Sustainability Accounting Standards Board

The Sustainability Accounting Standards Board (SASB) is an independent, private sector standards-setting organisation dedicated to enhancing the efficiency of the capital markets by fostering high-quality disclosure of material sustainability information that meets investor needs. Their use of the term 'sustainability' refers to corporate activities that maintain or enhance the ability of the Company to create value over the long term. Sustainability accounting reflects the governance and management of a company's environmental and social impacts arising from production of goods and services, as well as its governance and management of the environmental and social capitals necessary to create long-term value.

The SASB has developed a set of 77 industry-specific sustainability accounting standards. This is the first year that Rentokil Initial has reported against the Professional & Commercial Services industry standard, which includes three disclosure topics and accounting metric areas:

- Data Security
- Workforce Diversity and Engagement
- Professional Integrity

We have disclosed information on all these areas in both our 2020 Annual Report and 2020 Responsible Business Report. A brief summary and quick links to disclosure on these areas can be found in the following tables.

1. Data security

Accounting metric	Reference in Responsible Business Report
Code: SV-PS-230a.1 Description of approach to identifying and addressing data security risks	Like all organisations, the scale and complexity of cyber-attacks against the business continues to increase and we continue to identify, monitor and mitigate the risk this presents. We have a dedicated IT security team who are supported by external specialists. We continue to invest in IT security ensuring that the security posture of systems and services are maintained at an appropriate level and security posture is continually monitored and improved. Penetration testing exercises are undertaken to test our detection and response capability.
Code: SV-PS-230a.2 Description of policies and practices relating to collection, usage, and retention of customer information	Rentokil Initial has implemented a Global Data Protection Policy that underpins its approach to data protection. This states the principles all businesses globally are expected to apply in data processing operational controls. The business globally requires use of a data protection tool provided by Onetrust to manage records of data processing, privacy impact assessments, data subject rights, consent management, cookie management and breach management. Our global approach to data protection is aligned with the principles of the EU General Data Protection Regulation.
Code: SV-PS-230a.3 (1) Number of data breaches, (2) percentage involving customers' confidential business information (CBI) or personally identifiable information (PII), (3) number of customers affected	As per the SASB requirements a data breach is defined as "the unauthorised movement or disclosure of sensitive information to a party, usually outside the organisation, that is not authorised to have or see the information." There have been limited known data breaches within the organisation globally – three incidents have been reported to regulators – two in the UK and one in Ireland. These were in relation to different breaches. Two out of three reported breaches involved customer data. All impacted customers were identified – less than 1,000 – they were notified, and corrective action taken. No further action was taken by the regulators as the businesses satisfied the regulators that appropriate measures and mitigation had been taken.

Read more: Data security & privacy

2. Workforce diversity & engagement

Accounting metric	Reference in Responsible Business Report
Code: SV-PS-330a.1 Percentage of gender and racial / ethnic group representation for (1) executive management and (2) all other employees	Rentokil Initial operates in 83 countries, some of which have rules that restrict our data collection around workforce diversity. We estimate that 11,100 (25%) of colleagues are female and 33,400 (75%) are male. Currently, 30% of our senior leaders (Executive Leadership Team and their direct reports) are women, up from 28% in 2019, and 38% of the people in our regional succession plans are women (2019: 35%). Also, in a 2020 survey of our senior leaders, when asked to define or self-identify their ethnicity, 21% responded that they were not of White or European ethnicity (2019: 19%). We have an equal number of male and female Board Directors. In 2020, we were named in the Parker Review report as one of the FTSE 100 companies to have already met the recommendation to have at least one Board member from an ethnic minority background by 2021, which we achieved in 2017. The most recent Hampton-Alexander Review (February 2021) places the Company 7th for gender diversity for Board and senior leadership in the FTSE 100.

Ethnic diversity

Role	White or European		Not White or European	
	2019	2020	2019	2020
Board	87%	87%	13%	13%
Senior leaders (ELT & Direct Reports)	89%	79%	11%	21%

The Company does not have a UK gender pay gap.

