

## **CRISTINA G. BANKS, PHD**

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### **EDUCATION**

- Ph.D. University of Minnesota, Industrial/Organizational Psychology, 1979.
- B.A. University of California, Berkeley, Psychology (Highest Distinction), 1974.

### **PROFESSIONAL EMPLOYMENT**

- 2004 – Present President and Founder, LAMORINDA CONSULTING LLC, Moraga, CA. Provide advice/counsel and consulting services to private and public companies regarding organizational strategy, employment and wage/hour litigation, and human resource management.
- 2004 Senior Vice President, RIGHT MANAGEMENT CONSULTANTS, Oakland, CA. Led strategic business development for North America. Served as expert in consulting projects and in employment and wage/hour litigation.
- 2002 -2004 Senior Vice President, THE EMPOWER GROUP, Oakland, CA. Develop client solutions and coordinate delivery of consulting services for the Americas. Led consulting projects nationally. Lead litigation support projects.
- 2001 - 2002 Managing Director, THE EMPOWER GROUP dba Terranova Consulting Group. Led the organization in practice and business development. Led consulting business in performance management/assessment, organizational development, organizational change, human resource strategy, and litigation support. Served as the testifying expert in employment and wage/hour cases.
- 1997 - 2001 Principal and Co-Owner, TERRANOVA CONSULTING GROUP (formerly Human Resource Solutions), Orinda, CA. Led the consulting business, including projects focused on human performance and organizational strategy, articulation of mission and values, business planning, and culture change. Developed and validated employment tests. Consulted and testified in employment and wage/hour cases.
- 1977 - 1996 President and Founder, HUMAN RESOURCE SOLUTIONS. Consulted in human performance and organizational strategy, job re-engineering, organizational restructuring, and performance improvement. Served as testifying expert in employment cases.
- 1997 - 2000 Executive Consultant, STATE FARM INSURANCE COMPANIES, North Coast Region, Rohnert Park, CA. Chosen as leader in the field on the west coast. Joined a national cohort of experts advising executives of the company. Advised regional executives on performance enhancement strategies and organizational change. Provided management development programs. Created performance management processes for tracking performance effectiveness.

- 1997 - 2001      Program Director, Center for Organization and Human Resource Effectiveness (COHRE), UNIVERSITY OF CALIFORNIA, Berkeley. Designed and delivered state-of-the-art conferences on emerging trends and issues affecting organizational performance effectiveness. Recruited faculty and business experts for membership and attendance at conferences, selected speakers. Conducted research on conference topics and potential impacts. Facilitated conference proceedings. Wrote reports on conference learning and recommendations for future action.
- 1992 - 2003      Corporate Board of Directors
- CHALONE WINE GROUP, Inc. (CHLN) Audit and Compensation Committees.
  - WHOLE FOODS MARKET, Inc. (WFMI) Nominating and Compensation Committees.
- 1975-1977      Research Associate, PERSONNEL DECISIONS RESEARCH INSTITUTE (PDRI), a research and consulting firm. Minneapolis, MN

### **ACADEMIC EMPLOYMENT**

- 1992 - Present      Senior Lecturer, Walter A. Haas School of Business, University of California, Berkeley. Courses taught: Human Resource Management, Organizational Behavior, Leadership & Management, Personnel Psychology.
- 1987 - 1992      Director of Undergraduate Programs, Walter A. Haas School of Business, University of California, Berkeley. Oversight of student admissions, set educational policy, hired and managed faculty and office staff.
- 1985 - 1992      Lecturer, Walter A. Haas School of Business, and Department of Psychology, University of California, Berkeley. Courses taught: Human Resource Management, Organizational Behavior.
- 1985 -Present      Research Associate, Institute of Industrial Relations, University of California at Berkeley. Organized conferences, conducted research on performance management.
- 1979 - 1984      Assistant Professor, Department of Management, Graduate School of Business, The University of Texas at Austin. Courses taught: Personnel Management, Organizational Behavior, Interpersonal Dynamics, Personnel Assessment.
- 1977 - 1979      Instructor, Department of Management, College of Business Administration, The University of Texas at Austin. Courses taught: Interpersonal Dynamics, Organizational Behavior.

