



# MONTAUX

## CULTURE HANDBOOK



# WELCOME TO THE MONTOUX CULTURE HANDBOOK!

We're incredibly proud of our culture, or as we call it, the Montoux Way. We want to give everyone a chance to understand what that really means at Montoux, so we put together this Culture Handbook. You'll be able to read about our company, life at Montoux, and hear from some Montouvians about their experiences and what they love about working here.

"It is always hard to define culture and put in writing what it means to work at a company, however at Montoux it is obvious based on peoples first interaction with their new colleagues that it is a place where people's skills are highly valued and people are given the opportunity to be accountable for what they have been asked to. Coupled with a genuine desire to help each other and create wonderful experiences for our customers, we believe Montoux lives up the cultural values we so proudly state."



**GEOFF KEAST**  
CEO

# THE MONToux MISSION

Our mission is to become the actuarial automation platform of choice for the world's most effective actuaries. We do this by providing cloud-native technology to automate workflows, allowing actuaries to focus on generating strategic business insights rather than manual, labor intensive tasks.

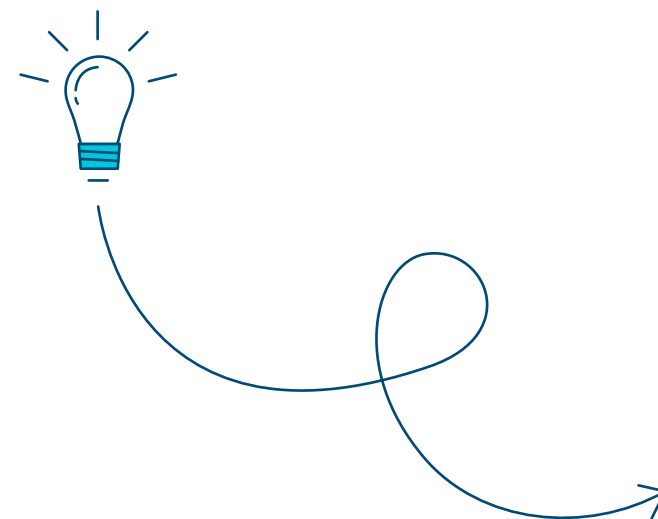


## BACK TO THE BEGINNING

Over the years, actuarial teams have become laden with technical debt due to legacy actuarial systems struggling to handle the complexity of change in regulatory and market conditions. This has drained resources and created an actuarial technology gap, a disconnect between the work actuaries have trained for and the work they actually do.

**The Montoux founders had a vision to bridge this gap by creating a much better system.**

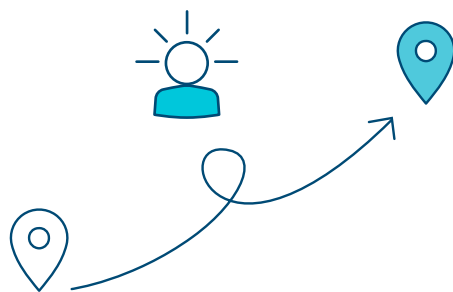
One that would empower actuaries to become more effective in their roles and return to being strategic decision-makers.



## BACK TO THE BEGINNING

In early 2012, a prototype was built, investors and advisors were brought on board, and Montoux was officially born. Since then, we've grown into a diverse, global team of actuaries, software developers, sales staff, and many more exceptionally talented individuals. In 2022 a total rebuild of the platform was completed and we began onboarding and transitioning our current customers onto this next-generation system.

We're continuing on a on an exciting growth path, and that's where you come in.



"Montoux is going through one of the most exciting times in our history. We've just signed a transformative partnership with AWS that enables us to solve a difficult and high value problem for our customers with the best cloud technology stack and partner in the world. We've proven that we can win the largest life insurers as customers and look forward to continuing our rapid growth trajectory over the coming few years."



**JULIAN BALASINGAM**

CHIEF GROWTH OFFICER

# THE MONToux WAY

The Montoux Way was created to reflect how we are when we're at our best and to define our culture and what we value.

Every Montouvian was involved in shaping the Montoux Way and the four Montoux values. We wanted our values to be grounded in reality and to have everyone's buy-in. They've been designed to reflect both our heritage and our aspirations for the future.

