

**ASSOCIATION OF PROFESSIONALS OF WELL-BEING DISCIPLINES
CODE OF CONDUCT**

CHAPTER I – GENERAL PRINCIPLES	Page	3
ART. 1 – Definition of and compliance with the Code	“	3
ART. 2 - Disciplinary power	“	3
ART. 3 – Duties of Well-Being Operators	“	3
 CHAPTER II - OVERALL DUTIES	 “	 3
ART. 4 - Freedom and independence	“	3
ART. 5 - Ethical conduct	“	4
ART. 6 - Professional competences	“	4
ART. 7 - Limits to professional scope	“	4
 CHAPTER III - PROFESSIONAL DUTIES	 “	 4
ART. 8 - Preconditions to carry our professional tasks	“	4
ART. 9 – Informed consent	“	5
ART. 10 - Professional confidentiality	“	5
ART. 11 - Refresher courses e lifelong training	“	6
 CHAPTER IV - RELATIONS AMONG WELL-BEING OPERATORS	 “	 6
ART. 12 – Mutual respect	“	6
ART. 13 – Contrasting opinions	“	6
ART. 14- Solidarity among colleagues	“	6
 CHAPTER V - RELATIONS BETWEEN WELL-BEING OPERATORS AND THE ASSOCIATION	 “	 6
ART. 15 - Collaboration	“	6
 CHAPTER VI - RELATIONS TO CLIENTS	 “	 6
ART. 16 - Relations to clients		
 CHAPTER VII - RELATIONS TO HEALTH PROFESSIONALS	 “	 7
ART. 17 - Relations to other professionals	“	7
ART. 18 - Clients subject to medical treatment	“	7
ART. 19 - Medical competences	“	7
 CHAPTER VIII - RESPONSIBILITIES OF WELL-BEING OPERATORS	 “	 7
ART. 20 – Responsibilities	“	7
ART. 21 - Documentation	“	8
ART. 22 - Corruption	“	8
ART. 23 – Conflict of interests	“	8
ART. 24 – Duties of Well-Being Operators towards frail subjects	“	8
ART. 25 - Constant professional services	“	9
 CHAPTER IX - FEES	 “	 9
ART. 26- Fee	“	9

CHAPTER X - ADVERTISING AND INFORMATION TO THE PUBLIC	Page	9
ART. 27 - Limits	"	9
ART. 28 – Advertising	"	9
ART. 29 - Sponsoring limits	"	9
ART. 30- Misuse of qualifications	"	9
CHAPTER XI - DISCIPLINARY PROCEDURE AND DISCIPLINARY SANCTIONS	"	10
PART I - DISCIPLINARY PROCEDURE	"	10
ART. 31 - Tasks of the steering committee	"	10
ART. 32 - Notification of procedure	"	10
ART. 33 – Tasks of the Ethics and Disciplinary Committee	"	10
ART. 34 -Appeal against the decision of the Ethics and Disciplinary Committee	"	11
PART II – DISCIPLINARY SANCTIONS	"	11
ART. 35 – Sanctions	"	11

CODE OF CONDUCT

CHAPTER I – GENERAL PRINCIPLES

ART. 1 – Definition of and compliance with the Code

The Code of Conduct is the set of principles and rules that professional Well-Being Operators specialised in Bio-natural Disciplines and Techniques (henceforth referred to as “Well-Being Operators”), members of the APDB Association, shall comply with during their professional activities, regardless of the legal context and conditions in which such activities are being carried out. The behaviours of Well-Being Operators shall be dignified and appropriate when conducting professional activities and socially compatible with the obligations enshrined in the Italian Constitution, Civil Code and Criminal Code. Any failure to comply with the obligations and prohibitions envisaged in this Code of Conduct and any action or omission in breach of said principles are sanctioned – in addition to the criminal and civil codes – according to the Disciplinary Procedure set by the Association in compliance with the laws in force.

