

# Important commercial conflict management initiatives recognised at CEDR Awards

Submitted by: Centre for Effective Dispute Resolution (CEDR)

Friday, 30 November 2012

---

Winners of CEDR Awards 2012 announced.

The biennial CEDR Awards for excellence have been announced at a ceremony held at the Waldorf Hilton in London on 29th November, attended by around 200 figures from the Alternative Dispute Resolution (ADR) and legal communities.

The panel of awards judges were The Rt Hon Lord Justice Rix, Brian Hutchinson of University College Dublin, Dr Gillian Dada of GlaxoSmithKline plc, Guy Perring of Everything Everywhere Ltd, Professor Bryan Clark of Strathclyde University, Rhys Clift of Hill Dickinson LLP, Caroline Stroud of Freshfields Bruckhaus Deringer, and author, CEO and entrepreneur Margaret Heffernan. Guests were also addressed by CEDR's Chair, Lady Elizabeth Vallance, on the subject of dispute resolution's changing landscape.

Awards were made in 6 different categories, with 22 finalists making the most extensive shortlist in the Awards' 20 year history.

In the Excellence in ADR and Conflict category, my|deposits were recognised for their Tenant Deposit Protection Scheme, which uses an alternative dispute resolution process designed by the company. As well as this innovation, my|deposits were recognised for working steadily to find ways of improving this service, creating better outcomes for users of the scheme.

In the ADR and Civil Justice Innovation category there were two winners for very different reasons. Judge Sran Šimac of Croatia was recognised for his energetic work in bringing and popularising mediation in Croatia – Judge Simac founded the Croatian Mediation Association, and has since been elected as its first president. The Commercial Mediation Group was also given an award for their exciting, unique 'mediation purchasers' initiative, which ensures that disputants receive the best process possible. From a small group spearheaded by Katie Bradford, the Group now has 60 members and is set to grow in the future.

In the ADR Champion category, Geoff Lloyd, currently with Ernst and Young, was recognised for his work on tax disputes as part of Her Majesty's Customs and Revenue Service – Geoff headed and directed a government initiative which uses mediation to free up resources tied up in tax disputes. Geoff Lloyd's system means that settlements in these disputes are achieved earlier and more effectively than through traditional channels.

In the ADR Trainer category, John Brand and Felicity Steadman were recognised for their extensive work in South Africa with the African Centre for Dispute Resolution at the University of Stellenbosch. In particular, they were the primary instigators of Commercial Mediation Skills Training working through Conflict Dynamics, with over 160 mediators accredited so far under the course.

In the Best Communication or Publication category, 'The Corporate Social Responsibility Initiative' film series produced by the The Mossavar-Rahmani Center of Business and Government (M-RCBG), Harvard

Kennedy School, USA, won in an especially strong category. The film series makes a compelling case for ADR methods and processes, using real life corporate-community case studies to show the immediate and long term benefits of facilitated dialogue, available on [www.BASESwiki.org](http://www.BASESwiki.org) for free.

The judges also commended Henry Brown and Arthur Marriott's publication, *ADR: Principles and Practice* (3rd Edition), for a special mention, noting that this edition has been substantially revised to reflect developments and fresh thinking in the field.

The Tony Curtis Award for Young Professionals was given to Julie-Ann McCaffrey for her essay, *Mediation as an Unadopted Road*. The essay explores mediation in the workplace and within organisations, and suggests what we may expect to see in the future development of the field of mediation.

Dr Karl Mackie CBE, Chief Executive of CEDR said,

'We are delighted by the innovative work that is being celebrated this evening, and the dedication shown by all of the winners and finalists to furthering the cause of alternative dispute resolution. The record number of finalists for this year's Awards shows clearly how these practices are entering the mainstream, and their potential for transforming the way we approach conflict. As the diverse entrants show, the field of dispute resolution is changing to reflect the diverse needs of modern society.'

ENDS

The 2012 Awards: Winners and Finalists

Excellence in ADR or Conflict category

Winner – my|deposits

Finalist – Office of the independent adjudicator for higher education UK

"The OIA has adopted a creative, flexible and evidence-based approach to develop and reform its complaints-handling process and introduce earlier resolution, mediation and settlement for students contesting degree awards they are unhappy with."

Finalist – ABTA Ltd.

"For more than 60 years ABTA has provided its members and customers with financial protection and a course of redress if a problem, dispute or conflict should arise during their travels. With core qualities of expertise, reliability and fairness, ABTA has one of the most accessible and efficient dispute resolution schemes."

