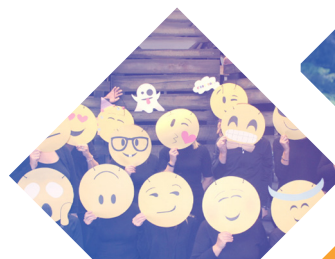


# OUR Culture.

A tight-knit team, working together  
for a human experience above all.





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**Let's unite our strengths,**  
Follow us!





# OUR Identity.

With you  
for over a century

**Humania Assurance** is one of the oldest and most stable life and health insurance companies in Canada. We design innovative insurance solutions at a competitive price and with a streamlined process that makes them easier to access. Our various insurance products and services protect hundreds of thousands of Canadians.



AT  
HUMANIA

**WE MAKE  
INSURANCE  
ACCESSIBLE  
IN EVERY SENSE  
OF THE WORD!**

Price  
Market  
Eligibility  
Understanding  
Product types  
Buying process  
Client experience

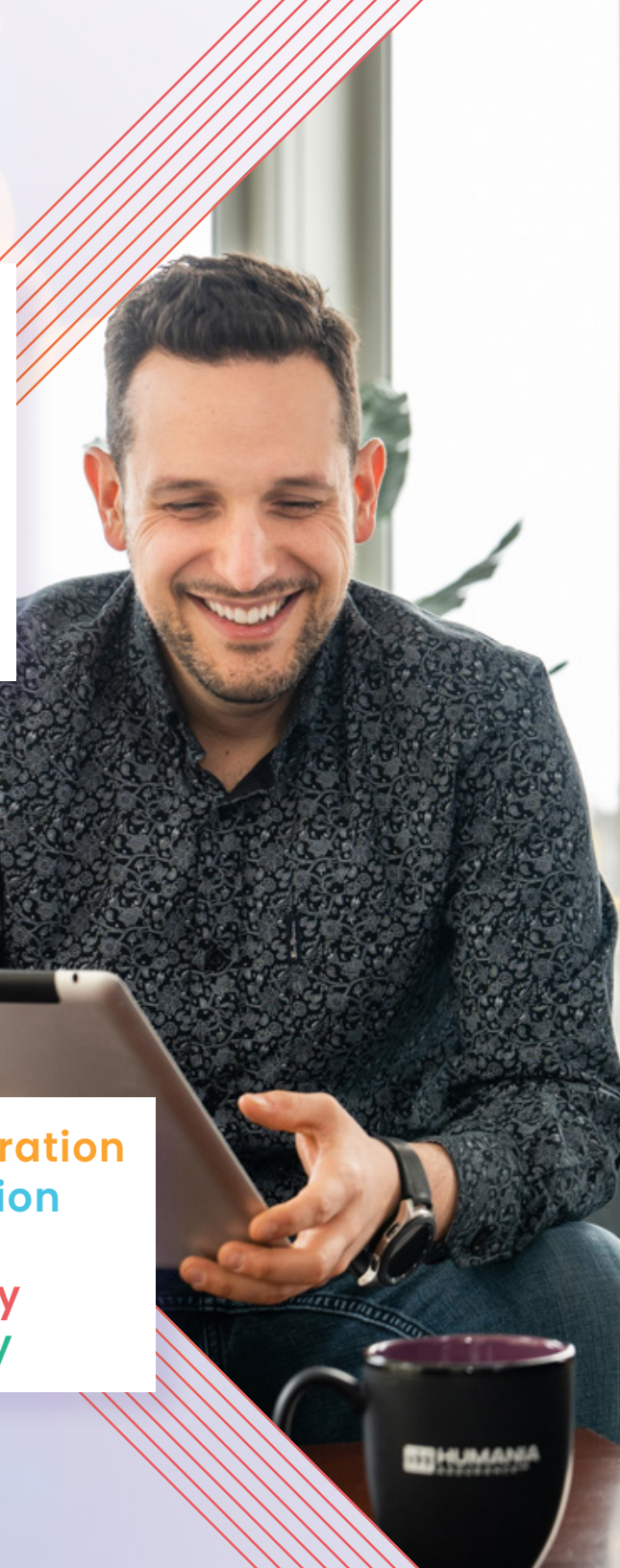


# Offering peace of mind for everyone with **innovative solutions**

This vision remains at the core of our priorities. To ensure it is successfully realized, we are committed to delivering a **human experience above all** through the work that our employees accomplish daily, and by building on the soundness of our distribution network and innovative partnerships.

## Our values **inspire** our everyday and every one of our **actions**

- Collaboration
- Innovation
- Agility
- Empathy
- Integrity





# OUR Values.

## Collaboration

We succeed in achieving our common goals by pooling our diverse talents each and every day. Indeed, our teams' complementary nature is our greatest strength.