ART. 2 – Disciplinary power

The disciplinary bodies of the Association are responsible for deciding and administering (proportionate and adequate) sanctions following the breach of the code of conduct. Sanctions shall be proportionate to the seriousness of the breach and shall take into account persistent behaviour and specific circumstances – both objective and subjective – contributing to define the breach.

ART. 3 – Duties of Well-Being Operators and scope of activities

Well-Being Operators are professionals using natural methods applied to the well-being sector (i.e. excluding medicine). Their professional services address healthy subjects and involve those who wish to comply with healthy codes of conduct based on the principles of harmony with nature. In general, the duty of Well-Being Operators is the defence and implementation of the physical, psychic, emotional and spiritual well-being of human beings while respecting personal freedom and dignity with an unbiased approach independent from the institutional or social situation in which they are operating. In particular, their activities are aimed at:

- Carrying out “well-being education” initiatives fostering the best possible energetic and functional balance;
- Restoring the energetic-functional balance of human beings;
- Fostering self-heal and self-balance skills with reference to one’s own living environment.

Well-Being Operators shall develop their professional activities in compliance with the respect for the fundamental rights of human beings as enshrined in the Italian and European Constitutions.

CHAPTER II – OVERALL DUTIES

ART. 4 – Freedom and independence

The profession of Well-Being Operators is based on professional freedom and independence and respect for the rights of human beings. In carrying out their professional activities, Well-Being Operators shall comply with scientific knowledge and draw upon the ethical values of their specific activities while adopting the principle of the respect for the lives, physical and psychic health,

freedom and dignity of human beings. Moreover, they shall not be affected by vested interests, obligations or influences of any kind.

In order to defend their professional freedom, Well-Being Operators shall report to the Association any initiative liable to impose behaviours departing from their professional code of conduct. They shall not take advantage from their professional status or from any public office to obtain personal or professional benefits.

ART. 5 – Ethical conduct

A correct ethical conduct shall always prevail in the relationship between Well-Being Operators and their clients. Well-Being Operators shall be kind, respectful, dignified and discrete.

ART. 6 – Professional competences

- Well-Being Operators shall carry out their consulting activities very carefully and devote to the client all the time necessary to obtain insights in the problems that are being reported, also taking advantage from any necessary bio-energetic survey. Upon giving their clients their customized well-being programme, they shall supply all necessary information in a clear and understandable form and – insofar as possible – make sure that the programme is implemented correctly. If Well-Being Operators come to know of situations they cannot and may not solve, they shall advise their clients to contact their general practitioners.
- If necessary in the light of a client’s conditions or interests, or whenever the need emerges for resorting to adequate and specific knowledge, Well-Being Operators may propose to consult other colleagues.

ART. 7 – Limits to professional scope

Well-Being Operator may not carry out other officially recognized professional tasks or encroach on the scope of other professionals belonging to legally recognized associations or guilds. Well-Being Operators may not carry out “anamneses” or “diagnoses” or advise “therapies”. They may not “treat” patients.

CHAPTER III - PROFESSIONAL DUTIES

ART. 8 – Preconditions to carry our professional tasks

To carry out professional tasks as Well-Being Operators, the following preconditions apply:

- Having specific qualifications with reference to the activities envisaged by the Association, which ensure the professional competences of the Operator before the client. Such qualifications shall be assessed by the Steering Committee of the Association when the application for membership is submitted;
- Endorsing the Code of Conduct adopted by the Association to regulate the correct implementation of professional practices and define its principles and norms;
- Professional practices shall take place in a “consulting room” equipped with a “waiting room” and restroom in compliance with the laws in force;
- Having a VAT code;
- Signing an insurance contract covering: legal expenses, third party liability, including professional risks.

