

# Responsible business priorities

For Rentokil Initial, being a responsible and sustainable business means helping colleagues to have safe and fulfilling work lives, supporting customers by developing and delivering products and services responsibly, and benefiting society and the environment by acting in the most effective manner.

## Key

**Our colleagues & culture**

**Environment**

**Service & innovation**

**Communities & charities**

<p><b>Safety: Lost Time Accident rate</b></p> <p><b>26%</b></p> <p>improvement in 2020 to 0.39 (2019: 0.53)</p>	<p><b>Colleague retention</b></p> <p><b>88.6%</b></p> <p>(2019: 86.9%), on a rolling 12-month basis</p>	<p><b>Emissions</b></p> <p><b>8.1%</b></p> <p>reduction in the emissions index in 2020 (vs. 2019)</p>	<p><b>5-year emissions intensity target</b></p> <p><b>27.2%</b></p> <p>reduction achieved (kg of carbon emissions per £m ongoing revenue at CER). New five-year target established: 20% reduction by end of 2025</p>	<p><b>Recycling</b></p> <p><b>&gt;150,000</b></p> <p>Hygiene units recycled in France and Italy over three years</p>
<p><b>Safety: Working Days Lost rate</b></p> <p><b>23%</b></p> <p>improvement in 2020 to 8.46 (2019: 10.99)</p>	<p><b>New online training content</b></p> <p><b>c.650</b></p> <p>pieces of learning content developed in 2020</p>	<p><b>State of Service</b></p> <p><b>89.4%</b></p> <p>(2019: 97.2%), reflecting temporary premises closures during the COVID-19 pandemic</p>	<p><b>Customer satisfaction (NPS)</b></p> <p><b>0.6 point</b></p> <p>improvement in NPS (Q4 2020 vs. Q4 2019). 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</p>	<p><b>Trustpilot score</b></p> <p><b>5★</b></p> <p>for Rentokil and Initial in the UK from over 4,000 reviews each</p>
<p><b>Total full-time headcount</b></p> <p><b>44,500</b></p> <p>(2019: 42,933/2018: 39,480). Estimated 25% or 11,147 are female</p>	<p><b>Online learning views</b></p> <p><b>77%</b></p> <p>increase in views of items on U+ to 3.2m (2019: 1.8m)</p>	<p><b>Total website visitors</b></p> <p><b>↑20%</b></p> <p>Web traffic increased by almost 20%, with a 60% increase to Initial websites</p>	<p><b>Internet of Things units in the field</b></p> <p><b>&gt; 150,000</b></p> <p>PestConnect units in customers' premises (2019: 80,000)</p>	<p><b>Pest Control data usage</b></p> <p><b>9m</b></p> <p>messages sent or received each day on average during 2020</p>
<p><b>Board diversity</b></p> <p><b>50%</b></p> <p>of Board members are female</p>	<p><b>Talent pipeline</b></p> <p><b>680</b></p> <p>Over 330 graduates and over 350 apprentices employed</p>	<p><b>Charitable donations</b></p> <p><b>£184,000</b></p> <p>(2019: £202,000), excluding donations in-kind</p>	<p><b>Local community events (donations in kind)</b></p> <p><b>276</b></p> <p>events to say thank you to key public sector workers</p>	<p><b>Global Handwashing Day (donations in kind)</b></p> <p><b>&gt;25</b></p> <p>events undertaken around the world supporting schools and communities with better hand hygiene advice and products</p>
<p><b>Senior leaders diversity</b></p> <p><b>30%</b></p> <p>of senior leaders are female (2019: 28%)</p>	<p><b>Glassdoor company rating</b></p> <p><b>4.1</b></p> <p>4.1 out of 5 (average score 3.5). Best Places to Work 2020 – 18<sup>th</sup> overall</p>	<p><b>Rentokil Initial Cares (donations)</b></p> <p>Coordinators in place in every region. Range of charities supported including Save the Children, Alzheimer's Society and Macmillan Cancer Support</p>	<p><b>Disaster support (donations and in kind)</b></p> <p>Provided support to Australian bushfire appeal, Beirut disaster appeal, support for colleagues after an earthquake in Turkey and hurricane in Latin America</p>	<p><b>Participants in community education events</b></p> <p><b>27,000</b></p> <p>Since 2013, over 27,000 people have participated in community education events, predominantly in India, Indonesia and Malaysia, through our Better Futures programme</p>