

There is nothing more important in Rentokil Initial than ensuring that ‘Everyone Goes Home Safe’ at the end of their working day. Our colleagues, our families and our customers rely on this commitment. Health and safety will always be our priority and there is no compromise on this. Our colleagues are at the heart of THE **RIGHT WAY** plan and health and safety is embedded in this.

Our management team has made safety the first item on the agenda at every meeting – this includes the Board, Executive Leadership Team and Senior Leadership Forum meetings.

Rentokil Initial’s health and safety approach comprises Company-wide and country programmes, focusing on operational protocols and actions taken. The primary focus areas are where potential impacts are greatest, including workplace transport, working at height, occupational road risk, fumigation, working in areas of high voltage and machinery safety. Our underpinning policies are featured on the Rentokil Initial website, along with our Health and Safety Policy.

The Company’s Safety, Health and Environment (SHE) team includes Group, regional and country leaders, reflecting regional cultures, local legislation, and operational capabilities. The SHE team establishes Company-wide policies, programmes, learning and development and SHE initiatives. It also reviews businesses through the ‘Countries in Focus’ programme that targets specific countries or operations with unsatisfactory or deteriorating performance, or that are in the process of integration following acquisition or undergoing reorganisation.

In addition, the Company’s HR team develops initiatives to address local Occupational Health needs, including both physical and mental wellbeing.

One of our key initiatives in 2020 was the launch of our Disinfection services during the second quarter. This was led by the Global SHE team and included:

- Training of 7,000 colleagues across 60 countries
- Introducing harmonised protocols globally including:
 - risk assessments
 - standard operating procedures
 - training including e-learning modules
- Minimum PPE and equipment specifications were developed and implemented

All countries were authorised centrally under our Pink Note process (for new services).

CEO Safety Awards 2020

Best safety performance in a large business – France

-62%

LTA rate from 1.17 to 0.45, a reduction of 62%

-79%

WDL rate from 40.0 to 8.3, a reduction of 79%

Results were driven by a massive focus on Safety Management in the Workwear division, including ergonomic work assessments, ride-alongs and Line Manager training.

Best safety performance in a medium-sized business – Chile

-64%

LTA rate reduced by 64% achieved since 2017 from 1.49 to 0.53

-93%

WDL rate reduced by 93% since 2017, from 41.45 to 2.74

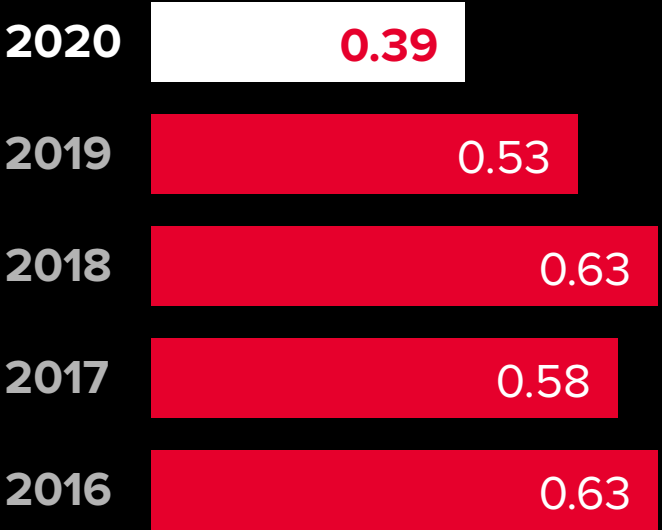
For outstanding progress in the last three years in developing the SHE culture within the business and in the integration with their own colleagues and with each of the acquisitions it has had (eight new acquisitions in six years).



