

Mindset Mentors

Code of Ethics

The primary purpose of the Code of Ethics is to inform Mindset Mentors members of the established rules of work ethic; it should not be considered a legally binding document. In addition to that, it also sets expectations for good practice in mentoring, coaching, and consulting, and inspires the Mindset Mentors population to develop their expertise.

All members of Mindset Mentors for whom this Code is relevant (mentors, coaches, consultants, trainers, etc.) agree to abide by its wording and confirm this with their signatures.

The content of the Code is based on two sources: the Coaching and Mentoring Professional Charter and Mindset Mentors' internal ethical values.

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TERMINOLOGY

The Code of Ethics uses the term:

- "Client" for mentees, trainees, and receivers of consultations.
- "Member" for mentors, coaches, consultants, and trainers of the Mindset Mentors team.
- "Sponsor" for entities (including their representatives) bearing the costs of the provided services.
- "Supervisor" for executives and designated employees of Mindset Mentors.

PROFESSIONALISM AND INTEGRITY

The Member hereby guarantees that:

- a) they will perform their services in accordance with the client's predetermined requirements for education and development.
- b) they truly represent their professional qualifications and experience, and they act towards clients and sponsors in accordance with them.
- c) the duration of the agreed contract is adequate to achieve the goals of the client (and the sponsor).
- d) they will actively support the independence and self-sufficiency of the client.
- e) the interests of the client will always be primary. However, the member shall also ensure that these interests do not jeopardize the sponsor's interests, the wider society, or the environment. If these interests are conflicting, they will actively resolve the situation with their supervisor and seek a constructive solution.
- f) they will act professionally in the relationship with the client (and sponsor) in all circumstances and are aware of the degree of intimacy appropriate to the relationship. If any interactions exceed this level, they immediately address the situation and terminate the cooperation with said client or sponsor.,
- g) they will not in any way encourage or facilitate actions that are unlawful, unfair, or discriminatory.

(CONFIDENTIALITY)

The Member hereby warrants that:

a) they will act in a manner consistent with the confidentiality of the agreement established at the beginning of the cooperation.

b) a breach of confidentiality and disclosure of information may only occur in a situation where the client (or sponsor, if any exists) has expressly consented to the disclosure or where the member strongly believes that the client or someone else is in obvious danger if the information is not disclosed.

c) they act at all times in accordance with applicable laws and do not encourage or otherwise assist with conduct that is dishonest, illegal, unprofessional, or discriminatory, and do not associate with those who promote such conduct.

d) their professionalism and responsibility towards all parties persists even after the termination of the relationship. In particular:

- the confidentiality of information concerning all parties involved will remain confidential.
- the related records and data will continue to be treated in accordance with applicable data protection laws and treaties.
- they will not in any way abuse the termination of the employment relationship in their or anyone else's benefit or undermine the reputation and professionalism of other members or the professional community.
- they will provide follow-up support, if so agreed.

e) they maintain the established procedure for handing over existing clients and their records in the event of termination of the relationship.

COMPETENCES

The member guarantees that:

- a) their experience and know-how correspond to the client's needs on the day of the contract.
- b) they recognize the circumstances in which their competencies can be appropriately expanded and when it is necessary to refer the client to a more experienced expert or another form of professional assistance, such as psychotherapy, financial advisory, etc.
- c) they are able to work in accordance with the Code of Ethics.