Initial

The Experts in Hygiene

Protecting People. Enhancing Lives. Preserving our Planet.

ESG Report 2025

Reporting period: January 01, 2025 to December 31, 2025



Prepared by:

Vinayak Satpute

Independent ESG and Sustainability Consultant, IPCC Expert Reviewer

This report is prepared with reference to GRI Standards 2021.
The greenhouse gas inventory report is prepared using ISO 14064-1:2018 and is independently verified by a 3rd party Lead Verifier using ISO 14064-3:2019.

A Year of Responsible Action

Hygiene is not just the service we deliver, it is the responsibility we carry. This report documents how Rentokil Initial Hygiene India Pvt. Ltd. managed its environmental footprint, invested in its people, and made a measurable difference to communities across India in 2025.

From our branch locations spanning Trivandrum to Gurgaon, our field teams service thousands of facilities every day. Every route driven, every sanitary unit collected, and every *Empower Her* session conducted reflects our belief that a hygiene company must lead by example, for people and for the planet.



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01 Introduction



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ABOUT THIS REPORT

GRI 2-1, 2-2, 2-3, 2-4, 2-5

This is the Inaugural Environmental, Social and Governance report published by Rentokil Initial Hygiene India Private Limited (RIHI). It covers the calendar year 1 January 2025 to 31 December 2025 and consolidates environmental, social and governance performance from across the company's Indian operations into a single disclosure.

RIHI is the Indian hygiene operating entity of Rentokil Initial plc, listed on the London Stock Exchange, and this report should be read as a subsidiary-level disclosure beneath the group's annual Responsible Business Report.

Report at a glance	
Reporting Entity	Rentokil Initial Hygiene India Pvt. Ltd.
Reporting Period	1 Jan 2025 - 31 Dec 2025
Reporting Cycle	Annual - calendar year
Base Year	CY 2024
Boundary Approach	Operational Control
Locations Covered	14 branches across India
Report Contact	compliance@rentokil-initial.com



Our Commitment to Transparent Reporting

Hygiene is a business that sits at the intersection of public health, environmental responsibility and social wellbeing. RIHI's services span menstrual hygiene care, sanitary napkin vending, washroom toilet seat sanitiser and cleaner services, dual sanitiser services, air freshener dispenser and scenting services, drainoscopy and ductoscopy services, hand hygiene services, and air purification services. Every unit serviced, every vehicle driven by a field team and every item of equipment procured leaves a footprint. This report measures that footprint, reports it transparently, and sets out how RIHI intends to reduce it.

Transparency is the foundation of trust. Where data is incomplete, this report says so rather than estimating. Every figure disclosed is traceable to a source record held by RIHI.

Frameworks and standards applied	
GRI Standards 2021	Reporting structure and disclosure index, prepared with reference to the Standards (Appendix B)
ISO 14064-1:2018	GHG inventory quantification and reporting at organisation level
ISO 14064-3:2019	Independent third-party verification of the GHG assertion
ISO 14068-1	Carbon neutrality claim, management plan and credit eligibility
GHG Protocol (Corporate)	Scope 1 and Scope 2 classification and calculation
GHG Protocol (Value Chain)	Scope 3 category identification and calculation
UN SDGs	Contribution mapping (Appendix A)



Feedback & Contact

RIHI welcomes feedback from all stakeholders on the content and quality of this report. Input received directly shapes the scope and depth of future reporting cycles.

compliance@rentokil-initial.com
Customer helpline 1800 266 2200

MESSAGE FROM LEADERSHIP

GRI 2-22



David Lewis
Managing Director,
Rentokil Initial Hygiene India Private Limited

2025 was the year Rentokil Initial Hygiene India moved from doing responsible work to being able to prove it.

Hygiene is an industry that tends to be invisible when it is working well. Clients notice a clean washroom, a well-maintained facility, a sanitary unit serviced on time. They rarely see the network of field technicians, logistics vehicles, branch operations and environmental management that makes it possible. This report makes that network visible.

Our field teams operate across some of India's most diverse geographies, from Gurgaon and Noida in the North to Trivandrum and Kochi in the South. In 2025, for the first time, every scheduled visit, every collection of sanitary waste and every installation of a hygiene unit was measured against an independently verified environmental baseline.

On the environment, RIHI has now established a verified greenhouse gas inventory for 2025, independently assured by a third-party verifier under ISO 14064-3:2019. Total emissions fell 9.17 per cent against the 2024 baseline.
Residual emissions were neutralised through the retirement of verified carbon credits under ISO 14068-1. RIHI holds four management system certifications: ISO 9001, ISO 14001, ISO 45001 and ISO 50001.

> **On safety, we recorded one lost time accident across 591,704.3 hours worked. 9 internal safety audits raised 68 non-conformances, and every one of them was closed.**
> **World-class LTAR < 1 and**
> **World-class WDLR < 10.**

That is the standard we hold ourselves to, and there is no compromise on it.

On our people, this report also records where we are not yet where we want to be. While over 30% of our executive layer comprises women, we know we have further to go. Increasing the representation of women across technical and field roles is a priority we are actively working on. We have stated our facts plainly, along with what we are doing about our goals. A report that only records progress is not a report worth publishing.

The Empower Her programme holds a particular place in this organisation. Conducting feminine hygiene awareness sessions in schools, colleges, workplaces and communities across India is not a marketing activity. It reflects a belief that menstrual health education is a basic right, and that a hygiene company is uniquely placed to advance it.

None of what is documented here is possible without the people who make up RIHI: the SHE leadership team that coordinates environmental and safety data across our locations, the field technicians who represent this organisation at every client site, and the branch managers who ensure operations run safely and responsibly every day.

This report is as much an acknowledgement of their work as it is a disclosure to our stakeholders.

> **Our commitment to responsible hygiene shaped every operational decision we made in 2025, from how our fleet is managed to how our communities are served.**

RIHI remains committed to raising the quality of these disclosures with every reporting cycle: more data, more transparency, more accountability.

"Responsible hygiene does not stop at the washroom door. It extends to how we manage our emissions, how we treat our people and how we show up for the communities around us. This report puts that on record."

ABOUT US

GRI 2-1, 2-6, 2-7 | SDG 8

Rentokil Initial Hygiene India Private Limited delivers professional hygiene services to organisations across India. The company operates within the global Rentokil Initial group, a leading provider of hygiene, wellbeing and protection services.

RIHI's service portfolio covers washroom hygiene solutions, air care systems, surface hygiene and sanitary waste management. The company serves corporate offices, healthcare institutions, manufacturing facilities and hospitality establishments through a network of branch locations, field technicians and logistics operations.

Our operating model

RIHI operates a route-based service model built around scheduled visits to client locations. Field teams carry out installation, servicing and maintenance of hygiene units, supported by company-operated logistics.

This model shapes the company's sustainability profile directly. Emissions are concentrated in procurement and mobility rather than in manufacturing. Safety risk is concentrated in road travel and in the handling of sanitary waste. Both are reflected in how this report is structured.



295
colleagues at 31 December 2025

14
operating locations across 4 India regions

4
service lines, washroom to waste management

LSE listed
parent company Rentokil Initial plc

RIHI's operations in 2025 spanned the following locations, as defined in the verified greenhouse gas inventory:

Where we operate	
North	Gurgaon, Noida
West	Head Office (Thane), Mumbai, Pune, Ahmedabad
East	Kolkata
South	Bangalore (North), Bangalore (South), Hyderabad, Chennai, Coimbatore, Kochi, Trivandrum

Markets served

- Corporate offices
- Healthcare institutions
- Manufacturing facilities
- Hospitality establishments

Our corporate identity	
Legal entity	Rentokil Initial Hygiene India Private Limited
Ownership	Subsidiary of Rentokil Initial plc, listed on the London Stock Exchange
Sector	Professional hygiene and washroom services
Markets served	Corporate, healthcare, manufacturing, hospitality
Workforce	295 colleagues at 31 December 2025
Governance	Board of four directors, operations led by the Managing Director and Executive Leadership Team

ESG HIGHLIGHTS AT A GLANCE

▸ SDG 3, 8, 13, 16

Environment



-9.17%
total GHG emissions vs CY 2024 :

