

OUR PEOPLE DELIVERING RESPONSIBLY AROUND THE WORLD

01 About us



02 Ensuring safety for all



03 Developing and engaging
our colleagues



04 Delivering outstanding
customer service



05 Respecting our
environment



06 Supporting our
communities



07 Performance Indicators



01 ABOUT US

RENTOKIL INITIAL PLC OPERATES IN OVER 60 COUNTRIES, EMPLOYING OVER 60,000 COLLEAGUES, WITH REVENUE OF £2.6 BILLION AT CONSTANT EXCHANGE RATES IN 2012

We are committed to acting responsibly with all our stakeholders and supporting our customers in their own efforts to develop responsible behaviour. We provide a wide range of services, primarily to other businesses or organisations, including:

- Pest control
- Hygiene services
- Workwear hire and laundry
- Plants, artwork and scenting
- Total facilities management
- Specialist hygiene and medical waste disposal
- Specialist cleanroom textiles

We have a robust framework of corporate responsibility policies, including our Code of Conduct, which are reviewed regularly.

Our internal control framework is used to monitor adherence to these policies with operational management reinforcing ethical business behaviour.

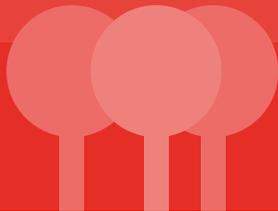
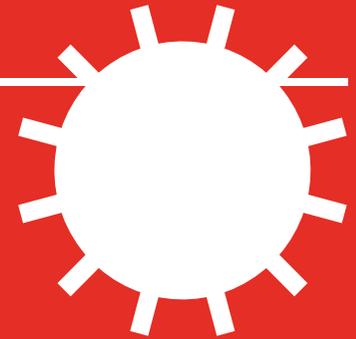
In addition, we conduct training programmes relating to responsible behaviour regarding competition and anti-trust law and developing an awareness and understanding of bribery and anti-corruption issues.

CR GOVERNANCE AND COMMUNICATIONS

We have a robust framework of corporate responsibility policies, including our Code of Conduct, which are reviewed regularly. Our internal control framework is used to monitor adherence to these policies with operational management reinforcing ethical business behaviour. Also we operate a “Speak Up” confidential reporting process for our colleagues worldwide. In addition, we conduct training programmes relating to responsible behaviour regarding competition and anti-trust law and developing an awareness and understanding of bribery and anti corruption issues.

For more information about our CR approach:

www.rentokil-initial.com/corporate-responsibility



02 ENSURING SAFETY FOR ALL



OUR PERFORMANCE

Health and safety is one of our key priorities. We use two health and safety measures (lost time accidents and working days lost – 1.2 and 27 per 100,000 hours respectively in 2012), and place extra management focus on those businesses in need of improvement.

OUR INITIATIVES

Improving performance

Our “Success is no Accident” rehabilitation scheme, introduced in 2007, now covers ten major countries. It passed its “30 years” combined saving of working days lost, helping colleagues to recover from injury or illness more quickly.



Developing capability

We introduced a behavioural management programme to ensure more visible health and safety leadership and introduced the Safety, Health and Environment (SHE) intranet site to improve good practice sharing. Our training now includes a U+ SHE learning plan and governance model and a SHE Induction video.

Improving processes

We introduced our new SHE Health Check process in seven businesses to proactively measure SHE compliance and performance.

We introduced Back-Track, a training device reducing workplace back injuries, into Initial Facilities and our European workwear and hygiene operations.

We improved onsite risk assessment with the introduction of hand held computers.

We established iLead Management Safety Observation Tours to enable managers to visibly demonstrate commitment to health and safety and improve colleague engagement.



+35%

LOST TIME ACCIDENTS

Improvement since 2008.



+32%

WORKING DAYS LOST

Improvement since 2009.

