

Mediation Conference 2014
“Mediate First for a Win-Win Solution”
Hong Kong Convention and Exhibition Centre, Meeting Room N101
20 – 21 March 2014

Conference Programme

Thursday, 20 March 2014 (Conducted in English)	
8:30 - 9:00	Registration
9:00 - 9:30	Welcome Addresses • The Honourable Chief Justice Geoffrey MA Tao-li, GBM <i>Chief Justice, The Court of Final Appeal, Judiciary</i> • The Honourable Mr Rimsky YUEN, SC, JP <i>Secretary for Justice, Government of HKSAR</i> <i>Chairperson of the Steering Committee on Mediation</i>
9:30 - 10:00	Keynote Speech • The Right Honourable The Lord Woolf of Barnes <i>Former Lord Chief Justice of England and Wales</i>
10:00 - 10:20	Question and Answer Session with Keynote Speaker • The Right Honourable The Lord Woolf of Barnes <i>Former Lord Chief Justice of England and Wales</i> Moderator: Prof. Christopher TO <i>Executive Director of Construction Industry Council, Council Member of Hong Kong International Arbitration Centre, Member of the Steering Committee on Mediation and the Accreditation Sub-committee</i>
10:20 - 10:25	Première Broadcast of the 2nd Announcement in Public Interest <i>“Mediate First for a Win-Win Solution”</i>
10:25 - 10:45	Refreshment Break
10:45 - 12:15	Plenary Session: The Global Trend in Mediation <i>Mediation is increasingly popular around the world as an effective alternative dispute resolution method in view of its advantages. A detailed review of the latest development of mediation in Australasia, United Kingdom, Europe, North America, China and the Asia Pacific Region.</i>

	Moderator: Mr. Danny McFadden <i>Managing Director of CEDR Asia Pacific</i> Speakers: • The Honourable Madam Justice P A BERGIN <i>Chief Judge in Equity, Supreme Court of New South Wales, Australia</i> • Dr. Karl MACKIE, CBE <i>Chief Executive of Centre for Effective Dispute Resolution, United Kingdom</i> • Mr. Camilo AZCARATE <i>Manager of Mediation Services, The World Bank Group</i> • Dr. YANG Fan <i>Assistant Professor, School of Law, City University of Hong Kong</i> • Mr. Christopher Newmark <i>Chairman of International Chamber of Commerce Commission on Arbitration & ADR; Partner, Spenser Underhill Newmark LLP, United Kingdom</i>	
12:15 - 12:30	Question and Answer	
14:00 - 15:15	Confidentiality in Mediation - Applications and Exceptions <i>Confidentiality is the cornerstone of the mediation process. How is mediation communications protected? Are there exceptions to confidentiality? If so, how does that impact on the process and whether it is contrary to the principle of confidentiality? The panel of speakers will provide their insights on how the fundamental of mediation is protected.</i> Moderator: Prof. LEUNG Hing Fung <i>Chairperson, Hong Kong Mediation Council, Associate Professor, Faculty of Architecture, The University of Hong Kong, Member of the Steering Committee on Mediation, the Accreditation Sub-committee and the Regulatory Framework Sub-committee</i> • The Hon. Madam Justice P A BERGIN <i>Chief Judge in Equity, Supreme Court</i>	The ABC of Mediation: Mediation as the first choice of dispute resolution process <i>Disputes may not be avoidable in our everyday lives and in business transactions. The ultimate goal of the parties is to reach finality and move on. Our panel speakers will reveal why and how mediation duly conducted is an Alternative Dispute Resolution method leading to a Better Closure of disputes.</i> Moderator: Mrs. Cecilia WONG <i>Chairlady of the Mediation Committee of the Law Society of Hong Kong, Vice Chairlady of the Hong Kong Mediation Accreditation Association Limited, Member of Steering Committee on Mediation and Vice-Chairlady of the Regulatory Framework Sub-committee, Member of the Chief Justice's Working Party on Mediation</i> • Prof. Robyn CARROLL <i>Professor, School of Law, The University of Western Australia</i>

