Rentokil Initial
Protecting People. Enhancing Lives.

Environment

Our environment plan and pathway to net zero.

Delivering net zero emissions by 2040.

INSIDE THIS SECTION

2020 RoSPA Gold Award

glassdoor 2020 BEST PLACES TO WORK EMPLOYEES' CHOICE

THE QUEEN'S AWARDS FOR ENTERPRISE: INNOVATION 2020

The Planet Mark eden project

Our approach

We believe that our ambition for environmental leadership and our plan to deliver net zero carbon emissions by the end of 2040 is not only the right thing to do, but it is also the right thing for the Company as it creates a higher quality, more efficient and differentiated business. Action on climate change also aligns closely to our purpose of Protecting People and Enhancing Lives.

We have developed a business-wide operational approach to environmental sustainability. A new environment plan has been developed, which will be delivered through our country operations. This is built on three pillars: Sustainable Solutions, Sustainable Operations and Sustainable Workplace:

Sustainable solutions

- Our focus here is to provide customers with a range of market-leading services – not only for their ability to protect people from pests or enhance lives through better hygiene, but which also set new standards for sustainability

Find out more about our non-tox, sustainable products, remote monitoring and digital services, as well as product stewardship and regulatory compliance, in the Service and Innovation section

Sustainable operations

- Our focus here is to deliver higher quality and more efficient operations which reduce our impact on the environment. Key areas include the transition to an ultra-low emission vehicle fleet, working with our product and chemical suppliers and reducing waste

This is the main focus for this Environment section.

Sustainable workplace

- Our focus here is to provide colleagues with sustainable workplaces which use renewable energy and encourage colleagues to play their part in a being more sustainable at work and at home

This is covered in part in this Environment report, with further information about our culture in the Colleagues and Culture section

Within these three broad areas are eight specialist workstreams, but key to our success are the local action plans being undertaken across our Group.

From this strategy comes our pathway to net zero carbon emissions from our operations by the end of 2040. Key elements of the plan include our transition to an ultra-low emission fleet, which has already commenced, and the reduction in our energy emissions through the transition to renewable property energy. Included in our pathway to net zero is not only our approach to reduce emissions from our properties and fleet but also the emissions from our use of sulfuryl fluoride, which has grown to become a more significant contributor to Rentokil Initial's environmental impacts following growth in fumigation.

Other initiatives, for example, actions to reduce our waste to zero are underway. Our Pacific region has implemented a regional action plan for battery and aerosol recycling, already resulting in 40 tonnes of batteries and other waste recycled to date, and so diverted from landfill sites across the Pacific.

Executive compensation is linked to sustainability, with the 2019 and 2020 Performance Share Plan awards having 5% of the payment subject to environmental improvement, based on vehicle emissions intensity. Other ESG criteria includes colleague retention (5%) and customer satisfaction (5%).

Our approach is underpinned by a robust commitment to stakeholder engagement – for instance, ensuring that our colleagues are involved, informed and given the opportunity to put forward their own ideas. We have also introduced the Chief Executive's Environmental Awards in 2020 to recognise both colleagues and best practices in developing local operational sustainable activities and creative environmental solutions.

During the year, it was agreed that the Group's Executive Leadership Team (ELT) and Senior Leadership Forum (SLF) meetings will have Environment as the third item on every agenda (following Safety and Employer of Choice). The vehicle emissions intensity for the 20 largest operations have been presented to the ELT and SLF monthly.

This tracks the vehicle fuel efficiency performance for each country against the prior year, per thousand litres of fuel used, per million of revenue in local currency.

The CEO has Board accountability for responsible business delivery, as well as engagement with our wider stakeholder groups. The Company's Environment Steering Committee includes relevant ELT members and functional specialists. Countries have environment steering groups and 'green teams' to support the execution of local projects. Green ambassadors are also in place locally.

Local focus – role of ambassadors:

- Recommend sustainable operational improvements and engagement opportunities to inform green team decision making
- Collaborate in the development and review of environmental colleague engagement campaigns with SHE, colleague communications and engagement, and fellow green ambassadors
- Cascade and reinforce environmental goals and sustainability guiding principles with materials provided to local colleagues
- Encourage and identify local storytelling 'Eco-tales' and spotlight stories to foster environmental related colleague recognition opportunities
- Implement and support green team-led environmental initiatives at a local level

Enhanced reporting

This year, in addition to our independent accreditations such as the Dow Jones Sustainability Index, we have initiated reporting against the Task Force on Climate-related Financial Disclosures (TCFD) and Sustainable Accounting Standards Board (SASB) frameworks. We also align our activities with the UN Sustainable Development Goals (SDGs).

Find out more in the How we report section

Our environment plan

Our new, overarching environment plan was approved by the Board in 2020. This will be delivered through our country operations and is built around three core pillars: Sustainable Solutions, Sustainable Operations and Sustainable Workplace, with eight workstreams to provide specialist support and share best practice.

Sustainable solutions

Workstreams

Hardware
Ensuring hardware products are designed for sustainability.

Consumables
Ensuring paper products are only sourced from sustainable suppliers.

Chemicals
Moving to non-tox services, including finding an alternative to sulfuryl fluoride, a GHG used in fumigation services.

Sustainable operations

Workstreams

Colleague Mobility
Reducing our carbon emissions from vehicles.

Waste
Measuring and reducing our waste to zero landfill and incineration.

Supply Chain
Working with suppliers to minimise their own climate-related impacts and those of our products.

