



**2015**

RENTOKIL INITIAL PROVIDES SERVICES WHICH PROTECT PEOPLE AND ENHANCE LIVES.

# CORPORATE RESPONSIBILITY REVIEW HIGHLIGHTS

 **22%**

22% improvement in Long Term Accident Rate

 **+4%**

+4% sales colleague retention

 **5,500**

Community health education programmes for over 5,500 children

 **9%**

9% reduction in normalised energy derived emissions – target exceeded

 **12.8%**

12.8% – Improvement in “customer voice counts” – satisfaction index

“WE ARE COMMITTED TO OPERATING RENTOKIL INITIAL RESPONSIBLY AND IN LINE WITH OUR CODE OF CONDUCT.”

ANDY RANSOM,  
CHIEF EXECUTIVE

FOR FURTHER INFORMATION ON OUR CR PERFORMANCE VISIT [WWW.RENTOKIL-INITIAL.COM](http://WWW.RENTOKIL-INITIAL.COM)

# DELIVERING SERVICES TO OUR CUSTOMERS, RESPONSIBLY

Innovation, Pace, Quality and Care are part of our vision to be a world renowned services company, developing industry-leading innovations with best-in-class product and service quality.



1<sup>st</sup> company with technicians qualified in new RSPH "Safe use of pesticides" course



0.9% – Customer retention improvement



12

Signature Colour range with No-Touch launched in 12 countries



160 local language customer websites



97%  
97% – State of service



1<sup>st</sup>

1<sup>st</sup> company to launch Hygiene compliance and display service



Company launched myLearning in for customers' employees, with over 200 customers

100%

100% audits of critical suppliers for pest control and hygiene products



All of major workwear sourcing suppliers audited and revisited every year

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# CREATING A GREAT PLACE TO WORK

86% of colleagues said that they had a 'good understanding of our values'. Safety is our top priority. Our colleagues enthusiastically support local and national good causes.



**22%**  
Improvement in long term accident rate



**79%**  
High levels of colleague motivation at 79% (above High Performing Norm by 7% points)



**+4%**  
+4% improved colleague motivation



**43,000**  
43,000 online U+ courses



2 eLearning Awards



UK Top Employer accreditation 2015

Graduate scheme recruited 179 graduates in 5 years



**30%**  
30% improvement in Working Days Lost Rate

600 training courses and videos created on U+



**£100,000**

£100,000 has been donated to Malaria No More in 5 years

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# RESPECT FOR OUR ENVIRONMENT

Focusing on the Company's key environmental priorities



19%

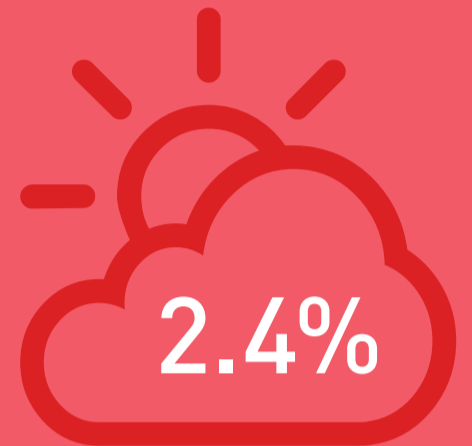
19% reduction in energy derived emissions since 2011



17%

Proactive UK fleet selection reduces average CO<sup>2</sup> gms per kilometre by 17% since 2013

2.4% – improved workwear normalised emissions



2.4%



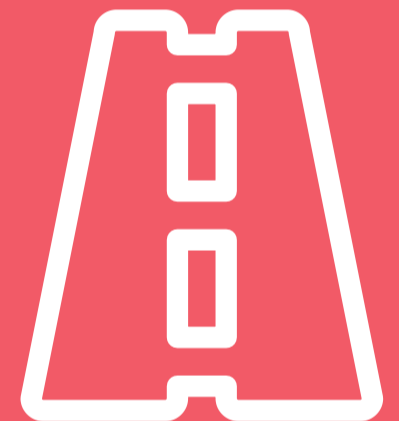
27%

27% – Workwear water usage reduced since 2011



50%

Conversion to new laundry processing detergents resulted in reductions of 50% bleach and 30% textile 'wear'

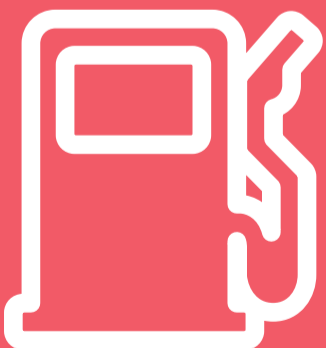


5 – 15%

1,000 pest control technicians in 11 countries use Service+ route optimisation – reducing driving by 5 – 15%

2.1%

Improved vehicle fuel efficiency



210,000

Electronic invoicing in UK operations eliminated 210,000 pieces of stationery



12%

12% reduction in fuel usage following UK vehicle fleet engine remapping

18,000

18,000 vehicles worldwide – 64% of total emissions



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