**AWARDS**

- 2010 Fellow, Society for Industrial/Organizational Psychology  
2010 Fellow, American Psychological Association  
2009 American Psychological Association Presidential Citation for Innovative Practice  
2004 Leadership California Service Award  
1988 Women Health Care Executives "Woman of the Year"

**EXECUTIVE EDUCATION**

1990 - Present

In the United States:

- Strategic HR Executive Program, UC Berkeley CED
- HR University, Northern California Human Resource Association
- Sybase Executive Leadership Program.
- Berkeley Executive Program
- California State Court Program: Application of Business to the Courts
- Global Manager Program: Human Resource Management
- TAG Aviation Base Managers Program: Leadership and Management.
- Pacific Bell High Performance Program
- Robertson and Stephens, Inc., Venture Capital CEO Conference
- Alaska Public Radio Network Advanced Strategic Management
- Exxon Corporation
- Shell Oil
- National Network of Hispanic Women
- Colorado Home Economics Association and Home Economists in Business
- Advanced Cardiovascular Systems Management Training
- Texas Instruments Management Development Program
- Institute of Industrial Relations, University of California, HR Conferences
- The University of Texas Management Development Program
- Chugai Pharmaceuticals: Human Resource Management for R&D
- Bank of Thailand: Human Behavior and Leadership
- Federation of Korean Industries Top Management Program
- Kirin International Management Program
- Japan Productivity Center Management Consultant Program

Outside United States:

- Infotec Human Resource Managers Program, Mexico City
- Times Conferences Global Executive Program, Singapore
- Prosvi Management Program, Sicily
- Seminarium: Update in Human Resource Management
  - Ecuador
  - Bolivia
  - Uruguay
  - Mexico
  - Chile

- Argentina
- Peru
- Columbia

### **PROFESSIONAL ACTIVITIES**

Board of Directors, Northern California Human Resource Association  
Advisory Board, HR Advisor  
Editorial Board, Human Performance  
Board of Directors, San Francisco Playhouse  
Executive Advisory Board, Leadership California

*Ad hoc* Reviewer for:

Journal of Applied Psychology  
Journal of Industrial Relations  
Social Science Quarterly  
Personnel Psychology  
California Management Review  
Military Psychology

Advisory Board Member for the University of California, Berkeley:  
Certificate Program in Training and Human Resource Development  
Certificate Program in Human Resource Management

Society for Industrial/Organizational Psychology (SIOP):  
Committee Member, APA Testing Standards Review  
Taskforce Chair, Healthiest Workplace Initiative  
Professional Practice Officer of the Executive Board  
Delegate, The Future of Psychology Practice Summit  
Committee Member, M. Scott Myers Award for Applied Research in the Workplace  
SIOP Program Committee (Reviewer) and Program Subcommittee (Final Program)

Founder, Past President and Board Member, The Foundation for LEADERSHIP CALIFORNIA.  
A non-profit public charity that delivers educational programming to selected women leaders.

Faculty Sponsor:  
Student Human Resources Association (1985 - Present)  
OBIR Club (1987 - 1994)  
American Society for Personnel Administration (1981 - 1984)  
Graduate Business Women's Network (1980 - 1983)

Secretary/Treasurer and Trustee, GOGGIO FAMILY FOUNDATION. A non-profit private foundation supporting education, health, ecological and technological innovations.

**PUBLICATIONS****Articles:**

Banks, C.G. and Arnold, E. California employers get a break with Brinker but what does it really mean? HR Advisor, Nov-Dec, 2008.

Banks, C.G. How to comply with meal and rest break law and policy. HR Advisor, May-June, 2006.

Banks, C.G. and Aubry, L. W. How to conduct a wage and hour audit. HR Advisor, Mar-April, 2005.  
Reprinted in Bender's Labor and Employment Bulletin, Vol. 5, No. 6 at 292-302, June, 2005.

Banks, C.G. Keeping exempt jobs exempt: How to avoid wage and hour litigation. HR Advisor, Mar-April, 2004.

Banks, C.G. and Murphy, K.R. Narrowing the research-practice gap in performance appraisal. Personnel Psychology, 1985, 38, 335-345. Reprinted in: Readings in Industrial and Organizational Psychology, Dorsey Press, 1986. Activities in Personnel and Human Resource Management: Readings, Cases, and Exercises, Houghton Mifflin Co., 1988. Performance, KEND Publishing, 1988.

Banks, C.G. and Roberson, L. Performance appraisers as test developers. Academy of Management Review, 1985, 10, 128-142.

