

CHARTER APPLYING TO THE BUSINESSMENTORING PROGRAMME

PREAMBULE

In the current economic context of instability, the Chamber of Commerce of the Grand Duchy of Luxembourg launches a new programme in support of managers of Luxembourg enterprises, in partnership with the Government of the Grand Duchy of Luxembourg and in collaboration with numerous other entities.

The programme will be coordinated by the Business Support E.I.G. (coordinator). In parallel with its role of coordinator, the Grouping will be responsible for the methodology and for ensuring compliance with the rules applying to the programme.

As part of a policy aimed at combating the effects of the crisis and facilitating access to experts set out in the third action plan in support of SMEs, this programme consists mainly in the support of a “young” business manager (mentee) by an experienced business manager (mentor) for a period of 6, 12 or 18 months.

Business manager (mentor) means the owner-manager of an enterprise or an experienced senior executive.

The mentor’s involvement is unpaid.

The support is free of charge and in general terms comprises:

- ✓ introduction to experienced business managers (mentors) with a minimum of 10 to 15 years’ experience in managing an enterprise;
- ✓ monthly meetings between mentor and mentee;
- ✓ support for the mentee by providing the benefit of his experience, business acumen and knowledge with a view to contributing to the mentee’s personal development and that of his enterprise.

The support will aim at one of the three key stages in the life of an enterprise: start-up, growth and takeover.

CONDITIONS

ARTICLE 1

Mentors must be approved by the coordinator of the BusinessMentoring programme before they can be assigned to a mentee. To this end, the mentor applicant must submit an application file to the secure website www.businessmentoring.lu, using a specific standard form and mandatorily attaching the documents referred to as well as this charter duly dated and signed.

The mentor applicant undertakes to fill in the questionnaire clearly and accurately and to provide complete and truthful information. He undertakes to inform the coordinator immediately in the event of any change in the information provided.

Owner-managers of an enterprise and experienced senior executives or intra/entrepreneurs are eligible.

Experienced is understood to mean having at least 10 to 15 years of experience in company management.

The mentor applicant must have impeccable commercial integrity.

ARTICLE 2

As soon as the file is received, an e-mail message of confirmation will be generated automatically via the website.

Initials

ARTICLE 3

The BusinessMentoring programme coordinator will analyse the completeness and eligibility of the mentor applicant file.

If the file is incomplete, the coordinating team will inform the mentor applicant by e-mail. The mentor applicant undertakes to provide the missing information and documents as soon as possible if he wishes to continue with the selection process.

If the candidate is not eligible, the coordinating team will inform the mentor applicant by e-mail or telephone. This decision is definitive and is not subject to appeal. No new file can be submitted unless it contains new information likely to justify the mentor applicant eligibility. The coordinating team reserves the right to keep the file, both in physical form and in a computer files for a maximum period of 10 years.

If the file is complete and the applicant eligible, the coordinating team will inform the mentor applicant of the acceptance of his file by e-mail. He will then be invited to an individual interview with the coordinator.

Following this interview, the programme coordinating team will issue a favourable opinion or a rejection. The mentor applicant will be informed of such rejection by e-mail. Rejection shall be definitive and not subject to any appeal.

In the event of a favourable opinion, the mentor applicant will be informed by e-mail and the coordinator will invite him to present his entrepreneurial experience and reasons for wanting to become a mentor before a selection committee composed of two or more approved mentors.

The selection committee’s decision to accept the mentor applicant must be taken unanimously.

Failing a unanimous decision to accept the mentor applicant, his candidacy shall be re-examined in the next meeting of the approved mentors.

The approved mentors shall meet in principle once a month.

During this meeting, and in the light of the information provided by the coordinator and the selection committee, the approved mentors present shall decide by simple majority whether to accept or reject the mentor applicant.

In the case of acceptance, the coordinating team shall inform the mentor applicant by e-mail as soon as possible. The mentor then returns this charter duly dated and signed.

In the case of rejection, the coordinating team shall inform the mentor applicant by e-mail as soon as possible. Rejection shall be definitive and not subject to any appeal.

The coordinating team shall publish the list of approved mentors online, under the heading “Become a Mentor” on its website www.businessmentoring.lu. The mentor shall decide whether he wishes to appear there (he must give his consent in writing when registering, via the form).

The mentor accepts that the mentee shall have access to the mentor’s personal information through the members’ area of the secure site www.businessmentoring.lu (see Chapter II, paragraph headed “website” in the BusinessMentoring VADEMECUM).

ARTICLE 4

The matching of the mentor-mentee pair is carried out by the coordinating team of the BusinessMentoring programme.

If the file is complete and the mentee applicant eligible, the coordinating team will inform him by e-mail. The mentee applicant will first be invited to an individual interview with the coordinator and secondly to present his file, his enterprise and his aspirations to a selection committee composed of one or more mentors. The session will last 30 or 40 minutes: 10 minutes for the presentation and 20 to 30 minutes for questions.

If the selection committee and the mentee applicant agree, representatives of a national agency or of an employers’ organisation representing the interests of the business sector to which the mentee applicant enterprise belongs, may be present at this presentation as observers.

Initials

The composition of the selection committee is at the discretion of the programme coordinating team and depends on the type of projects to be evaluated.

In his capacity as evaluator, the mentor undertakes to evaluate each file with the greatest degree of objectivity and impartiality. To this end the coordinator will propose an evaluation matrix and/or a check-list.

After due deliberation, the selection committee will proceed to select, accepting or rejecting the mentee applicant. Rejection shall be definitive and not subject to any appeal.