	<i>of New South Wales, Australia</i> • Mr. Camilo AZCARATE <i>Manager of Mediation Services, The World Bank Group</i> • Mrs. Robyn HOOWORTH <i>Senior Teaching and Research Member, Dispute Resolution Centre, School of Law, Bond University, Australia; Director and Senior Mediator, Collaborative Mediation Service and Hong Kong Family Mediation Service; Chairperson of the Hong Kong Mediation Accreditation Association Limited on Accreditation Standards</i> • Mr. Simon LEE <i>Deputy Law Officer (Civil Law), Department of Justice, Member of the Chief Justice's Working Party on Mediation</i>	• Dr. Karl MACKIE, CBE <i>Chief Executive of Centre for Effective Dispute Resolution, United Kingdom</i> • Dr. Ming Keng TEOH <i>Head of Medical Services - Asia, The Medical Protection Society, London</i> • Ir Prof. LAU Ching Kwong <i>Chairperson of the Alternative Dispute Resolution Committee of the Hong Kong Institution of Engineers, Council Member of Hong Kong Mediation Accreditation Association Limited</i>
15:15 - 15:30	Question and Answer	Question and Answer
15:30 - 15:50	Refreshment Break	
15:50 - 17:05	“Sorry” is the hardest word to say - How an apology legislation will assist in resolution of disputes? <i>A sincere apology may soften up the parties so that they feel more able to move towards negotiation or even a settlement. However, how many times an apology is being held back for fear that it would attract legal consequences? Should legal protection against liabilities be available to the makers of apologies? How will apology legislation enhance the resolution of disputes?</i> Moderator: Dr. Nadja ALEXANDER <i>Director of the International Institute of Conflict Engagement and Resolution (IICER), Hong Kong Shue Yan University; Senior ADR Consultant, World Bank Group; Member of the Steering Committee on Mediation, the Accreditation Sub-committee and the Regulatory Framework Sub-</i>	Advantages of using mediation to resolve complex Financial and Commercial disputes. <i>More and more companies are including mediation clauses in their contracts as the first port of call when disputes arise. Why do companies find it in their favour to use mediation in resolving complex financial and commercial disputes? Audience may have experience in similar situations discussed in the case studies.</i> Moderator: Prof. Christopher TO <i>Executive Director of Construction Industry Council, Council Member of Hong Kong International Arbitration Centre, Member of the Steering Committee on Mediation and the Accreditation Sub-committee</i>

	<i>committee</i> • The Right Honourable The Lord Woolf of Barnes <i>Former Lord Chief Justice of England and Wales</i> • Prof. Robyn CARROLL <i>Professor, School of Law, The University of Western Australia</i> • Dr. LAU Wan Yee, Joseph, SBS <i>Chairperson of Medical Council Hong Kong</i> • Mr. Michael BECKETT <i>Teaching Fellow, City University of Hong Kong, Member of Secretary for Justice's Working Group on Mediation, Member of the Hong Kong Mediation Accreditation Association Limited's Working Group on Accreditation Standards and its Family Mediation Sub-group and the Panel of Assessors, Member of the Mediator Admission Committee of the Law Society of Hong Kong</i>	• The Honourable Madam Justice PA BERGIN <i>Chief Judge in Equity, Supreme Court of New South Wales, Australia</i> • Ms. Teresa CHENG, GBS, SC, JP <i>Chairperson of Financial Dispute Resolution Centre, Chairperson of Hong Kong International Arbitration Centre, Vice-President of International Council for Commercial Arbitration</i> • Mr. C.K. KWONG, JP <i>President of Asian Patent Attorneys Association</i> • Dr. Karl MACKIE, CBE <i>Chief Executive of Centre for Effective Dispute Resolution, United Kingdom</i>
17:05 - 17:20	Question and Answer	Question and Answer
17:20 - 17:30	Day's Closing Remarks • Mr. John BUDGE, SBS, MBE, JP <i>Chairperson of the Hong Kong Mediation Accreditation Association Limited, Vice – Chairman of the Hong Kong International Arbitration Centre, Member of the Steering Committee on Mediation and the Accreditation Sub-committee, Member of the Chief Justice's Working Party on Mediation, Member of the Mediation Committee of the Law Society of Hong Kong</i>	

