

River Works Project (Framework Contract)

Nature of the issue

Stonbury delivered works under a long-term framework contract where unexpected site conditions caused significant delay and additional cost. A Compensation Event was raised and initially agreed but later challenged, creating potential for formal dispute.

Conflict Avoidance and Management Actions

Conflict Avoidance and Management Actions In accordance with the framework's Dispute Avoidance and Escalation Procedure, Stonbury engaged proactively to resolve the issue:

- Submitted a clear, evidence-based position statement supported by technical data.
- Progressed through each escalation tier, engaging senior representatives to maintain collaborative dialogue.
- Presented legal precedent to clarify contractual entitlement and promote a fact-based discussion.
- Maintained transparency and professionalism throughout, avoiding adversarial behaviour.

Outcome

Outcome The issue was resolved at senior level through constructive engagement and reference to supporting case law, with the client agreeing a settlement that closed the matter without recourse to adjudication or dispute.

Learning and Reflection

Learning and Reflection This case demonstrated the effectiveness of structured conflict management under framework agreements. The proactive use of factual evidence and escalation processes preserved working relationships and achieved a fair, timely outcome.