



GUIDANCE NOTE – APRIL 2025

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NEC4 Engineering and Construction Contract project protocol for conflict avoidance - Oraculum guidance note

This guidance note sets out the recommended workshop structure and implementation guidelines for proactive conflict avoidance on NEC4 projects. Whilst not forming part of the contract conditions, these measures are designed to enhance project success through structured collaboration.

These suggestions and guidance are produced to integrate with Oraculum's **E.C.L.I.P.S.E (Exemplar commercial & leadership integration for project success & execution)** Project Mentoring system.

The structure of the workshops are explained in this document.

1.0 PROTOCOL PURPOSE AND COMMITMENT

This protocol transforms traditional NEC4 project delivery through strategic conflict avoidance and proactive collaboration.

By implementing structured workshops with independent facilitation, project teams can identify and resolve potential issues before they impact project success.

The protocol delivers measurable commercial benefits through improved understanding, enhanced team alignment, and early issue resolution.

Complementing NEC4's collaborative principles, this practical guidance provides project leaders with clear implementation strategies for successful project delivery.

PROJECT SUCCESS PLEDGE

We shall proactively work together to reduce the potential for disputes during the course of the contract.

We shall be open and honest with each other on our expectations for the project.

We commit to understanding each other's drivers and motivations before commencing works.

We shall maintain clear and consistent communication throughout all levels of our organizations.

We pledge to address concerns and misunderstandings at source, preventing escalation through early intervention.

We commit to investing time in mutual understanding through structured workshops and collaborative sessions.

We commit to developing our teams' capability in identifying and addressing potential issues before they become problems.

We pledge to celebrate success together and learn from challenges as one team.

We shall promote and demonstrate these principles throughout our supply chain, creating a culture of collaboration.

1.1 Protocol Objectives

This protocol establishes a framework for proactive conflict avoidance through:

- Structured workshops
- Collaborative practices
- Clear communication channels
- Early issue identification
- Joint problem-solving approaches

1.2 Pre-Implementation Actions

Joint actions by Client and Contractor:

- Review and agree protocol implementation
- Establish workshop schedule
- Agree facilitator selection process
- Confirm resource commitments
- Set success metrics

1.3 Protocol Documentation

Include protocol within:

- Project Execution Plan
- Quality Management System
- Project Handbook
- Team Onboarding Materials
- Progress Meeting Agenda Items

2.0 PRE-CONTRACT WORKSHOP IMPLEMENTATION GUIDELINES

2.1 Scoping Clarification Workshop

Purpose:

- Build mutual understanding of project scope
- Identify potential risk areas
- Clarify assumptions and exclusions

Key Activities:

- Review full scope documentation
- Map key deliverables

- Discuss interface points
- Document assumptions
- Address potential grey areas

Output

- Revised Scope to be included in Contract in line with agreements made in the workshop

2.2 Contract Terms Workshop Purpose:

- Ensure shared understanding of contract mechanisms
- Clarify communication protocols
- Review key contract terms and proposed changes

Key Activities:

- Review Z-clauses and options
- Explain payment mechanisms
- Establish communication channels
- Review program requirements
- Discuss early warning process

Output:

- Revise Contract terms to those agreed to in the workshop, for inclusion into the Contract

3.0 CONTRACT WORKSHOPS IMPLEMENTATION GUIDELINES**3.1 Project Integration Workshop**

Timing: Within four weeks of starting date

Led by: Contractor

Purpose: Establish operational framework

Key Activities:

- Team introductions and roles
- Align management systems
- Confirm reporting structures
- Establish early warning processes
- Define collaboration protocols

Documentation Requirements:

- Minutes within one week

- Action plan with responsibilities
- System integration timeline
- Communication protocol document

3.2 Project Drivers Workshop

Timing: Within two weeks of starting date

Led by: Contractor

Purpose: Align project objectives and success criteria

Key Activities:

- Define success metrics for each party
- Identify key performance indicators
- Document strategic priorities
- Record non-contractual objectives
- Agree on legacy goals

Documentation Requirements:

- Minutes within one week
- Circulated to all attendees
- Stored in project document management system

4.0 FACILITATOR SELECTION AND MANAGEMENT

4.1 Selection Process

- Both parties nominate potential facilitators
- Joint review of candidates
- Agreed selection criteria
- Mutual agreement on final selection

4.2 Facilitator Requirements

- NEC contract experience
- Workshop facilitation expertise
- Industry knowledge
- Independence from both parties

5.0 BEST PRACTICE IMPLEMENTATION TIPS

5.1 Pre-Workshop:

- Distribute agendas minimum 5 days prior
- Request pre-reading completion
- Confirm key attendee availability
- Prepare relevant documentation
- Book suitable venue/virtual platform

5.2 During Workshop:

- Assign facilitator and note-taker
- Use visual aids for complex topics
- Encourage open dialogue
- Document decisions in real-time
- Confirm actions before closing

5.3 Post-Workshop:

- Distribute minutes promptly
- Track action completion
- Schedule follow-up reviews
- Monitor implementation
- Gather feedback for improvement

6.0 MEASURING SUCCESS

6.1 Workshop Effectiveness Metrics:

- Workshop attendance levels (target: >90% of required attendees)
- Action completion rates within agreed timelines
- Number of clarifications required post-workshop
- Participant feedback scores (satisfaction ratings)
- Follow-up session requirements

6.2 Early Warning Effectiveness:

- Number of early warnings raised vs. escalated issues
- Average response time to early warnings
- Percentage of early warnings resolved at first level

- Cost impact avoided through early intervention
- Time saved through proactive issue management

6.3 Communication Effectiveness:

- Adherence to agreed communication protocols
- Response times to queries and requests
- Quality of project documentation
- Effectiveness of reporting structures
- Stakeholder feedback scores

6.4 Project Performance Indicators:

- Cost savings through early issue resolution
- Program impact minimization
- Team retention rates
- Supply chain collaboration scores

7.0 ORACULUM'S E.C.L.I.P.S.E INTEGRATION

The implementation of these workshops and measures can be enhanced through Oraculum's **E.C.L.I.P.S.E** (Exemplar Commercial & Leadership Integration for Project Success & Execution) mentoring system.

This proven framework provides:

- Structured diagnostics
- Implementation support
- Measurable outcomes for project success validation

The **E.C.L.I.P.S.E** system helps organizations implement successful projects by:

- Transition project leadership into strategic leaders
- Enhancing team collaboration
- Builds a culture conducive to innovation
- Increases project value by understanding of scope and opportunities
- Long term business value through structured client relationship development
- Helps position the business as the market leader through exemplar actions

For more information on implementing these measures:

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