

The
ProAssurance
Way



Our culture guides us

Whether you are a new colleague learning about the ProAssurance Way or a long-term team member seeking guidance on a challenging issue, thank you for your interest and commitment.

The ProAssurance Way, comprised of our mission, vision, core values, and commitment to diversity, equity, and inclusion, is the foundation of our culture. It sets a high bar for expectations about what ProAssurance expects of our team members—and what you should expect from the Company.

We best support our mission of protecting others, when we achieve a common culture rooted in mutual respect. We have a genuine interest in the unique life experiences of each colleague and understand that these differences enable us to be collectively more successful. Our goal is to perpetuate an environment where people are able to bring their authentic self to work without fear of judgment—so they may fully contribute and are able to reach for extraordinary outcomes.

Your willingness to hear, understand, and include diverse perspectives, whether or not you ultimately agree, is at the heart of cultural competency; it will make a positive difference in your relationships with your colleagues and service to our customers.

Thank you for what you do each and every day—and for your commitment to making ProAssurance a better place.

A handwritten signature in black ink, consisting of a large, stylized 'N' followed by 'ED' in a smaller, simpler font.

Ned Rand
President and CEO

Our mission is noble

We protect
others.



Our shared vision inspires us

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.

Our shared vision unites us

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.

Our shared vision motivates us

As the Employer of Choice,

we embrace

every day

as a singular

opportunity to reach

for extraordinary outcomes,

build and deepen superior relationships,

advance diversity, equity, and inclusion,

and accomplish our mission

with infectious enthusiasm and unbending integrity.

Our values drive the culture

RELATIONSHIPS
integrity
LEADERSHIP *Enthusiasm*

These values
guide our actions
every day.

We value **integrity** above all else

ACCOUNTABILITY

We reflect on our words, take smart risks, make decisions, offer our best judgments, and choose actions that are honest, fair, and ethical.

HARMONY

Together we work diligently to accomplish our mission and vision and are committed to building an inclusive workplace environment.

unbending
integrity



LOYALTY

We care intensely about the success of the Company while valuing and supporting the individual differences of our team members, business partners, and customers.

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 learning and 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

DEVELOPMENT

We value the diverse talents, abilities, and skills of every team member by creating opportunities for advancement and offering training and continuing education.

PERFORMANCE

We consistently achieve high-quality results and help others do the same.

OWNERSHIP

We empower decision-making at all levels of the organization, are responsible for our words and actions, take ownership of results regardless of outcomes, and recognize the contributions of everyone.

PROFESSIONALISM

We respect our team members, business partners, and customers, treat them with dignity, and conduct ourselves in a manner that is courteous and kind.

TRUST

We build meaningful connections based on thoughtful communication, respect, and integrity with our team members, business partners, and customers.

superior
RELATIONSHIPS



COLLABORATION

We encourage the participation of our team members, business partners, and customers to offer ideas, assistance, and look for opportunities to help everyone succeed.

INCLUSIVITY

We value the uniqueness of our team members, customers, and business partners and work to ensure that every person feels a sense of belonging and support from the organization.

CURIOSITY

We have a persistent desire to acquire knowledge about the ever-changing world around us, broaden our understanding and appreciation of our communities, and strive to build expertise relevant to our business.

CONFIDENCE

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

infectious

Enthusiasm

PASSION

We are excited about what we do and seek to energize, engage with, 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.

OUR DIVERSITY, EQUITY, AND INCLUSION COMMITMENT

Our mission is: **We protect others.**

We extend this protection to our policyholders, shareholders, business partners, team members, and the communities we serve and support.

We are committed to advancing diversity, equity, and an inclusive environment. Our commitment to these principles is uncompromising because it is the right thing to do.

Diversity breeds distinction.
Equity creates opportunity.
Inclusion builds trust. All
are essential to delivering
extraordinary outcomes in
an ever-changing world.



PROASSURANCE[®]

Treated Fairly

ProAssurance.com

M3861_3