ART. 9 – Informed consent

Well-Being Operators shall not provide any professional service without the consent of the client, who shall be duly informed (Italian law decree n. 196/2003 and following amendments). The term “Consent” refers to an action by which the client freely and intentionally authorizes the professional to use the specific methods of his or her discipline to assess the client’s well-being and develop a customized programme accordingly. The term “informed” highlights the need for informing the client with adequate and exhaustive information on the treatment being proposed. An Informed Consent is based on the fundamental ethical norm of the respect for human beings and freedom of choice.

After having been duly informed, the client shall sign a form to confirm that:

- He or she is aware of the scope of the professional’s practice;
- Any intervention to restore his or her balance consists of a well-being programme (therefore it is not and does not replace any medical therapy);
- Any advice given supports the well-being programme;
- If the client is a minor or mentally ill, the informed consents shall be signed by his or her legal representative.

If the client explicitly refuses to give his or her consent, the professional shall refrain from any action, since no initiative may be taken against the client’s will. In this connection, please refer to the Italian Privacy law n. 675 dated 1996 and Law decree 196/2003 and following amendments.

ART. 10 – Professional confidentiality

Professionals have a duty to professional confidentiality. Well-Being Operators shall treat all information relating to their relationships with clients as well as all information disclosed during their professional practice as strictly confidential.

Professionals shall inform their collaborators – if any – of professional confidentiality and shall make sure it is complied with.

The following are just causes for disclosing confidential information (in addition to the mandatory compliance with specific laws and obligations envisaged by the Italian Criminal Code):

1. Requests or authorization by the client or his/her legal representative (after having been informed of the consequences of disclosure);
2. In case of emergency, in order to safeguard the life or health of the client or third parties;
3. In case of emergency, in order to safeguard the life or health of the client or third parties, also if the client refuses to give his/her consent, following the authorization given by the Authority for the protection of personal data.

The client’s death does not free professionals from professional confidentiality, unless information needs to be disclosed for the purpose of police investigations, else it is a case of counselling to breach criminal and constitutional norms.

Professionals shall protect and ensure the confidentiality of documents regarding clients in their archives, also in electronic format, unless a Judge gives contrary orders. When data are published in scientific journals, professionals shall ensure that clients may not be identified. Similarly, professionals shall not disseminate information through the press or with other means liable to identify the subject to which they refer. In filling in or notifying any document relating to individual clients, also if addressing health authorities or bodies, professionals shall act carefully so as to ensure compliance with professional confidentiality, although legal provisions dealing with the matter shall be complied with.

Well-Being Operators may not collaborate to set up data banks unless the confidentiality, security and private life of the client are fully protected and guaranteed.

Disclosure is particularly serious when it entails profits for the professional or third parties and damage to the client or third parties.

The cancellation from the member list of the Association does not free Well-Being Operators from the obligations envisaged in this article.

During the examination of an adult client, no third parties shall be present, including assistants and family members, unless the clients give his or her explicit consent.

ART. 11 – Refresher courses and lifelong training

Professionals must comply with lifelong training obligations on technical scientific, ethical and professional issues, so as to keep their knowledge and competences constantly updated. Refresher courses are necessary to ensure qualitative standards and professional qualifications to retain membership in the Association.

CHAPTER IV – RELATIONS AMONG WELL-BEING OPERATORS

ART. 12 – Mutual respect

Relations among Well-Being Operators should be inspired by the principles of respect and consideration of their respective professional activities. The mutual exchange of respective experiences and professional practices among Operators should not be construed as advertisement.

ART. 13 – Contrasting opinions

Contrasting opinions shall never fail to comply with the principles of civil behaviour and constructive debate.

ART. 14 – Solidarity among colleagues

Relations among Well-Being Operators shall always be inspired by principles of just solidarity. Well-Being Operators should show solidarity to unjustly accused colleagues.

CHAPTER V - RELATIONS BETWEEN WELL-BEING OPERATORS AND THE ASSOCIATION

ART. 15 – Collaboration

Well-Being Operators, in the collaborative spirit characterizing relations among members of the Association, should always be ready to collaborate with their professional association. Lack of collaboration and readiness, upon request of the Association, may be subject to disciplinary assessment. Well-Being Operators appointed to participate in the institutional bodies of the Association shall fulfil their tasks with due diligence and impartiality in the interest of the community and fulfil their duties carefully and confidentially.

