

# PRIDE IN OUR EMPLOYEES

## TRAINING IS A PRIORITY

Laurentian Bank is a firm believer in professional development for its employees and managers. Its ongoing investments in this area make customized training programs available to the Bank's people. Some of those training programs are delivered by the Laurentian Bank Academy, which has proven to be a resounding success: the number of hours of training has increased six-fold over a few years and now stands at 50,000 hours per year.

## AWARDS OF EXCELLENCE – OUR 2012 WINNERS

Our organization's success stems from the efforts of our people. The Bank considers it very important to recognize the superb work of its employees. Every year, the Guy Vanier individual awards and the Ray McManus team awards pay tribute to the individuals and teams that stand out by virtue of their perseverance, determination and passion for the job.

### ■ GUY VANIER AWARD

Recipients of the **GUY-VANIER** Awards are distinguished by their positive influence in their work environment and by their conduct that is a source of inspiration for their colleagues.

### WHO WAS GUY VANIER?

Guy Vanier was President of the Bank from 1950 to 1967. An award in his name was created more than 20 years ago to recognize employees who demonstrate individual excellence.

#### GUY VANIER AWARD

**Jean-François Chalifoux**  
*Sales and Advising  
Manager | Laurentian  
Bank Tower branch*



#### GUY VANIER AWARD

**Chantal Gaetjens**  
*Senior Mortgage  
Collection Agent*



#### GUY VANIER AWARD

**Annie Lefebvre**  
*Human Resources  
Advisor*



#### GUY VANIER AWARD

**Gerry Scolamiero**  
*Client Relations  
Manager – Information  
Technology and  
Real Estate*



#### GUY VANIER AWARD

**Julie Turchetto**  
*Manager, Market Planning  
& Campaign Management,  
B2B Bank – Marketing  
& Communications*



## GENUINE PARTNERSHIP

In 2012, Laurentian Bank's unionized employees accepted an agreement in principle to renew the collective agreement. The new six-year agreement attests to the genuine partnership between the Bank and the Union representing its employees.

## IMPACT PROGRAM

The *Impact* program, established in late 2010, is a continuous improvement initiative that embraces projects and efforts aimed at enhancing the employee experience at Laurentian Bank. The program draws on employees' suggestions and recommendations to provide concrete solutions to daily problems and boost employee engagement.

### OUR FAMILY OF AWARDS IS GROWING!

- The **GUY VANIER CAREER AWARD**, introduced in 2012, pays tribute to employees who have made an important contribution to the Bank's expansion and development over a period of at least 25 years through their sustained commitment, exceptional work and exemplary careers.
- The **LAURENTIAN BANK UP-AND-COMING AWARD** was created in 2012 to recognize high-performing employees who have been with the Bank for three to five years.

#### GUY VANIER CAREER AWARD

**Solange Veilleux**  
Advisor, Retail Services/  
Saint-Georges de  
Beauce branch



#### LAURENTIAN BANK UP-AND-COMING AWARD

**Monique Lo**  
Senior Manager | Health  
Group, SME Québec



#### LAURENTIAN BANK UP-AND-COMING AWARD

**Nadia Padassery**  
Senior Manager,  
Human Resources,  
B2B Bank



## RAY McMANUS AWARDS

### A FEW WORDS ABOUT RAYMOND McMANUS

Raymond McManus was President and Chief Executive Officer of Laurentian Bank from 2002 to 2006. During his tenure, he oversaw a major repositioning in which the Bank built firmer foundations and improved its profitability. The awards that bear his name recognize excellent teamwork at Laurentian Bank.



Ray McManus Team Award

### THE WHOLE IS GREATER THAN THE SUM OF ITS PARTS

The SME – Québec team's prodigious numbers show that collective effort can yield extraordinary results. Close teamwork has made it possible to double assets from \$500 million to \$1 billion in five years.



Ray McManus Project Award

### ROSE PROJECT HELPS DRIVE BUSINESS

The ROSE project has considerably improved efficiencies in the Operations and Expert Services segment and the Retail segment. The project has implemented new mortgage processes that make it easier for employees to do their work.