



DISPUTE MANAGEMENT



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Mercedes is founding partner of DISPUTE MANAGEMENT, specializing in conflict management and resolution and international business law. She is Fellow of the Chartered Institute of Arbitrators (CI Arb) both in arbitration and in mediation and Distinguished Fellow of the International Academy of Mediators.

She has seated as arbitrator under the rules of UNCITRAL, ICC, ICDR, the Spanish Court of Arbitration, the Madrid Court of Arbitration, the Madrid Bar Court of Arbitration and the *Chambre Arbitrale Internationale de Paris (CAIP)*. She is listed as well on several panels of arbitrators including ICDR, CPR, IACAC, WIPO and the Milan Chamber of Arbitration.

Mercedes' broad experience as a mediator is mainly ad hoc, having acted also under the rules of the ICC ADR International Center. She has also seated as conciliator in investment cases and been member of Dispute Boards.

Mercedes has solid experience in corporate management and governance due to her involvement up to 2000 in family businesses. Two characteristics most often cited by her clients are her inside knowledge of the business world as well as her pragmatism when "solving the real problem".

She is member of the Mediation Forum of the Spanish Ministry of Justice where she coordinates the Task Group on Quality and Best Practices in Mediation and member of the Board of Management of the *Club Español del Arbitraje (CEA)*, where she chairs the Commission on Mediation. She is member also of the Mediation Centers of both the Barcelona and the Madrid Chambers of Commerce.

Among other positions held in the past, she has been member for Spain at the ICC International Court of Arbitration (2000-2018), Vice-Chairwoman of the Inter-American Commercial Arbitration Commission (2008-2014), member of the Board of Management of the CI Arb (2006-2012) and member of the CPR European Advisory Committee (2007-2015).

Mercedes is a frequent speaker at arbitration and ADR fora as well as guest lecturer in private dispute resolution at several institutions. Listed in the CI Arb Approved Faculty List for both international arbitration and mediation, she has also served at several editions of the ICC Mediation Competition, the Jessup International Moot Court Competition, the Madrid Arbitration Moot and the IBA-VIAC CDRC Vienna Mediation and Negotiation Competition.

Her scientific activity includes her participation as an expert in the drafting of the European Code of Conduct for Mediators (2004), the direction of the CEA Code of Best Practices in Mediation (2013) and the publication of several articles in specialist journals.

She has mediated or conciliated, conducted arbitrations and rendered awards in Catalan, Spanish, English, French and Italian. She has also a good knowledge of German and Portuguese.

Mercedes is listed in Who's Who Legal Mediation since the list's inception (2011 to 2019) and in several issues of Who's Who Legal Arbitration.