

Ethical Standards;

- 1.) **INTEGRITY** – The member must, at all times, exercise good judgment in all ADR processes. The Committee maintains professional practice in mediation and decides cases based on merits. As government employees, CADR is expected to deliver prompt, courteous, and adequate service to the public.
- 2.) **ACCOUNTABILITY** – The members shall at all times be accountable and shall discharge their duties with utmost responsibility, integrity, competence, act with patriotism and justice, and uphold public interest over personal interest.
- 3.) **INDEPENDENCE** - The CADR remains independent in executing its obligations to the company and its stakeholders. Members restrain themselves from getting influenced with their dealings and ensure their clients of their undivided loyalty uncompromised by conflict of interest.
- 4.) **IMPARTIALITY** – The Committee is duty bound to remain neutral and impartial, regardless of their opinion, in performing its mandate. Members should inhibit from cases they have personal knowledge of and decline association with parties who have personal interest in the outcome of the dispute.
- 5.) **TRANSPARENCY**– The Committee has an ethical duty to maintain the privacy and confidentiality of all parties involved in the proceedings and to foster an atmosphere of trust. It should be made clear from the beginning of the proceedings that no information from the mediation sessions can be used at a later date without permission.
- 6.) **EMPATHY**– The Committee has the ability to perceive and relate to the thoughts, emotions and needs of their clients and understands their situation. CADR endeavors to obtain full knowledge of the parties' cause before advising thereon. Members are bound to give candid opinion of the merits and probable result of the settlement and are willing to extend further efforts in resolving their issues.