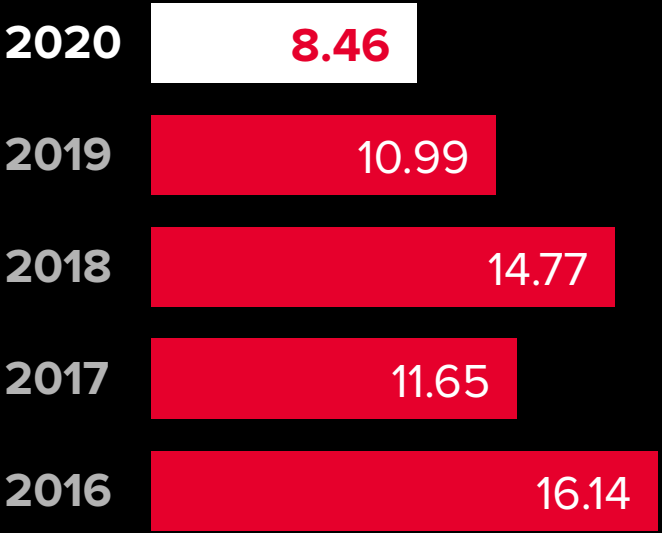
Performance in 2020

Our 5-year safety performance

Lost Time Accidents (LTA) rate



Working Days Lost (WDL) rate



Although 2020 has been an incredibly challenging year for everyone, the safety performance targets we set at the end of last year have been achieved, delivering another record-breaking performance on safety. Every one of our regions achieved LTA World Class (<1) safety figures and WDL performance improved further, this has been delivered through a continued focus on our safety standards and our colleagues have worked tirelessly in support of our clients across our businesses.

Our Lost Time Accidents (LTA) rate improved by 26% and Working Days Lost (WDL) rate improved by 23% year-on-year.

The LTA rate is calculated as the number of Lost Time Accidents (injuries and illnesses) per 100,000 hours worked. The LTA rate includes employees only and does not include contractors as they make up a very small percentage of our workforce.

The WDL rate is calculated as the number of working days that colleagues could not work because of Lost Time Accidents (injuries and illnesses) per 100,000 hours worked.

We do not track Occupational Illness Frequency Rate (OIFR) separately, therefore this is included in the LTA rate.

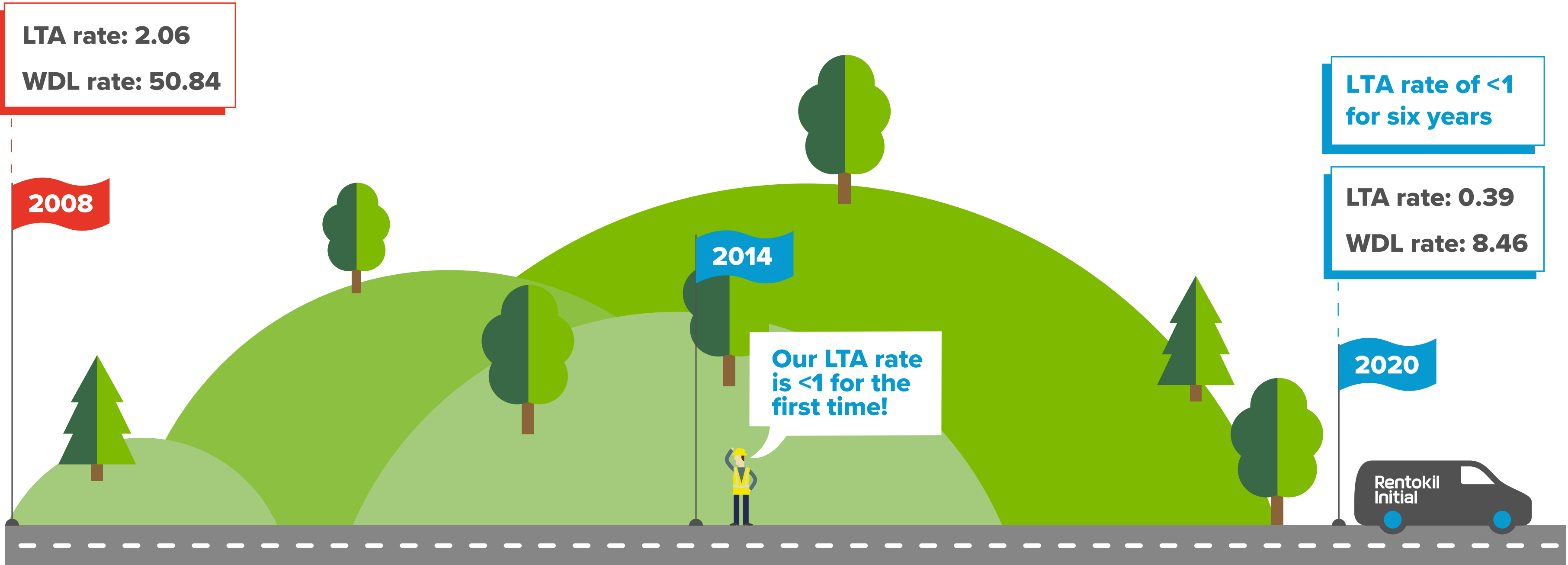


Long-term focus on safety

The Company’s health and safety performance has shown a long-term improvement in Lost Time Accidents (LTA) and Working Days Lost (WDL).

Since 2014, when our LTA rate fell below 1 for the first time, we have continued to enhance our safety performance – our LTA rate has improved by over 61%, and our WDL rate has improved by nearly 70%.

