

Rentokil Initial



Rentokil Initial Supplier Code – 3rd Edition

You Support Our Brands

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Introduction

This is the third edition of the Rentokil Initial Supplier Code, which has been updated to include details of our Environmental, Social and Governance (ESG) Classification system for suppliers and standards regarding Trade Sanctions and Control. The Supplier Code has been arranged into separate sections for Environmental, Social and Governance, although the subsections are similar to the second edition.

As a supplier of goods or services to Rentokil Initial you are an important part of our brand. You provide us with high quality goods and services that help us to maintain and grow our reputation. You have been selected as we believe that your standards of conduct and integrity are aligned with ours, and we expect you to maintain these standards in all aspects of your work with Rentokil Initial colleagues, customers and shareholders. They rightly expect nothing less.

This Supplier Code aligns the way that we do business with the way that we expect you to interact with us, as well as the way that you operate within your organisation and with your suppliers. It applies to everyone who supplies goods or services to Rentokil Initial anywhere in the world.

At Rentokil Initial we are committed to continuous improvement of our ESG standards, and expect our suppliers to do the same. All suppliers of goods and services to Rentokil Initial companies have a role to play in protecting the environment; improving the societies in which we operate; and maintaining the highest ethical standards. We review all major suppliers of goods and services in terms of their ESG performance and accreditations and set a minimum standard that must be achieved to continue to do business together.

Gold, Silver and Bronze ESG standards have been developed to evaluate the ESG performance of our suppliers, recognising existing accreditations to avoid repetition without discriminating against smaller or less developed companies.

- Gold standard is achieved if the supplier has an independently audited process or standard in relevant areas;
- Silver standard is achieved if the supplier has a internationally recognised accreditation, but does not include an independent audit; and
- Where a supplier does not have any recognised accreditations, they will be assessed by Rentokil Initial using detailed questionnaires and a site audit where appropriate. If they meet the minimum acceptable standard, the supplier will be awarded Bronze ESG status.

Achieving the highest ESG standard of business conduct within our own organisation and our wider supplier network is integral to our long-term success, creating a world-class business for the benefit of all our customers, suppliers and shareholders.

We depend on you to help us to deliver these standards.



Brian Webb
Chief Procurement and Sustainability Officer

Why do we have a supplier code?

Our internal Code of Conduct sets the standards for our colleagues

The Internal Rentokil Initial Code of Conduct provides the basic foundations that help guide the ethical conduct of our colleagues, setting standards of behaviour and respecting the human rights of others.

The Supplier Code ensures that our suppliers share these values and standards

This document is based on our internal Code of Conduct, highlighting specific aspects that apply to you as a supplier of goods or services to Rentokil Initial. Known as the Supplier Code, it forms part of your contract with us and sets out the minimum standards that we require of all suppliers across our global business.

In many cases, the nature of the business that we do with you will mean that your contract will set out more detailed obligations, processes and policies in relation to some of the matters covered in the Supplier Code. The Supplier Code is intended to supplement those provisions and not to replace them, meaning that you are required to comply with both the Supplier Code, and the provisions of your contract. In the event of any direct conflict (i.e. it is impossible to comply with both provisions) between a provision of the Supplier Code and a provision of your contract, your contract will take precedence.

It is your responsibility to ensure that your employees, directors, officers, suppliers and subcontractors are made aware of and comply with the Rentokil Initial Supplier Code. The new ESG reporting requirements that are being imposed under the Corporate Sustainability Reporting Directive (CSRD) in Europe; the Securities and Exchange Commission (SEC) in North America; and the International Sustainability Standards Board (ISSB) from an international perspective, all mandate that we have visibility of our extended supply chain. As a supplier, we expect you to share details of your suppliers and their sub-suppliers and to audit your supply chain to ensure compliance with our Supplier Code.

What about different country laws?

