

2013 Corporate Responsibility Overview

Colleague engagement
and enablement
remained strong

6% →

ahead of
the Service
Industry norm



Over £100,000
donated to charities

Including £8,688 presented
to both Malaria No More and
WaterAid

Improved Safety

Lost Time Accidents

reduced by
↓ 13%



Working Days Lost

reduced by
↓ 20%



Efficient fleet

New UK vehicles deliver

↓ 6%

reduction in emissions

High customer service levels



Consistently at

98%

COHEP

launched

A new Community
Orientated Health
Education
Programme



Supporting the
Philippines

After Typhoon
Yolanda we made
donations to the
Red Cross and
dispatched over
200 hygiene
kits with hand
sanitisers



Efficient European
workwear plants

↓ 6.9%

reduction in energy derived
emissions (per tonne of
workwear processed)



Innovation awards

New Signature hygiene range wins
the Singapore President's Award for
product design and the Red Dot
Award for product design

Enhanced customer
satisfaction

↑ 2.6%

(Net Promoter System)

U+

Major commitment to training

Nearly 31,000 training hours and 11,000 courses were
undertaken globally through the U+ in-house 'university'

31,000

training hours

11,000

courses undertaken

CO₂ emissions

↓ 3.2%

reduction in energy
derived emissions



82%

of colleagues believe
"this company takes health
and safety seriously" –
above the world class High
Performing norm

Reduced water usage

↓ 4.4%

reduction in our European
workwear plans (litres of per kg
of workwear processed)





About Rentokil Initial

Rentokil Initial plc is a support services company operating in over 60 countries, employing over 27,000 colleagues (as at 31 March 2014 following the divestment of Initial Facilities).

2013 revenues were £2.3 billion at Constant Exchange Rates.

The company provides a wide range of services, including pest control, hygiene and workwear services, while seeking to act responsibly, both locally and globally.

We have a robust framework of Corporate Responsibility (CR) policies, including our Code of Conduct. Our internal control framework monitors adherence to these policies with operational management reinforcing ethical business behaviour. We operate a 'Speak Up' confidential reporting process for our colleagues worldwide.

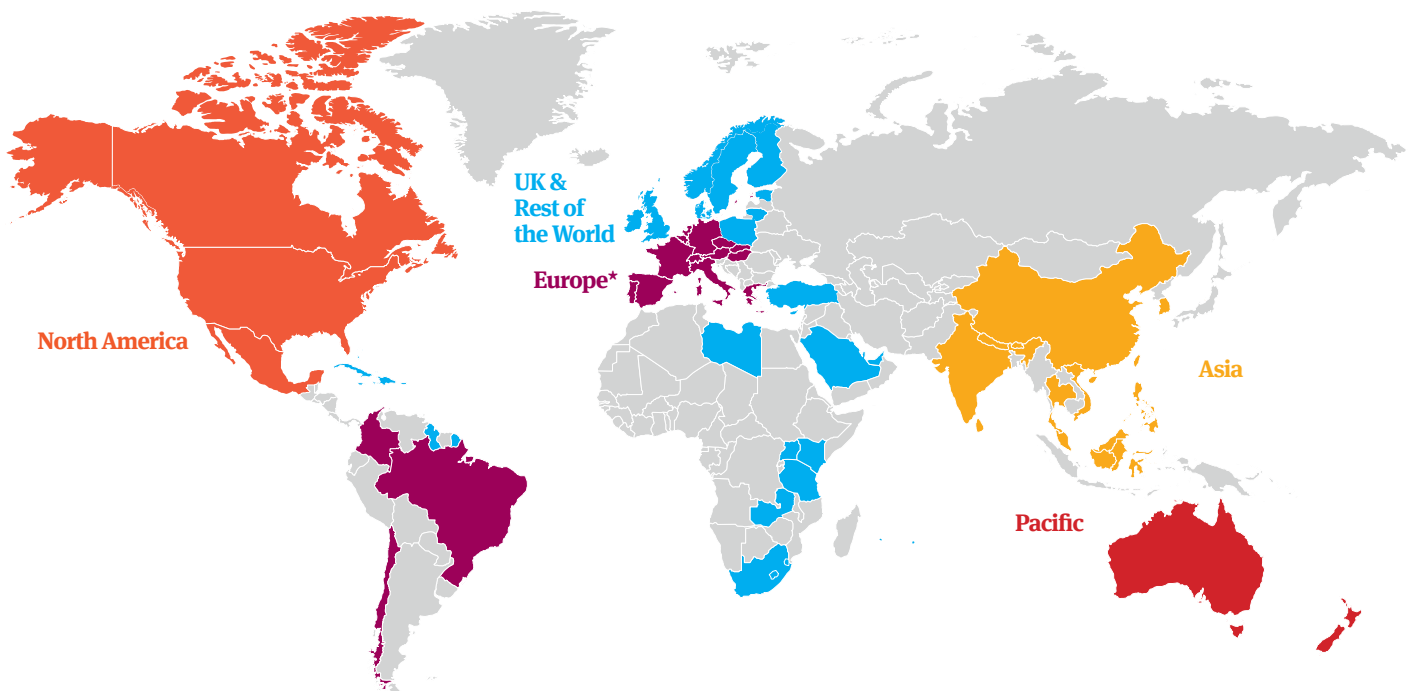
In addition, we conduct training programmes relating to responsible behaviour and the Code of Conduct (including competition, anti-trust, bribery and anti-corruption laws and procedures).

