



2024 Corporate Sustainability Report

PROGRESSIVE[®]

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About the artwork

The artworks in this report are part of Progressive’s extensive Contemporary Art Collection and were selected for the ways they represent the theme of “purpose.” In some, this is seen in the depiction of the people and actions of the past that have allowed us to move forward with more refined deliberateness, and in others, it’s seen in dreamy colors and exacting geometric patterns that demonstrate a balance of precision and imagination.

About the cover

(b. 1982—El Paso, TX) Carlos Rosales-Silva’s vibrant paintings are inlaid with plastics, paint-sand mixtures, and dyed stones. They blend geometric abstraction with the palette and architecture of the Southwest, specifically the stucco of the artist’s childhood neighborhood in El Paso, Texas, and the brilliant hues of the Chihuahuan desert.

The mixture of modernism and the Southwest is purposeful. Though it is well-documented that many American modernists (such as Mark Rothko, Jackson Pollock, and Barnett Newman) were influenced by Indigenous designs, rituals, and philosophies, art history generally privileges European influences over all else for modernism in the Americas. Rosales-Silva’s direct visual associations between the American Southwest and canonized western art history evoke questions about how we tell an honest story of a place, its people, and the culture they create.

Carlos Rosales-Silva

Border Logic

2021

sand, crushed stone,
and glass bead in
acrylic paint on panel

16" x 12"



Carlos Rosales-Silva

Border Bloom no. 2

2021

sand, crushed stone,
and glass bead in
acrylic paint on panel

16" x 12"



Carlos Rosales-Silva

Biblioteca no. 2

2021

sand, crushed stone,
and glass bead in
acrylic paint on panel

16" x 12"



About this report

This report includes financial and nonfinancial information from The Progressive Corporation and its subsidiaries (collectively referred to as Progressive) about environmental, social, and governance (ESG) activities for the 2024 calendar year, unless otherwise noted.

This report is informed by elements from various reporting frameworks, namely the Sustainability Accounting Standards Board (SASB) and the Task Force on Climate-Related Financial Disclosures (TCFD). For further information about how our existing disclosures align with these standards, please refer to the applicable indices in the [Appendix](#). This report uses certain terms, including those that the reporting frameworks, SASB and TCFD, refer to as “Material Topics” to reflect the issues of greatest importance to Progressive and our stakeholders but is not intended to communicate any material investment information. The inclusion of any topic or data in this report or the use of certain terms in this report is not an indication that we view such topic or data as “material,” nor should any terms be confused with terms such as “material” or “materiality,” as defined by or construed in accordance with

United States (U.S.) securities laws, as used in the context of U.S. GAAP financial statements and financial reporting, or defined, construed, or used by any other jurisdiction imposing reporting or disclosure requirements relating to ESG matters.

All numerical figures in this report corresponding to 2024 data, including, without limitation, those relating to emissions data, reflect methodologies and assumptions believed to be reasonable and accurate. The data in this report are not guarantees of future performance and no assurances can be given that any plan, initiative, or projection can or will be achieved. The data also remains subject to change as a result of, among other things, new information, future events or subsequent developments. Inclusion of such data in this report should not be interpreted as a determination of the materiality or financial impact of such figures.

An internal Steering Committee oversaw this report’s preparation with guidance from the Nominating and Governance Committee of The Progressive Corporation’s Board of Directors (Board), executive leadership, and various subject matter experts.



Forward-looking information

This report provides an overview of some of Progressive’s long-term commitments, targets, goals, and aspirations, and efforts in support of achieving them. Investors are cautioned that certain statements in this report, including those relating to our commitments, targets, goals, and aspirations not based upon historical fact are forward-looking statements as defined in the Private Securities Litigation Reform Act of 1995. These statements often use words such as “estimate,” “expect,” “intend,” “plan,”

“believe,” “goal,” “target,” “anticipate,” “will,” “could,” “likely,” “may,” “should,” and other words and terms of similar meaning, or are tied to future periods, in connection with a discussion of future operating or financial performance. Forward-looking statements are not guarantees of future performance, are based on current expectations and projections about future events, and are subject to certain risks, assumptions, and uncertainties that could cause actual events and results to differ materially from those discussed herein. For a discussion of the risks, assumptions, uncertainties, and other important

factors that could cause actual events and results to differ materially from those discussed in this report, see our most recent reports and other documents filed with the U.S. Securities and Exchange Commission, including, without limitation, the Risk Factors section of our Annual Report on Form 10-K for the year ending December 31, 2024. Any forward-looking statements are made only as of the date presented. Except as required by applicable law, we undertake no obligation to update any forward-looking statements, whether as a result of new information, future events or developments or otherwise.

A message from our CEO

In last year's report, we announced the consolidation of our real estate footprint across the country to conserve space and ensure we operate as efficiently as possible. I'm happy to say that I'm writing this from my office at Progressive's reimagined Corporate Headquarters, which used to be known as Campus 2. I've personally enjoyed seeing people in our newly-consolidated hallways, meeting together, working together, and gathering in true Progressive spirit to celebrate our culture and our accomplishments.

Our brand [Purpose](#) is to help people move forward and live fully, and I'm proud to say that in the following pages you'll see highlights from several initiatives that show how we're living our Purpose. These include our annual [Keys to Progress](#)® veteran vehicle giveaway program, an

employee favorite that celebrated its 12th year in 2024, as well as our efforts to help people in homelessness situations through our relationships with [Humble Design and Family Promise](#). A new initiative in 2024 was [Open the House](#), where we're equipping people with the resources and knowledge they need to purchase, maintain, and build generational wealth through homeownership. To support this important work, we contributed more than \$7 million to this cause in 2024, and we'll be making additional investments in 2025 and beyond so we can reach even more people who dream of one day owning a home.

Throughout this report, you'll learn about our response efforts for our employees, customers, and our communities during times of uncertainty. I think you'll be particularly moved by the highlighted

stories about how our National Catastrophe Response team and other teams mobilized during Hurricanes Helene and Milton to help our customers and employees move forward and get back to living fully. Our teams showed up in the [community](#) to help our customers recover. Additionally, The Progressive Insurance Foundation donated \$1 million to the American Red Cross and we donated \$800,000 to the Bobby Salmon Big "I" Relief Fund which is a fund set up by the Independent Insurance Agents and Brokers of America. Internally, we supported our [employees](#) in need during those events through disaster pay, our Progressive Employee Relief Fund, and individual employee safety check-ins that enabled us to quickly identify employees in need of immediate assistance—in addition to the many spontaneous efforts our employees took upon themselves to help each other and their communities.

We previously committed to expanding our charitable giving levels to [\\$25 million](#) in 2025, and I'm thrilled to say we achieved that goal a year early in 2024. This milestone reflects the collective impact of the remarkable efforts outlined above, along with initiatives like [Name Your Cause](#)®.

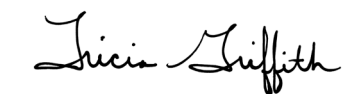
Through this giving program, each employee can recommend an eligible charity of their choice to receive a fixed donation from the Foundation without a required matching donation from the employee. Progressive also provides funds, directly or through the Foundation, to [national charitable organizations](#) identified by our Employee Resource Groups.

Another way we've empowered our employees to spread kindness to our communities is through our new [Volunteer Time Off](#) (VTO) program, which launched at the start of 2024. Recognizing that many Progressive people want to volunteer in their communities but may not always have the available time off to do so, VTO gives them the opportunity to support 501(c)(3) charitable organizations by providing a special allotment of eight hours of paid time off each year for this purpose. Our people used more than 80,000 VTO hours in 2024 to support worthy organizations in our communities.

Of course, this wouldn't be a sustainability report without a mention of our continued efforts and commitment to reduce our [environmental impact](#). We continue to make progress on our aspirational goal to be carbon neutral in

Scope 1 and 2 carbon emissions by the end of 2025. We're excited to report on a variety of new metrics, including water usage in our buildings and select Scope 3 carbon emissions. You'll also see our progress on several new aspirational environmental goals announced in last year's report, including achieving 75% renewable energy usage for our owned buildings and data center locations by the end of 2027, and achieving a 40% reduction in Scope 1 and 2 emissions by the end of 2030 (from a 2022 base year).

I'm so proud to share the breadth of our commitments and initiatives to making our company and the world around us a better place. I've said this many times before, but it bears repeating: sustainability and corporate responsibility are an ongoing journey, not just an item on a to-do list, so it's great to see how much our efforts have grown with each passing year. Everything we do supports our broader business goals so when I see the progress we've made, what I see is a business that is stronger and more resilient.



Tricia Griffith

President and Chief Executive Officer





LEFT

Elizabeth Emery; *leaving them around for us to find*; 2015; gypsum, additives, flocking; 5 1/2" x 15 1/2" x 11"

TOP RIGHT

Elizabeth Emery; *tempting time*; 2015; gypsum, concrete, additives, hardware, flocking; 6" x 5" x 7"

BOTTOM RIGHT

Elizabeth Emery; *illuminating the fog surrounding us*; 2015; gypsum, additives, flocking, hardware; 8" x 11" x 8 1/2"

Introduction

At Progressive, we aim to take a forward-looking approach to everything we do, from the products we offer to the way we interact with the world around us.

Continuing our sustainability journey

The 2024 Corporate Sustainability Report marks Progressive’s sixth year of sharing our sustainability progress and aspirations in a consolidated report. We understand that sustainability reporting is multifaceted, encompassing a broad range of topics that may resonate differently with various stakeholders. We hope through the years we’ve shown how sustainability is embedded in our business and culture and is a natural outgrowth of how we operate. The goal of our reporting is to foster a mutual understanding among our stakeholders of what Progressive expects of ourselves and how we conduct our business. We strive to strike the right balance in our communications, showcasing how our sustainability efforts across the organization support our [Strategic Pillars](#).

This year, our report contains several enhancements. First, we’ve added disclosures highlighting the response efforts we’ve established that support [employees](#) and [communities](#) in times of need. As noted in last year’s report, we’ve added reporting on [Scope 3 emissions](#) for the first time. Our reporting includes two categories of Scope 3 emissions, business travel and employee commuting, and we will explore adding more categories in the future.

Additionally, we remain mindful of advancements in innovative technologies and this year, we’ve added insights into our approach to using [artificial intelligence](#).

The [Social capital](#) section has been refreshed to highlight the ways Progressive is living out our Purpose on the road, in the home, and for small businesses. We’re also proud to report

on initiatives that deepen the connections of our employees to their communities. These include employee-driven initiatives like Volunteer Time Off and Name Your Cause® programs, which are just two examples of how we empower employees to support the causes they care about most. Lastly, we describe new initiatives from our Special Lines team that support [health and safety](#) in water recreation.

We’re proud of the progress reflected in this year’s report, and we must also recognize that sustainability is a continuous journey. The 2024 Corporate Sustainability Report offers an opportunity to celebrate our achievements, reflect on our progress, and recommit to the work still ahead. As we navigate through the diverse interests of our stakeholders, we remain focused on meaningful improvements that support

all areas of our business. This report represents just a moment in time, while Progressive’s journey is ongoing. We encourage readers to periodically review our external communications throughout the year to remain up to date on our sustainability efforts and advancements.



Supporting our Strategic Pillars through sustainability

Ensuring our people and culture collectively remain our most powerful source of competitive advantage

- [Attracting](#) and hiring new talent
- [Supporting](#) our people and culture
- [Developing](#) our people
- [Fostering](#) an inclusive and equitable workplace
- [Maintaining](#) our strong Corporate Ethics program

Meeting the broader needs of our customers throughout their lifetimes

- [Being](#) available where, when, and how our customers want to interact with us
- [Helping](#) customers select the best insurance for their needs and keeping them apprised about their coverages
- [Supporting](#) our communities
- [Meeting](#) the evolving needs of our customers through investments across our Three Horizons
- [Practicing](#) sound risk management so Progressive can be there in our customers' times of need

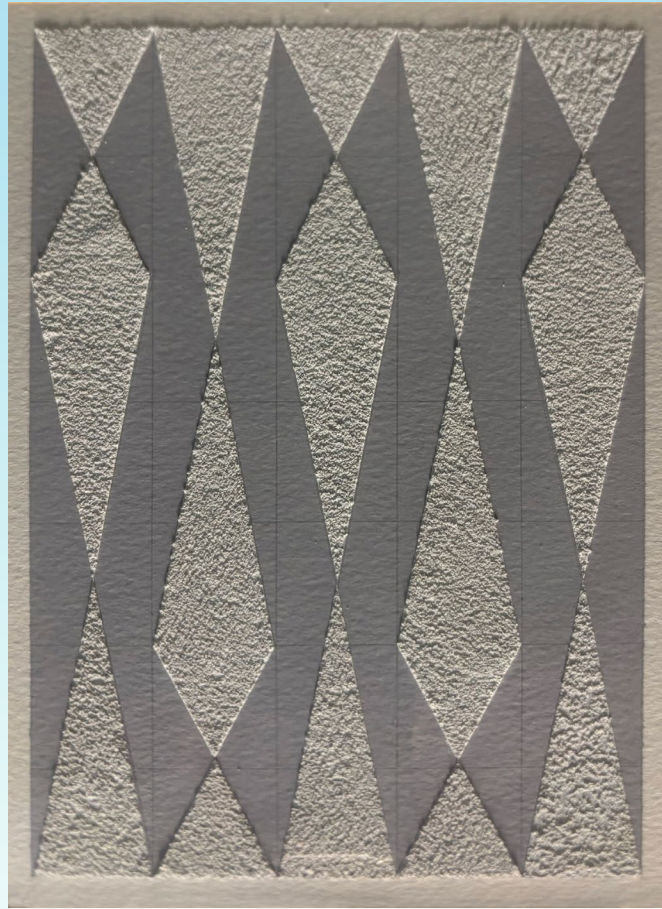
Maintaining a leading brand recognized for innovative offerings and supported by experiences that instill confidence

- [Leveraging](#) strong governance practices
- [Driving](#) social good for our communities
- [Investing](#) in superior mobile and online customer service, and best-in-class 24-hour claims service
- [Building](#) a brand with relevant messages that resonate with consumers

Offering competitive prices driven by industry-leading segmentation, claims accuracy, and operational efficiency

- [Reducing](#) expenses while supporting better environmental outcomes
- [Applying](#) procurement policies that support the right combination of price, service, and value





LEFT

Dan Tranberg; #1362; 2013; acrylic, glitter, Roll-a-Text on paper; 13" x 10"

CENTER

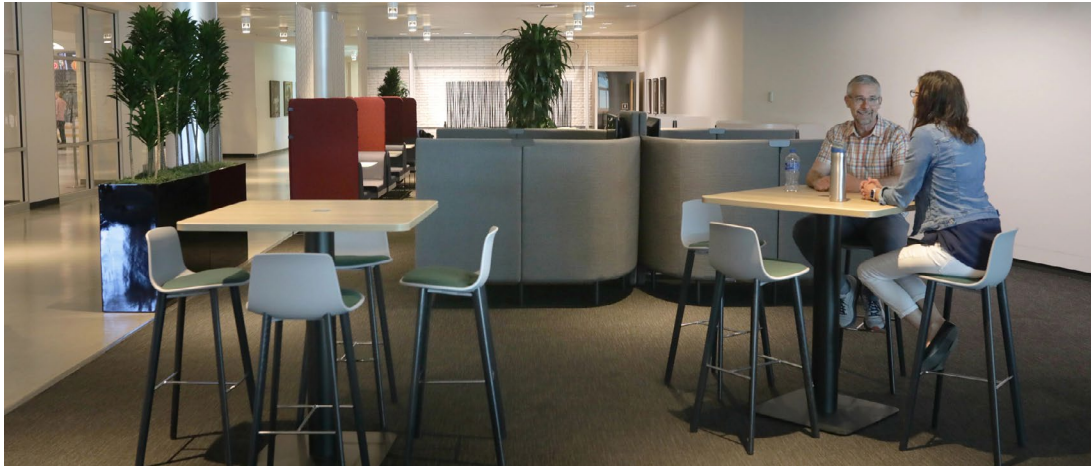
Dan Tranberg; #1352; 2013; acrylic, glitter, Roll-a-Text on paper; 11" x 9"

RIGHT

Dan Tranberg; #1354; 2013; acrylic, glitter, Roll-a-Text on paper; 11" x 9"

Corporate governance

To us, corporate responsibility is akin to living our Core Values. These values guide our actions and behaviors. We work to drive sustainable change for our shareholders, employees, independent agents, communities, and the millions of customers who trust us to protect what is important to them.



Our approach to reaching new horizons

Progressive’s [Corporate Governance Guidelines](#) describe The Progressive Corporation’s Board of Directors (Board)’s views on a wide range of governance topics. The Nominating and Governance Committee annually reviews these guidelines and submits any changes deemed appropriate to the full Board for its consideration. Please see our [2025 Proxy Statement](#) for a discussion of significant corporate governance practices, which we designed to support sustained value creation for our shareholders.

The Board works with management to set the short- and long-term strategic objectives of Progressive based on our [Three Horizons](#) (execute, expand, and explore) and to monitor progress on those objectives.

The Board generally discusses strategic topics at each Board meeting, and the Board and management annually participate together in a separate strategy session. In setting and monitoring strategy, the Board, along with management, considers the risks and opportunities that impact the long-term sustainability of our business model and whether the strategy is consistent with our [Core Values](#), culture, and risk appetite.

Board oversight and monitoring process

Our Board is ultimately responsible for overseeing Progressive’s risk profile and risk management processes. To facilitate these responsibilities, the Board assigns certain risk oversight responsibilities to each of its main committees through each committee’s charter, which enables the Board to function more effectively because the whole Board is required to focus only on those risk issues deemed most critical by the applicable committee. Further, the committees provide a deeper focus on overseeing management with respect to the full range of risks we confront.

Each committee regularly reports to the full Board on the risks that it oversees. The Board’s Chairperson consults with the committee chairs, as necessary, to ensure that significant risk issues are brought to the attention of the full Board. Our committee charters can be found in the [Governance Documents](#) section of our [Investor Relations](#) website.

Other than the Executive Committee, each committee’s specific risk oversight responsibilities are summarized on the following pages.



We’re also mindful that strong corporate governance starts with us. My fellow Directors and I ensure we remain committed to strong corporate governance practices, and we engage with the Progressive team through that lens. We ask questions, offer perspectives, and exercise oversight with an eye fixed on long-term shareholder value. In doing so, we find that our varied backgrounds, experiences, and perspectives serve us well and enrich our oversight. It truly is a team made stronger by our differences, which we focus collaboratively on our shared commitment to service to Progressive’s shareholders.

Lawton Fitt
Chairperson of the Board,
Letter to Shareholders, March 2025

Our committees

Audit Committee

The Audit Committee oversees risks relating to financial statements, financial controls, internal and external audit functions, and public release of financial information. In addition, the committee oversees our Enterprise Risk Management (ERM) program, which is coordinated by our Management Risk Committee (MRC), and the full Board receives an update at least annually. These responsibilities include the review of the guidelines, policies, and procedures that govern how we assess and manage our exposure to risk, and meeting periodically with management. This includes meeting with leaders and other representatives of the Capital and Enterprise Risk Management department, Compliance and Ethics group, Corporate Legal, Internal Audit, Physical and Information Security group, external auditors, and other business units, as necessary, to review our major operational, financial, reputational, and other risk exposures, as well as the steps management has taken to identify, monitor, assess, and mitigate such exposures. While the oversight of ERM and the MRC entails a broader focus than the other committees, the Audit Committee is not responsible for risks that are overseen by the other committees.

Risk oversights

- Financial statements
- Financial controls
- Internal and external auditing
- External financial reporting
- Enterprise Risk Management program (as part of that oversight, the Audit Committee is kept apprised of certain operational risks, such as our reinsurance programs, which may be impacted by climate change) and Management Risk Committee
- Major risk exposures not covered by another committee

Compensation and Talent Committee

The Compensation and Talent Committee regularly reviews any major risks arising from our compensation plans and programs, and executive and director compensation decisions. The committee also oversees various clawback and recoupment provisions and several aspects of our human capital management strategies, including talent management and diversity, equity, and inclusion. The committee exercises this responsibility through discussions with management on these topics.

Risk oversights

- Companywide compensation plans and programs
- Executive officer compensation
- Various clawback/recoupment provisions
- Director compensation
- Diversity, equity, and inclusion
- Talent management



Christina De Paul; *Solitude for the Imagination*; 1999–2001; anodized aluminum; dimensions variable



Royden Watson; *Portrait of a Stud #3, 4, 6, 9, 10, 12, 15, 17, 21, 22;* 2002; oil on canvas; 96" x 3 1/2" x 1 1/2" each

Investment and Capital Committee

The Investment and Capital Committee oversees our investment policy, which is designed to enable us to meet our business and financial objectives with a reasonable balance among risk, return, and cost. The committee is also responsible for ensuring we have a capital plan that takes risk factors into consideration and ensuring risk is appropriately taken into consideration in connection with proposed strategic investments, including mergers and acquisitions. The committee exercises this responsibility through discussions with management on these topics.

Risk oversights

- Investment operations
- Capital plan and structure
- Strategic investments

Nominating and Governance Committee

The Nominating and Governance Committee is responsible for overseeing and addressing risks relating to the Board’s and Progressive’s governance practices, stakeholder concerns, and environmental (including climate change) and social factors and initiatives impacting us. The committee exercises this responsibility through discussions of current corporate governance issues, risk oversight, shareholder engagement processes, and environmental and social issues, as well as Progressive’s current ESG efforts and reporting. The committee further coordinates efforts relating to succession planning of executives and directors, assesses the qualifications and diversity of directors, and makes recommendations to the Board on potential candidates for election to the Board. The committee also monitors the risk allocation among the Board’s other committees.

Risk oversights

- Corporate governance
- Board composition
- Succession planning
- Public policy activities
- Stakeholder concerns
- ESG matters, including climate change

Technology Committee

The Technology Committee oversees the use of technology in Progressive’s business strategy as well as the related technology and information security risks, including digital and data strategies (including with respect to artificial intelligence), legacy systems, technology investments, data privacy, cybersecurity programs, and technology-related business continuity and disaster recovery programs. The committee also oversees management’s effort to mitigate these risks.

