



## Capability Statement

### Working with Contractors

Helping Clients and their contractors optimise project outcomes and reduce the consequence of Construction Project Commercial Risk through:

**'Designing In' Certainty** – Managing Risk; aligning expectations

**'Working Out' Great Delivery** – Maintaining progress; mitigating problems

**'Closing Out' Successfully** – Optimising outcomes; resolving disputes equitably



## CRM: Working with Contractors

---

**Given that:**

60% of Construction Projects are delivered late<sup>1</sup>

31% exceed budget expectations<sup>2</sup>

40% of Clients dissatisfied (or worse) with quality / scope

= 90%+ incidence of Clients reporting 'significant' problems to the Contractor.

It's no wonder the construction industry is perceived to be failing.

CRM helps Contractors, Clients and their professional teams achieve successful, equitable outcomes

**“It's about Time.....”**

**(.....and money!)**

---

<sup>1</sup> Construction Manager 09/15

<sup>2</sup> Construction Manager 09/15

# CRM: Working with Contractors

---

**Introduction:** CRM is a specialist Chartered QS Cost Consultancy firm, with extensive capability in Quantum, Programme and Planning and all commercial aspects of construction.

Our focus is on assisting contractors, their clients, consultants and legal counsel, to achieve successful and equitable project outcomes by avoiding, mitigating, managing and resolving construction disputes and pragmatic intervention to ensure successful delivery.

From conception, through inception, construction, on to Final Account and beyond, CRM provides those involved in procuring and delivering projects with the highest levels of informed commercial decision making and effective Risk Management Strategies.

Key to our role is engagement with, and support for, clients' selected contracting parties.

## Working with, and for Contractors

- CRM does not provide legal advice; our guidance spans procurement strategies, contractual matters, commercial protocols and procedures and informed negotiation positioning.
- Contractors invite CRM to participate to undertake the 'heavy lifting' of commercial analysis and programme and time/delay review and reporting – we help by providing strategic and operational support.
- CRM, where appropriate, invites suitably skilled and scaled contractors to present credentials to clients and professional team, where most suited, as potential delivery partner.

This ensures contracting parties have the correctly balanced, comprehensive portfolio of advice when instructing or undertaking project delivery or dealing with issues as they arise, helping to drive out prevalent conflict all too often inherent in contemporary construction.

An intended legacy of our participation is helping organisations evolve their commercial advantage.

# CRM: Working with Contractors

---

## Achieving Equitable Outcomes, Together

- Incremental, 'progressive' approach:

Pre-Contract, High Level Commercial Support and Advice

- Practical construction phase planning and health checks
- Informed construction phase decision making
- Pragmatic 'conflict' management and resolution
- Project recovery strategies
- Dispute reconciliation
- Close out and post contract resolution

...in partnership, at each stage

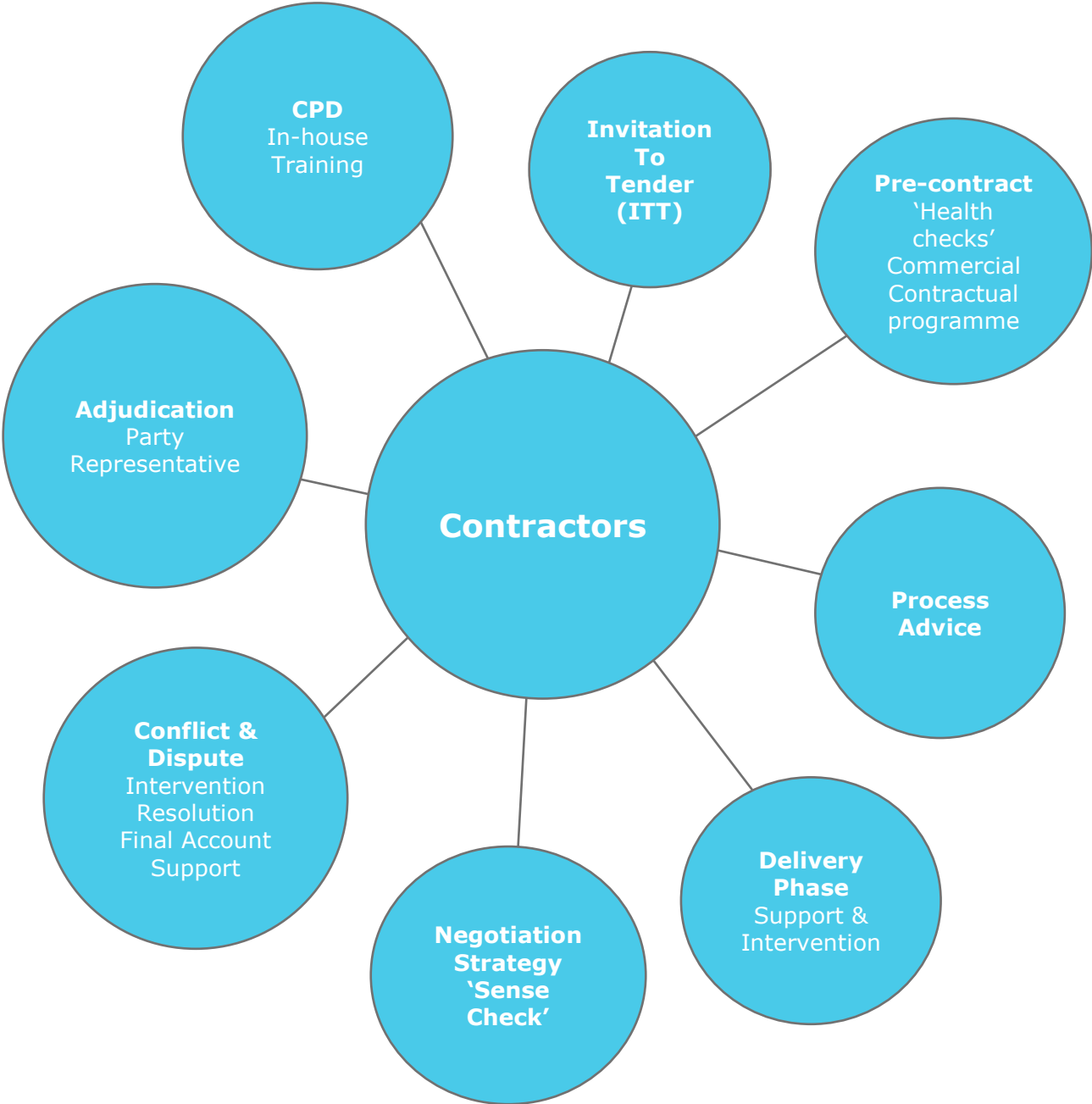
- Dispute Resolution: Up to and including mediation, adjudication, arbitration and litigation, CRM partners with lawyers in developing, implementing and providing supporting information to deliver optimum strategies.



