

THE HANOVER'S FUTURE LEADERS PROGRAM (FLP)



BUILDING SUCCESSFUL CAREERS

The Hanover Insurance Group is seeking to attract, develop and reward the best and brightest college students while providing them with meaningful opportunities for personal and professional growth. With this in mind, we've developed the Future Leaders Program (FLP).

The Program provides recent graduates with the comprehensive job skills and leadership development training necessary to enhance their technical, financial, analytical, project management and leadership capabilities. We seek candidates that are excited to solve business challenges and offer innovative approaches to getting the work accomplished.

We're different. We believe for employees to be successful at The Hanover, you've got to be really good at your job, and to master the technical skills required to move ahead. It's why we provide, the on-the-job training, comprehensive professional development including various certifications and licenses and significant leadership exposure to help you achieve career success. Participants in recent years, have joined a number of different teams. A few sample groups include:

- Finance
- Technology
- Human Resources
- Claims
- Marketing & Distribution
- Actuarial
- Service & Operations
- Underwriting
- Loss Control
- Field Operations

The FLP offers separate learning tracks, **Business Management and Risk Management.**

BUSINESS MANAGEMENT	RISK MANAGEMENT
<p>Skills we look for in the Business Management learning track include: organization and planning, communication and facilitation, sense of urgency, process management, learning agility and resiliency to change.</p>	<p>Skills we look for in the Risk Management learning track include: collaboration, relationship building, attention to detail, communication, sense of urgency, financial acumen, learning agility and resiliency to change.</p>
<p>Review and analyze profitability and performance of agent accounts with focus on retention improvements, new business and renewal opportunities.</p>	<p>Ensure agents understand the business market direction, underwriting standards and new business risk profile to generate a flow of quality new business submissions and retain business.</p>
<p>Develop and execute reports in areas such as budgeting, forecasting, financial planning, and statistical reporting. Make recommendations to management regarding cost effectiveness or profit generation.</p>	<p>Develop relationships with key agents based on a solid understanding of an agency sales plan and partner to drive business flow.</p>
<p>Recommend and implement improvements in systems, procedures, and work-flows to gain efficiencies and meet changing business needs.</p>	<p>Analyze financial information to determine performance, identify business trends and recommend process improvements.</p>
<p>Employees begin their careers in one primary office location and have opportunities for additional geographic mobility once completing their learning track.</p>	<p>Employees begin their careers in one primary office location and are expected to relocate across multiple offices and geographies throughout their career.</p>



LENGTH

The learning track takes about two years to complete. During that time, you will be exposed to the business, our workflow, systems and teams of talented people who make us better every day. We'll regularly review your progress to help develop your skills and abilities. We'll provide you with formal coaching and feedback, learning and development and continuous opportunities to apply your skills and knowledge to help ensure

your success. As you progress, we'll work with you to determine experiences or assignments that will support a successful career path that leads to the greatest use of your strengths .

REWARDS

Our employees begin the program with competitive base pay and are eligible for our general bonus program. Our comprehensive employee benefits package includes medical and dental benefits, an enhanced 401(k) retirement savings plan, tuition reimbursement, vacation and holiday pay.

EXPECTATIONS

We have very high expectations of our participants and anticipate their strong dedication to the program and to our company. They should have a sense of ownership in their career development and a commitment to excellence. A cumulative GPA of 3.0 or better is required.

COMPANY OVERVIEW

As an employee at The Hanover Insurance Group, you are part of a diverse, energetic and innovative team with a tremendous range of industry, technical and professional experience. Our staff is self-motivated to achieve their business goals and objectives. They are provided with the resources and encouragement needed to help make it happen while balancing the demands of work with personal and family needs. You can expect to be challenged by your work, encouraged by co-workers and collaborators, and supported with outstanding career development and training tools.

The Hanover Insurance Group, Inc. (NYSE: THG) operates as The Hanover Insurance Company, except in Michigan, where we do business as Citizens Insurance



Company of America. The Hanover, based in Worcester, Massachusetts, is a leading provider of Property and Casualty insurance products for individuals, families and businesses. The Hanover offers a wide range of Property and Casualty products and services through an extensive network of Independent Agents.