Risk oversights

- Use of technology in executing the company’s business strategies
- Data privacy
- Cybersecurity
- Artificial Intelligence

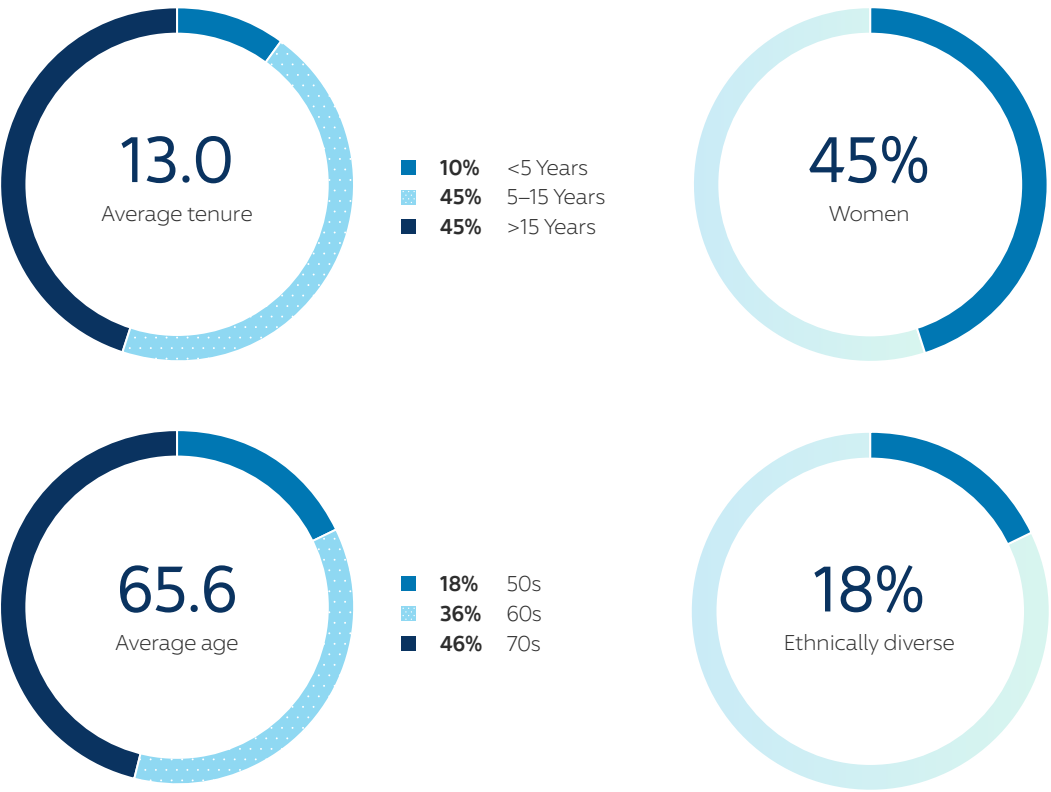
Board diversity

Our commitment to diversity starts at the top with our highly skilled and diverse Board. Our diversity, equity, and inclusion efforts are overseen by our Compensation and Talent Committee on behalf of the entire Board, and those efforts are implemented at all levels of the organization.

The Nominating and Governance Committee evaluates each director candidate individually when considering whether they should be nominated to serve on the Board. The Board’s policy is to include individuals with a wide variety of tenure, talents, skills, experiences, and perspectives, in addition to considering demographic criteria such as race, ethnicity, sexual orientation, gender, nationality, age, and disability, whenever possible. The Board believes that such diversity provides the Board with broader perspectives, a wide array of thoughts and ideas, and insight into the views and priorities of our diverse investor, customer, independent agent, and employee bases. The committee’s work in recruiting new members will continue to reflect their commitment to achieve such diversity.

Board composition^[1]

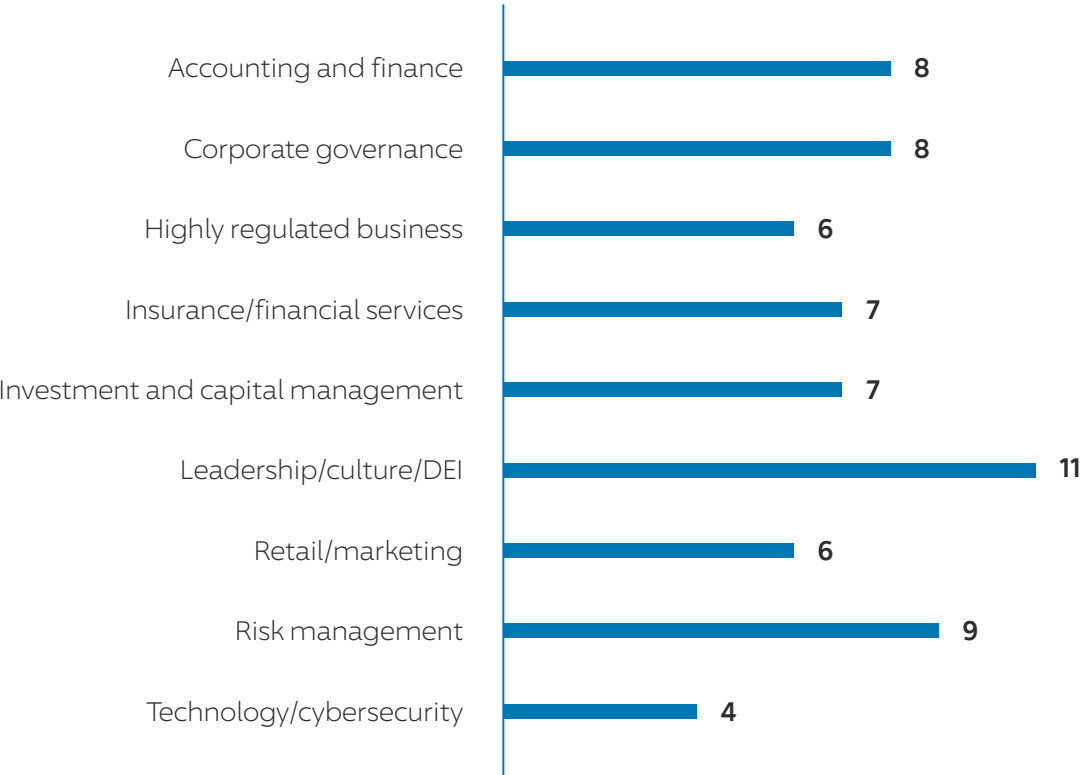
We’re one of a few companies in the Fortune 500 with a female CEO, as well as a female independent Board Chairperson. Our directors include an appropriate mixture of long-tenured and newer directors.



[1] Data is presented as of March 18, 2025.

Board skills and experiences^[1]

The Board believes that it is desirable that the following experiences, qualifications, attributes, and skills be possessed by one or more of its Board members because of their particular relevance to Progressive’s business and structure. The distribution of skills and experiences among the 11 Board members is summarized below.



Progressive’s Board of Directors^[1]

Tricia Griffith
President and Chief Executive Officer,
The Progressive Corporation

Lawton W. Fitt
Chairperson of the Board,
The Progressive Corporation;
Retired Partner, Goldman Sachs
Group (financial services)

Philip Bleser
Retired Chairman of
Global Corporate Banking,
JPMorgan Chase & Co.
(financial services)

Stuart B. Burgdoerfer
Retired Executive Vice President
and Chief Financial Officer,
L Brands, Inc. (retailing)

Pamela J. Craig
Retired Chief Financial
Officer, Accenture PLC
(global management consulting)

Charles A. Davis
Chief Executive Officer,
Stone Point Capital LLC
(private equity investing)

Roger N. Farah
Executive Chair of the Board,
CVS Health Corporation
(healthcare)

Devin C. Johnson
Former President and Chief
Operating Officer, The SpringHill
Company (global consumer
and entertainment)

Jeffrey D. Kelly
Retired Chief Operating Officer
and Chief Financial Officer,
RenaissanceRe Holdings Ltd.
(reinsurance services)

Barbara R. Snyder
President, The Association
of American Universities
(higher education)

Kahina Van Dyke
Operating Partner,
Advent International
(private equity)



For additional information regarding our current directors, review the information included in our [2025 Proxy Statement](#).

[1] Data is presented as of March 18, 2025.

Board independence

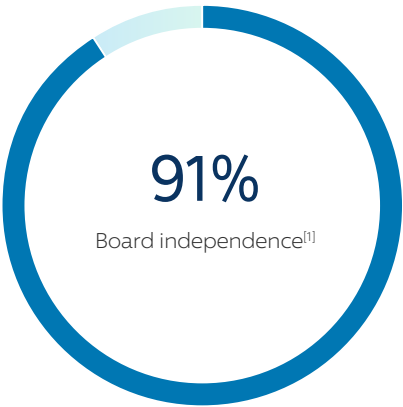
As described in our [2025 Proxy Statement](#), the Board determined that each of our current directors is independent under the New York Stock Exchange (NYSE) listing standards, other than Tricia Griffith, our CEO. Additionally, the Board determined that each director on our Audit and Compensation and Talent Committees also satisfies the additional requirements for independence under applicable SEC and NYSE rules.

Lawton Fitt currently serves as Chairperson of the Board. Ms. Fitt is independent from management under NYSE listing standards. She has substantial business experience and acumen, executive management experience, and additional experience as a member of a number of public company boards.

All committees are composed of independent directors, other than the Executive Committee, on which Mrs. Griffith serves. To further ensure effective independent oversight, our non-management directors meet in executive session periodically throughout the year, typically at the conclusion of regularly scheduled Board meetings. Each committee also has the ability to meet in executive sessions at its discretion.



For additional information on our Board structure and the role of the independent Chairperson, see our [Corporate Governance Guidelines](#) and our 2025 Proxy Statement.



[1] Data is presented as of March 18, 2025.

Multistakeholder framework

The basic responsibility of the directors is to exercise their business judgment to act in what they reasonably believe to be the best interests of Progressive and its shareholders in governing and guiding Progressive to achieve its long-term strategy. In discharging that obligation, directors owe Progressive the duties of loyalty and due care. In addition, in exercising their business judgment, our directors may consider the interests of other stakeholders, including Progressive’s customers, employees, as well as those of the broader communities in which Progressive operates.

Other corporate governance practices

We’re committed to meeting high ethical standards of ethical behavior, corporate governance, and business conduct. Please see our [2025 Proxy Statement](#) for additional information with respect to our corporate governance structure, practices, and policies.

Shareholder rights

Progressive’s Articles of Incorporation and Code of Regulations, available on the SEC’s website, as well as the Ohio General Corporation Law, define our shareholders’ rights. Our Corporate Governance Guidelines include additional information with respect to our interactions with shareholders. Please see our [2025 Proxy Statement](#) and the [Governance Documents](#) section of our Investor Relations website for additional information with respect to shareholder rights and communications.

Ethics and corporate decision-making

Sound governance is an organizing principle at Progressive, starting with the Board and extending to management and all employees.

Our approach

We promote an ethical culture by raising awareness of and modeling our ethical performance expectations at all levels throughout Progressive, starting at the top. With oversight from the Board, our CEO and senior leaders consistently reinforce an ethical culture, demonstrate appropriate conduct, model accountability within the organization, and empower our employees to make ethical decisions and escalate issues. Our [Core Values](#) are the foundation for our [Code of Business Conduct and Ethics](#) (Code of Conduct), which provides clear expectations for all our people and confirms our commitment to high ethical standards and compliance with legal requirements. We provide ethics training, as well as regular communications, video series, and outside speakers presenting on themes such as Celebrate Disagreement, Core Conversations, and Courage at our Core, to emphasize our commitment to our ethical and legal responsibilities.

Upon joining Progressive, employees are required to acknowledge that they have read and will comply with our Code of Conduct. All employees are required to participate in an ethics awareness training event at least twice a year. We also assess our ethics and compliance program annually using a companywide anonymous Ethics Survey.

Code of Business Conduct and Ethics

Progressive’s [Code of Conduct](#) is a comprehensive document that sets behavioral standards for Progressive people, states clearly what we expect of ourselves and each other, and confirms our commitment to high ethical standards and compliance with legal requirements.

Of equal importance is the Code of Conduct’s message about the manner in which we interact with our customers, independent agents, regulators, coworkers, shareholders, suppliers, and others.

The Code of Conduct emphasizes Progressive’s commitment that, in all of our dealings, we will act with fairness, decency, and integrity, and in accordance with high ethical standards. We vigorously investigate and address Code of Conduct violations, which may include terminating employees who violate our Code of Conduct.

Our Code of Conduct addresses a variety of topics, including:

- Voicing concerns
- Commitment to nonretaliation
- Diversity and inclusion
- Equal employment opportunity and nondiscrimination
- Protecting employee information
- Privacy of customer information
- Integrity of business records and financial reporting
- Records and information management
- Protecting Progressive assets
- Conflicts of interest
- Insider trading
- Gifts and entertainment
- Antitrust
- Competition and fair dealing
- International business practices
- Protecting third-party property rights



Ethics and compliance training and awareness

We strive to maintain an effective ethics and compliance program.

We work to foster an ethical culture by embedding expectations for behavior throughout the organization. We develop companywide training and communication initiatives designed to help Progressive people honor our Core Values, adhere to our [Code of Conduct](#), and sustain a strong ethical culture. The 2024 Progressive mandatory companywide program, Core Conversations, was created in response to data showing how leader-led discussions of ethics and compliance topics help strengthen key cultural attributes. The program, which encourages leaders to have these discussions regularly, includes scenario-based discussion modules that incorporate a variety of case studies and include comprehensive facilitator guides for managers.

Our Courage at our Core initiative focuses on the theme of courage, especially moral courage, and the important role that courage plays in promoting a strong ethical culture and empowering employees to think differently, share a diversity of views, offer new ideas, report bad news, express disagreement, and raise concerns about potential misconduct.

We believe that this initiative sets an inspirational tone of courage, developing positive momentum to acknowledge and overcome fears.

Progressive leaders have significant influence on the ethical culture across the organization. The Code of Conduct has a “Manager Responsibilities” section describing their responsibility for enhancing and preserving the culture as follows:

Manager responsibilities

Our managers and business leaders have a special responsibility for communicating, promoting, and preserving our Core Values and the culture they reflect. If you’re a manager or business leader, you must be aware that:

- Ethical business conduct begins with you. Your actions set the tone for the people you support, your function, and your internal and external customers.
- Ethical business conduct is part of your job. You’re responsible for ensuring that your team members read, acknowledge, and understand their responsibilities under our [Code of Conduct](#). If your team members seek your guidance, you’re responsible for helping them get the answers they need.

If you’re not a manager or business leader, you nevertheless should be aware of the expectations we set for our managers and leaders and should feel empowered to hold them to their responsibilities. Most importantly, you should use the reporting resources listed in “Voicing Concerns and

Reporting Possible Violations” if you’re concerned that a Progressive manager or business leader is violating our Code of Conduct or engaging in conduct that is or may be harmful to Progressive’s business interests or reputation. And remember that no manager can make you violate

the Code of Conduct, and that you have the power and responsibility to speak up if you ever feel that a manager has asked or pressured you to engage in a Code of Conduct violation.



Speaker series

We host speakers, in person and by livestream, to provide diverse perspectives on the theme of courage. These include:

- Applying courage in everyday situations and emphasizing the importance of diversity of thought in spearheading innovation and progress.
- Building leadership skills founded on ethics and values.
- Addressing conflict and its underlying causes.
- Innovating with integrity.
- Embracing differences and working together to achieve more creative business solutions.
- Reporting concerns about potential misconduct.



Employee Resource Group (ERG) partnership

Our Ethics and Compliance team partners with our ERGs to pursue shared goals, including building an inclusive environment and sustaining a strong ethical culture.

Art exhibitions and discussion groups

Our Ethics and Compliance team partnered with the Corporate Art department to curate exhibitions and develop educational curricula relating to our Courage at Our Core theme and the importance of good ethical decision-making. A piece from the exhibition, *Dream Workers* (Claudette Colvin), is featured on the right with further information about the artwork.

Mildred Beltré

Dream Workers (Claudette Colvin)

2014

mixed media

dimensions variable

(b. 1969—New York, NY) As an artist and activist, Mildred Beltré is interested in how we can work toward the world we want to live in. For her, one of the central tools is dreaming to envision the world we want. In *Freedom Dreams*, Robin D.G. Kelly explains, “Without new visions, we don’t know what to build, only what to knock down. We not only end up confused, rudderless, and cynical, but we forget that making a revolution is not a series of clever maneuvers and tactics, but a process that can and must transform us.”



Part of Beltré’s work is sharing her own dreams of social engagement and justice. These collages depict civil rights activists (Rosa Parks, Claudette Colvin, Assata Shakur, Kathleen Cleaver, and Huey Newton) from the ‘60s and ‘70s—models of people speaking out in difficult circumstances. In her process, her work models our potential engagement with one another, starting with simple rules and then making sensitive adjustments as developments progress. Beltré is not comfortable, however, telling us what to do or think. In her use of abstraction and materials as diverse as cross-stitch and her own hair, there is a quiet humbleness. Instead of being didactic, her work is meant to make us think and to promote the work of dreaming our own positive future.

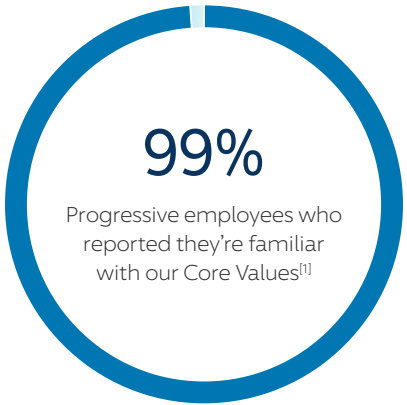
Innovative tools to enhance transparency

Progressive has various ongoing efforts to raise awareness and educate employees on compliance and ethics issues, including topics on relevant subjects such as speaking up, information security, “Ask Cody Conduct” (a fictional compliance officer who answers questions about ethical dilemmas), and “Tales from The Code,” which features real situations that have been addressed and anonymized for publication. The goal is to communicate relatable situations and offer concrete guidance on how employees should act in various situations.

One of the tools we use to assess our ethics and compliance program is a companywide, annual, anonymous Ethics Survey. We use the Ethics Survey to evaluate awareness of ethics and compliance expectations, perceptions of ethics and compliance training and communications, and willingness to report misconduct without fear of retaliation. The Ethics Survey also focuses on the key components of a strong ethical culture, including organizational justice and perceptions of peers, managers, and senior leaders.



Our Ethics and Compliance team has developed a training module, Leader’s Guide to Responding to Employee Concerns, to support leaders when an employee contacts them with concerns about business ethics or misconduct. The toolkit describes our commitment to non-retaliation, employee and leader expectations, active listening, confidentiality and reporting options and procedures.



[1] Based on Progressive employee responses to the 2024 Ethics Survey.

Ethics Survey

The annual, anonymous Ethics Survey is our principal tool for evaluating our culture through data-driven evidence to emphasize the importance of fostering, assessing, and monitoring an ethical culture. We benchmark our results to compare the Progressive program to peer companies and gain actionable insights into the program, including the identification of potential risks. The annual cadence allows us to monitor progress and organizational change.

Whistleblowing and reporting concerns

Each member of our workforce plays a critical role in reporting business and ethical concerns so that they can be addressed quickly and effectively. Our [Code of Conduct](#) provides an overview of the types of misconduct and concerns that require reporting, the resources available for employees to do so, and a link to the Progressive policy which provides even more information for employees about reporting requirements. Our complete Whistleblower Protections are available in the [Governance Documents](#) section of our Investor Relations website.

Our Open Door Policy empowers every employee to reach out to any manager or any human resource (HR) representative when they have a question or concern or they want to share an idea. We want an open environment, and our Open Door Policy encourages everyone to report any inappropriate behavior or work-related issue or concern. While most issues can be resolved through open discussion with a manager, if discussion with a manager does not resolve the issue, the issue can be reported to a higher-level manager or to an HR representative.

Progressive’s Alertline is a confidential, toll-free ethics and compliance hotline. It provides a way for employees and others to raise a concern anonymously.

We encourage our people to speak up, and when they do, we give timely attention to their concerns, take remedial action where appropriate, and do not discriminate or retaliate against them for reporting any concern to us in good faith.

We’re committed to fostering a culture of integrity and accountability within the organization. As part of the Speak Up awareness activities, companywide communications emphasized the importance of speaking up, the Open Door Policy and the Alertline using signage, intranet postings, newsletter articles, and videos. The communications are published on a regular basis with at least four communications in 2024.

The Progressive Alertline

The Progressive Alertline is available 24/7 to ensure a safe and respectful workplace that aligns with our [Core Values](#) as well as our [Code of Conduct](#).

The Alertline is accessible by internet using progressivealertline.com, by telephone at 1-800-683-3604, or by QR code that links users directly to a mobile version of the Alertline intake site, designed for accessibility.



The Alertline is managed by an outside vendor to maintain confidentiality. The reporter can provide their contact details or report an issue anonymously.





Melissa Leandro; *Azureus Jungle*; 2022; jacquard woven cloth, fringe stitching, embroidery, foil; 43" x 55" x 1 1/2"

Available governance information

Our Corporate Governance Guidelines, committee charters, Code of Business Conduct and Ethics for directors, officers, and employees, and Chief Executive Officer/Senior Financial Officer Code of Ethics for our CEO, Chief Financial Officer, Chief Accounting Officer, Treasurer, and Audit Business Leader are available in the [Governance Documents](#) section of our Investor Relations website.

Complaint procedures

We take complaints seriously and address them in a proper and timely manner. Visit the [Governance Documents](#) section of our Investor Relations website to access the following information on how individuals and various parties can file a complaint about Progressive:

- Procedures for Handling Complaints Regarding Claims Handling or Other Claims-Related Issues
- Procedures for Handling Complaints Regarding Accounting, Internal Controls, and Auditing Matters
- Federal Securities Law Whistleblower Protection

Anti-bribery and anti-corruption

Progressive administers an anti-bribery and anti-corruption compliance program which includes employee training as well as due diligence and appropriate controls for international third-party vendors. Our policy documents are not public, but the [Code of Conduct](#) includes a section regarding our "International Business Practices." We require certain business groups to complete anti-bribery and anti-corruption training, including Corporate Legal, Information Technology (IT), and employees who work with third-party vendors outside the U.S. This training is required every three years on a rolling basis. We also require additional training for employees who travel outside the U.S. for Progressive business.

Sanctions

Progressive also administers a sanctions compliance program which includes frequent screening and due diligence for our independent agents, claimants, customers, employees, vendors, and others with whom we conduct business against international sanctions lists to ensure compliance with applicable laws as well as requirements issued by the Office of Foreign Assets Control.

Risk management

To inform our thoughts and actions, Progressive relies on four cornerstones: our [Core Values](#), Purpose, Vision, and Strategy. Our Core Values define who we are; our Purpose expresses why we're here; our Vision guides where we're headed; and our Strategy articulates how we'll get there. Because these cornerstones provide the context for our internal environment, they impact our risk management philosophy, risk appetite and tolerance, and key strategic activities. We embed a risk culture within our company, broadly distributing the responsibility for the managing of risk. We document risks that we are willing to take and the parameters that we will work within and ensure that management, as well as the Board, clearly understands our risk profile. Our risk culture and supporting framework embrace this continuously improving, growth-oriented mindset while ensuring diligence and prudence in the pursuit of our strategic goals.

Enterprise Risk Management (ERM) program overview

Our clear Vision, Core Values, and Purpose empower our employees to take the necessary steps to protect our company and execute our strategy.

Using our risk framework, we have defined our risk tolerances, identified roles and responsibilities for managing risk, and implemented a risk review and reporting structure. Together, these risk management components support our understanding of the shared responsibility we have to manage the risks we face. Further, these components emphasize the connection between our responsibility and our continued success.

Our ERM program includes an effective process to identify, evaluate, mitigate, and report critical risk exposure information, including any significant gaps in our ability to manage risk, to executive management and the Audit Committee of the Board at least annually.

We review risks our business faces and, where possible, estimate its potential impact on Progressive's capital. We assess how these risks may affect our financial condition, cash flows, and results of operations, as well as our ability to achieve our business objectives.

We believe that our ERM program supports Board oversight of the most significant risks facing the company. Our ERM program was established to promote a companywide holistic

approach to evaluating risk over five distinct but overlapping categories. Our risk categories include:

- **Insurance:** Risks associated with assuming, or indemnifying for, the losses or liabilities incurred by policyholders;
- **Operating:** Risks stemming from external or internal events or circumstances that directly or indirectly may affect our insurance operations;
- **Market:** Risks that may cause changes in the value of assets held in our investment portfolios;
- **Liquidity:** Risks that our financial condition will be adversely affected by the inability to meet our short-term cash, collateral, or other financial obligations; and
- **Credit and other financial:** Risks that the other party to a transaction will fail to perform according to the terms of a contract, or that we will be unable to satisfy our obligations when due or obtain capital when necessary.