Friday, 21 March 2014 (Conducted in Cantonese)		
8:30 - 9:00	Registration	
	Welcome Addresses	
9:00 - 9:20	• Dr. KO Wing-Man, BBS, JP <i>Secretary for Food and Health, Government of HKSAR</i> • The Honourable Mr. Justice Andrew CHEUNG <i>Chief Judge of the High Court, Judiciary</i>	
9:20 - 10:50	Mediator's Qualifications & Skills <i>What does it take to be a competent mediator? Is it necessary for a mediator to have the expert knowledge of the subject matter in dispute? What skills are required of a mediator? What qualities should clients look for in choosing their mediator?</i> Moderator: Dr. Raymond Hai Ming LEUNG <i>Founding President & Governor, Hong Kong Mediation Centre and Institute of International Experts, Member of the Steering Committee on Mediation and the Accreditation Sub-committee</i> • The Honourable Mr. Justice Barnabas FUNG <i>Judge of the Court of the First Instance of the High Court, Judiciary, Member of the Judiciary's Working Party on Mediation, Council Member of Hong Kong Mediation Accreditation Association Limited</i> • Ms. Jenny FUNG <i>Deputy Principal Government Counsel (Mediation), Department of Justice Secretary to the Steering Committee on Mediation</i> • Prof. Paul B. S. LAI <i>Chairperson & Professor, Department of Surgery, Assistant Dean (General Affairs), Faculty of Medicine, The Chinese University of Hong Kong</i> • Mr. Vod K. S. CHAN <i>Chairperson of the General Mediation Interest Group, Hong Kong Mediation Council of the Hong Kong International Arbitration Centre, Member of the Hong Kong Bar Association's Special Committee on Alternative Dispute Resolution</i> • Mr. CHUNG Kwok Shing, Patrick <i>Mediation Services Coordinator, Hong Kong Family Welfare Society, Registered Social Worker, Accreditation Family Mediation Supervisor and Family Mediator of Hong Kong Mediation Accreditation Association Limited, Parent Coordinator</i>	
10:50 - 11:10	Question and Answer	
11:10 - 11:30	Refreshment Break	
11:30 - 12:45	Mediation in the Business sector: Commercial/Insurance/Finance	Mediation in Social and Community Enterprise

	<i>What sorts of disputes are suitable for mediation? Does the mediation process differ in different sectors? This session brings together reputable speakers to share their experience by using case studies from their respective sectors as well as practical tips in using mediation.</i> Moderator: Ms. Sylvia W. Y. SIU, JP <i>President of the Hong Kong Institute of Arbitrators, Member of the Steering Committee on Mediation and the Accreditation Sub-committee</i> • Mr Registrar LUNG Kim Wan <i>Registrar, High Court, Member of the Judiciary's Working Party on Mediation</i> • Ms. Carol FUNG <i>Committee Delegate, Accident Insurance Association, The Hong Kong Federation of Insurers</i> • Ms. SIN Kar Yu Jody <i>Solicitor, HKMAAL, HKIAC and Law Society of Hong Kong Accredited Mediator, Adjunct Lecturer, HKU SPACE, Vice Chairperson of Hong Kong Mediation Council</i> • Ms. Sou CHIAM <i>Chief Executive Officer of Financial Dispute Resolution Centre, Member of the Accreditation Sub-committee</i>	<i>Who doesn't want to live in a harmonious society? The effective use and practice of mediation skills can enhance better understanding and build better relationship with our family and friends. Let our panel of experienced speakers share with you how mediation can be applied in the social and community context.</i> Moderator: Ms. Amarantha YIP <i>Head of Service, Hong Kong Family Welfare Society, Member of the Steering Committee on Mediation and the Accreditation Sub-committee and Vice-Chairlady of the Public Education and Publicity Sub-committee</i> • Ms. April LAM <i>Senior Mediation Affairs Officer, Judiciary, Member of the Public Education and Publicity Sub-committee</i> • Mr. Francis LAW <i>President of the Hong Kong Mediation Centre, Director of the Hong Kong Mediation Accreditation Association Limited, Vice President of the Guangdong, Hong Kong and Macau Commercial Mediation Alliance</i> • Ir. WU Chi Cheung, Raymond <i>Member of the Public Education and Publicity Sub-committee</i> • Ms. Mei May, LEE Koon Mei <i>Service Coordinator of Community Support Service, Methodist Centre, Member of the Hong Kong Mediation Accreditation Association Limited's Working Group on Accreditation Standards, Member of the Eastern District Fight Crime</i>
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12:45 - 13:00	Question and Answer	Question and Answer
14:30 - 16:00	Plenary Session: Mediation – Current Trends and Future Developments <i>How successful is mediation in resolving disputes? What can be done to make mediation a more effective tool? Take a closer look and keep up with the current trends to find out how it may influence the future development of mediation in Hong Kong.</i> Moderator: Mr. CHAN Bing Woon, SBS, MBE, JP <i>Advisor and Founding Chairman of Joint Mediation Helpline Office, Member of the Steering Committee on Mediation and Chairperson of the Public Education and Publicity Sub-committee of the Steering Committee on Mediation, Member of Chief Justice's Civil Justice Reform Monitoring Committee, Member of Chief Justice's Working Party on Mediation, Past Chairman of Hong Kong Mediation Council</i> • The Honourable Mr. Justice LAM Man-Hon <i>Vice-President of the Court of Appeal of the High Court, Chairperson of the Judiciary's Working Party on Mediation, Member of the Steering Committee on Mediation and the Accreditation Sub-committee</i> • Mr. Thomas Edward KWONG <i>Director of Legal Aid, Member of the Steering Committee on Mediation and the Regulatory Framework Sub-committee, Member of Mediation Accreditation Committee of the Hong Kong Mediation Accreditation Association Limited</i> • Mr. Antony MAN <i>Chairperson of Joint Mediation Helpline Office , Past Chairperson of Quantity Surveying Division of the Hong Kong Institute of Surveyors (2010-11)</i> • Dr. David DAI Lok-kwan <i>Consultant Geriatrician, Department of Medicine and Therapeutics, Prince of Wales Hospital, Member of the Patients' Complaints Mediation Committee , The Hong Kong Medical Association, Member of Steering Committee on Mediation and Public Education and Publicity Sub-committee</i>	
16:00 - 16:15	Question and Answer	
16:15 - 16:30	Closing Address • Mr. CHAN Bing Woon, SBS, MBE, JP <i>Advisor and Founding Chairman of Joint Mediation Helpline Office, Member of the Steering Committee on Mediation and Chairperson of the Public Education and Publicity Sub-committee of the Steering Committee on Mediation, Member of Chief Justice's Civil Justice Reform Monitoring Committee, Member of the Chief Justice's Working Party on Mediation, Past Chairman of Hong Kong Mediation Council</i>	

