

Modern Slavery Statement 2023

Introduction

This statement by Rentokil Initial plc and its subsidiaries (the Company) describes the work that has been done during the financial year ended 31 December 2023 to minimise the risk of enforced labour and human trafficking occurring in any of our global businesses or supply chains. This statement is made in accordance with the UK Modern Slavery Act 2015.

The Company strives to maintain the highest standards of ethical behaviour and governance compliance, and recognise our responsibility to manage our business and supply chains to identify and alleviate any potential or actual human rights violations, including modern slavery. We are committed to working with our suppliers to address potential areas of risk and resolve any aspects of non-compliance.

Our Business

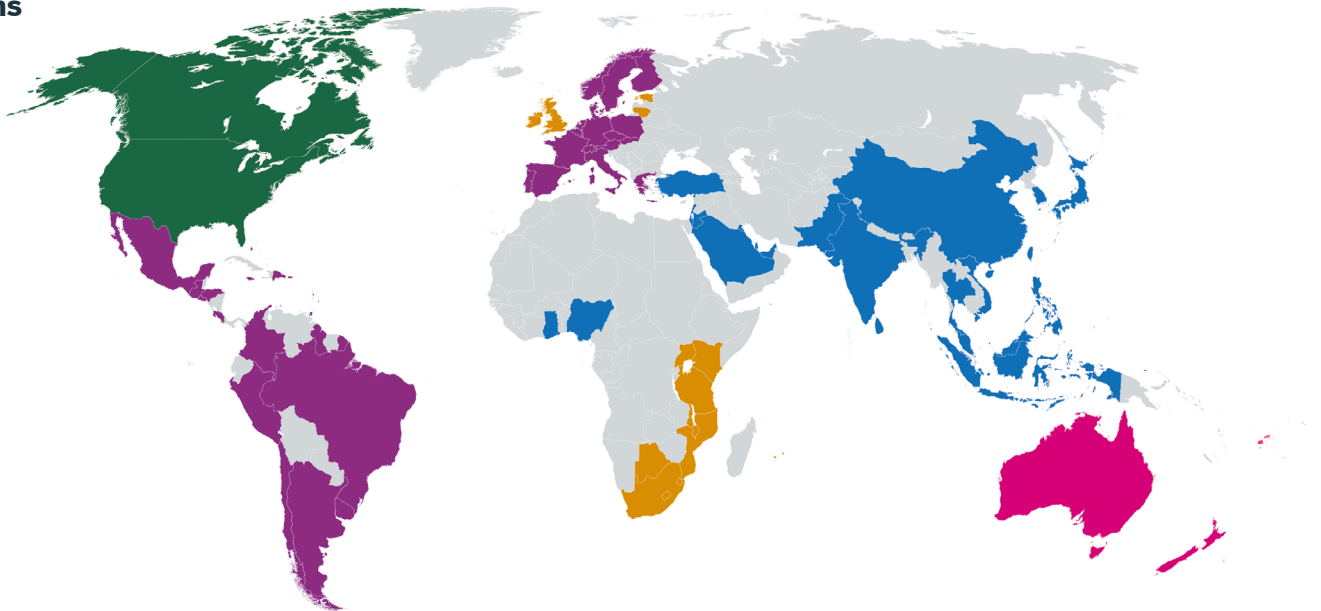
Rentokil Initial plc is a global leader in the provision of route-based services which protect people and enhance lives. Throughout the world, demand for higher standards of public health, stricter food safety legislation and compliance with workplace regulations are driving demand for our service expertise.

The Company operates in 90 countries, including a number of emerging markets and countries that we have entered in recent years through acquisition. Approximately 62,900 colleagues were employed in 2023, an increase of 4,300 over 2022 (58,600).