Sustainable workplace

Workstreams

Properties
Moving to sustainable energy tariffs and property efficiency.

Culture
Taking our people on the journey and delivering day-to-day behaviour change.

Summary of our environment plan

Overarching long-term goal

Rentokil Initial will have net zero carbon emissions from its operations by the end of 2040

Three pillars of specific global action and individual short- to medium-term targets

Eight workstreams

1. Sustainable solutions
- Hardware
- Consumables
- Chemicals

2. Sustainable operations
- Mobility
- Waste
- Supply Chain

3. Sustainable workplace
- Properties
- Culture

Executed throughout all global operations

North America | Europe | UK | Asia | Pacific | LATAM | RoW

Further activity specific to individual territories but all supporting the overarching goal

Individual local and regional activities

See pages 32 to 35 for more

Creating value for our stakeholders
- Customers
- Colleagues
- Suppliers and Partners
- Investors

Examples of activities in our workstreams

Hardware
1. Leading our industries with the most environmentally friendly range of products and services, supporting our customers' own environmental ambitions
2. 'Cradle to grave' analysis of all new products
3. Introducing new products made from recycled materials

Consumables
4. Ensuring that paper products have come from sustainable sources
5. Changing the types of chemicals we use for fumigation to more environmentally friendly alternatives

Chemicals
6. Reducing and eventually removing the use of pesticides and insecticides

Waste
7. Reducing to zero the waste we send to landfill or incineration
8. Reducing packaging: Move to 100% reusable or recyclable
9. Reducing our use of plastic, for example reducing the thickness of our FHU bags
10. Reducing the levels of waste batteries – examine options for reuse, recharge
11. Increasing product refurbishment and reuse

Mobility
12. Transitioning to a low emission (EV) fleet
13. Reducing mileage – utilising route planning tools and building customer density
14. Examining how the use of digital tools can reduce our vehicle mileage / emissions

Supply Chain
15. Ensuring our product formulations use palm oil extracts that are only from sustainable sources, eventually removing all use of palm oil
16. Working with suppliers to ensure that they have sustainability plans and minimising the environmental impact of our products

Properties
17. Introducing green energy tariffs for our owned buildings
18. Prioritising property energy efficiency savings opportunities, e.g. installing LED lighting

Culture
19. Reducing the use of flights and business travel
20. Ensuring our colleagues are involved, informed and given the opportunity to put forward their own ideas

Pathway to net zero

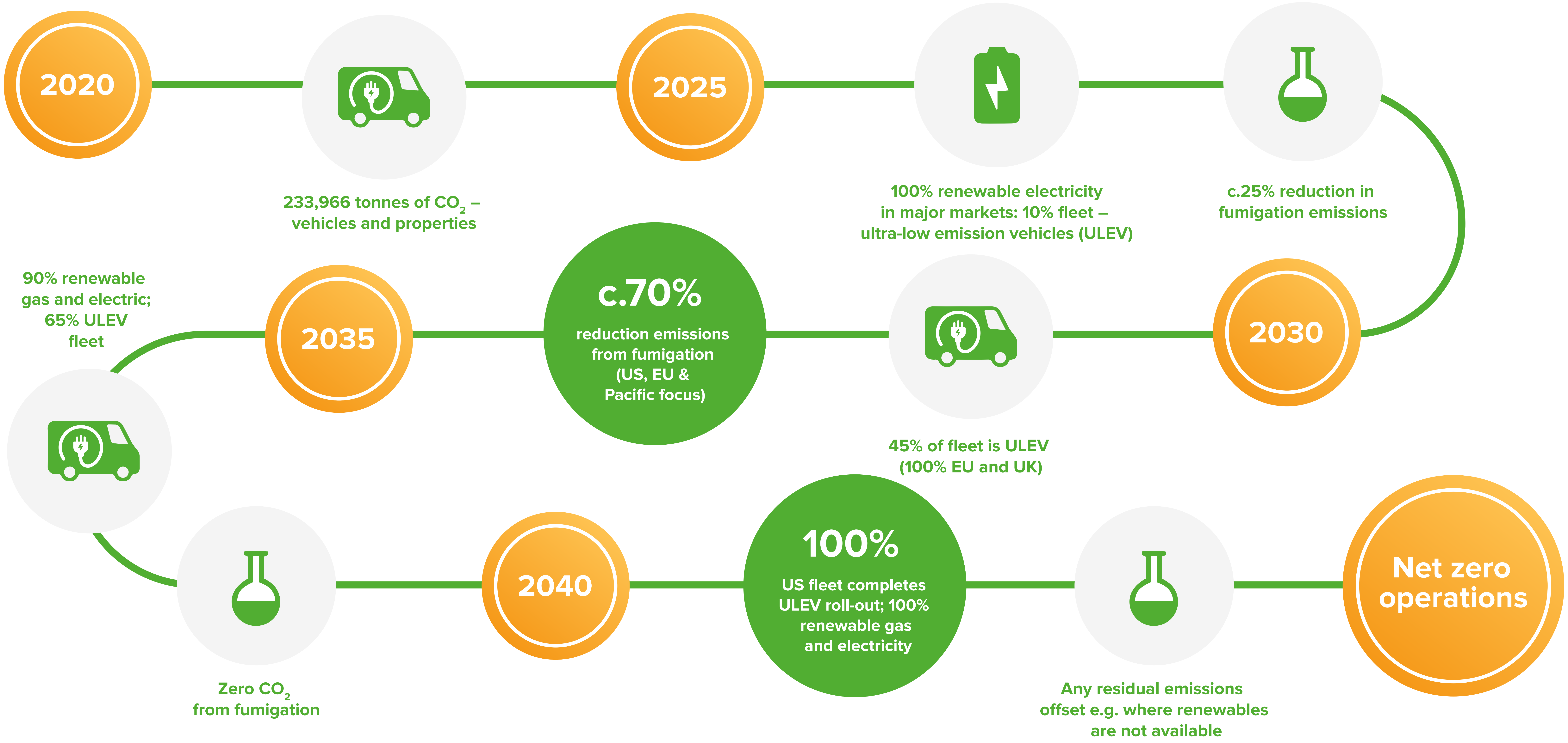
From our overarching environment plan comes our pathway to net zero carbon emissions.

