

# 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<sub>2</sub> 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%

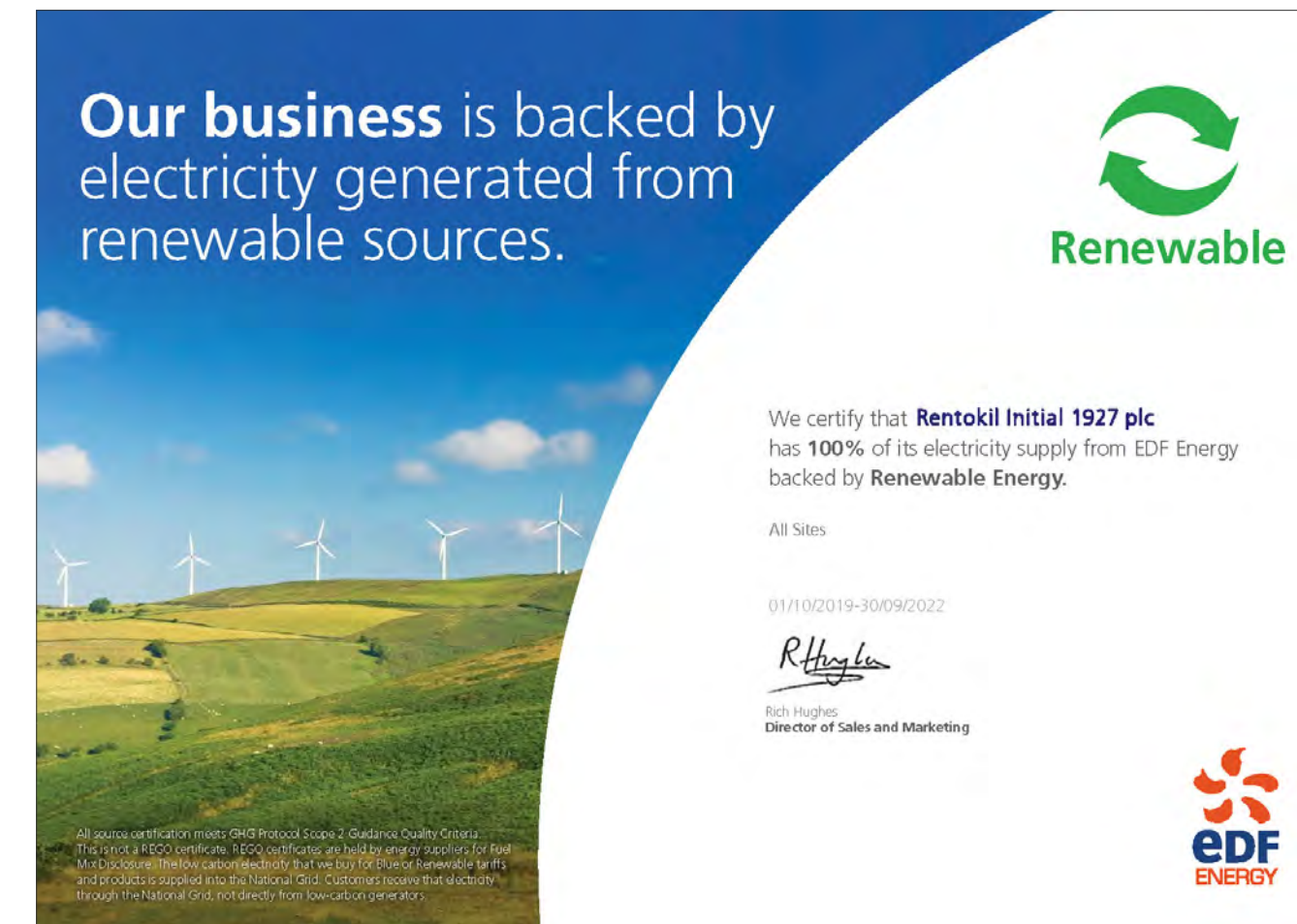
## Properties

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)