The Supplier Code establishes principles that apply across the Rentokil Initial group and is intended to give guidance on common legal or ethical issues – it is not intended to describe every law and policy that might apply. If there is any doubt as to whether to follow a local law or this Code, you should follow whichever sets the highest standard of behaviour.

Our Mission, Vision and Values

Our Mission

Protecting People. Enhancing Lives. Preserving our Planet

Our Vision

To be the most loved and respected services business on the planet - delivering in THE RIGHT WAY

Our Values



SERVICE



RELATIONSHIPS



TEAMWORK



RESPONSIBILITY

There is nothing more important in Rentokil Initial than ensuring that 'Everyone Goes Home Safe' at the end of their working day.



Environment

We are committed to achieve Net Zero by 2040 and, as part of this commitment, we expect our suppliers to take action in their operations to achieve a similar target.

How does this apply to you as a supplier?

- You are expected to have a suitable management system in place for managing your environmental risks on any of our premises, our customer's premises and sites and your own premises. This management system will ensure that you:
 - Conduct your operations in an environmentally responsible manner
 - Comply with all applicable environmental laws and that all required permits, licenses and registrations are obtained, maintained and kept up to date
 - Identify, assess and manage environmental impacts arising from your operation
 - Have a long-term plan that defines how you are reducing your environmental impact
 - Report in writing any matters immediately on becoming aware of, or suspecting, any violation of environment laws or Rentokil Initial's principles relating to environmental matters
- Your Environmental Management System will be aligned to one or more of the following schemes:
 - Global standards for Environmental Management such as ISO14001
 - Internationally recognised accreditation schemes such as Ecovadis and Sedex
 - Locally recognised country-specific accreditation schemes
 - Rentokil Initial's internal ESG accreditation, in the absence of any of the above
- Progress against your goals within the scheme will be evaluated at regular intervals by your Rentokil Initial contact
- You are expected to be able to quantify the following for all products manufactured for Rentokil Initial, and we will work with you to estimate these figures where they are not readily available:
 - Energy and water consumed
 - Waste handling and disposal, recycling, etc.
 - Product Carbon footprint (CO₂e)
- You will demand the same commitment to monitoring and improving environmental performance from your own supply chains

Social

Health and Safety

There is nothing more important in Rentokil Initial than ensuring that 'Everyone Goes Home Safe' at the end of their working day.

Health and safety will always be our first priority and expect there to be no compromise on this for our suppliers either.

How does this apply to you as a supplier?

- You will work together with Rentokil Initial to ensure that work is carried out in a healthy and safe working environment
- You hold the appropriate **employers** liability insurance
- You provide welfare facilities and a working environment that is healthy and safe for everyone in the workplace, including those with disabilities
- You will have a policy for managing health and safety within your business that ensures that all risks related to the work you are carrying out are properly assessed and understood and complies with safe working procedures and legislation
- You will ensure that your employees, subcontractors and suppliers have the appropriate information and training for the work they carry out and are provided with any equipment required to perform their duties safely
- You will monitor and control limitations to working hours in accordance with any visa restrictions such as age restrictions, temporary work periods or student visas to ensure that breaches cannot occur
- You will immediately report in writing all health and safety incidents and near misses related to Rentokil Initial sites and workplaces, including incidents during work done on behalf of Rentokil Initial at customer premises
- While working at Rentokil Initial sites and workplaces, you and your employees and subcontractors will comply with any site specific policies and procedures and with the reasonable instructions of Rentokil Initial personnel

Equality and Fairness

We value diversity and inclusion and insist on fair treatment for all in a work environment free of discrimination and harassment.

Rentokil Initial is committed to treating all colleagues and any other individuals with dignity and respect and to only work with suppliers who comply with all relevant employment laws and regulations to ensure a discrimination-free environment for all. Your company's values should promote a culture where mutual respect and individual growth are key ingredients to your success.

What do we expect from you as a supplier?