We identify areas of risk within each of these categories and use models to estimate the amount of economic capital required. We quantify economic capital because it is an important input in assessing the adequacy of our capital resources. A key goal of Progressive's capital management activities is to maintain sufficient capital to continue serving our customers and delivering on our promises through even the most difficult economic and operational challenges.

We develop formal risk appetite and tolerance statements and align our statements with our strategy and key activities. The risk tolerances and risk

limits assist in day-to-day decision making and include profitability targets, investment policy guidelines, operating and financial leverage limits, and loss-reserving variation tolerances. Business and operating units are the ultimate owners of their own risk and are responsible for measuring and managing the day-to-day operations. Adherence to established risk tolerances are monitored by risk owners and regularly shared with members of the Executive Team and the Audit Committee of the Board during the year. We review and update our risk appetite and tolerance statements at least annually, or as needed, to keep up with our evolving business.



Risk assessment process

One aspect of Progressive’s ERM program is our business unit risk assessments which are completed annually, and we align the process with our strategic planning efforts. The objective of our risk assessment process is to identify and manage or monitor risks that have the potential to impede strategic priorities or significantly impact operating results. These risk assessments are managed by the respective business unit controller, each of whom is a member of our Management Risk Committee (MRC), assisted by a member of the Internal Audit team. We tailor our approach

to align to the needs of each business unit’s strategic planning process, but generally include a deep-dive evaluation to ensure significant risks are captured and ranked according to criticality and trend. We consider climate change and the effects of changing weather, among other risks, in our annual risk assessment processes. We also evaluate emerging trends, including evolving regulatory requirements. Business unit action plans are developed for areas with high residual risk (i.e., risk that remains after controls are in place). We use risk guidelines to assess severity, frequency, and likelihood of risks and after MRC

review, if appropriate, enterprise-level risks identified in the business unit assessment process will move to the list of the enterprise’s top risks. Enterprise risks are those risks having the potential to alter our strategic objectives, impede our strategic activities, or materially impair our access to capital.

Our Capital and Enterprise Risk Management department leads risk quantifications and evaluates capital adequacy against our risk exposures. In addition, they partner with the business when assessing our risk profile, implementing mitigation strategies, including reinsurance, where appropriate.

Although our ERM program is mature and effective, we continuously work to improve the quality of the models we use and the processes we have in place to identify and quantify current and emerging risks. We believe that our ERM program continues to evolve and adapt to meet the needs of our dynamic business and changing operating environment. We report progress and changes we make to our ERM program annually to regulators and rating agencies.

Risk governance

Progressive has a well-established risk governance process. The Board oversees, and our executive leadership maintains, the risk governance process with a view towards continuous improvement to identify, monitor, and manage current and emerging risks.

The Audit Committee oversees our ERM program, which, among other things, addresses operating results and reinsurance programs, each of which may be impacted by climate change. These responsibilities include the review of the guidelines, policies, and procedures that govern how we assess and manage our exposure to risk, and meeting periodically with management. This includes meeting with leaders and other representatives of the Capital and Enterprise Risk Management department, Compliance

and Ethics group, Corporate Legal, Internal Audit, Physical and Information Security group, external auditors, and other business units, as necessary, to review our major operational, financial, reputational, and other risk exposures, as well as the steps management has taken to identify, monitor, assess, and mitigate such exposures.

Our MRC coordinates our ERM program. The MRC is comprised of senior members of management representing a variety of business units and functions and may also include other senior leaders with functional expertise. The MRC supports the organization with clearly defined accountabilities and a culture that supports risk-based decision making.

Our ERM program is further supported by compliance functions that monitor operations to help Progressive align with legal, regulatory, and ethical expectations, as well as the tenets of our Core Values. Our Internal Audit group also assists and aims to enhance and protect organizational value through delivering an independent assessment of risks and control effectiveness to management and the Audit Committee.



Climate-related risk management

As an insurer of weather-related losses, we take a serious interest in our climate and its changes. Changing climate conditions—whether due to global climate change or other causes—may change how often severe weather events and other natural disasters occur, how long they last, how much insured damage they cause, and where the events occur. Therefore, the possibility of increasingly frequent or severe weather events is part of our risk-based pricing process.

We are a property-casualty insurance company that operates our businesses throughout the U.S. Our success depends on our ability to underwrite and price risks accurately, which is subject to a number of risks, including those related to changes in the frequency, severity, duration, geographic location, and scope of severe weather and other catastrophe events, which may become more severe and less predictable as a result of climate change. The risk management processes previously outlined include climate change. Having short durations for policy periods (six and 12 months), our claims inventory, and our investment portfolio means we can assess our risks frequently (see our [Annual Reports on Form 10-K](#) and [Quarterly Reports on Form 10-Q](#) for a full discussion of risk factors).



Climate risk may often manifest as weather risk. Severe weather events can lead to increased loss expenses and disruption to physical assets and can affect the cost and availability of reinsurance. To manage these risks, we measure changes in severe weather patterns, including frequency, severity, duration, and geographic location and scope to understand the potential business implications. We use catastrophe modeling tools to help estimate our exposure to weather-related losses and incorporate our findings into product design, policy pricing, and underwriting.

As part of our risk management practice, we run both internally-built and third-party vendor catastrophe modeling tools to help estimate our exposure to weather risk by line of business, as well as on a per-occurrence and aggregate basis. We model weather-related perils, among others, including hurricane, severe convective storm, winter storm, flood, wildfire, and earthquake. Our modeling process generates exceedance probability curves, and we evaluate our modeled net retained weather risk against specific probable maximum loss (PML) return periods.

We use reinsurance to reduce our exposure losses in our personal property business resulting from certain catastrophe events that might be impacted by climate change. We have found that utilizing territory-level underwriting and product features, such as deductible and coverage limits, can help us manage our underlying exposure. Throughout 2024, in our personal property business, we continued to focus on reducing exposure in the more volatile markets.

We monitor, manage, and work to mitigate risks related to climate change and climate risks through our ERM program. Our MRC is charged with understanding certain operational risks such as climate change and our reinsurance programs, among other things. As part of our ERM program in the MRC’s annual risk assessment process, we attempt to evaluate the longer-term effects of climate change and attempt to evaluate the impact on capital, pricing, our customers, and investments.



Liz Collins; *Pink Mountain*; 2018; woven jacquard, silk and linen on wooden stretchers; 61" x 91"

Assessment of risk capital

We balance operating risk with investing and financing activity risk to maintain sufficient capital to support all the insurance we can profitably underwrite and service. Because risks arise in all operational and functional areas, we assess them holistically to account for the offsetting and compounding effects of the separate sources of risk within Progressive.

We seek to deploy our capital in a prudent manner and use multiple data sources and modeling tools to estimate the frequency, severity, and correlation of identified exposures, including, but not limited to, catastrophic and other insured losses, natural disasters, and other significant business interruptions, to estimate our potential capital needs. Management views our capital position as consisting of three layers, each with a specific size and purpose:

1 The first layer of capital is the amount of capital we need to satisfy state insurance regulatory requirements and support our objective of writing all the business we can write and service, consistent with our underwriting discipline of achieving a combined ratio of 96 or better. This first layer of capital, which we refer to as “regulatory capital,” is held by our various insurance entities.

2 While our regulatory capital layer is, by definition, a cushion for absorbing financial consequences of adverse events, such as loss reserve development, litigation, weather catastrophes, and investment market changes, we view that as a base and hold a second layer of capital for even more extreme conditions. The modeling used to quantify capital needs for these conditions is extensive, including tens of thousands of simulations, representing our best estimates of such contingencies based on historical experience. This capital is held either at a non-insurance subsidiary of Progressive or in our insurance entities, where it is potentially eligible for a dividend to The Progressive Corporation.

3 The third layer is capital in excess of the sum of the first two layers and provides maximum flexibility to fund other business opportunities, repurchase stock or other securities, and pay dividends to shareholders, among other purposes. This capital is largely held at a noninsurance subsidiary of Progressive.

Sustainability in our investment portfolio

How we choose to invest our capital is an important consideration for corporate responsibility. For our investment team, we’ve laid out goals of first, protecting our balance sheet in order to support our operating business and second, earning a strong risk-adjusted total return. Our investment portfolio is comprised of a passive replication strategy of the Russell 1000 for our equity exposure and an actively managed fixed-income portfolio.

In our actively managed fixed-income securities portfolio, we believe that, in addition to many traditional considerations of fixed-income investing, there is less risk in securities that score higher across various ESG factors. Therefore, we consider these assessments when evaluating investment decisions.

We believe that we need to have a strong understanding of the long-term risks associated with fixed-income investments that score low on dimensions of corporate sustainability. For example, we believe that companies with strong management teams, made up of individuals with a diversity of backgrounds, experiences, and

perspectives, tend to perform better over the longer term. To further our understanding of long-term risk related to corporate sustainability, we track our investment mix as it relates to ESG risk, where available.

We use MSCI ESG Research^[1], a globally recognized leader in corporate ESG evaluation, to monitor our ESG corporate bond portfolio risk. The MSCI ESG Ratings assessment considers several aspects of ESG, including corporate governance, climate-related environmental information, and ESG controversies to provide a single score for an organization. As of December 31, 2024, about \$12 billion, representing over 91% of our corporate bond portfolio with an MSCI ESG Rating, was invested in companies with an MSCI ESG Rating of BBB or better. The median MSCI ESG Rating of our corporate bond portfolio is A. Our corporate bond portfolio includes \$143.6 million in green bonds/loans.^[2]

[1] For certain information in this section for MSCI ESG Research LLC. see [msci.com/disclaimer](https://www.msci.com/disclaimer).
[2] Green bonds are identified by indicators on Bloomberg terminal machines.

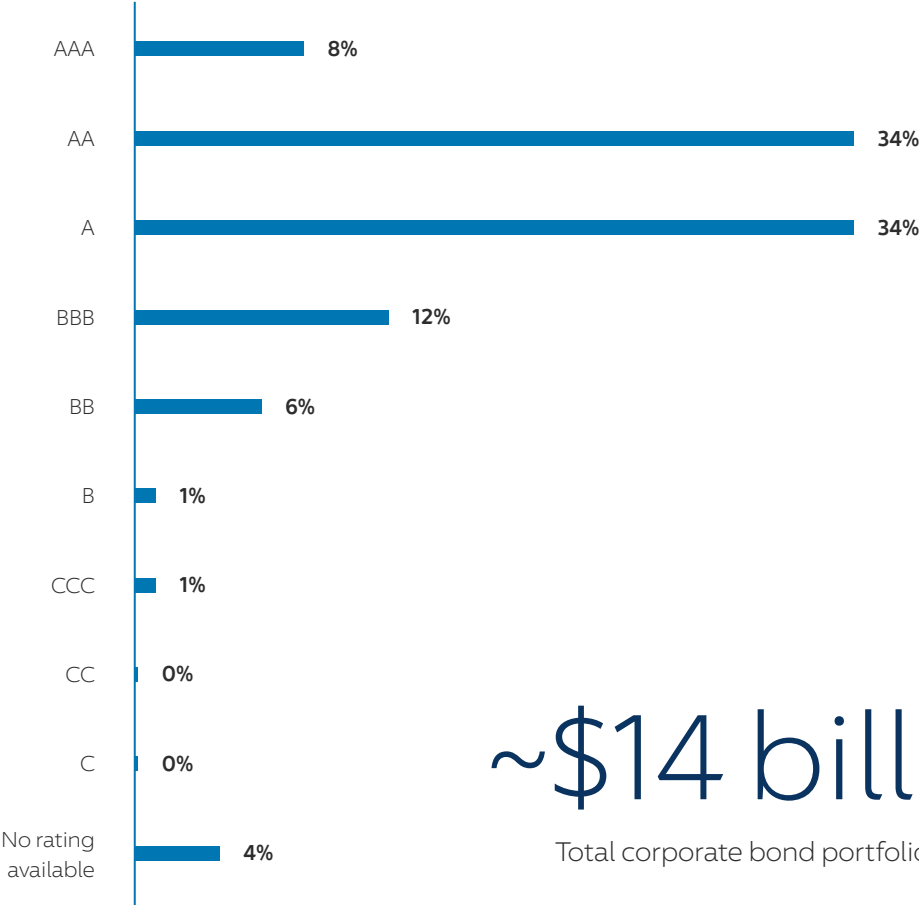
Similarly, we track our investments in environmentally friendly buildings in our commercial mortgage-backed securities (CMBS) portfolio. To evaluate these investments, we leverage the U.S. Green Building Council’s LEED^{®[3]} green building program, which is the preeminent program for the design, construction, maintenance, and operations of high-performance green buildings.

As of December 31, 2024, our CMBS portfolio has over \$1.4 billion (approximately 33% of the CMBS portfolio) directly invested in securities backed by LEED Certified[®] buildings.^[4]

We recognize the evolving nature of tracking and evaluating ESG aspects in an investment portfolio and continue to monitor developments in this space. For more information with respect to our investment portfolio, see Note 2—Investments, in our [Annual Report on Form 10-K](#) and [Quarterly Reports on Form 10-Q](#).

[3] LEED—an acronym for Leadership in Energy and Environmental Design[™]—is a registered trademark of the U.S. Green Building Council[®].
[4] Includes only investments in which the full collateral is LEED certified as identified by LEED [data](#) or individual security prospectuses.

MSCI ESG Rating detail for corporate bond portfolio^{[5][6]}



~\$14 billion

Total corporate bond portfolio size^[6]

[5] Each bar represents the approximate dollar percentage of bonds in each rating group.
[6] As of December 31, 2024.

Purchasing/procurement

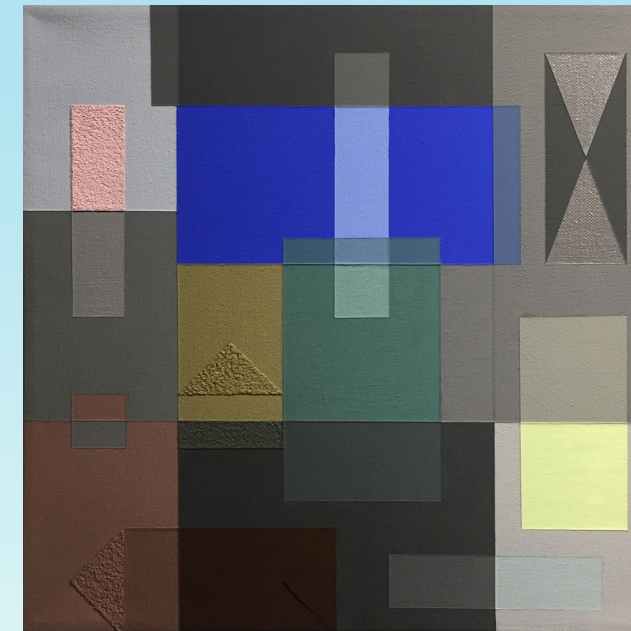
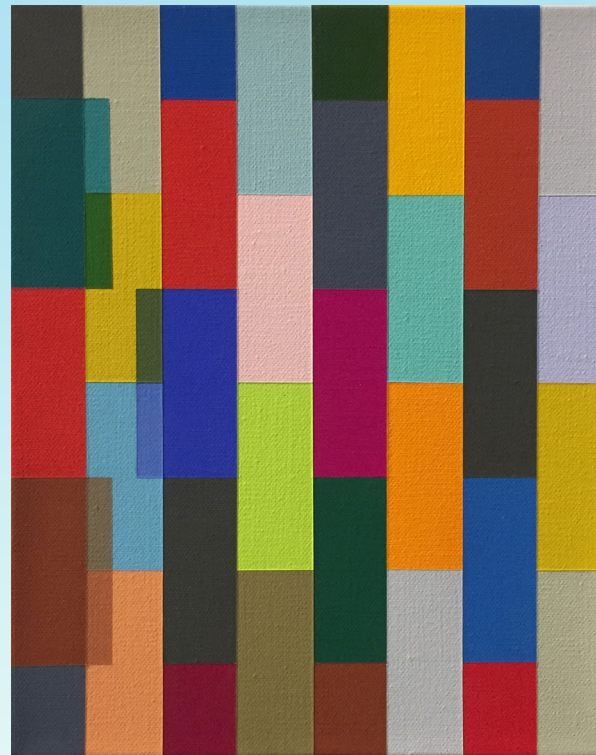
At Progressive, we prioritize suppliers who offer quality products and services at a market competitive price. We strive to ensure our sourcing processes are inclusive, as we believe this gives us a competitive advantage in the marketplace and supports our ability to bring innovative products to our consumers. Additionally, we seek suppliers who demonstrate high standards of social responsibility, aligned with what is outlined in our [Supplier Code of Conduct](#) (Supplier Code).

We ask suppliers that provide goods or services to Progressive to acknowledge our Supplier Code during their onboarding process. This includes our expectations for suppliers to follow applicable laws and regulations, including, without limitation, those related to employment, fair competition, and antitrust. The Supplier Code also notifies our suppliers that we stand against all forms of forced, compulsory, and child labor and will not accept any such labor.

We encourage them to report any violation of our Supplier Code, including any potential or actual conflicts of interest, using our confidential, 24-hour Alertline (1–800–683–3604 or [progressivealertline.com](#)).

Anyone procuring goods or services on behalf of Progressive is expected to follow our Procurement Policy. This Policy aims to support consistent procurement practices and proper due diligence, which includes completing risk-based questionnaires based on the risk categories outlined to the right. Furthermore, we require all contract workers who are granted access to our systems to acknowledge our Contract Worker Standards of Conduct. In general, contract workers may include independent contractors engaged directly by Progressive or employees of one of Progressive’s suppliers.

Supplier risk category	Description
Brand and reputation	Risks arising from negative public opinion toward Progressive’s brand and reputation.
Business continuity	Risks of interruption or termination of services causing a significant disruption and Progressive’s ability to operate continuously.
Country	Risks of exposure to the economic, social, and political conditions and events in a foreign country that may adversely affect the ability of the supplier to meet the level of service required resulting in harm to Progressive through exposure to bribery and corruption or international threats.
Supplier financial and credit	Risks to Progressive through supplier illiquidity or a lack of supplier financial management and credit standards/controls.
Information security	Risks to Progressive through exposure to suppliers’ services or goods with potential cybersecurity vulnerabilities or a lack of supplier cybersecurity controls.
Infrastructure, applications, and disaster recovery	Risks to Progressive through lack of supplier infrastructure and application controls.
Physical security	Risks to Progressive through exposure to unauthorized access to our facilities, equipment, and resources or similar unauthorized access to a supplier that has access to our data and/or technology systems.
Subcontractor	Risks to Progressive through exposure to potential fourth parties or lack of supplier controls in proactively identifying and mitigating risks with Progressive fourth parties.



LEFT
Dan Tranberg; *Untitled*; 2015;
 acrylic on canvas; 12" x 12"

CENTER
Dan Tranberg; *Untitled*; 2016;
 acrylic DayGlo on canvas; 12" x 9"

RIGHT
Dan Tranberg; *Untitled*; 2015;
 acrylic on canvas; 12" x 12"

Business model and innovation

Innovation is a central component of Progressive's business. Since our founding, we've approached insurance with a different, forward-thinking perspective. We strive to create long-term value for our stakeholders through our commitment to innovation and our growth mindset.

Maintaining relationships built on transparency, protection, and innovative thinking

Our business requires us to develop, procure, configure, and maintain large and complex technology systems to run our operations. Furthermore, we store and, when appropriate, securely dispose of the significant volume of data and information that we acquire. This data includes our customers’ and employees’ personal, confidential information, as well as our intellectual property, trade secrets, and other sensitive business and financial information we use to price and deliver products that drive value for our customers.

Progressive’s Information Security team works diligently to safeguard data. Our information security program was deliberately designed to protect and preserve the confidentiality, integrity, and availability of all information owned by or in the care of Progressive.

As described above in the [Corporate governance](#) section, the Board’s Technology Committee oversees Progressive’s use of technology in business strategy as well as the major risks arising from our technology, digital and

data strategies (including with respect to artificial intelligence), legacy information systems, technology investments, data privacy, operational performance, cybersecurity programs, and technology-related business continuity and disaster recovery programs. The committee, which includes directors with technology experience, also oversees management’s effort to mitigate these risks. Meetings typically occur five times a year. Generally, at these meetings our Chief Information Officer and Chief Security Officer^[1] (CSO) or senior members of their teams, among other members of management, brief the committee on technology and security-related matters, including significant technology investments, IT programs and operations, and our information security programs, matters, and efforts, among other things.

[1] Assuming the role in 2012, our CSO has served in this capacity at Progressive for more than a decade and, prior to joining us in 2010, had over 10 years of cybersecurity experience in the banking industry in security and risk management leadership roles, primarily focused on cybersecurity and banking compliance, with additional experience in the areas of anti-money laundering and financial fraud.

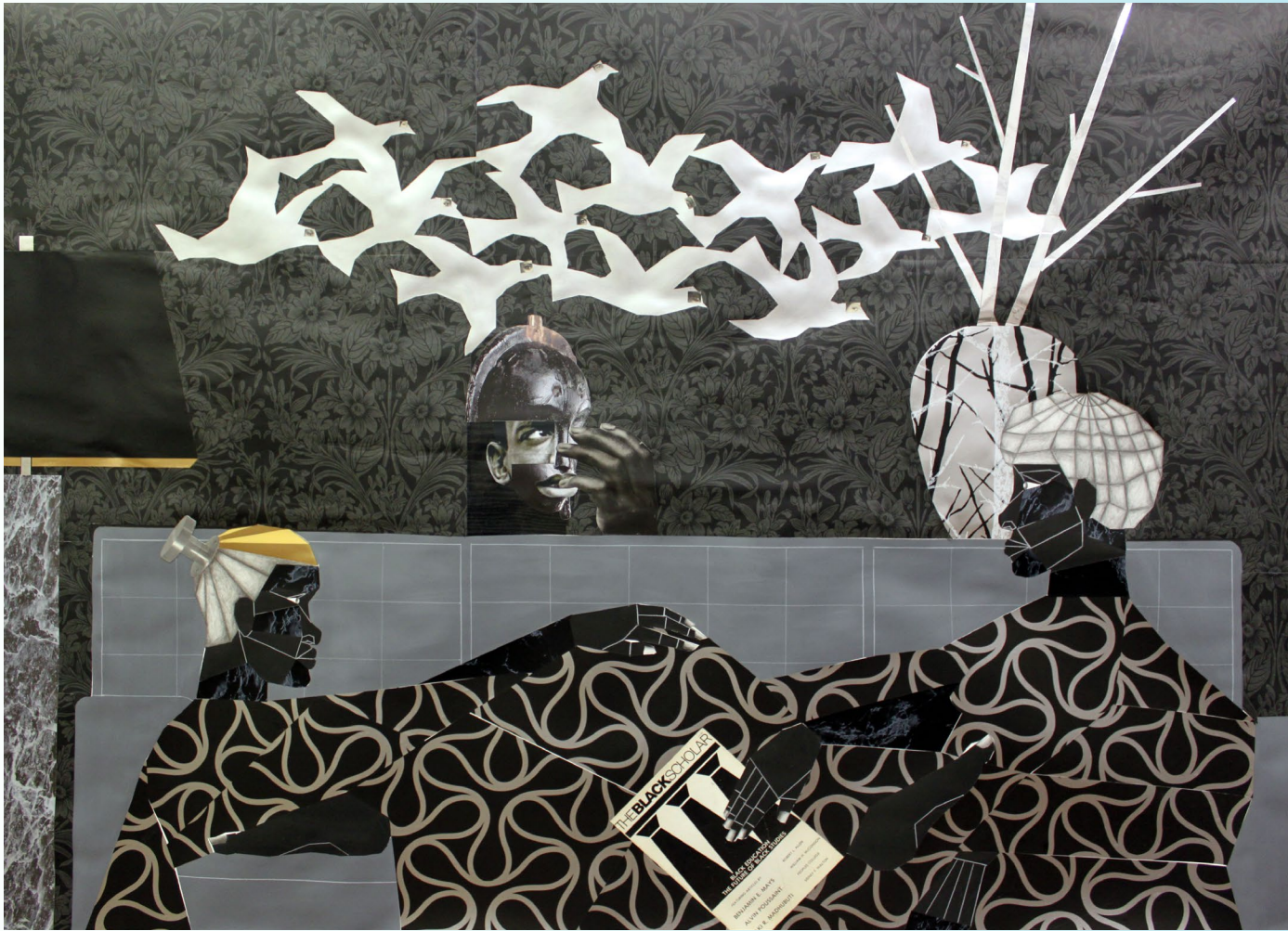
Derrick Adams

Modern Living

2013

collage on paper

50" x 72"



Cybersecurity

Our CSO is ultimately responsible for cybersecurity at Progressive, with management oversight of the prevention, detection, mitigation, and remediation of cybersecurity incidents. The CSO reports directly to the Chief Financial Officer. The CSO, or a senior member of his team, provides regular cybersecurity updates to the CEO, Executive Team members, and the Board’s Technology Committee. Our CSO is also a member of our Management Risk Committee (MRC), which leads our [Enterprise Risk Management program](#). As a member, they ensure that cybersecurity risks remain a focus of the overall risk management process.