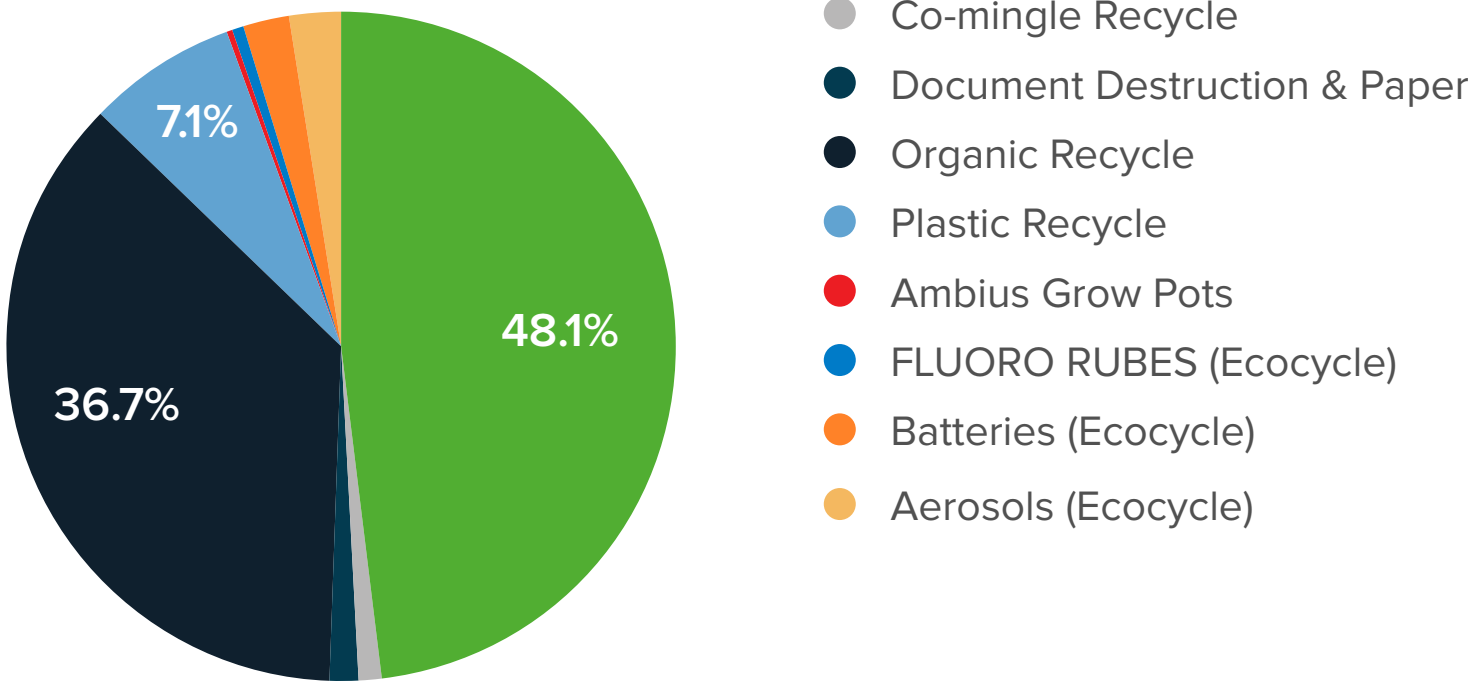
In 2020, 15 district offices participated in this programme and 37 drums were purchased, used and eventually returned to be refilled. Each drum holds 4,300 plastic containers. In 2021, we will widen this concept to other products and with other suppliers

- **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

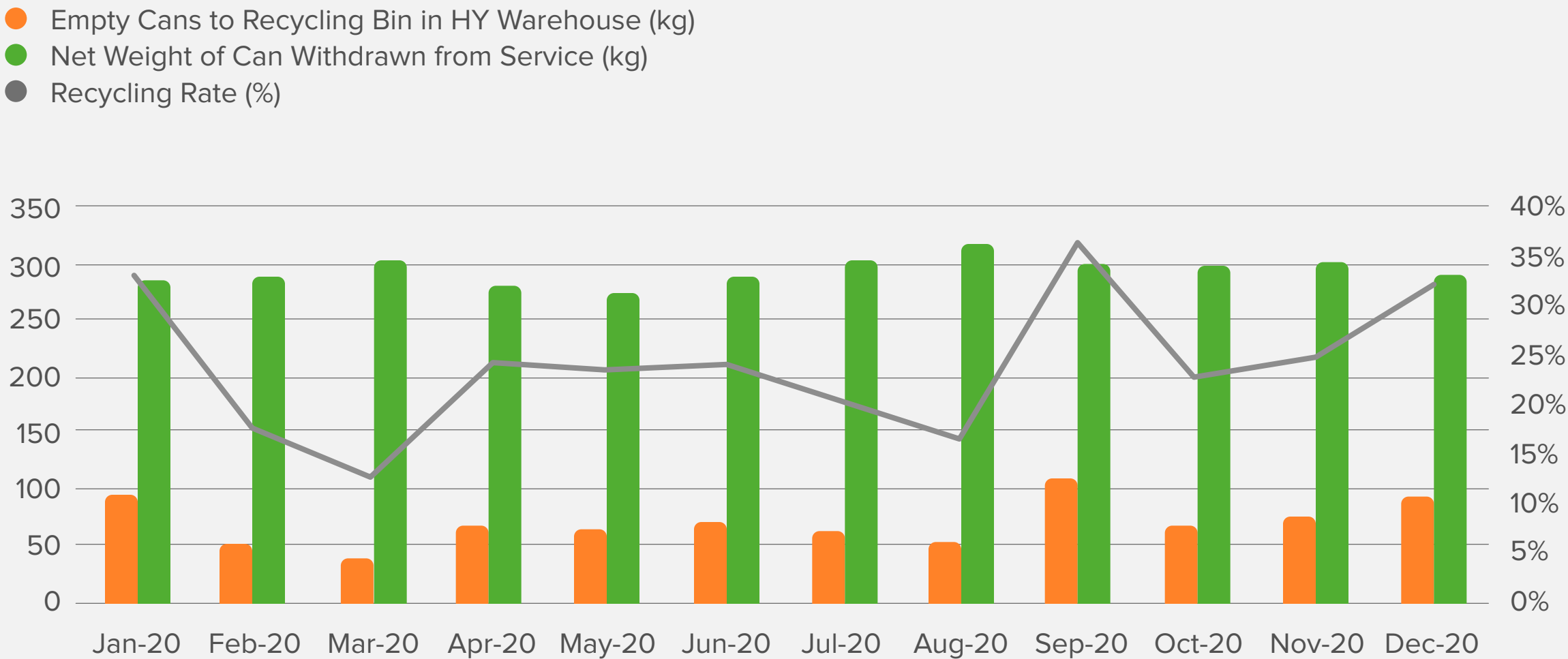
- **Global:** Following suggestions by technicians, we have analysed the packaging that new Pest Control and Hygiene hardware products are supplied in and have begun to work with suppliers to reduce packaging and the use of plastics
- **Australia:** In 2020 we began a waste reduction pilot using a biological 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<sub>2</sub> 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<sub>2</sub>

## Case study: Italy

Colleagues in Italy are making meaningful changes to the way they work as they focus on reducing CO<sub>2</sub> 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.**