



COOPERATIVE ALLIANCE FOR RESPONSIVE ENDEAVOR  
MUTUAL BENEFIT ASSOCIATION, INC.



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## **CODE OF ETHICS AND CONDUCT**

### **Overview**

Cooperative Alliance for Responsive Endeavor Mutual Benefit Association, (CARE MBA), Inc. is creating social value by providing microinsurance products and services that reaches members of cooperatives, Micro Finance Institutions and organized groups in the province of Quezon and nearby provinces in Region IV A. It also serves the Bicol Region in Sorsogon province last year 2019. Since year 2009, CAREMBA is gradually being recognized as one of the active partners as microinsurance provider in the province of Quezon.

This Code of Ethics is aligned to the Association's core values and philosophy of success for its members, Board of Trustees, Management and Staff. All CAREMBA's members, leaders and employees must whole heartedly comply with this Code of Conduct and Ethics.

### **1. CORE VALUES**

CARE MBA always aims to perform duties by embracing the following core/operating Values:

- Commitment
- Honesty
- Teamwork
- Service Oriented and
- God Fearing

**Commitment:** CAREMBA dedicates itself and compromises to our partners and creates a strong relationship for the benefit of both parties. Our Association is committed to a common goal: to give the best of service to our members.

**Honesty:** Honesty builds trust in the entire Association and boost confidence in leadership and self-esteem to employees. CARE MBA is transparent in all our products and services dealings that make us stand-out among the rest. Faithfulness and openness to our partners and reliable services is our promise to each of our members.

**Teamwork:** CARE MBA works as a team, working to achieve a common goal enables us to accomplish deadlines and tasks faster than doing it individually. Our partners, members, Board of Trustees, Management and Staff are working together as a whole team; we treat each other as a vital part of our Association.

**Service Oriented:** CARE MBA focuses on our members' needs; we responds to their immediate needs quickly and efficiently. Example given is we don't let our members wait when it comes to their benefits claims; we comply with the 1-3-5 day's mantra but sometimes less than the aforementioned given time, as long as our members complied with the required documents needed. Our members are important to us and we value them more than anything else.

**God fearing:** Most of all, our Almighty God is the most important. CARE MBA's Board of Trustees, Management and Staff respect, awe and submits to our Almighty God, with his Grace and Guidance everything is possible. We surrender everything to Him and He leads the way in order for us to deliver the best of service to our partners and members.

## 2. PHILOSOPHY OF SUCCESS

CARE MBA serves its members with **"FAITH"**

- Fairness
- Accountability
- Integrity
- Transparency and
- Humility

**Fairness:** CARE MBA treats our members fairly, without any discrimination and judgment. The value of fairness is treating all our members equally and applying the same service to all of them.

**Accountability:** CARE MBA accepts responsibility; we focus on our member's needs. From the start of our Association in 2009, our main goal is to give a reasonable service to our members, since day one up to now, our Association is very much accountable to all of our members.

**Integrity:** We serve our partners and members with integrity, moral principles and moral uprightness. By being committed to them, our product and services will give them a lifetime security and protection.

**Transparency:** Transparency in service best describes our commitment to our members. By providing access to information, such as our website, face book account, seminars, trainings and area visitations, our partners and members can directly ask questions to us. During our Annual General Assembly Meeting, members are part of our decision making and they can suggest ideas to us. Transparency is indeed a key to an open relationship with our partners and members.

**Humility:** Lastly, serving our members with humility and humbleness is one of the reasons why CARE MBA becomes a household name in the MI-MBA industry. Through our ten years of operations, we spend time listening to our partners and members and we seeks feedbacks from them in regular basis. We are grateful that through thick and thin they are always there to support us.

## 3. CODE OF ETHICS AND CONDUCT ALIGNED WITH GOOD CORPORATE GOVERNANCE

CARE MBA, INC., through its General Assembly, has a Code of Ethics and Conduct for Board of Trustees, officers, employees and members. Members of the Board of Trustees of CARE MBA, Inc. are committed to observing and promoting the highest standards of ethical conduct in the performance of their responsibilities on the board. To establish a set of principles and practices of CARE MBA, Inc. the Board of Trustees will

set parameters and provide guidance and direction for board conduct and decision-making.

CARE MBA's Board of Trustees, Management and Staff and General Membership are committed to the principles and best practices of good corporate governance including, transparency, accountability and security. Board of Trustees, officers and employees of CARE MBA are well disciplined and committed. Fairness is also being practiced inside and outside the Association. We provide the processes, rules and regulations to our partners and members with regards to financial and operations of our Association

This Code of Ethics and Conduct is aligned with the values of good corporate governance. Board of Trustees, officers, management and employees must obey and follow the code of ethics and conduct to fully understand and meet the expectations and requirements needed for well-managed Association

#### **4. ANTI-CORRUPTION POLICY**

CARE MBA, Inc. strictly enforces a "No-Gift Policy". No-Gift Policy means that the Board of Trustees, Officers and Employees shall not solicit or accept, directly or indirectly, any gift, gratuity, favor, entertainment, loan or anything of monetary value from any person in the course of their official duties or connection with any operations and transactions within the association so as not to compromise the integrity of its operations, improperly influence decision-making, avoid conflicts of interest, or any perception thereof as a result of giving and receiving gifts. This policy is upheld in all dealings with any member of the private or public sector. The Association understands that good governance is founded on full respect for the law as well as its own internal rules and regulations.

CARE MBA, Inc. deals with its Board of Trustees, Officers, Employees, Suppliers, Partners, Members and other parties at arm's length and with full transparency, in observance of established regulations and in recognition of either party's integrity.

All stakeholders, including employees, partners and members are free to communicate their concerns or complaints about illegal and/or unethical practices to the association's Board of Trustees and Internal Auditor to guarantee that all concerns and complaints are handled in an objective manner and offenders will be investigated in a fair judgment and shall have a due process in accordance with the Code of Conduct and Ethics of the association.

#### **5. ETHICS COMMITTEE**

CARE MBA Board of Trustees has an Ethics Committee consisting of three members, whose main functions are monitoring of compliance, reviewing of disciplinary actions, and make recommendations to the Board about how to effectively handle employee problems or the like. The Ethics Committee must ensure to comply with all legal requirements when enforcing company policies. The Board must ensure that Ethics Committee is composed of persons with high principles, experience in handling complaints and well respected by CAREMBA members. They shall meet at least twice a year to perform their duties and responsibilities.