Our overall efforts to safeguard the information systems and confidential information critical to our operations include preventative and detective internal processes, technological defenses, and other controls designed to provide multiple layers of security protection. Our information security efforts are designed to evolve with the changing security threat environment through ongoing assessment and measurement. In our efforts to keep our data and technology systems secure, we leverage both the International Organization for Standardization (ISO) 27002 Security Framework for the body of security control requirements and the National Institute of Standards and

Technology Cybersecurity Framework (NIST CSF) to assess the strength of our processes and defenses. This integrated approach to protect data and information systems is also built into Progressive’s project management, development, and operations. To assess the effectiveness of our cybersecurity program and compliance with applicable rules, regulations, and laws, we employ a variety of internal resources to evaluate our environment, information systems, and processes. In addition, we engage third parties to test the vulnerability of our cybersecurity infrastructure on a regular basis and we have a third-party assessment performed annually.

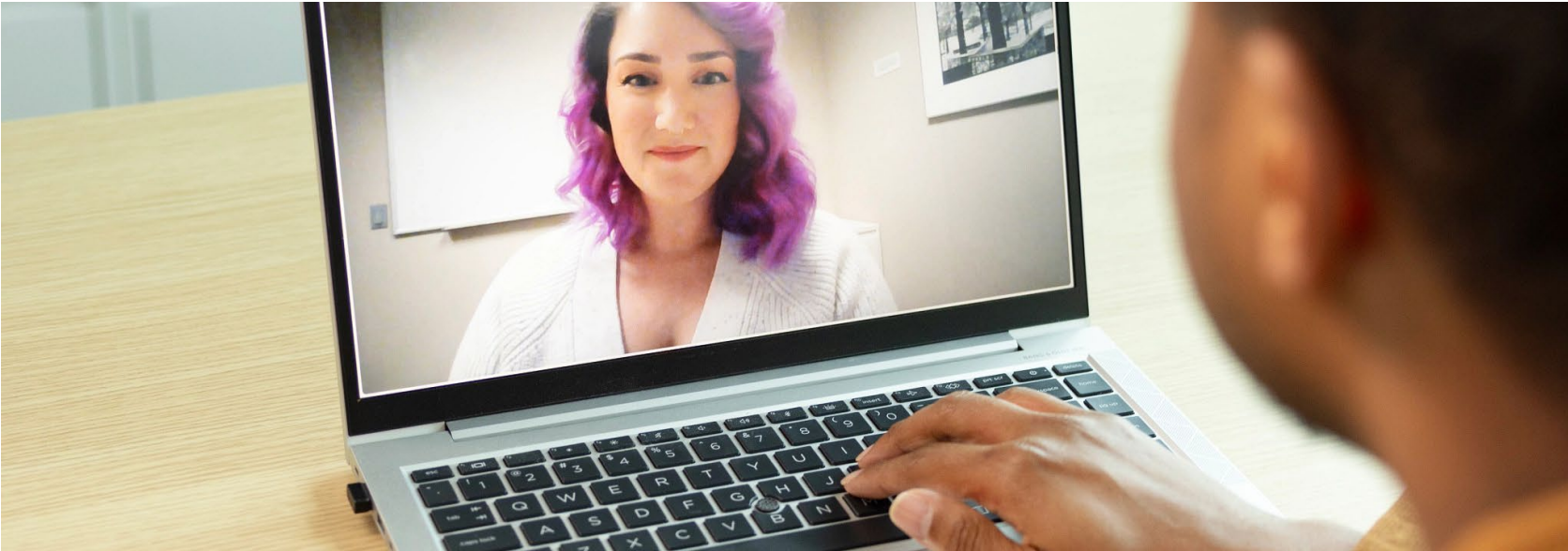
Through appropriate risk evaluation, security assessments, and financial due diligence, we seek to protect the security and confidentiality of information provided to our vendors under service provider, cloud computing, or other arrangements. We also employ contractual nondisclosure requirements and use limitations consistent with applicable laws and our published [Privacy Policy](#), and typically reserve the right to review third-party compliance against the required standards, where we consider it appropriate.

Our response to cybersecurity threats is triggered through various means. Through annual user awareness training, we teach our employees to identify and appropriately respond to such threats. Our incident response program is designed to mitigate and recover from suspected and actual cybersecurity incidents and provide all required consumer and regulatory notices regarding cybersecurity threats in a timely manner.

Artificial Intelligence

Progressive has a history of innovation, including developing and leveraging technology. We have used chatbots, predictive artificial intelligence (AI) and other forms of AI for many years and we’re exploring and testing the use of generative AI (GenAI). We are mindful of the potential risks and challenges that AI, especially GenAI, poses and we’ve been thoughtful about our approach in the way we monitor those risks. We also closely monitor regulatory developments that could impact our business, including with respect to AI.

We have a Responsible AI (RAI) governance and risk management program in place to enable the use of AI in a manner that is responsible and respectful of our compliance obligations and our various constituencies, including claimants, consumers, customers, employees, and job applicants. The program is designed to support experimentation, innovation, and growth consistent with organizational principles and responsibilities.



Data privacy

The nature of our business requires us to acquire personal information from various individuals, including insurance applicants, policyholders, claimants, employees, and others. This information may include dates of birth, Social Security numbers, driver’s license numbers, credit card and other financial account numbers, and medical information. Per federal and state law, we notify customers of our information practices, described in our [Privacy Policy](#) and notices provided to our consumers. For example, we provide a [Snapshot Privacy Statement](#) so participants can understand how information provided through the Snapshot program is used and protected. This notice is incorporated into our Privacy Policy.

We respect every customer’s selected privacy preferences. We work diligently to protect the security and confidentiality of all personal information. Though the federal government regulates certain business sectors (including health care and finance), types of information (such as financial or driving data), and certain activities (such as telemarketing), the U.S. does not currently have a comprehensive data protection and consumer privacy rights law.

State legislation often mimics federal laws but can vary significantly by state. For example, the passage of the California Consumer Privacy Act affords consumers in that state greater transparency and control over their personal information.

At Progressive, our consumers can access and seek correction for any inaccuracies in their information. Upon their request, and where required by law, we delete certain consumer information from our records.

We keep personal information entrusted to us confidential and use it only for legitimate business purposes. Only employees, agents, contractors, and service providers with a legitimate need to know can access confidential data to provide our products and services or otherwise run our business. Use of personal information is limited by our customer privacy policies, written agreements (where appropriate), and applicable law. We also maintain physical, electronic, and procedural safeguards to help protect personal information, and we reinforce safeguarding efforts through our workplace policies, data transfer monitoring, and enforcement.

Our [Code of Conduct](#) and Contract Worker Standards of Conduct include data privacy- and cybersecurity- related provisions. All employees and contract workers receive, review, and acknowledge the applicable document.

Our Privacy Officer, who is responsible for data privacy, leads a team of attorneys within Corporate Legal, and works closely with a separate Data Privacy team within our IT organization. Consumers with privacy concerns can contact [Customer Service](#) or Progressive’s [Privacy Officer](#) directly.

For more information on cybersecurity and data privacy, read Item 1C. Cybersecurity and the applicable risk factors in our [2024 Annual Report on Form 10-K](#).



Dan Tranberg; #1647C; 2016; acrylic on canvas; 12" x 9"



Innovation of products and services

Through our growth mindset coupled with our commitment to innovation, we strive to create long-term value for our stakeholders. We rank as the second-largest U.S. personal auto insurer, and we approach insurance with a notable forward-thinking perspective. Over the years we’ve expanded our addressable market by acquiring ARX Holding Corp. and subsidiaries (known as Progressive Home®) and in 2021 added to our leading Commercial Auto offerings with the acquisition of Protective Insurance Corporation and subsidiaries (known as Progressive Fleet & Specialty Programs). In 2022, we launched a digital, term-life insurance product, Progressive Life.

In 2024, we introduced [Progressive Vehicle Protection](#), a new car mechanical breakdown coverage that a customer can add to their Progressive Personal Auto insurance, for eligible vehicles, to help manage the cost of unforeseen vehicle repair. Progressive Vehicle Protection covers what car insurance typically doesn’t: system failures once your manufacturer’s warranty has expired, minor dents and dings, and keys that need to be fixed or replaced.

We recognize the evolving nature of customer demands throughout the many stages of life. We strive to provide for and anticipate our customers’ changing needs by offering a range of products. Our Vision is to become consumers’, agents’, and business owners’ #1 destination for insurance and other financial needs. We utilize our Three Horizons framework to assess our investments by proximity to our core business and support our commitment to innovation.

Three Horizons framework

1

Execute

Investing in our core business to gain a larger share of both the vehicle and personal property insurance markets, as well as growing our book of bundled auto and home customers.

2

Expand

Building upon our existing capabilities and market position to offer more products and services within property and casualty insurance to our current and potential customers. Examples include our Business Owners Policy product and transportation network company business partnerships.

3

Explore

Exploring and investing in new areas outside of property and casualty insurance to solve unmet consumer needs and support our goal of always growing.

ESG product features

At Progressive, insurance is understood as the pricing of risk. As such, the pricing of our products reflects the risks our customers face. We believe the pricing of our products works to reward customers who take less risk with their health and safety. Some examples of our pricing rewards include lower rates for fewer speeding tickets, lower rates for building a home in a less wildfire-prone area, and lower rates for following the rules of the Federal Motor Carrier Safety Administration (FMCSA).

We often provide customers who have lower loss frequency with lower rates than customers with higher loss frequency and the same loss severity. Less driving often means a lesser amount of greenhouse gas emissions and often lowers loss frequency. We also work to stay on top of emerging trends such as electric vehicle technology and next generation mobility. Progressive provides insurance for transportation network companies, which support alternative mobility concepts that reduce the

reliance on personal vehicle ownership. We strive to match rates to behavior, which is why we look for ways to design our products to reward customers’ environmental stewardship and commitment to sustainable practices.

In addition to our primary product pricing benefits, Progressive products have distinctive features that reward our customers’ good health, safety, and environmental stewardship behaviors. A partial list of product features includes:

Health and safety product features

- **Claim free discount:** Provides a discount for certain customers who’ve had no at-fault accidents or comprehensive claims of \$1,000 or greater in the past one or more years.
- **Commercial Auto rates that reward good FMCSA safety inspections:** For-hire commercial truckers who have a history of clean FMCSA safety inspections will typically receive lower rates than those who have violations.
- **Fire and burglar protection:** Customers who have certain devices encouraging safety from burglary and fire prevention typically receive lower rates than those who do not.
- **High building code enforcement discount:** Provides a discount to homeowner and business owner policyholders in certain areas who have homes or businesses that meet high building code enforcement construction. Discounts may even be available for older homes that have met the Insurance Institute for Business & Home Safety guidelines as a fortified hurricane designation.
- **Personal and Commercial Auto rates that reward safety features:** Includes the presence or availability of certain safety features, such as blind spot warning or auto emergency braking, in rate determination.
- **Property rates that reward non-smokers:** Customers who are non-smokers typically receive lower rates than those who do smoke.
- **Responsible driver discount:** Provides a discount for certain customers who’ve had no accidents or motor vehicle violations in the past three or more years.
- **Safe and Steady Rider® discount:** Provides a discount for certain motorcycle customers who are at least 45 years old with more than three years of riding experience and have no accidents or motor vehicle violations in the past three years or more.
- **Special Lines rates that reward safety course completion:** Customers who have completed an approved motorcycle, ATV, or snowmobile safety course typically receive lower rates than those who have not taken a safety course.



Spotlight on water safety

Progressive is a leading seller of boat insurance in the U.S., and we believe it is important to protect more than just the watercraft that allow our customers to enjoy time on the water. In 2024, our team launched several initiatives to promote water safety and conservation efforts across the U.S. Through our partnerships and sponsorships, we're striving to protect both people and natural resources—creating a meaningful difference in the communities we serve.

One of our key contributions is a Loaner Life Vest Program, created in partnership with American Park Network and [The Corps Foundation](#), a not-for-profit educational partner of the U.S. Army Corps of Engineers (USACE) that supports lakes and waterway sites that they manage. In 2024, we provided more than 5,000 adult life jackets to USACE life jacket loaner stations for boaters and visitors to use at no cost. Our efforts target USACE-managed lakes and river projects with the highest rates of water-related accidents to help reduce preventable drownings from occurring. We also donated 250 safety signs during the year, which are now posted at boat launch ramps, slips, and other high-traffic locations at 75 lakes across the U.S.

In Ohio, the home of our corporate headquarters, we collaborate with the [Ohio Department of Natural Resources](#), supplying new buoys to improve navigation and safety at Ohio's 10 busiest lakes. Our efforts reinforce our commitment to making recreational activities safer for boaters and everyone else on the water.

Additionally, we support the [Coastal Conservation Association Texas](#) (CCA Texas), the largest coastal conservation organization in the U.S. We actively support CCA Texas's efforts to preserve marine ecosystems, enhance fish habitats, and promote sustainable angling practices. Together, we're working to protect the coastal waters and ensure the longevity of recreational fishing for generations to come.

Progressive takes pride in promoting safety and sustainability on and off the water.



Environmental product features

- **Annual miles rating factor:** This factor adjusts rates based on the number of miles a customer drives their vehicle annually. Customers with fewer miles driven, and thus fewer natural resources used and less risk of accidents, will usually have a lower rate.
- **Paperless discount:** A discount may apply to a policyholder who participates in electronic communication for all policy documents.
- **Pollutant Property damage coverage:** For certain products and situations, property damage arising from the release of environmental pollutants is a covered peril and can include pollution remediation. The specifics of the cleanup and the covered peril varies by product, coverage, and state.
- **Snapshot®, Snapshot ProView®, and Smart Haul® programs:** These usage-based insurance products (for personal auto, commercial auto, and commercial trucking, respectively) reward safe driving habits by evaluating the way customers drive, typically providing lower rates for those who exhibit fewer accident-linked behaviors, such as hard braking events. Further, customers who use their vehicles less could receive lower rates compared to those who use them more.
- **Water leak protection:** Customers in certain areas who have homes with a water leak detection or automatic shut off device to limit damage and conserve resources typically receive lower rates than those who do not.

Note: Discounts/programs described in the ESG product features section are not available in all states and in all situations. Terms and conditions may apply. Please refer to the filed product for state-specific details.

Customer experience and communication

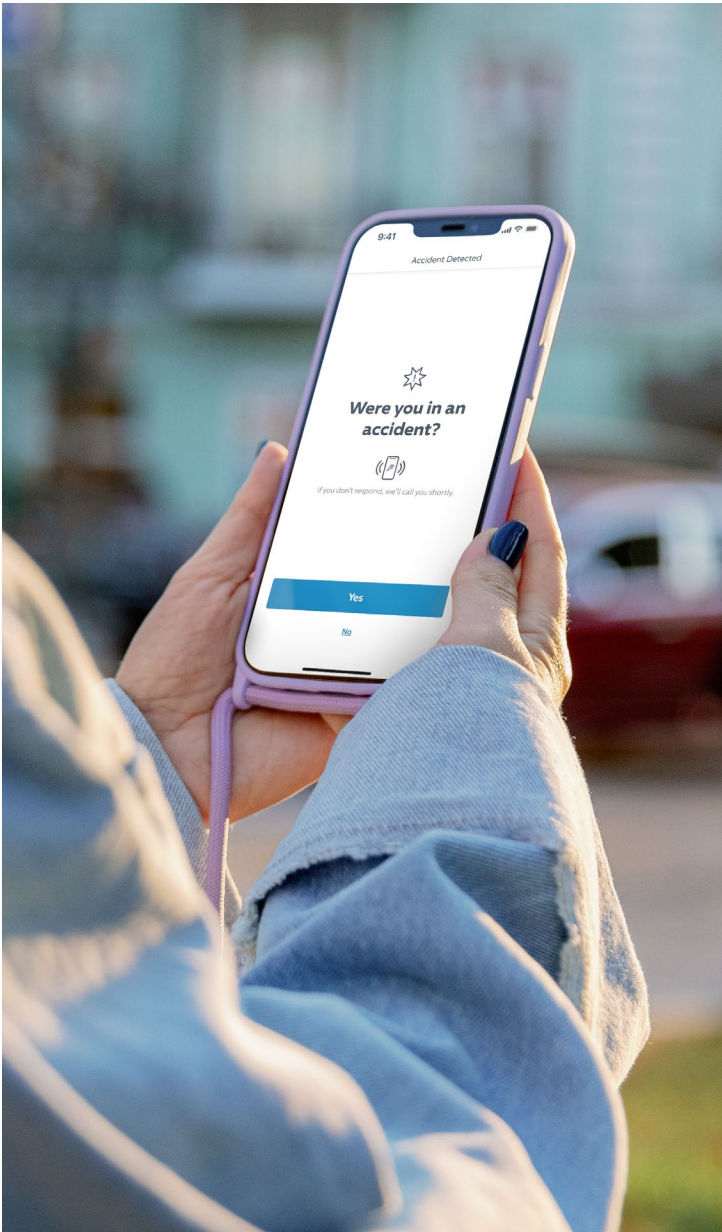
We want our customers to know that Progressive is ready to help with current and future insurance needs as they grow and change. We strive to build and maintain trusting relationships that last for decades by always being there for our customers. While we develop our product communications in accordance with state laws as well as regulations set forth by state departments of insurance (see [regulatory documentation and communications](#) on the next page), we aim to go beyond regulatory requirements. Our investment in excellent customer service provides clear, frequent communication that keeps our customers informed of their insurance coverages. Our communication methods are covered in three categories: pre-purchase and purchase aids, regulatory documentation and communications, and post-purchase communications.



Innovation highlight

Accident Response

Progressive recently rolled out its newest safety feature, [Accident Response](#), to give customers peace of mind and connect them with emergency or tow services should the unexpected happen on the road. With driver safety and innovation at the heart of Progressive’s offerings, Accident Response provides personal auto customers using the Progressive app with an added layer of protection. The optional feature within the app uses phone sensors to detect when a customer may have been in a major accident. If a crash is detected, Progressive will reach out to the driver to see if help is needed. The driver can then quickly and easily request emergency services or a tow truck through the app or with a live agent. If they don’t respond, and the accident appears severe, emergency services will be dispatched to the crash location. If tow or emergency services are requested, Progressive will automatically submit a claim on the customer’s behalf. There is no charge for downloading the app or using the Accident Response feature. The cost for provided services such as ambulance or tow are subject to the coverage purchased under a customer’s personal auto policy. Progressive has always put safety at the forefront of our services, creating new innovations with the needs of our customers in mind. Accident Response is the latest example of our longstanding commitment to offering customers peace of mind by quickly getting them help after a major accident and supporting them in the process of getting back on the road.



Pre-purchase and purchase aids



Progressive.com

Our current and potential customers can accomplish multiple insurance objectives online using our [progressive.com](#) portal. These tools and content support our visitors through the customer journey. We’re motivated to help them understand insurance, start a quote, find an agent, and service their policy. Our [chat function](#) is available for specific questions, and our systems help customers find the best combination of coverage and price for their needs. We guide those seeking an insurance quote step-by-step through the process, provide an accurate rate and flag discounts, and give them the option to purchase directly on our site.



Progressive.com Resources section

Progressive.com includes an expanding Resources section that includes [Progressive Answers](#) and [Insights](#) articles. We designed our Progressive Answers experience to simplify insurance and answer frequently asked questions. Upgrades to Progressive Answers have made it even easier for consumers to navigate within an expanding array of educational insurance content. We also continue to expand our Insights section which hosts longer-form data-driven insurance-related articles.



ForAgentsOnly.com (FAO)

Our FAO platform provides Progressive agents with online resources to better help customers. For example, FAO streamlines the quote and bind flow to clarify this process for the agent and customer. It also offers documentation reviews related to Progressive products and features, and agent training sessions to enable agents to help customers select the best insurance for their individual needs.



24/7 customer support

Our call centers are available 24/7 in most states to help answer customer questions and aid the sales experience, up to and including selling a policy.



Regulatory documentation and communications

State legislatures and regulatory agencies establish what and how certain insurance communications are delivered. The following are samples of communications used in most states.



Declarations page

A [declarations page](#) is a summary outlining the term, coverages, and limits of an insurance policy. It also summarizes the policy’s cost and lists the discounts the customer received.



Policy contract

A [policy](#) contract outlines the obligations of Progressive and the insured, including policy exclusions.



Change notification

In the event of a change in coverage, we notify customers within the time period stipulated by the regulatory agency.



Adverse action notices

In certain circumstances, we may be required to provide notices when we take an adverse action on a customer, such as charging a higher rate, based on information in a consumer report.



Post-purchase communications



Progressive.com

Our [website](#) offers customers a range of self-service capabilities. After purchasing their insurance policy, customers can set up their communication preferences, pay bills, file claims, and complete most policy changes online. They can also access their insurance documents and policy information.



ForAgentsOnly.com (FAO)

The FAO web portal offers agents self-service capabilities for managing their book of Progressive business. After binding an insurance policy for their client, agents can access policies and complete most policy changes on behalf of their client as well as keep them informed of additional features and services Progressive offers. Progressive provides agents multiple resources that assist in the policy lifecycle experience from new business through claims settlement.



24/7 customer support and claims reporting

We offer customers access to call centers to address any questions they may have. Customers may also report [claims](#) and request [Roadside Assistance](#). These services are available 365 days per year, 24 hours a day, 7 days a week.



Customer feedback

We may select customers to provide feedback via surveys at various stages of their customer journey. We analyze their completed surveys to understand their experience by reviewing the survey scores and the open text commentary. Progressive uses these insights internally to identify and mitigate pain points and influence future knowledge and product design. We close the loop with customers to resolve issues or answer questions they include in their survey responses.



