

The
ProAssurance
Way



Our culture guides us

The ProAssurance Way serves as a guide for each of us as we work together to build and sustain a culture of integrity, leadership, relationships, and enthusiasm. In this guide we review our Mission, Vision, and Values as well as our brand promise. Taken together these are The ProAssurance Way.

Our Mission—to *protect others*—is unchanging, and put simply, is why ProAssurance exists. It is our fundamental purpose. Similarly, our Values provide a permanent system of principles that guide our actions and relationships—in other words, the culture we seek to perpetuate. Our Values define who we are, what we stand for, and what we will not compromise.

We recognize that challenges will exist and conflicts will arise as we shape this culture. When those challenges arise, we need to deal with them honestly and recommit to our Values. This guide is intended to help us do that.

Our Vision of ProAssurance's future is bold and ambitious, as it should be. As an organization, we are deeply committed to every word of this Vision Statement. Our Vision encapsulates our dedication to becoming the Employer of Choice in the communities where we live and work.

There are several ways in which we seek to realize this part of our Vision. First, we become an Employer of Choice if each of us truly embraces every day as a singular opportunity to reach for extraordinary outcomes, build and deepen superior relationships,

and accomplish our Mission with infectious enthusiasm and unbending integrity. Think about that. Who wouldn't want to work for an organization that affords those very opportunities to its employees?

We must also provide appropriate compensation and benefits for all of our employees. We must provide opportunities for personal and professional growth. Perhaps most importantly, we must recognize that becoming the Employer of Choice is a dynamic process and one that is never complete.

At the same time, we must keep in mind that ProAssurance is a business with strategic priorities that, along with people and culture, include profitable growth and fair returns for our shareholders. For ProAssurance to prosper, our culture must balance our business objectives with the needs of our employees.

I am confident we can make the culture depicted here a reality which we all can experience each and every day. I am counting on you to do that. I am gratified to be associated with an organization that recognizes the worth of every employee and the importance of enabling each of us to be all we can be. I hope you find this handbook helpful, beneficial, and reflective of our devotion to Treated Fairly.



W. Stancil Starnes
Chief Executive Officer
ProAssurance Corporation

We exist to

protect

others.



We will be the **best in the world** at

understanding

and providing solutions for

the risks

our customers encounter as
healers, innovators, employers,
and professionals.

Through an
integrated

**family of specialty companies,
products, and services,**

we will be a

trusted partner,

enabling those we serve
to focus on their vital work.

As the Employer of Choice,
we embrace every day as
a singular opportunity to

reach

for extraordinary outcomes,
build and deepen superior relationships,
and accomplish our Mission

with infectious enthusiasm
and unbending integrity.

RELATIONSHIPS
integrity
LEADERSHIP *Enthusiasm*

These Values
guide our actions
every day.

We value **integrity** above all else

ACCOUNTABILITY

We make decisions, choose actions, and use words that are honest, fair, and ethical.

RESPONSIBILITY

We offer our best judgments, take smart risks, and question actions inconsistent with our Values.

unbending
integrity

LOYALTY

We care intensely about the success of the company and work diligently to accomplish the Mission and Vision.

HONESTY

We do what is right, even when it is difficult or inconvenient—and we require the same of others.

INSPIRATION

We communicate our ideas clearly and respectfully to develop trust, create a sense of purpose, and inspire continuous improvement.

VISION

We possess a clear idea about what we want to achieve and can determine an appropriate course of action to translate our aspirations into reality.

LEADERSHIP

that works

PERFORMANCE

We expect exceptional effort and achieve high-quality results on a consistent basis.

OWNERSHIP

We are responsible for our words and actions, take ownership of results when outcomes are disappointing, and recognize the contributions of others when outcomes are successful.

DEVELOPMENT

We respect the diverse talents, abilities, and skills of our employees, empower decision-making at the most appropriate levels within the organization, and provide assistance and information when needed.

PROFESSIONALISM

We respect others, treat them with dignity, and conduct ourselves in a manner that is courteous and kind.

TRUST

We build meaningful connections based on trust and respect with our colleagues, business partners, and customers.

superior
RELATIONSHIPS

COLLABORATION

We invite participation from others, offer our ideas and assistance, and look for opportunities to help others succeed.

INDIVIDUALISM

We value and leverage the uniqueness of our colleagues, customers, and business partners.

CURIOSITY

We have a persistent desire to acquire knowledge, and we strive to build expertise relevant to our business.

CONFIDENCE

We approach every challenge with optimism, view change as opportunity, pursue bold objectives, and celebrate the extraordinary outcomes we achieve.

infectious

Enthusiasm

PASSION

We are excited about what we do and seek to energize and inspire others.

PERSEVERANCE

We do not give up.

We will honor these Values
in the execution of

treated
fairly

to perform
our Mission
and realize our Vision.



PROASSURANCE[®]

Treated Fairly

ProAssurance.com

M3861