The Company's **RIGHT WAY** plan focuses the business on:

- Five geographic regions – all operating on a low cost, single country operating structure; and
- Three categories of business: Pest Control, Hygiene & Wellbeing, and France Workwear

Regions




NORTH AMERICA	EUROPE & LATAM	UK & SUB-SAHARAN AFRICA	ASIA AND MENAT	PACIFIC
<p>Main business lines: Pest Control services and products, and Plants (Ambius).</p> <p>c. 22,000 colleagues.</p>	<p>Main business lines: Pest Control, Hygiene and Workwear (France); plus Plants and Dental services.</p> <p>c. 9,000 colleagues in Europe. c. 4,000 in Latin America.</p>	<p>Main business lines: Pest Control and Hygiene; plus Plants, Property Care and Specialist Hygiene</p> <p>c. 5,700 colleagues.</p>	<p>Main business lines: Pest Control and Hygiene.</p> <p>c. 19,600 colleagues.</p>	<p>Main business lines: Pest Control, Hygiene and Plants (Ambius).</p> <p>c. 2,700 colleagues.</p>

Businesses

Pest Control

A global leader in pest control services.



Operates in 89 markets

Operates in 89 markets with leading positions in the UK, Europe, Asia, Pacific and South Africa.

Provision of high-quality pest control services for commercial and residential customers. A leader in innovation and digital services for effective pest control.

Hygiene & Wellbeing

One of the world’s leading commercial hygiene services companies.

Operating in over **61 markets**



Provision of high-quality washroom products and services for hand, air, in-cubical hygiene and floor mats for commercial customers. Also hygiene and wellbeing services outside the washroom and throughout the premises. Includes plants (Ambius) – a global leader in the provision of office plants - and specialist Dental hygiene waste services (Europe).

France Workwear

A leading provider of workwear services in France.



Customers

Our customers range from large multinational organisations (for example global food producers, hotel chains and industrial goods) through to national and local businesses and residential customers.

Company risk assessment

The majority of revenues earned by our business is through route-based service activities carried out by full-time employees of the Company and therefore under our direct control. We mandate the highest employment standards in all countries of operation, as outlined in the Code of Conduct described below. The products used in the performance of these services are an essential but relatively minor component of the operation, making up between 5% and 15% of the service cost, depending on the business category. These products are sourced through our own procurement and supply chain teams from suppliers who are audited before being commissioned, and regularly thereafter on a risk-based frequency.

The Company’s Group Risk Committee has concluded that the risk of modern slavery occurring in our immediate lines-of-business remains low, but that we must never be complacent. There is always a risk of modern slavery occurring in areas of our operation where we have less visibility of our second-tier suppliers and their standards and values. Examples of these areas include short-term employment of casual labour, second-tier and third-tier suppliers of components to our main suppliers, and support services such as cleaning and security.

Policies in relation to slavery and human trafficking

Rentokil Initial plc and its subsidiaries are committed to acting in accordance with the law in every country in which we operate. Our companies and employees also operate under a number of policies to ensure a high standard of social, governance and ethical compliance, of which the cornerstone is the Code of Conduct. All policies are available internally on the Company’s intranet with key policies placed on the Company’s website.

Code of Conduct

The Company's Code of Conduct (the Code) has been designed to help us achieve our responsibility, as one of the world's leading support services companies, to set the highest standards of conduct. It is a fundamental commitment to comply with all applicable legal requirements and with high ethical standards. The Code outlines responsibilities to colleagues, customers and to the Company. It highlights our determination to embed our values of Service, Relationships, Teamwork and Responsibility, and a culture of integrity across the Company.

In 2023, the Company undertook a confidential survey of all colleagues with a 90% participation level and colleagues responded 89% favourably to the statement 'I have a good understanding of our values' (one percentage point above the global company norm).

Introduced in 2011, the Code was updated effective 1 January 2024 and is now fully harmonised with the Terminix Code of Conduct following the acquisition in 2022. The Code is available to colleagues in multiple languages and is accompanied by an online training programme which was refreshed at the beginning of 2024, and is a compulsory training requirement for all work level 3+ colleagues.

In the Human Rights section of the Code, we state that Rentokil Initial will under no circumstances make use of forced or coerced labour, servitude or slavery and will only employ individuals who are working of their own free will. It further states that no colleague will be deprived of identity papers, or be required to provide financial inducements to the Company, to facilitate their employment.

Policies

In addition to the Code of Conduct, the Company maintains policies on human rights, customers and suppliers, and rights of employees. Specific policies applicable to modern slavery include:

- Dignity at Work & Human Rights;
- Diversity, Equity and Inclusion Policy;
- Training, Learning & Development;
- Supplier Code; and
- Supplier Management Standard.