1,772.824 tCO_2e
in CY 2025

-31.37%
Scope 1 direct

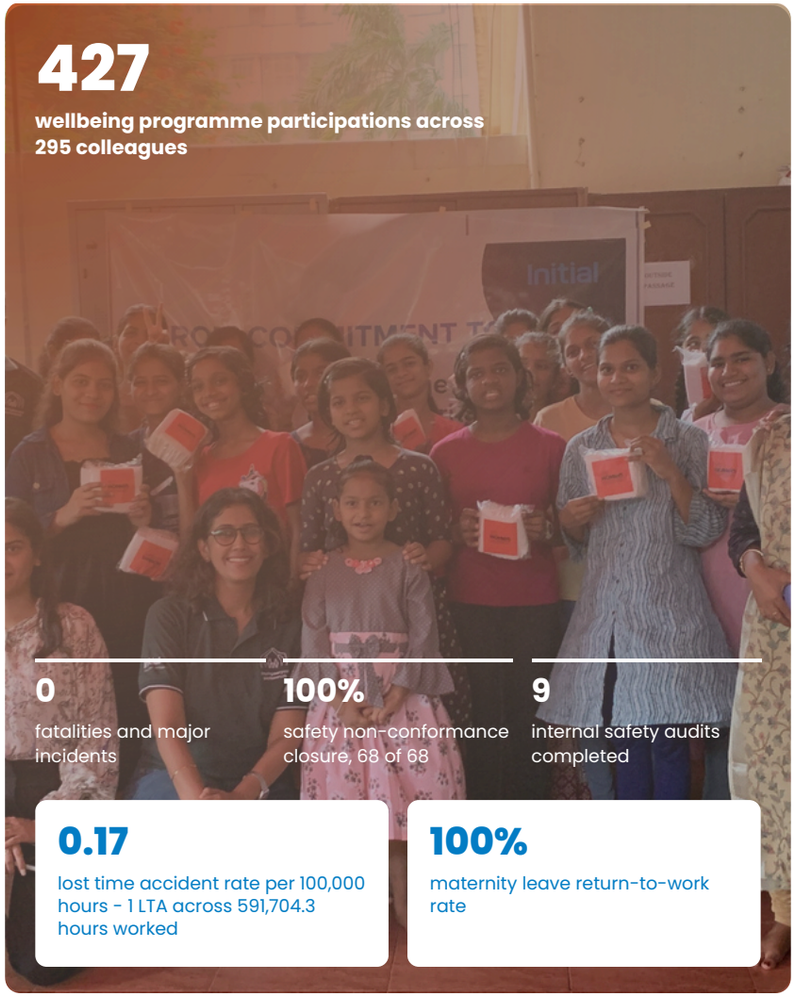
-14.73%
Scope 2 electricity

-5.93%
Scope 3 value chain

1,951
carbon credits retired (CoU), carbon neutral under ISO 14068-1

4
management system certifications - ISO 50001 added in 2025

Social



427
wellbeing programme participations across 295 colleagues

0
fatalities and major incidents

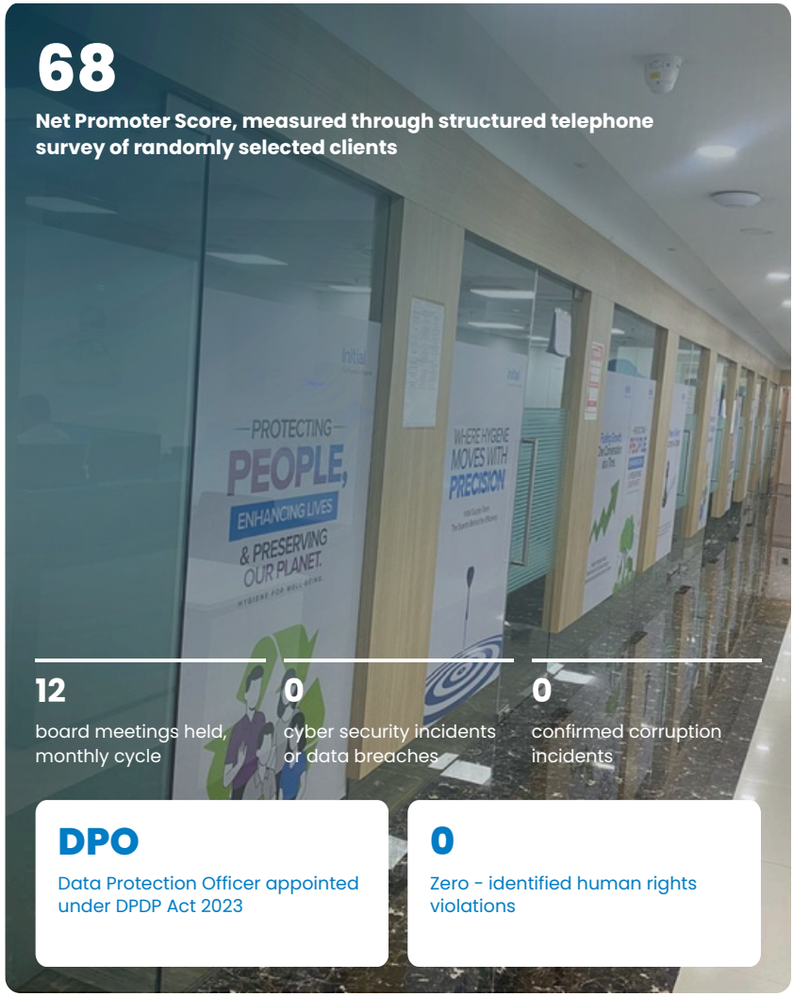
100%
safety non-conformance closure, 68 of 68

9
internal safety audits completed

0.17
lost time accident rate per 100,000 hours - 1 LTA across 591,704.3 hours worked

100%
maternity leave return-to-work rate

Governance



68
Net Promoter Score, measured through structured telephone survey of randomly selected clients

12
board meetings held, monthly cycle

0
cyber security incidents or data breaches

0
confirmed corruption incidents

DPO
Data Protection Officer appointed under DPDP Act 2023

0
Zero - identified human rights violations

OUR ESG STRATEGY

GRI 2-22, 2-23 | SDG 12, 13

Sustainable Solutions

The impact of the products and services we purchase and use, including transportation and logistics.

Drives at RIHI: supplier engagement, sustainable procurement, lower-impact chemical selection, product carbon footprint.

Sustainable Operations

The impact of our route-based activities and services delivered on customer sites.

Drives at RIHI: fleet electrification, route optimisation, sanitary waste treatment, battery recovery, chemical substitution.

Sustainable Workplace

The impact of activities on our own premises, within our organisation, and in the communities we serve.

Drives at RIHI: energy efficiency, renewable electricity, colleague training, health and safety, community investment.

How the strategy is governed

Policy	MD-signed Environment Policy, Health and Safety Policy and Business Continuity and Emergency Action Policy, operating beneath the Rentokil Initial group Code of Conduct and policy framework
Accountability	The Managing Director and Executive Leadership Team hold ultimate accountability. Branch managers are responsible for local execution.
Targets	Quantified targets on fleet transition, renewable electricity, water reduction, battery recycling, biodiversity and supplier evaluation, each with a stated base year and target year
Measurement	Annual GHG inventory, monthly safety performance review, quarterly National Safety Committee, annual management review
Assurance	Independent third-party verification of the GHG inventory; internal SHE audit programme across branches

Our commitments

- Deliver net zero GHG emissions across Scope 1, Scope 2 and Scope 3 by the end of 2050, from a 2024 baseline.
- Reach the point at which only residual emissions remain, after all feasible reduction measures, by 2030.
- Maintain carbon neutrality annually under ISO 14068-1 while reducing dependence on carbon credits over time.
- Maintain safety performance at world-class standards and pursue the goal of zero accidents and work-related illness.
- Ensure every colleague, contractor and supplier operates under the standards set out in the Code of Conduct policy.



MATERIALITY ASSESSMENT

GRI 3-1 | SDG 17

Determining our material topics

Rentokil Initial Hygiene India Private Limited determines the sustainability topics it reports on through a documented materiality assessment. The method is set out in our Standard Operating Procedure for Sustainability Materiality Assessment, document RIHI/SOP/ESG/01, owned by the National SHE Manager and Sustainability Lead and approved by the Executive Leadership Team. The procedure exists so that the selection of material topics is repeatable, evidenced and auditable, rather than a judgement exercised once and not revisited.

Seven phases

1. Define purpose and scope
2. Identify potential topics
3. Categorise
4. Gather information on impact and importance
5. Prioritise through independent rating
6. Engage management for review and sign-off
7. Seek stakeholder feedback after publication

Each phase produces a record that is retained for eight years, including the individual rating sheets, because the consolidated averages cannot be audited without them.

Three questions

Every candidate topic is tested against all three.

1. Is the topic of importance to our stakeholders?
2. Does the topic have a social, economic or environmental impact within our value chain?
3. Is the topic of strategic relevance to the business?

Where the topic long-list comes from

1. Internal sources - ISO 14001 environmental aspects and impacts register, ISO 45001 hazard register, legal compliance register, incident and grievance records, customer complaints and audit findings.
2. External sources - Applicable Indian regulation, sustainability reporting standards, customer and ratings questionnaires, and sector peer disclosures.
3. Parent company priorities - The sustainability priorities of Rentokil Initial plc.

Opportunities are listed alongside risks, because efficiency gains and service differentiation arising from sustainability performance are legitimate material topics.

Scope

The organisational scope covers all RIHI operations in India, including branch operations, field service activities on customer premises, and office-based functions. Topic boundaries extend across the value chain where the topic warrants it. Scope is fixed in writing at the outset and does not change mid-assessment.



Participation in the CY 2025 assessment

The CY 2025 assessment was rated by five members of leadership and functional management, covering operations, supply chain, human resources, safety, health and environment, and executive leadership.

Ratings were collected individually and independently, and group discussion before rating was avoided so that the spread of opinion could be measured rather than averaged away in a meeting. Respondents were instructed to leave a topic blank rather than guess where they had no informed basis to rate it. Nineteen of the twenty topics were rated by all five respondents; one topic, Responsible Procurement and Supply Chain, was rated by four.

The consolidated results were presented to the Executive Leadership Team for review and formal sign-off before publication. The assessment is not treated as complete until that sign-off is recorded.

Rating method

Each topic is rated on two dimensions, Risk and Impact, using a five-point scale from 1 Low to 5 High. Risk is the degree to which the topic, if unmanaged, could affect RIHI. Impact is the degree to which RIHI's activities affect people, the environment and the economy. Rating both dimensions separately keeps the two distinct, so that a topic which poses little risk to the business but a real impact on others is still visible.

The average Risk and average Impact for a topic are the means of the respondent ratings, ignoring blanks. The overall score is the mean of those two averages. Topics scoring 4.00 or above are banded High and are reported, target-set and actively managed. Topics scoring at or above 3.00 and below 4.00 are banded Medium and are monitored and disclosed. Topics below 3.00 are banded Low and retained on the long-list for reconsideration at the next cycle.

We also record the spread of respondent opinion for each topic, calculated as the standard deviation of respondents' individual overall scores. A high spread indicates genuine disagreement among those closest to the work, and is treated as a finding in its own right rather than something to be resolved by averaging.

MATERIALITY ASSESSMENT

• GRI 3-2 | SDG 17

RIHI conducted a materiality assessment in 2025 to identify the sustainability topics most significant to the business and its stakeholders. Twelve of the twenty topics were assessed as High and eight as Medium. No topic fell into the Low band.