"This year, our Culture Club led a refresh of our company values. It was important for us that our values support our growth journey and our increasingly global team. It was great to be involved in this project and to reaffirm why Montoux is such a cool company to work for. We didn't shy away from the 'shadowy' side to our values and the things we find tricky but instead called these out to improve awareness."



**SARAH SANDFORD**

GROUP FINANCE MANAGER

# THE MONToux VALUES



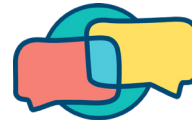
## We love solving customer problems

We are up for the challenge of solving our customers' most important problems.



## We support each other unconditionally

We are empathetic and value the diverse perspectives of our team members.



## We love to feel connected

We foster collaboration no matter where our team members are located.



## We embrace change

We recognise that change gives us opportunities to grow.

# WHAT DOES IT MEAN TO BE A MONTOUVIAN?

## Our Demeanour

Unpretentious  
Casual

## Our Attitude

Driven  
Optimistic  
Passionate  
Supportive  
Creative thinkers

## Our Communication

Real and genuine  
conversations  
Connecting on more  
than just work

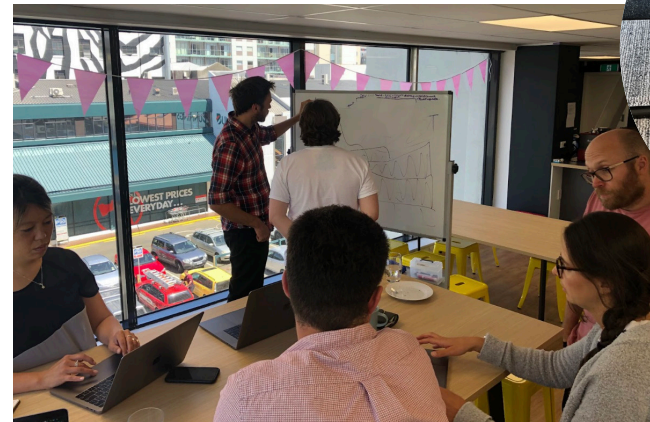
## Our Driving Force

Intellectually curious  
We work together, across  
teams to solve the most  
important problems for  
our customers



# MONToux LIFE

Montoux is made up of many fabulously talented teams, and we wanted to give you a flavor of what it's like to work at Montoux. Read on for more information about our teams and our people.



**BONNIE**



## ENGINEERING

We're a growing, talented, and supportive Engineering team where everyone's ideas are genuinely valued.

We work together on developing innovative new products and capabilities for our platform, where everyone has many opportunities to learn, contribute, and make a real impact on making our customers successful. The type of projects we get involved in can range from building state-of-the-art web-based tools that let our customers develop and manage their actuarial and mathematical models and projects to creating scalable back-end infrastructure and services for real-time data aggregation and high-performance computation.

"We get to work on some really interesting problems, with lots of variety. Want to upskill on how to implement new frontends? Sure! Want to pick up a ticket to help make our infrastructure run smoother? Go for it! It's a level of trust and autonomy you would struggle to find elsewhere, and keeps everything feeling new and fun"



**JACK ROBINSON**

TECHNICAL LEAD



## CUSTOMER SUCCESS

In Customer Success, we sit in the middle of all the action and have to speak lots of different [professional] languages and balance competing priorities.

We understand our customers intimately and advocate for them to the Product and Engineering teams. We guide those customers on their journey through the Valley of Tribulation to become the heroes of their implementation. And we're constantly on the lookout for additional ways to embed Montoux in our customers' businesses, bringing them more value.

"The words that spring to mind when I think about why I love Montoux are variety, challenge, and great people. Basically, I love that we get to do hard stuff but have fun along the way."



**SHELLEY COX**

CHIEF CUSTOMER & OPERATIONS OFFICER



## SALES + MARKETING

### Working in the sales team is full of variety.

We regularly engage with prospects and customers and are always connecting with the Montoux internal teams. We get to directly impact the growth of Montoux by understanding customer problems so we can work with the Montoux teams to bring the best solutions to our customers.

“Working at Montoux has been one of the best working experiences of my career due to the team we have and the groundbreaking work we are doing. Everyone at Montoux is willing to help and pitch in where needed, a true team effort. I enjoy speaking with customers because I know the solutions we provide can make a huge positive difference to their role and company”



**DOUG NUSSMAN**

SALES DIRECTOR

### The marketing team brings creative and out-of-the-box marketing dynamics to the table every day.

We work hand in hand with the sales, customer success and product departments to understand the product, create compelling content to help convey the problems we solve and solutions we provide in the industry and increase growth and demand for Montoux.