**Chapters and Other Articles:**

Banks, C.G. Going global or staying local. In J. Hedge and W. Borman (Eds.) The I/O Consultant's Handbook. APA Books, March, 2008.

Banks, C.G. An on demand world requires on demand people: Talent, not title or affiliation, is the new corporate currency. IBM Corporation, InsideOut Series, December, 2005.

Banks, C.G. and Cohen, L. Wage and hour litigation: I-O psychology's new frontier. In F. J. Landy (Ed), Employment Discrimination Litigation. Jossey-Bass/Pfeiffer, 2005.

Banks, C.G. Managing the extended enterprise: An organizational view. IBM Summit Conference Proceedings, New York, October 2004.

Banks, C.G., and May, K.E. Performance management: The real glue in organizations. In A.I. Kraut and A. K. Korman (Eds), Evolving Practices in Human Resource Management: Responses to a Changing World of Work. Jossey-Bass Inc., 1999.

**Papers and Reports:**

Banks, C.G. Creating opportunities for women pharmacists. Proceedings of the American Pharmacy Association Conference, Austin, Texas, 1984.

Banks, C.G. and Williams, L.L. Career antecedents, work styles, family situation, decision-making, and perceptions of women leaders: A descriptive study of Leadership Texas women. Texas Foundation for Women's Resources, Austin, Texas, 1984.

Banks, C.G., Ostroff, C., and Souter, E. Motivations, aspirations, perceptions, and work styles of Leadership Texas women. Texas Foundation for Women's Resources, Austin, Texas, 1983.

Banks, C.G. and Toquam, J. Validation of the IRJ technique for analyzing the rating process. Proceedings of the Military Testing Association, San Antonio, Texas, 1982.

Labig, C.E., and Banks, C.G. Attitudes Towards Unions. Proceedings of the Academy of Management, Southwest Division, Dallas, 1982.

### **ACADEMIC PRESENTATIONS**

#### **Society for Industrial/Organizational Psychology:**

Symposium: "SIOP 2035—The Next 25 Years: Visions for the Future." Society for Industrial/Organizational Psychology Annual Meeting, Atlanta, 2010.

Symposium: "Methodological Approaches to Wage and Hour Cases." Society for Industrial/Organizational Psychology Annual Meeting, New Orleans, 2009.

Master Tutorial: "Update in Wage & Hour Litigation: New Opportunities for I-O Psychologists" (with L. Aubry). Society for Industrial/Organizational Psychology Annual Meeting, San Francisco, 2008.

Master Tutorial: "I-O Psychology's New Frontier: Wage and Hour Litigation." (with F. Leffler). Society for Industrial/Organizational Psychology Annual Meeting, New York, 2007.

"Work/Life Balance in High Tech" (with M. Donovan). Society for Industrial/Organizational Psychology Annual Meeting, San Diego, 2001.

"Retention of 'Welfare to Work' Employees" (with K. Jung). Society for Industrial/Organizational Psychology Annual Meeting, New Orleans, 2000.

"HR Audit: The Procedural Perspective: Helping Small Businesses Make Smart Human Resource Practice Choices" (with K. May). Society for Industrial/Organizational Psychology Annual Meeting, St. Louis, 1997.

"Affirmative Action: Equal Opportunity or Equal Results?" Society for Industrial/Organizational Psychology Annual Meeting, San Diego, 1996.

"Downsizing and Other Organizational Transformations in the Public Sector." Society for Industrial/Organizational Psychology Annual Meeting, San Diego, 1996.

"Narrowing the Gap Between I/O's and CEO's: What CEO's Need to Understand About I/O Psychology and What I/O Psychologists Need to Understand About CEO's." Society for Industrial/Organizational Psychology Annual Meeting, Orlando, 1995.

"Development and Content Validation of Multiple-Test Selection Procedures" (with K. May and K. Mosier). Paper presented at the annual meeting of the Society for Industrial and Organizational Psychology, Miami, 1989.

"The Impact of Changing Workforce Demographics on Selection and Training in Organizations." Roundtable discussion presented at the annual meeting of the Society for Industrial and Organizational Psychology, Miami, 1990.

"Making Sense and Making Progress: The Performance Judgment Process," "The Contribution of Rater Training to Performance Measurement," and "The Usefulness of Academic Research." Symposia presented at the annual meeting of the Society for Industrial and Organizational Psychology, Atlanta, April, 1987.