4.10	4.13	4.46
Environment overall	Social overall	Governance overall

Methodology

Assessment type	Single materiality: risk to the business and impact of the business
Topics assessed	20 topics across Environment, Social and Governance
Respondents	5 senior leaders across operations, supply chain, SHE and commercial
Rating scale	1 (low) to 5 (high), applied separately to Risk and Impact
Overall score	Average of the mean Risk score and the mean Impact score for each topic
Non-responses	Blank ratings are excluded from the average rather than counted as zero
Banding	High: 4.00+. Medium: 3.00-3.99. Low: below 3.00.

The two highest-rated topics recorded the narrowest spread of any topic assessed - every respondent rated them at or near the maximum.

Material topics - High band (overall score out of 5) Environment Social Governance



Medium band

Sustainable Product and Service Design	3.90	Fleet and Transportation Emissions	3.90
Employee Turnover and Retention	3.90	Board Composition and ESG Governance	3.90
Diversity, Equity and Inclusion	3.80	Workforce Composition and Transparency	3.70
Energy Consumption and Efficiency	3.60	Community Engagement and Social Impact	3.30

Every topic in the High band is disclosed in this report with policy, action and quantified performance data where available. Topics in the Medium band are disclosed with policy and action. Where RIHI cannot yet report a quantified indicator for a material topic, the limitation is stated explicitly in Appendix C rather than omitted.

MATERIALITY ASSESSMENT

• GRI 3-2 | SDG 17



TOPIC INDEX	
1 GHG Emissions & Climate	4.10
2 Energy Consumption	3.60
3 Sanitary & Operational Waste	4.70
4 Sustainable Product Design	3.90
5 Chemical & Hazardous Material	4.40
6 Fleet & Transport Emissions	3.90
7 Occupational Health & Safety	4.50
8 Workforce Composition	3.70
9 Diversity, Equity & Inclusion	3.80
10 Talent Management	4.70
11 Turnover & Retention	3.90
12 Human Rights & Labour	4.90
13 Responsible Procurement	4.00
14 Customer Health & Safety	4.40
15 Community Engagement	3.30
16 Board & ESG Governance	3.90
17 Ethics & Anti-Corruption	4.90
18 Regulatory & Legal Compliance	4.70
19 Remuneration & Pay Equity	4.50
20 Cybersecurity & Data Privacy	4.30

Complete ranking

Ordered by overall score

MATERIAL TOPIC	PILLAR	AVG RISK	AVG IMPACT	OVERALL	BAND
Human Rights & Labour Standards	Social	5.00	4.80	4.90	HIGH
Ethics, Integrity & Anti-Corruption	Governance	5.00	4.80	4.90	HIGH
Sanitary & Operational Waste Management	Environment	4.60	4.80	4.70	HIGH
Talent Management & Employee Development	Social	4.80	4.60	4.70	HIGH
Regulatory & Legal Compliance	Governance	4.80	4.60	4.70	HIGH
Occupational Health, Safety & Wellbeing	Social	4.40	4.60	4.50	HIGH
Remuneration Policies & Pay Equity	Governance	4.60	4.40	4.50	HIGH
Chemical & Hazardous Material Management	Environment	4.60	4.20	4.40	HIGH
Customer Health, Safety & Satisfaction	Social	4.40	4.40	4.40	HIGH
Cybersecurity & Data Privacy	Governance	4.20	4.40	4.30	HIGH
GHG Emissions & Climate Action	Environment	4.00	4.20	4.10	HIGH
Responsible Procurement & Supply Chain	Social	4.00	4.00	4.00	HIGH
Sustainable Product & Service Design	Environment	3.80	4.00	3.90	MEDIUM
Fleet & Transportation Emissions	Environment	3.80	4.00	3.90	MEDIUM
Employee Turnover & Retention	Social	3.80	4.00	3.90	MEDIUM
Board Composition & ESG Governance	Governance	3.80	4.00	3.90	MEDIUM
Diversity, Equity & Inclusion	Social	4.00	3.60	3.80	MEDIUM
Workforce Composition & Transparency	Social	3.80	3.60	3.70	MEDIUM
Energy Consumption & Efficiency	Environment	3.40	3.80	3.60	MEDIUM
Community Engagement & Social Impact	Social	3.20	3.40	3.30	MEDIUM

Twelve topics cleared both thresholds

Twelve of the twenty topics scored at or above 4.00 on both risk and impact, and these are the twelve placed in the High band. Of the remaining eight, four scored above the threshold on impact only, one on risk only, and three fell below on both. No topic scored under 3.00 on either measure.

Governance carries the highest risk and the highest impact

Governance averaged 4.48 on risk and 4.44 on impact, the highest of the three pillars on both. It is also the only pillar where risk outweighs impact. Environment is the reverse, averaging 4.03 on risk against 4.17 on impact.

Every High band topic is disclosed in this report

All twelve High band topics are reported with policy, action and quantified performance data across the Environment, Social and Governance sections.

MATERIALITY ASSESSMENT

• GRI 3-3 | SDG 17

Reading the scores

The banding thresholds of 4.00 and 3.00 are a management decision rather than a property of the data.

They were applied consistently across all twenty topics and are disclosed here so that a reader can recalculate the bands against a different threshold if they wish. The underlying scores, not the bands, are the primary disclosure.

Every topic assessed scored at or above 3.00. This reflects a hygiene services business in which waste, chemicals, occupational safety, customer safety and labour standards are intrinsic to the service rather than peripheral to it.

Two topics recorded a spread of respondent opinion above 0.75: Workforce Composition and Transparency at 0.87, and Employee Turnover and Retention at 0.80. Both sit in the Medium band. The spread is recorded rather than averaged away, and both topics are carried into the next cycle for specific discussion.

From material topic to managed outcome

Each topic banded High is governed by a named policy, carries a target or commitment, and is reported through a defined metric. The table below states that linkage. Policies referenced are those in force at the date of this report.

Material topic	Governing policy	Target or commitment	Metric reported
Human Rights and Labour Standards	Rentokil Initial Code of Conduct; Dignity at Work and Human Rights policy; Supplier Management Standard	Zero tolerance for forced labour and child labour across operations and the supply chain	Identified human rights violations
Ethics, Integrity and Anti-Corruption	Rentokil Initial Code of Conduct; Group Anti-Corruption Policy	100% completion of mandatory core compliance training; annual Letter of Assurance	Confirmed corruption incidents; compliance training delivered
Sanitary and Operational Waste Management	RIHI Environment Policy; Sanitary Waste Management and Disposal SOP	100% of operational waste through state government-approved vendors	Operational waste emissions by stream; approved-vendor disposal rate
Talent Management and Employee Development	Rentokil Initial Code of Conduct; RIHI Learning and Development programme	Individual development and career plans maintained for all colleagues	Training hours and participations delivered
Regulatory and Legal Compliance	RIHI Environment Policy; ISO 9001, 14001, 45001 and 50001 management systems	Full compliance with all applicable local and national legislation	Environmental fines; show-cause notices received
Occupational Health, Safety and Wellbeing	RIHI Health and Safety Policy; PPE Policy; Hygiene SHE Work Practices	5% year-on-year reduction in lost time accident and working days lost rates; goal of zero accidents	LTA rate; WDL rate; recordable rate; injury severity
Remuneration Policies and Pay Equity	Rentokil Initial Code of Conduct; Inclusion Policy	Annual gender pay ratio review across all work levels	Gender pay ratio by work level
Chemical and Hazardous Material Management	RIHI Environment Policy, chemical stewardship principle; Hygiene SHE Work Practices	Systematic substitution and reduction of hazardous chemicals toward eco-certified,	Chemical and sanitary waste spill incidents
Customer Health, Safety and Satisfaction	RIHI Environment Policy; Sanitary Waste Management and Disposal SOP	Dedicated feedback channel and emergency response procedure for customer health and safety	Net Promoter Score; customer health and safety complaints
Cybersecurity and Data Privacy	RIHI Information Security Policy 2025; Group Global Data Protection Policy	Data privacy covered within new joiner induction; Data Protection Officer appointed under DPDP Act	Cyber security incidents; data breaches; induction completion rate
GHG Emissions and Climate Action	RIHI Environment Policy, energy and greenhouse gas section	Net zero across Scope 1, 2 and 3 by 2050 from a 2024 base year; only residual emissions by 2030	Scope 1, Scope 2 and Scope 3 emissions
Responsible Procurement and Supply Chain	RIHI Procurement Policy 2026; Supplier Code of Conduct; Supplier Management Standard; Sustainable Sourcing Guidelines	25% of suppliers rated Gold, Silver or Bronze by 2030, minimum Bronze, and 100% by 2050, from a 2026 base year	Suppliers evaluated against environmental and social criteria

Review and next assessment

A full materiality assessment is conducted at least once every two years. The next full assessment is due in CY 2027. Between full assessments the Sustainability Lead maintains a running log of emerging topics and reviews it annually, and any topic that has become material is escalated without waiting for the next cycle.

A full reassessment is triggered ahead of schedule by a significant change in our business activities, service lines or geographic footprint; a significant regulatory change affecting the sector; a serious incident, enforcement action or adverse finding; a material change in Rentokil Initial plc group sustainability priorities; or a substantive change in the requirements of the reporting standards or ratings schemes we use.

Feedback Channel

Our procedure requires us to seek feedback, after publication, on whether the topics reported reflect the concerns of those affected by our operations. Feedback is documented and carried into the next assessment cycle.

Colleagues can raise a topic through the grievance mechanism, through Speak Up, or through their colleague representative. Customers can raise one through the service relationship or the customer feedback channel.

Suppliers can raise one through their procurement contact or through Supplier Speak Up. Any other stakeholder can write to us at compliance@rentokil-initial.com.

