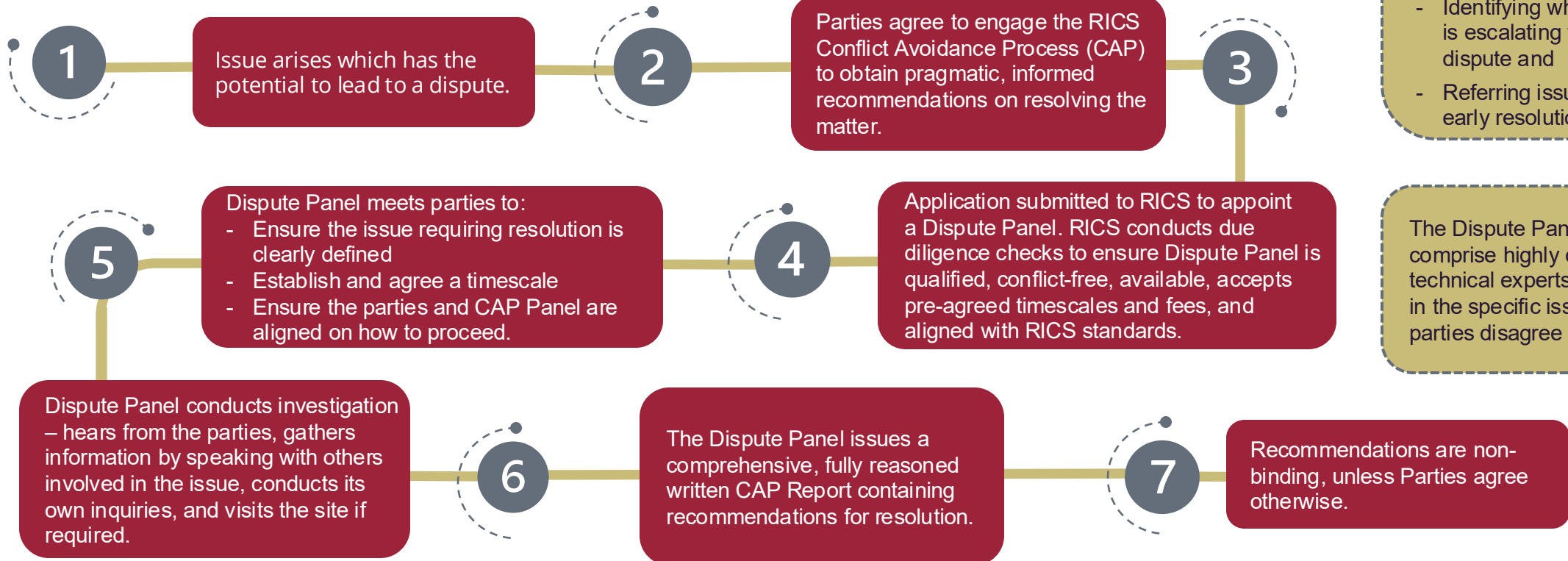


Parties work with RICS to create a Project Panel - a tailored list of experts selected for their relevant skills. When needed, a Dispute Panel is drawn from this group to conduct a CAP appointment.

RICS Conflict Avoidance Process (CAP)

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.



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

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

2 Parties may reject some or all of the recommendations.

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

Parties may:

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

3

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