You're invited to join us and bring your own strengths to our teams. Together, we'll scale new heights and contribute to the implementation of ambitious projects.



## Innovation

We've created an open, transparent work environment that encourages people to come up with new ideas and challenge assumptions. In the words of Richard Branson: "Innovation happens when people have the freedom to ask questions and the resources and power to find the answers."



# OUR Values.

## Agility

At Humania, agility is crucial to our success. We constantly navigate market shifts and orchestrate complex cross-functional partnerships. We've developed the ability to adapt quickly to these challenges to deliver on our goals.



## Integrity

At Humania, integrity is much more than just a value: it's a commitment to our colleagues, our clients, our partners and our community. We believe that integrity is the cornerstone of all our interactions, and we encourage all of our team members to be transparent and honest, and to make decisions ethically. We act responsibly, whatever the circumstances, to sustain stakeholder trust.

Join us and be part of a company that values integrity and ethic in everything we do.





# OUR Values.

## Empathy

At Humania, we are committed to our community and we encourage our employees to behave likewise. We created Empathy Day, an initiative that allows employees to donate their time to various community groups of their choice. This day reflects our desire for community involvement and encourages our employees to embrace causes that they care about and to demonstrate engagement.



# Testimonials.

FROM OUR PEOPLE



**Vicky**

Claims department

« At **Humania**, we don't refer to employees by their numbers, but by their names. »

« **Proximity** and putting people first is the most important thing! »



**Valérie**

Products and partnerships

« The managers' priority is helping their people **grow**. »

« When it comes to experience, we are all **humans** and we are all **partners**. »



**Josée**

Administrative Services  
and Corporate Property Management

« All of our values are important, but **collaboration** is the quality that best embodies our team's everyday. »



# A CULTURE OF Proximity.

We use a diversity of communications channels, enabling us to foster a culture of proximity in a hybrid work environment.

We offer a number of opportunities to interact with the company's President that help bring us together: for example, our monthly coffee breaks, informal get-togethers, and various festive events held throughout the year.



Building on a  
of culture  
of proximity.



One of our flagship events, "Coffee with The Management", is especially appreciated, as it provides a way for all employees to converse with our President.

This monthly get-together provides each and every employee with the opportunity to discuss upcoming events as well as our products, to celebrate success stories, and more. These are treasured moments that help strengthen our culture.

A COFFEE WITH

*The Management*



**INFORMATION**  
SECURITY



In addition to "Coffee with The Management", we periodically hold security-themed coffee breaks with our Director of Information Security. These gatherings provide an opportunity to familiarize ourselves with best practices and ask any questions we may have about online information security, which is a priority at Humania.





Working as a team  
is the foundation  
for our success





# A Hybrid. WORKPLACE

Providing a work environment focused on health and wellness is of paramount importance to us. To that end, our flexwork approach favours work-life balance while promoting each employee's fulfilment and happiness.

**A hybrid work  
environment.**





officevibe

# the officevibe tool



**My immediate manager cares about my well-being.**

Strongly disagree

Disagree

Neutral

Agree

Strongly agree

**Your  
opinion  
truly  
matters**

Officevibe allows us to survey our employee mindset and stay connected to our people, ensuring that we understand and can respond to their needs. Each week, we send out a brief all-staff questionnaire to gather comments, concerns and ideas, enabling us to create and sustain a people-first work environment.

Employees can also use Officevibe to reach out to managers in complete confidentiality and get direct answers, which is conducive to authentic conversations. Moreover, this tool supports our participatory innovation approach, encouraging the sharing and generation of ideas across all levels of the organization. GoodVibes cards provide a simple way for all employees to express their appreciation for someone or something to the entire company!

Fatoumata is always ready to spend time to help others

Team spirit

Thank you Fatou for assisting me when I have all sorts of questions about the campaigns. Your help is precious! It's always a pleasure to chat with you!!!

François instantly brightens the day

Positivity

I love our interactions! Whether it's work-related or not!! I know that if I have a meeting with you on my calendar, my day will be enhanced :)

Mylène motivates me to improve

Leadership

You have a talent for communication. Your feedback and opinions always help me achieve better results. You are an incredible asset to our team's success! Keep providing me with such valuable feedback! :) Thank you.

Jeanne shines with her positive energy

Positivity

How wonderful it was to have spent some time together this week :) It's always a joy to see that we have such an amazing team! Thank you for being a part of it!!

a **key** element  
of our **company**  
**culture**

« There's **mutual support**, and people are **honest**. They understand the ups and downs of personal life »

**Justine**

Administration Individual  
Insurance

We believe it's particularly important for new employees to feel welcome and integrate quickly into our workplace.

We are firmly convinced that successful onboarding is essential both to their professional growth and to the success of our company.