CHAPTER VI - RELATIONS TO CLIENTS

ART. 16 – Relations to clients

Relations between Well-Being Operators and their clients are based on a professional approach. Clients trust the competences and integrity of Well-Being Operators, who shall always act with

due diligence and never take advantage of their clients' confidence. If clients or their legal representatives in case of underage or incapacitated clients lose their confidence in a Well-Being Operator, the latter may relinquish the continuation of treatment after a timely notification.

CHAPTER VII - RELATIONS TO HEALTH PROFESSIONALS

ART. 17 – Relations to other professionals

Well-Being Operators shall maintain good relations to professionals working in the health sector, unless behaviours emerge in contrast with the professional and ethical code of conduct and civil social relations.

ART. 18 – Clients subject to medical treatment

Under no circumstances shall Well-Being Operator, either openly or forcedly, operate with clients who are subject to medical treatment owing to serious or non-serious disorders. If they deem it useful, they may propose their collaboration to the general practitioner, always limited to their professional competences. The well-being programme shall always complement and never replace the treatment defined by the health professional.

ART. 19 – Medical competences

While they are carrying out their professional activities according to their competences, if Well-Being Operators become suspicious of pathologies, they shall inform their clients and urge them to contact their general practitioners. If clients, after having been duly informed of the need for contacting their general practitioners or other health services, refuse to do so, Well-Being Operator shall refrain from supplying their services.

CHAPTER VIII - RESPONSIBILITIES OF WELL-BEING OPERATORS

ART. 20 – Responsibilities

1. Well-Being Operators shall never claim they can “heal” their clients. Aware of their professional environment, they cannot tell their clients they will “cure” them. Rather, clients shall be advised that, by complying with their customized well-being programme, they may improve their quality of life from all points of view.
2. Professional Well-Being Operators shall take on the responsibility for the surveys conducted and natural remedies suggested. Based on this prerequisite, they are considered autonomous in programming, selecting and implementing all services supplied.
3. If, during the first consulting session, Well-Being Operators detect specific problems in their clients, and their clients are being monitored by their doctors, if they deem it right they shall suggest their clients should continue to be monitored by their doctors, should not interrupt any pharmacological therapy prescribed by their doctors and, if any kind of problems emerge, they should contact their doctors.
4. Regardless of their habitual activities, Well-Being Operators may never refuse to provide help and shall timely act to provide specific and adequate assistance. All citizens are subject to this obligation.
5. In case of catastrophic events, natural disasters or epidemics, Well-Being Operators shall declare they are ready to collaborate with the relevant Authorities.

6. If Well-Being Operators realize that their underage clients need to be treated by a doctor and notify this need to their parents or guardians, who refuse to act accordingly, they are entitled to receive from the latter a signed and dated declaration certifying that they refuse to resort to medical treatment for the underage client. That document is envisaged by the law and is meant to protect professional operators.
7. **Well-Being Operators may not:**
- Conduct anamneses and diagnoses and prescribe therapies;
 - Suggest exams and analyses;
 - Carry out activities specifically reserved for medical professionals;
 - Give their opinions on diagnoses and/or cancel medical therapies;
 - Provide assistance to women during delivery and “treat” them in the following days;
 - “Treat venereal diseases”;
 - Treat clients suffering from AIDS; only assistance may be provided;
 - Implement manipulation or specific massage treatments, unless duly qualified to do so;
 - Conduct research on clients and problems characterizing their overall health conditions.

ART. 21– Documentation

- In the exclusive interest of their clients, Well-Being Operators shall make available all information and documents they have to their clients or third parties specifically authorized by clients by means of a letter of attorney signed before a public authority.
- Descriptive and historical data regarding a client shall be drafted with clarity and diligence.
- Each document handed to a client by a Well-Being Operator shall bear the description of the operator’s profession as an activity regulated by the Italian law n. 4, 14 January 2013

ART. 22 – Corruption

Any form of corruption is prohibited.

