

2014 Corporate Responsibility Review Highlights

Protecting people from the risks of pest-borne disease, poor hygiene or from injury in the workplace. Enhancing lives with services that protect the health and wellbeing of people, and the reputation of our customers' brands.

99%

Customer service performance ahead of target (state of service target: 95%)



20%

Emissions improvement since 2009



Below 1

For first time, Long Term Accidents rate fall below one



26%

Reduction in workwear water usage since 2009



13%

In 2014, we exceeded our 2016 target of a 10% emissions reduction



4 years

Without a lost time accident at Dudley Industries



66,000

U+ courses undertaken by colleagues in 2014



3,000

Children received hygiene education in India, South Africa and Indonesia through our community health education programme



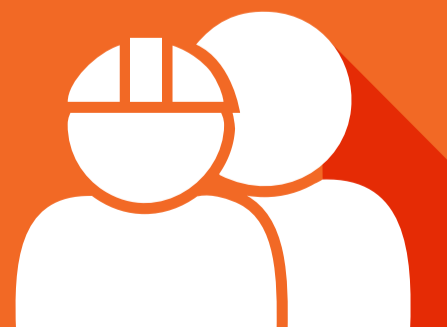
100%

All critical suppliers for Hygiene and Pest products audited in 2014



+3%

Improvement in service colleague retention



Delivering services to our customers, responsibly

We invest in an active programme of innovation and service improvements to exceed our customers' expectations. Our supply chain priorities focus on achieving product quality, service and cost objectives, and meeting our Supplier Standard.



200

PestConnect, our remote monitoring system, installed in 200 locations in Netherlands and Belgium

+26



CVC score stable at high +26 score

34%

North American customer websites saw a 34% increase in traffic

Customer Voice Counts customer numbers increased to over 100,000

160

Customer websites

46%

UK Hygiene business introduces more environmentally friendly air fresheners, with 46% waste reduction

1,300

Suppliers of direct products

No-Touch

New No-Touch hygiene range developed to reduce cross-contamination risk in the washroom

1,000

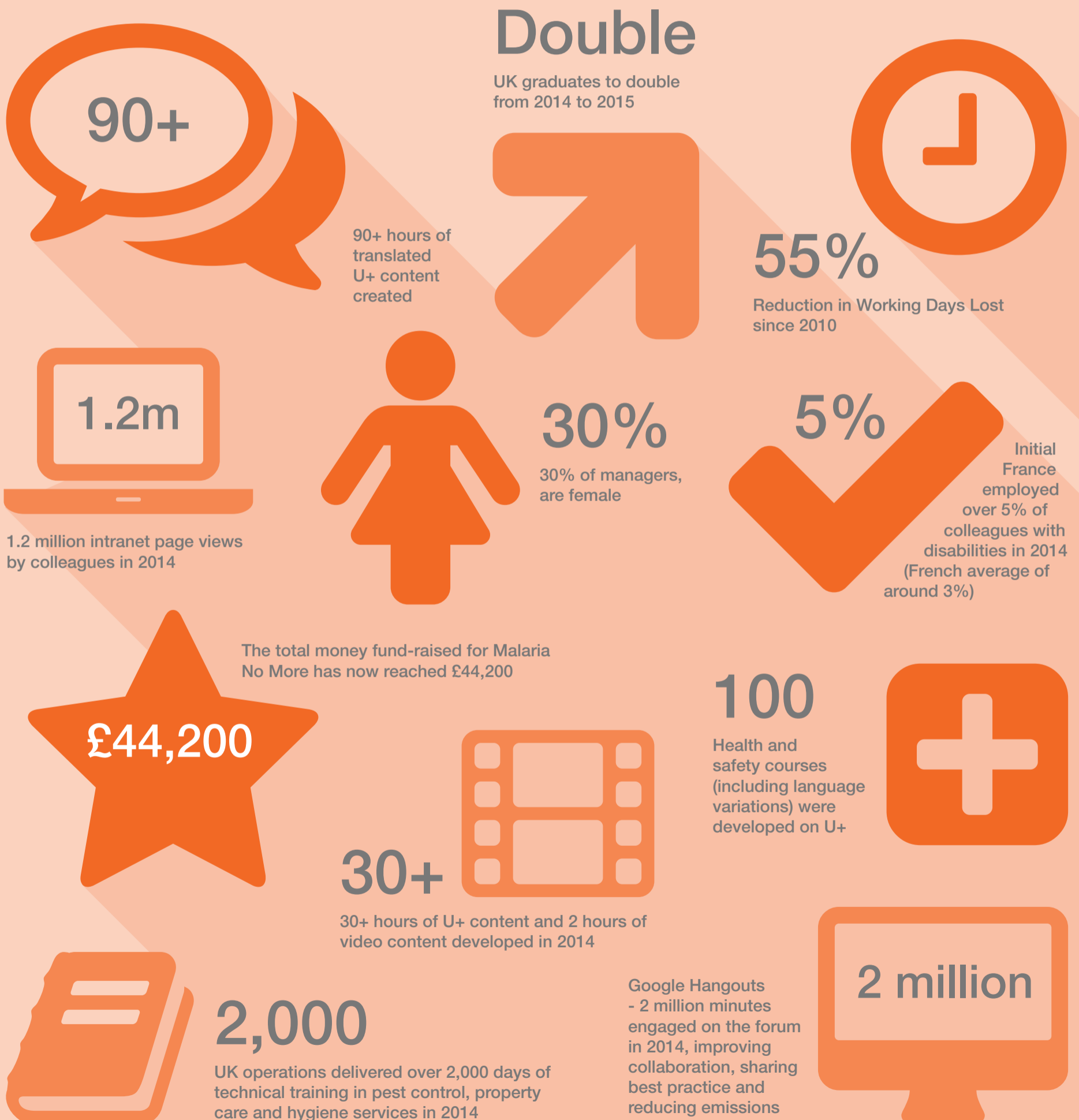
Over 1,000 sales colleagues enrolled on our new Sales Performance Coaching programme

80%

80% of all workwear suppliers audited and met sustainability standards

Creating a great place to work

We are committed to best practices in the workplace. Our health and safety programme is progressing towards world class standards. Colleagues enthusiastically support local and national good causes.



Respect for our environment

Our environmental performance has continued to improve over the last five years. We are focused on our major areas of impact and efficient resource utilisation through operational excellence and resource management.



20%

Emissions improvement since 2009



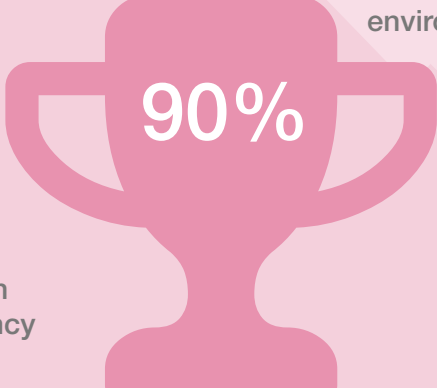
26%

Reduction in workwear water usage since 2009



11%

Route optimisation – Denmark achieves 11% more visits and 10 kilometres less per day



90%

Dow Jones Sustainability Index - achieved 90% ranking for environmental activities



4%

4% improvement in vehicle fuel efficiency since 2009



17%

Reduction in workwear energy consumption since 2009



5%

Route optimisation – over 1,000 pest control technicians in 11 countries, reducing driving by over 5%



12%

Engine control unit mapping leads to 12% reduction in fuel usage in UK vehicle fleet



90%

Eco-Clear urinals – results in 90% water saving



35%

Reduction in UK property portfolio since 2012