“Working at Montoux, I’ve finally found the type of environment that I always wanted to be in. It’s a team of smart, fun and motivated people working together to solve complex and challenging problems.”



**MATT COOK**

HEAD OF MARKETING



## OPERATIONS

### We're a small but mighty team.

We provide data and advice for strategic decision-making, create a fantastic employee experience and keep the business running as smoothly and efficiently as possible. Montoux is growing and changing all the time, which keeps our work interesting and engaging. No one day is ever the same!

“Montoux is a great place to work with fun and talented people, lots of flexibility and a collaborative culture to drive progress and company success. Being a small team operating in high growth mode, we get the chance to make a difference with the work we do and have the autonomy to prioritise work to deliver the most value! My role in Operations gives me a diverse portfolio to manage, making it fun and challenging. Every day is different, I get to work with lots of people across the business, actively contributing to and learning more about the inner workings of our business.”



**MEL YOUNG**

OPERATIONS DIRECTOR



## PRODUCT

The Product Team sits at the hub of everything we do on the platform.

We are a multi-disciplinary team that helps turn customers' needs into reality - whether that is building innovative actuarial models, designing an elegant user experience or working with exciting new technologies. As well as working with customers, we work closely with other Montoux teams like Engineering, Customer Success and Sales to make sure we deliver a product and experience that our customers love. This means that what we do on a day-to-day basis offers an exciting mix of technical, commercial and strategic work.

"Getting to work on cutting edge cloud technologies is one of the best things about Montoux, and how we can leverage them in building our platform. We're creating a software solution that is going to be unique in the market and it's been a fun challenge to better understand our actuarial users and provide a better user experience with actuarial automation at its core foundation."



**GLYNN FOSTER**

PRODUCT MANAGER



## MONToux LIFE

Working at Montoux isn't just about the work, it's also about having fun together socially. Whether this is a hackday, a Montoux Christmas party, making gelato together or even the Montoux Olympics, we like to take the time to connect outside of our day to day work.



## MEET SOME MONTOUVIANS



### BEN TRAN

Ben is an actuary at Montoux and sits within our Product team. He utilizes Montoux's platform to help our customers radically improve their operational processes and decision-making. When not building with Montoux, you can find Ben teaching his daughters how to ride a bike or some new board games.

"I was looking to innovate in the actuarial space and that search led me to Montoux. It was a pleasant surprise to find so many like-minded professionals in my fellow Montoux colleagues. We were underwhelmed by the current state of actuarial technology and collectively strive to build better technological solutions to make an actuary's life better. I continue to stay at Montoux because I believe what we are building will bring value to the daily lives of actuarial and insurance professionals everywhere."



### SARAH SANDFORD

Sarah is our Finance Manager and an active member of the Montoux Culture Club. She has worked in the Netherlands and UK as well as in both the public and private sectors in New Zealand. Sarah is focused on ensuring our business has robust financial information for decision-making. When she's not at work Sarah can be found wrangling her two young girls or escaping for a walk or wine with friends.

"I joined Montoux for a complete change of scenery and because I was too comfortable in my previous role. I wanted to stretch myself and learn new things and Montoux has given me the opportunity to do that. I love working with a super genuine and talented group of people, many of whom think completely differently to me, which is awesome as I get to see things from a different perspective."



## MEET SOME MONTOUVIANS



### AN LE

An is one of our Customer Success Directors and looks after our clients in APAC market. She's responsible for making sure our clients can use our software to solve their business problems so that Montox becomes their tool of choice. She describes her weekends as lazy, with her main activities being eating, sleeping and playing games. Aside from that, An loves to travel and is the person to go to for recommendations on new restaurants.

"My day is centered around working on customer projects with different members of the Montoux team. I also interact with our clients frequently, whether it be chatting to them about project updates, or working with them to make sure they are effectively using our software"



### THARINDU DAN MAHAVITHANA

Dan is a Senior Software Engineer who sits within our Core Platform Squad. He's also a qualified astrophysicist! Dan is originally from Sri Lanka and moved to New Zealand about 8 years ago. Outside of work, Dan loves watching Rugby, Cricket, playing computer games and a bit of tramping.