ART. 23 – Conflict of interest

Well-Being Operators shall avoid any condition in which their professional opinions on their clients’ well-being may be unduly influenced by secondary interests. Conflicts of interest involve economic and other issues, may emerge in scientific research, training and refresher courses, personal and collective relations with industries, agencies, organizations and institutions as well as the Public Administration.

The behaviour of professionals shall never be subject to economic or other agreements to obtain benefits for themselves and third parties.

ART. 24 – Duties of Well-Being Operators towards frail subjects

- Well-Being Operators shall contribute to protect minors, the elderly, people with disability when they deem it necessary or they may report cases of abuse, violence or sexual abuse to the police authority.
- If clients who are not incapacitated refuse to eat, Well-Being Operators shall inform them about the consequences but shall also tell them to contact their general practitioner, with whom the Operators may only collaborate.

ART. 25 – Constant professional services

Well-Being Operators shall provide their clients with constant professional services. If they become unavailable or unable to do so, they shall be replaced by colleagues who have adequate competences; clients shall be informed and may reject the substitute.

CHAPTER IX - FEES

ART. 26 – Fees

In free-lance professions, the general principle applies of direct agreements between Well-Being Operators and clients. Well-Being Operators shall notify their fees to their clients, who normally accept in advance (Italian Law Decree 24 January 2012.) Fees for service may not be subject to the results achieved.

CHAPTER X - ADVERTISING AND INFORMATION TO THE PUBLIC

ART. 27 – Limits

In compliance with the laws protecting the public, advertisements and information on Well-Being Disciplines shall comply with professional dignity, be inspired by reliability and aimed at health protection purposes. Well-Being Operators are aware they cannot foresee the results to be achieved and may not resort to deceitful advertising liable to make their clients believe that the operators' services may solve all problems connected to an individual's psychic and physical well-being.

Any form of advertising (brochures, web sites, other...) shall be assessed and approved by the Technical and Scientific Committee of the Association.

ART. 28 – Advertising

Well-Being Operators wishing to advertise their – albeit occasional – activities on newspapers, radio stations, television networks, or giving conferences for educational purposes or aimed at prevention, information and dissemination of their discipline, shall adopt a discrete and careful behaviour suitable for professional dignity and obtain the prior authorization from the Association. In particular, they shall exclusively use verified data and refrain from illustrating methods that still need verification.

ART. 29 –Sponsoring limits

Operators shall not sponsor and support advertisements of health institutions and products and similar items for exclusively promotional and commercial purposes.

ART. 30 – Misuse of qualifications

Well-Being Operators shall not claim to have qualifications they do not have, both explicitly and by implicitly confirming the qualifications attributed by clients; moreover, they shall relinquish any title they are not legally entitled to use (diploma, specialist, PhD, etc.). No philosophical, religious, political, health expressions may be used before or after the title of Well-Being Operator. Foreign academic qualifications may be used (degrees in naturopathy or osteopathy obtained in member countries of the European Community or degrees in naturopathy or other Well-being disciplines

obtained from UK institutions) pursuant to the laws in force, provided they are envisaged in the EEC Directive 89/48 dated 21 December 1988.

CHAPTER XI – DISCIPLINARY PROCEDURE AND DISCIPLINARY SANCTIONS

ITEM I- DISCIPLINARY PROCEDURE

Following a breach of the Code of Conduct, professionals may be subject to disciplinary sanctions liable to lead to the loss of their membership, privileges and benefits of the Association.

ART. 31 – Tasks of the steering committee

All complaints or appeals filed in writing against member professionals shall be examined by the Steering Committee.