# CRM: Working with Contractors

---

## Complementary service Lines



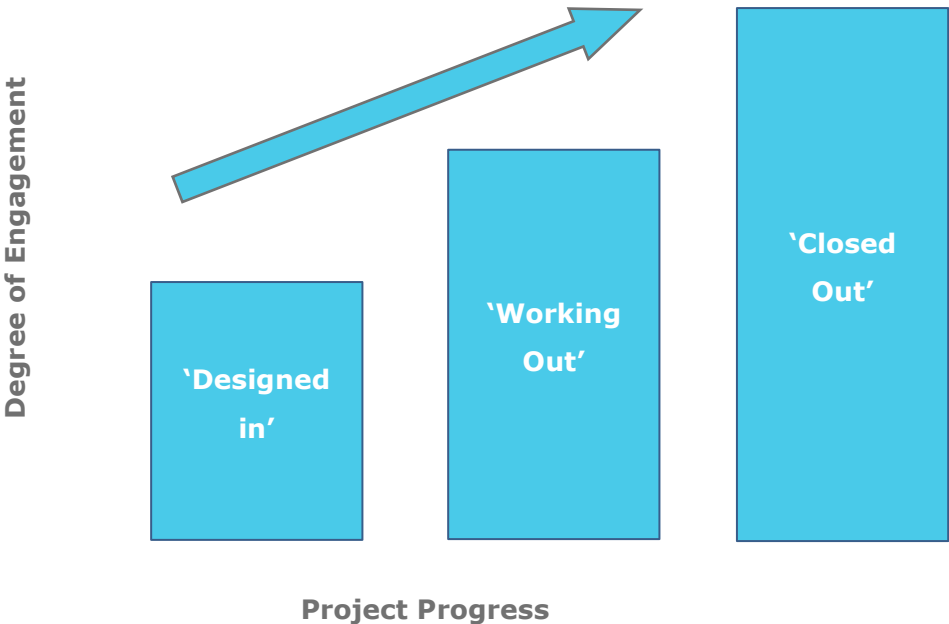
# CRM: Working with Contractors

---

## CRM, A Unique Approach

Team CRM comprises senior 'director level' professionals and consultants with extensive experience 'contractor side'

Led by our Principal, Jason Farnell, a qualified, practising and highly respected and reputed Adjudicator, CRM ensures differences are resolved in the most optimum way.



Our experience and unique perspective affords our clients partners and their adviser's exceptional insight into what the journey to dispute resolution looks like, and what the implications are of each commercial decision at each stage. Ideally helping to avoid or stop short of expensive, unpredictable and often avoidable litigation.

## Optimising outcomes; repeat engagement

## CRM: Working with Contractors

---

### Office locations

Sansomes Cottage

Angel Lane

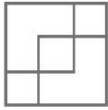
New Milton

Hampshire

BH25 5PT

Tel: +44 (0)1494 778963

Email: [contact@commercialrisk.management](mailto:contact@commercialrisk.management)



**COMMERCIALRISK**  

---

**MANAGEMENT**