

BOARD ACCOUNTABILITY STATEMENT

Policy number	25-11-14-1 EN	
Developed by :	Policies and procedures committee	Approved on November 5 th 2014
	Board of directors	Ratified November 25 th 2014

The stakeholders of CBDC Madawaska include:

- The general public
- The local community served by CBDC Madawaska being: the community located within the geographical area served by CBDC Madawaska¹.
- CBDC Madawaska clients
- CBDC Madawaska employees
- Government

The Board of Directors of CBDC Madawaska is accountable to these stakeholders. In an effort to be accountable to the people we serve, and to ensure our governance processes are transparent, this Statement will be publicly available, primarily by publication on our website.

In carrying out its role and responsibilities, the Board of Directors of CBDC Madawaska will adhere to the following values:

- Accountability
- Transparency
- Confidentiality

Accountability

For CBDC Madawaska, Accountability means:

- Being open, fair, and consultative in decision-making
- Taking responsibility for actions and behaviour
- Communicating and reporting to stakeholders

¹ Constitution CBDC Madawaska Inc., 2014, p. 2 Defined Service Area (Territoire desservi) - the territory served by CBDC extends from the LSD of St. François to the LSD of Rivière Verte in Madawaska County.

To demonstrate Accountability, the Board of Directors of CBDC Madawaska will:

1. Publish the names and responsibilities of the members of the Board of Directors, the Officers, and the Executive Director each year in the Annual Report. Personal contact details will not be provided, but stakeholders may communicate with the Board of Directors through the Executive Director.
2. Recruit members to the Board of Directors according to the process specified in the Board Recruitment and the Board Selection and Renewal Policies, which shall be made public.
3. Govern CBDC Madawaska in accordance with the By-laws, governance policies, and all relevant laws.
4. Act both as a board and individually at all times in the best interests of CBDC Madawaska in good faith and honestly, having regard to the stakeholders.
5. Establish objectives that are attainable within the capacity by CBDC Madawaska to ~~achieve~~, and publicize these objectives and report on performance to our stakeholders on an annual basis.
6. Recruit, select, and evaluate the Executive Director of CBDC Madawaska.
7. Evaluate the individual and collective performances of the members of the Board of Directors.
8. Develop a Triennial Strategic Plan and Annual Business Plan; incorporate the business plan targets.

Transparency

For CBDC Madawaska, Transparency means:

- Ensuring that information about CBDC Madawaska is readily available to stakeholders, including business results and operational performance.
- Providing a process for stakeholders to communicate with the Board of Directors, including a complaint and dispute resolution process that shall be public and available to stakeholders.

To demonstrate Transparency, the Board of Directors of CBDC Madawaska will:

1. Circulate/post the Annual Report to stakeholders;
2. Invite stakeholders to the Annual General Meeting;
3. Provide members of the Board of Directors with orientation training that includes a review of roles and responsibilities for board members and staff, the ACOA/CBDC Collaborative Framework on Board Governance, and a package of all important governance policies of CBDC Madawaska;
4. Ensure that all governance policies of CBDC Madawaska are available to stakeholders by publication on the CBDC Madawaska website.

5. Advertise for new board members and publicly announce when new board members are selected.
6. Create Board profiles and share publicly.

Confidentiality

For CBDC Madawaska, Confidentiality means:

- Respecting stakeholders
- Protecting the credibility of CBDC Madawaska with stakeholders

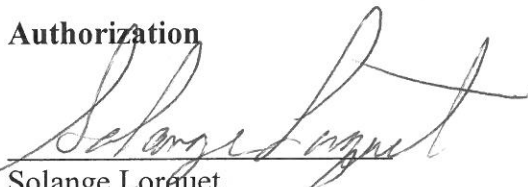
To uphold the value of Confidentiality, CBDC Madawaska will:

1. Develop, implement and adhere to a Confidentiality & Privacy Policy that ensures confidentiality, privacy and avoidance of conflict of interest.
2. Require directors and employees to adhere to the Confidentiality & Privacy Policy.
3. Require the Executive Director to implement policies and procedures to ensure that the confidentiality and security of data provided to CBDC Madawaska is protected and used only for its intended purpose.
4. Make the Confidentiality & Privacy Policy public.

Related Documents

- Board Recruitment Policy
- Board Selection and Renewal Policy
- Confidentiality & Privacy Policy
- Complaint Resolution Policy
- Bylaws
- Conflict of Interest Policy

Authorization



Solange Lorquet
President
CBDC Madawaska inc.



Mark Landry
Secretary
CBDC Madawaska inc.