

Our approach

Rentokil Initial is the world’s leading commercial Pest Control and Hygiene services company – with a purpose of Protecting People and Enhancing Lives.

Our approach to responsible customer management combines global expertise with local insight and execution. To achieve this, we are highly committed to leadership in innovation and digital, best practice product stewardship, and policies to provide a high-quality and responsible service for our customers. Our culture remains key to our success – by getting it right for colleagues, they will get it right for our customers.

During 2020, our expertise ensured we were able to support customers with essential hand, air and surface Hygiene services – installing record levels of dispensers for soaps and sanitisers – and showed our agility to launch emergency Disinfection services in 60 countries, helping customers to protect their people and their businesses.

The Marketing and Innovation function works alongside country operations to coordinate the development of the Company’s service offering and marketing, building differentiation through Intellectual Property.

Programmes are governed through Category Boards consisting of senior operational and functional colleagues, chaired by the Chief Executive. Work is undertaken in-house, as well as partnering with expert organisations, including universities.

Product development takes place at The Power Centre and, in addition, the Company’s subject matter experts collaborate on digital innovation projects with experts from partners including Google and PA.

A range of customer-related policies determine consistent delivery of service standards. Company-wide policies and training relate also to competition and anti-corruption laws including gifts, bribes and facilitation payments.

Responsible customer management is developed by each country as appropriate to its market.

Rentokil and Initial Medical Services have their quality management systems certified to ISO 9001, as do the Workwear cleanroom processing plants in France (also certified to ISO 146441-1, meeting pharmaceutical customer requirements). The Company’s two UK manufacturing sites – Rentokil Initial Supplies and Dudley Industries – are SEDEX registered, reassuring customers of their ethical and responsible supply chain practices.

President’s Award

Rentokil has been acknowledged by the President of Ireland for their exceptional work done during the pandemic for its delivery of vital services to the Mater Hospital, in accordance with Government guidelines, to ensure that the ongoing safety and comfort of frontline healthcare staff and patients was maintained.

As part of the services provided by the Company, Rentokil Initial’s expert technicians carried out monthly inspections across the hospital campus to monitor and prevent any pest-related incidents.

“It stands as a testament to our great team of technicians, who have gone above and beyond the call of duty in recent months.”

**MICHAEL O’MAHONEY
MD, RENTOKIL INITIAL IRELAND**



“We would like to thank Rentokil Initial for the work it has continued to provide to the Mater Hospital during the COVID-19 pandemic. It has been a difficult period for everyone, but through their work, they have helped to ensure the ongoing safety and comfort of our healthcare staff and patients.”

Nuala King
Director of Mission at the Mater Misericordiae University Hospital