

# Code of Ethics for Mediators in the Israeli Chamber of Mediators

(The masculine and/or singular form in this document shall also include the female and plural forms)

## General

The leading value of the Israeli Chamber of Mediators (ICM) is the commitment of its members for dispute resolution through mediation out of respect for the mediation participants, by way of free dialog without a deciding authority, conducted with integrity and good faith by a neutral professional.

The ICM Code of Ethics contains the standards for proper conduct that applies to ICM mediators and details the ethical norms of conduct that apply to mediators when conducting mediation.

Holding mediation procedures is a social interest which benefits the public. Mediation allows people to hold discourse and bridge the gaps from a position of consent, while saving on personal and public resources. Mediation promotes a better society, established on discourse, social harmony and consent that originate from implementing the joint interests of the parties.

The Code of Ethics for ICM Mediators adopts the Code of Ethics for Mediators (2014) of the Kiryat Ono Center for Mediation and Dispute Resolution in the Community, developed by members of the Center's Ethics Forum under the direction of Dr. Omer Shapira from the Ono Academic College Law Faculty (which is based on ethical codes for mediators from Israel and abroad) and accommodates it to the needs of the ICM members.<sup>1</sup>

## Introduction

1. A mediator who is a member of the Israeli Chamber of Mediators (a “**Mediator**”) is obligated to act by this Code of Ethics when conducting mediation procedures, and notify the participants in the mediation procedure of the Code's existence.
2. These ethical rules do not replace other ethical rules the Mediator is subject to, if any. Also, for the avoidance of doubt, in case these ethical rules contradict the provisions of any law, including ethical rules prescribed under law, the provisions of the law will supersede.

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<sup>1</sup> The Code of Ethics for Mediators (2014) of the Kiryat Ono Center for Mediation and Dispute Resolution in the Community will be published in the book **Ethics in Mediation: Codes of Ethics and Handling Dilemmas** (Omer Shapira and Carmela Zilberstein, editors) (Hebrew University Magnes Press).

3. The Code of Ethics is intended to:
  - a. Educate Mediators of the standards for conducting mediation procedures and guide them in their work.
  - b. Notify the parties in mediation regarding the conduct of the mediation procedure, their rights and duties in the procedure and the rights and duties of the Mediator.
  - c. Increase the public trust in mediation as a procedure for dispute resolution and in the ICM.
4. The Standards vary in their guidance levels:
  - a. **Mandatory** - the Standards create, first and foremost, duties of conduct that apply to Mediators. The Standards specify the actions a Mediator must or must not do.
  - b. **Optional** - use of the term “may” is intended to indicate actions that the Mediator may choose to perform. The Mediator’s decision will be made based on responsible exercise of discretion and in a manner that will not harm the parties.
  - c. **Aspiration** - each of the mandatory Standards also marks an ideal, meaning maximal implementation of the Standard beyond the mandatory component. The ideal dimension describes the conduct of an exemplary, exceptional and excellent mediator, who acts above and beyond his duties. Therefore, a Mediator who, in his conduct, meets the ideal is worthy of special appreciation, but a Mediator who does not meet the ideal does not violate a duty by the Standards and therefore should not be criticized.
5. The Standards reflect the Mediator’s obligations towards all the following:
  - a. **The parties** - the Mediator has a duty of trust towards the parties participating in the mediation procedure.
  - b. **The profession** - the Mediator has a duty to maintain the profession’s dignity and status, while maintaining the public trust in the mediation procedure.
  - c. **Colleagues** - the Mediator must show dignity and fairness towards his colleagues.
  - d. **Israeli Chamber of Mediators in Israel** - Mediators who are members of the ICM have duty of trust towards ICM. The Mediator must be worthy of the ICM trust in his entire actions and maintain the ICM status and public trust in it.
  - e. **The court** - Mediators who handle a mediation case by court reference must act by the professional rules that apply to mediators as determined by the justice system and maintain the status of the court and public trust in it.