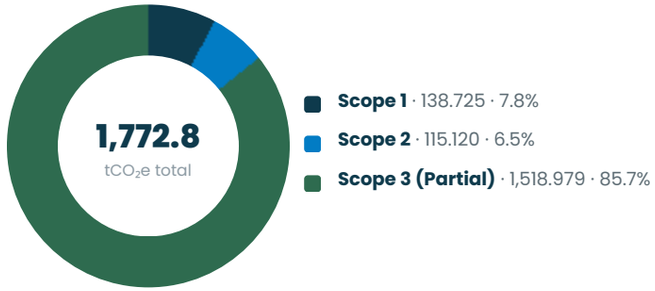
We intend to widen participation in the CY 2027 assessment beyond internal leadership, so that the ratings reflect the views of those affected as well as the views of those accountable.

EXECUTIVE SUMMARY

GRI 2-22 | SDG 8, 13, 16

RIHI's 2025 performance is characterised by a verified environmental baseline, world-class safety outcomes, four certified management systems and a mature governance framework operating under the Rentokil Initial group.

Emissions profile at a glance



Emission intensity CY 2025

6.01

tCO_2e per employee

RIHI's 2025 carbon neutrality covers Scope 1, Scope 2 and Scope 3 (partial). The Scope 3 inventory includes the value-chain categories most material to a service business, with categories not relevant to RIHI's model excluded consistent with the 2024 base year. The reasons for these omissions are transparently disclosed, verified, and accepted by the third-party Lead Verifier.

Performance highlights

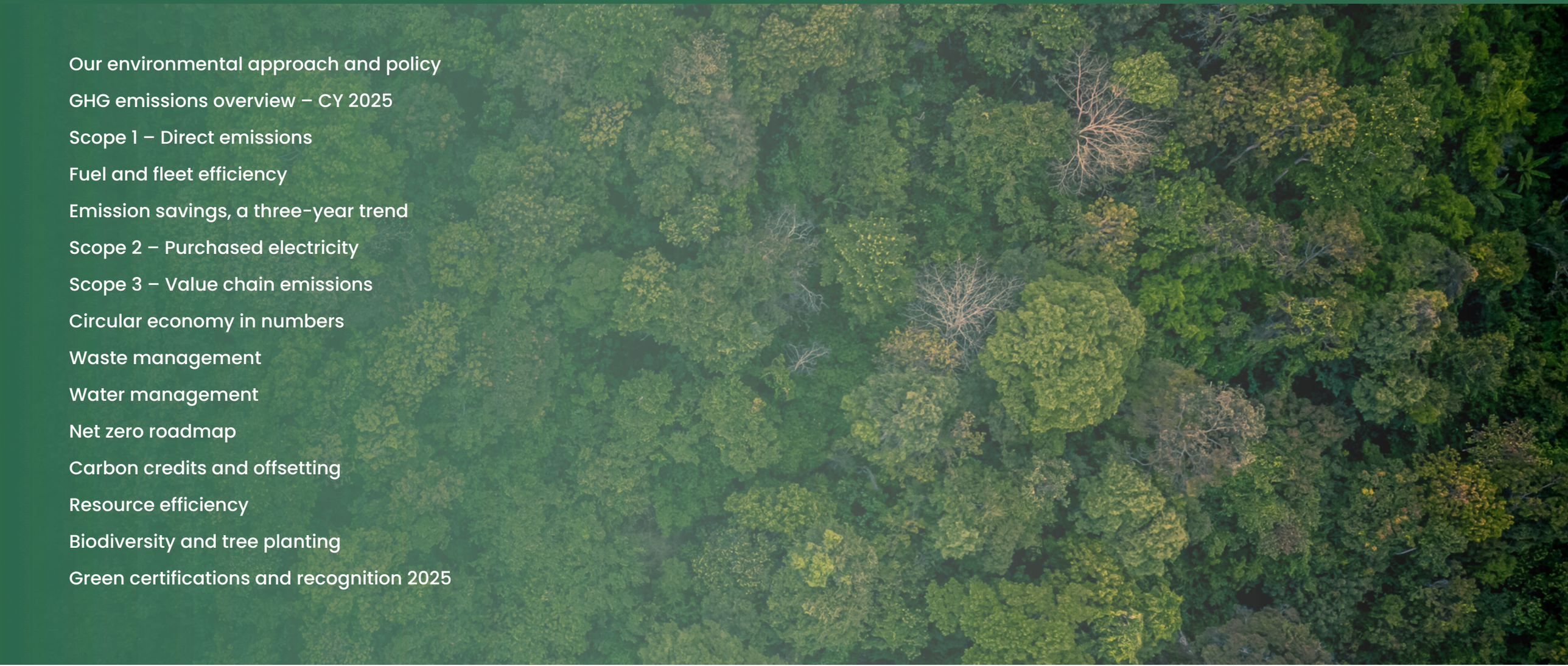
Emissions	Total footprint reduced 9.17% against the 2024 baseline, across all three scopes
Verification	GHG inventory independently verified to ISO 14064-3:2019; accuracy confirmed by independent recalculation
Carbon neutrality	Residual emissions across Scope 1, Scope 2 and Scope 3 (partial) neutralised through retirement of 1,951 verified carbon credits, aligned with ISO 14068-1 principles
Safety	One lost time accident and zero fatalities across 591,704 hours worked. LTA rate 0.17, WDL rate 1.86
Audit discipline	9 internal safety audits raised 68 non-conformances; all 68 were closed
Certification	ISO 50001 achieved, taking RIHI to four certified management systems
Recognition	CEO Environment Award, Most Improved Performance, Rentokil Initial plc, Winner 2025
Customer trust	Net Promoter Score of 68, measured through structured telephone survey of randomly selected clients

Our priorities for the year ahead

Priorities for 2026 are focused on deepening supplier engagement, extending measurement into new areas and continuing to build on the safety and environmental performance recorded this year.

Supplier engagement	Deploy the Rentokil Initial ESG Classification of Suppliers across RIHI's Indian vendor base, working toward the 2030 target of 25% of suppliers rated Gold, Silver or Bronze
Value chain emissions	Engage suppliers of cleansers, chemicals and hygiene products on lower-emission alternatives, targeting the largest single component of the footprint
Data maturity	Strengthen primary data collection across the greenhouse gas inventory, building on the verifier's recommendations
Renewable energy	Progress toward 50% renewable electricity across India properties by 2030 and 100% by 2035
Colleague development	Expand the Retention Buddies programme and structured branch manager development launched during 2025
Community reach	Extend the Empower Her programme and strengthen programme measurement to capture reach and impact
Governance	Continue to embed the Rentokil Initial compliance framework through training, assurance and supplier standards

02 Environmental Performance



Our environmental approach and policy

GHG emissions overview – CY 2025

Scope 1 – Direct emissions

Fuel and fleet efficiency

Emission savings, a three-year trend

Scope 2 – Purchased electricity

Scope 3 – Value chain emissions

Circular economy in numbers

Waste management

Water management

Net zero roadmap

Carbon credits and offsetting

Resource efficiency

Biodiversity and tree planting

Green certifications and recognition 2025

OUR ENVIRONMENTAL APPROACH AND POLICY

GRI 2-22 | SDG 8, 13, 16

RIHI operates under an Environment Policy signed by the Managing Director. The policy commits the company to delivering net zero greenhouse gas emissions across its entire value chain, covering Scope 1, Scope 2 and Scope 3, by the end of 2050 from a 2024 baseline

The policy commits RIHI to full compliance with all applicable local and national environmental legislation and to continued alignment with ISO 14001 environmental management systems. Environmental commitment is integrated into governance, corporate processes, planning, investment and decision-making. The Managing Director and Executive Leadership Team hold ultimate accountability; branch managers are responsible for local execution.



Policy, targets and operations

Policy	RIHI Environment Policy. Sanitary Waste Management and Disposal SOP. Rentokil Initial group Environment Policy Statement. Sustainable Sourcing Guidelines.
Targets	Quantified targets on fleet transition, renewable electricity, water reduction, battery recycling, biodiversity, supplier ESG evaluation and waste treatment, each with a stated base year
Operations	Annual GHG inventory with third-party verification; ISO 14001 and ISO 50001 management systems; branch-level SHE audits; mandatory annual environmental awareness training for all colleagues



Our environmental principles

Responsible operations: environmental considerations are integrated into service delivery and operational activity.

Environmental management: emissions arising from transportation, energy use, product handling and waste treatment are identified and managed.

Climate responsibility: emissions are measured and monitored across direct operations and the value chain.

Transparency: reporting is clear, consistent and structured to enable stakeholder understanding and accountability.

Chemical stewardship: hazardous chemicals are systematically substituted and reduced, prioritising eco-certified, biodegradable and non-toxic formulations.

Quantified environmental targets

Target	Base year	Target year
Net zero GHG emissions across Scope 1, 2 and 3	2024	End of 2050
Only residual emissions remain after all feasible reduction measures	2024	2030
Fleet transition to 71% plug-in electric and 29% CNG	2024	2036
Renewable electricity across all India properties: 50%	2024	2030
Renewable electricity across all India properties: 100%	2024	2035
Water consumption reduction of 70% through on-site servicing	2020	2030
Water consumption reduction of 100%	2020	2040
Battery recycling increased by 30%	2020	2030
Reuse of refurbished products: 50%	2020	2030
Reuse of refurbished products: 100%	2020	2040
Suppliers evaluated to Gold, Silver or Bronze ESG rating: 25%	2026	2030
Suppliers evaluated to Gold, Silver or Bronze ESG rating: 100%	2026	2050
Biodiversity: 5,000 tree saplings and annual renewable energy investment	2023	2030

GHG EMISSIONS OVERVIEW - CY 2025

GRI 2-5, 305-1, 305-2, 305-3, 305-4, 305-5 | SDG 13

RIHI's greenhouse gas inventory for 2025 was prepared in accordance with ISO 14064-1:2018, the GHG Protocol Corporate Standard and the GHG Protocol Corporate Value Chain (Scope 3) Standard. It was independently verified to ISO 14064-3:2019 on a limited assurance basis by third-party verification body.

-9.17%

Total emissions of 1,772.824 tCO_2e a reduction of 179.066 tCO_2e against the 2024 base year, with reductions recorded across Scope 1, Scope 2 and Scope 3 (partial).

