

OUR Culture.

People at the heart of our success





Let's unite our strengths,
Follow us!

- 3 **Our identity**
- 4 **Our values**
- 9 **Joining our teams**
- 10 **A culture of proximity**
- 11 **A hybrid company**
- 12 **Healthy enterprise**
- 13 **OfficeVibe tool**
- 15 **Onboarding at Humania**
- 16 **Plenty of opportunities for career advancement**
- 17 **Our subsidiaries brands**
- 18 **Our commitment to the community**
- 19 **Our social engagement**
- 21 **Workplace health and wellness**
- 24 **Humania: a highly regarded employer**



OUR Identity.

150 years
of making
insurance
accessible

Since its beginnings in 1874 with the founding of l'Union Saint-Joseph, **Humania Assurance** has been committed to making insurance accessible, while also providing people-oriented protection. 150 years of innovation later, this mission remains the focus of everything we do.

150
ANS • YEARS

1874

Founding of l'Union Saint-Joseph

1938

Founding of La Survivance

1950

La Survivance ranks among Québec's leading life insurance companies

1961

New head office

2000

Specialist in living benefits

2013

Legal transformation of La Survivance into Humania Assurance, a capital stock company

2024

150th anniversary celebrations



OUR Identity.

Innovation serving people

We are celebrating this anniversary by reaffirming our commitment to building a better future for everyone. Every day, we strive to offer a distinctive customer experience through the efforts of our loyal employees combined with the strength of our distribution network and innovative partnerships.

Together, we will continue to demonstrate boldness, innovation, and compassion as we respond to the needs of our policyholders.



Our history in a few key dates

The fundamental idea behind the company's creation was to organize mutual aid in order to protect families in the event of the illness or death of one of its members, by providing them with the assistance that would enable them to survive.

Committed to a better future

Our history is marked by a century and a half of constant evolution, always protecting our policyholders, supported by our network. It's a story of trust, empathy and partnership. And you are part of the next chapter.

Together, with our devoted teams, we continue to positively impact people's lives, especially at the times that matter most to them and their loved ones.





All our **day-to-day**
activities and
actions are inspired
by our **values**

- **Collaboration**
- **Innovation**
- **Agility**
- **Empathy**
- **Integrity**

Create
tailor-made insurance
solutions to have a
positive impact
on **people's lives**

This vision remains at the heart of our priorities. To ensure its success, we **make insurance accessible** through the expertise of our internal teams, the strength of our distribution network, and the solidity of our partnerships.



OUR Values.



We empower our employees to develop solutions that improve our products and services.

This commitment to innovation drives us to remain in the vanguard, explore new opportunities and boldly confront the challenges of tomorrow.

At Humania, innovation means continuous progress, a quest for excellence and a desire to anticipate the future in order to better serve our customers and partners.

Innovation

At Humania Assurance, innovation is more than just a value; it's a key driver of our success. We have created an open and transparent working environment where every employee is encouraged to come up with new ideas and challenge established practices.



OUR Values.

Agility

Agility is crucial to our success at Humania. We are constantly navigating market shifts and orchestrating complex cross-functional partnerships. We have developed the ability to adapt quickly to these challenges in order to deliver on our goals.



Integrity

Integrity is more than just a value at Humania. It is a commitment to our colleagues, our customers, our partners and our community. We believe that integrity is fundamental to all our interactions and we expect all members of our teams to be transparent, honest and to make ethical decisions. We act with accountability under all circumstances in order to maintain the trust of our stakeholders.

Join us and become part of a company that values integrity and ethics in everything it does.



OUR Values.

Collaboration

We successfully achieve our common goals by pooling our varied talents on a daily basis. The complementary nature of our teams is our main strength.

We invite you to join us and enable our teams to benefit from your own strengths. Together, we can climb to new summits and accomplish our ambitious projects.



Empathy

At Humania, we are involved in our community and we encourage our employees to do the same. We created Empathy Day, an initiative that encourages our employees to volunteer their time to their chosen community organizations. Empathy Day reflects our engagement with the community while encouraging our employees to participate in and show their dedication to causes that are important to them.

Joining.

OUR TEAMS

A key step in our corporate culture

Every new employee at Humania Assurance is welcomed with a thoughtfulness and respect that illustrates our commitment to making people the focus of everything we do.

Our well-orchestrated onboarding processes foster open communication and offer the freedom to learn from mistakes, transforming new recruits into true ambassadors of our corporate culture.

We offer a work environment that provides ongoing, personalized support. Through regular training, each employee can adapt at their own pace while developing the skills they need to succeed.

This caring approach enhances our teams' well-being.

