

ENOHE Statement of Values and Principles

Approved April 2023

The ENOHE Statement of Values and Principles is intended to set out the basic precepts which all ENOHE members are expected to observe in their roles, regardless of institutional definitions, local regulations, or specifications about jurisdiction. These Values and Principles were developed in discussion with the Board and members, in particular at ENOHE's Annual Conference in Athens in 2022. They were approved by the Board on 25 April 2023.

Our Values and Principles are:

Accessibility – being approachable when needed, and recognising the diverse needs of those who approach us

Empathy and Respect – treating those who come to us with dignity and appropriate confidentiality

Fairness and Impartiality – free from bias and reaching evidence-based recommendations and equitable outcomes **Independence** – freedom to act without third-party interference

Integrity – being honest and upholding moral principles

Transparency and Consistency – treating all who come to us consistently and ensuring that both parties understand the process

Improvement – assisting institutions in learning from casework, and fostering positive change.