- f. **The public** - Mediators have duties towards the public to maintain mediation in a manner that will not harm important social interests, including protecting the rule of law and the status of mediation, the mediation profession and public trust in those.
6. The standards should be read, interpreted, and implemented as a whole. The Mediator's duties are not absolute but relative, and no one duty has inherent precedence over others. As a result, there may be situations in which one duty necessitates a certain action of the Mediator, while another duty disallows it. In such situations, the Mediator must:
- a. Look for another means of action to enable him maintain his entire duties and refrain from breaching any duty.
  - b. Terminate or withdraw from the mediation when he fails to find such solution.
  - c. A Mediator who is uncertain how to act in specific circumstances after reading the standards will approach the ICM Ethics Committee. When the Mediator must make a decision before he is able to receive the Committee's response, he should exercise professional judgment, i.e.: make a decision based on good reasons and professional consideration that may be reasonably justified, and seek the Committee's advice after the fact.

## **Code of Ethics Summary**

### **1. Freedom of Choice (Voluntary Resolution)**

The Mediator will conduct mediation based on principle of freedom of choice of the parties, with the parties free to voluntarily make decisions without coercion, based on information that is relevant for the procedure.

### **2. No Bias**

The Mediator will fulfill his role without preference to one party over the other, not even by appearance.

### **3. Conflict of Interests**

The Mediator will refrain from conflict of interests or perceived conflict of interests throughout the stages of mediation or act to neutralize them.

### **4. Mediator's Qualification**

The Mediator will only accept a mediation case and conduct mediation when he has the required skills to conduct the mediation.

### **5. Confidentiality**

The Mediator will maintain confidentiality of the information he became aware of when performing his position and refrain from exposing information on the behavior of the parties and/or violating the anonymity and privacy of the parties.

### **6. Diligence and Care**

The Mediator will fulfill his role while dedicating the attention and time required to maintain the procedure and the necessary care to prevent harm to the parties.

### **7. Maintaining Human Dignity**

The Mediator will maintain human dignity when contacting the participants in the mediation procedure and others.

### **8. Honesty**

The Mediator will act towards the participants, during the procedure and in general, honestly and encourage them to act honestly one towards the other.

### **9. Professional Integrity**

The Mediator will fulfill his role acting out of commitment to the essence of mediation and the mediator's role.

### **10. Maintaining the Profession's Dignity and Public Trust**

The Mediator will fulfill his role while maintaining the dignity of the profession and public trust in the mediation profession.

#### **11. Advertising and Marketing**

The Mediator will tell the truth and refrain from misguidance while advertising, convincing to use mediation services, or providing information regarding his qualifications, experience, type of professional services he provides, and fee.

#### **12. Fee and Additional Payments**

The Mediator's fee will be determined between the Mediator and participants prior to the commencement of the mediation procedure, including providing information of expenses and additional payments to the extent they are foreseeable in advance. The fee will not be conditioned on the procedure outcomes.

#### **13. Promoting the Mediation Profession**

Promoting the mediation profession for the benefit of the public and the profession is a worthy ideal that the Mediator should help achieve.

#### **14. Fairness**

The Mediator will act with fairness in performing his role while making sure to comply with all Standards according to their spirit or purpose.

## **Detailed Code of Ethics**

### **Standard 1. Freedom of Choice (Voluntary Resolution)**

The Mediator will conduct mediation based on the principle of freedom of choice of the parties. Freedom of choice of the parties means that the parties are free to voluntarily make decisions without coercion, based on information that is relevant to the procedure.

- A. The parties have freedom of choice with respect to any procedural or material issues subject to decision, and at any stage of mediation, including respect to choosing the Mediator, participation in or withdrawal from in the procedure and the outcome of the procedure.
- B. The Mediator has the authority to make decisions that are vital for conducting the mediation according to the Standards. However, in light of the general applicability of the freedom of choice of the parties, when the Mediator makes a decision she should share with the parties the process of making it and receive their consent to the decision, or act according to their choice.

Notwithstanding the above –

- 1. The Mediator may make a decision without sharing the parties in the process of making it, when there is no practical option to share the parties in making the decision (for example, regarding the decision which questions to ask) or when the Standards do not allow sharing them (for example, due to concern of bias or infringement of confidentiality).
- 2. After sharing the decision-making process with the parties, to the extent possible, as noted above, the Mediator must decide, even in contrary to the wishes of the parties:
  - (a) To terminate, stay, or withdrawal from mediation if he is unable to conduct mediation according to the standards and/or according to his professional decision and/or if the Mediator as a concern that one of the parties is unqualified to participate in mediation due to some mental distress or substance abuse.
  - (b) To refuse a request of the parties if it does not correspond with Standards as detailed in Standard 9, Section B.1 below.
  - (c) To perform an action which he is liable to perform according to an explicit provision of the Standards or a legal provision.
- C. Voluntarism –

The Mediator will maintain mediation under conditions that enable the parties to voluntarily make decisions, without coercion.

