

MfN-MEDIATION RULES

Article 1 - Definitions

In these rules the following terms have the following meaning:

- a. issue: the issue described in the mediation agreement.
- b. certifying institution: the institution which issues certificates of professional competence to mediators on the basis of a certification schedule recognized or accepted by the MfN.
- c. mediation: procedure in which the parties make an effort to resolve their issue under the supervision of a mediator in accordance with the rules.
- d. mediation agreement: the written agreement in which the parties agree to endeavour to resolve the issue through mediation, and instruct the mediator to act as mediator in respect of the issue and the mediator accepts this instruction.
- e. mediator: the person who conducts the mediation and who is listed in the register.
- f. the SKM: the Quality Foundation for Mediators (*Stichting Kwaliteit Mediators*), having its registered office in Rotterdam.
- g. MfN: Netherlands Federation of Mediators (*Mediatorsfederatie Nederland*).
- h. party/parties: the parties who wish to resolve the issue through mediation.
- i. register: the register of mediators kept by the SKM.
- j. the rules: these rules.
- k. secretariat: the secretariat of the SKM.

Article 2 – Appointment of the mediator

- 2.1. The parties shall themselves appoint a mediator.
- 2.2. If the parties wish to be assisted by the SKM in selecting a mediator, they must file a written request thereto with the secretariat. This request must contain the names, (e-mail) addresses, telephone and fax numbers of the parties and their representatives, if any, as well as a general description of the issue.
- 2.3. Upon receipt of the request, the secretariat will send to the parties:
 - a. a list with the names of the mediators who, on the basis of the description of the issue and/or the relevant criteria stated by the parties, are considered eligible;
 - b. a copy of the rules and a copy of the Code of Conduct for MfN-registered mediators;
 - c. an invoice for administrative charges.
- 2.4. The parties will together select a mediator from the aforementioned list. The parties may then contact the mediator directly. If the parties do not wish to contact the mediator directly, they must inform the secretariat in writing which mediator they have selected. Upon receipt of this letter the secretariat will inform the mediator concerned of the request and of his having been selected, so that the mediator may then contact the parties.

- 2.5 If the parties fail to jointly agree on the selection of a mediator, they (or either one of them) may request the secretariat to make a written proposal for a mediator who may be appointed by the parties.
- 2.6. On acceptance of the instruction the mediator will draw up a mediation agreement. The parties and the mediator will then sign the mediation agreement.

Article 3 – Commencement of mediation

- 3.1 The mediation will commence as soon as the mediation agreement has been signed by the parties and the mediator, unless a different time is agreed in the mediation agreement.

Article 4 – Activities of the mediator and process supervision

- 4.1. The activities of the mediator relate to the mediation sessions, but may also comprise other activities such as reporting, contacts with the parties (either electronically, in writing or by telephone), studying papers, contacts with third parties, and drawing up agreements, all this from the commencement of the mediation onwards.
- 4.2. The mediator shall decide, after having consulted the parties, on the manner in which the mediation will be conducted.
- 4.3. The mediator may communicate with the parties separately and confidentially.
- 4.4. The parties and the mediator shall do their best to ensure that the mediation proceeds in an expeditious manner.

Article 5 - Voluntariness

- 5.1. The mediation shall take place on the basis of voluntariness of the parties. Each party, as well as the mediator, may put an end to the mediation at any time.
- 5.2. Agreements in the interim shall bind the parties only insofar as the parties explicitly lay down the binding nature of these agreements in a signed agreement. They shall not be bound by the positions adopted or proposals made by them or by the mediator during the mediation. The parties shall be bound only by what has been laid down in the agreement referred to in article 10.1 and signed by them.

Article 6 – Privacy

- 6.1. No person shall be present at the mediation other than the mediator and the parties, or their representatives and/or advisers, if any. For the involvement of other persons in the mediation, the consent of the parties shall be required. If the mediator wishes, he may cause himself to be assisted clerically at the mediation by a person designated by him for that purpose. In such event the mediator shall ensure that all persons involved in the mediation sign a declaration of confidentiality.
- 6.2. If either party causes himself to be represented during the mediation, his representative must be authorized to perform all (legal) acts that are necessary for the mediation,

including the entering into an agreement as referred to in article 10.1. If the mediator so requests, a written power of attorney must be produced showing the authority of the representative.