Approved by the Board in 2020, our long-term commitment is to reach net zero from our operations by the end of 2040. This includes several milestones, such as the transition to an ultra-low emission fleet, which has already commenced, and the reduction in our energy emissions through the transition to renewable property electricity. Also included is our ambition to find a more sustainable alternative to the use of sulfuryl fluoride in biosecurity and termite-related treatments.

We believe that this goal is bold and stretching, given we operate in 83 countries, including many emerging markets. But, we believe this will unlock a new level of energy and innovation as we seek to differentiate the Company as a leader in environmental sustainability.

We continue to analyse our markets and develop our plans locally, and in 2021 we plan to enhance our data collection and introduce a new Group-wide system. We will update our plan annually to reflect our progress and latest market insight.

Pathway to net zero



Taking action across our local operations

While 2020 was, of course, a year dominated by the impact and our response to the pandemic, with our priority of keeping colleagues safe, our environmental agenda continued to make progress as our countries began to develop and implement their plans. Across the business there is a high level of focus and energy behind this programme.

Here are some examples of our initiatives in 2020 – focused on fleet, properties, waste, fumigation, biodiversity and culture.

Colleague mobility

As a route-based operating Company, with c.19,000 vehicles in our global fleet, colleague mobility is a material source of our carbon emissions. Our goal is to have a 100% ultra-low emission vehicle fleet by 2040.

During 2020, we developed a detailed analysis using our local market intelligence to track each country's readiness to deploy an ultra-low emission vehicle fleet.

This included suitable electric vehicle (EV) fleet availability, pricing, charging network and risks in our operations, such as the introduction of city or country-based charging or restrictions:

- **Paris** – bans diesel engines from 2024, petrol by 2030
- **Norway** – bans internal combustion engines (ICE) by 2025
- **UK** – final sales of ICE from 2035
- **Iceland, Sweden, Netherlands, Denmark and Ireland** – 2030 ICE ban

Taking action

- Across the Group we have taken our first steps to introduce EVs, including in five major markets. We have also created our fleet policy framework. Rentokil Initial is a member of EV100 – a global initiative bringing together companies committed to accelerating the transition to electric vehicles
- Vehicle fuel efficiency improved by 5.1% in 2020

See Environmental Targets and Performance

Extract from ultra-low vehicle fleet analysis by country

Country	Vehicle	Term Months	BEV vs ICE	RAG Status
	LCV Small / Medium	48	£160	
	Car	54	£108	
	LCV Large	48	£56	
	Car	48	£49	
	LCV Small / Medium	48	£47	
	Car	48	£47	
	Car	36	£29	
	Car	48	£22	
	Car	48	£10	
	Car	48	£4	
	Car	48	£15	
	Car	120	£18	
	Car	120	£18	
	LCV Large	48	£30	
	Car	48	£43	
	Car	48	£58	
	LCV Small / Medium	48	£62	
	Car	48	£64	
	Car	48	£65	
	LCV Small / Medium	48	£65	
	LCV Small / Medium	54	£81	
	Car	48	£82	
	LCV Small / Medium	48	£83	
	LCV Small / Medium	48	£88	
	LCV Large	48	£88	
	LCV Large	48	£96	
	LCV Small / Medium	48	£103	

Note: List of countries has been removed to protect confidentiality. LCV = Light Commercial Vehicle.

- **UK:** Detailed analysis of our fleet using telematics data – shows customer routes and daily mileage. We will target those routes with less than 50 miles initially for the introduction of EVs. In early 2021, with a new car list available, 34% of new vehicles were EV. Telematics also delivers analyses of idling time which has allowed the Company to introduce a new training and awareness programme

  Over the last five years the UK business has significantly improved its fleet carbon efficiency with the introduction of newer vehicles and improved operational efficiency. In UK Pest Control, there has been a 13g reduction in CO_2 per km driven – between 2015 and 2020. In UK Hygiene there has been a 33g per km driven improvement with the introduction of our On-Site Service operational model being a particular driver of this success
- **China:** 189 electric bikes ordered for colleagues to service small food and beverage customers in city locations
- **Netherlands:** Electric vehicle trial in Amsterdam with a combination of three-wheel and four-wheel tuk tuks. Also underway in Uruguay