As we look ahead to 2021 and beyond, our strategy will be to continue to focus on ensuring that ‘Everyone Goes Home Safe’ with our key objective being to maintain the World Class safety standards we have achieved for LTA in all our regions, and to further improve our WDL rates to meet the same World Class standards in every business.



+61%

LTA rate improvement since 2014

+70%

WDL rate improvement since 2014

Initiatives launched along the way

Safety built into core values	Minimum standards for working at height	Minimum standards for core processes (e.g. incident management)	SHE Health-Check audits launched	Programme to improve workplace transport safety	Improved site risk assessment process and tools launched	Golden Rules implemented	Driving at work standards implemented	Safety Leadership Behaviours launched	Safety Moments Initiative launched	Electricity Golden rules & High Voltage policy
Global LTA and WDL metrics introduced	SHE leadership team established	SHE goals incorporated in PDRs for operations	“In Focus” initiatives first introduced	CEO SHE Awards first introduced	Improved working practices for roof void work	Innovative online training tools launched	Focus on improved near miss reporting	Digital tools rolled out including Site Risk Assessment app	Training to identify potential electrical risks	Increased fumigation governance
			MSOT/iLead first introduced			Minimum standards for fumigation	“In Focus” initiatives extended			Global launch of Disinfection services

Safety in action

In 2020, our approach to safety was dominated by our response to COVID-19, but we continued building on and embedding our existing safety initiatives and programmes across our businesses.

- 1. Fumigation:** Further strengthening of fumigation governance through the introduction of a new audit process which is aligned to the audit process operated by Corporate Internal Audit. Requires annual country, branch and field audits conducted by National Fumigation Managers and Country SHE Managers
- 2. Origami:** We extended deployment of our global incident management system. All 80+ countries now reporting incidents in real-time (instead of via monthly submissions). Real-time reporting extended to Asia, Latam and ROW countries in 2020. We have also extended the use of the tool to enable online H&S audits to be carried out, starting in the Pacific region with their SHE Health-Check audits

- 3. SHE capability model:** Our SHE strategy and approach continue to help deliver significant improvements in our SHE performance and capability and our “SHE Capability Model” continues to provide all leadership teams with a clear and consistent approach to measuring SHE capability against a range of key SHE criteria. The outcome of these assessments enables our Country Leadership teams to understand their current SHE capability level of their business(es), and determine future plans, considering both global and local needs, which is particularly beneficial in an emerging market
- 4. Safety training:** Supporting SHE capability development, the SHE leadership team has produced an extensive portfolio of training courses for better management of health and safety. Available through the Company’s U+ platform with over 100 videos, these courses include: Driving at work, vehicle inspection, motorcycle safety, thermal fogging, working with explosive atmospheres, safe working in roof voids, ladder safety, working at height, workplace transport

safety and situational awareness training covering areas of High Voltage

5. Site Risk Assessment reporting: Our Site Risk Assessment (SRA) smartphone app, to enable quick and effective risk assessment reporting to ensure that our colleagues’ health and safety is protected when working on customer sites. It is integrated to already existing sales and smartphone applications as a mandatory completion before starting service or completing a sales deal. By the end of 2020, this will be live in over 15 countries and gives additional benefits of reduced administration time (paper SRA documents were produced previously each month); capturing and recording of photographic evidence of hazards and time tagging, with easy access to all colleagues involved with the relevant customer. An SRA Analytic Dashboard enables management to monitor the reporting, in terms of quantity and quality

Major incidents

There were no health and safety prosecutions pending or fines imposed on the Company in 2020. Regrettably, there was one fatal road traffic incident this year. One of our pest control technician colleagues sustained fatal chest and head injuries when the motorcycle he was riding collided with a heavy trailer truck. Following a police investigation, the third party was found to be at fault.

We continue to enforce the Driving at Work policy for all colleagues who drive.

These minimum standards cover:

Safe driver – including “SHE Golden Rules for driving” as a key requirement.

Safe vehicle – laying out minimum global standards for all vehicles.

Safe journey – covering work schedules and route planning to ensure these allow for foreseeable weather and traffic conditions.

The Driving at Work policy has several specific e-learning modules and videos to reinforce our approach to driving safely at work and support existing local driver training programmes:

- **A core driving at work e-learning module** – explains the key responsibilities that apply to all colleagues who drive on Company business
- **Vehicle inspection** – a three-part video which highlights the importance of vehicle inspections and demonstrates what items should be checked on a daily, weekly and monthly basis
- **Motorcycle safety** – a video which explains the key responsibilities for any colleague who rides a motorcycle at work and provides a range of best practice tips on how to become a safer rider