If, following their assessment, the Steering Committee believe that the complaints or appeals are so serious that further investigations are required, the case is submitted to the Ethics and Disciplinary Committee. In that case, the Steering Committee shall inform the petitioner that he or she is free to testify during the hearing before the Ethics and Disciplinary Committee.

ART. 32 – Notification of procedure

All notifications relating to a disciplinary procedure shall be addressed in writing to the business or home address of the member subject to the procedure by registered letter with advice of delivery, unless their contents are read aloud to the member during the hearings before the Ethics and Disciplinary Committee. During each stage and instance of the disciplinary procedure, defence briefs and documents dealing with the issue under discussion can always be submitted and witnesses can testify. The authority initiating the procedure is responsible for proving that the member is actually guilty of disciplinary offenses.

The request to open a disciplinary procedure shall be notified in writing by the President of the Ethics and Disciplinary Committee and shall include a clear and detailed description of the allegation, the time and place of the alleged offense and the ethical and disciplinary provisions breached.

ART. 33 – Tasks of the Ethics and Disciplinary Committee

- The Ethics and Disciplinary Committee shall work in camera.
- To examine the complaint or appeal, the Ethics and Disciplinary Committee shall schedule a disciplinary hearing in which the petitioner shall be invited to testify. If the petitioner wishes to do so, he or she may produce witnesses in his or her favour, who shall be summoned after the petitioner has testified. Before being summoned, witnesses shall notify the Ethics and Disciplinary Committee with declarations in writing illustrating the contents of their testimony.
- The Ethics and Disciplinary Committee may hold a hearing also if the member is absent, provided that he or she has been notified a registered letter with advice of delivery to the latest address available to the Association at least three months before the date of the hearing.
- The Ethics and Disciplinary Committee shall decide with a majority vote. All Committee members shall declare their votes and may justify it in writing; they may not abstain.
- The Ethics and Disciplinary Committee may declare their decisions at the end of the hearing or notify it in writing within 30 days. In either case, the grounds for the decision shall be notified in

writing to the petitioner and the member of the Association via registered letter with advice of delivery

- After the hearing and the notification of the decisions, all relevant documents shall be filed safely and archived by the Steering Committee for an unspecified period.

The decision concluding the disciplinary procedure may involve:

- a) an acquittal, with the wording: «*no reason for disciplinary sanctions* »;
- b) an oral warning without disciplinary sanctions in case of minor and excusable offence;
- c) one of the following disciplinary sanctions: written warning, censure, cancellation from the member list of the Association

ART. 34 – Appeal against the decision of the Ethics and Disciplinary Committee

A substantiated appeal may be filed against the decisions of the Ethics and Disciplinary Committee by the claimant or the defendant, with registered letter with advice of delivery to the seat of the Association within thirty days after the notification of the grounds for the decision. After having heard the parties and within fifteen days after the appeal has been filed, the Ethics and Disciplinary Committee shall decide on the appeal. The appeal leads to the suspension of the performance of the decision of first instance and an additional proceeding is held only if deemed necessary for the decision.

ITEM II – DISCIPLINARY SANCTIONS

ART. 35 – Sanctions

The bodies of the Association responsible for enforcing sanctions are the following:

- Steering Committee;
- Ethics and Disciplinary Committee;

If the Ethics and Disciplinary Committee decide against the member, the disciplinary action may be as follows:

A written warning may be notified when the breach is not deemed serious or the defendant is unlikely to persist in committing offences. The warning is a notification to the defendant that his or her behaviour did not comply with ethical and legal norms and he or she is urged to refrain from committing other offences.

A censure consists in a formal disapproval and is enforced when the seriousness of the offence, the responsibility level, the previous offences and subsequent behaviour of the defendant lead the Committee to believe that he or she will not commit another offence.

A cancellation from the member list of the Association implies the final cancellation from the member list of the Association. This sanction is taken against a member whose behaviour has seriously damaged his or her reputation and the dignity of the profession in general, which makes the defendant unsuitable for inclusion in the member list.