

Training, Learning & Development policy

This document sets out the Learning & Development (L&D) Policy of Rentokil Initial plc (the Company). In countries where applicable, additional local policies covering employee development and training may be in place to ensure compliance with local policies, laws, rules and regulations. Please speak to your local HR representative for more information.

Employer of Choice and our “Colleague Model”

A key strategic aim of Rentokil Initial is to be recognised as a world-class employer of choice, which is able to attract, recruit and retain the best people from the widest possible pool of talent.

As part of our ambition to be both a world-class services company and a world-class employer of choice, the Company invests significant focus and resources globally in the learning and development of our colleagues.

Defining Learning & Development

We define colleague development as any activity that supports our colleagues to improve their performance, provide them with the skills, knowledge or capabilities they need to carry out their roles effectively or further their career development and aspirations within the Company.

Colleague development activity may take a variety of forms, including, but not limited to:

- **“On the job” development** through role experiences;
- **Via U+ our digital learning platform**, which contains around 5,000 online courses, videos, animations and e-books
- **Internal training courses**, delivered both in person and / or using virtual classroom technologies;
- **External training courses**, in agreement with appropriate line management and cost centre owners where the required training is not available internally;
- **Coaching and mentoring**, Primarily internal from other colleagues and managers in the business and occasionally external only if agreed with cost centre manager, there is a clear business need & Company approved terms and conditions are in place;
- **Assessments and feedback**, including psychometric assessments and 360 feedback tools.

Development Plans and Ensuring Colleague Development Meets Business Needs

Colleagues are invited to complete a development plan as part of the annual review process and should discuss and review this at least once per year with their manager. The accountability for ensuring this takes place is shared equally between the colleague and their line manager. As a guide, development plans should focus on developing both the strengths and weaknesses of colleagues and include activities to support both their performance in their current role and and their future career aspirations with the Company.

The Company will support and invest in the development of colleagues where this supports business needs.

Before development activities are undertaken, these should be discussed and agreed between the colleague and their line manager. Any costs associated with colleague development should be agreed with the relevant cost centre owner in advance.

U+

U+ is our award winning digital learning system and is our key platform for facilitating the development of our people across Rentokil Initial. Virtually all Rentokil Initial colleagues globally have access to U+ and the system is available in 27 languages. In the rare cases where there is no access, offline training is managed locally.

Colleagues are assigned access to U+ when they join the Company. When using U+ colleagues must comply with any related policies that apply to use of our information and IT systems, including Data Privacy, Acceptable Use and Information Security.

Mandatory and Required Learning

Colleagues may be required to complete both Mandatory and / or Required training or learning activities depending on their role, location and other relevant local requirements, laws or regulations.

Mandatory learning is defined as training or learning activities that a colleague **MUST** complete to ensure compliance with Company policies and / or local legislation and laws - this should be completed within the colleagues probation period. Mandatory learning is usually administered and assigned via U+ and colleagues will be notified via the system of any Mandatory learning they are required to undertake. This will usually have expiration dates, at which point colleagues must retake the training or complete an assigned refresher course. Mandatory training will usually have a form of assessment or test included to ensure colleagues have completed and understood the training and colleagues must achieve the applicable pass mark in these to register as having completed the training.

Completion rates of Mandatory Learning are provided monthly to each ELT member and each Region or Function is accountable for ensuring a minimum of 95% compliance with mandatory learning at all times. Colleagues who have outstanding or incomplete mandatory learning will be flagged and asked to complete any outstanding training immediately.

Required learning is training that colleagues are required to complete as part of their role, such as job specific training to ensure they can carry out their role competently. Required learning will usually be assigned to colleagues in the form of U+ learning plans with clear timeframes for completion. Business areas are responsible for identifying and assigning required learning activities to their employees and managing completion of these. Some departments will also have CPD (Continuous Professional Development) that is required to stay up to date with the latest developments in their area of expertise. Business areas are responsible for supporting colleagues by giving them the time, and where appropriate, the financial support to maintain the correct levels of CPD required for the employee's role. The employee is responsible for tracking their hours, identifying and taking suitable training and maintaining their CPD log as needed.

Talent Development

The Company is committed to investing in talent management and development to ensure we have the capabilities and people we need to deliver our future strategy and achieve continued high performance. Our philosophy and approach to developing and promoting talent is, where possible, to promote from within (please see the Recruitment Policy for further information on internal applicants process).

Each year (and more frequently if required) the Company will undertake a comprehensive succession planning review process to ensure that we have the right leadership and technical skills and capabilities to deliver our future strategy and that we have an appropriate level of internal succession in place for key and critical roles across the Company.

Across Rentokil Initial we operate a number of global and regional talent pools to ensure our colleagues who are identified as key talent through our succession planning review process receive appropriate development and support to progress to more senior roles with the Company and realise their career aspirations.

Participation in the talent pools is by invitation and through agreement with the executive leadership of each business unit and HR.

International mobility will be supported and encouraged where it is necessary for a colleague to move internationally to another part of Rentokil Initial to meet business needs. Given the financial, operational and legal complexities involved in facilitating international assignments, the Company will consider such moves on a case by case basis and will take into account business needs, the career trajectory of the colleague, personal circumstances and the costs associated with international moves from home and to host countries.

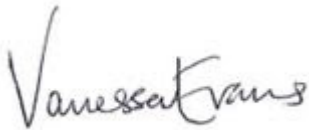
Educational Assistance and Repayment of Training Costs

Depending on business needs, the Company may support colleagues who need to take professional qualifications or attend external training programmes that directly support their performance in their current role or to support career development within the business.

The Company may, at its discretion, ask the colleague to agree to remaining with the Company for a fixed period (usually up to two years) after the completion of any training that has been paid for by the Company (with the exception of apprenticeship training in the UK)

In these instances, before commencement of the training an agreement will need to be signed by the employee committing that in the event that the colleague voluntarily leaves the Company or is dismissed for any reason (apart from redundancy) before the completion of such period, they must repay the cost of the course or training either in full or on a pro-rata basis as set out in the agreement.

Where external training or professional qualifications are to be undertaken, this should first be discussed with the relevant local HR representative to agree if it is appropriate to put such an agreement in place.



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