03 DEVELOPING AND ENGAGING OUR COLLEAGUES



OUR PERFORMANCE

Ensuring the motivation of our colleagues is key in delivering high customer service. We measure engagement and enablement across the group annually. Enablement has improved steadily over four years. It is now in line with the Hay group High Performance company norm. Engagement has remained steady, well above the global Service Industry norm rate.

OUR INITIATIVES

Learning and development

U+, our company university, delivers all our learning and developing activities. It offers programmes online, face to face, within colleague roles, and in new recruits' induction. Specific programmes include Living Leadership programme (which won a Personnel Today award), our General Management and Finance graduate programme and a new apprenticeship platform – delivered both on a standalone basis and in partnership.

Listening

Annually, every colleague is given their opportunity to air their views through a confidential survey, Your Voice Counts. Our key measures are colleague engagement and enablement and the full results are fed back to colleagues. 76% of colleagues responded in 2012 (68% in 2011).

Recognition

We have extensive recognition schemes in all our business, based around our company's values – Service, Relationships and Teamwork.



71%

COLLEAGUE ENGAGEMENT SCORE

2012 score. Ahead of global Service Industry norm since 2008.



70%

COLLEAGUE ENABLEMENT SCORE

2012 score. Ahead of global Service Industry norm since 2008.



8000+

DEVELOPMENT DAYS

Delivered in 2012.
Excluding job and role training.

See page 07 for details of our performance since 2008.

04 DELIVERING OUTSTANDING CUSTOMER SERVICE



OUR PERFORMANCE

Our objectives are to achieve high levels of customer service and enhanced customer satisfaction. We measure our performance across several ways, including state of service, consistent at 98%.

OUR INITIATIVES

Customer management

We include customer satisfaction measures (based on our Customer Voice Counts performance) within our managers' bonus scheme.

Marketing and Innovation

We launched our Marketing & Innovation function, focused on meeting customer needs in the pest control and hygiene services categories. Key projects include the Signature programme of hygiene products, OSS (On-site service) for servicing feminine hygiene equipment and "Information as a service".

Meeting sector needs

For different sectors' hygiene needs, we develop customised approaches, often using new technologies such as advanced nano coatings and Microfibre system to improve hygiene and reduce the risk of cross infection. Where more stringent hygiene needs are essential, such as the pharmaceutical and micro electronic industries, we established Initial Cleanrooms, with five dedicated plants operating on a pan-European basis.

Product stewardship

We consider all aspects of product stewardship including environmental and health and safety impacts occurring during a product's life cycle. New products are assessed in our Global Technology Centre. It works with external organisations to influence end users' understanding of safe pest control.

2013 will see the launch of the Signature Hygiene range, several new lines of Workwear, pest control service innovations and premium scenting products



98%

STATE OF SERVICE

2012 performance.
Service levels remain consistently high.



8.8

CUSTOMER VOICE COUNTS (CVC)

Customer satisfaction score, Q4 2012.
Up 1.2 points year on year.



85%

CUSTOMER RETENTION

4 point improvement since 2008.

See page 07 for details of our performance since 2008.

05 RESPECTING OUR ENVIRONMENT



OUR PERFORMANCE

We always ensure our operations have the utmost consideration for their environmental impacts. We have set a target for a 10% reduction in property and vehicle derived emissions by 2016, compared with 2011. We monitor our environment performance against energy efficiency, emissions and water consumption.

OUR INITIATIVES

Energy consumption

Vehicle fuel represents nearly 80% of our energy bill. Our actions to reduce fuel consumption include vehicle whole-life costing, route optimisation systems and engine control unit technology. In our property portfolio, our actions to reduce energy consumption include consolidating properties, introducing IT efficiencies and investing in improved facilities for our workwear processing plants.

Improving water consumption

Our major European workwear plants have significant water consumption levels. To improve these levels, we have introduced water recovery systems, and steam-less laundries.

Waste management

Our waste management has focused both on improved materials utilisation (with reduction in stock keeping units in both Rentokil and Initial Workwear and Hygiene) and improved waste recycling, through improved waste management or through process innovation.

