

## General shareholder information

### Registrars and transfer office

All enquiries relating to the administration of shareholdings should be directed to: Capita Registrars, Northern House, Woodsome Park, Fenay Bridge, Huddersfield HD8 0GA.

Telephone (From the UK): 0871 664 0300

Telephone (From overseas): +44 (0) 20 8639 3399

Fax: +44 (0) 1484 600 911

E-mail: [ssd@capitaregistrars.com](mailto:ssd@capitaregistrars.com)

(Calls cost 10p per minute plus network extras, lines are open 8.30 a.m. to 5.30 p.m. Monday to Friday)

### Secure share portal

#### [www.capitashareportal.com](http://www.capitashareportal.com)

The Share Portal is an on-line facility provided by our registrars, Capita Registrars, for shareholders to manage their holding securely on-line, reducing the need for paperwork. By registering for a free portal account, shareholders are able to access a full range of on-line facilities 24 hours a day including those described below.

### Electronic communications

Allows shareholders to elect to receive shareholder communications such as annual and interim reports via the internet rather than through the post.

### View account holding details

Allows shareholders to access their personal account, shareholding balance, share transaction history, indicative share valuation and dividend payment history. It also enables shareholders to buy and sell shares.

### Change of address, bank mandates, downloadable forms

Allows shareholders to update their postal address and complete, change or delete bank mandate instructions for dividends. A wide range of shareholder information including downloadable forms such as stock transfer forms is also available.

### On-line proxy voting

Provides shareholders with an on-line proxy voting mechanism to cast proxy votes, reducing administrative costs and paperwork.

### Dedicated helpline

Capita Registrars also have a dedicated helpline team of fully trained staff who have vast experience in helping users with all aspects of the service.

Telephone (From the UK): 0871 664 0391

(Calls cost 10p per minute plus network extras, lines are open 8.30 a.m. to 5.30 p.m. Monday to Friday)

Telephone (Outside the UK): +44 (0) 20 8639 3367

E-mail: [shareportal@capita.co.uk](mailto:shareportal@capita.co.uk)

### Share dealing services

Capita Registrars provides a low cost on-line and telephone share dealing facility for buying or selling shares. There is no need for shareholders to pre-register and there are no complicated forms to complete. These services allow you to trade "real time" at a known

price, given to you at the time of your instruction. You will need your full name, investor code, full postcode and date of birth. Your investor code can be found on your latest share certificate or tax voucher. Please have the appropriate documents to hand when you log on or call, so that Capita can verify your identity.

For full terms and conditions of this service and the risks that apply, or to buy and sell Rentokil Initial shares, please log on to [www.capitadeal.com](http://www.capitadeal.com) (on-line dealing) or call 0871 664 0454.

(Calls cost 10p per minute plus network extras, lines are open 8.00 a.m. to 4.30 p.m. Monday to Friday)

### ShareGift

You may donate your shares to charity free of charge through ShareGift, a charity share donation scheme for shareholders who may wish to dispose of a small quantity of shares when the market value makes it uneconomical to sell on a commission basis. Further details are available at [www.sharegift.org](http://www.sharegift.org) or by calling +44 (0) 20 7930 3737.

### Announcement dates

2009 Half year – 31 July 2009

2009 Full year – 19 February 2010

2010 Half year – 30 July 2010

### Annual general meeting

To be held at No. 4 Hamilton Place, London, W1J 7BQ on Friday 14 May 2010 at 11.00 am. Website: [www.4hp.org.uk](http://www.4hp.org.uk)

The notice of the annual general meeting is contained in a separate letter to shareholders accompanying these accounts and on the company's website: [www.rentokil-initial.com](http://www.rentokil-initial.com)

### Dividends

2008 Interim 0.65p (2007: 2.13p) – Paid on 17 October 2008

2008 Final: No dividend

2009 Interim: No dividend

2009 Final: No dividend

### Dividend Reinvestment Plan

This is a convenient way to build up your shareholding by using your cash dividends to buy more shares in the company. If you would prefer to receive shares for your next dividend instead of cash please complete an application on-line at [www.capitashareportal.com](http://www.capitashareportal.com). Or call the Capita IRG Trustees on 0871 664 0381 from the UK or +44(0)20 8639 3402 from overseas. (Calls cost 10p per minute plus network extras, lines are open 8.30 a.m. to 5.30 p.m. Monday to Friday)

### Capital history

Mid market price 31 March 1982 – 7.5375p\*

Mid market price 31 December 2009 – 115.60p

2009 high/low – 118.60p/39.50p

\* adjusted for the 1983 bonus issue and the 1990, 1992, and 1997 share splits.

### Share price information

The current price of the company's shares is available on the company's website at [www.rentokil-initial.com](http://www.rentokil-initial.com)

**Registered office and headquarters**

Rentokil Initial plc  
2 City Place  
Beehive Ring Road  
Gatwick Airport  
West Sussex  
RH6 0HA  
Telephone: +44 (0) 1293 858 000  
Fax: +44 (0) 1293 858 300  
Website: [www.rentokil-initial.com](http://www.rentokil-initial.com)  
Contact: [investor@rentokil-initial.com](mailto:investor@rentokil-initial.com)  
Registered in England and Wales  
Registered number 5393279

**Indirect owners of shares with “information rights”**

Please note that beneficial owners of shares who have been nominated by the registered holder of those shares to receive information rights under section 146 of the Companies Act 2006 are required to direct all communications to the registered holder of their shares rather than to the company’s registrar, Capita Registrars, or to the company directly.

**Warning about unsolicited investment contacts (boiler room scams)**

Many companies have become aware that their shareholders have received unsolicited telephone calls or correspondence concerning investment matters. These are typically from overseas based “brokers” who target UK shareholders, offering to sell them what often turn out to be worthless or high risk shares in US or UK investments. These operations are commonly known as “boiler rooms”. These “brokers” can be very persistent and extremely persuasive. If these calls persist, hang up. A 2006 survey by the Financial Services Authority (FSA) reported that the average amount lost by investors is around £20,000. The FSA receives and deals with an average of 6,500 consumer enquiries a year on such scams. More detailed information on this or similar activity can be found on the FSA website [www.moneymadeclear.fsa.gov.uk](http://www.moneymadeclear.fsa.gov.uk) or call the FSA on 0300 500 5000.

**Unsolicited mail**

The company is legally obliged to make its Register of Members available, subject to a proper purpose test, to the public. As a consequence of this, some shareholders may receive unsolicited mail. Shareholders wishing to limit the amount of such mail should write to the Mailing Preference Service (MPS) at:  
FREEPOST 29 LON20771  
London W1 0ZT  
or call on 0845 703 4599  
or on-line at [www.mpsonline.org.uk](http://www.mpsonline.org.uk).