2014 年調解研討會
「調解為先 互利雙贏」
香港會議展覽中心會議室 N101
2014 年 3 月 20 至 21 日

研討會議程

第 1 日—2014 年 3 月 20 日（星期四）（以英語進行）	
8:30 - 9:00	嘉賓簽到
9:00 - 9:30	致歡迎辭 - 馬道立首席法官，GBM 香港特別行政區終審法院 - 袁國強資深大律師，JP 香港特別行政區政府律政司司長 調解督導委員會主席
9:30 - 10:00	專題演講 伍爾夫勳爵 (The Right Honourable The Lord Woolf of Barnes) 前英格蘭及威爾斯首席大法官
10:00 - 10:20	專題演講講者的問答環節 伍爾夫勳爵 (The Right Honourable The Lord Woolf of Barnes) 前英格蘭及威爾斯首席大法官 主持：陶榮教授 建造業議會執行總監、香港國際仲裁中心理事會理事、調解督導委員會及評審資格小組委員會委員
10:20 - 10:25	第二套宣傳短片及聲帶首播 “調解為先 互利雙贏”
10:25 - 10:45	茶歇
10:45 - 12:15	主題論壇：全球調解趨勢 在世界各地，調解已成為一種日漸普及和有效的替代訴訟糾紛解決方

	法。會上會詳細檢視澳大拉西亞、英國、歐洲、北美洲、中國及亞太區在調解方面的最新發展。 主持： 范維敦先生, LLM, FCI Arb CEDR Asia Pacific 英國有效爭議解決中心(亞太地區)執行董事 講者： • The Honourable Madam Justice P A BERGIN 澳洲新南威爾士最高法院首席法官(衡平法) • Dr Karl MACKIE, CBE CEDR 英國有效爭議解決中心行政總裁 • Mr Camilo AZCARATE 世界銀行集團調解事務經理 • 揚帆博士 香港城市大學法律學院助理教授 • Mr Christopher Newmark 國際商會仲裁與 ADR 委員會主席、英國 Spenser Underhill Newmark LLP 合夥人	
12:15 - 12:30	問答環節	
14:00 - 15:15	調解的保密 - 應用與例外情況 保密是調解過程的基石。調解通訊如何受到保障? 保密可有例外情況? 若有, 這如何影響調解過程, 是否違反保密原則? 多位講者會就如何保障基本調解原則提出真知灼見。 主持: 梁慶豐教授 香港調解會主席、香港大學建築學院副教授、調解督導委員會, 評審資格小組委員會及規管架構小組委員會委員 • The Honourable Madam Justice P A BERGIN 澳洲新南威爾士最高法院首席法官	綜述調解：調解是解決爭議過程的首選 在日常生活和商貿交易中, 爭議可能無可避免。爭議各方的最終目標, 是達致終局決定, 繼續邁步向前。多位講者會講解適當進行的調解為何和如何成為更有效解決爭議的替代糾紛解決方法。 主持: 黃吳潔華女士 香港律師會調解委員會主席、香港調解資歷評審協會有限公司理事會副主席、調解督導委員會委員、規管架構小組委員會副主席, 司法機構調解工作小組成員 • Mrs Robyn CARROLL 西澳洲大學法律學院教授