"I was drawn to Montoux because of the culture of the company and the work they are doing. I thought working for Montoux will help me learn new and interesting stuff and also to expand my skill set. I have met some amazing people here and love the work we are doing at Montoux"

## MEET SOME MONTOUVIANS



### KLAAS STIJNEN

Klaas is one of our founders and our Chief Product Officer. He's an expert financial modeler, business actuary, and consultant with over a decade of experience working with some of the world's largest insurance brands. Montoux was born of Klaas' frustrations with outdated, ineffective actuarial tools.

"As a founder of Montoux I am very passionate about helping actuaries become more effective in their jobs. It is an awesome technical challenge in so many ways. The key reason to show up almost every day, however, is the people. I see our culture as very low ego, collaborative and technically ambitious. This combined with the fact that over the past year or so we have embraced the ambition to solve the biggest problem in the actuarial world is also incredibly motivating."



### ADELA MAY

Adela is our People and Recruitment Manager at Montoux. She's responsible for bringing outstanding talent into Montoux and making sure all Montouvians have a fantastic employee experience. Outside of work, she enjoys reading and staying active, and she loves to go snowboarding in the winter when she can fit it in around entertaining her young daughter.

"I was initially drawn to Montoux because I loved how the culture was pitched to me, and I thought the Montoux product was super interesting and actually solving problems for actuaries. The people, culture, product and work have continued to constantly exceed the expectations I had before joining, and I feel fortunate that I get to work on projects that stretch my skill set."

## MEET SOME MONTOUVIANS



### SIMON LITTLE

Simon joined Montoux as our first Graduate Analyst after completing his undergraduate studies in mathematics and physics. Aspiring to enhance and improve the skills he gained at university, Simon works as a member of the Customer Success team to develop his actuarial and product knowledge to construct models for our clients. In his spare time, Simon enjoys keeping active, reading, making his own music, and watching scary movies with his friends. Read on to find out what a day in the life of our Graduate Analyst looks like;

“For me, every day is quite different. I’m always working on new projects and learning new things which is one of my favourite bits about working at Montoux. At the core of my role, I develop and replicate models within the code environment that the development team has set up. I use a variety of tools to validate and reconcile models. Recently, I’ve been working closely with some of our customers, responding to their requests and implementing them into the models on our new NextGen Platform. I get to work with a wide variety of people across the business, and I know that any Montouvian would pitch in to help me at the drop of a hat, the fact that it’s such a supportive environment makes it a great place to work.”

# OUR PERKS



## Flexible working

We're all about ensuring Montouvians have a great work-life balance. As long as you're online for the meetings that matter, you can flex your schedule to work for you.

## Remote working

While we have homes in Wellington and Denver and value connecting face-to-face with each other, we also have people working in different cities and states and are completely on board with remote and hybrid working. We're set up for distributed working, so whether you're in the office or working from home, your work experience is the same and you can stay connected to your colleagues.

## A great parental policy

Bringing a human into the world is an exciting and scary time of your life, and Montoux wants to help you with this life transition as much as we can. We offer financial support, include you in any salary review periods while you are off on parental leave, and offer amazing support and flexibility on your return to work.

"As a working mum, flexible and remote working and the fantastic parental policy have been incredibly important to me. It's given me the ability to create a work-life balance that works for me and my family, and gives me the confidence to bring my best self to work so I can continue to do the job I love."



**ADELA MAY**

PEOPLE & RECRUITMENT MANAGER

# OUR PERKS

## US Montouvians - we've got you covered!

We want you to be able to have peace of mind when it comes to the health of you and your families. We have a range of health insurance (medical, dental and vision) options, of which some plans are 100% covered by Montoux.

## A day off on your birthday

Because who doesn't want a day off to celebrate themselves?

## Professional Development

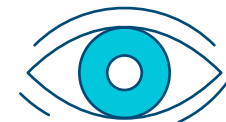
We're passionate about making sure you can grow at Montoux. We have individual professional development allowances so everyone can get the support they need to excel, as well as an actuarial-specific study support programme.

## Giving back allowance

It's important to us that we give back to the community. As a result, all Montouvians are entitled to four paid hours per year to volunteer at a charity of their choice.

## Wellness initiatives

Your wellbeing is incredibly important to us. We offer an Employee Assistance Programme in case you ever need a helping hand, have a mental health first aider available to all our staff, and organise a range of wellness activities.



# MONToux



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