



# SILICON VALLEY MEDIATION GROUP

## ETHICAL PRACTICES AND PROFESSIONAL STANDARDS

The Mediators of the Silicon Valley Mediation Group (SVMG) agree to conduct themselves in a professional manner and in accordance with the highest standards of practice by subscribing to the Professional Standards and Code of Ethical Practices set forth below.

### ETHICAL PRACTICES

1. Relationships of trust exist between our mediators and their clients. We place this trust above any personal or professional gain. We shall never take unfair advantage of any individual or situation.
2. We shall maintain all information obtained through mediation in the utmost confidence. No disclosures nor use of any information obtained from any mediation for personal or professional gain shall be made.
3. We shall only provide professional services within our area of competence.

### PROFESSIONAL STANDARDS

1. We have at least twenty years of practical experience in alternative dispute resolution with a minimum of 100 hours of training, including two or more 40-hour courses in mediation.
2. We maintain high professional standards for personal and professional integrity, and maintain fair dealings with clients and all others. Such standards include:
  - a) Practice in accordance with the *California Rules of Conduct for Court-Appointed Mediators*.
  - b) Maintain confidentiality and practice standards in accordance with the *California Evidence Code, Sections 1115-1128*.
  - c) Accept and undertake mediation work if the Agreement to Mediate and Confidentiality Agreement are set forth in writing and signed by the parties to the dispute.
  - d) Disclose all fees and charges in advance and in writing to all parties to a dispute.
3. We continuously strive to improve our knowledge and skills by participating in at least eight (8) hours of continuing education programs per year in relevant areas of our practice.
4. We remain current on the applicable statutes and rules that govern the practice of mediation.
5. We market or advertise our services in a professional manner, and will identify ourselves as Members of the Silicon Valley Mediation Group.