« My new team was well **prepared** for my arrival. Every colleague gave me the information I needed to be **productive** and made themselves available to assist me. I felt truly **welcomed**. »

Katia

Advisor, Talent Acquisition



« I was well supported from the moment I arrived. My team was available and attentive, ready to answer my questions. »

Samuel

Advisor, Communications
and Marketing

A CULTURE OF Proximity.

At Humania, closeness is a key element of our culture. We believe that meaningful relationships with colleagues, customers and partners are essential to our success. Closeness means listening, understanding individual needs and giving personalized service.

With our varied means of communicating, we are able to maintain this closeness, even while working in hybrid mode. We strive to provide a work environment where collaboration and mutual support are encouraged and strengthen relationships on a day-to-day basis.



**Encouraging genuine,
team-oriented
exchanges**

Success is built
on teamwork



FCCQ

Les Mercuriades, un concours organisé par
la Fédération des chambres de commerce du Québec



Healthy.

ENTERPRISE

A hybrid work environment

We are proud of our commitment to offering a **hybrid work environment**. This flexible approach enables our employees to strike a harmonious balance between their professional and personal lives, while promoting optimum productivity and well-being.

The recognition of our company in the **Workplace Health and Safety** category at the **2024 Mercuriades** awards testifies to our dedication to our team's wellness. This award reflects our employees' collective dedication to building a human and caring culture, something that makes us extremely proud.

With our teleworking policy and initiatives such as the **PreZen+ | My Health Ally** Employee and Manager Assistance Program platform, we are introducing modern working practices that promote an agile and proactive workplace. We are determined to equip our employees with the resources they need to successfully balance their professional and personal responsibilities.



õfficevibe



My immediate manager cares about my well-being.

Strongly disagree

Disagree

Neutral

Agree

Strongly agree

õfficevibe:

Giving our
employees,
a voice, growing
together
as one



Officevibe allows us to stay attuned to employee needs.

Each week, a short survey is sent to everyone to gather their feedback, concerns and ideas. It's a concrete way to inform our decisions with what's truly happening within our teams. Employees can share their thoughts confidentially, and managers respond transparently.

Officevibe also supports our collaborative culture by encouraging the sharing of ideas at all levels. Since our **employees' voices guide** our actions, every comment matters.

Finally, "GoodVibes" cards help us recognize great contributions and foster a positive, engaging work environment.

Your opinion truly matters

Kim has a leadership style that I admire.

Leadership

Your leadership and your way of being are inspiring for me and for the team. You motivate us to move forward in the same direction while keeping a smile on your face.



Sent to Kim Rochette
February 6 2023



Roxanne tries to find solutions, no matter the challenge.

Leadership

Thanks to your advice and listening skills, you help us see the positive side of things, no matter the problem. You are always optimistic and ready to take on challenges. Working with you is a pleasure!



Sent to Roxanne Messier
October 3 2024



Marie-Pier has been a ray of sunshine for me lately.

Positivity

Thank you so much for your support and help in organizing the christmas committee. It's truly appreciated!



Sent to Marie-Pier Biron
October 25 2024



Mikael has limitless talent.

Excellence

Thank you for your availability, I really appreciate collaborating with you on the creation of Tour+Med visuals! Congratulations on your creative ideas and your great talent in graphic design!



Sent to Mikael Liboiron
December 21 2023



**Plenty of
opportunities
for career
advancement**

Humania Assurance offers an environment that is 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.

A circular portrait of a woman with dark hair tied back, smiling. She is wearing a dark top with a grey neckline and a thin gold necklace. The background is a blurred outdoor scene with buildings.

Émilie

2023	Dental Health Analyst, Group Insurance
2020	Administrative Officer, Death Services
2020	Claims Technician
2018	Customer Service Agent

A circular portrait of a woman with long, light brown hair, smiling. She is wearing a dark top. The background is a blurred outdoor scene with trees and a building.

Catherine

2021	Coordinator, Underwriting, Group Insurance
2017	Underwriter, Group Insurance
2011	Technician, Underwriting, Group Insurance
2010	Clerk, Underwriting, Group Insurance

A professional
horizon
rich in
possibilities



Myriam

2023	Technician, Claims Department
2021	Administrative Support Officer
2020	Customer Service Agent



Jean-Sébastien

2024	Coordinator, IT Services
2022	Advisor, IT Help Desk
2021	Analyst, Applications Support
2016	Customer Service Agent

OUR SUBSIDIARIES Brands.

**First
class partners**

We are proud to work with excellent partners every day. Humania's various subsidiaries give us the opportunity to be part of the insurance industry's modernization by contributing innovative ideas and pushing the limits of what is possible. Join us and be part of this exciting industry transformation.



Our **Survitech** technology subsidiary plays an essential role in developing and upgrading our platforms and software. It enables us to differentiate ourselves in the marketplace and remain competitive in a world where technology is evolving at a breakneck pace.