#### **American Psychological Association:**

"Implications of Workforce 2000: Selection and Training." Paper presented at the annual meeting of The American Psychological Association, San Francisco, CA, 1991.

"Beyond Job Knowledge: Increasing Performance Appraisal Accuracy through Assessment Skills." Presented at the American Psychological Association Convention, Washington, D.C., August, 1986.

"The Appraisal Task and the Role of Observation." American Psychological Association, Anaheim, 1983.

"Relationship Between Cognitive Schema and Rating Accuracy" (with L. Roberson and C.A. Paradise). American Psychological Association, Anaheim, 1983.

Behavior Indices of Raters' Cognitive Processing." American Psychological Association, Washington, D.C., 1982.

"Analyzing the Rating Process: A Content Analysis Approach." American Psychological Association, New York, 1979.

#### **Other Professional Societies:**

"Cue Selection and Evaluation in Performance Appraisal." Academy of Management Association, Los Angeles, 1985.

"Performance Appraisers as Test Developers." Military Testing Association, San Antonio, Texas, 1982.

"Validation of IRJ as a Technique for Analyzing the Rating Process." Military Testing Association, San Antonio, Texas, 1982.

"IRJ: A New Technique for Measuring the Performance Rating Process." Military Testing Association, Toronto, 1980.

"An Experimental Study of Rating Process: Correlates of Rating Behavior." Western Psychological Association, San Diego, 1979.

### **MEMBERSHIPS**

American Psychological Association  
 Society for Industrial and Organizational Psychology  
 Academy of Management  
 Northern California Human Resources Association  
 Society for Human Resource Management  
 Human Resource Planning Society

### **INVITED ADDRESSES**

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| 2010 | 2010 IO-OB Graduate Student Conference: "Making a Difference in People's Lives: Wage and Hour Job Studies." Houston, TX.   |
| 2004 | IBM Faculty Summit: "Managing the Extended Enterprise: An Organizational View." New York, NY   |
| 2000 | iQuantic Annual Conference: Taking Stock: The Future of Stock Options Conference: "Equity Under a Microscope: Governance from Academic Perspectives." San Jose, CA       |
| 1997 | The New Zealand Psychological Society Industrial/Organizational Psychology Conference: "Performance Management in the 21st Century."                                     |
| 1997 | Workshop of the Academy of Social Sciences of Australia: "Issues in Training."   |
| 1995 | Northern California Human Resources Council Annual Meeting: "Performance Management in the Next Century."  |
| 1995 | "Complying with the ADA: Matching Workers' Physical Capabilities To Job Demands" (with K. May and K. DeStigter). Human Resource Planning Society Annual Meeting, Ithaca. |
| 1994 | Northern California Human Resources Council Annual Meeting: "Assigning Work to Disabled Workers at NUMMI."   |
| 1994 | South Bay Chapter on Diversity Programs: "Organizational Restructuring and Downsizing: Implications for Affirmative Action."   |

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- 1994 South Bay Chapter of Cal Business Alumni: "Empowerment and Self-Directed Work Teams."
- 1993 Western College Placement Association, San Francisco: "Preparing for Jobs in the Year 2000."
- 1992 University of California Cooperative Extension, Davis, CA: "Empowerment."
- 1992 University of California Academic Business Officers Group Conference, Ventura: "Seven Important Trends in Workforce 2000." (Keynote Address)
- 1989 University of California System EX-L Conference, San Diego: "Empowering Potential Leaders."
- 1989 Sacramento-Sierra Women Health Care Executives: "Leadership."
- 1988 Women Health Care Executives; San Francisco: "Creating Your Best Image."
- 1988 North Central Convention Association of the Alberta Teachers' Association: Edmonton, Alberta: "Leadership of the 1990's: Identification and Development of Tomorrow's Leaders" and "Women Leaders: What the Future Can Bring."
- 1987 Western Canada Educational Administrators' Conference '87; Edmonton, Alberta: "Critical Steps in Building Leadership Success" and "Practicing Leadership Skills."
- 1987 Women '87 Conference; Honolulu, Hawaii" "Women Leaders: A New Beginning" and "Speak Up with Confidence."
- 1987 Women Health Care Executives; San Francisco: "Building Leadership Skills in Women."
- 1987 Calgary City Teachers' Convention; Calgary Alberta: "A Legacy of Leadership: Critical Steps in Building Leadership Success."
- 1985 Delta Kappa Gamma Regional Conferences Keynote Address, San Lorenzo, Bakersfield and Pasadena, CA: "Women Leaders: A Legacy of Leadership."

