, Spanish and Portuguese

**Summary of Dispute resolution experience**

**Banking and Finance**

* Commercial dispute between a bank and a real estate company about exchange risk in a loan
* Contractual dispute between a bank and a distribution network about fees

**Insurance**

* Dispute between a mutual insurance company and a cost savings consultant about reality of effective costs savings
* Dispute between an insurance company and brokers network on claims handling service quality
* Dispute between a health insurance company and hospitals network about billing and service quality

**Commercial contracts**

* Dispute relating to a software maintenance contract and communication deficiency
* Claim on a restaurants chain service providing contract, quality issues
* Claims on quality of an advertising campaign
* Dispute on an exclusive distribution agreement cosmetic sector
* Dispute on renewal of a car distribution agreement in Africa
* Dispute in M&A sector about a breach of letter of intent, confidentiality issues

**Partnerships/ sharehoding**

* Dispute between 50/50 shareholders of a services company about management issues, end of partnership and valuation issues
* Dispute between

**Cross border deals**

* Dispute between a French Civil engineering company and its North African representative about breach of non-competition commitment
* Dispute between government, Foresters/loggers, NGOs, international financing institutions
* Contractual dispute between a French machine tools manufacturer and a Spanish subcontractor

**Franchising**

* Dispute in language teaching sector concerning the end of a franchise agreement and breach of contract
* Dispute in financial services sector about the interpretation of fees calculation and customers ownership

**Professional Background**

Financial institutions Boards membership, Chairman of Audit Committees

Managing Director: Allianz Insurance Group for Africa and Middle East

Head of a Project financing unit: Banque Française du Commerce Extérieur (former French EXIMBANK)

Large experience in Europ, Middle East, Africa and Latin America.

City Councilor during 13 years in France

**Personal Mediation Style**

Hugues has a natural easy contact and authentic empathetic posture that helps to generate trust from the parties involved.

He uses a pragmatic and structured methodology supported by a large experience in international negotiation in corporate and Governmental areas, careful understanding of business requirements and needs, precise approach of risk assessment. He is convinced on the benefits of a careful pre-mediation preparation with parties and counsels. He dedicates significant efforts on team building to overcome common obstacles

He has a diversified cultural experience acquired through a personal development, management responsibilities and experience of mediation and negotiation in many countries worldwide.

**Feedback - Clients**

“Hugues has acted quite professionally inspiring trust and conviction. We had the feeling of a deep empathy and constant attention always moving forward in a positive approach

“The mediator was extremely patient, inspiring confidence, creating a calm environment favourable to creativity”

“The mediator helped us a lot in testing our possibilities and solutions without being intrusive “

“We could never imagine the progress registered in a mediation mainly in restoring a deteriorated relationship”

“Our first experience in mediation surely not the last one” extremely convincing