Article 7 - Confidentiality

- 7.1 The parties undertake not to disclose to any third party – including courts and arbitrators – any information concerning the progress of the mediation, the positions adopted, proposals made or the information supplied thereat by those present at the mediation, either verbally or in writing, and either directly or indirectly.
- 7.2 The parties undertake not to reveal, quote from, refer to, paraphrase or in any other way invoke as against any third party – including judges and arbitrators – any documents, if such documents have been revealed, shown or otherwise made public, shown or otherwise disclosed during or in connection with the mediation by any person involved in the mediation. This obligation shall not apply if and insofar as the person in question already himself had or could have had this information at his disposal independently of the mediation. By documents as referred to in this article shall also be meant: the mediation agreement, notes or minutes drawn up by the parties or by the mediator within the framework of the mediation, the agreement referred to in article 10.1 insofar as the parties have agreed in accordance with article 10.3 that this agreement shall remain confidential, as well as other data carriers, such as audiotapes, videotapes, photographs and digital files in whatever form.
- 7.3 The provisions of articles 7.1 and 7.2 shall also apply in respect of the mediator.
- 7.4 The parties herewith waive the right to, at law or otherwise, use anything that has transpired during the mediation in evidence against each other and/or against the SKM/MfN, (former) board members of the SKM/MfN or persons employed with or otherwise involved with the SKM/MfN, examine or cause each other, the mediator or other persons involved in the mediation to be examined as a witness or otherwise regarding information supplied and/or recorded during or in connection with the mediation, or regarding the contents of the agreement as referred to in article 10.1, all this to be construed in the widest sense of the word. The parties shall be deemed to have concluded an agreement as to burden of proof for that purpose.
- 7.5 All information supplied to the mediator by either party in the absence of the other party, shall be treated by the mediator as confidential, unless and insofar as the party in question has explicitly given its consent to the disclosure of that information during the mediation.
- 7.6 The provisions of articles 7.1 to 7.5 shall not apply in the case of:
- a. information concerning criminal acts in respect of which there exists a statutory obligation to report or a statutory right to report,
 - b. information concerning the threat of a crime,
 - c. complaints, disciplinary or liability proceedings against the mediator. In such event the mediator shall be released from his obligation to observe confidentiality insofar as

- may be necessary in order to defend himself against the claims and/or make a claim under his professional liability insurance,
- d. a request from the certifying institution to the mediator to produce anonymized information evidencing conduct of practice if the certifying institution undertakes to observe confidentiality.
 - e. a request from the SKM-reviewer to produce information evidencing conduct of practice if the reviewer undertakes to observe confidentiality.

Article 8 – End of the mediation

- 8.1. The mediation shall end:
 - a. through a written statement from the mediator to the parties stating that the mediation has ended;
 - or
 - b. through a written statement from one party to the other party or parties and to the mediator stating that it withdraws from the mediation.
- 8.2. After termination of the mediation, the confidentiality and payment obligations of the parties under the mediation agreement shall remain intact.

Article 9 – Other proceedings

- 9.1. Any legal or similar proceedings already pending on commencement of the mediation regarding the issue or parts thereof – with the exception of steps to safeguard rights – shall be stayed by the parties for the duration of the mediation.
- 9.2. The parties undertake for the duration of the mediation not to institute any proceedings as referred to in article 9.1 against each other, with the exception of steps to safeguard rights.
- 9.3. If a party takes steps to safeguard rights, or institutes proceedings other than those referred to in article 9.1, that party shall be obliged to notify this to the mediator and to the other party or parties within 24 hours after having taken such steps or after having instituted such proceedings.

Article 10 - Recording of the outcome of the mediation

- 10.1. The mediator shall see to it that the agreements made by the parties are properly recorded in an agreement, by or with the aid of an expert third party. The parties themselves, with the exception of the mediator, shall remain responsible for the contents of the agreement. The parties shall have the right to call in the advice of an external expert.
- 10.2. The mediator shall not be liable for the contents of the agreement concluded by the parties nor for any damage that may arise from the same.
- 10.3. The parties shall jointly decide and record in writing to what extent the contents of the agreement to be concluded shall remain confidential. The contents of the concluded agreement may in any case be submitted to a court if this is necessary in order to claim compliance with the agreement.

Article 11 – Limitation of liability

Any liability of the mediator in case of damage caused by any act or omission of the mediator in the mediation, shall be limited to at most the amount that in the case in question is paid by his professional liability insurer, plus the amount of the excess which under the contract of insurance is for the account of the mediator in the case in question. Except for intentional act or gross negligence on the part of the mediator, the parties undertake to hold the mediator harmless and indemnify him in respect of all claims that a third party may institute as against the mediator at any time and which are related to acts or omissions of the mediator during the mediation.

Article 12 – Rules of conduct and complaints

The mediator shall be bound by the Rules of Conduct for MfN-registered mediators (*MfN-registermediator*) adopted by the Board of the MfN and shall be subject to the SKM complaints scheme and disciplinary rules in accordance with the rules of the foundation “Stichting Tuchtrechtspraak Mediators”. A party may lodge a complaint with the SKM within twelve months from the termination of the mediation in accordance with the SKM Complaints Scheme at that time in force.

Article 13 – Cases not provided for by these rules

In all cases not provided for by these rules the mediator shall decide. In doing so the mediator shall act in accordance with the purport of these rules.

Article 14 – Amendments to the rules and/or deviations from the rules

- 14.1 If and insofar as the parties wish to deviate from the MfN-Mediation rules, this shall be possible only by means of an agreement in writing with the explicit consent of the mediator.
- 14.2 The MfN shall have the power to amend the rules at any time. Such amendments shall not affect mediations that are already ongoing at that time. The version of the rules in force at the time of the commencement of such ongoing mediations shall apply to such mediations.

Article 15 – Applicable law

These rules shall be governed by Dutch law.

The same shall apply in respect of the agreement referred to in article 10.1.