**CRISTINA G. BANKS, PHD**

Expert Testimony

As of March 2011

1. Adams et al. v. Home Depot USA, JCCP 4229, Riverside County Superior Court; declaration, 2004; deposition, 2004.
2. Archilla v. KFC US Properties, 2:09-CV-0107 R (FMOx), U.S.D.C. Central District of California; declaration, 2009; deposition, 2009.
3. Arenas et al. v. El Torito Restaurants, Inc., BC352538, Los Angeles County Superior Court; declaration, 2008.
4. Benson & Benson v. U-Haul International Inc., Los Angeles County Superior Court; declaration, 2003.
5. Coldiron v. Pizza Hut, Inc., CV-03-5865 TJH (MCx), U.S.D.C. Central District of California, Western Division; declarations, 2004.
6. Collins v. Aaron Brothers, BC 208856, Los Angeles County Superior Court; declaration, 2001; deposition, 2001.
7. Cook v. Denny's, Inc., 6:06-CV-01421-PCF-GJK, U.S.D.C. Middle District of Florida, Orlando Division; expert report, 2007.
8. Cutler et al. v. Wal-Mart, Inc., 02-10206, Prince George County Superior Court (MD); deposition, 2003.
9. Dowell v. PETCO Animal Supplies, 37-2010-00091756-CU-OE-CTL, San Diego County Superior Court; declaration, 2011.
10. Drenckhahn v. Costco Wholesale Corporation, BC 382911, Los Angeles County Superior Court; declarations, 2009, 2010.
11. Dubrow et al. v. Pep Boys, 00 CC 03942, Orange County Superior Court; Los Angeles County Superior Court; declaration, 2002; deposition, 2002.
12. Equal Employment Opportunity Commission v. Denny's, Inc., WDQ-06-CV-2527, U.S.D.C. Northern District of California; expert report, 2009; deposition, 2009.
13. Fernandez et al. v. Victoria's Secret Stores, Inc., CV 06-4149 MMM (SHx), U.S.D.C. Central District of California; expert report, 2007.
14. Fresco et al. v. Canadian Imperial Bank, 07-CV-334112CP, Ontario Superior Court; affidavit, 2008; deposition, 2008.
15. Fulawka v. Bank of Nova Scotia, 07-345166CP, Ontario Superior Court; affidavits, 2009; deposition, 2009.

16. Garcia et al. v. Oracle Corporation, RG07321026, Alameda County Superior Court; declaration, 2010; deposition, 2010.
17. Goldman v. Radio Shack, 03-CV-0032, U.S.D.C. Eastern District of Pennsylvania; declarations, 2004, 2005; deposition, 2005; trial testimony, 2005.
18. Hashimoto et al. v. Abercrombie & Fitch and Hollister, BC 354479, Los Angeles County Superior Court; declaration, 2008; deposition, 2008.
19. Hines v. CSK Auto, Inc., Coordinated No. 4067, San Diego County Superior Court; Orange County Superior Court; Fresno County Superior Court; declaration, 1999.
20. Huck v. Pfizer, 08-CV 1277 L (WVG), U.S.D.C Southern District of California; expert report, 2009; deposition, 2010.
21. Huizar et al. v. Carl Karcher Enterprises (Carl's Jr.), Inc., Coordinated No. 4274, County of Los Angeles Central District; declaration, 2004; deposition, 2004.
22. Jenkins et al. v. Stater Brothers & Barnhart et al. v. Stater Brothers, SCVSS 70687 & SCVSS70688, San Bernardino County Superior Court; deposition, 2002.
23. Jones v. International Coffee & Tea (Coffee Bean), LLC, 37-2008-00080714-CU-OE-CTL; declaration, 2009.
24. Kelly & Modero v. Dayton Hudson Corporation DBA Target Stores, 00CC02123, Orange County Superior Court; declaration, 2001.
25. Knight v. CBS Personnel Holdings, Inc. (Staffmark) et al., BC424383, Los Angeles County Superior Court; declaration, 2011.
26. Knoch et al. v. Safeway Inc. and The Vons Companies, Inc., BC278726, BC277481, Los Angeles County Superior Court; declarations, 2006, 2007; deposition, 2008.
27. Linares et al. v. Discount Tire Co., GIC 826602, San Diego County Superior Court; declaration, 2005.
28. Lopez v. Kaiser, RG 07-305405, Alameda County Superior Court; declaration, 2008; deposition, 2008.
29. McCracken et al. v. Canadian National Railway Company, 08-CV-351183-PD1, Ontario Superior Court; affidavit, 2009; deposition, 2009.
30. Metzler v. Food 4 Less, BC206244, Los Angeles County Superior Court; expert report, 2002; deposition, 2002.
31. Moreno et al. v. Miller Brands, Inc., et al, BC 278170, Los Angeles Superior Court; declaration, 2003.

