

**SHIATSU OPERATORS  
ETHICAL CODE BY C.O.S.  
(COORDINATION SHIATSU OPERATORS)**

Updated on 23rd of January 2014

**Art. 1** Shiatsu Operator works to keep his working area fair and clean. He/she receives the Customer with courtesy, accuracy and honesty. He/she will also make certain of his/her look, aspect and clothes to be adequate, so to respect the Customer.

**Art. 2** Shiatsu Operator must not intrude upon fields of knowledge for which he/she has not received adequate training and official qualification. He/she must supply only those services for which he/she is qualified, giving the Customer a clear and precise idea of him/herself and his/her profession.

**Art. 3** Whenever Shiatsu Operator understands he/she is not the right person to attend the Customer and his/her specific problems, he/she has to inform the Customer in a clear and explicit way, giving him/her an advice on where to find other more useful experts.

**Art. 4** While promoting his/her work, Shiatsu Operator must not use inappropriate terms. Particularly, he/she must not use medical terms, nor make negative publicity to other Colleagues or disciplines nor speak of his/her work as if it could make miracles.

**Art. 5** Shiatsu Operator must not discriminate Customers or Colleagues: he/she has to recognise individuality and worth of every single person, regardless to one's gender, religion, race or rank.

**Art. 6** If Customer requires so, Shiatsu Operator has to collaborate in every possible way with his/her general Practitioner or other therapists who are attending the Customer, respecting the relationship between them and avoiding any kind of personal judgements.

**Art. 7** Shiatsu Operator has to respect physical and emotional state of the Customer. He/she must never misuse him/her taking advantage of his/her professional position. He/she must encourage a positive and active attitude in his/her Customer, dissuading him/her from any kind of dependency.

**Art. 8** Shiatsu Operator gives his/her services to people who explicitly and voluntarily ask for them. In case the Customer is underage or incompetent, the request must be made from the one who exercises legal protection or parental responsibility.

**Art. 9** Shiatsu Operator creates with his/her Customer an exclusively professional intercourse, that must be based at the same time on confidence and support. This is the reason it is necessary to request fees.

**Art. 10** Shiatsu Operator has to keep professional secrecy. He can not divulge any information or fact pertaining to his/her Customer, unless he/she has given his/her approval in accordance with the legislative Decree 30th June 2003, no. 196 (Code about privacy and protection of personal data).

**Art.11** Shiatsu Operator has always to enhance his/her professionalism and perfect it, constantly evaluating his/her activity and keeping on follow appropriate improvement and refresher courses.

**Art. 12** Shiatsu Operator has to create with his/her Colleagues relationships based on total honesty and solidarity, avoiding any kind of detraction.

**Art. 13** Shiatsu Operator accepts to attend a Customer previously attended by a Colleague only when he/she has properly defined the intercourse with the first Operator, or in case the Customer explicitly expresses the will to change Operator.

**Art. 14** In case the Operator substitutes a Colleague, the substitution has to end when the Colleague returns to be available. The substitute has then to give him/her the information taken all along the sessions made in his/her stead.

**Art. 15** Shiatsu Operator has to avoid any kind of Customers hoarding, which breaks the principles of honesty and solidarity towards Colleagues.

**Art. 16** Shiatsu Operators which subscribe to C.O.S. are committed to spread information about shiatsu in collaboration with Colleagues. They will not obstruct C.O.S. initiatives, according to the principles of honest professionalism, rigour and strictness which inspire the previous articles, respecting statutory aims of C.O.S.

**Art. 17** Whenever a Shiatsu Operator thinks that a Colleague's conduct is incorrect, he/she can appeal to C.O.S. Board of Arbitrators or C.O.S. Board of Directors.

**Art. 18** In summary Shiatsu Operator always exercises respecting his/her Customers and their needs, preferring listening and perception of their energies to exclusively technical work. Shiatsu Operator does not work on a problem or a single symptom, but on human beings taken as a whole.

President of C.O.S.