Emission intensity CY 2025

6.01

tCO_2e per employee



Total emissions by scope

Scope	CY 2025	CY 2024	Change	Share
Scope 1 - Direct	138.725	202.140	-31.37%	7.8%
Scope 2 - Purchased electricity	115.120	135.000	-14.73%	6.5%
Scope 3 - Value chain	1,518.979	1,614.750	-5.93%	85.7%
Total (tCO_2e)	**1,772.824**	**1,951.890**	**-9.17%**	**100.0%**

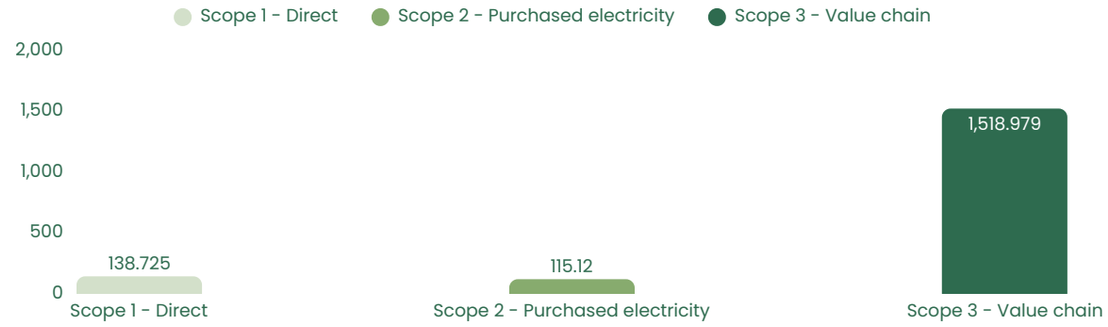
CY 2025 vs CY 2024 by scope ■ CY 2025 ■ CY 2024

Scope 1 - Direct emissions
138.725
202.140

Scope 2 - Purchased electricity
115.120
135.000

Scope 3 - Value chain emissions
1518.979
1614.750

Total emissions by scope - CY 2025



The independent verification covers the greenhouse gas inventory only. Social and governance data in this report has not been externally assured.



Verification

Verification by	Third-party verification body
Standard applied	ISO 14064-3:2019
Level of assurance	Limited assurance
Materiality threshold	5%, equal to 88.641 tCO_2e
Verification date	27 April 2026
Recalculation	Mathematical accuracy confirmed across all emission categories

Biogenic emissions. Biogenic CO_2 emissions of 6.53 tCO_2e arose from the biofuel component of petrol and diesel under India's Ethanol Blended Petrol Programme. Per ISO 14064-1:2018 Annex D these are treated as carbon neutral, excluded from the Scope totals and disclosed separately.

The verifier recorded that material GHG sources were appropriately identified and reported, with comprehensive methodology and appropriate India-specific emission factors.

Conclusion: no evidence that the GHG assertion is not materially correct, is not a fair representation of the data, or is not prepared in accordance with the stated criteria.

SCOPE 1 - DIRECT EMISSIONS

▸ GRI 305-1 | SDG 13

Scope 1 covers emissions from sources owned or controlled by RIHI. The dominant source is fuel consumed in company-owned vehicles used for service delivery and waste collection, supported by diesel consumption in standby generators.

Scope 1 emissions fell 31.37 per cent against the base year, the largest proportional reduction of any scope. This reflects the progressive transition of the service fleet to electric and CNG vehicles, together with the restructuring of service delivery to prioritise on-site operations and reduce the distance technicians travel between client locations.

Fugitive emissions from dry chemical fire extinguishers were quantified as zero, as the referenced agent carries a global warming potential of zero. Refrigerants used in air conditioning systems were assessed within activity data; no refill or leakage events were reported during the reporting year.



138.725

t CO2e

Scope 1 Direct Emissions

14

electric vehicles in the RIHI fleet

56%

share of the service fleet that is electric

71% EV
29% CNG

target fleet composition by 2036

-31.37%

vs CY 2024

The largest proportional reduction of any scope

Emissions by source

Source	CY 2025 (tCO_2e)	Emission factor source
Mobile combustion - petrol	72.421	DEFRA 2025
Mobile combustion - diesel	48.846	DEFRA 2025
Mobile combustion - CNG	16.569	DEFRA 2025
Stationary combustion - diesel in generators	0.889	DEFRA 2025
Fugitive emissions - fire extinguishers	0.000	U.S. EPA SNAP, streaming agents
Total Scope 1	**138.725**	



Fleet transition

Electric vehicles	14 in the RIHI fleet at 31 December 2025
Share electric	56% of the fleet
2036 target	71% plug-in electric, 29% CNG
PUC checks	Mandatory air pollution check carried out by the local regulatory authority for all country fleet and grey fleet vehicles

FUEL AND FLEET EFFICIENCY

GRI 305-1, 305-5 | SDG 13

Fuel is the largest component of RIHI's direct emissions. Reducing it means driving fewer kilometres, not only driving cleaner vehicles. The 2025 result was delivered by both.

-22%

fuel consumed against 2024

-50%

diesel in company vehicles, 38,200 to 19,000 litres

-31.5%

Scope 1 mobile combustion emissions, 201.15 to 137.836 tCO_2e





Fuel consumption and emissions

Measure	2024	2025	Change	Unit
Diesel, company vehicles	38,200	19,000	-50%	litres
Petrol, company vehicles	30,800	35,000	14%	litres
Liquid fuel, total	69,000	54,000	-22%	litres
CNG	10,510	6,434	-39%	kg
Mobile combustion emissions	**201.15**	**137.836**	**-31.5%**	**tCO_2e**

Three changes behind the reduction

- Progressive replacement of petrol and diesel vehicles with electric and CNG. Two diesel vehicles were replaced with electric vehicles during 2025.
- On-Site Servicing of feminine hygiene units, which removes the return leg to a service centre entirely. Adoption rose from 35 per cent of servicing in 2024 to 52 per cent in 2025.
- Route restructuring to prioritise on-site operations and build customer density, reducing how often and how far technicians travel between client locations.



Diesel consumption halved while petrol rose 14 per cent, reflecting the progressive replacement of diesel vehicles. Total liquid fuel still fell 22 per cent, and mobile combustion emissions fell 31.5 per cent, because the route and service model changes reduced the distance travelled as well as changing what was driven.

EMISSION SAVINGS, A THREE-YEAR TREND

GRI 305-5 | SDG 13

RIHI has tracked the carbon saved by its operational initiatives since 2023. The trend matters more than any single year, because it shows savings compounding rather than resetting.

Emission savings

Measure	2023	2024	2025	Change
CO2e saved through operational initiatives, tonnes	56	111	124	12%

Savings almost doubled between 2023 and 2024 as the first wave of initiatives landed, then grew a further 12 per cent in 2025 as those initiatives matured and new ones were added. Cumulative saving across the three years is 291 tonnes CO2e

Two measures, two purposes

Measure	What it means
Operational saving, 124 tCO_2e in 2025	What the initiatives themselves delivered
Inventory reduction, 179.066 tCO_2e	The net movement in the total verified footprint against 2024

The two figures are prepared on different bases. Initiative savings quantify abatement attributable to specific interventions. The inventory reduction is the net year-on-year movement in the verified footprint, which also reflects changes in business activity, emission factor revisions and improved data granularity. Both are disclosed so that neither is read as a restatement of the other.



How the savings were made

- Fuel avoided through fleet transition, route optimisation and On-Site Servicing.
- Electricity avoided through the facility-wide LED transition and efficient HVAC.
- Emissions avoided through treatment of sanitary waste by government-approved incineration and Low-Temperature Thermal Destruction.
- Upstream emissions avoided through battery recovery, product refurbishment and digital procurement.

SCOPE 2 - PURCHASED ELECTRICITY

▸ GRI 302-1, 302-4, 305-2 | SDG 7, 13

All RIHI branches now operate on 100 per cent LED lighting, and RIHI has accrued renewable green energy wherever it was available. Where renewable electricity is not yet accessible through the open market, the company prioritises energy efficiency across its premises while developing further renewable supply.

Scope 2 indicators	
Emissions (tCO_2e)	115.120
Method applied	Location-based
Emission factor	CEA CO_2 Baseline Database Version 21

Scope 2 covers indirect emissions from purchased electricity consumed across RIHI's offices and operational facilities. Emissions were calculated using the location-based method, applying the Central Electricity Authority CO_2 Baseline Database Version 21 grid emission factor.

Scope 2 emissions fell 14.73 per cent against the base year, driven primarily by a facility-wide transition to LED lighting across company premises.



162,213
kWh total consumption, CY 2025

14
operating locations covered

-14.73%
emissions vs CY 2024, LED-driven

±16.0%
assessed uncertainty, within expected range

-12.6%
electricity consumption, 185,700 kWh in 2024 to 162,213 kWh in 2025



Total electricity consumption	
Total consumption	162,213 kWh
Locations covered	14
Highest month	June (19,340 kWh)
Lowest month	January (10,270 kWh)
Basis	Monthly utility bills, with estimation applied where bills were unavailable

Renewable electricity

RIHI is developing and holds renewable electricity supply arrangements at selected properties. Under the RIHI Environment Policy the company is committed to 50 per cent renewable electricity across all India properties by 2030 and 100 per cent by 2035, from a 2024 base year.
Quantified renewable consumption will be reported alongside supporting supply documentation as the programme scales.

