

Performance in 2020

During 2020, our expertise in Pest Control and Hygiene ensured we were able to provide essential services to customers during the pandemic. In particular with vital hand, air and surface Hygiene services. We installed record levels of dispensers for soaps and sanitisers. We also launched new air care services, such as VirusKiller™ with 99.9999% effectiveness.

State of Service

89.4%

(2019: 97.2%)
Reflecting temporary premises closures during the pandemic

Trustpilot score

5★

5 stars for Rentokil and Initial in the UK from over 4,000 reviews each

After service surveys

2.6m

2.6m customer surveys undertaken (post service visit) in 2020 with an average score of 4.8 out of 5, in both Pest Control and Hygiene



Web traffic

↑20%

Web traffic increased by almost 20%, with a 60% increase to Initial websites

Internet of Things units in the field

+150,000

Over 150,000 PestConnect units in customers' premises (2019: 80,000)

PestConnect data usage

9m

9m messages sent or received each day on average during 2020

Innovation pipeline

80%

80% of our innovation pipeline is non-tox or sustainable

Hand hygiene

17x

Soap and sanitiser provided to customers in 2020 vs 2019

Customer satisfaction (NPS)

↑0.6points

0.6 points improvement in NPS (Q4 2020 vs. Q4 2019).