

4.1.4 Where stakeholders participate in the corporate governance process, they should have access to relevant, sufficient and reliable information on a timely and regular basis.

4.1.5 Stakeholders, including individual employees and their representative bodies, should be able to freely communicate their concerns about illegal or unethical practices to the board and their rights should not be compromised for doing this.

4.2 Identification and Definition of Stakeholders

4.2.1 Members

The members play a vital role in the success of the association and the reason for being of the association. The sustainability of the association also relies on their active participations in all the affairs of the institution from the planning and implementation of its program and services.

The association commits to provide services to all members at its best. It will continue to pursue the implementation of activities that will contribute to development of its individual members such as continuing education. It will provide necessary support or allocate resources to education program before and during their membership.

The association will also create an environment that will encourage members to err out their concerns. It will establish a suggestions box situated in each branch of partner MFI for the member to bring out their concerns.

4.2.2 Employees

The progress and success of the association depends on its human resources and that only through carefully selected, well-trained, results-oriented, and dedicated employees can the association achieve its objectives.

Individuals hired by the association to work as either full-time or parttime worker under a contract of employment duly notarized upon signing, has recognized rights and duties as stated in the MBA's Personnel Manual. The Association shall address to the State's Labor Laws that will protect the well-being of the employees. Specific policies on the protection and promotion of employees well-being is presented in the employee's manual.

The MBA shall continue to make planned efforts to facilitate the learning of job related behavior of its stakeholders current and future roles and responsibilities aligned with the Association's goals and direction.

The employees shall be given trainings in the form but not limited to (i) Formal – undergraduate course and/ or masters degree; (ii) On the job training or coaching; (iii) In house lectures; and, (iv) Local or international courses, seminars, study tours, workshops and conferences.

4.2.3 Board