- You value diversity and inclusion and insist on fair treatment free from discrimination and harassment
- You do not tolerate disrespectful behaviour, bullying, discrimination, or harassment
- You promote equality and fairness
- You do not unlawfully or unfairly discriminate against individuals or groups based on factors not relevant to their ability to perform their job
- You behave in a professional and courteous manner and do not engage in harassment, bullying or offensive behaviour in the workplace
- You take responsibility for upholding standards by treating with dignity and respect all job applicants, other colleagues, contractors, customers, and all parties with whom you come into contact in the course of your business
- Any concerns of discrimination and harassment that arise whilst working on Rentokil Initial sites or workplaces or otherwise in the course of carrying out work for and on behalf of Rentokil Initial must be reported in writing to your contact person at our company

Human Rights and Anti-Slavery

We will only work with suppliers who respect the human rights of their colleagues and all parties with whom they deal.

How does this apply to you as a supplier?

Human Rights

- You will respect the human rights of your employees and all other parties with whom you deal, as set out in the Universal Declaration of Human Rights
- You will follow the principles set out in the UN Guiding Principles on Business and Human Rights
- You will comply with all applicable labour laws and best practice in your industry
- You will not use child labour
- You will co-operate with Rentokil Initial to ensure that such standards are met

Anti-slavery

- You will implement policies and procedures to ensure that you, your staff, your suppliers and subcontractors comply with all applicable anti-slavery and human trafficking laws, statutes, regulations and codes from time to time in force
- You will only employ individuals who are working of their own free-will
- You will not deprive people of their identity papers
- You will not request or accept any financial inducement from employees to facilitate their employment
- You will immediately report to us in writing any actual or suspected slavery or human trafficking in a supply chain which has a connection to the work you carry out for Rentokil Initial
- You will maintain a complete set of records tracing the supply chain of all goods and services provided to Rentokil Initial
- You will provide such training for your employees as is required to ensure they understand and comply with these requirements
- You will implement ongoing due diligences procedures for your subcontractors and suppliers to ensure that there is no slavery or human trafficking in your supply chain

All suppliers are encouraged to participate in our online training module entitled “Modern Slavery Awareness” which is a short, free-of-charge training session developed to raise awareness of modern slavery through our supply chain, how to spot it and what action to take. The training has now been successfully completed by 70 individuals from 47 suppliers, as reported in our Modern Slavery Statement for 2023 on the rentokil-initial.com website.

Trade Controls and Sanctions

We are committed to conducting our business in an ethical and legal manner and complying with all applicable trade controls and economic sanctions laws and regulations is a key part of this commitment.

Trade controls and sanctions may prohibit some or all business activities within certain countries and/or with specific individuals or entities. Violation of these controls can have serious consequences, including significant fines and/or imprisonment. All suppliers are expected to:

- Understand and comply with applicable laws and policies related to trade controls and sanctions
- Always record international transactions accurately and completely
- Recognise that the laws of more than one country may apply to a particular transaction
- Take responsibility for their extended supply chain and ensure that no sanctions or trade controls are breached at any point

Examples of activities that would breach this Supplier Code include:

- Sourcing goods or services from, or doing business with individuals, entities, or countries that are subject to sanctions
- Engaging in or facilitating transactions or business activities that involve individuals, entities or countries that are subject to sanctions
- Making payment to or receiving payments from individuals, entities, or countries that are subject to sanctions
- Engaging in any activity that could contribute to the evasion of sanctions
- Providing false or misleading information to relevant authorities in relation to sanctions compliance

Governance

Quality of Products or Services

We are committed to provide a high quality products and services to our customers through our highly trained technicians using top quality products, and expect the same from our suppliers.

How does this apply to you as a supplier?