Tour+Med, our travel insurance subsidiary, provides travel insurance products and claims management services. As a major player in the Canadian short- and long-term travel insurance industry, Tour+Med expands the insurance products and services we are able to offer to customers in Canada as well as internationally.



TOUR+MEDTM
travel insurance

The image shows the Tour+Med travel insurance logo. The logo features the words 'TOUR+MED' in a bold, blue, sans-serif font, with a red cross symbol replacing the plus sign. Below this, the words 'travel insurance' are written in a smaller, blue, sans-serif font. The entire logo is set against a circular background that shows a family of four (two adults and two children) walking along a beach at sunset.

Involved in the community

Social engagement is a fundamental part of Humania's corporate culture. We are strongly committed to maintaining our contribution to our communities.

The mission of the Empathy Committee, which comprises representatives from the different Humania departments, is to encourage our company and our employees to engage with community organizations that are a good match for our values. Since 2023, all our fundraising efforts have been donated to Leucan to support their mission of promoting the recovery and well-being of children with cancer and their families through support and accompaniment services.



OUR Social. ENGAGEMENT



Humania has been a member of the SOCODEVI (Société de coopération pour le développement international) network for more than a decade. Since 2010, we have supported SOCODEVI's mission with guidance, advice, a financial commitment and concrete actions.



On her return from a humanitarian trip to Benin, Marie-Lou Flibotte, Senior Director of Communications and Marketing, lent her expertise to the PLURIELLES project, whose mission is to support and strengthen human rights in health for vulnerable populations.



In March 2025, the Humania Assurance team took part in the Leucan Ski Challenge at Bromont mountain. Our colleagues glided down the slopes all day long, collecting donations for Leucan. Thanks to their dedication and the generosity of our partners and friends, we were able to contribute significantly to this very important cause.



Logo et certificat:

Je n'ai pas semblé trouvé de v.ang - ça existe tu?



To mark our 150th anniversary, we are pleased to launch an ambitious reforestation initiative: 150 trees planted every day for 30 days, for a total of 4,500 trees across Québec, as part of SOCODEVI's Tree of Intercooperation program! This initiative will offset around 900 tonnes of CO₂.



Action
mieux-être

Since 2015, our Action Mieux-Être (AME, wellness action) committee, consisting of about 10 employees, has been tasked with promoting total health and wellness, and to maintaining healthy and safe working conditions. Initiatives proposed by our AME 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, faire le pont au-dessus des épaules. Faire une flexion du coude (90°/90° degrés) pour amener les poignets vers son front. Il ne devrait pas y avoir de mouvement à l'articulation de l'épaule seulement au coude. Faire l'extension du coude pour ramener les poignets à leur position initiale.

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

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

Garder les abdominaux contractés pour éviter une hyperextension lombaire pendant le mouvement. Placer une jambe derrière l'autre ou fixer légèrement les genoux.



Étirements BAS DU CORPS

Matériel requis : Aucun
Durée du programme : 12 minutes
Type de programme : Effort-Repos

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

Lun	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



continuous development

Employees' skills development is central to our strategy. We firmly believe that our talent is the key to our mutual success and that every employee has unique potential to be tapped.

In partnership with Cégep de Saint-Hyacinthe, our Humania Academy offers a host of resources and training courses designed to provide our employees with ongoing professional development opportunities. Our Illuxi platform is a vital component of this strategy, offering free access to a variety of online training courses, enabling all our employees to explore new subjects, acquire skills and stay at the cutting edge of trends in their field. This integrated approach both promotes long-term development and demonstrates our commitment to supporting every employee's professional growth.



The A Effect: encouraging female leadership

The A Effect

The Ambition Challenge is a unique journey program for professional women who want to embrace their ambition and better communicate it. This innovative approach empowers women to maximize their potential and enhance their careers through contact with inspiring female leaders.

Meet the women who have expressed their ambition and who have been part of the different cohorts to date.

Cohort 2022



**Kim
Rochette** | **Virginie
Labonté**

Cohort 2023



**Véronik
Brazeau** | **Amélie
Jodoin**

Cohort 2024



**Marie-Lou
Flibotte** | **Amonica
Jean Jacques**

Recognized as a top player

Over the years, we have been the proud recipient of various awards, recognitions and certifications attesting to our commitment to our employees' wellness. We are especially proud to provide a work environment that prioritizes health, inspires motivation, and fosters personal growth.

We have also been honoured with several other awards and distinctions that reflects our dedication to our employees, their health and their professional advancement. These accolades support our culture of innovation and are fully aligned with our values and mission of *making insurance accessible*.





Interested in learning more?

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

career.humania.ca