

WINCC Mentor Academy

Code of Conduct

The WINCC Mentor Academy is committed to creating a respectful, inclusive, professional, and confidential environment that supports meaningful mentoring relationships across the global cocoa and chocolate sector.

This Code of Conduct applies to all participants in the Programme, including mentors, mentees, coordinators, facilitators, speakers, moderators, and any authorised representatives participating in Programme activities or using the Platform.

By participating in the Programme, Participants agree to uphold the following principles and standards.

1. Respectful and Professional Behaviour

Participants are expected to:

- Treat all Participants with respect, professionalism, dignity, and courtesy.
- Foster an inclusive and supportive environment.
- Respect cultural differences, backgrounds, identities, perspectives, and experiences.
- Communicate constructively and professionally during all Programme interactions.
- Engage in mentoring relationships in good faith.

Participants must not engage in:

- Harassment, intimidation, bullying, or discrimination.
- Abusive, threatening, inappropriate, or offensive behaviour.
- Sexual harassment or unwanted personal advances.
- Retaliation against Participants who raise concerns or complaints.
- Deliberate misinformation or reputational harm.

2. Confidentiality and Trust

The Programme is designed to facilitate meaningful professional connections and learning opportunities across the cocoa and chocolate sector, including between Participants who may not ordinarily interact due to organisational, commercial, geographic, or supply chain relationships.

Participants are therefore strongly encouraged to conduct mentoring interactions, communications, and Programme-related exchanges within the Platform and formal Programme environment wherever reasonably possible.

The structured Programme environment, Platform functionalities, confidentiality expectations, and Code of Conduct are intended to support a respectful, trusted, and pre-competitive learning space for Participants across the sector.

Participants acknowledge that interactions, communications, or arrangements taking place outside the Platform or beyond the formal Programme scope may fall outside the Provider's ability to support confidentiality, privacy, safeguarding, moderation, or Programme governance protections.

Participants acknowledge that mentoring conversations may involve personal, professional, commercially sensitive, or confidential information.

Participants agree to:

- Log meeting dates and, where desired, make notes to help track progress against learning goals.
- Respect the confidentiality of mentoring discussions.
- Exercise discretion when sharing information.
- Use appropriate professional judgement when discussing confidential or commercially sensitive matters.

Participants may not:

- Record mentoring sessions, meetings, webinars, or Programme interactions without the explicit consent of all Participants involved.
- Share screenshots, chat messages, recordings, participant lists, contact details, or confidential discussions without permission.
- Use confidential information obtained through the Programme for personal, commercial, competitive, or reputational advantage.

3. Appropriate Use of the Platform

Participants are encouraged to use the Platform and official Programme communication channels for mentoring-related communication wherever reasonably possible. Participants agree to use the Platform responsibly, professionally, and lawfully. Participants may not:

- Circumvent Programme safeguards, moderation processes, or confidentiality expectations.
- Attempt to interfere with or disrupt the Platform.

- Upload unlawful, harmful, discriminatory, defamatory, or inappropriate content.
- Use the Programme or Platform for spam, solicitation, recruitment pressure, or unauthorised commercial activity.
- Misrepresent their identity, experience, qualifications, or affiliation.

Participants remain responsible for maintaining the security of their own accounts, passwords, devices, and communications.

4. Mentoring Boundaries

The WINCC Mentor Academy facilitates professional mentoring relationships intended to support learning, reflection, leadership development, and professional growth.

Participants acknowledge that:

- Mentors act independently and do not represent the Provider.
- Mentoring interactions do not constitute legal, medical, psychological, financial, therapeutic, employment, or other regulated professional advice.
- Participation in the Programme does not guarantee career advancement, employment opportunities, funding, business outcomes, or other specific results.

Any interactions, meetings, or arrangements outside the formal Programme scope remain the sole responsibility of the Participants involved.

5. Diversity, Inclusion, and Community Values

The Programme aims to create a safe and inclusive environment for women and allies across the cocoa and chocolate value chain.

Participants are expected to:

- Contribute positively to the community.
 - Support respectful dialogue across cultures, sectors, geographies, and career stages.
 - Avoid exclusionary, discriminatory, or harmful conduct.
 - Respect differences in opinion and lived experience.
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6. Reporting Concerns

Participants are encouraged to report concerns relating to:

- Harassment or discrimination
- Inappropriate conduct
- Confidentiality breaches
- Misuse of the Platform
- Ethical concerns or safeguarding issues

Concerns may be reported confidentially to the Programme coordinators or Provider. The Provider will review concerns reasonably and may take appropriate action where necessary.

7. Enforcement

The Provider reserves the right to suspend, restrict, or terminate participation in the Programme or access to the Platform where a Participant:

- breaches this Code of Conduct;
- breaches the Participation Agreement;
- engages in unlawful, abusive, discriminatory, unethical, or harmful conduct; or
- compromises the safety, integrity, reputation, or functioning of the Programme.

The Provider may take action at its reasonable discretion and is not obligated to provide continued access to the Programme.

8. Acknowledgement

By participating in the WINCC Mentor Academy Programme, Participants acknowledge that they have read, understood, and agree to comply with this Code of Conduct.

WINCC Mentor Academy
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