	(衡平法) Mr Camilo AZCARATE 世界銀行集團調解服務經理 Mrs Robyn HOOWORTH 澳洲邦德大學法律學院爭議解決中心高級教研人員、Collaborative Mediation Service and Hong Kong Family Mediation Service 主任及高級調解員，香港調解資歷評審協會有限公司評審標準工作小組主席 李伯誠先生 香港特別行政區律政司副民事法律專員，司法機構調解工作小組成員	Dr Karl MACKIE, CBE CEDR 英國有效爭議解決中心行政總裁 張明經醫生 倫敦醫療保障協會亞洲區醫療服務主管 劉正光教授工程師 香港工程師學會解決爭議方式事務委員會主席，香港調解資歷評審協會有限公司理事會成員
15:15 - 15:30	問答環節	問答環節
15:30 - 15:50	茶歇	
15:50 - 17:05	“對不起”這話最難啟齒 - 道歉法例對解決爭議有何幫助？ 真誠的道歉可緩和當事人的情緒，使他們更願意展開談判，甚或達成和解，但我們有多少次因害怕引致法律後果而不肯道歉？究竟應否為作出道歉的人提供免承擔法律責任的法律保障？道歉法例可如何有助解決爭議？ 主持： 利珊雅博士 (Dr. Nadja ALEXANDER) 香港樹仁大學仁大國際調解研究中心主任、世界銀行集團 ADR 高級顧問、調解督導委員會，評審資格小組委員會及規管架構小組委員會委員 伍爾夫勳爵 (The Right Honourable The Lord Woolf of Barnes) 前英格蘭及威爾斯首席大法官	使用調解解決複雜的金融及商事爭議的優點 愈來愈多公司訂立合約時會納入調解條文，以便在發生爭議時先行訴諸調解。為何使用調解來解決複雜的金融及商事爭議會對公司有利？個案研究中所討論的情況，與會者可能也有類似經驗。 主持： 陶榮教授 建造業議會執行總監、香港國際仲裁中心理事會理事、調解督導委員會及評審資格小組委員會委員 The Honourable Madam Justice P A BERGIN 澳洲新南威爾士最高法院首席法官 (衡平法)

	• Mrs Robyn CARROLL 西澳洲大學法律學院教授 • 劉允怡醫生，SBS 香港醫務委員會主席 • Mr. Michael BECKETT 香港城市大學法律學院特任講師、 律政司調解工作小組成員、香港調 解資歷評審協會有限公司評審標準 工作小組及其家事調解分組成員、 評核員名冊成員、香港律師會 Mediator Admission Committee 成員	• 鄭若驊資深大律師，GBS，JP 金融糾紛調解中心主席、香港國際仲 裁中心主席、國際商事仲裁會副總裁 • 鄭志強先生，JP 亞洲專利代理人協會會長 • Dr. Karl MACKIE, CBE CEDR 英國有效爭議解決中心行政總 裁
17:05 - 17:20	問答環節	問答環節
17:20 - 17:30	當日總結 • 白仲安律師，SBS，MBE，JP 香港調解資歷評審協會有限公司理事會主席、香港國際仲裁中心理事會理事、 調解督導委員會及評審資格小組委員會委員，司法機構調解工作小組成員	

第 2 日—2014 年 3 月 21 日星期五 (以粵語進行)