Finalist - The Internet Services Providers' Association

"The ISPA takes a highly supportive position on reasonable and appropriate disputes resolution of broadband internet disputes between providers and consumers."

Finalist – SAFCEC (South African Federation of Civil Engineering Contractors)

"This successful labour relations initiative establishes procedures to deal with disputes, including

the establishment of a dispute resolution centre for dealing with all disputes between employers. In recent years it has been used to help some of South Africa's most important Civil Engineering projects to be completed successfully."

Finalist - London Organising Committee of the Olympic & Paralympic Games (LOCOG), UK

"LOCOG have shown great initiative in incorporating effective conflict management systems on a large scale, long term project – the 2012 London Olympic and Paralympic Games"

ADR and Civil Justice Innovation category

Winner - Judge Sran Šimac, Croatia

Winner - The Commercial Mediation Group

Finalist - King and Wood Mallesons Hong Kong and Australia

"King and Wood Mallesons, a newly merged law firm with an established practice in Australia, has used its experience of ADR in this market, where mediation is well-established, to introduce the principles of its use to its practices elsewhere, notably in Hong Kong."

Finalist - Hong Kong Bar Association

"The Hong Kong Bar Association aims to consider and take proactive measures on all matters affecting the legal profession and the administration of justice. Its legal education programme provides expert advice on mediation and arbitration for its members. In recent years there have been 208 members of the Bar accredited as mediators through 11 regular mediation skills courses."

ADR Champion Category

Winner - Geoff Lloyd

Finalist - Ioanna Anastassopoulou

"More than anyone else in Greece, Ioanna has been credited for helping to build a pool of quality commercial mediators, often fighting to achieve funding in impossible circumstances to make this happen, 'putting mediation on the map'. She was instrumental in the introduction in Greece of the Law on Mediation which implemented the EU Directive on trans-border mediation."

Finalist - William Aylmer

"William Aylmer has been nominated for his commitment to the promotion and development of mediation in Ireland over the last ten years, in particular his contribution to and leadership of the Mediation Bill currently before parliament."

Finalist - Antti Heikinheimo

"One of the most frequently cited proponents of mediation and ADR in Finland and a force for its use."

ADR Trainer Category

Winners - John Brand and Felicity Steadman

Finalist – David Richbell

“David is one of the most established mediation trainers in the UK who has continued in his successful training practice in the last two years, with associated activities.”

Finalist - Sevdalina Aleksandrova

“In 2011-2012, in addition to her other mediation training courses, Sevdalina ran a training project for the promotion of mediation through the Professional Association of Mediators in Bulgaria, creating certified mediators to help realise the notion of commercial mediation.”

Best Communication or Publication

Winner – The Mossavar-Rahmani Center of Business and Government (M-RCBG), Harvard Kennedy School, USA, The Corporate Social Responsibility Initiative (film series)

Commendation – Henry Brown and Arthur Mariott, ADR: Principles and Practice (3rd Edition) special mention

Finalist – The Hamilton Group and the Institute for Democracy and Conflict Resolution (IDCR) at Essex University, UK, The Mock Ecocide Trial, 2011

“The Mock Ecocide Trial 2011 is an innovative, thoughtful attempt to apply restorative justice principles to the issue of sustainability, through the staging of a mock trial predicated on the as-yet fictional crime of ‘ecocide’. It experiments with new ADR hybrids, and how they might be applied in practice.”

Tony Curtis Award for Young Professionals

Winner – Julie-Ann McCaffrey, Mediation as an Unadopted Road

Finalist – Sophie Quinn, Visions of the Future

“Quinn’s essay, Visions of the Future, takes a quirky look at what alternative dispute resolution might be, through examples of its use in Horse Racing and in Queensland, Australia.”

Notes to Editors

CEDR is a not-for-profit body, founded in 1990, that campaigns for better resolution of disputes and management of conflicts. The CEDR Foundation promotes awareness of the need for more effective dialogue and how to achieve it. CEDR's commercial arm comprises:

CEDR Solve: Europe's largest independent major alternative dispute resolution service, which to date has helped over 40,000 parties in commercial disputes,  
and

CEDR Skills: The leading negotiation and conflict management trainer, internationally acclaimed for its Mediator Skills Training of over 6000 mediators. It also consults on Civil Justice reform around the

world and helps business develop conflict management systems.

[www.cedr.com](http://www.cedr.com)

For more information please contact Verity Bramson, [vbramson@cedr.com](mailto:vbramson@cedr.com) +44 (0)20 7536 6000.