Email and communications

Interested customers can opt-in to receive electronic communications from Progressive. Such communications include emails, SMS messages, or push notifications through the Progressive mobile app on relevant topics, including regulatory documentation, payment reminders, and more.



Progressive mobile app

We offer the Progressive [mobile app](#) through the Android and iOS app stores. Similar to online, within the app customers have self-service access to their policy information and policy changes. The app also supports emergency roadside requests and can store customers' insurance ID cards for offline use.



LEFT

Katy Fischer; *Shards 10*; 2018; glazed porcelain, stoneware and pit fired ceramics; 34 ¼" x 35" x 22"

CENTER

Katy Fischer; *Collection 34*; 2018; gouache and cut paper on paper; 28" x 22"

RIGHT

Katy Fischer; *Shards 11*; 2019; glazed stoneware and porcelain ceramics on panel; 24" x 24"

Human capital

We believe that how we achieve something is just as important as what we achieve. We know that cultivating a flexible work environment where our employees feel welcome and valued for their ideas is critical to our achievements.

Moving forward and living fully

Our [Purpose](#) as a company is to help people move forward and live fully. This is perfect for us because, as our name suggests, we’ve always been focused on the future and finding new and better ways to serve our customers, work with each other, and support the communities we serve. To move forward and live fully requires a commitment to our employees’ individual success and well-being that starts with and extends beyond the workplace. Progressive takes work-life balance seriously by providing comprehensive offerings of medical, wellness, financial, and family services and encouraging both personal and professional growth.

With each year, we continue to build a culture grounded in good health and financial security where we feel safe, valued, and respected for who we are and what we do. This empowers us to learn from each other’s unique perspectives, share new and different ideas, and build lasting relationships that help us grow together as a company.

Progressive remains focused on three key objectives:

- 1 Managing growth
- 2 Supporting our people and culture
- 3 Managing complexity

Managing growth

Finding the best and the brightest across a wide spectrum of backgrounds and lived experiences

With more than 20 consecutive years of growth and underwriting profitability, Progressive is in an enviable position each year to hire the best and brightest people from across the spectrum of backgrounds and experiences—indeed, we’re laser-focused on our Vision of becoming consumers’, agents’, and business owners’ #1 destination for insurance and other financial needs, and we know we can only achieve this by filling our roles with the people who are best qualified to hold them.

We have a hard-earned reputation among job seekers as a great place to make a career, and we’ve focused our recruiting efforts on reaching every corner of the diverse talent market as we strive to find the best people to fill open jobs. Our recruitment efforts and successes have naturally led to greater diversity in our candidate pools and throughout our workforce, which in turn helps us reflect and better serve our customers. In short, we have the right people working together in the right way, which is critical to driving our results and building an enduring business.

Hiring has grown significantly to meet the needs of our growing customer base. During 2024, we hired more than 12,200 new employees, representing about 1.6% of the total applicants for a job at Progressive. We believe that our recruitment efforts and inclusive strategies generally have enabled us to present diverse and high-potential pools of job candidates to our hiring managers, offering our leaders an impressive selection of highly qualified individuals from which to build their teams. We’re proud of our successful efforts to attract, retain, and develop exceptional people with a wide range of skills, backgrounds, and experiences.

We also train our hiring managers about identifying and avoiding unconscious biases they may have during the interview and selection process and the importance of employing individuals with different kinds of experiences and backgrounds. Additionally, our Executive Team and managers have job objectives aimed at fostering an inclusive workplace.

“Diversity” means far more to us than just race, ethnicity, and gender. It covers a whole host of visible and invisible traits, including work experience, communication style, physical ability, educational background, family status, and so much more. Some of these traits are, of course, more easily quantifiable than others. For that reason, we look at race, ethnicity, and gender—demographics we’re required by law to track and report—to get a view of our overall workforce. More detail, including our most recent EEO-1 report, can be found on our [website](#).



Supporting our people and culture

Providing competitive benefits and compensation, career development and advancement opportunities, and a culture of inclusion

We strive to support our employees by providing challenging work experiences, career opportunities, and a culture of learning. We’re focused on coaching and development, which we believe promotes greater engagement in our business and improved individual performance.

Our attention to continuous learning begins with our leaders, who we expect to help their teams grow in their careers.

Leading the way to inclusion

One goal of our Talent Management and Acquisition team is to remove any barriers that women, people of color, people with disabilities, or others might face when seeking to advance into leadership roles. In that spirit, we’ve purposefully challenged ourselves for several years to attract diverse, highly qualified applicant pools and to invest broadly in talent development.

We’re pleased that these deliberate efforts to broaden and deepen our candidate pools, coupled with our hiring managers selecting the very best people to lead our organization, have been successful in attracting and developing incredible leadership talent throughout the organization.

We also expect our leaders to respect and value our people and appreciate new perspectives and ways of thinking, which leads to high-functioning teams capable of helping us reach our business goals. We address this through rigorous attention to leadership competencies, our leadership objectives, and inclusive leadership training.

In addition to in-house leadership development opportunities, Progressive leverages university partnerships in several ways to provide outstanding leadership training. We partner with Baldwin Wallace University to provide leaders with access to advanced leadership training courses. In addition, we partner with the University of North

Carolina’s Executive Education division to design and deliver custom offerings for enterprise leadership development programs and business-specific leadership events.

We also partner with Harvard Business Publishing to provide business strategy and trends research articles, videos and podcasts, and self-directed leadership evaluations and management tools. To help our leaders meet their objectives, Progressive provides inclusive leadership training modules and toolkits to align leadership actions with inclusive behaviors and ensure decision-making leverages discussion, collaboration, and diversity in all its dimensions.

Dan Tranberg

Shell Shock

2015

acrylic on
shaped canvas

36" x 20"



Inclusion through learning is key to our culture

We have a companywide Courageous Conversations program and an accompanying Speakers Bureau where presenters and facilitators lead work teams in discussions around biases, stereotypes, and the development of inclusive behaviors.

Last year, we hosted nearly 200 Speakers Bureau and Courageous Conversations sessions across the country.

Candid discussions like those at Speakers Bureau events are commonplace at Progressive and reinforce our commitment to an open environment where we not only encourage but expect our people to share their opinions and perspectives.

While many of us continued working remotely or hybrid in 2024, we came together as a company in many ways throughout the year. This includes hosting regular IQ Inclusion QuarterlySM events, where the company comes together four times a year for a “share and show” of

inclusive behaviors and ways to think differently. Inclusion Quarterly events feature a series of speakers, discussion groups, and storytelling focused on themes such as embracing vulnerability and increasing collaboration.

Our ERGs’ membership also continues to keep pace with our growth. We’re committed to creating an environment where our people feel welcomed, valued, and respected, and a key measure of this success is participation in our ERGs. In fact, while our Progressive

population grew 20% over the past two years, overall membership of Progressive ERGs grew 23%.

Over a decade ago, our first ERGs were created to help build communities for our employees with common backgrounds, life experiences, interests, and professional goals. Our ERGs create space for networking, understanding differences, and sharing experiences. Furthermore, these communities are valuable resources for education, market intelligence, and product development.

Currently, we offer nine focused ERGs, each welcoming all employees.

We believe ERG participation rates significantly contribute to several of our people metrics. In fact, our data demonstrates that our ERG members are:

- more engaged;
- more likely to stay at Progressive; and
- more likely to apply for promotion

Our first ERGs launched in 2007, and 44% of Progressive people belong to at least one ERG as of December 31, 2024.

ERG membership

(as of December 31, 2024)



Progressive ERGs

Asian American Network (AANet)	Military Network (MILNET)	Progressive African American Network (PAAN)
Disabilities Awareness Network (DAWN)	Network for Empowering Women (NEW)	Progressive’s Latin American NETworking Association (PLANetA)
Lesbian, Gay, Bisexual, and Transgender Plus (LGBT+ Network)	Parent Connection	Young Professionals Network (YPNet)



Engagement and retention

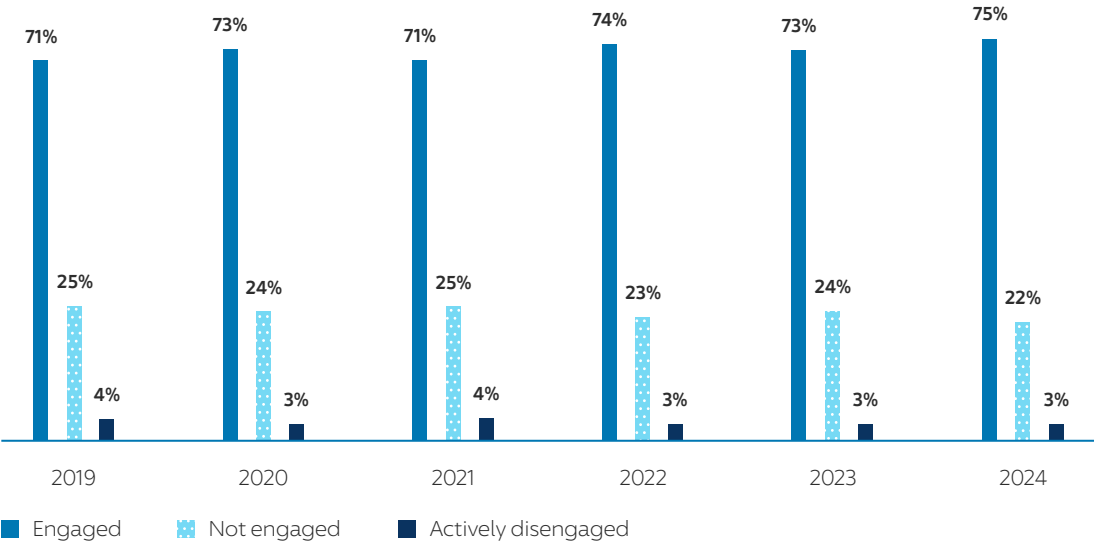
Our overall engagement rate speaks to our culture’s strength. In addition to measuring ERG participation, we conduct an annual engagement and culture survey to measure overall employee engagement and satisfaction. We understand that engaged employees are more productive, provide better service to our customers, and are more likely to stay with Progressive.

Our 2024 engagement and culture survey results placed us in the top 2% of all companies using the survey, which is designed by a nationally known third party, Gallup®, and administered in like form to over 1,200 employers in the U.S. As confirmation of our exceptional efforts to support our people and culture, Progressive won the Gallup® 2023 Exceptional Workplace Award, which recognizes companies that incorporate employee engagement into every aspect of their strategies for transforming the way they do business.

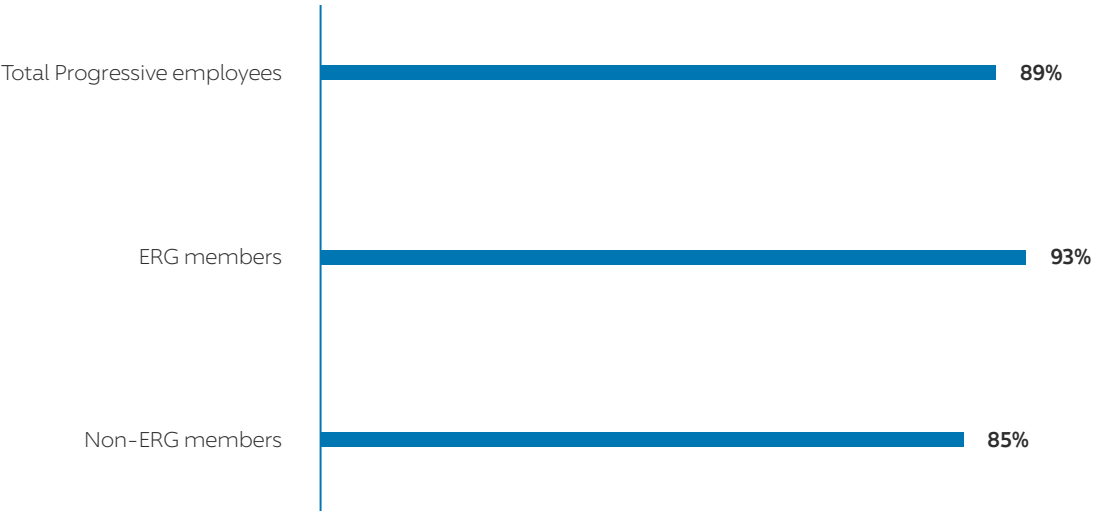
We pride ourselves on creating a culture of job fulfillment and career opportunity. When new people join our company and quickly experience our positive and people-oriented culture, they’re motivated to stay and build rewarding careers.

Employee retention is an important part of our strategy. As of December 31, 2024, our annualized employee retention rate was 89%, up three points from the prior year, and, as of December 31, 2024, more than 17,000 employees had over 10 years of tenure with Progressive. We believe this continues to pay dividends with their institutional knowledge and stewardship of our culture.

Progressive Gallup® survey trends
(as of December 31, 2024)



Employee retention rate
(as of December 31, 2024)



Retention depends on job learning and career opportunity

Progressive understands that engagement and retention depend not only on inclusive leadership and job satisfaction, but also on our people knowing there’s room to grow in their careers. Progressive believes mentoring can have a profound impact for our people whether as a mentee or mentor. We offer formal mentoring programs for a variety of business areas, including our Customer Relationship Management, Commercial and Personal Lines, IT, and Corporate groups, which is intended to help participants learn more about others’ experiences and perspectives, support career development, expand networks, and encourage movement through mentorship. We also have mentorship in our Claims organization which covers a range of career levels as outlined below:

- **Individual contributors:** As part of our Claims Accelerated Development Program (ADP), Progressive people have the opportunity to apply for a zone-based ADP and receive a formal mentor.

- **New leaders:** Through our frontline leader onboarding program, each new leader is paired with a peer mentor during their first two weeks of orientation with a focus on job transition and job shadowing. This mentorship helps build confidence in the role and strengthen peer networks.
- **Directors:** Through the director onboarding program, each director is paired with a mentor through their program as they transition into this senior leader role in Claims.

Moreover, our personal development resource, “Career Central,” encourages employees to take control of their careers through exploration guides, video insights, sample career journeys, discovery questionnaires to guide employees to roles that match their skills, and more. In 2024, we filled over 75% of our open positions above entry level by promoting from within, including just over 2,100 managerial positions.

To increase job learning and accelerate career opportunity, in 2021 we launched a bold new career advancement channel for sought-after technology and analytical jobs called the Progressive Boot Camp. In 2024, we held an IT Programmer Boot Camp and an Analyst Boot Camp, which included rigorous in-class and on-the-job training programs.

These programs are open to all Progressive people in select roles who are interested in a career in analytics or computer programming but don’t have the technical background required, and we’re deliberate in encouraging women and people of color—two demographic groups that have been traditionally underrepresented in these jobs—to apply for these highly competitive and selective programs.

We offer several leadership development programs, including a program open to employees of all backgrounds with a focus on leading inclusively. Participation in this program has nearly tripled since the program’s inception, and graduates are nearly twice as likely to advance in their careers versus their peers. This program now has three separate cohorts—one for current leaders seeking to move into senior leadership, and two designed for individual contributors at different levels of the organization who aspire to become leaders.

Lastly, we also increased the number of participants in our Analyst Internship and Rotation Programs.

In addition to career-advancement learning, Progressive is dedicated to job training and skill-building. Companywide, we devote more than 500 leaders and subject matter experts to technical and competency-based training initiatives.

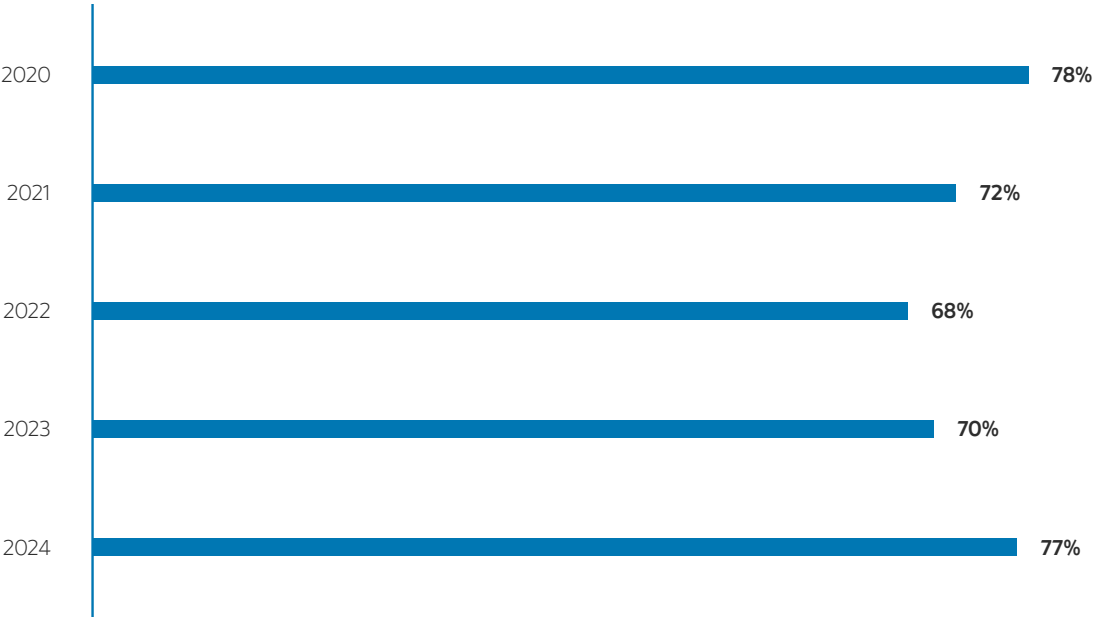
Our learning solutions are tailored to both individual contributors and leaders and consist of a comprehensive curriculum from technical skills to leadership competencies and customer service protocols to strategic thinking and innovation.

More specifically, Progressive has created a Learning Paths and Tool Maps protocol that provides an up-to-date knowledge sequence of skill-building for a critical base of employees in our industry,

including product and pricing, analytics, and IT. These employees can take courses and measure their progress at their own pace. In 2024, nearly 4.4 million total credit hours were completed by Progressive employees. The average number of hours per employee was 61.

To learn skills beyond our internal offerings, Progressive partners with leading universities to give all employees access to advanced career learning libraries.

Employees promoted from within^[1]
(as of December 31, 2024)



[1] Percentage of internal promotions to fill open positions above entry level.

Training begins with our Core Values

Our [Core Values](#) are the foundation for our [Code of Conduct](#), which provides clear expectations for all our people and confirms our commitment to high ethical standards and compliance with legal

requirements. We provide ethics training, as well as regular communications, video series, and outside speakers presenting themes such as Celebrate Disagreement and Courage at our Core, to emphasize our commitment to our ethical and legal responsibilities.



Additionally, we have an Open Door Policy that empowers every employee to reach out to any manager or HR representative when they have a question or a concern or they want to share an idea. We also provide a confidential Alertline that is available for employees and others who want to raise a concern anonymously. We encourage our people to speak up, and when they do, we give timely attention to their concerns, take remedial action where appropriate, and do not discriminate or retaliate against them for reporting any concern to us in good faith.

We also leverage our extensive contemporary art collection to offer training sessions to spark conversations about our culture, innovation, ethical obligations, and respecting our differences, among other things. See the [Ethics and corporate decision-making](#) section for further details.



Use this QR code to access Progressive's Alertline

Compensation

What employees earn has been a hot topic in recent years, and Progressive has been able to navigate the changing job market with a flexible compensation program. We seek to provide competitive pay through a combination of fixed and variable compensation, have designed our compensation programs for employees to earn above-market total compensation when company performance warrants it, and we conduct an annual salary review to regularly assess our employees' compensation packages to remain competitive internally and externally to the market.

Because compensation is also tied to individual performance, Progressive uses several factors when reviewing compensation, including the employee's performance rating and pay level within the grade structure. Nearly all our regular and active employees with over four months of tenure received performance evaluations last year.

Equal pay

We're proud to report that for Progressive employees with similar performance, experience, and job responsibilities, women earn one dollar for every dollar earned by men, and people of color earn one dollar for every dollar earned by

their white coworkers.^[1] We recognize that our commitment to pay equity requires our constant attention, and we take regular steps to ensure that our people's compensation reflects their performance, experience, job responsibilities, and nothing else. We report our pay equity measures annually.

Gainshare is a companywide event

Nearly all Progressive people participate in our annual cash incentive program, named Gainshare, which measures the growth and profitability of our insurance businesses. We believe Gainshare contributes to the cooperative and collaborative way we work together and, in part, defines our culture.

Our executives and other senior leaders also receive compensation in the form of equity awards (i.e., restricted stock units), which we believe supports a strong pay-for-performance linkage and further aligns their interests with those of our shareholders.

[1] In evaluating pay equity companywide, we use a regression model that considers the following components of compensation: annual salary, bonus (Gainshare), and equity awards. These are point-in-time measures (as of February 2025) that include all Progressive employees other than our CEO and the C-level executives, whose compensation is approved by the Board's Compensation and Talent Committee. For information on executive compensation, please refer to our [Proxy Statement](#).

Benefits and more inclusive health and well-being

Our employee health and well-being programs extend beyond comprehensive health care insurance to financial well-being and work-life balance. Based on their lifestyles and what works best for them, Progressive people can choose from a broad range of benefits, including: medical, prescription drug, dental, and vision benefits; a 401(k) plan with up to a 6% company match; life insurance; long- and short-term disability insurance; and paid parental leave following birth, adoption, or placement of a foster child.

Progressive has enhanced its health plans by including annual mammograms and colonoscopies at no cost to employees and their dependents, eliminating cost-sharing regardless of whether the procedure is diagnostic or preventive. This initiative aims to reduce confusion and barriers to preventive healthcare, ensuring access to these vital screenings for all, irrespective of economic status. By prioritizing preventive services, Progressive is committed to fostering a healthier workforce and community. Better serving the health needs of our employees is a focus for us as we continue to offer competitive and comprehensive benefits that promote healthy lifestyles for all Progressive people and their families.

Our health and well-being offerings include on-site fitness centers, medical clinics, and health seminars. Many of these on-site offerings transitioned to online offerings, such as fitness classes and health discussions, to meet the needs of our employees who are working remotely.

Progressive boasts a vibrant and interactive health and well-being website, which started over a decade ago and is managed by a full-time health and well-being team, including a full-time physician. The site is designed to show our employees how to live healthier and achieve a more balanced lifestyle. With most employees now working from home offices, our well-being team created a comprehensive virtual regimen that includes prerecorded workouts, daily online group classes and fitness challenges, and an “in the kitchen” nutritional series.

We also offer healthy living and weight management programs, family resources and medical services, and 24-hour mental, emotional, and other support through our Employee Assistance Program (EAP), in addition to flexible work arrangements and paid time off to help our people balance their work and personal lives.

Progressive is also paying particular attention to mental health, and we expanded the EAP to six free visits, recognizing a growing need for easy-to-access emotional support by adding online therapy and urgent care, and behavioral health coaching and psychiatry via smartphone applications.

Financial well-being

Yet another way Progressive is working to have a more inclusive benefits offering is by introducing a change intended to increase participation in our 401(k) plan. Although Progressive’s retirement plan offers up to a 6%, dollar-for-dollar company match, a challenge for us was to generate even greater participation in the program.

Progressive has introduced a new benefit under the Secure 2.0 Act, allowing employees who provide proof of qualifying student loan payments to receive an employer match to their 401(k). This means that monthly student loan payments are treated as retirement contributions, enabling employees to receive a matching contribution to their 401(k) at the end of the year. This initiative helps employees burdened by student debt to still benefit from the employer match. Finally, we have allowed for greater flexibility within the plan by expanding hardship distribution reasons under

Secure 2.0 and allowing for the inclusion of domestic partners. By the end of 2024, 91% of Progressive employees were enrolled in the 401(k) plan.