- Your personnel will be fully trained and qualified where appropriate and have the required skill and experience to carry out the tasks expected of them in the provision of the products or services that you are supplying
- You have robust quality control procedures in place to ensure that the goods or services provided meet the specified standards at all times, and that any deviations or derogations are highlighted and agreed with the appropriate Rentokil-Initial contact before delivery
- You source only genuine electronic components, and have a robust system of inspection and traceability in place to ensure that fake components cannot be used in the manufacturing process
- All purchased parts and raw materials must be fully traceable to the delivered product and back to their country of origin
- All minerals and metals must only be imported from responsible and conflict-free sources
- All product liabilities and warranties should be fully defined
- You should provide adequate staff and machinery to prevent excessive overtime being a regular occurrence
- You should have a robust process to record, investigate and implement preventative action for customer complaints

Bribery and Corruption

We have a zero-tolerance approach to bribery and corruption, and expect our suppliers to do the same.

How does this apply to you as a supplier?

- You will have a similar approach of zero tolerance to bribery and corruption
- You will implement policies and procedures to prevent bribery and corruption and to ensure that you, your staff, your suppliers and your subcontractors comply with all applicable anti-bribery and corruption laws, statutes, regulations and codes from time to time in force
- You will immediately report to us in writing any actual or suspected bribery or corruption in a supply chain which has a connection to the work you carry out for Rentokil Initial to us
- You will provide such training for your employees as is required to ensure they understand and comply with these requirements
- You will never give, offer, accept or request a bribe in any form (meaning any undue financial advantage (cash or otherwise) or any undue advantage of any other kind), directly or indirectly, to or from any person (including but not limited to Rentokil Initial employees, customers and government or public officials)

We seek to minimise our impact on the environment and all colleagues have a role to play in protecting the environment. We expect our suppliers to adopt a similar approach.



Zero tolerance of tax evasion

We have a zero-tolerance policy of facilitation of tax evasion and will not tolerate any of our employees, agents or business partners knowingly assisting or encouraging tax fraud by any of its customers, suppliers or others that we do business with anywhere in the world.

How does this apply to you as a supplier?

- You will have a zero-tolerance approach to facilitation of tax evasion and comply with Rentokil Initial's anti-facilitation of tax evasion policy
- You will implement policies and procedures to prevent facilitation of tax evasion and to ensure you, your staff, your suppliers and your subcontractors comply with all applicable anti-facilitation of tax evasion laws, statutes, regulations and codes from time to time in force
- You will report any actual or suspected facilitation of tax evasion which has connection to the work you carry out for Rentokil Initial to us in writing
- You will provide such training for your employees as is reasonable to ensure they understand and comply with these requirements
- You will not provide services or sell goods where you know or suspect them to be being misused or abused by a customer for the purposes of fraudulent tax evasion
- You will not buy services or goods from any supplier where you know or suspect they are not properly declaring their income or any relevant tax and duties in connection with those activities

Competition and Antitrust

Rentokil Initial is committed to competing fairly and lawfully wherever we operate. We expect all of our suppliers to compete in the marketplace in a manner that is lawful, ethical and allows healthy competition.

How does this apply to you as a supplier?

- You comply with all applicable statutes, regulations and codes from time to time in force
- You practice fair competition, on the basis of the quality and other merits of your services and products.
- You do not participate in any activity that limits fair competition such as fixed pricing, bid rigging or market allocation

Company Assets and Confidential Information

We expect any supplier operating on one of our sites or customers' sites that requires use of any of our assets or information to protect our property and keep our information confidential. All Rentokil Initial assets, whether physical or intangible, must only be used for legitimate and authorised business purposes.

How does this apply to you as a supplier?