- 1. The Mediator will not exercise pressure on a party intended to narrow the freedom of choice of that party to make decisions. The Mediator will refrain from exercising pressure on parties for

reasons such as procuring the high rate of agreements, ego, fee, or external pressure from various entities such as the court or any organization which refers to mediation.

2. The Mediator will take the appropriate means to prevent exertion of pressure intended to narrow the freedom of choice of a party by other participants.
  - (a) The Mediator will be aware of power differences between the parties. A Mediator who believes that a decision of a party was made or is about to be made resulting of pressure of participants in mediation or external entities out of distress, helplessness or lack of choice, will inquire with that party whether these feelings are founded and whether they are justified under the circumstances.
  - (b) If following inquiry that party continues to adhere to his decision, his decision will be considered voluntary.

#### D. Informed decisions –

The Mediator will maintain mediation under conditions that enable the parties to make informed decisions.

A Mediator cannot guarantee that the decisions of a party will be based on full information. However, the Mediator will take means appropriate with the Standards to cause decision-making by a party to be based on information that is relevant to the decision. Relevant information is information to which awareness or unawareness can affect the outcome of the decision.

1. The information that the Mediator must deliver to the parties may include the following:
  - (a) Information of the essence of the mediation procedure and mediation style of the Mediator;
  - (b) Differences between mediation procedure and other dispute resolution procedures such as court litigation, arbitration, consulting, or professional therapy;
  - (c) The role of the Mediator;
  - (d) The duties of the Mediator under the Standards;
  - (e) The rights of the parties to withdraw from mediation at any time and for any reason;
  - (f) The rights of the parties to consult other professionals and the importance of such consultation when required to make a decision;
  - (g) The duty of the parties to act in fairness in good faith;
  - (h) The need to consider the affairs of a minor or unqualified person related to the conflict;
  - (i) Details of the standard agreement by the Mediation Regulations (when the parties were referred mediation by the court).

2. The Mediator will terminate mediator for lacking information provided all following conditions are met:
  - (a) A party is not aware of relevant information and the lack thereof;
  - (b) The information is such that if a reasonable party would have known about it he would not have consented to continue with the mediation, or would not have consented to the apparent outcome of mediation;
  - (c) The Mediator has exhausted the possible ways by the Standards to expose the party to the information, including by asking questions or reference to external experts.

### **Standard 2. No Bias**

The Mediator will conduct mediation with its different stages without bias. Bias means external expression in acts or words of preference of one party over the other.

#### **A. Accepting a case for treatment –**

The Mediator will not accept for treatment a mediation case in one of the following instances:

1. The Mediator cannot hold it without bias
2. If the Mediator is concerned that he cannot hold it without bias or without appearance of bias.

#### **B. When holding the mediation –**

1. The Mediator will refrain from behavior that prefers a party or creates in the eyes of a reasonable person appearance of bias or concern or impression of bias.
2. The Mediator will not prefer a party due to his race, sector, sex, age, religion, nationality, sexual orientation, personal qualities, background, values, beliefs, or conduct in the mediation.
3. The Mediator will not accept or give any gift, favor, loan, or other valuable object from or to one of the parties.
4. Legitimate preference as an exception to the no-bias principle -

No-bias is not an absolute principle. Despite the prohibition on such preference, the Mediator should treat a party differently under circumstances in which equal treatment will lead to advantage one of the parties, or harm to one of the parties, and preference is required to ensure freedom of choice or another right of a party under the Standards. Preference will be justified if it complies with the following cumulative conditions:

- (a) Preference is limited to the necessary minimum required to ensure freedom of choice or the right of a party.

- (b) The Mediator will take appropriate means, for example by a separate meeting with each of the parties, to prevent, to the extent possible, creating appearance of preference.
  - (c) The Mediator will not violate in his conduct another ethical duty.
- C. The Mediator will withdraw from mediation in one of the following cases -
- 1. The Mediator cannot continue holding it without bias.
  - 2. When conducting the Mediation by him raises his concern for bias that may risk the status of the mediation procedure, mediation profession, and harm public trust in them.