If the file is approved, the coordinating team will inform the mentee applicant by e-mail and/or telephone as soon as possible and will offer him a mentor, taking account of the respective wishes.

The mentee applicant shall inform the coordinating team as soon as possible of his agreement and willingness to participate in the programme.

In the event of disagreement, the coordinating team may propose another mentor, while at the same time reserving the right to exclude the mentee applicant from the BusinessMentoring programme.

In the event of agreement between the mentee applicant and the mentor, they will agree on a first meeting, during which the two parties will together draw up a road map with the objectives to be attained at 6, 12 or 18 months as the case may be.

ARTICLE 5

Mentor and mentee must embody their arrangements in a mentoring agreement, the template for which is imposed by the coordinating team.

After both parties have signed, the mentee must mandatorily send a copy of this agreement to the coordinating team.

ARTICLE 6

The mentor and the mentee undertake to meet ideally once a month. After each meeting (or regularly), the mentee shall produce a report. The report is intended in principle to enable the coordinating team to see how the mentoring relationship is evolving.

This report shall be uploaded by the mentee to the members' section of the secure website www.businessmentoring.lu or sent to the coordinating team by e-mail. It will be accessible only to the mentee, the mentor and the team.

The mentee may however decide freely whether to make reports of which he is the author available to any third party or parties. In such case, subject to the written agreement of the mentee and the coordinator, such third party may consult said reports at their place of electronic storage by means of limited secured access.

After 3 to 6 months, the coordinating team shall plan an interim interview to assess how the programme is going.

Mentor and mentee may bring an end to the mentoring relationship at any time and for any reason, by sending a registered letter with acknowledgement of receipt, with the obligation to send a copy to the attention of the coordinating team as soon as possible. Mentor and mentee shall also inform the team of the reasons leading them to bring an end to the mentoring relationship.

Any possible allocation to the mentee of a new mentor shall be at the discretion of the coordinating team.

At the conclusion of the programme, an assessment of the mentor/mentee relationship will be drawn up with a view to measuring the effect that mentoring has had on the skills of the entrepreneur mentored and on the development of his enterprise.

At the conclusion of the relationship, the mentor and the mentee may also, if they so wish, carry out interviews together or individually with the press, so as to benefit from visibility and to testify as to their own experience.

ARTICLE 7

With the exception of the reserves provided in this CHARTER and in the BusinessMentoring VADEMECUM, the coordinating team undertakes to keep confidential all the information gathered in the context of the establishment and coordination of the BusinessMentoring programme, unless there is a right or a legal or professional obligation to disclose it.

Initials

The mentor shall guarantee the strict confidentiality of the information to which he becomes privy as a member of the selection committee for mentor applicant and mentees, directly or indirectly, even beyond the ending of the respective obligations deriving from his involvement in the BusinessMentoring programme.

The mentor undertakes to conform to the values of financial impartiality and transparency which govern the programme:

- ✓ the mentor undertakes to be transparent as to any professional ties he might have with a mentee applicant,
- ✓ and to refrain from any financial investment in his mentee's enterprise throughout the duration of the support and for a further 12 months after the end of the mentoring relationship, as well as in the enterprise of any candidate interviewed in the context of the programme, during the 12 months following his appearance before the selection committee,
- ✓ and lastly, not to agree to mentor a mentee with whom he is in direct competition.

ARTICLE 8

The mentor is obliged to terminate his agreement immediately upon the occurrence of any event that is likely to place him in a situation of conflict of interest or to jeopardise his independence.

ARTICLE 9

The mentor expressly authorises the coordinating team to record in a computer file, for purposes of traceability and follow-up, the assessment of the mentor/mentee relationship.

ARTICLE 10

The coordinating team, in concert with the network of Mentors, reserves the right to put in place certain measures if a mentor contravenes any of the substantive clauses of this CHARTER or no longer meets the conditions of integrity and/or availability.

Also, in order to offer the mentor the possibility of renewing or otherwise his commitment to the network of Mentors, the duration of his participation shall be limited to three years from the date of signing of this CHARTER.

At the end of these three years, and if the mentor expresses his wish to continue to contribute to the network, the renewal of his engagement shall be carried out on the basis of a self-assessment covering matters relating to his motivation, his commitment (frequency of meetings he has attended, number of mentees mentored, contributions to the group, etc.) and his degree of satisfaction with the programme.

In the event that the evaluation form is not returned or if the evaluation is unsatisfactory, the coordinating team reserves the right to invite the mentor to clarify his reasons before two members of the network of Mentors. Following this evaluation, the mentor will decide, together with the coordinator, whether or not he wishes to continue the relationship. In this case, the mentor shall sign a new charter of undertaking.

Lastly, a "stand by" option will also be envisaged if the mentor should decide, for duly justified professional or private reasons, to suspend his participation for a limited time (to be agreed with the coordinator).

ARTICLE 11

The mentor assumes no personal responsibility in the mentoring relationship and shall not be held responsible for the decisions taken by the mentee. The mentee is free to follow the mentor's recommendations or not to follow them. Neither the mentor nor the coordinating team gives any guarantee to the mentee in respect of such results as the mentee might expect to obtain.

ARTICLE 12

All dealings between the parties (mentor and mentee) shall be subject to Luxembourg law. The courts of Luxembourg shall have exclusive competence to rule on any dispute arising from these general conditions.

The signatures on this agreement must be preceded by the handwritten words "Read and approved".

Mentor's first name and surname _____

Mentor's signature _____
(Preceded by the handwritten words "Read and approved")

Made in Luxembourg, on _____