Read more: Gender Pay Gap Report 2020

Gender diversity

	2020		2019		2018		2017		2016	
	Total	% Female	Total	% Female	Total	% Female	Total	% Female	Total	% Female
Board	8	50%	7	43%	10	33%	10	33%	10	25%
Executive leadership	13	8%	13	8%	10	10%	10	10%	10	10%
Management	151	30%	118	28%	74	30%	79	27%	77	24%

Read more: Diversity, Equality and Inclusion

2. Workforce diversity & engagement continued

Accounting metric	Reference in Responsible Business Report
Code: SV-PS-330a.2 1. Voluntary turnover rate for employees 2. Involuntary turnover rate for employees	Colleague retention is measured monthly and presented to the Executive Board as part of the Employer of Choice programme. Retention improved by 1.7% to 88.6%* in 2020.

	2020	2019	2018	2017	2016
Voluntary (%)	11.4	13.1	16.8	14	13
Involuntary (%)	5.3	0.9	0.2	2.0	3.0

* *Retention rate excluding involuntary turnover.*

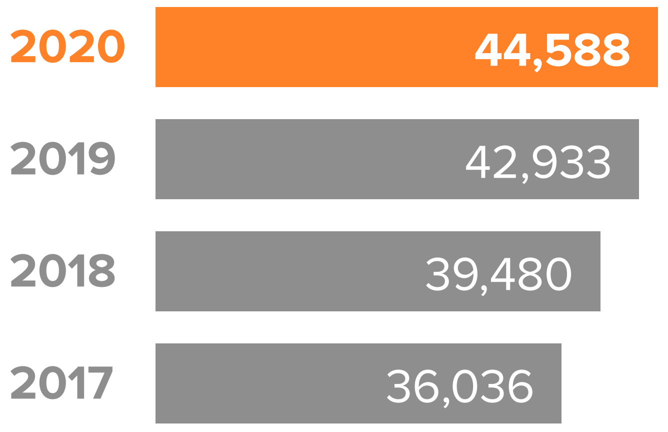
Accounting metric	Reference in Responsible Business Report
Code: SV-PS-330a.3 Employee engagement as a percentage	Since 2017, Rentokil Initial has undertaken a 'measure-analyse-act' cycle over a two-year period. This is supplemented by targeted pulse surveys. Measurement is undertaken by a specialist and independent third party. Individual data remains confidential. Response rates have been high and results for colleague engagement and enablement place the Company among the High Performing group of leading companies. In its latest survey, the score for colleague engagement was 79%.

Read more: Colleague engagement & retention

3. Professional integrity

Accounting metric	Reference in Responsible Business Report
Code: SV-PS-510a.1 Description of approach to ensuring professional integrity	Rentokil Initial has a policy framework and a number of tools to provide assurance of the integrity with which it operates. The Company continues to focus on ensuring the framework and tools are in place and operating robustly to deliver the target level of professional services while operating with the utmost professional integrity. Read more: Governance
Code: SV-PS-510a.2 Total amount of monetary losses as a result of legal proceedings associated with professional integrity	There have been no monetary losses in 2020 as a result of legal proceedings associated with professional integrity. Read more: Integrity

4. Metrics

Accounting metric	Reference in Responsible Business Report
Code: SV-PS-000.A Number of employees by: (1) full-time and part-time, (2) temporary, and (3) contract	Our strategy is focused on creating trained and highly engaged full-time employees rather than the use of contractors. We may recruit a small number of people on temporary contracts to cover holidays / peaks and in 2020, we recruited a small number of temporary workers to support the roll out of COVID-19 Disinfection services. **Number of full-time employees** 
Code: SV-PS-000.B Employee hours worked; percentage billable	This metric does not apply to our operating model. Colleagues do not work against billable hours. We agree with our customers a service contract with a detailed monthly contract or one-off job price.

To learn more about our responsible business practices and metrics, please visit:

Reports and policies