

## Implementing our values

IDRS is committed to upholding our values of independence, integrity and impartiality.

Independence – means we will stay free of outside control or influence at all times;

Impartiality – means that we will treat all parties in a conflict or dispute equally;

Integrity – means that we will always be honest and will honour the parties' trust in us.

Maintaining transparent processes is essential to keeping the confidence of parties and other stakeholders. Impartiality is paramount to the process of resolving disputes and is maintained by ensuring the independence of our neutrals, thus creating credibility and integrity of purpose.

Managing conflicts of interest is crucial to demonstrating our values.

### What is a conflict of interest?

It is any circumstance that is likely to affect the independence or impartiality of a neutral (the person we appoint to resolve a dispute) or which others might perceive has that effect.

All of our neutrals are required to:

- Declare any interest before being involved in the resolution of a dispute;
- Disclose any interest that comes to light during the dispute resolution process;
- Obtain the express permission of all the parties before continuing to act once any interest is disclosed;
- Withdraw from the process immediately he/she can no longer maintain independence and impartiality.

We support our neutrals to:

- Act in an entirely impartial and independent manner;
- Not be influenced by outside pressure, public opinion, fear of criticism, self interest or commercial interests;
- Keep confidential all information acquired during the process, upholding trust and confidence amongst all the stakeholders.

### What will we not do?

As an organisation, what we will **not** do is interfere with the dispute resolution process, that is, the independence and impartiality of our neutrals, at any time.