A Safety, Health and Environment committee reports to the main board. Its remit includes developing Health and Safety standards with appropriate colleague training, performance review and the initiation of remedial activity.

The company established a goal of improving emissions by 10% in 2015 compared with 2011 levels.

More details of our Corporate Responsibility performance can be found in our full CR report here.

Where Rentokil Initial operates



*Colleagues from Portugal are supporting the company's initial development of South American operations given its language and cultural ties.

Creating a great place to work



Safety first, always

The company has achieved an overall reduction of 38% in lost time accidents over five years.

This success has been achieved by doing the right things in the right way – strong operational and functional leadership supported by continued capability development in relation to health and safety. To achieve visible health and safety leadership:

- Management Safety Observation Tour processes are implemented in all businesses.
- Health and safety learning and development activities are incorporated within the U+ curriculum.
- The award-winning Success is No Accident incident management system continues to be extended across the group.
- The safety 'health check' auditing process has been extended to cover nearly 20 countries.

Learning and Development

Rentokil Initial's learning and development programmes are co-ordinated through U+, our in-house 'University'. Its programmes help fulfil personal and business-specific skills development needs.

In 2013, 31,000 training hours were recorded and 11,000 courses completed online.

Highly engaged and enabled colleagues

Colleague engagement and enablement are at World Class High Performing levels (Source: Hay Group Insight) in many parts of the Group and, consistently, we are six points ahead of the global Service Industry norm. Engagement and enablement are measured independently and local manifestos and action plans are implemented. The company also scores highly in colleague perceptions of health and safety, training, performance management, understanding our values, recognition and respect.

Communications

The group's intranet is a key communications channel with 1.8 million page views during 2013. In 2013 the company introduced an internal social media channel, using Google+, and maximised mobile technology to enhance colleague collaboration and efficiency.

Diversity

The company's policy is to recruit, appoint and promote on the merit of the individual. 42% of its colleagues are female (20% of its senior managers and 9% of its board). Also, nearly 40% of colleagues on the graduate programme are female. ▶

Our colleague promises

We ensure a safe working environment

We deliver a career that provides job satisfaction

We provide training & development to build your expertise

We listen & respond to any concerns you may have

We ensure you have a clear role and recognise your performance in delivering it

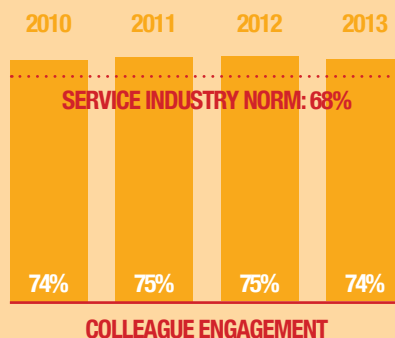
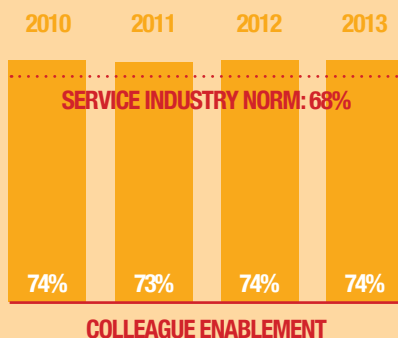
We keep you informed about your company and things that may affect you