We've implemented structured processes, we encourage open communication, and we provide growth and development opportunities so that our people quickly feel they are part of our corporate culture.

« People made themselves available as soon as I got here. They showed **agility**, and adapted to unforeseen circumstances »

**Amonica**  
Projects Office

« My integration has been **gradual**; I've had the time and the tools I needed »

**François**  
Collab. Agency





**Extensive  
opportunities  
for career  
growth**

**Humania Assurance** offers an environment conducive to professional fulfilment. With opportunities for advancement, skills development, internal mobility, recognition and rewards as well as well innovation initiatives, the potential is there for everyone to succeed, whatever their role.



**Benoit**

2022	<b>Director, Data &amp; Business Intelligence</b>
2020	Director, Systems Operations & Business Intelligence
2019	Team Lead, Business Intelligence
2011	Database Administrator

**Marie-Pier**

2021	<b>Director, Business Development</b>
2019	Sales Representative
2014	Client Contact Agent



**A wealth  
of advancement  
possibilities**

A portrait of Véronique, a woman with long brown hair, wearing a dark floral top and a necklace, smiling slightly.

**Véronique**

<b>2023</b>	<b>Claims Coordinator, Group Insurance</b>
2020	Claims Analyst
2019	Client Contact Agent
2018	Internal Service Representative, Group Insurance
2017	Underwriting Technician, Group Insurance
2017	Administrator, Group Insurance

A portrait of Sarah-Claude, a woman with dark hair pulled back, wearing a dark blazer, smiling broadly.

**Sarah-Claude**

<b>2021</b>	<b>Claims Coordinator, Rehabilitation</b>
2018	Coordinator, Disability Insurance, Individual Insurance
2017	Coordinator, Administrative Support
2011	Disability Management Analyst, Individual, Group and Critical Illness Insurance
2010	Administrative Clerk, Individual Insurance



# OUR Subsidiaries.

Partners  
of choice

Every day, we are proud to collaborate with first-rate partners. Humania's various subsidiary brands provide opportunities for us to help modernize the insurance industry by introducing innovative ideas and expanding the boundaries of what's possible.

Come work with us and be part of these exciting industry transformations.

Survitech

Our financial-technology subsidiary **Survitech** plays an essential role in the development and upgrading of our platforms and software. It enables us to differentiate ourselves in the marketplace and stay competitive in an environment in which technology is evolving at incredible speed. Supported by their IT Teams, our employees can work from home in complete confidence with no fear of network interruptions. They also benefit from monthly training sessions and a team dedicated to information security, assisting them in addressing data protection challenges.

Our subsidiary brand **Matcha Assurance** is a broker specializing in individual insurance, offering a diverse product line encompassing life, mortgage and critical illness insurance. Thanks to collaborations with several business partners, Matcha delivers a comprehensive range of services, with access to a variety of coverage options to meet the diverse needs of today's clients.

The logo for Matcha Insurance features the word "matcha" in a dark blue, lowercase sans-serif font, with a green leaf icon above the letter 'a'. Below it, the word "INSURANCE" is written in a smaller, green, uppercase sans-serif font. The background of the logo area is a light green with a subtle pattern of white circles and a small image of a green matcha drink in a white bowl.

**matcha**  
INSURANCE

**Tour+Med**, our specialist travel insurance brand, provides travel insurance products and claims individual management services. A major player in the Canadian short and long-term travel insurance industry, Tour+Med expands the range of our operations and enables us to serve clients in Canada as well as internationally.

The logo for Tour+Med travel insurance features the words "TOUR+MED" in a blue, sans-serif font, with a red cross icon replacing the plus sign. Below it, the words "travel insurance" are written in a smaller, blue, lowercase sans-serif font. The background of the logo area is a light blue with a subtle pattern of white circles and a small image of a family walking on a beach.

**TOUR+MED**<sup>TM</sup>  
travel insurance





# Our commitment to the community

At **Humania**, social engagement is a fundamental part of our business culture, and we are strongly committed to our ongoing contribution to our communities.

The Empathy Committee is made up of members from various Humania departments. Its mission is to get our company and employees involved with various community organizations that are a good match for our values. For 2024–25, all of our fundraising proceeds will go to the organization Leucan, to support their mission of promoting recovery and wellness in cancer-stricken children and helping their families through assistance and support services.





Action  
mieux-être

# Health & wellness at work

Since 2015, our Action Mieux-Être (Wellness Action) committee, consisting of 10 or so employees, has been committed to promoting

health and well-being in our workplaces, and to maintaining safe and healthy working conditions for all. Initiatives sponsored by the committee are carefully selected based on the interests of our employees and aligned with our Healthy Enterprise approach.

