Parties work with RICS to create a Project Panel - a tailored list of experts selected for their relevant skills. When needed, a Dispute Panel is drawn from this group to conduct a CAP appointment.

## RICS Conflict Avoidance Process (CAP)



Issue arises which has the potential to lead to a dispute.



Parties agree to engage the RICS Conflict Avoidance Process (CAP) to obtain pragmatic, informed recommendations on resolving the matter.



Parties are encouraged to appoint a **CAP Champion**, responsible for:

- ensuring their team has a clear understanding of CAP
- Identifying when an issue is escalating toward a dispute and
- Referring issue to CAP for early resolution.



Dispute Panel meets parties to:

- Ensure the issue requiring resolution is clearly defined
- Establish and agree a timescale
- Ensure the parties and CAP Panel are aligned on how to proceed.



Application submitted to RICS to appoint a Dispute Panel. RICS conducts due diligence checks to ensure Dispute Panel is qualified, conflict-free, available, accepts pre-agreed timescales and fees, and aligned with RICS standards.

The Dispute Panel will comprise highly credible technical experts, experienced in the specific issue that the parties disagree upon.

Dispute Panel conducts investigation – hears from the parties, gathers information by speaking with others involved in the issue, conducts its own inquiries, and visits the site if required.



The Dispute Panel issues a comprehensive, fully reasoned written CAP Report containing recommendations for resolution.



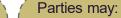
Recommendations are nonbinding, unless Parties agree otherwise.

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Parties may accept the recommendations in whole, and the issue is resolved.

Parties may reject some or all of the recommendations.

To do so, they must notify and explain their reasons to the other party.



- Suggest a compromise for resolution
- Seek further Dispute Panel assistance
- Make a settlement offer
- Refer the dispute to formal dispute resolution.



------ CAP Outcomes -----