We treat you with respect and integrity

We encourage a sustainable workplace

Performance indicators

Colleagues KPIs



Delivering outstanding customer service and innovation



Delivering our customer promise

Our State of Service measure remained high in 2013 at 98%, while levels of customer satisfaction (NPS measurement) rose by 2.6 points.

The company developed a single customer promise, focusing on the most important elements of the customer experience. This is reinforced with accessible information, with 160 customer websites available in local languages.

Innovative product and service delivery

In 2013 the company launched its Signature Hygiene range (winner of the Singapore President's Design Award and prestigious Red Dot award for product design) and developed new workwear ranges including the 'Alpha' and 'Delta' Personal Protective Equipment collections. These are the first workwear ranges to be certified against the latest EU legislation. In pest control, new products include Avigo a bird control gel which removes birds from properties in a fully sustainable way. We have also developed the 'myRentokil' App to improve pest control monitoring and reporting. In the UK and Australia, the company offers nappy recycling using an Absorbent Hygiene Waste service. For feminine hygiene, the new On-Site Service approach now covers South Africa, Australia, Netherlands, Spain and France.

Responsible product stewardship

The company is supporting the development of an EU standard for professional pest control technicians. In pest control, reducing impacts on other species is important and Pygo is a 'smart' insecticide that minimises contact with non-target species. The company also supports the Campaign for Responsible Rodenticide Use.

The Signature Hygiene range's hand wash products are featured in EU's 'Eco Label' catalogue, identifying environmentally friendly products.

In Workwear, an ecological approach, led to developing polo shirts with polyester made from recycled bottles and other garments made from bamboo fibre.

A supply chain to assure our customers

All new chemical products are validated by the Global Science Centre to ensure regulatory compliance. In Hygiene and Pest Control, suppliers are audited for compliance with product specification and environmental, social and governance standards. Developing world Workwear suppliers are formally evaluated by third party auditors. ▶

Our customer promises

We provide safe products rigorously tested for their efficacy

We deliver service you can rely on

We provide expertise in our services and Products to ensure real peace of mind

We respond rapidly to your needs

We make honest recommendations that are right for you

We deliver the insight & information to help you make informed decisions

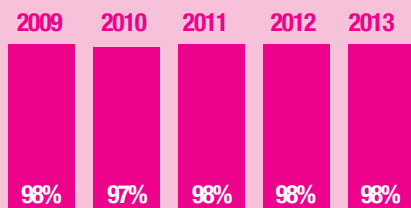
We strive to be open, honest and accurate in everything we do

We make environmentally responsible decisions

Performance indicators

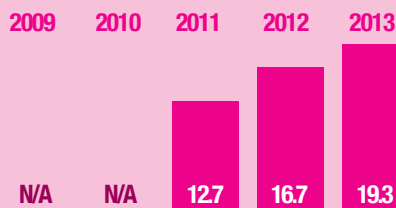


Colleagues KPIs



STATE OF SERVICE

• State of Service is the total number of service visits performed divided by the total number of visits due.



CUSTOMER VOICE COUNTS (CVC)

• The CVC score (based on Net Promoter System) represents the net balance of those customers promoting our service compared with those neutral or not promoting.



reddot award 2014 winner



Respect for the environment



Energy efficiency

In 2013 the company's emissions per £m turnover at constant exchange rates reduced by 3.2%. The five-year trend of normalised energy derived emissions shows that the company has produced an overall reduction in emissions of 15.1%.

