

CBDC Accountability Policy

Coastal Business fully asserts its right to make appropriate business decisions about any area of its operations; including individual eligibility for loans. All business decisions will be made fairly, based on merit, and free from real or perceived conflict of interest or unlawful bias. Despite this fact, the Corporation may still receive complaints which will be handled fairly and promptly.

Formal complaints must be made in writing and addressed to the Executive Director, or in the case of a complaint involving the Executive Director, it shall be addressed to the Board Chair. Following an appropriate investigation, the Corporation will issue a response.

In carrying out its roles and responsibilities, the Board of Directors for Coastal Business will adhere to the following values with respect to accountability, transparency and confidentiality.

Accountability: For this CBDC, accountability means being fair and consultative in its decision making process; taking responsibility for its actions and behaviour and communicating to stakeholders. To demonstrate its accountability, Coastal Business will:

- publish the members of the Board of Directors, officers and Executive Director in its Annual Review;
- advertise for new board members;
- govern Coastal Business in accordance with its Articles of Association, governance policies and applicable laws;
- act both as a board and individually, at all times in the best interest of Coastal Business in good faith, and honesty, having regard for the stakeholders;
- report on objectives and performance annually;
- develop a strategic plan and annual business plan.

Transparency: For this CBDC, transparency means ensuring that information about Coastal Business is available to its stakeholders, including operational performance and business results. To demonstrate transparency, Coastal Business will:

- post its Annual Review;
- invite stakeholders to an Annual Meeting;
- provide directors with appropriate Board Governance training;
- make CBDC governance policies available to stakeholders via the website; and
- advertise for new board members.

Confidentiality: For this CBDC, confidentiality means respecting stakeholders and protecting the credibility of Coastal Business. To uphold the value of confidentiality, Coastal Business will:

- develop, implement and adhere to a confidentiality & privacy policy that ensures confidentiality, privacy and avoidance of conflict of interest;
- require members and employees to adhere to the policy;
- require the Executive Director to implement policies and procedures to ensure that confidentiality and security of data provided to Coastal Business is protected and used only for its intended purpose and
- make the relevant policy available to the public via the CBDC website.