

# Culture

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Embrace's core values are at the heart of everything the company does. This allows Embrace to support customers fully, giving pet parents the freedom to prioritize pet health without sacrificing financial well-being by delivering trusted, reliable pet insurance supported by caring and compassionate service.

Internally, Embrace wants employees to feel valued in the workplace and in turn extend better care to others. This is why the company offers a robust set of benefits and employee perks to create a positive workplace culture. This is one of the many reasons Embrace has been recognized as a top employer in Northeast Ohio and why the company has grown by leaps and bounds since its founding in 2003.

## **Embrace Core Values**

- Honesty and transparency in action and communication.
- Passion that extends beyond the workplace.
- Giving back to the pet community.
- Personal accountability for internal success.
- The pursuit of growth and innovation.
- Diversity, equity, and inclusion in the workplace.
- Devotion to customers and each other.
- Welcoming challenges that make us stronger.
- Seeking action for success.

## **Perks of Working at Embrace**

- Flexible paid-time-off (PTO) policy in which employees can take off the time they need without worrying about hitting a pre-set limit.
- Frequent events and activities, like happy hours, company picnics, and educational seminars.
- Opportunity to bring pets to the office — on any given day you'll find a 150-pound Great Pyrenees, 10-pound Chihuahua, and everything in between hanging out with their pet parents, and once a month employees' feline friends take over the office for cat day.
- Unique and competitive benefits, including maternity leave, our continuing education program, and pet insurance stipend.
- Wellness reimbursement program, which pays employees back for fitness, mental health, and ergonomic home office equipment costs.
- Spot bonus program for exceptional work.
- Work-from-home opportunities.
- Annual bonus program.

## Culture Continued

### Awards & Recognitions

- Rated by Forbes as #1 Pet Insurance Provider in 2022.
- Recognized nearly 20 times as an outstanding workplace, including receiving a Great Place to Work Certification<sup>™</sup> in October 2021. This prestigious award is based entirely on what current employees say about their experience working at Embrace. 91% of employees say it's a great place to work.
- Winner of six national 2021 Culture Excellence awards from Top Workplaces, a premier employer recognition program.
- Eight-time winner of *The Plain Dealer's* Top Workplaces Award, which acknowledges organizations with a great organizational culture. Employees at Top Workplaces want to align with the company's vision and be challenged by a high-performance culture; they feel they are valued, and their voices are heard.
- Ten-time winner of the Northcoast 99 Great Workplaces Award, an annual recognition program that honors 99 great workplaces for top talent in Northeast Ohio.
- Recipient of all five Cultural Excellence Awards through the 2022 Energage Top Workplaces survey. The Cultural Excellence Awards categories consist of Innovation, Work-Life Flexibility, Compensation & Benefits, Leadership, and Purpose & Values.
- Two-time award recipient from the Service Excellence awards, hosted by the Customer Service Institute of America. In 2021, Embrace was awarded the 2021 International Service Excellence Award in the Division of a Medium Business and in 2019, Embrace was awarded the Service Champion Award.

### Community Involvement

- Sponsors numerous nonprofit organizations, including but not limited to: Friends of the Cleveland Kennel, Akron Children's Hospital, Ronald McDonald House, Rescue Village, W.A.G.S. for Kids, Summit Humane Society, Fostering Hope, Cuyahoga Animal Shelter, and more.
- Has donated over half a million dollars to charity to date.
- Host of the annual EmbraceCLE Community Challenge which has raised nearly \$400,000 for Cleveland nonprofits since 2020.
- Matches 100% of all employee charitable donations.