32. Myart v. Autozone, 05CC03219, Orange County Superior Court; expert report, 2010; deposition, 2010.
33. Mynaf et al. v. Taco Bell, CV7661193, Santa Clara County Superior Court; declaration, 1998; deposition, 2001.
34. O'Hara et al. v. Factory 2-U, 834123-5, Alameda County Superior Court; declaration, 2001; deposition, 2001.
35. Ohrling et al. v. AMR Corporation (American Eagle Airlines), INC 041380, Riverside County Superior Court; declarations, 2008, 2009.
36. Perez v. RadioShack, 02-CV-7884, U.S.D.C. Northern District of Illinois Eastern Division, declarations, 2005; deposition, 2005.
37. Pryor v. KBR (Kellogg Brown & Root, Inc), 1100052926, JAMS Class Action Arbitration; declaration, 2010; deposition, 2010.
38. Puchalski & Chhibber v. Taco Bell Corporation, GIC 870429, San Diego Superior Court; declarations, 2009; deposition, 2009.
39. Puffer et al. v. Allstate Insurance, 04 C 5764, U.S. D.C. Northern District of Illinois (Eastern Division); declaration, 2008.
40. Ramos et al. v. Safeway Markets, BC346109, BC348090, BC348731, BC399812 & Related Cases, County of Los Angeles Superior Court; deposition, 2010; trial testimony, 2010.
41. Raniwala et al., v. Michaels Stores, Inc., S093188, Alameda County Superior Court; deposition, 2001.
42. Reyna et al. v. Anheuser-Busch, CV 02-9886 RGK (AJWx), U.S.D.C. Central District of California; declaration, 2003; deposition, 2004.
43. Salvas et al. v. Wal-Mart Stores, Inc., 01-3645, Commonwealth of Massachusetts, Middlesex, ss Superior Court; deposition, 2003.
44. Savaglio et al. v. Wal-Mart Stores, Inc., C-835687-7, Alameda County Superior Court; declaration, expert reports, 2002, 2003, 2005; depositions, 2002, 2005; trial testimony, 2005.
45. Scanlan v. Enterprise Rent-A-Car, GIC 763529, San Diego County Superior Court; declaration, expert report, 2002; deposition, 2002.
46. Scherrer et al. v. Group Voyagers Inc., C-99-4834-SI, U.S.D.C. Northern District of California;- declaration, 2002; deposition, 2002.
47. Shafer v. Rent-A-Center, Inc., JCCP 4401, Los Angeles County Superior Court; declaration, 2008; deposition, 2008.

48. Swearingen v. Penske Auto Centers, BC253168, Los Angeles County Superior Court; declaration, 2003; deposition, 2003.
49. Taylor v. FedEx Freight West, Inc., 107CV088145, Santa Clara County Superior Court; declaration, 2011; deposition, 2011
50. Tucker et al. v. Casual Male Retail Group, Inc., C 04-1841 SBA, U.S.D.C. Northern District of California; expert report, 2005.
51. Vargas et al. v. Catalina Restaurant Group (Carrows), 106 -V-062233, Santa Clara County Superior Court; expert report, 2007; deposition, 2007.
52. Walker et al. v. OfficeMax, Inc., 00 CC 04470, Orange County Superior Court; declaration, 2001; deposition, 2001.
53. Whiteway v. FedEx Kinko's, 05-2320, U.S.D.C. Northern District of California, Oakland Division; declaration, 2007; trial testimony, 2010.
54. Whittaker v. Concentrex, C99-05312 THE ADR, U.S.D.C. Northern District of California; deposition, 2001.
55. Wiegele v. FedEx Ground, GIC 865781, San Diego County Superior Court; declarations, 2009.
56. Williams v. H&R Block Financial Advisors, Inc., RG08366506, Alameda County Superior Court; declaration, 2010; deposition, 2010.