Our principal emissions KPIs are reported as an index on a normalised basis in order to provide an accurate like-for-like performance comparison, removing the variables of currency and acquisitions. Further details can be found in the company's CR Annual Report. The company's country operating model has enabled sharing of properties and back office processes. Together with IT innovations (including Cloud computing, reducing the numbers of servers) these have reduced energy consumption.

Energy efficiency in processing plants

The European workwear processing plants represent 90% of all property emissions. There has been on-going energy management development, including steam-free laundries and remote energy and water monitoring equipment. Since 2008, energy efficiency has improved by 14% and emissions reduced by 20%.

Vehicle fuel efficiency

Vehicle fuel represents over 70% of the company's total energy bill. Consequently, the CR focus includes route optimisation systems, engine control unit technology and vehicle utilisation. For the latter, proactive UK car policy management led to reductions of 20% in the UK car fleet, with emissions per car reducing by 12% between 2011 and 2013.

Market-leading waste management

In the UK, Rentokil ensures waste is disposed of according to EU waste directives, particularly because of hazardous waste risks. Technician training is provided to ensure accurate recording and segregation. These are sector leading initiatives. The latest British Pest Control Association process audit commented: "I was very pleased to see the company has been exceptionally diligent... with regards to the management of waste. This shall hopefully form a benchmark in the industry...".

Energy efficiency



KWH OF ENERGY PER KG PROCESSED FOR ALL TEXTILE PROCESSING PLANTS

Water consumed



LITRES PER KILOGRAM OF WORKWEAR PROCESSED – ALL TEXTILE WORKWEAR PLANTS



Index of CO₂ emissions



INDEX OF ENERGY DERIVED EMISSIONS – TONNES PER £M REVENUE AT CER

Supporting our communities

Local communities and charity support

In 2013, the company – and many willing colleagues – provided support for local charities around the world. Charitable cash donations amounted to £101,000 in 2013 (2012: £87,000).

Global community and charity support

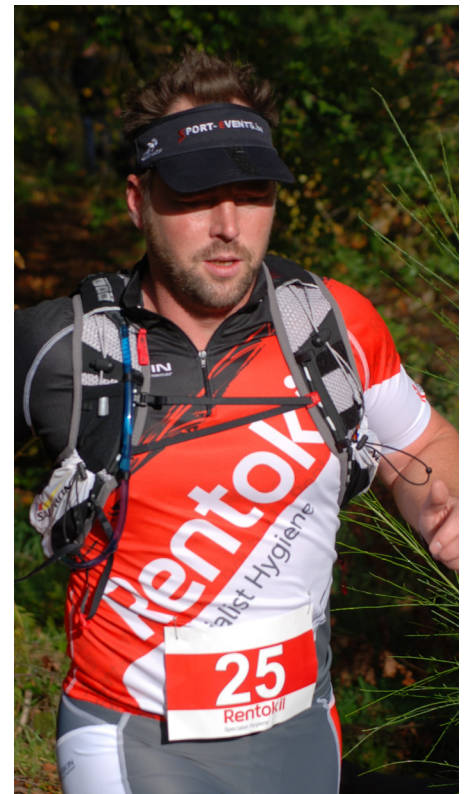
The new Community Orientated Health Education Programme focuses on health education in local communities. Starting with support in India, the target is to roll it out globally by the end of 2015. The company also supported global charities, Malaria No More and WaterAid, including donating £1 for every submission in its colleague survey.

Global response at times of natural disaster

In 2013 Typhoon Yolanda resulted in severe devastation in the Philippines. Company colleagues lived and worked amongst the affected areas. We worked in partnership with the Philippine Red Cross, providing donations and over 200 hygiene kits.

Local community investment

The company supports local charities which are important to colleagues and customers. In 2013 it helped create an Australian community sports initiative for 15 local children's football clubs. Since 2006, the Australian business has also supported Daintree, a rainforest conservation project. In New Zealand, support continues for conservation on Matokohe and Motutapu Islands. South Africa's Zenzelini Trust supports colleagues suffering from AIDS-related illnesses. In London's Science Museum, Rentokil has been the primary supporter for the Cockroach Tour, helping to inform about pests. ▶



For every colleague taking part in its global colleague survey a donation of £1 was committed to Malaria No More and WaterAid