Basis of calculation

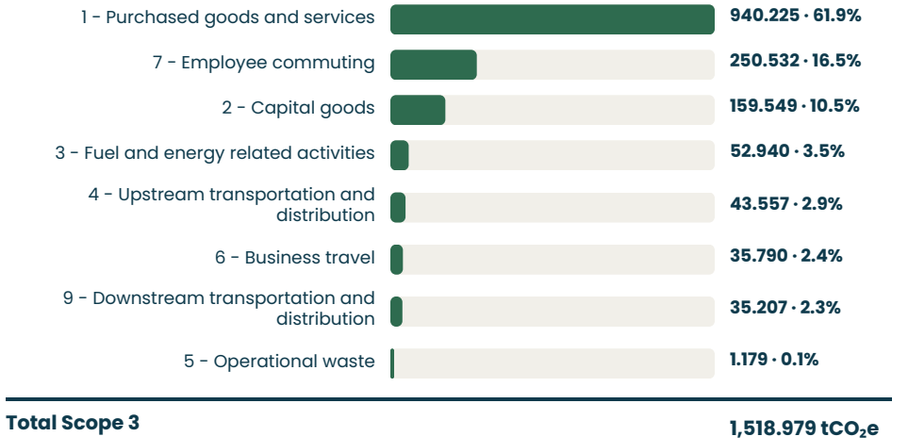
RIHI operates across multiple offices in India, a number of which are leased. Where actual bills were available, reported consumption was used directly after review. Where bills were incomplete, consumption was estimated using transaction records and average unit-based estimation. Scope 2 carries an assessed uncertainty of ±16.0 per cent, within the range expected for a distributed multi-location leased portfolio.

SCOPE 3 - VALUE CHAIN EMISSIONS

▸ GRI 305-3 | SDG 12, 13

Scope 3 accounts for 85.7 per cent of RIHI's total footprint. Eight categories were quantified, covering the principal emission sources material to a service-based hygiene operation.

Categories by share of Scope 3 (tCO_2e · share)



Total Scope 3 **1,518.979 tCO_2e**



Category 1 - Purchased goods and services	
Sub-category	**CY 2025 (tCO_2e)**
Cleansers, chemicals and hygiene products	924.954
Other professional fees	8.707
Stationery items	2.782
Printing paper	1.555
Telephone services	1.294
Internet services	0.892
Legal fees	0.041

At 940.225 tCO_2e this is RIHI's single largest emission source, representing 61.9 per cent of Scope 3 and 53.0 per cent of the total footprint. Emissions were quantified using a spend-based approach applying U.S. EPA Environmentally-Extended Input-Output factors aligned to NAICS sectors.

Comparability

- Categories 1, 2 and 5 are reported at a more granular sub-category level in CY 2025, resulting in higher absolute figures despite improved accuracy.
- Category 3 methodology was aligned to avoid double counting of upstream electricity generation, consistent with GHG Protocol guidance.
- Emission factors were updated from DEFRA 2024 and CEA v20 to DEFRA 2025 and CEA v21.
- Employee commuting was quantified from a representative one-month survey of colleagues, extrapolated across the full year. This is the highest uncertainty category in the inventory at plus or minus 23.7 per cent, and improving it is a stated commitment for 2026.



CIRCULAR ECONOMY IN NUMBERS

▸ GRI 301-3, 306-4 | SDG 12

Materials recovered, treated and avoided during 2025

Stream	2025 quantity	Route
Sanitary waste treated by Low-Temperature Thermal Destruction	47,934 kg	LTTD
Used batteries recovered from hygiene dispensing units	1.7 tonnes	Authorised e-waste recycler
Used urinal screens recycled	70 kg	Vendor pilot project
Paper avoided through digital purchase orders and service documentation	950 kg	Digitalisation
Biodegradable sanitary pads supplied to customers	4,480 units	Product substitution

Paper reduction ran ahead of target

The 950 kg of paper avoided exceeded the 2025 target by 14 per cent. In 2024 the equivalent saving was 792 kg, so the programme delivered a further 20 per cent improvement year on year.

Waste emissions fell 41.6 per cent

Operational waste emissions fell from 2.02 tCO_2e in 2024 to 1.179 in 2025. Actions contributing to the result included treatment of sanitary waste through government-approved incineration and Low-Temperature Thermal Destruction, recycling of used batteries through authorised e-waste partners, and paper avoided through digital procurement.

Refurbishment and reuse

RIHI increased the refurbishment and reuse of air dispensers and feminine hygiene unit bins during 2025 and began reporting this data monthly. Spare parts are recovered from units withdrawn from service and returned to working stock.

This supports the Environment Policy target of 50 per cent reuse of refurbished products by 2030 and 100 per cent by 2040, from a 2020 base year.

E-waste handling is certificated

The inventory records that certified disposal records were used in the calculation, including e-waste recycling certificates issued by authorised recyclers confirming environmentally sound handling in accordance with Central Pollution Control Board e-waste management rules.


GreenLife Ewaste
Recycling Pvt. Ltd.
CERTIFICATE OF E-WASTE RECYCLING
Certificate No. : GERPL/25-26/082
Date of Issue : 08-09-2025
This is to certify that E-waste received of
78 kgs
for recycling from
RENTOKIL INITIAL HYGIENE INDIA PVT. LTD.
FROM - MBC Park,3A-1,D Wing,3rd Floor Kasarwadavali, Ghodbunder Road, THANE,400607.
Pickup Date: 30-08-2025
have been Recycled in Environment friendly manner as per E-waste management & handling rules 2022 & as ammend there after.
We appreciate your contribution towards the green environment.
Greenlife Ewaste Recycling Pvt. Ltd.
Plot No. 11, Gut No. 40, Karodi, Aurangabad, Waluj MIDC, Tal. & Dist. Aurangabad - 431136.
Contact No. : 9137315557
E-mail : info@greenlifeewaste.com

E-WASTE RECYCLING CERTIFICATE

WASTE MANAGEMENT

GRI 306-1, 306-2, 306-3, 306-4, 306-5 | SDG 11, 12

Waste is the topic RIHI's own materiality assessment rated third highest of twenty, and it sits at the centre of the company's service proposition. RIHI collects sanitary waste from client sites and is responsible for its safe and compliant disposal.

All operational waste, including feminine hygiene unit waste collected from customer sites, is disposed of through state government-approved vendors. RIHI incinerates sanitary waste even though it is not classified as biomedical waste, on environmental and safety grounds. Clients receive an incineration certificate.

-41.6%
operational waste emissions vs the base year



Operational waste emissions by stream

Waste stream	Disposal route	CY 2025 (tCO_2e)
Plastic waste (sanitary)	Incineration	0.627
Plastic waste (sanitary)	Low-Temperature Thermal Destruction	0.225
Napkin waste (product sale)	Incineration	0.176
Urinal screen waste	Landfill	0.072
Dispenser waste (product sale)	Landfill	0.031
Paper waste	Landfill	0.017
Plastic waste (general)	Landfill	0.013
Aerosol cans (product sale)	Landfill	0.012
E-waste - batteries	Recycling (authorised recycler)	0.006
E-waste - laptops and desktops	Recycling (authorised recycler)	0.000365
Total operational waste		**1.179**

Note on disposal route: While we transparently disclose all disposal routes including those currently directed to landfill, we have begun diverting a portion of this waste to alternative processing channels where collection infrastructure permits, and remain committed to eliminating landfill dependency across all service locations.

Waste reduction achieved

- Sanitary waste treated through government-approved incineration and Low-Temperature Thermal Destruction at available locations.
- Recovery of used batteries from hygiene dispensing units across client sites, channelled through authorised e-waste management partners.
- Transition to digital purchase orders across procurement, removing paper and its embedded upstream emissions.

Classification and compliance

Hazardous	E-waste batteries, laptops and desktops, aerosol cans
Non-hazardous	Paper, General plastic, Sanitary waste
Regulatory basis	Solid Waste Management Rules 2016 and Hazardous Waste Rules
Compliance	100% of operational waste disposed through state government-approved vendors

Low-Temperature Thermal Destruction operated during part of 2025 (0.225 tCO_2e). Following review, RIHI consolidated all sanitary waste treatment onto incineration by a state government-approved vendor

Spill prevention. Dedicated trained staff, prescribed PPE and documented SOPs govern handling and transport of feminine hygiene unit waste. No sanitary waste spill incidents occurred during the reporting period.

WATER MANAGEMENT

GRI 303-1, 303-2, 303-3 | SDG 6

Water stewardship at RIHI is delivered primarily through service model design. The most significant lever available to a hygiene services business is not consumption at its own premises but how feminine hygiene units are cleaned, and RIHI has restructured that process to reduce water use at source.

RIHI has progressively shifted feminine hygiene unit bin cleaning from centralised washing to On-Site Servicing at the customer location. This removes the water-intensive centralised wash cycle and the associated transport, delivering a structural reduction in water use across the service network.



Every unit moved to On-Site Servicing removes two water-intensive steps: the centralised wash cycle and the return transport leg to the service centre. At 52 per cent adoption, more than half of RIHI's feminine hygiene unit servicing now avoids both.

52%

On-Site Servicing share of feminine hygiene unit servicing, 2025

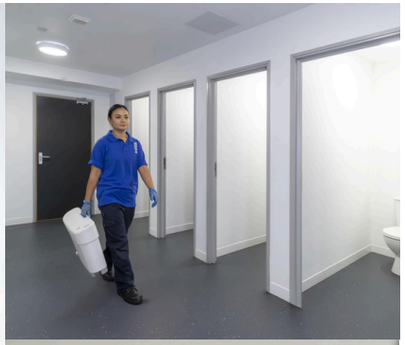
On-Site Servicing rose from 35 per cent of feminine hygiene unit servicing in 2024 to 52 per cent in 2025.

Environment Policy targets	
2030	70% water consumption reduction through transition to on-site servicing, from a 2020 baseline
2040	100% water consumption reduction

Water stress and wastewater	
Water stress	RIHI has assessed that its operations are not located in water-stressed areas
Wastewater	RIHI's operations produce domestic-grade effluent only. Per applicable government guidelines no special treatment is required, and discharge is to municipal sewer.



Feminine Hygiene On-Site Sanitation







Luna Dry Hand Dryer

NET ZERO ROADMAP

▸ GRI 305-5 | SDG 13

2024
SCOPE 1, 2, REL. SCOPE 3

Baseline established. First carbon neutrality declaration under PAS 2060:2014. 2,147 CDM carbon credits retired.

