

## By-Laws: Resolution Institute Code of Ethics

### Purpose

At Resolution Institute we conduct our business according to the highest standards of honesty, integrity, respect, and fairness in all aspects of our lives—at work, at home, and in service to our profession. This Code of Ethics describes the expectations that we have of ourselves and our fellow practitioners in the dispute resolution community. It articulates the ideals to which we aspire as well as the behaviours that are mandatory in our professional and volunteer roles. As the largest professional membership body for dispute resolvers in Australia and New Zealand, Resolution Institute should lead the way in setting the ethical and practice benchmarks for dispute resolvers, in accordance with industry, employer and community expectations.

By joining Resolution Institute, members and staff alike agree to be bound by the standards of the Code and include it as part of their working habits within their organisations, with clients, colleagues, and the community.

### Structure of the Code

Our professional standards are presented in two components:

- a. ***The Resolution Institute Code of Ethics*** (this document)- Principles that are relevant to all members and dispute resolver community and practice (By-Law 3). We require that all of our employees also meet these standards.
- b. ***Resolution Institute professional work practice guidelines*** - Describe behaviour and professional expectations of specific dispute resolver groups. These guidelines outline practical applications and are intended to guide the professional conduct of dispute resolvers in their work.

Members who obtain accreditation status through Resolution Institute must abide by and are bound by the code of ethics and the relevant professional work practice guidelines in order to maintain their accreditation.

### Values that Support this Code

As outlined in 'Our Strategy' all staff and members are required to uphold the Resolution Institute values.

**Integrity** – We are thoughtful, transparent and always do the right thing

**Excellence** – We go above and beyond, setting high standards

**Innovation** – We look for new and better ways

**Collaboration** – We work together to deliver better outcomes for those we serve

**Diversity** – We treat people with respect and celebrate diverse perspectives

**Influence** – We are the leading voice of dispute resolution

## The Code of Ethics (Mandatory Standards)

As the behaviour and conduct of an individual member can reflect upon the wider profession of dispute resolution and upon Resolution Institute's membership as a whole, the Code sets out what are deemed to be appropriate standards of professional conduct and behaviour.

As leaders in the dispute resolution field, we require the following of all members and staff:

- To conduct professional practice with integrity, honesty, and respect for the law and to behave in a way consistent with this in one's private life.
- To promote the objects of Resolution Institute and to act in accordance with its Constitution, promoting professionalism and respect for the practice of DR.
- To uphold the integrity and fairness of DR processes by adhering to accredited processes and legislation relevant to the DR processes involved.
- To refrain from conduct or action which detracts from the reputation of Resolution Institute.
- To exercise complete probity, honesty, and diligence in carrying out their duties and responsibilities.
- To act with integrity and trustworthiness and will not promote their own self-interest or allow personal interest to undermine their objectivity, accuracy, independence, and behaviour.
- To avoid conflicts of interest and disclose where relevant any potential conflicts of interest.
- Contribute to a respectful and collaborative culture by being self-reflective and mindful of how their own behaviour may be perceived by others (colleagues, members, members of staff and other stakeholders) and treating all people with courtesy and respect
- Understand that bullying and harassment relating to their professional or volunteer practice, workplace is not acceptable or tolerated
- Refrain from acting unlawfully or advise in any way that would knowingly encourage or assist unlawful conduct.
- Refrain from using confidential information gained in the performance of their duties for any personal gain nor in a manner which would be detrimental to their employer, client or Resolution Institute itself without the express consent of those concerned or as provided for by law.
- Foster inclusiveness, equal opportunity and non-discrimination and seek to establish and maintain fair, reasonable, and equitable standards of treatment of individuals in their professional and personal lives
- Exercise due care and diligence in performing their duties and will commit themselves to the highest standards possible in the professional knowledge, skills and competence through continuous professional development.
- To represent their qualifications and experience accurately and fully

If you believe that a Resolution Institute member or a member of staff has acted in a way that contravenes any part of the Code of Ethics, please contact Trevor Slater, COO or refer to the [Resolution Institute Complaints Policy](#)

## APPENDICES

[Mediator Professional Work Practice Guidelines](#)

[Model Standards of Ethical Conduct for CINERGY® Conflict Management Coaches](#)

## RELATED DOCUMENTS

[National Mediation Accreditation System \(NMAS\)](#)

[Resolution Institute Complaints Policy](#)

[Policy for the Registration of Practising Arbitrators](#)

[Policy on the Accreditation and Register of Adjudicators](#)

[Expert Determiners Policy](#)

## APPROVAL AND REVIEW DETAILS

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