All of these are available on our website at rentokil-initial.com/responsible-delivery.

During 2023, approximately 28,000 Core Corporate Compliance training courses (including the Modern Slavery Awareness module) were completed by colleagues on the U+ online system.

Compliance with the specific policies listed above, as well as to the Code of Conduct, is checked and validated each year through a Letter of Assurance process, which is cascaded down through the Company from the Chief Executive. All senior managers are each required to sign a letter to confirm they comply personally with key corporate policies and the Code, and that the colleagues for whom they are responsible are aware of and understand what is required of them. Details must be provided of any areas of non-compliance. The Company's Audit Committee reviews the Letter of Assurance process and outcome.

Assessment and training regarding modern slavery Speak Up

The Company operates a global 'Speak Up' or whistleblowing policy. This is supported with a procedure to assist employees when "speaking up" on a confidential basis. The policy is designed to allow employees across the Company to raise concerns internally to the Internal Audit team and to disclose information which the individual believes highlights or would indicate illegality, unethical behaviour or other serious malpractice, including any instances or suspicions of modern slavery. This obligation also includes reporting actions or practices by our suppliers which may be inconsistent with the Company's Code of Conduct, Supplier Code or Human Rights Policy.

Employees or third parties are able to "Speak Up" by using a dedicated phone line or email address and the system is managed and monitored by the Internal Audit Team with all reported incidents being reviewed. A summary of any reported incident is forwarded on to the relevant region or to a senior functional leader for further investigation and a register of all "Speak Up" reports is maintained with regular reports being made to the Chief Executive and the Company's Audit Committee.

The effectiveness of the Speak-Up process is validated during our internal audit process, including asking a randomly selected group of employees in each country whether they are aware of the Speak Up process and whether they know how to raise issues through this route. A negative response would be raised as an audit point.

A separate Supplier Speak Up line is available for suppliers and their 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.

Reported incidences during 2023

The Audit Committee receives a regular report of matters reported via Speak Up. The number of Speak Ups in 2023 was 103, an increase on the previous year driven by the larger Group size and by increased awareness of the Speak Up line in our Latin America region. The nature of the matters reported remains consistent with previous years, with the majority of Speak Ups relating to routine employee and employment matters.

There was one report received on the Supplier Speak Up line, which was a request for ESG data rather than a concern regarding malpractice, and was swiftly resolved by management.

Modern Slavery Awareness training during 2023

The following training was carried out in 2023 across the Company:

- A live training session covering the 2022 Modern Slavery Statement was held with members of the Global Procurement team who are responsible for sourcing products from around the world. The training was followed by break-out sessions in which the country teams assessed the risk of modern slavery occurring in their extended supply chains and agreed actions to be followed up.
- Live training sessions were also held for the members of the Global Leadership Forum in 2023, which 96 senior leaders attended over seven two-hour events. This training also included break-out sessions in which the country operations teams assessed the risk of modern slavery occurring in their own operations and sub-contractor base and agreed actions to be followed up.
- The on-line training module for Modern Slavery Awareness that had been launched in 2018 by the U+ Training Academy was further extended across the Company in 2023, with 776 colleagues completing the course successfully this year, reaching a total of 4,242 completions since the launch in 2018.
- Training for suppliers in Modern Slavery Awareness continued in 2023 using our on-line training tools, and in total 135 individuals have been sent the training covering 47 companies with 70 fully completing the course.

Supply chain

The supply of products to our global businesses is managed through the Group Procurement team, who review the annual global spend for major businesses and track suppliers by category, country of manufacture and annual spend. The Company has two in-house factories in the UK which manufacture hardware and consumable products for the global

business and an in-house workwear company which supplies garments to the French Workwear business.

The major procurement spend in the Pest Control category is on rodenticides, insect control equipment and other products used to control the multiple varieties of pest encountered around the world. These are mainly sourced through global chemical supply companies who have stringent quality and ethical approaches. Rodenticides are manufactured in the Rentokil Initial Supplies (RIS) factory in Kirkby, UK, and hardware such as bait boxes are manufactured at Dudley Industries, a wholly-owned subsidiary in the UK. We purchase a wide variety of hardware and equipment such as rodent traps, insect light traps and bird protection devices which are typically designed internally and either manufactured in-house or sourced externally from specialist suppliers.

