



The following guidelines are applicable to any person acting as a mediator:

1. Mediators shall be properly trained and shall maintain and constantly update their education in particularly about mediation techniques and conflict resolution.
2. Mediators shall refuse appointment to a mediation for which they are not qualified.
3. Mediators undertake to respect the principles stated by the Provider's Mediation Rules they are part of.
4. Mediators shall undersign, before each mediation meeting and however before meeting with the parties, a declaration of impartiality, independence and neutrality. They undertake furthermore to disclose any circumstances that may effects their independence¹ and impartiality² or which may give rise to the perception of partiality or lack of neutrality³. Mediators shall at all time act, and endeavour to be seen to act, with complete impartiality towards the parties and remain neutral in respect of the dispute. Mediators must refuse the appointment or continue to act as mediators if new circumstances arise which prevent them to remain impartial and neutral.
5. Mediators shall ensure that prior to commencement of the mediation the parties have understood and expressly agreed up on: a) the purpose and general procedure of mediation; b) the role of mediators and of the parties; c) the obligations of confidentiality on the mediation proceedings.
6. Mediators verify, in case parties do not participate in person to the meeting, that their proxies have been duly empowered.
7. Mediators shall act correctly, regardless of the kind and value of the dispute, of the number of meetings and reward.
8. Mediators shall not force the parties.
9. When all parties ask the mediator for a settlement proposal, the mediator shall very carefully ascertain the existence of all the necessary elements sufficient to the formalization of the proposal.
10. Mediators shall keep confidential all information arising out or in connection with the mediation, including the fact that the mediation is to take place or has taken place, unless compelled by law or public policy grounds.
11. Any information disclosed to the mediator by one of the parties, shall not be disclosed to the other parties without permission or unless compelled by law or public policy grounds.
12. Mediators shall not act as consultant, attorney, arbiter for the same parties, for the same dispute, in future. Furthermore, they shall not be charged by the parties of any kind of professional assignment for 12 months starting from the end of the mediation.
13. Mediators cannot receive rewards for the mediation directly by the parties.

¹ Independence means the absence of any objective link (personal or business relationship) between the mediator and one of the parties;

² Impartiality refers to a subjective attitude of the mediator, who should not favor one party over another;

³ Neutrality refers to the position of the mediator, who should have no direct interest in the outcome of the mediation.