



THE HARRODS HIVE

Mentoring Code of Conduct

This code of conduct (the **Code**) sets out what voluntary mentors (**Mentor**) and mentees (**Mentees**) can expect from their participation in the Harrods Hive Mentoring Programme (the **Programme**).

- The purpose of the Programme is to [support, maintain and enhance the Mentee's personal and business development over an agreed period].
- The Mentee understands that the Mentor's role is to offer guidance and support with empathy and reason, but that the Mentor shall not give direct commercial or financial advice to the Mentee. The Mentor shall not be responsible for any actions taken by the Mentee as a result of their participation in the Programme or any discussions with the Mentor.
- The Mentor and Mentee will agree between themselves the length, time and preferred platform for their meetings. The Mentor will welcome any feedback from the Mentee on the support provided, and will respond and tailor their mentoring approach accordingly. The Mentor and Mentee understand that the success of the Programme will depend on their personal contribution to their sessions, and commit to being accountable for any agreed actions or follow-ups from their meetings.
- The Mentor will be aware of the potential for conflicts of interest to arise through the mentoring relationship, and will inform the Mentee of any concerns as quickly as possible. The Mentee and Mentor will be open with each other about any matters which could give rise to a potential conflict of interest.
- The Mentor and Mentee will keep the contents of their discussions confidential, and the Mentor will not refer to knowledge they have regarding other individuals with whom they have a mentoring relationship in their discussions with the Mentee (save with express consent).
- The Mentor and Mentee will ensure that any personal data exchanged in connection with the Programme will be handled in accordance with the applicable Harrods Privacy Policy which requires that personal data is stored securely at all times and processed only where necessary.
- The Mentor and Mentee acknowledge that the use of audio and video recording devices to process personal data is not permitted.

- The Mentor will ensure that their level of experience and knowledge is sufficient to meet the Mentee's needs and the requirements of the Programme. They shall ensure that their professional competence, qualifications and accreditation are clearly and accurately explained and that no false or misleading claims are made or implied.
- The Mentor and Mentee will respect each other's dignity, autonomy, views and goals, and will conduct themselves in a way which promotes diversity and equal opportunities.
- The Mentee and the Mentor shall maintain a professional relationship throughout their participation in the Programme, and will behave courteously and respectfully towards each other at all times. Neither the Mentor nor the Mentee shall seek to use or exploit the mentoring relationship for any improper purpose, including (but not limited to) any purpose which is dishonest, unlawful, unprofessional or discriminatory.