

Our approach

Our Responsible Business approach is integral to everything we do, and effective governance is central to achieving our objectives here as in all other elements of our vision of becoming a world-class service company. Our strong governance policies and practices, under the umbrella of our Code of Conduct, underpin the achievements outlined in other parts of this Report, whether winning awards for excellence in health and safety, for diversity and inclusion, for setting standards in our supply chain or for our market-leading attractiveness as an employer of choice. It is also recognised in our strong scores in leading indices such as the Dow Jones Sustainability Index (DJSI).

The Chief Executive has Board responsibility for our environmental, social and governance (ESG) approach, and the Executive Leadership Team governs the introduction of responsible business approaches as well as reviewing progress and performance against our targets and metrics, particularly in relation to health, safety and the environment.

The Board reviews specific areas of the responsible business agenda at every meeting and considers all areas at least annually. It operates in compliance with the UK Corporate Governance Code and to the highest corporate governance standards. Since 2019, the normal governance calendar includes a dedicated session as part of the annual strategy review, specifically

in relation to environmental performance and strategy. The Audit Committee considers the structure and effectiveness of the Company's internal controls framework and risk management processes, with management's Group Risk Committee reviewing key areas of risk (including safety, people, operations, IT etc) and also monitors the external environment to identify emerging risks. The Board also considers regular reports on workforce engagement, culture, and engagement with key stakeholder groups, which have been identified as Colleagues, Customers, Shareholders, Communities (including the Environment) and Suppliers.

The Senior Leadership Forum (the 26 most senior executives across the business) normally meets in

person at least three times per year and monthly by video conference, to address key issues and ensure alignment of responsible business activities to the business plan. Health and safety is always the first agenda item in all Board and senior management meetings, to ensure governance of this area is accorded the highest priority. Second on the agenda is the Employer of Choice strategy and in 2020 we added Environment as the standing third item on every agenda – ensuring key ESG priorities are given significant focus. The Investment Committee manages investments in acquisitions and expenditure on property assets, as well as risks from environmental exposures, material disputes and approval of contracts, escalated in accordance with a defined Group Authority Schedule.

Governance model

Rentokil Initial's governance model identifies the respective roles of the Board (risk framework and corporate governance), functions (determining best practice and governance) and country and regional teams (delivery within the framework of policies and local laws). The Company's risk management process includes consideration of material ESG issues, with appropriate detailed management by dedicated functions (for example, technical and safety teams), together with monitoring against Group standards and policies on a periodic basis by Internal Audit.

An update on Safety, Health and Environment (SHE) performance is provided to the Board as the first agenda item at each meeting, with a detailed environmental performance review at least annually. The award-winning SHE team's remit includes developing Health and Safety standards with appropriate colleague training, reviewing performance and initiating remedial activity in under-performing parts of any business.



The Company does not permit political lobbying on its behalf by colleagues, although responding to new regulations through trade associations is acceptable. The Company has membership of trade associations around the world, but does not employ any public affairs consultancy as a means of influencing political decision making.

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