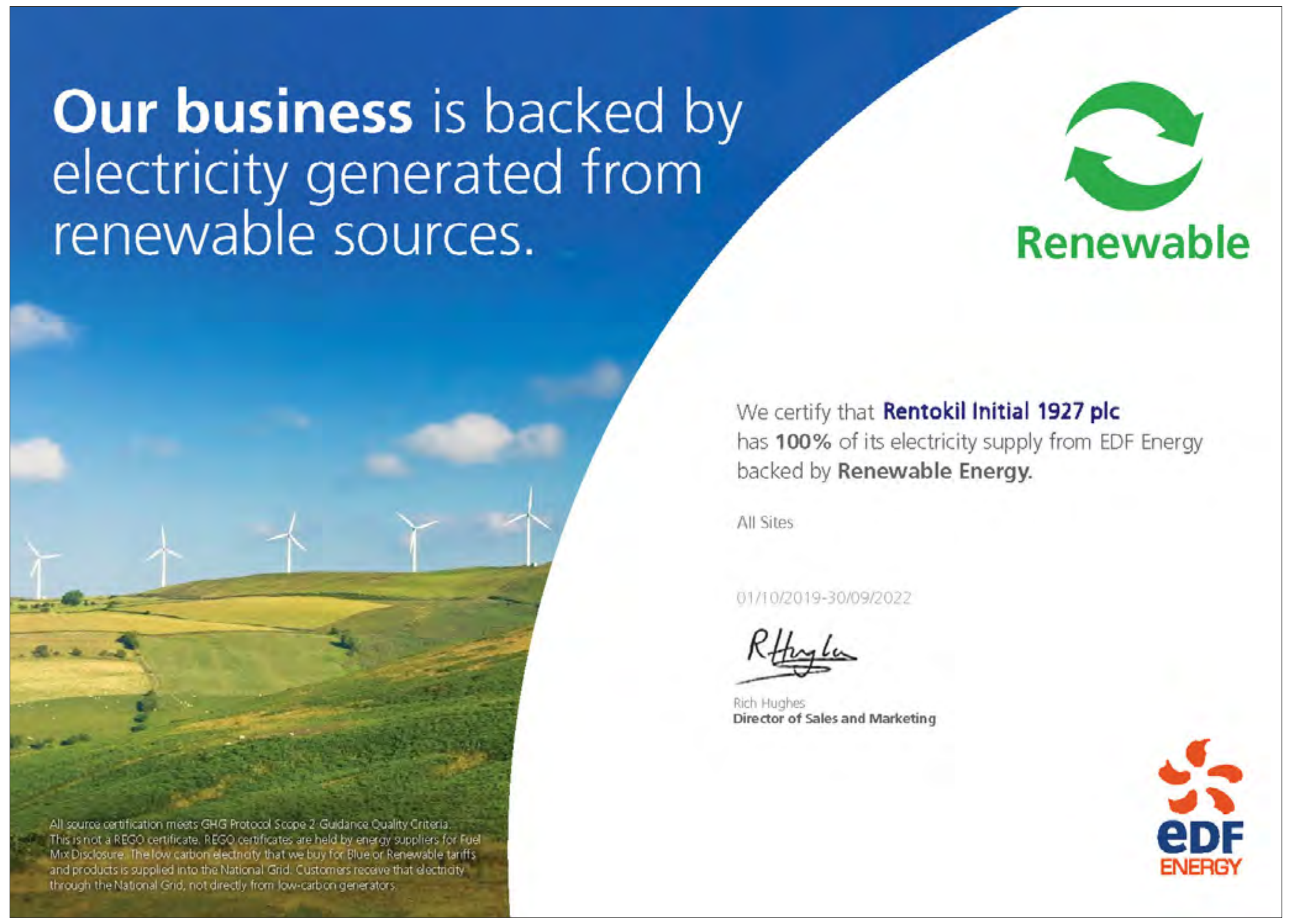
- **North America:** Delivery of first, fully electric vehicles and activities to reduce the weight of existing vehicles. 20 electric vehicles and installation of Level Two home charging stations. 100+ hybrid vehicles in addition. Aim to replace 500+ vehicles in 2021 with more fuel-efficient models, including EV and hybrid, subject to pilots and meeting our analysis criteria
- **France:** Pilots of EV and CNG with ten distribution vehicles in four branches to test different types of routes and environments
- **Brazil:** In 2020 we implemented a programme to move 100% of our vehicles to biofuel consumption (Ethanol) by the end of 2021. Currently around 65% have been converted, reducing emissions by over 70%

Properties

Rentokil Initial has around 1,000 properties in its 83 countries ranging from local branches and warehouses to office locations. Over the last five years, the Company has consolidated its property portfolio, with property energy efficiency improving by 61% since 2016. Across the Group we are moving paper-based processes online. Our goal is for all major markets to be supplied with renewable energy for electricity by 2025.

Taking action

- **Australia and France:** Analysis of our building portfolio undertaken and have begun to introduce energy efficient lighting. In Australia, as an example 35 properties were analysed for lighting sources – and a plan developed to move away from fluorescent lighting to lower energy options
- **UK:** Working with EDF to move to renewable energy for electricity (see certificate)
- **Hong Kong:** We have Wastewi$e certification from the Environmental Campaign Committee (ECC) which verified a 68% waste paper reduction (see certificate). Measures recommended by ECC have been implemented in RI premises
- **Global:** In 2020 we introduced several schemes to reduce paper usage, including Adobe Sign which has already accounted for over 4,000 documents such as contracts being signed electronically (c.20,000 pieces of paper saved). In France, we have introduced e-billing with up to 27% replacement of paper to date
- **New global HQ:** Opening summer 2021 – the use of solar panels, energy efficient lighting and EV charging points have been specified



Waste

Our ambition is for 100% of waste material to be reused, recycled or repurposed for energy by 2035, and in 2020 the Company began to implement actions at a country level with multiple local activities. At the same time, we put in place plans to improve waste measurement across our major markets.

