

Aligned with the UN Sustainable Development Goals

For Rentokil Initial, being a responsible and sustainable business is central to **THE RIGHT WAY** plan and supports our purpose of Protecting People and Enhancing Lives. For us, this means:

- Helping colleagues to have safe and fulfilling work lives
- Benefiting society by acting in the most effective and environmentally sustainable manner
- Supporting customers by innovating and delivering products and services responsibly; and
- Contributing to the local economy and supporting communities where we operate

Our sustainable approach is aligned to the areas of priority in our operating model and to the priorities of our key stakeholders. These are aligned to four of the UN Sustainable Development Goals (SDGs).

Areas of priority in our operational model

Service & innovation

Our Purpose is to Protect People and Enhance Lives. Customers trust Rentokil Initial to deliver high-quality services that protect their staff, their own customers and the reputations of their businesses. The Power Centre is our industry-leading centre for both science and innovation, and our training academy. Around half of our innovation projects have been generated in-house, and / or as a result of insights gained from our businesses around the world. Currently, around 80% of projects within our innovation pipeline are sustainable and non-toxic. Areas that we report on include: Customer satisfaction, product and service innovation, and the Company’s leadership in the use of digital technologies.

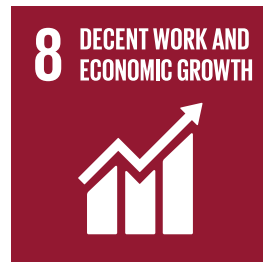
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Our colleagues & culture

Underpinning everything we do is our ‘One Rentokil Initial’ Culture. We have a one team mentality with a common purpose and set of values, focused on delivering a great customer experience. Our culture and business model enabled the Company to be agile and responsive to the challenges that COVID-19 presented this year. Our colleagues worked tirelessly in support of our customers across our businesses. Areas that we report on include: Safety, recruitment, engagement, diversity, colleague training and retention.

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Environment

Our pathway to net zero carbon emissions from our operations by the end of 2040 includes a number of milestones along the way, with the breadth of initiatives consolidated into a summary 20-point plan for the next 20 years. Key elements of our plan include our transition to an ultra-low emissions vehicle fleet, which has already commenced with a series of pilots, and the reduction in our energy emissions through the transition to renewable property electricity and reducing our property footprint. Our aim is to focus on our most material impacts, which are vehicles, properties and chemical use in fumigation. Areas that we report on include: Absolute values of energy- and fuel-derived emissions, total global and UK energy consumed.

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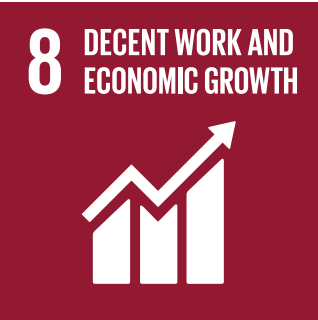
Communities & charities

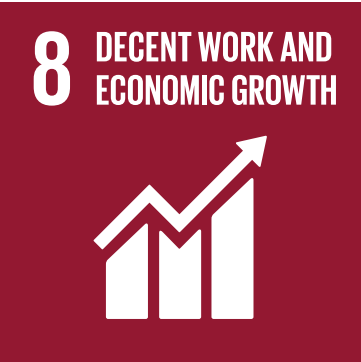
We also aim to make a meaningful contribution to the local economy and to support communities where we operate. Rentokil Initial Cares is our charity and community programme which supports colleagues’ own efforts locally, alongside national and global initiatives. This year, despite the crisis, our values were even more visible than usual as we saw the incredible commitment of our colleagues to support local communities and charities. Areas that we report on include: Partnerships to protect rainforests from deforestation and Malaria eradication, local charity partnerships in line with our multi-local operating model, and total charitable giving through Rentokil Initial Cares and in-kind donations.

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Stakeholders and examples of how they align

Stakeholders				UN SDGs
Suppliers	Colleagues	Customers	Communities	
Supplier Code of Conduct to set standards. Supplier management standards.	Safety focus – safe operating procedures for colleagues. Road traffic safety rules and training. Enhanced colleague wellbeing strategy. Code of Conduct in 16 languages.	Safer foods and medicines through the provision of Pest Control services, including developing nations. Hand, air and surface Hygiene for safer places to live / work. Investment in innovation in Pest Control and Hygiene. Better Futures community health initiative in Asia.		
Over 3,000 small business supplier partnerships. Modern slavery auditing and performance.	Job creation, training & career development. Apprenticeships. Graduates. Diversity, equality and inclusion focus. High engagement and retention.	Safe workplaces for employees, customers and users of facilities.	Creating jobs with long-term career prospects in emerging markets e.g. India, SSA.	
Product development. Reduced packaging. Requirement to comply with Environmental standards.	Integrated environment plan with innovations and non-tox services together with sustainable operations. Ultra-low emission fleet. Waste. Sustainable workplace. Renewable energy. Route density. Remote monitoring. Net zero plan.		Avoidance – reducing carbon emissions through deforestation.	
Partnerships with suppliers and scientific community on innovations to enhance public health.	Effective partnerships with charitable groups – internationally and locally, to support causes in line with our purpose of Protecting People and Enhancing Lives. Include focus on Malaria eradication in Africa, basic hygiene education in Asia and reducing deforestation in Pacific.			

Service & innovation	Examples of our actions	How they assist sustainability
	Disinfection services – launched in 2020 in 60 countries (in under four weeks) to protect people from COVID-19	Protecting people from COVID-19 by providing preventative disinfection treatments to hospitals, emergency vehicles, public transport, airports, schools, food retailers and offices.
	Expansion of hand soap and sanitiser availability	Also in 2020, we significantly increased our availability of hand soaps and sanitisers, through non-touch dispensers, to meet the needs of customers. This was 17x the level of the prior year as we supported customers to protect the health and wellbeing of staff and their own customers.
	Launched our Hygiene services in 20 new countries in 2020	
	Development of an all-new range of Digital Hygiene services	Improving handwashing compliance through the use of sensors in the washroom and provide reporting on use of consumables to increase efficiency.
	Air hygiene products such as Initial VirusKiller	Launched in 2020, Initial VirusKiller was independently tested against Coronavirus DF2 (a surrogate for Coronavirus), Adenovirus, Influenza and Polio. The unit was found to kill 99.9999% of viruses on a single air pass.
	Digital PestConnect with Google Cloud Solutions	24 / 7 monitoring of pest activity. Provides a faster and more efficient response and reduces chemical usage. In 2020, this was installed across the estate of one large UK supermarket, significantly reducing the level of rodenticide used.
	Safety Golden Rules and Safety Leadership Behaviours	Building and maintaining a safety culture across the Company. In 2020, we achieved new record levels of safety in terms of LTA and WDL.
	RapidPro	Effective on mice that are resistant to traditional rodenticides and is faster acting than traditional baits – the safest option to avoid secondary poisoning of non-target species.
	Policy and practices linked to Code of Conduct	Our programme continues to deliver high-quality training and career development opportunities. In 2020, 3.2 million training items were viewed on our in-house training system – including colleagues in developing countries. We have over 350 apprentices and over 330 members of our graduate scheme. Our colleagues’ work is supported by technology and innovation, particularly digital tools. Successful health and safety strategy.
	Group-wide Diversity, Equality & Inclusion strategy	Our new 2024 Diversity, Equality & Inclusion vision builds on our success in improving gender diversity across our business – placing greater emphasis on wider diversity where everyone regardless of gender, race, colour, nationality, age, sexual orientation, physical ability or background, can reach the highest level based on merit.