Procurement spend in the Hygiene & Wellbeing category includes washroom equipment such as soap dispensers, feminine hygiene units and consumables such as soap and paper. Most of the hygiene equipment is designed in-house and manufactured by external suppliers in Europe and Asia under the Initial brand, while metal dispensers are manufactured at Dudley Industries. Liquid consumables for these dispensers are mainly manufactured at the RIS factory, while sourcing of paper products is from certificated suppliers which are optimised by global location. This category includes Ambius (worldwide) in which plants and pots are sourced locally and Property Care (UK) which utilises branded equipment and chemicals purchased locally in relatively small quantities and is not considered further in this report.

Workwear France is a stand-alone category which is supplied through the in-house sourcing company as well as external suppliers.

The Second Edition of our Supplier Code is available on our website in 18 languages, (rentokil-initial.com/responsible-delivery/ri-supplier-code-of-conduct) and outlines the standards and controls that are expected from all suppliers of goods and services to the Company. All major contracts and agreements for the supply of goods and services by both individuals and companies include a clause requiring compliance with the Supplier Code in addition to the specific clauses that relate to bribery and corruption and modern slavery. Awareness of this code is checked during supplier audits. The Supplier Code is due to be next updated in 2024.

Assessment of risk by country of manufacture

The risk of modern slavery in our extended supply chains is assessed using data from the International Labour Organisation (ILO), Walk Free, and International Organisation for Migration (IOM) as presented in Walk Free's flagship report, the Global Slavery Index (GSI) 2023.

Products manufactured in Malaysia, China, India and Indonesia are perceived to have a higher element of risk from a modern slavery perspective, and are therefore assigned a more frequent audit cycle. It is, however, never forgotten that there are risks of enforced labour and poor treatment of workers in every country. The level of risk in each country of manufacture is assessed against the percentage of procurement spend with suppliers in that country, as shown in the table.

Country	% of Total Spend	Estimated prevalence of modern slavery*	Risk Classification
USA	54.30%	3.3	Medium
France	8.92%	2.1	Low
UK	6.73%	1.8	Low
Malaysia	3.24%	6.3	High
Italy	3.21%	3.3	Medium
China	2.30%	4	High
Australia	2.02%	1.6	Low
India	1.93%	8	High
The Netherlands	1.83%	0.6	Low
Indonesia	1.49%	6.7	High
Chile	1.30%	3.2	Medium
Morocco	1.10%	2.3	Low
South Africa	0.86%	2.7	Medium
Portugal	0.75%	3.8	Medium
Belgium	0.63%	1	Low
Singapore	0.62%	2.1	Low
Spain	0.60%	2.3	Low
New Zealand	0.54%	1.6	Low
Others	5.83%		

**Estimated Victims per 1000 population, according to the Global Slavery Index 2023

Due diligence processes in relation to supplier management

In all sourcing decisions, compliance with Rentokil Initial standards for a responsible and sustainable business approach is used as a go/no-go gate rather than as a weighting factor for decision-making. Suppliers that do not conform to required standards during the pre-selection evaluation are eliminated from the tender process. If an area of non-compliance is discovered at a new or existing supplier, they are given the opportunity to address

and resolve the issue, with our support where required. It is important that suppliers are made aware of the specific issue and the actions considered necessary to remedy the situation. The ultimate sanction of terminating a contract is implemented when the supplier refuses to work with us to implement the required action, which has only been required twice in the last seven years. Examples of corrective actions taken in 2023 are provided below.

Supplier Risk Assessment

External suppliers are classified as (a) **Critical Suppliers** (47 in 2023) which represent a high proportion of category spend, supplying unique products to multiple company markets or requiring a long lead time to substitution if required; (b) **Major Suppliers** (194) with a significant proportion of spend in a single country (over £0.5m) or region and/or suppliers of generic products that can be substituted at short notice; and (c) **Minor Local Suppliers** (2,905) representing the majority of suppliers in number, but a lower proportion of the category spend.