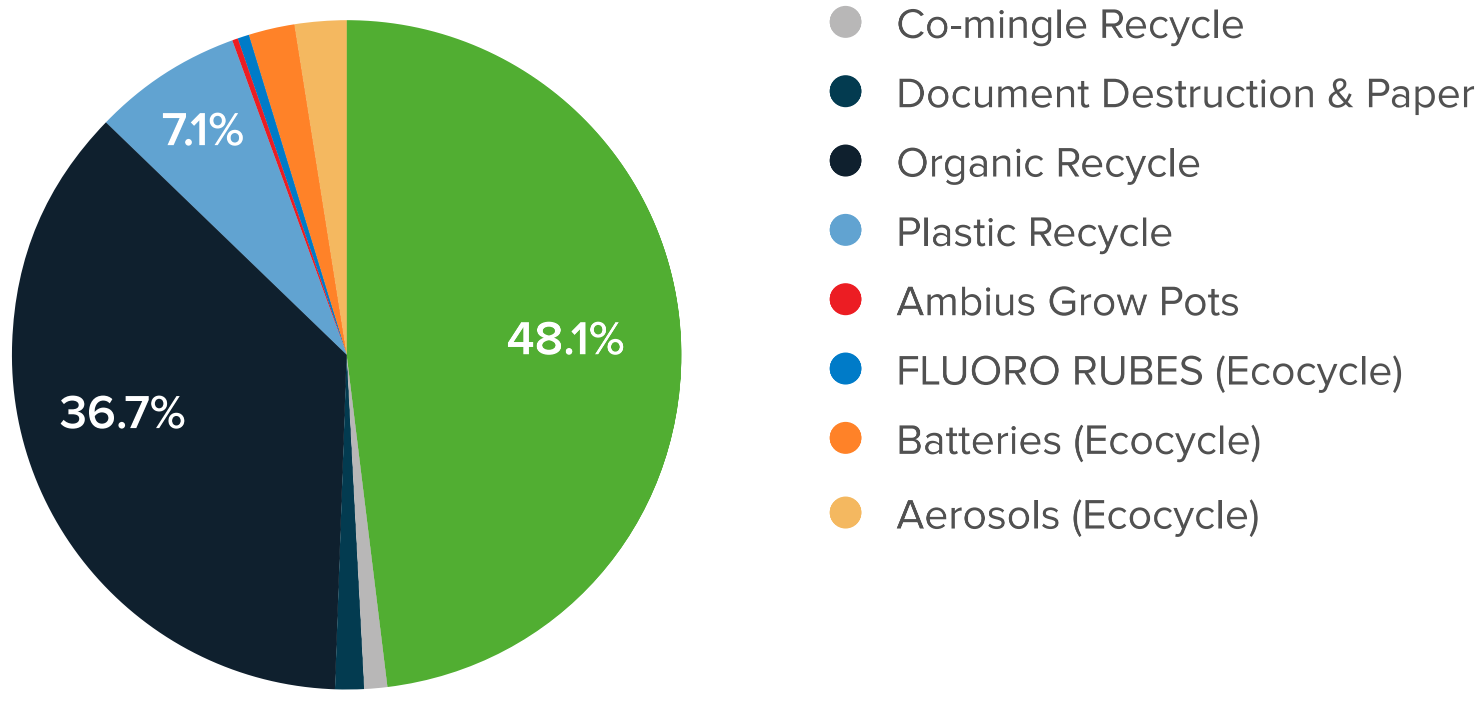
Taking action

- **North America:** Our largest business, accounting for 44% of revenues in 2020, has appointed a single waste management company covering all owned buildings to provide a unified, scalable solution with full waste reporting and insight. Currently, c.30% of locations have begun to be serviced with 62.78 tonnes of waste diverted to be recycled to date. The business has also formalised the opportunity to recycle UV bulbs and batteries through the 'Recycle Right' programme