## Musculation : exercices pour le haut du corps

### Extension des coudes couché avec DB

Couché sur un banc ou au sol, tenir le poids au-dessus des épaules. Faire une flexion du coude jusqu'à 90 degrés pour amener les petits doigts vers son front. Le coude doit pas y avoir de mouvement à l'articulation de l'épaule seulement au coude. Faire l'extension du coude pour ramener les poids à leur position initiale.

### Extension des coudes au-dessus de la tête, avec DB

En position debout ou assis, tenir un poids dans chaque main au-dessus de la tête. Faire une flexion des coudes pour amener les poids derrière la tête. S'assurer que les coudes restent pointés vers l'arrière et maintenir l'épaule dans la même position tout au long du mouvement. Faire une extension des coudes pour ramener les poids à la position de départ.

## Étirements BAS DU CORPS

Matériel requis : Aucun

Durée du programme : 12 minutes

Type de programme : Effort-Repos

Pour chaque exercice, assurez-vous d'étirer les deux membres inférieurs. Aussi, il est pas nécessaire de maintenir l'étirement pour une période plus d'une minute. Ceci est un moment de détente, évitez les douleurs dans l'étirement.

Nom de l'exercice	Nb de séries Nb de répétitions	Temps en min
Quadriceps (Étirements, p.42)	25 x 45-60 secondes	30
Fessiers (Étirements, p.42)	25 x 45-60 secondes	30
Ischio-jambiers (Étirements, p.42)	25 x 45-60 secondes	30
Mollets (Étirements, p.42)	25 x 45-60 secondes	30

Reposez-vous bien jusqu'à la prochaine journée.

### Calendrier d'entraînement

Pour vous aider à organiser vos entraînements pour les 21 prochains jours, voici un exemple de planification de vos journées d'entraînement ET de repos.

Chaque semaine d'entraînement étant organisée différemment, cela vous permettra de tester différentes formules et voir ce qui fonctionne le mieux pour vous. La planification hebdomadaire la plus facile à suivre, et celle qui vous permettra une meilleure récupération, ce qui facilitera le maintien de votre nouvelle habitude de vie après le programme de 21 jours.

Toutes les formules d'organisation hebdomadaires sont gagnantes, mais pour maintenir une habitude d'entraînement à long terme, une des premières étapes est de réserver une plage horaire à son calendrier. Gardez en tête que tout moment de la journée est un bon moment pour s'entraîner ! Respectez votre horaire personnel et votre niveau d'énergie, écoutez-vous !

Vous retrouverez chacun des programmes mentionnés à ce calendrier dans les pages suivantes du manuel. N'hésitez pas à adapter ce calendrier à votre horaire personnel, mais pensez toujours à vous accorder un temps de récupération pour éviter une trop grande fatigue musculaire pouvant mener à des blessures.

### Programme 21 jours

Lon	Mar	Mer	Jeu	Ven	Sam	Dim
Cardio 1	Haut du corps 1	Bas du corps 1	Étirements - Pause active	Tout le corps 1	Étirements haut du corps	Étirements bas du corps ou Abdominaux 1
Tout le corps 2	Étirements - Pause active	Bas du corps 2	Haut du corps 2	Cardio 2	Étirements haut du corps	Étirements bas du corps ou Abdominaux 2
Tout le corps 3	Étirements - Pause active	Haut du corps 3	Bas du corps 3	Étirements - Pause active	Cardio 3	Étirements haut et bas du corps ou Abdominaux 3



Action  
mieux-être





# Our contribution to your development

At Humania, we are focused on skills development to help our team members grow. Our talent is the key to our success. Join us and discover how you can shine with us!

As a complement to training specific to different fields, our Humania Academy provides an extensive range of resources and training allowing employees to continually develop their skills. As a people-first organization, we value knowledge creation, acquisition and sharing, which means our employees learn from each other. This approach helps ensure that our organization grows sustainably, and it strengthens our commitment to our people.



# Recognized as an employer of distinction

Over the years, we've been the proud recipient of various awards, recognition and certifications attesting to our commitment to employee wellness. We are especially proud to offer workplaces that prioritize health, inspire motivation, and foster individual growth.

That commitment and our various achievements have been recognized via the renewal of our "Healthy Enterprise" certification, awarded by the Bureau de la normalisation du Québec.

In addition, we have also been singled out for many other awards and distinctions, reflecting our dedication to our employees, their health and their career development. These honours support our culture of innovation and are fully aligned with our values and mission: to make insurance accessible.

MANITOWAG  
INSURANCE INC.





**A**  
**human** experience  
**above**  
**all!**



Interested in learning more?

Visit our Careers site to explore the full range of opportunities available to you.

[career.humania.ca](http://career.humania.ca)



10-10-10  
08/10/10