For several years, we’ve added two additional Paid Time off (PTO) days for all employees to take time for individually significant days, such as cultural holidays. And starting in January 2024, our newly-implemented Volunteer Time Off program provides employees eight hours of time off with pay to volunteer with nearly any 501(c)(3) organization of their choosing.

In 2024, Progressive rolled out three pilot programs aimed at increasing financial well-being, including student loan support, financial planning tools and backup child, adult, and pet care. While the student loan coaching and financial planning tools pilots have since ended, the backup child, adult, and pet care services through Bright Horizons continues. Bright Horizons provides employees with up to 15 uses of backup child or adult care when regular care falls through, as well as pet care services such as boarding, grooming, and dog walking.



Supporting our people in times of need

In 2024, Progressive continued to demonstrate its commitment to employee well-being during large-scale disasters and severe weather events by providing substantial support and taking action to help our people get access to the resources and assistance they needed during times of uncertainty.

At Progressive, we understand that unexpected natural disasters can disrupt lives—not just for our customers, but for our employees too. That’s why our team is committed to stepping in with care and urgency when necessary.

In the event of hurricanes, wildfires, tornadoes, ice storms, flooding, wide scale power outages, or even disruptions to municipal water supplies, we’re prepared to respond promptly with essential supplies, check on the safety of our people, conduct safety assessments at our facilities, and coordinate emergency clean-up efforts. By closely monitoring severe weather and coordinating efforts across our Real Estate and Claims organizations, and Enterprise Business Resiliency and HR Incidence Response teams, we can quickly assess local employee needs.

Our Employee Safety Check process enables Progressive to proactively reach out to employees and check to see if they and their families are safe or if assistance is needed following a major incident. These efforts allow Progressive to assist employees with available resources to help navigate the aftermath of an event.

Utilizing multiple contact methods, Progressive’s Employee Safety Check asks affected employees to select one of the following options:

- 1 I am safe; no assistance requested.
- 2 I need help/assistance; please contact me.
- 3 I have lost power and/or internet connectivity but do not need assistance.
- 4 I am safe but could use assistance. Please contact me.

Employees who respond with a 2 or 4 are contacted by someone from Progressive.



In 2024, we provided support to employees impacted by concurrent, unexpected natural disasters—Hurricanes Helene and Milton. During this time, our teams reached out to the Progressive employees living in impacted states, representing more than a quarter of our workforce. Through phone calls, emails, and real-time tracking as part of our Employee Safety Check process, we were able to quickly identify employees in need of immediate assistance as well as those without power.

Progressive took decisive steps to support our people, enacting disaster pay across affected areas, assisting with temporary housing needs, and providing onsite support.

When Hurricane Helene hit and caused significant damage in North Carolina, we sourced water, non-perishable food, cleaning supplies, and pet food to support employees. Then when Hurricane Milton made landfall in Florida, we acted again sourcing critical supplies locally in Ohio and sending them to our Florida offices in St. Petersburg and Riverview that acted as distribution centers to our people.

In addition, a fueling station was established in Riverview, helping employees get access to fuel. We distributed over 5,000 gallons of gas to employees in affected areas following Hurricanes Helene and Milton. Our ability to bring in fuel trucks when fuel is in high demand or unavailable also helps support the efforts of our field adjusters and National Catastrophe Response team. See the [Social capital](#) section for further details on how we respond within our communities in times of need.

We administer the Progressive Employee Relief Fund (Fund) for those facing financial hardship immediately following a natural disaster or an unexpected personal hardship. The Fund relies primarily on support from Progressive and individual donations from fellow employees. In 2024, the Fund processed over 600 applications for aid related to Hurricanes Helene and Milton.

We believe in supporting employees through life’s unexpected challenges. This is why the Progressive Insurance Foundation (Foundation) allocated an additional \$1 million to the Progressive Employee Relief Fund in 2024 to help employees affected by these major weather events. Additionally, Progressive offered a PTO donation program, allowing employees to support colleagues who had exhausted their PTO banks. Through this initiative, Progressive employees generously donated over 15,000 PTO hours to assist their fellow team members during these challenging times.



This outpouring of support by our employees through these benefits, charitable programs, and the kindness of their hearts has been truly inspiring. Not only did they help provide immediate relief for those in need, but also continue to foster a sense of hope and unity within our Progressive community, which strengthens the bonds that make us a formidable and compassionate organization.

Bill Clawson
Chief Human Resources Officer

Recognition for our work

We know that our investments in our people and culture drive our business results, but we appreciate recognition from professional organizations across the country that include the following:

- Forbes’ America’s Best Employers for Diversity (2024)
- FORTUNE 100 Best Companies to Work For® (2025)^[1]
- Gallup® Exceptional Workplace (2025)
- Glassdoor Best Places to Work (2025)
- Great Place to Work® Certified (2025)
- Latino Leaders’ Best Companies for Latinos to Work For (2025)
- Military Friendly® Employer (2025)
- Military Spouse Friendly Employer® (2025)
- Top Workplaces for Compensation & Benefits (2025)
- Top Workplaces for Purpose & Values (2025)
- Top Workplaces for Work-Life Flexibility (2025)

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Managing complexity

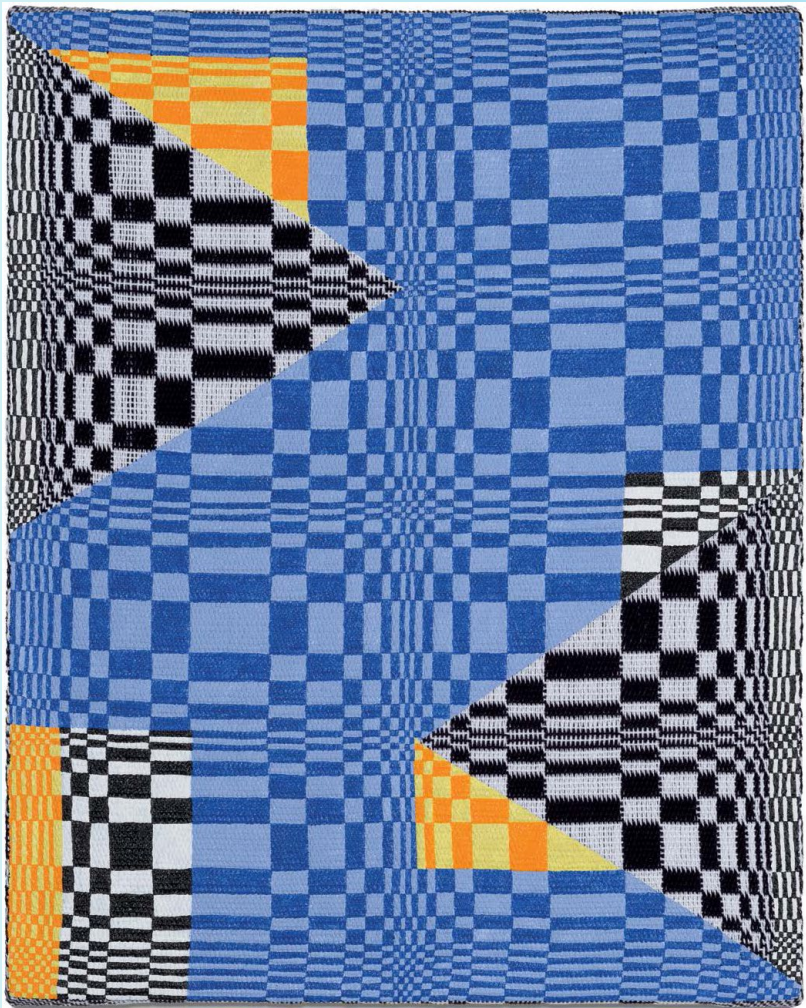
Finding new ways to work while focusing on transparency and compliance

The new workplace

We learned that working from home may now be a preferred option for many employees, and we’re striving to offer that option where our business needs permit. To address this and a new preference among job candidates to work remotely, Progressive has significantly increased work location flexibility for our people. This is already helping us to build a more productive and appealing hybrid work environment for the future. In 2024, we hired over 12,200 employees in entirely virtual or hybrid remote/in-person roles.

Moving forward as individuals and as a company

Respecting who we are and providing ways to keep learning and growing gives us self-worth and confidence. Offering a network of benefits and competitive compensation gives us a sense of security and well-being. And optimizing the way we work gives us a shared sense of purpose. This is the kind of culture that helps us succeed as individuals. And this is how we continue to thrive and move forward as a company.



TOP LEFT
Liz Collins; *Static Explosion*; 2012–2014; needlepoint with assorted yarns; 13" x 14 1/2"

BOTTOM LEFT
Liz Collins; *Plaid*; 2015–2016; needlepoint with assorted yarns; 12" x 9 1/4"

RIGHT
Samantha Bittman; *Untitled*; 2020; acrylic on hand-woven textile; 20" x 16"



LEFT

Kalup Linzy; *Breena on the Phone*; 2019; gouache and photo collage on canvas; 12" x 16"

RIGHT

Kalup Linzy; *Searching*; 2011–2019; gouache and photo collage on canvas; 13" x 16"

Social capital

We believe when you challenge the status quo, progress is made. This is why we continue to bring our values and purpose to life, making positive impact on our communities, customers, and our people.

Progress is in our name

Since opening our doors in 1937, Progressive has been driven by integrity, from the way we built our business model to our employee and customer experience. We continue to build upon our long-standing efforts to support our customers and communities by championing our [Purpose](#)—to help people move forward and live fully. Our Core Values define how we operate, and our Purpose conveys why we exist in the world beyond profit.

PROGRESSIVE

Our people, living our Purpose

We have long known that our people are our most valuable asset, and that our [award-winning culture](#) is what drives our success. At Progressive, we exist to help people move forward and live fully, and this starts inside our walls. By empowering our people to recommend charitable contributions through our ERGs and [Name Your Cause®](#) and

offering paid Volunteer Time Off (VTO) to support what matters most to them, we strengthen our culture. These actions also help us retain talent and create lasting impact in our communities. We believe that you can do good in the community while doing well as a business, and this is why we're committed to employee-driven impact initiatives.



Our ERGs guide the way

Our ERGs often remind us just how much events in our communities impact our corporate culture. And, in turn, how much we as a company can influence our communities. Our employees are very active in community outreach efforts through their work in our ERGs, and an impressive 44% of Progressive people belonged to at least one ERG at the end of 2024.

To more broadly represent our employees and communities, in 2020, Progressive began funding national charitable organizations identified by our ERGs. In 2024, Progressive contributed nearly \$1.4 million, either directly or through the Foundation, to national charitable organizations identified by our ERGs.

ERG involvement with these organizations, however, was much more than monetary contributions. Apart from the Foundation and company donations to ERG-supported charities, Progressive also allocated a total of \$450,000 in 2024 for our ERGs to use for employee engagement activities in support of these national charities and the communities they serve. We’re proud to report over 96% of the funds available were used by our ERGs on engagement activities during the year. Our ERGs partnered with their selected charities on special programs, volunteer

events, and campaign drives. As an example, Progressive’s Latin American Networking Association (PLANetA) ERG held 10 events in support of its national charity, National Coalition for the Homeless, across several large Progressive campuses and local branch locations. Volunteers packed CAREbags for individuals experiencing homelessness. These bags were customized based on the needs and climate of the local community and included items like first aid kits, menstrual kits, hygiene items, and seasonal items, such as gloves and raincoats. The bags were then distributed to National Coalition agencies and shelters.

Additionally, Progressive’s Young Professionals Network (YPNet) ERG hosted two Service Days in support of its national charity, Foster Love. The first Service Day, done in collaboration with Progressive’s Asian American Network (AANET) ERG, included events across Cleveland, OH; Tampa, FL; Houston, TX; and Colorado Springs, CO. Volunteers decorated and filled 650 birthday boxes for children in foster care, including essential party items like banners, balloons, and candles. For the second Service Day, YPNET engaged employees in person or virtually across 36 states to fill and decorate

1,142 superhero boxes and related items to be distributed to foster care agencies nationwide to help kids in foster care unleash their inner superhero.

Late in 2024, two of our ERGs selected a new charity to support in the coming years. Starting in 2025, our AANET ERG will work with Feeding America, and the Disabilities Awareness Network (DAWN) ERG will support Special Olympics.

~\$1.4M

donated to charities supported by Progressive’s ERGs

\$450K

allocated to ERGs for employee engagement activities benefiting national charities and communities

96%

of ERG funds used





Claudia Keep
Marcy Avenue,
7:49 PM
2020
oil on
masonite panel
12" x 9"

National charities supported by Progressive ERGs

Progressive ERG	Supported charity
Asian American Network	Feeding America Nationwide network of food banks and meal programs so people can access food without judgment or stigma
Asian American Network; Young Professionals Network	Foster Love Changing the way children experience foster care
Disabilities Awareness Network	Special Olympics Global sports movement to end discrimination against people with intellectual disabilities
	The Arc of the United States Supporting inclusion and participation of those with intellectual and developmental disabilities in the community
Lesbian, Gay, Bisexual, and Transgender Plus	Centerlink, Inc. Supporting the strength and sustainability of LGBT+ community centers
Military Network	Fisher House Foundation, Inc. Building homes for veteran families to stay for free while a loved one is in a hospital
Network for Empowering Women; Parent Connection	Family Promise Serving children and families at risk of homelessness
Progressive African American Network	Big Brothers Big Sisters of America Creating and supporting one-to-one mentoring relationships that ignite the power and promise of youth
Progressive's Latin American NETworking Association	National Coalition for the Homeless Ending homelessness and protecting civil rights

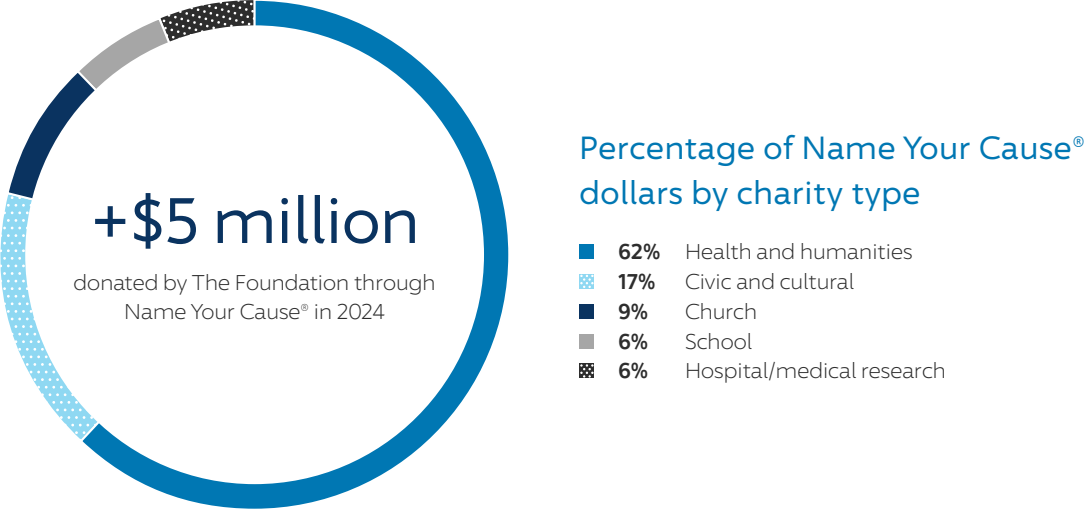
Employee-guided giving

Our ERGs are an important part of our bigger story of giving. In 2024, Progressive people across the U.S. participated in more than 330 local and virtual community and fundraising events, and donated thousands of needed items—in addition to financially supporting the charitable organizations of their choice through the Foundation.

For over 20 years, employees have informed the charitable contributions made by the Foundation. Through the Name Your Cause® program, each employee can recommend an eligible charity to receive a fixed amount of the Foundation’s charitable giving without requiring the employee to make an out-of-pocket donation. This is the Foundation’s way of supporting causes and reaching communities across the country where our people, and our customers, live and work.

In 2024, the Foundation contributed over \$5 million to eligible charities nominated by over 22,000 employees through Name Your Cause.

Our Corporate Benefits team manages the day-to-day administration of the Foundation, which is currently overseen by its board of trustees, including Progressive’s Chief Financial Officer, Chief Human Resources Officer, and Customer Relationship Management (CRM) President.



Providing more time to give back

In 2024, we started a Volunteer Time Off (VTO) program to provide employees more opportunity to support 501(c)(3) charitable organizations and schools in their community. This additional time off with pay recognizes that Progressive employees who want to give their time to their community may not always have the means—available paid time off—to do so.

During 2024, about 20% of our people participated with just over 80,000 VTO hours used to support hundreds of organizations. Our employees’ paid time spent volunteering equates to over \$2.7 million. Importantly, about 30% of CRM consultants have participated in VTO. Our data shows that there is a disproportionate use of VTO among non-exempt and lower-tenured employees, which reassures us that our goal to empower all employees to be able to give back is working.



Our company, driving our Purpose

Our founders, Joseph Lewis and Jack Green, started Progressive to make car insurance easier to access. For them, owning a vehicle positively changes a person’s life by improving their job prospects, providing access to health care, and enabling social connections.

As our company grew throughout the decades, we continued to bring our name to life. We’re united in our purpose to see progress on the road, in the home, and for small business owners. Progressive believes that when we invest in our communities and what matters most to our customers, we foster trust and drive long-term success.



Progress on the road

Providing independence to those who protect it

Progressive hosts our [Keys to Progress](#)® veteran vehicle giveaway program—a one-day event every November in recognition of Veterans Day. Progressive people from across the country volunteer to identify recipients, select vehicles to donate, organize fundraising activities, and host local events. Through our relationship with Enterprise Rent-A-Car, we fund Charity Cars, Inc.’s purchase of recent-model used vehicles from Enterprise for donation and work with military and charitable organizations to identify veterans in need.

Since 2013, we provided more than 1,100 recipients with vehicles through the Keys to Progress giveaway program. We gifted 90 personal vehicles and six commercial vehicles (see [Progress for business owners](#)) to veterans and veteran-related organizations across the U.S. in 2024.

Vehicle giveaways

The Keys to Progress® veteran vehicle giveaway program gifted more than 1,100 vehicles in 12 years to veterans in need.



Helping to address homelessness

A second community-focused initiative involves helping people experiencing [homelessness](#). Since 2020, this includes a relationship with Humble Design. This nonprofit group serves individuals and families who are transitioning from homelessness by making their new living spaces more comfortable and personal.

To support their Cleveland operations, Progressive people raised money, donated and collected furnishings and household goods to fill Humble Design’s warehouse, and participated in home-decorating experiences with participating families.



Homelessness program

Since 2020, Humble Design Cleveland has furnished over 350 homes for families moving from homeless shelters.

In 2024, Humble Design Cleveland, with Progressive’s and our employees’ help, furnished and designed 95 homes, serving 329 individuals, over half of whom were children, and 10 were veterans.

To increase our efforts in the homelessness space, in 2023 we developed a corporate relationship with Family Promise, a leading U.S. nonprofit organization focused on family homelessness. Family Promise’s unique holistic, community-based approach enables families to stay together during a housing crisis and get the support and services they need to achieve stability. With Family Promise’s network of affiliates across the U.S., this allows us to engage Progressive employees countrywide in this meaningful work.

Progressive employees relish opportunities to work with these organizations to keep at-risk families together during times of need and furnish homes for those emerging from homelessness. Combating homelessness is a natural evolution for our community outreach efforts and another expression of our values in action. In 2024, at least 6,650 Family Promise families, including about 13,300 children, were positively impacted by Progressive employee donations and voluntary services.

Opening doors to (and through) homeownership

[Homeownership](#) plays a critical role in building generational wealth. Because of this, we’re expanding on our history of easing the transition for the unhoused (see previous subsection, Helping to address homelessness) to also help more people [purchase homes](#), [stay in their homes](#), and [build wealth through homeownership](#). This is true even more so with first-generation homeowners who didn’t grow up

with inherited knowledge or experience with homeownership and are the initial focus of our efforts for our resources and tools. This commitment to opening the door for aspiring homeowners and fostering financial security for generations to come is a direct reflection of how we help people to move forward and live fully.

In 2024, we invested over \$7 million toward actions across the housing journey:

Getting into a home

78% of U.S. adults cite affordability as the leading cause for not owning a home ([Bankrate Home Affordability Report](#)). To combat affordability challenges, we invested toward providing financial resources and educational tools to navigate the homebuying process with confidence.

Staying in your home

The ongoing costs of owning a home, paired with unexpected emergencies, can often overwhelm and disrupt the lives of homeowners. In fact, more than 54% of Millennials are concerned about the upkeep costs of owning a home ([RE/MAX](#)). To promote housing stability, we’re supporting foreclosure prevention programs, emergency fund services, and developing educational content on budgeting, home maintenance, and unexpected cost management to promote long-term stability.

Building wealth through your home

In the U.S., a home represents over 30% of total household wealth, second to retirement savings (U.S. Census 2022). To enhance financial education, we’re equipping homeowners with resources to help expand knowledge, build equity in their home, maximize property value, and secure their investment for the future.

Driving Small Business Forward grant program

The Progressive Driving Small Business Forward (DSBF) grant program distributes grants to small business owners to use toward the purchase of a commercial auto vehicle, tackling one of the greatest challenges these entrepreneurs face in growing their businesses: access to capital. In 2024, Progressive doubled both the number of grant recipients and the size of each grant to distribute \$1 million in total to 20 small businesses across the country. The 2024 program also offered each recipient free enrollment in a 12-week accelerator workshop focused on strengthening fundamentals such as funding strategies, pitching, business operations, customer acquisition, and more. In total, Progressive has awarded \$1.5 million in grants over three years and will continue the program in 2025.

Driving Small Business Forward grant program

Grants of \$50,000 were awarded to 20 small businesses across the U.S. in 2024.

Keys to Progress® commercial vehicle giveaways

In 2018, Progressive’s Keys to Progress veteran vehicle giveaway program was expanded to include veteran-owned and veteran-oriented organizations with commercial vehicle needs to reach and support our veteran small business owners more broadly.

In 2024, we gifted a Class 8 semi-truck to Retired Gunnery Sergeant Ondrae Meyers, a 22-year veteran of the U.S. Marine Corps. Gunnery Sergeant Meyers and the two previous Keys to Progress® veteran trucker recipients, James Rogers and Lt. Colonel James C. “JC” Rose, have all expanded their businesses by adding more trucks and hiring veteran drivers since receiving their Keys to Progress vehicles. Every year since 2022, at least five veteran-owned or veteran-related organizations were also gifted commercial autos through the program. In 2024, the recipients were:

- **Ann Grace Hub (Bremerton, WA)**, which focuses on crafting, art, and technology to support veterans and foster care families. ➤
- **Special Liberty Project (Franklin, NC)** that hosts retreats for military widows, veterans, and Gold Star mothers (mothers of a U.S. Armed Forces member who died while serving in the military). ➤

- **St. Vincent de Paul CARES (St. Petersburg, FL)**, a nonprofit organization that is one of the largest providers of Supportive Services for Veteran Families (SSVF) Program in the country. ➤
- **VFW Post 76 (San Antonio, TX)** is known as the largest and oldest post in Texas and dedicated to supporting veterans and their families in their community. ➤
- **Warrior Expeditions (Roanoke, VA)**, a nonprofit therapy program for combat veterans. ➤

Progressive is honored to give back to the veterans affiliated with these organizations who gave so much for their country and continue to support other veterans and change lives with their services.