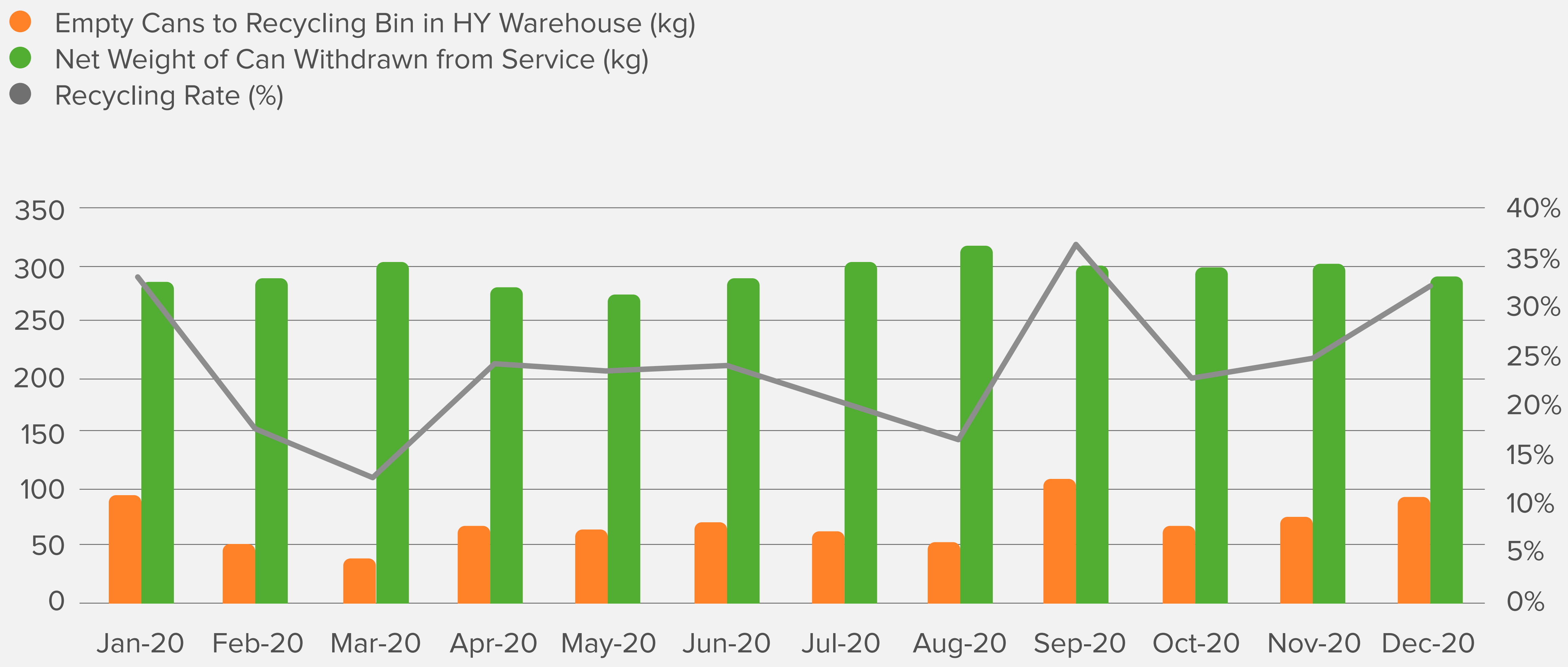
  In North America we have also begun to partner with suppliers to provide solutions to reduce plastics sent to landfill, beginning with the recycling of polyzone plastic containers (used to contain Pest Control treatments)

  In 2020, 15 district offices participated in this programme and 37 drums were purchased, used and eventually returned to be refilled. Each drum holds 4,300 plastic containers. In 2021, we will widen this concept to other products and with other suppliers
- **Australia:** All plants from Ambius that have been replaced were donated to local schools and care homes
- **Europe:** Accounting for 25% of revenues, our Europe region measures and reports all waste against EU Waste Codes. The level of recycling varies by country, reflecting the availability of recycling facilities in each country
- **France and Italy:** Action has been taken to substantially reduce the metal and plastic waste burden within the Hygiene washroom businesses. This involves establishing facilities to refurbish dispensers rather than buy new units. Over the last three years, over 150,000 units in France and Italy have been refurbished
- **Global:** Ambius has introduced the use of 'eco pebbles' as soil covering in pots, made from 80% recycled material
- **Global:** Following suggestions by technicians, we have analysed the packaging that new Pest Control and Hygiene hardware products are supplied in and have begun to work with suppliers to reduce packaging and the use of plastics
- **Australia:** In 2020 we began a waste reduction pilot using a biological technology capable of treating various waste streams, such as nappy and sanitary waste, into organic, reusable waste – while achieving c.70% reduction in waste to landfill. The system uses bacteria which are produced from naturally occurring isolated strains to break down and convert the waste
- **Pacific:** Diversion from landfill in 2020 increased in both absolute and relative terms, driven by the launch of the Recycling Hubs across all branches which promoted the various recycling initiatives. These included aerosol and battery recycling programmes (with over 40 tonnes of batteries and other hazardous waste diverted from landfill in 2020). See chart
- **France:** Our business has been focused on waste recycling, reuse and recovery for several years. In 2020 the level of recycling reached 31%, up from 19% in 2017
- **Hong Kong:** As part of our Wastewi$e programme, we began recycling air freshener cans – with a branch-by-branch recycling programme delivering rates of up to 37% achieved in the first few months. Total recycling weight was 848kg. See chart

Pacific – 2020 diversion split



Country example: Hong Kong



Protecting biodiversity

Rentokil Initial is a proud supporter and partner of the UK climate change charity, Cool Earth, protecting vital rainforests in Papua New Guinea, Mozambique and Cameroon.

Now in its third year, our partnership is protecting rainforests – one of the most effective actions to tackle climate breakdown. Rainforests store carbon, regulate water cycles, and protect millions of species of plants and animals.

Read our full partnership report by Cool Earth here

The Chief Executive's Environmental Awards 2020

Engaging colleagues and sharing best practices across our operations is an important part of our plan. Across the Company, colleagues are encouraged to put forward their own ideas and suggestions (for example, colleagues in Germany submitted 56 ideas in 2020). We also celebrate success and in 2020, launched our dedicated Chief Executive's Environmental Awards to recognise positive achievements:

Environmental Initiative of the Year

- **UK Hygiene** – which diverted 2,600 tonnes of washroom waste from landfill to Waste-to-Energy in 2020

Environment Champion: Country Award

- **Rentokil North America** – made excellent progress in the reduction in fuel and of its CO_2 footprint by moving to hybrid vehicles and lighter vehicles. Their annual consumption reduced by 210,000 gallons

Environment Champion: Colleague Award

- **Rune Tangen, Service Manager** – the driving force in changing our car fleet in Norway to be ultra-low emission ahead of the ICE vehicle ban from 2025. 11% of vehicles were moved to fully electric in year one, removing 144 metric tonnes of CO_2

Case study: Italy

Colleagues in Italy are making meaningful changes to the way they work as they focus on reducing CO_2 emissions, energy consumption and waste.

