



<b>CEDR Accreditation:</b>	2022
<b>CEDR Panel:</b>	2025
<b>Languages:</b>	Spanish (fluent) English
<b>Location:</b>	London

## Hannah Perry

***“a pleasure to work with in  
challenging environments”***

### Overview

Hannah Perry has over 25 years of experience in conflict and dispute management. She has a strong foundation in resolving conflicts involving businesses and families across Asia Pacific, Europe, and North America.

Hannah's mediation expertise encompasses a wide range of areas, including residential property disputes, high-value family conflicts, and commercial contract claims. She also has extensive experience in workplace mediation, addressing issues like conflict management, relationship breakdowns, and communication problems.

Her skills are further complemented by being a PRINCE2 practitioner and a Mental Health First Aid Champion (MHFA).

### Professional Background

Hannah has over 25 years' experience of advising law and professional services firms providing sustainable solutions to challenging and sensitive business problems.

She has worked with senior executives to run global/regional strategic change projects and initiatives at EY, DLA Piper, Jones Day, Skadden, Baker McKenzie and Farrer & Co.

Whilst managing her family's property business she has dealt with tenants from diverse backgrounds –social housing to UHNWIs. She specialises in multifaceted disputes that arise between tenants, contractors, landlords and local councils.

Hannah has worked for a variety of businesses and sectors globally. She feels at ease in most rooms she walks into.

## Expertise

- Commercial Contracts
- Partnership & Shareholder disputes
- Corporate Governance and Boards
- Property – landlord and tenant
- Family Businesses and Entrepreneurs
- Charities & Not for Profit
- UHNWI
- Sports and Entertainment
- Workplace & Employment
- NHS & Healthcare
- Public Sector Contract
- Construction & Engineering

## Dispute Experience

### Civil & Commercial

Hannah's expertise lies in mediating disputes relating to property disputes, complex and high-value family disputes. She has also mediated claims relating to commercial contracts.

Recent mediations, that she has led or co-mediated, are as follows:

#### *Commercial Contracts*

- Complex group insolvency claim in the renewable energy sector for sales misrepresentation. Most of the suppliers had ceased trading.
- Multi-jurisdictional JV contractual dispute for breach of contract in relation to Europe's largest transport infrastructure mega-project
- Collapsed multi-jurisdictional pension fund claim for breach of contract

#### *Family Businesses and Entrepreneurs*

- Dispute between siblings over the ownership structure of a family business
- Various disputes between funeral providers and clients in relation to allegations of professional negligence and misconduct
- Healthcare contract dispute pertaining to a claim for outstanding commercial property renovations for a family business

#### *Property*

- Disputes relating to tenancy agreements and claims for damages between tenants and landlords
- Private landlord disputes relating to property management, renovations and contractors
- Multi-party real estate finance insolvency dispute stemming from property development

- Various boundary disputes between neighbours, leaseholders and/or freeholders

## **Workplace & Employment**

Hannah's experience in this sector relates to conflict management and advisory, relationship breakdown, personality clashes, communication problems, and business transformation.

### *Facilitation / Neutral Chairing*

Acted as a neutral chair to 17 partners to agree a path forward after a severe breakdown in communication. Individual meetings were held with each partner across nine offices. A revised regional practice structure was proposed and agreed with the consent of all parties.

Facilitated the integration of various teams post-acquisition/merger. Private conversations were held with key stakeholders. Operating risks were identified, sustainable solutions were discussed and agreed with management.

Working with a Senior Partner, of a leading independent law firm, conducted a consultation with all Partners to agree a new management structure. The consultation was conducted with an ethical wall between the Senior Partner and the Board. The results were presented to and agreed by the equity partners.

## **Media, Telecommunications and IT**

She has resolved workplace conflicts with teams and individuals arising from:

- Unsuccessful change management programmes
- Lack of cultural and disability sensitivities
- Inappropriate working environments

## **NHS, Public Sector & Not For Profit**

Hannah has built teams within the NHS, Imperial College, Housing Associations and Government agencies. In these highly regulated workplaces, she has implemented innovative standing operating procedures and change management.

Her expertise in this sector lies in the following areas of disputes:

- Contract negotiation - employment, real estate, funding and resources
- Stakeholder engagement – sustainable integration of people and systems
- Reputation management – protecting and enhancing personal and professional reputations

## **Professional Services**

She has spent most of her career working with executive leadership teams in partnership structures within matrix environments.

- Boardroom and partner conflicts
- Conflicts arising from different communication, management styles or cultural differences

- Team conflicts arising from lack of clarity about roles and responsibilities or differing visions for the organisation
- Breakdown in relationships
- Rebuilding a relationship post disciplinary or grievance procedures
- Allegations of bullying/underperformance

### **Sports and Entertainment**

- Resolved disputes between UHNWIs and the event management company for a leading men's golf competition
- Negotiated settlement of claims for ticket refunds for an event management company
- Exit package for a co-founder of an event management company

## **Personal Style**

Known for her empathetic and pragmatic mediation style, Hannah's calm demeanour encourages open dialogue and continuous communication. She effectively facilitates negotiations that lead to practical, sustainable outcomes, regardless of the parties' personal or professional backgrounds. Her approach builds trust and ensures that all parties feel heard and understood, allowing for practical resolutions to complex issues.

## **Qualifications**

- Leeds Beckett University, Public Relations BA (Hons)
- Cambridge Judge Business School, Leading Strategic Change and Renewal
- PRINCE2 Practitioner
- Mental Health First Aid Champion (MHFA)

## **Background**

Hannah was born in London but grew up in Spain. She has lived and worked in Spain, Hong Kong, Washington DC, Miami, London and Leeds.

She is a voluntary community mediator for Ealing Mediation Service and a voluntary gardener for the Chiswick House and Gardens Trust.

## **Feedback**

- Hannah is a talented, creative and hard-working professional, and a pleasure to work with in challenging environments...
- ...She quickly gained the trust of our internal clients, including some difficult characters...

- ...She impressed at every stage of the ever-changing challenge, never losing focus of primary goals and responding with calm professionalism during the inevitable people and project wobbles. She is a robust character with the experience, maturity, confidence and gravitas to deliver skilful solutions.
- ...Hannah is highly personable, thorough and proactive; she is flexible and highly competent across a broad range of skill sets, with a mean eye for detail and a passion for excellent service delivery. Over the years, I have found Hannah to prove a consistent and reliable source of good ideas, blending creative inspiration with a natural pragmatism for what works in the real world...
- Hannah demonstrated strong research and analytical skills, regularly contributed new (and innovative) ideas and clearly made a difference...
- Hannah is very energetic, conscientious, has good inter personal skills, has a good understanding of business development issues...

