



The business relations mediation scheme was set up at the request of the President of the French Republic following the April 2010 industrial consultative assembly (*Etats généraux de l'industrie*) which underlined the destructive effects of an imbalance in client -supplier relationships on French industry. The scheme is led by Jean-Claude VOLOT who was entrusted with the role of national Mediator on 6th April 2010. Its operational costs are covered by the Ministry of Economy, Finance and Industry.

The three main objectives of the scheme are:

- **rehumanise client - supplier relations**
- **underline the strategic importance of SME independence**
- **encourage the growth of corporate responsibility practices**

The Business relations Mediator intervenes on behalf a company (individual mediation) or a federation or group of companies (collective mediation) after the company in question has attempted to resolve its issues with its usual contacts within the other company. The mediator does not possess any legal powers, his role consists of examining the problem and proposing adapted solutions whilst restoring dialogue between the concerned parties. The mediation process is conducted in strict confidentiality.

The Mediator relies on a network of 25 regional mediators who are mostly members of the government agency network, the *DIRECCTE*.

The mediation scheme's values are outlined in its code of good conduct, *la Charte des bonnes pratiques*, which was signed for the first time in the presence of the Minister of Finance, Christine Lagarde in February 2010 and which today has 153 adhering companies and public services. More information on the code and its engagements can be found (in French) on the web site.

Contact the business relations Mediator by filling out a confidential on line form on the website: www.mediateur.industrie.gouv.fr

Or for more information call : 0810 00 12 10