Supporting our communities in times of need

[Catastrophic weather events](#) can have devastating impacts on entire communities. During these times, Progressive works to be in the community to help our customers recover, move forward, and get back to living fully.

Our [National Catastrophe Response team](#) is prepared to respond in times of disaster with over 1,100 dedicated claims representatives trained to serve customers’ needs across a wide variety of products. When necessary, we’re able to leverage resources from other parts of Claims, CRM, and Commercial Lines, based on the size and severity of a storm, to assist in our efforts.

Showing up in the community to help our customers recover is a critical component to how we respond. In addition to assembling our dedicated support staff, we also have a fleet of mobile command vehicles, as pictured on the right, and vans that can be deployed to affected areas to establish Customer Care centers. In coordination with the local state’s department of insurance, we assist customers with immediate needs, set up claims, and address any questions regarding the claims process at these physical locations. Our multi-product adjusters are available to help customers with home, automobile, boat, and recreational vehicle claims.

Following a major tropical event, we’ve found there is a high rate of vehicles that are determined to be total losses due to flooding. Signing and exchanging title paperwork can be challenging for customers in these times. When needed, we leverage title draft exchange locations to assist customers by providing the proper paperwork and a settlement draft printer on site.

Another instance where we see widespread damage to vehicles is large hailstorms. Following these events, we are equipped to establish local drive-in locations to estimate and resolve automobile damage for our affected customers. We established 15 drive-in locations across 10 states in 2024 following large hailstorms.

There were a number of severe weather events that occurred during the year, but we can’t reflect on 2024 without acknowledging the impact caused by Hurricanes Helene and Milton. During this time of need, over 3,000 Progressive people supported our response efforts including establishing nine Customer Care centers across four states and three title draft exchange locations available in Florida to assist over 3,000 customers.

Natural disasters can disrupt lives in countless ways, and Progressive is committed to being a reliable partner when the unexpected happens. Beyond showing up in our communities and helping our customers recover, Progressive also provided direct support in 2024 within our industry and within our walls.

Progressive donated \$800,000 to the Bobby Salmon Big “I” Relief Fund to aid independent insurance agents, brokers, and other insurance professionals impacted by disasters including floods, hurricanes, and wildfires.

Additionally, The Progressive Foundation donated \$1 million to the American Red Cross after these hurricanes. The Foundation provided further support to employees through the Progressive Employee Relief Fund. In addition to employee contributions, the Foundation donated over \$4.7 million to the Fund in 2024 for employees who experienced financial hardship, including as a result of natural disasters.

By deploying trained teams, establishing resource centers where our customers need us most, and providing support in times of need, we strive to help our communities and employees move forward. For further details on how we respond for our employees, see the [Human capital](#) section of this report.





Working with our industry to increase safety

In 2024, Progressive contributed to the [Insurance Institute for Highway Safety](#) (IIHS), an independent, nonprofit and scientific and educational organization whose mission is to reduce crash losses, including deaths, injuries, and property damage, from motor vehicle crashes on the nation’s roads. The IIHS is funded by the nation’s insurance companies, including Progressive.

Additionally in 2024, Progressive contributed to the [Insurance Institute for Business & Home Safety](#) (IBHS), an independent, 501(c)(3) nonprofit

scientific research and communications organization supported by property insurers, reinsurers, and affiliated companies to support “building safety research [that] leads to real-world solutions for home and business owners, helping to create more resilient communities.”

Progressive contributed over \$5 million and \$265,000^[1] to IIHS and IBHS, respectively, for 2024.

[1] The 2024 IBHS contribution was processed in 2023 and was reported in the 2023 Corporate Sustainability Report.

Our progress in 2024

We committed to expanding our charitable giving levels to reach \$25 million in 2025. We achieved this goal in 2024 and more than doubled our charitable giving to causes linked to reducing housing insecurity, donating vehicles for veterans, and supporting employee-chosen causes they feel impact their communities the most.

Type of contribution	Supported cause	Amount ^[2]
Employee-driven	Name Your Cause® charities	\$5,050,000
	Progressive employee Volunteer Time Off (VTO) ^[3]	\$2,700,000
	ERG-supported charities	\$1,380,000
	Employee engagement with ERG-supported charities	\$435,000
Purpose-driven	Housing access funding ^[4]	\$7,500,000
	Charity Cars, Inc.	\$2,450,000
	Driving Small Business Forward (DSBF) grants	\$1,000,000
Disaster relief and employee assistance	Progressive Employee Relief Fund	\$4,700,000
	American Red Cross	\$1,000,000
	Bobby Salmon Big “I” Relief Fund	\$800,000
Total		\$27,015,000

[2] Approximate values.
[3] Progressive employees’ paid time spent volunteering.
[4] Includes donations to Family Promise and Humble Design, among other organizations.

Public advocacy and public policy

Public policy issues have the potential to impact Progressive’s business, our employees, business partners, shareholders, and the communities in which Progressive operates. We believe that, from time to time, Progressive’s responsible and constructive participation in the political process is important to Progressive’s success. Progressive participates in a highly regulated industry, and we believe it is appropriate for us to exercise our rights to help inform and be a part of the debate on initiatives and proposals that could affect the industry or our business. Progressive does not have a political action committee.

Board oversight and policies

Our [Policy Statement on Political Contributions, Trade Groups, and Lobbying](#) and our [Code of Business Conduct and Ethics](#) guide our actions in the public policy arena and require our Personal Lines President and Corporate Legal to preapprove every political contribution we make. These policies are intended to ensure our political expenditures are made in a manner consistent with our [Core Values](#) and our public advocacy and public policy philosophy. Our Nominating and Governance Committee reviews

the policy statement at least once a year and receives annual reports from management on our compliance with the policy statement. All political contributions must comply with the policy statement, the Foreign Corrupt Practices Act, and all other applicable laws and regulations in the jurisdictions in which the contributions are made.

Overview of expenditures

Progressive supports industry trade associations, candidates for public office, and other groups to advance key priorities, and a competitive insurance marketplace. We may not agree with every position taken by a specific organization, candidate, or committee. However, sometimes we find it is beneficial to work across such differences in the interests of our stakeholders.

In addition, we participate in trade groups and engage lobbying firms that can advocate for our business interests. For example, we support regulatory developments that promote a competitive insurance marketplace. We disclose all political contributions and expenditures to the extent required by law. Beginning with 2022 expenditures, we started publishing updated reports on political expenditures twice a year, including the date, amount, and recipient of political contributions, and payments to any trade or industry association exceeding \$50,000 in the aggregate on an annual basis.

For more details, please see our reports on involvement in public policy and political expenditures in the [Governance Documents](#) section of our Investor Relations website.

Public advocacy and public policy philosophy

To ensure that political contributions and expenditures, payments to trade and industry associations, and lobbying expenses are made in a manner consistent with Progressive’s Core Values and to protect or enhance shareholder value, without regard to the private political preferences of Progressive officers.

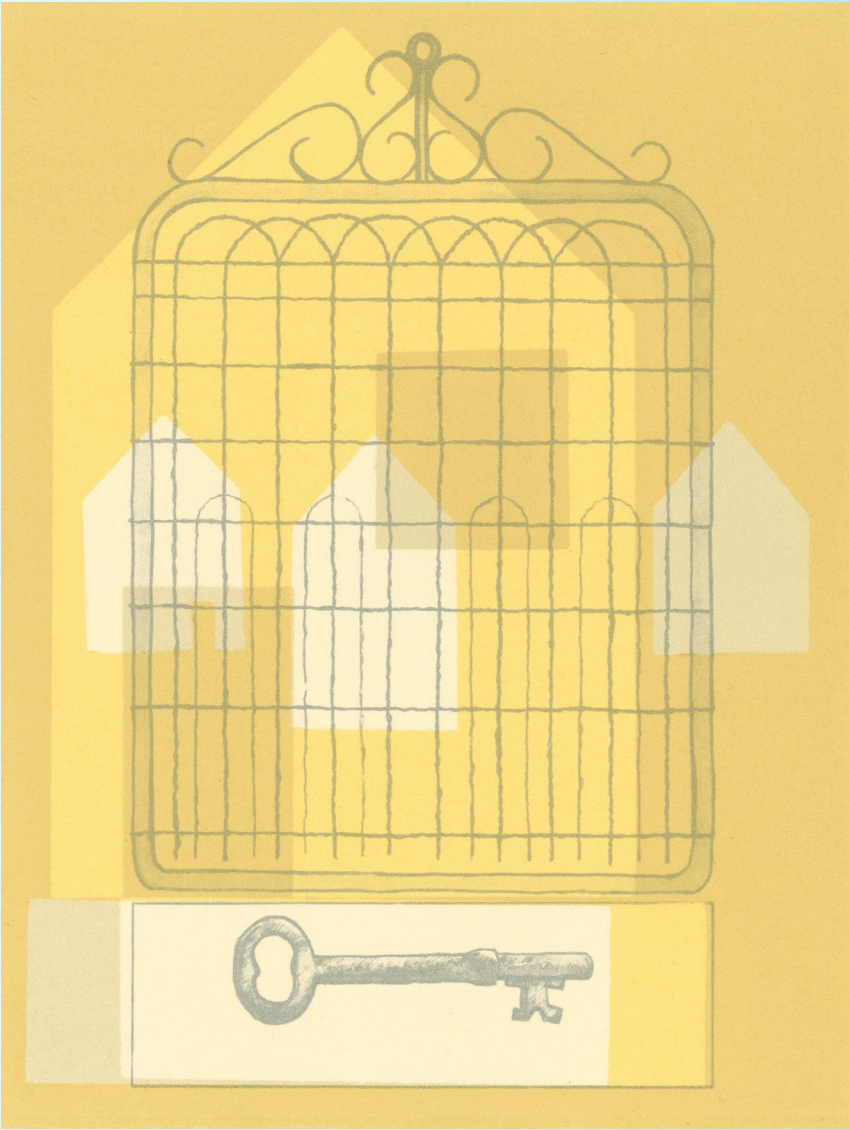
Karen Beckwith

Backyard Gate

2008

lithograph
and stencils

11" x 8 ½"





LEFT

Cal Lane; *Wheelbarrow*; 2005;
plasma cut steel; 36" x 24" x 24"

Cal Lane; *Shovel*; 2005;
plasma cut steel; 57" x 8"

RIGHT

Los Carpinteros; *Sandalia*; 2004; cast
rubber sandals; 12 3/4" x 5 3/4" x 2 1/2"

Environment

By taking action to reduce the environmental impact of our business operations, we believe that we can not only be responsible environmental stewards, but also create sustainable business value and enhance our resilience.



Climate change

We believe that managing [climate-related risks](#) can help reduce expense and allow us to offer competitive rates while maintaining our obligations to our customers.

We continue to encourage greater awareness of the impact of climate change and severe weather in a variety of ways, including:

- Informing policyholders who sign up for hail alerts about potential hailstorms near them based on their home address, giving them advanced notice to protect their vehicles.
- Producing public service announcements before, during, and after certain severe weather events for use by local radio stations and on social media to reach broader audiences with safety tips.
- Providing discounts in select areas to policyholders who take specific steps to better protect their home against weather-related losses. See the [ESG product features](#) section for further details.

For more information on how we believe climate change and severe weather events can affect our business results, refer to our [2024 Annual Report on Form 10-K](#).

Environmental stewardship

We're committed to making efforts to reduce our carbon emissions and operate efficiently in all aspects of our business. We believe that reducing our dependency on fossil fuels and pursuing energy efficient sources facilitates our corporate responsibility. Our Real Estate, Corporate Services, and Engineering teams lead these efforts and guide our strategies to effectively manage our buildings, equipment, and fleet. We report our environmental efforts to inform our stakeholders of the efforts we're making, the initiatives and steps taken, and the forward movement on our commitments.

We're taking proactive measures to advance our environmental stewardship by seeking out green energy for our facilities, exploring opportunities to shift toward a lower emissions vehicle fleet, and reducing paper correspondence with our customers. We believe that if we can yield positive environmental results from our business operations, we can create a sustainable business in line with our [Core Values](#).

Energy and carbon emissions management

In 2020, we established an aspirational goal of carbon neutrality by the end of 2025 for Scope 1 and 2, which we believe will help set the path to net-zero for Scope 1 and 2 in the following decade. Last year, we announced our aspirational goal to reduce our total Scope 1 and 2 emissions by 40% by 2030, when compared to the 2022 base year.

To achieve this, we’re working to reduce our carbon footprint through several means, including investing in renewable energy and focusing on efficiency and conservation opportunities within our commercial real estate portfolio, an initiative started over 15 years ago. At our core campus locations, we transitioned from fluorescent to LED lighting, expanding to exterior parking lots in 2024 where we also replaced metal halide lights. We also focus on calibrated automation efforts to optimize and conserve heating, cooling, and lighting and consider other ways to operate our facilities more efficiently given the reduced in-office presence due to the hybrid workforce model.

Recently, an important part of our strategy has focused on optimizing our real estate portfolio by eliminating excess space to support operating efficiently.

Since officially reopening our offices in early 2022, we’re continuously evaluating our real estate portfolio needs and in late 2024, we consolidated our corporate locations near Cleveland, Ohio, to Progressive Corporate Headquarters (PCHQ), formerly known as Campus 2.

To modernize PCHQ’s 25-year-old building automation system (BAS), we replaced approximately 200 outdated controllers with advanced technology. These upgrades supported adherence to American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) comfort standards and support our long-standing commitment to energy efficiency. Furthermore, formerly stand-alone systems have been integrated into the BAS, enabling improved efficiency and flexible scheduling capabilities.

These modernizations are intended to support reliable operation, reduce energy consumption, and prevent potential disruptions caused by obsolete equipment, safeguarding the comfort of the building’s occupants and the sustainability of our operations.



We’ve invested in green energy to further reduce our impact on the environment. In 2022, we completed construction of a 1.8-megawatt (MW) solar array at PCHQ as pictured above, which went live in 2023 and is contributing renewable energy to that location. Our solar array is verified as a qualified renewable energy source from the State of Ohio and, in March 2024, it was approved to generate Renewable Energy Certificates (RECs).

We also have an agreement in place which provided approximately 69,900 MWh of renewable energy for Progressive in 2024. As part of that agreement, in 2024, we sourced over 38,000 MWh from a wind farm in Pennsylvania. This agreement will provide Progressive with a source of renewable energy into 2026.

Last year, we announced our aspirational goal to achieve 75% renewable energy for our owned buildings and data center locations by the end of 2027. We’re proud to report we achieved 58% renewable energy for these locations at the end of 2024.

We believe that our renewable energy initiatives and investments in energy- and fuel-efficient facilities and equipment create shared value for our business and stakeholders.

Our carbon emissions

In 2024, we expanded the way we manage, track, and report our carbon emissions, including, for the first time, reporting Scope 3 emissions for business travel and employee commuting. We continue to monitor electric and gas consumption at owned and leased locations, where possible, to minimize the use of estimated site readings in our calculations across the real estate portfolio.

Compared to 2023, our 2024 Scope 1 emissions increased about 2% while our Scope 2 location-based emissions decreased over 16%. We attribute the change in Scope 1 emissions to the increased use of our corporate jet and generators, as well as fleet vehicles, driven in part by [response efforts](#) to catastrophe events. Meanwhile, our ongoing real

estate portfolio consolidation efforts contributed to the reduction in Scope 2 location-based emissions.

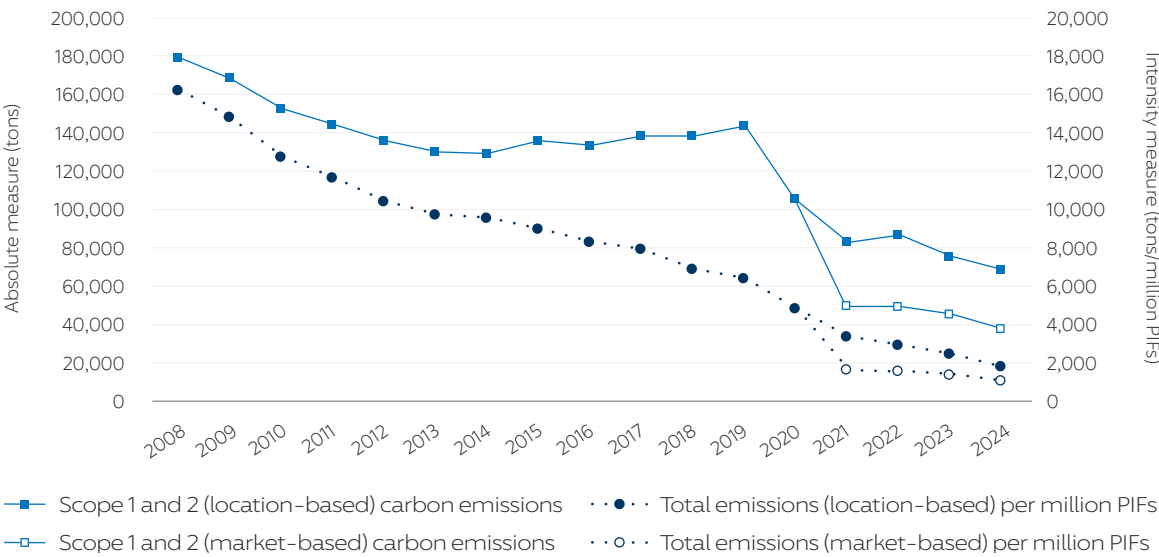
We reduced our total Scope 1 and 2 emissions by 17% from our 2022 base year, which is almost halfway to our 40% reduction goal. We’re pleased with the progress we’ve made, and we believe our

ongoing efforts to support our hybrid and remote work environment have not only had a positive impact on our people, but also on the environment.

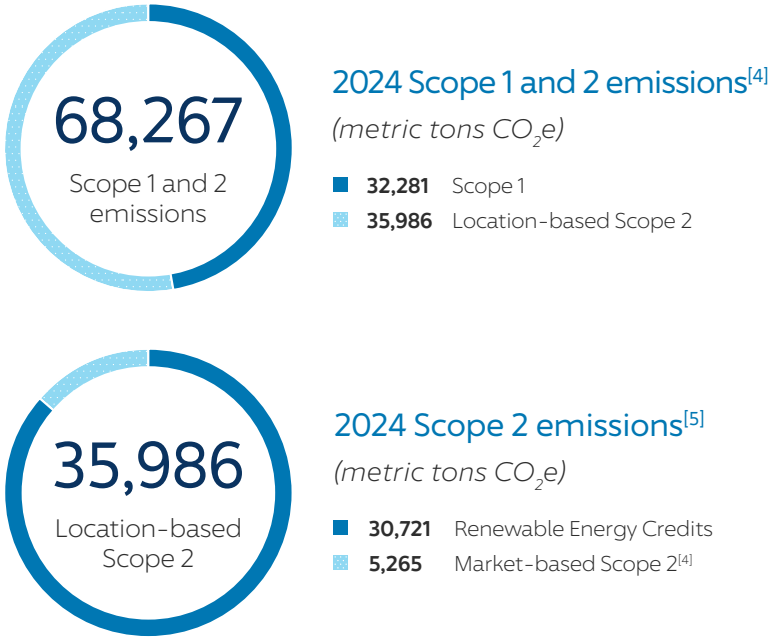
For 2024, we expanded reporting efforts to include select Scope 3 emission categories, such as business travel and employee commuting. These figures were calculated

using a combination of estimated and actual data. Business travel emissions encompass air, car, and hotel travel by employees, while employee commuting emissions capture travel by employees to reach their assigned offices.

Scope 1 and 2 carbon emissions 2008–2024^{[1], [2], [3]}



[1] Includes carbon emissions from electricity and natural gas consumption, fuel used by fleet vehicles, company aircraft, generators, and refrigerants. The volume of carbon emissions from these sources have been estimated using actual real estate portfolio information and industry standard calculation methods. Emission factors were adjusted for 2024 calculations to reflect updates to standards. Prior years were not retroactively updated. In 2021, Progressive began purchasing Renewable Energy Credits (RECs) to reduce emissions which is reflected in the market-based figures. Emissions intensity factors were updated in 2024 to reflect U.S. Energy Information Administration (EIA) standards and will be reviewed annually as part of Progressive’s emissions reporting efforts.



2024 Scope 3 carbon emissions^[6] (metric tons CO₂e)

Category 6—Business travel	11,643
Category 7—Employee commuting ^[7]	14,120

[2] Global Warming Potentials (GWP) were adjusted for 2024 calculations to reflect updates to standards. Prior years were not retroactively updated.

[3] Intensity measure is per million policies in force (PIFs).

[4] We engaged PricewaterhouseCoopers LLP to perform an attest review engagement over our Scope 1 emissions and Scope 2 emissions (location-based and market-based), as represented in The Progressive Corporation Management Assertion, for the year ended December 31, 2024 (see their report in the [Appendix](#)). For clarity, reported Scope 3 emissions and interim progress on our aspirational goals is outside the scope of the attestation.

[5] In 2024, Progressive purchased Renewable Energy Credits to reduce emissions, which is reflected in the market-based figures.

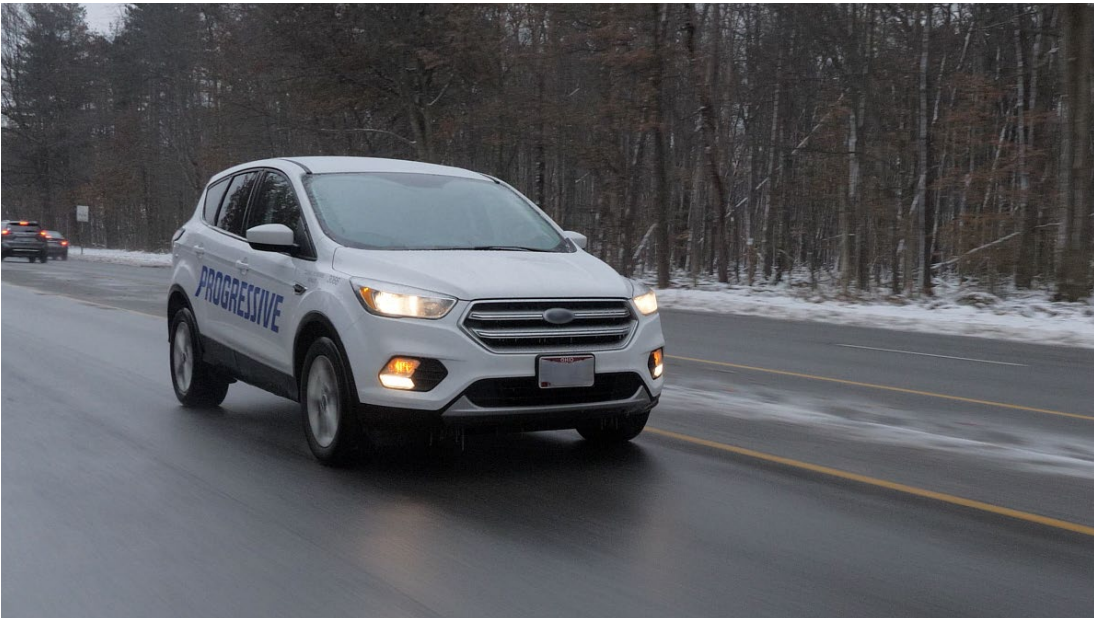
[6] Progressive leverages Greenhouse Gas Protocol standards and guidance.