Critical Suppliers are audited on a prescribed frequency based on their performance trend and level of risk. The risk assessment considers manufacturing location, product criticality, supplier reliability, management capability and previous audit results, and varies from a one-year to four-year audit cycle.

Classification	No. of suppliers	% suppliers	% spend
Critical	47	1.48%	13.46%
Major	194	6.12%	59.25%
Minor	2905	91.67%	19.14%
Logistic	11	0.35%	2.39%
Internal	12	0.38%	5.47%
Total	3,169	100%	100%

Audits of all critical suppliers are conducted by a Product Quality Manager against the Rentokil Initial Supplier Management Standard, which was updated in 2023 to include more specific detail on Environmental, Social and Governance (ESG) factors. In addition to ESG reporting requirements, it specifies the required standards of product quality, regulatory compliance, factory management and delivery performance. The audits start with two sections which focus on ESG and modern slavery: (a) within the factory concerned; and (b) through the supply chain into the factory.

Audit procedures include site inspections, interviews with management and employees, and subsequent corrective action plans for suppliers. Suppliers audited receive a Corrective Action Plan within two days of the audit and must return an initial response within two weeks. Updates on actions are requested at appropriate times, and photographs are requested to demonstrate actions taken or revisits are carried out.

Major and minor local suppliers are reviewed using an audit questionnaire and a site audit is carried out where potential issues are highlighted or the level of risk is perceived to be higher than normal. These local suppliers are audited by the local Product Quality Manager in accordance with the Rentokil Initial Supplier Standard.

A total of 20 audits (10 Critical Suppliers) were conducted in 2023, with two being done by third party auditing companies across four countries.

Areas of non-compliance and corrective actions in 2023

The instances of major non-compliance that were raised during audits in 2023 are listed below, with a summary of the actions taken:

- Our audits revealed that our suppliers carried out a lower number of external audits than required of their second-tier and third-tier suppliers due to the pandemic. This is being corrected by the suppliers concerned and tracked via audit non-compliances.
- When approached about an audit one company declined, so we are now moving away from this supplier.
- Excessive overtime and inconsistent reporting on timesheets was found with one supplier that is being addressed under the audit process.
- On review of a potential new supplier, we found non-conformance including payroll deductions for reports not completed on time, up to 13 days consecutive working, no fire alarm system, fire extinguishers and emergency lights were poorly maintained or missing, annual occupational health checks were not done and missing first aid kits. The company was not onboarded and the project was cancelled due to the company's resistance to address the points raised.

- In an audit of one of our third-tier suppliers we found a number of issues including a poor standard of training, night shift payments that were not compatible with local laws, salary deductions in place for disciplinary actions, no clear evidence of the workers right to refuse overtime, and no established worker representatives and grievance procedure. All points are being addressed with the help of the primary supplier, with follow-up audits in 2024 for the second- and third-tier suppliers.
- During 2023, our critical product suppliers were assessed against a three-tier standard as outlined in the Supplier code, and all suppliers achieved the RI minimum standard (bronze). There were 33 suppliers classified as gold standard, 4 silver and 11 bronze.

Actions to be taken in 2024

We recognise the extremely complex nature of modern slavery and we will continue to monitor our operational practices, and have identified the following as key actions for 2024:

- Ongoing review of the risk of modern slavery by the Global Procurement Forum;
- Integration of metrics regarding modern slavery into ESG reporting under the CSRD, SEC and ISSB regulations;
- A virtual conference is planned for our Critical and Major suppliers in Asia to highlight major risk areas and reinforce the actions that we expect of them regarding their extended supply chains;
- The first full year of the Terminix acquisition revealed no major causes for concern, but in 2024 we will continue our deeper investigation to ensure that all reasonable steps have been taken to eliminate the likelihood of modern slavery across the business; and
- Continued review of suppliers of services in the high-risk indirect procurement categories such as cleaning, haulage and security.

This statement was approved by the Board of Directors of Rentokil Initial plc, Rentokil Initial UK Limited and Rentokil Initial 1927 plc, and signed on their behalf.



Andy Ransom
Chief Executive
Rentokil Initial plc
29 February 2024



Rachel Canham
Director
Rentokil Initial UK Limited
29 February 2024



Rachel Canham
Director
Rentokil Initial 1927 plc
29 February 2024