

## CODE OF ETHICS

### Code of ethics for a a solutions! coaches.

1. Our coaches undertake to give unconditional support to their clients and to help them optimise their abilities and resources. They shall help them set motivating objectives and mobilise their potential. They shall accompany them to implement the most efficient means to reach their objectives.
2. The professional competence of our coaches is ensured through their training in coaching. They shall inform their clients of the nature of their training and the qualification(s) that they have obtained.
3. Our coaches have been coached themselves and shall continue to be supervised in their coaching practice by their colleagues. They are committed to continue their personal development.
4. Coaching is a profession that requires regular updating of knowledge and know-how. Our coaches shall remain informed of all developments in this field.
5. At the beginning of a coaching relationship, our coaches sign a clear contract with their clients. The conditions of this agreement include the nature of the service they will provide and the limits and the responsibilities of each party. The contract specifies the frequency of the coaching sessions, how long they last, the form (face to face or by telephone) and the cost of the mission. Our coaches shall guarantee to respect their contractual commitments and are bound by a code of strict confidentiality.
6. Our coaches shall ensure that their work serves the interest of their clients and shall respect a high level of integrity throughout the whole coaching mission. If they don't have the competence required to intervene in a particular field, they shall refer their clients to another professional. Under no circumstances shall they take advantage of their position to obtain non contractual benefits, whether they be financial, social or sexual.
7. If, during their coaching relationship, our coaches discover that major differences no longer allow them to respect the terms of the contract, they are ethically obliged to terminate it and explain the reasons for this decision clearly. Whenever possible they shall offer other options to their client.
8. Concerning the profession, our coaches shall remain reserved in their words and actions. They shall respect the diversity of trends that exist in the field of coaching and refuse to believe that one person or one group is more right than the others. Our coaches shall contribute to the positive image of the profession through their behaviour, their competence and the positive vision that they have of the world.
9. Coaching is a professional and secular process of accompaniment, free of all dogmas. Our coaches shall refuse to mobilise their religious beliefs or those of their clients at any time during their mission.