Colleagues have put forward many branch initiatives that have led to actions, such as:

- All light bulbs used are now LED
- All paper towels and cotton roller towels are recycled
- All office provisions (e.g. chairs, pens, glasses) are made from sustainable materials
- All detergents (e.g. for dishwashers) are biodegradable
- Soap purchased from local suppliers does not contain palm oil
- All electricity is supplied from renewable sources
- All printers only use recycled paper
- Water dispensers have been installed to encourage colleagues to cut back on using disposable plastic bottles
- Trials to move to Ultra-Low Emission Vehicles are already running in Milan and Bergamo with electric charge points installed

As of December 2020, Rentokil Initial Italia S.p.A. became ISO 14001 certified.

Environmental targets & performance

Environmental targets

In addition to our new net zero carbon emissions commitment, in 2020 the Board set a new target to reduce our emissions intensity index by a further 20% by the end of 2025 (using 2019 data as the baseline). We report our emissions intensity values, related to revenue at constant exchange rates, as an index. In 2020, this improved over the prior year by 8.1%.

Our previous emissions target was to achieve a 20% reduction in the emissions intensity index by the end of 2020, based on a 2015 baseline. By the end of 2020, we had achieved a 27.2% improvement.

The Company reports its environmental efficiency eco-performance – data is provided over a five-year period – against the following areas:

- Carbon Emissions Efficiency Index
- Absolute emissions
- Eco-efficiency indices for property energy and vehicle fuels
- Workwear and Hygiene processing plants – eco-efficiency indices for water and energy; and normalised emissions
- Waste reduction

As part of our net zero plan, we have also illustrated how we aim to achieve this over 20 years, including the roll out to 100% ultra-low emission vehicles and the use of renewable property energy.

Our goal is to achieve 100% of waste material being reused, recycled or repurposed for energy by 2035.

UN Climate Change Conference of the Parties (COP26)

As part of the COP26 Business Leaders Event that took place in June 2020 Rentokil initial made a range of commitments to:

1. Make our organisation a net zero GHG Emissions business by end 2040
2. Make our Board accountable for GHG emissions and aware of the risks to our Company and the planet
3. Commit to buying 100% renewable electricity from our UK supplier by 2025
4. Promote biodiversity
5. Commit to measure and publish the results of our work

Environmental performance

Carbon Emissions Efficiency Index

In 2020 our carbon efficiency improved by 8.1%.

Emissions have been calculated in line with the GHG Protocol Corporate Reporting Standard, and the Company reports CO_2e using the UK Government's 2020 conversion factors for fuels, gases and UK electricity, and the International Energy Agency (IEA) conversion factors for non-UK electricity generation.

We also report on the intensity value of emissions, relating emissions values to activity levels – in this case at constant exchange rates to provide an accurate like-for-like performance comparison, removing currency variations.

The following table shows our five-year index of intensity values – which have improved by 22.5% over five years and an 8.1% improvement in 2020 versus the prior year.

	2020	2019	2018	2017	2016
Index of energy and fuel derived CO_2e emissions at CER per £m of revenue	77.55	84.37	84.89	97.64	100

Absolute emissions

During 2020, the Company's absolute energy and fuel-derived emissions decreased by 2.3% reflecting changes in service mix (the introduction in 2020 of emergency Disinfection services in particular), acquired businesses and customer site closures during lockdowns. Ongoing Revenues increased by 6.3% during the year.

Over the period from 1 January 2016, shown in our all-scope chart, the Company has acquired 201 companies, including 23 businesses during 2020.

The following table shows absolute emissions (split by scope) derived from property energy and vehicle fuels over the past five years (based on data collated from all the countries in which the Company operates).

Absolute values of energy and fuel-derived emissions – tonnes of CO_2e

Type of scope	2020	2019	2018	2017	2016
Total Scope 1	169,755	173,140	160,024	164,745	149,597
Total Scope 2	15,390	17,031	16,282	17,513	14,209
Total Scope 3	43,052	43,548	40,255	39,905	35,309
Total outside scope	5,769	5,768	5,238	5,084	4,519
Total – all scopes and outside scopes	233,966	239,487	221,799	227,247	203,634

Our current Scope 3 reporting includes emissions in relation to our properties and vehicles – Transmission & Distribution (T&D) and Well to Tank (WTT). We are currently planning to enhance our data capture around Scope 3 emissions, in particular business travel and our supply chain.

Since 2018, we have also reported our energy consumption, and the UK operations' percentage. In 2020, global energy consumption was 788,158 MWh (2019: 810,361) with UK consumption representing just under 12% of global emissions.

As discussed earlier, one of our eight workstreams is to look at the chemicals we use within our operations and we continue to work with suppliers to identify alternative fumigants and seek country registrations. Absolute emissions derived from the use of sulfuryl fluoride (a fumigant) were 605,442 tonnes in 2020 (2019: 548,449 tonnes, 2018: 363,339 tonnes; 2017: 481,390 tonnes). The year-on-year differences reflect the variability in customer demand (biosecurity protection for international trade) and acquisitions.

Our commitment is to be at net zero carbon emissions from our operations by the end of 2040.