- Whilst on Rentokil Initial sites or workplaces or otherwise engaged in work for or on behalf of Rentokil Initial, you will be vigilant for any misuse or theft of company resources and immediately report to us in writing any concerns
- You will not make improper use of company assets, such as using work phones for excessive personal calls
- You will ensure that any of your employees, contractors or subcontractors return all company property in their possession, including customer lists and operating manuals, before they leave your service or at any time following a request from Rentokil Initial
- You will, follow all best practice and policies for IT security and stay up to date with training on the subject.
- You will keep all information disclosed to you in the course of your dealings with Rentokil Initial confidential and in accordance with the terms of your contract with us
- You will not disclose any such information to third parties unless you have our prior written consent or you are expressly permitted to make such disclosure by your contract with us
- You will comply with all applicable laws, statutes, regulations and codes from time to time in force in relation to data privacy and data protection

Protecting Personal Data

Rentokil Initial expects all our suppliers to respect data protection rights and implement appropriate technical and organisational measures to safeguard any personal data it processes.

How does this apply to you as a supplier?

- You will ensure that you only process personal data that is necessary for any processing requirements and destroy it when no longer required
- You will only use our personal data in accordance with our instructions and you will not sell or share our personal data without our authorisation
- You will abide by any data transfer requirements where sharing data cross borders
- You will apply safeguards to the processing of our personal data to maintain confidentiality, integrity and availability via mechanisms such as access and security controls
- You will immediately notify us in writing ((ideally within 24 hours) of any data incidents or breaches that could impact our business
- You will support any data subject requests, security/privacy assessments, audits and provide any other reasonable assistance, information and cooperation to ensure compliance as may be required (at no additional cost)
- You will comply with all applicable laws, statutes, regulations and codes from time to time in force in relation to data privacy and data protection

Fraud and Money Laundering

Rentokil Initial is committed to preventing fraud and money-laundering and to developing an appropriate anti-fraud culture, which is why we have a zero tolerance approach to fraud and we expect the same of our suppliers.

How does this apply to you as a supplier?

- You will have a similar approach of zero tolerance to fraud and money-laundering
- You will conduct yourself honestly at all times
- You will implement policies and procedures to ensure that you, your staff, your suppliers and subcontractors comply with all applicable anti-fraud and anti-money laundering laws, statutes, regulations and codes from time to time in force
- You will immediately report to us in writing any fraud or other dishonest activity you become aware of or have suspicions about in your dealings with Rentokil Initial

Conflicts of Interest

A conflict of interest exists when a colleague's own interests or external relationships interfere or compete with the interests of the business, or influence their ability to make the right decisions.

Our colleagues must not allow any conflicts to arise between their interests and those of Rentokil Initial, and we expect our suppliers to understand and respect this.

How does this apply to you as a supplier?

- You will avoid situations where personal interests may conflict with your duty to Rentokil Initial or its customers
- You will immediately and in writing bring an actual or potential conflict of interest to the attention of Rentokil Initial. Any agreed actions to deal with the conflict of interest should be confirmed in writing

Gifts and Hospitality

Gifts and hospitality may only be accepted by a Rentokil Initial employee if it is reasonable, legitimate and authorised.

How does this apply to you as a supplier?

- You will adhere to Rentokil Initial's approach to gifts and hospitality as outlined in the Anti-Corruption Policy on the rentokil-initial.com website
- You will not give, promise to give, or offer a gift or hospitality with the expectation, intention or hope that a business advantage will be received, such as the award of a new contract, or the retention of an existing one, or to reward a business advantage already given
- You will not attempt to conceal or disguise gifts or hospitality given or received

Supplier SpeakUp

Rentokil Initial encourages all supplier employees or other stakeholders to report genuine concerns over malpractice, illegal acts or failures to comply with recognised standards of ethical behaviour that they observe at any point within our global supply chain to Supplier Speak Up by emailing supplier-speakup@rentokil-initial.com, or calling +44 (0) 1276 536636.

The Supplier SpeakUp can also be used when another supplier or individual has observed unprofessional behaviour within another company known to be a supplier to Rentokil Initial.

If you have any questions or comments on any of the points raised in this document, please contact a member of the Rentokil Initial Global Procurement Team directly, or via our internet site www.rentokil-initial.com.