8:30 – 9:00	嘉賓簽到	
9:00 - 9:20	致歡迎辭 - 高永文醫生，BBS，JP 香港特別行政區政府食物及衛生局局長 - 張舉能首席法官 香港特別行政區高等法院	
9:20 - 10:50	調解員的資格和技巧 要具備什麼條件才能成為勝任的調解員？調解員是否必須具備爭議事項所涉及的專門知識？調解員必須具備哪些技巧？當事人揀選調解員時應考慮什麼才能？ 主持： 梁海明博士 香港和解中心創會會長及監事委員會委員、國際專家學會創會會長，調解督導委員會及評審資格小組委員會委員 - 馮驊法官 香港特別行政區高等法院原訟法庭法官、司法機構調解工作小組成員，香港調解資歷評審協會有限公司司理事會成員 - 馮美鳳女士 香港特別行政區律政司副首席政府律師(調解)，調解督導委員會秘書 - 賴寶山教授 香港中文大學醫學院助理院長(常務)及外科學系系主任 - 陳家成先生 香港調解會綜合調解組主席，香港大律師公會仲裁及調解事宜委員會成員 - 鍾國盛先生 香港家庭福利會調解服務主任、註冊社工、香港調解資歷評審協會有限公司認可家事調解督導及家事調解員，認可親職協調員	
10:50 - 11:10	問答環節	
11:10 - 11:30	茶歇	
11:30 - 12:45	商界應用調解服務的情況：商業／保險業／金融業	社會及社區企業應用調解服務的情況

	調解適用於哪種爭議？各行各業的調解過程是否不盡相同？在本環節內，知名講者會以其相關行業的個案研究，分享他們應用調解的經驗和實用秘訣。 主持： 蕭詠儀律師，JP 香港仲裁司學會會長，調解督導委員會及評審資格小組委員會委員 • 龍劍雲先生 香港特別行政區高等法院司法常務官，司法機構調解工作小組成員 • 馮詠詩女士 香港保險業聯會意外保險公會委員 • 冼迦好律師 香港調解資歷評審協會有限公司，香港國際仲裁中心及香港律師會認可調解員、香港大學專業進修學院兼任講師，香港調解會副主席 • 詹少弘女士 金融糾紛調解中心行政總裁，評審資格小組委員會委員	誰不想我們的社會和諧融洽？調解技巧如能有效運用和實踐，可增進我們與親友的了解，彼此建立更融洽的關係。多位經驗豐富的講者會與你分享如何在社會和社區方面應用調解服務。 主持： 葉潤雲女士 香港家庭福利會服務總監、調解督導委員會及評審資格小組委員會委員，公眾教育及宣傳小組委員會副主席 • 林雪兒女士 司法機構高級調解事務主任，公眾教育及宣傳小組委員會委員 • 羅偉雄先生 香港和解中心會長、香港調解資歷評審協會有限公司理事，粵、港、澳商事調解聯盟副主席 • 胡子祥工程師 公眾教育及宣傳小組委員會委員 • 李冠美女士 循道衛理中心社區支援服務協調主任、香港調解資歷評審協會有限公司評審標準工作小組成員、東區撲滅罪行委員會委員，南區青年活動委員會委員及播道書院校董
12:45 - 13:00	問答環節	問答環節
14:30 - 16:00	主題論壇：調解—現今趨勢和未來發展 以調解解決爭議有多成功？怎樣才能使調解成為更有效的工具？就讓我們深入探討和掌握現今趨勢，以了解這些趨勢對香港調解服務的未來發展有何影響。 主持：陳炳煥律師，SBS，MBE，JP 聯合調解專線辦事處顧問及創辦主席、調解督導委員會委員、公眾教育及宣傳小組委員會主席、司法機構民事司法制度改革監察委員會成員、司法機構調解工作小組	

	成員，香港調解會前主席 林文瀚法官 香港特別行政區高等法院上訴法庭副庭長、司法機構調解工作小組主席，調解督導委員會及評審資格小組委員會委員 鄭寶昌先生 香港特別行政區法律援助署署長、調解督導委員會及評審資格小組委員會委員，香港調解資歷評審協會有限公司調解評審委員會會員 文志泉先生 聯合調解專線辦事處主席，香港測量師學會工料測量組前主席(2010 -11) 戴樂群醫生 威爾斯親王醫院內科及藥物治療學系老人科顧問醫生、香港醫學會病人投訴調解委員會成員，調解督導委員會及公眾教育及宣傳小組委員會委員
16:00 - 16:15	問答環節
16:15 - 16:30	閉幕致辭 陳炳煥律師，SBS，MBE，JP 聯合調解專線辦事處顧問及創辦主席、調解督導委員會委員、公眾教育及宣傳小組委員會主席、司法機構民事司法制度改革監察委員會成員、司法機構調解工作小組成員，香港調解會前主席

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