

Message from the CEO

Welcome to the Rentokil Initial 2020 Responsible Business Report



2020 was a year when, as a Company, we once again proved our commitment to being a responsible business. The delivery of our purpose – to Protect People and Enhance Lives – was never more important.

Clearly, there was much change: 8,500 colleagues moved to remote working; Hygiene became one of the world’s most important categories; and in just four weeks Disinfection services were launched across 60 countries.

But it was also a year when our operational model continued to run consistently and effectively: We delivered record levels of colleague safety, training and retention; our leadership in innovation and digital was vital to supporting customers; and, having recognised at an early stage that we faced a crisis, we acted with agility and pace.

It may well also prove to be a watershed year for Rentokil Initial, when our commitments to the environment and achieving net zero carbon emissions, and to diversity, equality and inclusion, were deployed in plans and targets that will further enhance the Company over the coming years.

As the crisis deepened, our key services were authorised as ‘essential’ allowing our technicians in Pest Control, Hygiene, Medical and Disinfection services to continue to serve customers, including supermarkets, hospitals, food producers and pharmaceuticals.

In keeping with our purpose, we dramatically expanded our specialist Disinfection services – developing and deploying safe operating processes and bespoke training. By the end of March 2020, 7,000 colleagues were trained.

Tragically, three colleagues died as a result of COVID-19 during 2020.

We protected jobs and our liquidity by making a collective sacrifice – over 5,000 colleagues accepted pay waivers, our managers and leaders supported the suspension of bonus payments and the Company’s LTIP scheme, and no dividends were paid to shareholders in 2020. Everyone made a contribution.

Finally, on behalf of the Board, I would like to pay tribute and sincerely thank our colleagues. Their commitment and sacrifice ensured that Rentokil Initial was able to exit the Crisis phase, and is now into the Recovery phase and exploring strategic opportunities.

We will continue to act responsibly and create value for all of our stakeholders.

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We moved colleagues to home working and obtained the necessary PPE for our frontline technicians; we also implemented strict protocols enabling colleagues to serve our customers during the crisis, safely. Our responsibility to colleague safety will always be our first priority.

Andy Ransom
CEO