### **Standard 3. Conflict of Interests**

The Mediator will refrain from conflict of interests or perceived conflict of interests throughout the stages of mediation or act to neutralize them as detailed in this Standard. Conflict of interests is a situation in which an interest of the Mediator and interest of one or more parties are in conflict, which may be created, among else (1) resulting of involvement of the Mediator in the content of the conflict or its outcomes; (2) resulting of the past or current professional or personal relationship between the Mediator and a participant in mediation or a person related to the participant in mediation; or (3) resulting from a legal, moral, ethical, religious, conscience, or other duty of the Mediator to act in a certain way.

- A. The existence of an actual or potential conflict of interests is relevant information for the parties, as it raises concern of bias or preference of the interest of the Mediator over the interests of the parties. The Mediator should disclose it to the parties so that they can exercise freedom of choice regarding choosing the Mediator and their participation in mediation.
- 1. Prior to accepting the case for mediation –
    - (a) The Mediator will conduct reasonable inspection in order to determine whether there are circumstances which a reasonable person may consider as creating potential or actual conflict of interests to the Mediator.
    - (b) In case of a conflict of interests was discovered following that inspection – the Mediator will report to the parties in writing of the situation of conflict of interests in the first opportunity and have them sign of their consent to continue participating in the mediation procedure notwithstanding the conflict of interests.
    - (c) After disclosure, if all parties have agreed in writing, the Mediator may continue the mediation.
  - 2. During mediation –
    - (a) If the Mediator learned any fact after accepting the case that raises a question concerning potential or actual conflict of interests, the Mediator will report to the parties in writing in the

first possible opportunity, and have them sign on their consent to continue the mediation procedure notwithstanding the conflict of interests.

- (b) After disclosure, if all parties have agreed in writing, the Mediator may continue mediation.
- (c) The Mediator will not offer the parties to accept from him any future professional services, including mediation services, the beyond the meetings required for the current mediation procedure.

**B. Severe conflict of interests -**

Notwithstanding the above, if the Mediator's conflict of interests raises reasonable concern that the Mediator cannot refrain from infringing upon the interest of a party, and as a result the procedure may be perceived in the eyes of the public as defective and risk the status of the mediation procedure, mediation profession, or the ICM and harm public trust in them, the Mediator should withdraw from the mediation or refuse to continue holding it even if the parties specifically expressed their desire or consent that he continues the mediation.

**C. After concluding the mediation –**

The Mediator will not develop or maintain after mediation a personal or professional relationship with the parties, other persons or organizations involved in mediation, which raises reasonable doubt that the Mediator acted in conflict of interests and held a defective procedure which may harm the status of the mediation profession or ICM and harm public trust in them. When making a decision, the Mediator should consider considerations such as the time elapsing since the completion of mediation, the type of relationship formed, and the type of services offered.

**Standard 4. Mediator's Qualification**

The Mediator will only accept a mediation case and conduct mediation when he is qualified to fulfill his role.

**A. Qualification for mediation -**

1. Basic qualification – a mediator will only mediate when he has good command of the skills required to effectively hold a mediation procedure.
  - (a) Basic qualification requires mediation training.
  - (b) A mediator who is ICM member will comply with the qualifications determined by the ICM.
2. Specific qualification - specific qualification means good command of special skills, special qualifications, or special knowledge exceeding the basic qualifications requirements. A mediator must have specific qualifications to maintain the mediation if, despite his basic qualification, it is required by the rules of the ICM or other binding rules.

3. The Mediator will aspire to participate in advance training courses and other activities to preserve and enhance his knowledge and skills related to mediation.
- B. At the request of the parties, the Mediator will provide to the parties information of his qualifications, education and experience.
- C. Non-qualification -
1. A mediator is not specifically qualified, as per Standard 4, Section A.2, will immediately notify the parties and will not hold mediation even if the parties expressed their desire that he does, unless he can, under the circumstances, receive assistance from others that appropriately respond to the qualifications limitation.
  2. The Mediator will refrain from mediation when his ability to mediate is defective resulting of drugs, alcohol, medicines, or any other reason.

#### **Standard 5. Confidentiality**

The Mediator will maintain confidentiality of the information he became aware of when performing his role. Maintaining confidentiality in mediation means nondisclosure of the information without proper justification as detailed in this Standard. The scope of confidentiality applicable in mediation depends of the provisions of the law, rules agreed by the parties, and other rules determined by the Mediator or the ICM, which the parties assumed in the agreement they executed when entering the mediation procedure.