2025
SCOPE 1, 2, REL. SCOPE 3

Emissions quantified and independently verified. Gross footprint 1,772.824 tCO_2e. Carbon neutrality maintained under ISO 14068-1 with 1,951 credits retired.

2026
SCOPE 1, 2 AND 3

ESG Classification of Suppliers deployed across the Indian vendor base. Base year for supplier ESG evaluation targets.

2030
SCOPE 1, 2 AND 3

Only residual emissions remain. 50% renewable electricity. 25% of suppliers evaluated to Gold, Silver or Bronze.

2035
SCOPE 2

100% renewable electricity across all India properties where markets allow.

2036
SCOPE 1

Fleet transitioned to 71% plug-in electric and 29% CNG.

2040
GROUP SCOPE 1 AND 2

Rentokil Initial group target: net zero carbon emissions from operations.

2050
SCOPE 1, 2 AND 3

RIHI target: net zero GHG emissions across the entire value chain, from a 2024 baseline.

Reduction strategy by emission area

Emission area	Reduction strategy
Purchased goods and services	Engage suppliers on lower-emission products, packaging and service alternatives; apply the group ESG Classification of Suppliers
Fuel use in operations	Monitor consumption closely; transition to electric and CNG vehicles; optimise service and delivery routes
Purchased electricity	Improve energy efficiency under ISO 50001; evaluate renewable electricity procurement
Operational waste	Improve segregation; reduce avoidable waste; increase diversion from high-emission disposal routes
Business travel	Prioritise virtual meetings; select lower-emission travel modes where operationally feasible
Employee commuting	Encourage shared mobility, public transport and lower-emission commuting options
Data quality	Improve primary data collection for categories currently relying on estimates or assumptions



Carbon neutrality - credits retired under ISO 14068-1

Registry	Universal Carbon Registry (UCR)
Project	Enercon Wind Farms in Karnataka Bundled Project, UCR Project ID 511 - Karnataka, India
Type	Energy industries, renewable sources; methodology ACM0002
Credits	1,951 Carbon Offset Units (CoU), vintage 2024. This includes a deliberate 10% buffer above the gross footprint of 1,772.824 tCO_2e.
Retirement date	30 April 2026
Adjustments	Corresponding adjustments applied, ensuring reductions are not simultaneously claimed toward national climate targets

The use of carbon credits does not substitute for RIHI's obligation to reduce emissions. The Carbon Neutrality Management Plan is reviewed annually against the reduction strategy and the 2030 residual-only target, with the explicit intention of progressively reducing dependence on credits.

The 2025 greenhouse gas inventory was independently verified to ISO 14064-3:2019 by an accredited third-party verification body. The carbon neutrality claim was prepared under ISO 14068-1 and validated internally by RIHI, not third-party verified.

CARBON CREDITS AND OFFSETTING

GRI 305-5 | SDG 13

RIHI reduced its footprint by 179.066 tCO_2e during 2025. What remained was neutralised through carbon credits. This page states exactly which credits, from which project, and how they can be checked by anyone who wants to.

Particular	Detail
Crediting programme and registry	Universal Carbon Registry (UCR)
Project name	Enercon Wind Farms in Karnataka Bundled Project
Project ID	UCR Project ID 511
Project location	Karnataka, India
Project type	Energy industries, renewable sources
Methodology	ACM0002
Credit type	Carbon Offset Units (CoU)
Vintage	2024
Credits retired	1,951 CoU
Serial numbers	0001-117193-119143-UCR-CoU-IN-511-01012024-31122024
Retirement date	Apr 30, 2026

Why 1,951 credits against a 1,772.824 tonne footprint

The retirement includes a deliberate 10 per cent buffer above the gross footprint. RIHI chose to over-retire rather than match the figure exactly, so that any subsequent revision to the inventory would still be fully covered.

The 1,951 credits retired equal the 2025 gross footprint of 1,772.824 tCO_2e plus a 10 per cent buffer, rounded up to whole credits. This figure is unrelated to the 2024 baseline of 1,951.890 tCO_2e, which it happens to resemble.

Carbon Credit quality

- Selected against the eligibility criteria in ISO 14068-1 clauses 11.2 and 11.3
- Supported by registry documentation covering project registration, validation or verification, credit issuance, ownership and traceable retirement
- Assessed for additionality, permanence, avoidance of double counting, independent verification and transparent quantification
- Corresponding adjustments applied, so the reductions are not simultaneously claimed by India toward its national climate targets. This is consistent with Article 6 of the Paris Agreement
- Retirement is publicly traceable on the UCR registry by the serial numbers above.

The pathway so far

Year	Milestone
2024	First carbon neutrality declaration, under PAS 2060:2014. 2,147 CDM carbon credits retired.
2025	Current reporting period, aligned to ISO 14068-1. Gross footprint 1,772.824 tCO_2e. 1,951 credits retired including a 10 per cent buffer.
2030	Target milestone. Only residual emissions remain after all feasible reduction measures.
2040	Rentokil Initial group net zero commitment for operational emissions.



CARBON OFFSET
RETIREMENT CERTIFICATE

UCR
Universal Carbon Registry

UCR, in its capacity as administrator of the UCR Registry and UCR CoU Standard, does hereby certify that on : 30/04/2026 a total of 1951 CoUs were retired as under:

Retired By: Rentokil Initial Hygiene India Private Limited

Reason : This voluntary retirement represents carbon neutrality for the company's direct operations on its own premises, as well as for the services delivered to customers across India, for calendar year 2025.

Quantity: 1951 CoUs (1951 tCO2eq) UCR Project ID: 511 Vintage: 2024

Serial Nos: 0001-117193-119143-UCR-CoU-IN-511-01012024-31122024

Project Name: Enercon Wind Farms in Karnataka Bundled Project (UCR ID Number: 511)

SDGs: 7,8,13

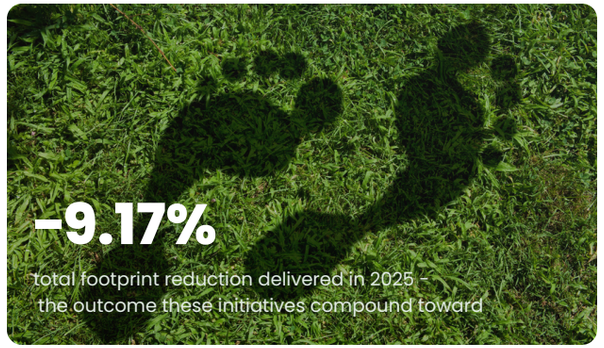
Mr Vihar Panchol
CEO/Director

Retirement Proof

Additional details on this retirement can be found on the UCR Registry via the QR Code scan

RESOURCE EFFICIENCY

▸ GRI 301-3, 302-4, 302-5 | SDG 7, 12



-9.17%

total footprint reduction delivered in 2025 - the outcome these initiatives compound toward



LED lighting transition
Facility-wide transition to LED lighting delivered a measurable reduction in electricity consumption, contributing to the 14.73% Scope 2 reduction



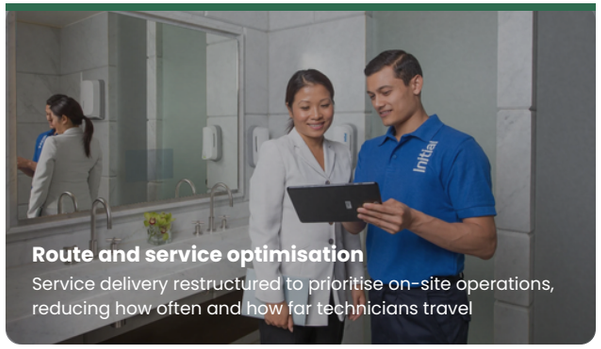
Energy management system
ISO 50001 certification achieved, establishing systematic energy performance management



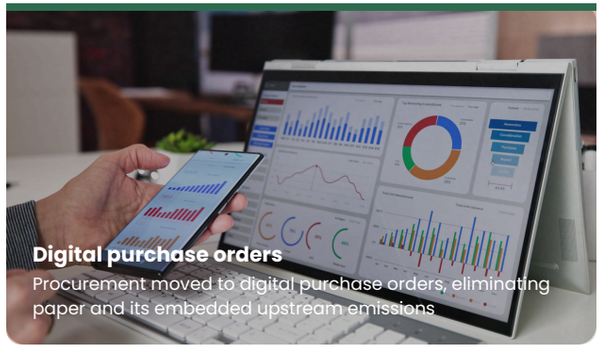
Efficient HVAC
Use of efficient heating, ventilation and air conditioning equipment across facilities



Fleet electrification
14 electric vehicles in operation, representing 56% of the service fleet



Route and service optimisation
Service delivery restructured to prioritise on-site operations, reducing how often and how far technicians travel



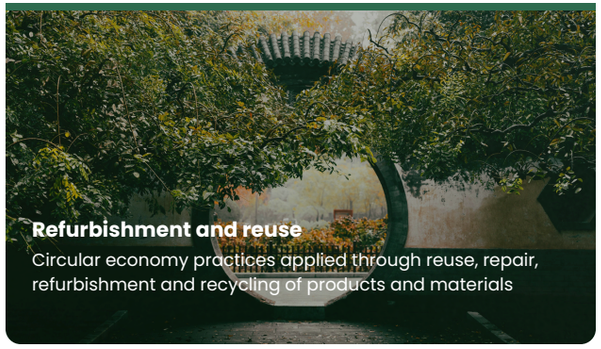
Digital purchase orders
Procurement moved to digital purchase orders, eliminating paper and its embedded upstream emissions



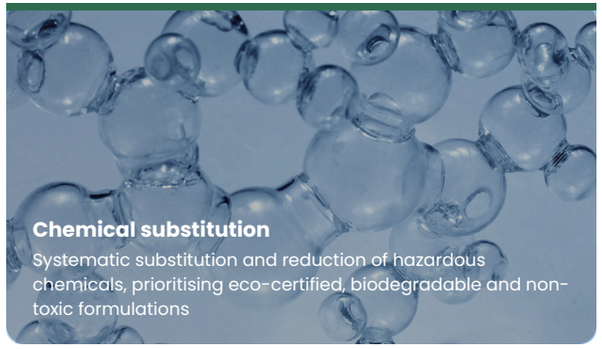
Battery recovery
Used batteries recovered from hygiene dispensing units at client sites and channelled to authorised e-waste partners



Product take-back
Infrastructure and programme in place to collect and recycle used products



Refurbishment and reuse
Circular economy practices applied through reuse, repair, refurbishment and recycling of products and materials



Chemical substitution
Systematic substitution and reduction of hazardous chemicals, prioritising eco-certified, biodegradable and non-toxic formulations

Certified green chemicals

Only certified green chemicals used for disinfecting feminine hygiene units

BIODIVERSITY AND TREE PLANTING

▸ GRI 304-3 | SDG 13, 15

RIHI's Environment Policy commits the company to 5,000 tree saplings by 2030 from a 2023 base year. This page reports progress against that target rather than describing the intention.



