**Conflict of Interest Policy**

All Employees:

All employees at the Furniture and Home Improvement Ombudsman and Dispute Resolution Ombudsman, and particularly those that are involved in the provision of dispute resolution services strive to avoid any conflicts between the interests of the organisation and their personal, professional, and business interests. This includes avoiding perceived conflicts of interest as well as actual conflicts of interests.

The purpose of this policy is to protect the integrity of their decision-making process on behalf of the organisation and demonstrate to consumers, members and other stakeholders their commitment to the values of the organisation, namely, fairness, impartiality, transparency and integrity.

All employees and agents engaged in, or closely connected with providing ADR services (i.e. ADR Officials and management) shall make a written disclosure of their interests, such as relationships with members and external positions they hold that could potentially result in a conflict of interest. This written disclosure will be kept on file and must be updated as appropriate.

Additionally, all employees and agents engaged in, or closely connected with providing ADR services (i.e. ADR Officials and management) must also disclose any interests that arise before or during the administration of a case where a conflict of interest, or potential conflict of interest could arise. Money or gifts of any other kind shall not be accepted by any employee or agent under any circumstances.

If a conflict of interest is identified the individual will be required to relinquish the case and have no further involvement with it. The case will be referred to another employee or agent. This policy is meant to supplement good judgment and individuals should respect its spirit as well as its wording.