- A. Discussing the scope of confidentiality with the parties –
1. The Mediator will discuss with the parties the scope of confidentiality that applies to the procedure and the Mediator and the existence of a privilege and its scope.
  2. The Mediator will promote understanding of the parties regarding the scope of confidentiality **they** should maintain with respect to information they obtain in the course of mediation.

B. Confidential information -

The Mediator will not disclose the following types of information:

1. Information he obtained when performing his role, including information delivered to him as preparation for holding mediation, during mediation, and following mediation.
2. Information of the behavior of the parties in mediation.
3. Information that infringes on the anonymity and privacy of the parties.

C. Disclosure of information –

The Mediator may disclose information he became aware of during mediation in the following circumstances:

1. The parties agreed to disclosure of the information.
2. The information was provided to the Mediator in a separate meeting and the provider of information consented to its disclosure.
3. Disclosure is required by law or judicial order.
4. Information that relates to presence (or non-presence) of the parties in a mediation meeting or obtaining (or failure to obtain) an agreement, and disclosure required by the ICM for supervision.
5. Information that relates to obtaining or failing to obtain an agreement and disclosure required for updating the court referring the case to the Mediator.
6. Disclosure required for purposes of research, study, assessment, training of mediators in ICM, provided that the anonymity of the parties is maintained as well as their reasonable expectations of confidentiality.

#### **Standard 6. Diligence and Care**

The Mediator will perform his role with diligence and care.

- A. The Mediator will accept the case –
  1. When he is willing and able to dedicate to the parties and the procedure the required attention for effective mediation.
  2. When he can be available to the parties, respond to their needs without undue delay, and answer their reasonable expectations regarding timing of mediation meetings and pace of mediation management.
- B. The Mediator will perform his role –
  1. Dedicating the required time, resources, and energy.
  2. With the required care to avoid causing damage to the parties.

#### **Standard 7. Maintaining Human Dignity**

The Mediator will fulfill his role while maintaining human dignity.

- a. The Mediator will treat the parties, their representatives, co-mediators and other participants with dignity, patience, moderation, tolerance, and kindness.
- b. On holding mediation, the Mediator will refrain from offensive or insulting comments towards the parties or anyone else.
- c. The Mediator will encourage the participants to treat each other with dignity.

- d. The Mediator will treat his colleagues and other entities such as the court, media, and the public with dignity.

#### **Standard 8. Honesty**

The Mediator will perform his role with honesty.

- A. The Mediator will treat the parties, their representatives, and other participants with honesty. The Mediator will tell the truth, not lie, and refrain from conscious misguidance which may diminish from the freedom of choice of the parties.
- B. The Mediator will encourage the participants to treat each other honestly.
- C. The Mediator will act honestly towards his colleagues, the ICM, and other entities such as the courts and the public.

#### **Standard 9. Professional Integrity**

The Mediator will fulfill his role with professional integrity, acting out of commitment to the essence and definition of mediation and the mediator's role.

- A. Decision making and exercising professional judgment -

The Mediator will make decisions required under the definition of his role for performing these roles.

- 1. The Mediator's decision will be made according to the provisions of Standard 1, Freedom of Choice, based on relevant professional considerations.
- 2. The Mediator will act to make sure the appropriate participants take part in the procedure.

- B. Separation between professional roles -

The Mediator will separate between his role as mediator and other professional roles, including:

- 1. The Mediator will refrain from giving the parties professional consultation or opinion that constitute implementation of professional principles to the facts of the mediation case.
  - (a) Notwithstanding the above, the Mediator may deliver to the parties general information within his area of training or experience, emphasizing that this is not an opinion or professional advice.
  - (b) The Mediator must recommend to the parties to seek appropriate professional advice, opinion or services, when appropriate under the circumstances.
- 2. The Mediator will refrain from fulfilling another professional role, such as arbitrator or neutral assessor in the same matter unless he received the written consent of the parties after prior disclosure of the implications changing his role may have on the parties and the procedure.

C. Case appropriate for mediation –

1. The Mediator will only hold mediation in cases that are appropriate for mediation according to the essence and principles of the procedure.
2. The Mediator will take reasonable means, including termination of mediation, when he believes that the matter is inappropriate for mediation or that there is no reasonable chance that the parties will reach an arrangement or that the conduct of a party does not enable conducting the mediation procedure.

