

## CEDR Conflicts of Interest Policy

CEDR has adopted a policy to address conflicts of interest so as to ensure that its ADR Officials' activities are and are seen to be conducted to the highest standards of ethics and integrity. Compliance with this policy is compulsory for all ADR Officials.

### The Policy

All ADR Officials are required to recognise and disclose to CEDR any matter of which they are aware, or at any time become aware, which could be regarded as being or creating a conflict of interest (whether actual, perceived or potential) in relation to a particular dispute or any of the parties involved in the process, and, having done so, not act or continue to act in relation to that dispute.

### Which situations give rise to the duty to disclose a conflict of interest?

There is no exhaustive list of the situations in which an ADR Official should recognise and disclose a conflict of interest.

The situations include, but are not limited to:

- any personal relationship that the ADR Official has with any of the parties;
- the ADR Official having acted (either personally or through a firm or business) in any capacity other than as a neutral in another process for any of the parties;
- the ADR Official being in prior possession of any confidential information about any of the parties or about the subject-matter of the dispute; and
- any of the above matters involving a close member of the ADR Official's family.

### What happens when a conflict of interest is disclosed?

Where an ADR Official has such a conflict of interest, they will cease their involvement in the dispute and CEDR will appoint an alternative ADR Official to resolve the dispute.

In the event that no alternative ADR Official can be found, CEDR will contact both parties to the dispute and advise them of the situation. We will also propose to the parties that they submit their dispute to another ADR entity, which is competent to deal with the matter. Only if both parties consent will the original ADR Official continue their appointment in the dispute

### Dealing with complaints about our service

CEDR is committed to providing a high standard of service dealing with everyone in a way that is fair and impartial. If any of our users are dissatisfied with the arrangements that we have made for ensuring that a conflict of interest has been dealt with appropriately, we will respond in accordance with the CEDR complaints procedure. This can be found on the particular scheme website.