

Annex B

Code of Conduct of ADReM Mediators-Conciliators

The accredited ADReM mediators-conciliators shall:

Be competent and knowledgeable in the process of mediation-conciliation.

Facilitate disputes involving third party individuals excluding close friends, relatives, colleagues/supervisors and the like

Ensure that the resolution of a dispute rests will be the responsibility of the parties concerned and that at all times will not pressure any of the parties into an agreement or make a substantive decision on behalf of any party.

Disclose information concerning her/his background and experience on the mediation-conciliation process to the parties.

Ensure that the parties understand the characteristics of the mediation-conciliation process and the role of the mediator-conciliator and the parties in it.

Promote the practice of mediation-conciliation in a professional, truthful and dignified way.

Disclose to the parties any circumstances that may, or may be seen to affect a mediator-conciliator's independence or give rise to a conflict of interests.

Act with impartiality towards the parties and be committed to serve all parties equally with respect to the process of mediation-conciliation.

Conduct the proceedings in an appropriate manner, taking into account the circumstances of the case, including possible imbalances of power and any wishes the parties may express, the rule of law and the need for a prompt settlement of the dispute.

Keep confidential all information arising out of or in connection with the mediation-conciliation process.

Use any information obtained in mediation only for amicably resolving the dispute among the parties concerned and not for personal gain or advantage.

