

# DMCC Disputes Centre Code of Conduct for Mediators

## 1. Introductory provisions and definitions

1.1 This Code of Conduct (the **Code**) applies to any person who acts as a Mediator in any Mediation in relation to an attempt to resolve a dispute or difference (the **Dispute**) between all the parties (the **Parties**) to the Dispute.

1.2 In this Code the following words, phrases and expressions shall have the following meaning:

**DMCC** means Dubai Multi Commodities Centre.

**DMCC Disputes Centre** means the DMCC Disputes Centre as operated and administered by DMCC.

**Mediation** means any mediation conducted under the auspices of the DMCC Disputes Centre.

**Mediator** means any person who is appointed and acts as a mediator in any Mediation.

**Rules** means the DMCC Disputes Centre Rules (as amended from time to time).

## 2. Competence and availability

2.1 The Mediator shall:

2.1.1 satisfy his or herself that he or she possesses the necessary competence and knowledge to deal with the Dispute;

2.1.2 exercise reasonable care and skill when dealing with the Dispute;

2.1.3 ensure that he or she has sufficient time to prepare properly for and conduct the Mediation expeditiously and efficiently, and in accordance with the preparatory time allocated to the Mediation;

2.1.4 act in accordance with the Rules; and

2.1.5 uphold the reputation of DMCC at all times.

## 3. Independence and neutrality

3.1 The Mediator will at all times act, and endeavour to be seen to act fairly, independently and with complete impartiality towards the Parties in the Mediation, without any bias in favour of, or discrimination against, any of the Parties.

## 4. Withdrawal

4.1 The Mediator shall cease to act as the Mediator in relation to the Dispute and shall withdraw from the Mediation (and immediately notify the DMCC Disputes Centre of his or her withdrawal) if the Mediator:

4.1.1 is requested to do so by the DMCC Disputes Centre;

4.1.2 would be in breach of this Code if continuing to act as the Mediator;

4.1.3 would be in breach of the Rules if continuing to act as the Mediator; or

4.1.4 is required by one or more of the Parties to act or refrain from acting in a way which would be in breach of this Code, the Rules or in breach of the law.

4.2 The Mediator may (after consultation with the DMCC Disputes Centre) cease to act as the Mediator in relation to the Dispute and withdraw from the Mediation (and immediately notify the DMCC Disputes Centre of his or her withdrawal) if:

4.2.1 any of the Parties materially breaches the Rules;

4.2.2 any of the Parties is in breach of the DMCC Workplace, Silver or Gold Mediation Terms and Conditions or the DMCC Gold or Platinum Mediation Agreement; or

4.2.3 any of the Parties is acting in an unconscionable or criminal manner.