

# Conflict Avoidance

## The conflict avoidance Pledge commits signatories to:

- Adopt early intervention techniques throughout the supply chain, to try to avoid, manage and/or resolve issues before they escalate into disputes.
- Embed conflict avoidance mechanisms into projects with the aim of identifying, controlling and managing potential conflict, whilst preventing the need for formal dispute resolution procedures.
- Identify potential disputes early and use conflict avoidance measures in practice.
- Work with the industry to identify, promote and use these mechanisms.

The Pledge was initiated by several of the UK's leading professional bodies for construction and engineering. Together they form the Conflict Avoidance Coalition Steering Group.



## RICS Conflict Avoidance Process (RICS CAP) developed by RICS which:

- Can be used to help parties avoid getting entangled in long and damaging disputes.
- Is designed to take effect where disputes are emerging and deal with them early, collaboratively and cost effectively.
- Draws on impartial advice and recommendations from subject matter experts, which can be used to inform negotiations for all parties, and enable them to achieve an agreed settlement, thus maintaining party control over the outcome.
- Is cost effective. RICS CAP rates are agreed by the parties beforehand (usually and hourly or daily rate). It is paid for by the parties in equal shares, and only when it is used.

## RICS CAP is one way conflict avoidance Pledge signatories can give effect to their commitment.

The Conflict Avoidance Coalition, Conflict Avoidance Toolkit is a useful guide to best practice for implementation and other tools to effectively apply the pledge within a business or organisation.

## Key Benefits of RICS CAP

Is flexible and can be scaled to fit issues of varying complexity and value

Parties retain control of the process and outcomes

All parties work together with an impartial subject matter professional to achieve agreed outcomes

Cost effective and parties only pay if it is used

Is used early, before matters escalate to formal disputes requiring adversarial procedures

Preserves commercial relationships and brand reputations