Customers' environmental objectives

Our services also include supporting customers own environmental management, examples of which include our work with Aviva, Xerox UK, Nissan and London Underground.



18.5%

PROPERTY ENERGY EFFICIENCY

Improvement since 2008.



30%

VEHICLE ENERGY EFFICIENCY

Improvement since 2008.



25%

CO₂ EMISSIONS

Reduction since 2008.



27%

WATER CONSUMPTION

Improvement in major European workwear plants since 2008.

See page 07 for details of our performance since 2008.

CARBON DISCLOSURE PROJECT



06 SUPPORTING OUR COMMUNITIES



OUR APPROACH

Our community involvement includes charitable cash donations, community support and community investment. Our colleagues actively participate, and are consulted when locally based schemes are selected for support. Such schemes usually relate to the communities in which we operate or colleague's live. Active commitment and participation is encouraged.

In 2012, Rentokil Initial's charitable donations amounted to £87,000. This excludes value in kind donations or provision of management time but it includes Helping Hands company donations. This is a matched giving scheme to support colleagues' own fund raising. In 2012, in the UK, nearly 20 charities were supported in this way.

COMMUNITY INVESTMENT PROGRAMMES

Major programmes include our support in Australia for the Rainforest Rescue's Daintree Buy Back and Protect Forever Project since 2006. The business has purchased nine of the project's 15 properties, helping to protect and preserve 24,600 square metres of the Daintree Rainforest. Support includes cash donations, cause related marketing programmes and workplace giving.

In addition, South Africa's Zenzeleni Trust assists colleagues with HIV/AIDs, with subsidised nutritious food parcels. Funding includes colleagues' monthly contributions, supported by the business. The Trust has recently been registered as an independent Trust fund.

Rentokil made donations to Malaria No More for every questionnaire completed by its colleagues and donated nearly £8,000 in 2011 and £14,452 in 2012



07 PERFORMANCE INDICATORS

OUR 15 CORPORATE RESPONSIBILITY INDICATORS SHOWING PERFORMANCE OVER FIVE YEARS

CUSTOMERS



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



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.



CUSTOMER RETENTION (%)



Customer retention is the reciprocal of closing portfolio as a percentage of opening portfolio.

COLLEAGUES



COLLEAGUE ENGAGEMENT SCORE (%)



COLLEAGUE ENABLEMENT SCORE (%)



Colleague engagement and colleague enablement scores are based upon all colleagues surveyed across the company. Scores are calculated by Hay Group based upon answers to questions within the annual Your Voice Counts survey.



ENGAGEMENT SURVEY RESPONSE RATE (%)



SALES COLLEAGUE RETENTION (%)



SERVICE COLLEAGUE RETENTION (%)



Sales colleague and service colleague retention is the reciprocal of total sales and service colleagues leaving in the year as a percentage of the sales and service head count at the beginning of the year.

HEALTH & SAFETY



LOST TIME ACCIDENTS



Number of Lost Time Accidents (injuries and illnesses) / 100,000 hours worked. 2012 target: 1.22



WORKING DAYS LOST



Working Days Lost because of Lost Time Accidents / 100,000 hours worked. 2012 target: 30.74

COMMUNITIES



COMMUNITY FINANCIAL DONATIONS



£ 000S

ENVIRONMENT



CO₂ EMISSIONS INDEX



CO₂ emissions index – calculated as kilogram per £m turnover – calculated on a constant exchange rate basis. Index shows % improvement since 2008.



PROPERTY ENERGY CONSUMPTION INDEX



Property energy consumption – thousand kWh per £m turnover – calculated on a constant exchange rate basis. Index shows % improvement since 2008.



VEHICLE ENERGY CONSUMPTION INDEX



Vehicle energy consumption – thousand litres per £m turnover – calculated on a constant exchange rate basis. Index shows % improvement since 2008.



WATER CONSUMPTION



Water consumption – calculated as litres used per kilogram of product processed in all European plants (actual usage showing year-on-year change).