

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