Vehicle eco-efficiency

Vehicle fuel efficiency has improved by 10.9% since 2016 and we made good progress in 2020 with a 5.1% improvement, largely due to an increased number of larger single-site contracts due to COVID-19 Disinfection services, as well as a continued focus on vehicle efficiency practices across the global fleet.

Vehicle emissions represented 85% of the Company's energy derived emissions in 2020. The Company estimates its fleet to be c.19,000 vehicles.

The Company undertakes a range of programmes to support our goal of net zero including transitioning to ultra-low emission fleets, reducing mileage through route optimisation tools and building customer density.

Property eco-efficiency

Over the last five years, the Company has consolidated its property portfolio through co-location, resulting in a 61% improvement in property energy efficiency since 2016.

In 2020, this strong progress continued with a further improvement of 9% year-on-year largely due to increased working from home due to COVID-19 restrictions. 8,500 colleagues were moved to home working in 2020.

In addition to improvements in operational geographic density – a key focus for the Company – our acquisition strategy enables further co-location.

Eco-efficiency in workwear and linen hand towels

In 2020, the workwear processing plants in France and the roller towel operations increased their product volume-related emissions by 2.9%, mainly due to reduced volumes of product processed due to COVID-19 lockdowns in France. In 2020, Ongoing Revenues in France Workwear declined by 10.4% with customer facilities in temporary lockdown, reducing demand for flat linen and garments for laundry.

Eco-efficiency indicator – vehicles	2020	2019	2018	2017	2016
Index of vehicle energy consumption – thousand litres per £m turnover at CER	89.1	94.2	94.2	100.3	100

Eco-efficiency indicator – properties	2020	2019	2018	2017	2016
Index of property energy consumption – thousand kWh per £m turnover at CER	38.8	49.1	53.2	86.6	100

Workwear indicators	2020	2019	2018	2017	2016
Kilograms of CO_2 emissions per tonne processed	272.65	271.71	267.92	266.80	256.9
Water usage per unit washed – litres used per kilogram	9.90	9.54	9.70	9.07	8.56

Workwear waste	2020	2019	2018	2017	2016
Recycling*	32%	24%	33%	45%	47%
Recovery – Energy	26%	30%	12%	9%	7%
Landfill	24%	30%	39%	23%	36%
Incineration	18%	16%	16%	23%	10%
TOTAL (tonnes)	1,232	1,899	1,487	1,685	1,474

* *Includes Re-use.*

Responsible practices at our French workwear plants, include:

- The reduction of water and energy consumption through a constant renewal of machines and the use of more efficient laundry at lower temperatures
- Control of wastewater sent to the treatment plant – reducing the levels of bleach used in washing with neutral pH
- c.90% of used clothes from the workwear rental and maintenance business have experienced a second life, transformed into acoustic and thermal insulating materials for the building and automotive industries, using an ISO-certified partner

Accreditation & memberships

The Company has received accreditation and membership of the Dow Jones Sustainability Europe Index of leading companies since 2005. In 2020 it scored 76% for climate strategy (84 percentile) and 65% for operational eco-efficiency (82 percentile). Based on our performance, we qualified for inclusion in S&P's SAM Sustainability Yearbook 2021, as a Yearbook Member. This means our sustainability performance is within the top 15% of our industry and that our score advanced most from 2019 to 2020, compared to our industry peers.

For its submission to the 2020 Carbon Disclosure Project index, the Company was ranked in the D performance band, prior to announcing the Company's new Environment strategy, plan and commitments.

Rentokil Initial is a member of the FTSE4Good Index. OpenCorporation places the Company 10th out of 568 companies for ESG, covering a broad analysis focused on areas such as workplace, social responsibility, finance, diversity, governance and environment.

Vigeo Eiris ranks Rentokil Initial 1st out of 99 companies in Business Services. As at 31 December 2020, the Company was ESG rated as 'AA' by MSCI, as Prime by ISS ESG (with a decile rank of 1 indicating a high relative ESG performance) and as 'low risk' for ESG by Sustainalytics.

Environmental certification: 21 of our business operations have environmental management systems certified to ISO 14001, representing around 13% of Group revenue in 2020.

Eco-Label: The Company's Eco-Label accredited range of soaps and washroom equipment is designed to ensure customers have environmentally accredited products, delivering reduced environmental impacts. We have also received Eco-Label accreditation for our Eco-Clear urinals solution that combines a water management device and patented urinal sleeve, and contains bio-enzymes penetrating uric acid, salt and scale, preventing build-ups, and eliminating foul odours.

The specially designed water manager enables up to 90% water saving without affecting urinal hygiene levels.

PlanetMark: After five years of working closely with experts in the LED industry, Lumnia is the world's first range of fly control traps to use patented LED lighting technology rather than traditional fluorescent tubes.

As well as external certification from PlanetMark last year for demonstrating 62% lower carbon emissions and removing mercury from the waste stream, we received The Queen's Award for Enterprise: Innovation for the development of this sustainable product.

The Planet Mark
eden project

THE QUEEN'S AWARDS FOR ENTERPRISE: INNOVATION 2020

Member of
Dow Jones Sustainability Indices
Powered by the S&P Global CSA

FTSE4Good

MSCI ESG RATINGS

CCC	B	BB	BBB	A	AA	AAA

AA

SUSTAINALYTICS
a Morningstar company
RATED

EURONEXT
vigeo eiris
INDICES EUROPE 120

Corporate ESG Performance
Prime
RATED BY ISS ESG

CDP
DISCLOSURE INSIGHT ACTION

open corporation