

## **APPENDIX B ETHICAL CODE**

Any person who acts as a mediator shall observe the following norms of professional conduct:

1. The mediator shall continuously increase their professional competence and knowledge by updating mediation and conflict resolution skills.
2. The mediator shall reject the appointment in case they feel they are not qualified enough to manage it.
3. The mediator shall respect and follow the principles specified in the Rules and Regulations of the organisation they work for.
4. Before starting the process of mediation and before holding the first meeting with the parties involved, the mediator has to sign a statement of impartiality, independence and neutrality. They have to report to the mediation organisation any circumstance that could compromise their independence and impartiality or give an impression of lack of neutrality and impartiality. The mediator has to behave and create an impression of behaving in a completely impartial way towards the parties involved in the mediation and remain neutral towards the conflict itself. The mediator has to reject the appointment and interrupt the mediation in case factors that prevent them from being impartial and neutral arise.

Independence means absence of any objective link (personal or professional relationships) between the mediator and the parties, their consultants or relatives.

Impartiality means a subjective attitude of the mediator, who is supposed not to favour any party of the conflict.

Neutrality means that the mediator is obliged to have no personal interest in the resolution of the conflict.

5. Before starting the first orientation meeting, the mediator shall make sure that all the involved parties have understood and explicitly accepted a) the purposes and the nature of the mediation process; b) the roles of the mediator and of the parties; c) the obligation of confidentiality of the mediator, of the parties and of all the participants of the mediation.
6. The mediator has to complete their duties in a diligent way, independently of the value and the type of the conflict as well as of the number of meetings and the amount of their remuneration.
7. The mediator shall not influence any of the parties.
8. In case all parties ask the mediator to make a conciliatory proposal, they have to carefully examine if there are all the necessary elements enabling them to make it.
9. The mediator is obliged not to disclose any information they learn during the mediation or any information related to the case, including the fact that the mediation is about to take place or has already taken place, except such cases when this disclosure is mandatory in compliance with the current law or public order provisions.
10. Any information that the mediator gets from one of the involved parties is confidential and cannot be communicated to another party without an explicit consent of the interested party, except for those cases when it is mandatory in compliance with the current law or public order provisions.



11. The mediator shall not act as a consultant, solicitor or arbitrator in the same case and for the same parties after the conclusion of the mediation. Moreover, they shall not accept any professional or any other commission from the parties involved in the mediation for 12 months after the conclusion of the mediation process.

12. The mediator shall not receive any form of remuneration directly from the parties of the mediation.