[7] Work from home emissions associated with Progressive employees are not included.

Fleet operations

Our fleet consisted of more than 6,500 vehicles at the end of 2024 and, we're looking for opportunities to reduce our fleet's carbon emissions. Within Progressive, we partner with our procurement team to help identify new vehicle options and we're shifting our fleet toward lower emissions vehicles. Our fleet management strategy implements changes toward more fuel-efficient vehicles, includes hybrid alternatives in vehicle orders, and utilizes an all-electric vehicle at PCHQ. In 2024, nearly all of the vehicles we retired from

our fleet utilized only gasoline or diesel fuel and, during 2024, over 20% of the vehicles we added were hybrid vehicles. Another example of our efforts to increase fleet efficiency is the offering and expansion of photo estimating to our customer base, which reduces the miles driven by our claims adjusters. The Claims organization also partners with auto repair centers to participate in our Shop Written Estimates (SWE) program. By utilizing SWE and network shops as estimating tools, we've been able to reduce our dependency on our fleet.



Responsible waste management

We're committed to reducing and responsibly managing the waste generated by our building operations. Recycling programs for office paper, cardboard, aluminum cans, and plastic and glass bottles were developed in the past and remain in place today. The programs were developed to reduce the waste we send to landfills and encourage recycling at our campus locations.

As a result of these initiatives, approximately 19% (187 tons) of the waste collected at non-Ohio locations was diverted from landfills to recycling centers in 2024. In Ohio locations, a change in waste vendors resulted in the diversion of 7% (12 tons) of waste. We actively collaborate with our vendors to enhance recycling processes. We continuously evaluate our waste management strategies as changes occur within our real estate portfolio.

We're excited to announce a new composting program at PCHQ. By partnering with a local Cleveland company, the food waste from preparation in our cafeteria operations and leftovers from our catering programs will be composted, when possible. This, in turn, will be shared with local farmers and residents.

As we transitioned to a hybrid workplace and consolidated our office locations over the past few years, we amassed a surplus of furniture and equipment. To minimize waste, Progressive has actively sought out organizations in need of furniture or equipment for their operations. Throughout 2024, Progressive has proudly donated workstations, chairs, miscellaneous office furniture, and kitchen equipment to 14 different 501(c)(3) organizations as well as other local organizations. Compared to 2023, we donated more than 1.5x^[1] the amount of furniture and equipment during 2024, in large part due to the closure of our Campus 1 location in Ohio. As real estate portfolio consolidation continues into 2025 and beyond, we're committed to exploring future charitable donations to minimize used office furniture ending up in landfills.

We've donated personal computer (PC) equipment to people in need since 2011. As of 2022, we started making donations to PCs for People, a nonprofit organization specializing in refurbishing and upgrading computers for students and those in need.

[1] Factor calculated based on historic cost of donated assets.

During 2024 we donated more than 800 pieces of computer equipment to PCs for People and through our donations, we helped provide computers to an estimated 2,100 people,^[2] with about 45% going to children. In addition to computer donations, PCs for People also accepts and recycles e-waste and other electronic equipment. Progressive's involvement in this initiative resulted in recycling or reusing more than 214,200 pounds of e-waste in 2024, thereby preventing it from ending up in landfills.

For Earth Day, we partner with a local organization in Cleveland to foster collaboration and build awareness around responsible resource consumption, disposal strategies, and recycling through virtual and in-person events.

[2] A single computer can serve an entire household. Not all donations are redistributed because some may not pass stress testing/ refurbishment standards or be used for parts.



Looking forward

Progressing toward our future goals, we are continually seeking opportunities within our real estate portfolio to reduce emissions, enhance efficiency, and create spaces that better serve our people. Through these efforts, we hope to build an even more sustainable business.

An important part of our culture is to work toward creating a better future for not only our employees but also for our communities, shareholders, and the millions of customers who trust us to protect what is most important to them. We believe our goal of carbon neutrality by the end of 2025 for Scope 1 and 2 honors that commitment, and we're working to chart a course with the goal of being net-zero for Scope 1 and 2 in the following decade.

We expect that Progressive's plan to be net-zero for Scope 1 and 2 will leverage the continued application of operational efficiencies and ongoing efforts to reduce emission outputs. We look forward to exploring new ways to optimize our approach to emissions reduction, fleet operations, waste management, and water usage in our buildings. We believe our commitment to sustainability will continue to help us operate more efficiently.

Tracking water in our buildings

Progressive constantly looks for ways to improve on how and what we report. For over a decade we tracked water usage in all of our owned locations. In 2023, we expanded efforts to include leased locations in our real estate portfolio where reporting was available.

Over the past two years, we used about 165,000 and 186,000 cubic meters (m³) of water, excluding sewer, in these locations in 2023 and 2024, respectively. At the end of 2024, we track water usage directly for approximately 80% of our total rentable square footage (RSF) and 100% of our owned locations.

Paper reduction efforts

Our efforts to encourage a paperless environment include offering paperless policies and electronic document options to our customers. At the end of 2024, more than 75% of our Personal Auto and 51% of our Special Lines policyholders are enrolled in our paperless policy program. This program reduces the need for paper correspondence by allowing e-signatures for policy documents and access to policy information via the Progressive mobile app.

Since the beginning of 2023, we've provided Personal Auto new business policy booklets and renewals electronically in states that allow us to do so. Our paperless efforts continue to evolve as we seek out meaningful reductions. These initiatives also help to minimize costs.

Appendix

SASB index

Topic	Code	Accounting metric	Response
Transparent Information and Fair Advice for Customers	FN-IN-270a.1	Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of insurance product related information to new and returning customers	While Progressive does not disclose this specific information, we disclose certain applicable material pending legal proceedings, other than ordinary routine litigation incidental to the business, as required by applicable Securities and Exchange Commission disclosure requirements in our Annual Reports on Form 10-K and Quarterly Reports on Form 10-Q (collectively, “SEC Filings”).
	FN-IN-270a.2	Complaints to claims ratio	While Progressive does not calculate a complaints-to-claims ratio, the National Association of Insurance Commissioners (NAIC) publishes a Closed Complaint ratio .
	FN-IN-270a.3	Customer retention rate	While Progressive does not disclose this specific metric, we disclose changes in policy life expectancy (PLE) in our SEC Filings . PLE is our primary measure of customer retention in our Personal Lines and Commercial Lines businesses. Additionally, Progressive uses a variety of internal metrics to assess customer satisfaction, including surveys, customer focus groups, and Net Promoter Scores® (which tracks the likelihood of referrals from existing customers).
	FN-IN-270a.4	Description of approach to informing customers about products	See the Customer experience and communication section of our 2024 Corporate Sustainability Report.
Incorporation of Environmental, Social, and Governance Factors in Investment Management	FN-IN-410a.2	Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment management processes and strategies	See the Sustainability in our investment portfolio section of our 2024 Corporate Sustainability Report.
	FN-IN-410b.1	Net premiums written related to energy efficiency and low carbon technology	Progressive is unable to measure or disclose this metric at this time.
Policies Designed to Incentivize Responsible Behavior	FN-IN-410b.2	Discussion of products or product features that incentivize health, safety, or environmentally responsible actions and/or behaviors	See the ESG product features section in our 2024 Corporate Sustainability Report.

Topic	Code	Accounting metric	Response
Financed Emissions	FN-IN-410c.1	Absolute gross financed emissions, disaggregated by (1) Scope 1, (2) Scope 2, and (3) Scope 3	Progressive does not disclose financed emissions at this time.
	FN-IN-410c.2	Gross exposure for each industry by asset class	Progressive does not disclose financed emissions at this time.
	FN-IN-410c.3	Percentage of gross exposure included in the financed emissions calculation	Progressive does not disclose financed emissions at this time.
	FN-IN-410c.4	Description of the methodology used to calculate financed emissions	Progressive does not disclose financed emissions at this time.
Physical Risk Exposure	FN-IN-450a.1	Probable Maximum Loss (PML) of insured products from weather-related natural catastrophes	See the Risk management section of our 2024 Corporate Sustainability Report. Additionally, see Reinsurance under Item 1. Business—Description of Business in our 2024 10-K for a discussion of our reinsurance program.
	FN-IN-450a.2	Total amount of monetary losses attributable to insurance payouts from (1) modeled natural catastrophes and (2) non-modeled natural catastrophes, by type of event and geographic segment (net and gross of reinsurance)	Progressive does not categorize catastrophic events as modeled versus non-modeled as we do not believe this categorization is meaningful to our business. For reporting purposes, Progressive defines a catastrophe as an event designated as a catastrophe by the Property Catastrophe Service (PCS), an industry organization that collects data on catastrophes. We report net catastrophe losses by segment in our SEC Filings. The SEC Filings also include a discussion of reinsurance and the recoverables recorded.
	FN-IN-450a.3	Description of approach to incorporation of environmental risks into (1) the underwriting process for individual contracts and (2) the management of firm-level risks and capital adequacy	See the Risk management section of our 2024 Corporate Sustainability Report. See Reinsurance under Item 1. Business—Description of Business in our 2024 10-K for a discussion of our reinsurance program.
Systemic Risk Management	FN-IN-550a.1	Exposure to derivative instruments by category (1) total potential exposure to non-centrally cleared derivatives, (2) total fair value of acceptable collateral posted with the Central Clearinghouse, and (3) total potential exposure to centrally cleared derivatives	As of December 31, 2024, Progressive had no derivatives outstanding. For a discussion on the reporting of derivatives, how Progressive uses derivatives, and the maximum size of our derivative position in 2024, please refer to Note 1—Reporting and Accounting Policies and Note 2—Investments in our 2024 10-K .
	FN-IN-550a.2	Total fair value of securities lending collateral assets	As of December 31, 2024, Progressive had no securities lending reinvested collateral assets per Schedule DL filed with the NAIC.
	FN-IN-550a.3	Description of approach to managing capital- and liquidity-related risks associated with systemic non-insurance activities	See section II. Financial Condition under Management's Discussion and Analysis of Financial Condition and Results of Operations in our 2024 Annual Report . See Full Report (PDF).

Code	Activity metric	Response
FN-IN-000.A	Number of policies in force, by segment: (1) property and casualty, (2) life, and (3) assumed reinsurance	See our 2024 10-K . We also disclose policies in force in our monthly earnings releases and SEC Filings.

TCFD index

Metric	Recommended disclosure	Response	Relevant CDP question number
Governance: Disclose the organization's governance around climate-related risks and opportunities.	a) Describe the board's oversight of climate-related risks and opportunities.	Our Board of Directors is ultimately responsible for overseeing Progressive's risk profile and its risk management processes. To facilitate these oversight responsibilities, the Board assigns certain risk oversight responsibilities to each of its main committees through each committee's charter, which enables the Board to function more effectively. The Audit Committee oversees risks relating to financial statements, financial controls, internal and external audit functions, and public release of financial information. In addition, the committee oversees our Enterprise Risk Management (ERM) program, which is coordinated by our Management Risk Committee (MRC), and the full Board receives an update at least annually. While the oversight of ERM and the MRC entails a broader focus than the other committees, the Audit Committee is not responsible for risks that are overseen by the other committees. The Nominating and Governance Committee is responsible for overseeing and addressing with management risks relating to the Board's and Progressive's governance practices, stakeholder concerns, and environmental (including climate change) and social factors and initiatives impacting us. The Committee also oversees environmental goals and reporting. See our Nominating & Governance Committee Charter, 2025 Proxy Statement, and the Board oversight and monitoring process section of our 2024 Corporate Sustainability Report.	4.1.2
	b) Describe management's role in assessing and managing climate-related risks and opportunities.	See the Risk management section of our 2024 Corporate Sustainability Report.	4.3
Strategy: Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	See Item 1A. Risk Factors in our 2024 10-K and the Environment section of our 2024 Corporate Sustainability Report.	2.1 3.1 3.6
	b) Describe the impact of climate-related risks and opportunities on the organization's business, strategy, and financial planning.	See Item 1A. Risk Factors in our 2024 10-K as well as the Risk management and Environment sections of our 2024 Corporate Sustainability Report. For information on our reinsurance program, refer to Reinsurance under Item 1. Business—Description of Business in our 2024 10-K.	5.2
	c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	See the Risk management section of our 2024 Corporate Sustainability Report.	5.1

Metric	Recommended disclosure	Response	Relevant CDP question number
Risk Management: Disclose how the organization identifies, assesses, and manages climate-related risks.	a) Describe the organization’s processes for identifying and assessing climate-related risks.	See the Risk management section of our 2024 Corporate Sustainability Report.	2.2.1
			2.2.2
			2.2.5
			2.2.6
			2.2.8
			2.2.9
	b) Describe the organization’s processes for managing climate-related risks.	See the Risk management and Environment sections of our 2024 Corporate Sustainability Report.	2.2.1 2.2.8 2.2.9
	c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization’s overall risk management.	See the Risk management section of our 2024 Corporate Sustainability Report.	2.2.1
Metrics and Targets: Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities.	a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	See the Environment section of our 2024 Corporate Sustainability Report. For information on catastrophe losses incurred, refer to Section III. Results of Operations—Underwriting under Management’s Discussion and Analysis of Financial Condition and Results of Operations in our 2024 Annual Report . See Full Report (PDF).	7.52
			7.54
			7.54.1
			7.54.2
	b) Disclose Scope 1, Scope 2, and if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	See the Environment section of our 2024 Corporate Sustainability Report.	7.6
			7.7
			7.8
			12.1
	c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	See the Environment section of our 2024 Corporate Sustainability Report.	7.53
			7.53.1
			7.54
			7.54.1

Assurance statement

Report of Independent Accountants

To the Board of Directors of The Progressive Corporation

We have reviewed the accompanying management assertion of The Progressive Corporation (Progressive) that the greenhouse gas (GHG) emissions metrics for the year ended December 31, 2024, in management’s assertion, are presented in accordance with the assessment criteria set forth in management’s assertion. Progressive’s management is responsible for its assertion and for the selection of the criteria, which management believes provide an objective basis for measuring and reporting on the GHG emissions metrics. Our responsibility is to express a conclusion on management’s assertion based on our review.

Our review was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants (AICPA) in AT-C section 105, *Concepts Common to All Attestation Engagements*, and AT-C section 210, *Review Engagements*. Those standards require that we plan and perform the review to obtain limited assurance about whether any material modifications

should be made to management’s assertion in order for it to be fairly stated. The procedures performed in a review vary in nature and timing from, and are substantially less in extent than, an examination, the objective of which is to obtain reasonable assurance about whether management’s assertion is fairly stated, in all material respects, in order to express an opinion. Accordingly, we do not express such an opinion. Because of the limited nature of the engagement, the level of assurance obtained in a review is substantially lower than the assurance that would have been obtained had an examination been performed. We believe that the review evidence obtained is sufficient and appropriate to provide a reasonable basis for our conclusion.

We are required to be independent and to meet our other ethical responsibilities in accordance with relevant ethical requirements related to the engagement.

The firm applies the Statements on Quality Control Standards established by the AICPA.

The procedures we performed were based on our professional judgment. In performing our review, we performed inquiries, performed tests of mathematical accuracy of computations on a sample basis, read relevant policies to understand terms related to relevant information about the GHG emissions metrics, reviewed supporting documentation in regard to the completeness and accuracy of the data in the GHG emissions metrics on a sample basis, and performed analytical procedures.

Greenhouse gas (GHG) emissions quantification is subject to significant inherent measurement uncertainty because of such things as GHG emissions factors that are used in mathematical models to calculate GHG emissions, and the inability of these models, due to incomplete scientific knowledge and other factors, to accurately measure under all circumstances the relationship between various inputs and the resultant GHG emissions. Environmental and energy use data used in GHG emissions calculations are subject to inherent limitations, given the nature and the methods used for measuring such data.

The selection by management of different but acceptable measurement techniques could have resulted in materially different amounts or metrics being reported.

As discussed in management’s assertion, Progressive has estimated GHG emissions for certain emissions sources for which no primary usage data is available.

Based on our review, we are not aware of any material modifications that should be made to Progressive’s management assertion in order for it to be fairly stated.

PricewaterhouseCoopers LLP **pwc**

Cleveland, Ohio
July 29, 2025



The Progressive Corporation Management Assertion (Dated: July 29, 2025)

With respect to the greenhouse gas (GHG) emissions metrics presented in the table below for the year ended December 31, 2024, management of The Progressive Corporation (“Progressive”) asserts that the GHG emissions metrics are presented in accordance with the assessment criteria set forth below. Management is responsible for the completeness, accuracy, and validity of the GHG emissions metrics and for the selection of the criteria, which management believes provide an objective basis for measuring and reporting on the GHG emissions metrics.

GHG emissions metric	Definition of metric ^{[1], [2], [3], [4]}	Metric quantity ^[5]
Scope 1 emissions	Direct emissions from stationary and mobile combustion of fuels and refrigerants. ^[6]	32,281 tCO ₂ e
Scope 2 emissions (Location-based)	Indirect emissions from purchased electricity (Location-based). ^[7]	35,986 tCO ₂ e
Scope 2 emissions (Market-based)	Indirect emissions from purchased electricity (Market-based). ^[7]	5,265 tCO ₂ e

[1] Progressive considers the principles and guidance of the World Resources Institute (WRI) and the World Business Council for Sustainable Development’s (WBCSD) *The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard, Revised Edition* (GHG Protocol), to guide the criteria to assess, calculate, and report GHG emissions.

[2] Organizational boundary relates to owned or leased offices, data centers (including co-located facilities), tenanted facilities, and land parcels over which Progressive and its subsidiaries had operational control during the year (collectively referred to as “sites”). Progressive does not operate in any international locations.

[3] Carbon dioxide equivalent (CO₂e) emissions are inclusive of carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulfur hexafluoride (SF₆), and nitrogen trifluoride (NF₃), where present. Emissions data by individual gas is not disclosed as a majority of CO₂e relates to CO₂. CO₂e emissions have been determined based on measured fuel consumption, purchased electricity or refrigerant gas loss, multiplied by the associated GHG emission factors and/or global warming potentials (GWPs) as follows:

Scope 1 Emission Factors and GWPs

- Natural gas, corporate jet fuel, and motor gasoline and diesel fuel used by Progressive’s owned and leased vehicle fleet: Emission factors from the United States (US) Environmental Protection Agency (EPA) Center for Corporate Climate Leadership, 2024 Emission Factors for Greenhouse Gas

Inventories (modified January 2025) and GWPs from the Intergovernmental Panel on Climate Change (IPCC) Fifth Assessment Report (Assessment Report 5–100 year).

- Diesel fuel used for backup generators: Emission factors, which includes an embedded GWP from the IPCC’s Fifth Assessment Report (Assessment Report 5–100 year), from the United Kingdom (UK) Department for Business, Energy & Industrial Strategy 2024 Government Conversion Factors for Company Reporting of GHG Emissions (last updated October 2024) for 100% mineral diesel.
- Refrigerants: GWPs from the United Kingdom (UK) Department for Environment, Food & Rural Affairs and Environment Agency, Calculate the carbon dioxide equivalent quantity of an F gas (published December 2014).

Scope 2 Emission Factors and GWPs (Location-Based)

- Purchased electricity: Emission factors from the US EPA Emissions & Generation Resource Integrated Database (“eGrid”) 2023 factors by sub-region (revised release January 2025) and GWPs from the IPCC Fifth Assessment Report (Assessment Report 5–100 year).

Scope 2 Emission Factors and GWPs (Market-Based)

- In quantifying market-based Scope 2 emissions, the WRI and WBCSD *GHG Protocol Scope 2 Guidance: An amendment to the GHG Protocol Corporate Standard* defines a hierarchy of emission factors for quantifying market-based emissions, in order from highest to lowest precision. The below were used by Progressive for the current year inventory:
 - Energy attribute certificates (EACs): Renewable Energy Certificates (RECs) purchased from ENGIE Resources NA for wind power and WREGIS Organization Colorado Springs Utilities for solar power.
 - Other grid-average: Location-based emission factors and GWPs listed above.

[4] GHG emissions quantification is subject to significant inherent measurement uncertainty because of such things as GHG emissions factors that are used in mathematical models to calculate GHG emissions, and the inability of these models, due to incomplete scientific knowledge and other factors, to accurately measure under all circumstances the relationship between various inputs and the resultant GHG emissions. Environmental and energy use data used in GHG emissions calculations are subject to inherent limitations, given the nature and the methods used for measuring such data. The selection by management of different but acceptable measurement techniques could have resulted in materially different amounts or metrics being reported.

[5] tCO₂e = Metric tons of carbon dioxide equivalent.

[6] Related to Scope 1 emissions:

- Scope 1 emissions include combustion of (i) stationary fuels from natural gas used for heating at certain Progressive sites and diesel fuel used for backup generators at certain Progressive sites; (ii) mobile fuels from corporate jet fuel used by Progressive’s corporate aircraft operations, as well as motor gasoline and diesel fuel used by Progressive’s owned and leased vehicle fleet; and (iii) refrigerants.
- For natural gas, Progressive used invoice data obtained from third parties to measure natural gas consumption where available. For sites where invoice data was not available, Progressive estimated natural gas consumption using the intensity method (usage/square foot) based on the 2018 Commercial Buildings Energy Consumption Survey (CBECS), Table C24—Natural gas consumption and expenditure intensities, published in December 2022 by the US Energy Information Administration (EIA) for office buildings. These estimated emissions account for approximately 3% of reported Scope 1 emissions.
- For diesel fuel used for backup generators, Progressive used invoice data obtained from third parties to measure diesel fuel consumption.

- For corporate jet fuel, Progressive used actual gallons of fuel consumed obtained from the Fuel Purchase Report—All Airports provided by our third-party flight tracking provider to measure corporate jet fuel consumption.
- For motor gasoline and diesel fuel used by Progressive’s owned and leased vehicle fleet, Progressive used actual gallons of fuel consumed obtained from employee company fuel cards to measure motor gasoline and diesel fuel consumption. If a company fuel card was not used, Progressive estimated gallons of fuel consumed (fuel purchases assumed to be gasoline only) using expense reimbursement reporting and 2024 Weekly Retail Gasoline and Diesel Prices from the US Energy Information Administration. These estimated emissions account for less than 1% of reported Scope 1 emissions.
- Refrigerants include discharge and recharge of refrigerants at certain Progressive sites when there is leakage/loss repairs or preventative maintenance performed, as tracked and reported by Progressive’s HVAC team.

[7] Related to Scope 2 emissions:

- Scope 2 purchased electricity relates to electricity used at Progressive sites purchased from the grid.
- Progressive used invoice data obtained from third parties to measure purchased electricity consumption where available. For sites where invoice data was not available, Progressive estimated purchased electricity consumption using the intensity method (kWh/square foot) based on the 2018 CBECS, Table C14—Electricity consumption and expenditure intensities, published in December 2022 by the US EIA for office buildings. These estimated emissions account for approximately 15% of the reported location-based Scope 2 emissions.
- Market-based Scope 2 emissions include RECs purchased from the provider ENGIE Resources NA for wind power and WREGIS Organization Colorado Springs Utilities for solar power. These RECs have been retired and were applied to arrive at reported market-based Scope 2 emissions.



The Progressive Corporation

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Learn more about our ongoing
environmental, social,
and governance initiatives.

About Progressive ↗

Our Purpose ↗

Corporate Governance ↗

Diversity, Equity & Inclusion ↗

Our Core Values ↗

Carlos Rosales-Silva

Bendicion

2021

sand, crushed stone,
and glass bead in
acrylic paint on panel

16" x 12"

