

Embrace Pet Insurance Company Culture

Embrace's core values are at the heart of everything the company does. From frequent sweepstakes to keep pet parents engaged (and offer a chance to win fun prizes!) to an internal spot bonus program that gives back to employees who go above and beyond, the company is always looking for ways to show its appreciation to its employees and customers.

Embrace believes that when employees feel valued in the workplace, they can extend better care to others, so it offers a robust set of benefits and employee perks to create a positive workplace culture. That's one of the reasons it 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. The leadership team also plays a huge role in its success, by fostering unique and valuable skillsets on top of being dedicated pet lovers.

Embrace Core Values

- Openness & honesty in action and communication
- Innovation & ideas to change the pet world for the better
- Being passionate about personal, but professional, care
- Giving back to the pet community & helping the environment
- Personal responsibility for success at work
- Customer fixation, focusing on creating an exceptional experience for customers and their pets

Perks of Working at Embrace

- Flexible paid-time-off (PTO) policy – employees can take off the time they need without worrying about hitting a pre-set limit
- Work-from-home opportunities
- Annual bonus program
- Spot bonus program for exceptional work
- Wellness reimbursement program, which pays employees back for fitness, mental health, and ergonomic home office equipment costs
- 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, continuing education program and pet insurance stipend

Awards & Recognitions

- Holds the top spot for pet insurance on the Forbes list of [America's Best Insurance Companies 2022](#).
- Recognized nearly 20 times as an outstanding workplace, including receiving a Great Place to Work Certification™ in October 2021. This prestigious award is based entirely on what current employees say about their experience working at Embrace – 91 percent 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, including awards for its outstanding employee value proposition, formal training, top managers, work life flexibility, employee well-being and professional development.
- 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 for 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 December 2021, Embrace was awarded the 2021 International Service Excellence Award in the *Division of a Medium Business*. In December of 2019, Embrace was awarded the 2019 International Service Excellence Award *Service Champion Award*.

Community Involvement

- Numerous sponsorships, including 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
- To date, Embrace has donated over half a million dollars to charity
- Hosts the EmbraceCLE Community Challenge which has raised nearly \$400,000 for Cleveland nonprofits since 2020
- Matches 100% of all employee charitable donations