D. Preventing abuse of the procedure and preventing actual defect in the procedure –

The Mediator will prevent abuse of the mediation procedure for external purposes and act to prevent an actual defect in the procedure, including:

1. Prevent use of mediation to promote any legal action.
2. Will not use the information disclosed to him during mediation to any purpose unrelated to the procedure.
3. Will not present a dispute resolution procedure that is not mediation as mediation with the purpose of benefiting from applicable rules or laws that apply to mediation procedures.
4. Take the appropriate means, including termination of mediation, when there is concern that mediation is abused by a participant.
5. Terminate mediation if he believes that the mediation agreement which the parties are about to accept may harm a vital social interest, after exhausting the possible ways according to the Standards to change the position of the parties. In this regard, each of the following cases in which the parties are about to reach an agreement constitutes an infringement of a vital social interest:
  - (a) The agreement is illegal.
  - (b) The agreement is immoral according to critical moral standards, i.e.: by the judgment of a rational, unbiased person.
  - (c) The agreement infringes on the public rule.
  - (d) The agreement is clearly unfair.
  - (e) The agreements severely harms a third party that is not a participant in mediation.
  - (f) The agreement does not consider the affairs of a minor or unqualified person related to the conflict.
  - (g) The agreement risks the status of the profession and the status of ICM in public trust in them.

#### **Standard 10. Maintaining the Profession's Dignity and Public Trust**

The Mediator will fulfill his role while maintaining the dignity of the profession and public trust in the mediation profession. Maintaining the dignity of the profession means refraining from behavior that may diminish from the public attitude to the mediation profession, infringement of the image or reputation of the profession, or diminish from the public's willingness to approach mediation procedures and diminish from the public trust in them.

- A. In his conduct and in compliance with his entire duties by the Standards, the Mediator will act in a manner that is worthy of public trust.
- B. The Mediator will refrain from holding mediation in a matter under circumstances that create concern of actual defect in the procedure.
- C. The Mediator will comply with all rules and procedures of the ICM, if any, and refrain from conduct that harms the ICM and its public image.

#### **Standard 11. Advertising and Marketing**

The Mediator will tell the truth and refrain from misguidance while advertising, soliciting use of mediation services, or providing information regarding his qualifications, experience, type of professional services he provides, and fee.

- A. The Mediator will not make promises regarding the outcome of mediation in any publication, including business cards, notepapers, and digital media publications.
- B. Publications relating to compliance of the Mediator in qualification requirements for mediation of the State or the ICM or any other body will only be made when the State, the ICM or that body has a procedure to certify mediators and the Mediator was certified by them as required in that procedure.
- C. The Mediator will refrain from soliciting a party to use mediation services in a manner that may cause the appearance of bias in favor or against the party.
- D. The Mediator will refrain from mentioning the names of those using the services without their written consent.

#### **Standard 12. Fee and Additional Payments**

The Mediator will provide the parties information of the payments applicable to them for accepting the mediation services prior to beginning the mediation procedure.

The Mediator will provide to the parties information of his fee and its collection, or alternatively explain to the parties that he does not accept fee for mediation he conducts voluntarily.

- A. The Mediator will provide to the parties information of their expenses and additional payments that may be required during mediation, to the extent they are foreseeable.

- B. The fee paid by the parties will not be conditioned upon the outcomes of mediation, the monetary value of the mediation arrangement, or any amount in the mediation arrangement.
- C. The Mediator may terminate mediation if the parties do not pay the mediation fee.

**Standard 13. Promoting the Mediation Profession**

Promoting the mediation profession for the benefit of the public and the profession is a worthy ideal that the Mediator should help achieve in all or some of the following ways:

- A. Be tolerant towards different points of view, aspire to learn from other mediators to improve the profession, and better serve persons in conflict.
- B. Strive to make mediation accessible to those who choose to use it.
- C. Participate in studies in the field of mediation when given the option to do so, including by accepting feedback from participants.
- D. Participate to the extent possible in an effort to help the public develop a better understanding of mediation and appreciation of mediation.
- E. Assist the extent possible to new mediators by training, mentoring and forming professional contacts.

**Standard 14. Fairness**

The Mediator will act with fairness in performing his role. Fairness means making sure to comply with all Standards according to their spirit and purpose.

This is the official translation of the The Israeli Chamber of Mediators' Code of Ethics . The legal form is the Hebrew one.

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