1,250
trees planted during 2025

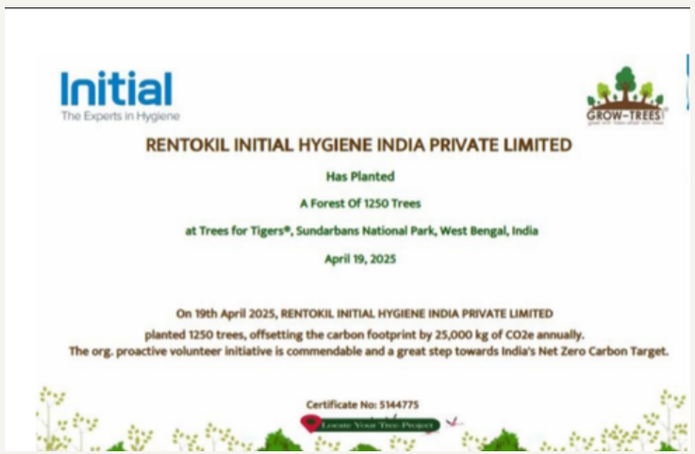
3,490
trees planted since 2023, 70% of the 5,000 target

Measure	2023	2024	2025	Cumulative
Trees planted	1,064	1,176	1,250	3,490
Year-on-year change	—	10.50%	6.30%	—




Initial
The Experts in Hygiene
GROW-TREES
RENTOKIL INITIAL HYGIENE INDIA PRIVATE LIMITED
Honoured With
A Forest Of 1064 Trees
at Trees for Gurudwaras, Moga, Punjab, India
November 22, 2023
Carbon Offset Initiative By -RENTOKIL INITIAL HYGIENE INDIA PRIVATE LIMITED
On 22nd Nov 2023, RENTOKIL INITIAL HYGIENE INDIA PRIVATE LIMITED has planted 1064 trees, offsetting carbon footprint by 23,089 kg of CO2e annually. The org. proactive volunteer initiative is commendable and a great step towards India's Net Zero Carbon Target.
Locate Your Tree Project
Certificate No: 4355777


GROW-TREES
RENTOKIL INITIAL HYGIENE INDIA PRIVATE LIMITED
Has Planted
A Forest Of 1176 Trees
at Trees for Villagers, Fatehabad, Haryana, India
November 05, 2024
On 5th November 2024, RENTOKIL INITIAL HYGIENE INDIA PRIVATE LIMITED
planted 1176 trees, offsetting the carbon footprint by 23,520 kg of CO2e annually.
The org. proactive volunteer initiative is commendable and a great step towards India's Net Zero Carbon Target.
Locate Your Tree Project
Certificate No: 4916423


Initial
The Experts in Hygiene
GROW-TREES
RENTOKIL INITIAL HYGIENE INDIA PRIVATE LIMITED
Has Planted
A Forest Of 1250 Trees
at Trees for Tigers®, Sundarbans National Park, West Bengal, India
April 19, 2025
On 19th April 2025, RENTOKIL INITIAL HYGIENE INDIA PRIVATE LIMITED
planted 1250 trees, offsetting the carbon footprint by 25,000 kg of CO2e annually.
The org. proactive volunteer initiative is commendable and a great step towards India's Net Zero Carbon Target.
Certificate No: 5144775
Locate Your Tree Project

GREEN CERTIFICATIONS & RECOGNITION 2025

▸ SDG 8, 13

RIHI holds four independently certified management systems. Certification confirms compliance with international standards and is issued by an external certification body.

Certifications	
ISO 9001:2015	Quality Management System
ISO 14001:2015	Environmental Management System
ISO 45001:2018	Occupational Health and Safety Management System
ISO 50001	Energy Management System

System	Governs	2025 performance
ISO 50001 Energy	Energy use across 14 operating locations	162,213 kWh consumed. Facility-wide LED transition contributed to a 14.73% reduction in Scope 2 emissions. Certification achieved during the reporting year.
ISO 14001 Environmental	Emissions, waste and resource management	Total emissions down 9.17% to 1,772.824 tCO_2e, independently verified. Operational waste emissions down 41.6%, 100% of waste disposed through state government-approved vendors.
ISO 45001 Health & safety	Colleague and contractor safety	Zero fatalities and zero major incidents across 591,704 hours worked. LTA rate 0.17 and working days lost rate 1.86 per 100,000 hours. 9 audits, 68 non-conformances raised, all closed
ISO 9001 Quality	Service delivery and consistency	Service completion verified by client signature at every visit. Incineration certificates issued for all collected sanitary waste. Net Promoter Score 68.

NATIONAL SAFETY COUNCIL OF INDIA

Proud member of the National Safety Council of India.
Membership No. CMMAH444

GROUP AWARD

CEO Environment Award Most Improved Performance

Awarded to India Hygiene for a 22% fuel reduction, 100% LED lighting, and new ISO 50001 certification.



ENVIRONMENT SUSTAINABILITY GOLD AWARD 2025

Environment Sustainability Gold Awards

Recognition of RIHI as the first business in Asia to offset carbon credits and achieve carbon neutrality for calendar year 2024, verified through third-party audited ISO 14064 emissions accounting and a CDM-approved offset project.

Supported by year-round initiatives spanning EV fleet transition, battery and urinal screen recycling, LTTD sanitary waste treatment and 1,250 mangrove trees planted.



03 Social



Our people philosophy
Workforce overview
Gender diversity and inclusion
Training and development
Safety culture in practice
Health and safety – field operations
Employee wellbeing and benefits
Occupational health and immunisation
Incident analysis and learning
Community engagement – Empower Her
CSR overview and community investment
Hygiene awareness programme at client sites
Customer satisfaction and grievance resolution

OUR PEOPLE PHILOSOPHY

▸ GRI 2-23, 403-1, 403-4, 403-8 | SDG 3, 8

"Everyone's Safety is our Top Priority."

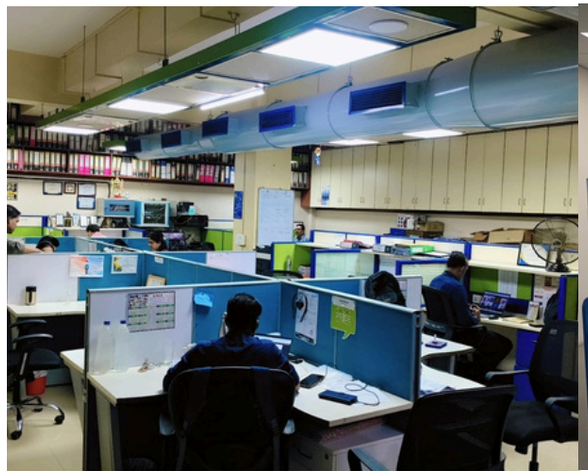
RIHI's people commitment is anchored in that single principle. The company articulates its operating philosophy as enabling the right people to do the right things in the right way.

This commitment applies to direct employees, contractors, temporary workers, vendors and visitors across all India operations, and is actively cascaded through the supply chain.

295
colleagues at 31 December 2025

ISO 45001
certified safety management system

Policy, targets and operations	
Policy	RIHI Health and Safety Policy, Business Continuity and Emergency Action Policy, Sanitary Waste Management SOP, Hygiene SHE Work Practices, PPE Policy, Rentokil Initial group Code of Conduct, Dignity at Work and Human Rights policy and Inclusion Policy
Targets	Targeted 5% year-on-year reduction in total recordable lost time accident and working days lost rates; goal of zero accidents and work-related illness; 100% participation in annual Safety Day and emergency evacuation drills
Operations	ISO 45001 certified management system; monthly safety performance review; quarterly National Safety Committee meetings and country-wide webinars; management safety observation tours by the Managing Director, Executive Leadership Team and branch managers; branch-level SHE audits; structured L&D programme







Our commitments to colleagues

- Visible safety leadership, with leaders conducting management safety observation tours and engaging colleagues directly to instil safe behaviours.
- Guaranteed consultation and participation of workers in the development, planning and implementation of health and safety management systems, with a strict non-retaliation policy.
- Every individual holds the absolute authority and responsibility to stop or refuse unsafe work without fear of reprisal.
- Proactive management of ergonomic risk, workplace stress and psychological wellbeing, with annual occupational health surveillance.
- Specialised risk assessments and tailored protective measures for vulnerable groups, including expectant mothers and young workers.
- Contractors and third-party vendors are rigorously vetted and held to the same health and safety standards as direct employees.

WORKFORCE OVERVIEW

GRI 2-7, 2-8, 401-1 | SDG 8

RIHI employed 295 colleagues at 31 December 2025, operating across branch locations throughout India.The workforce spans field-based technician roles and office and management functions, reflecting the route-based service model.

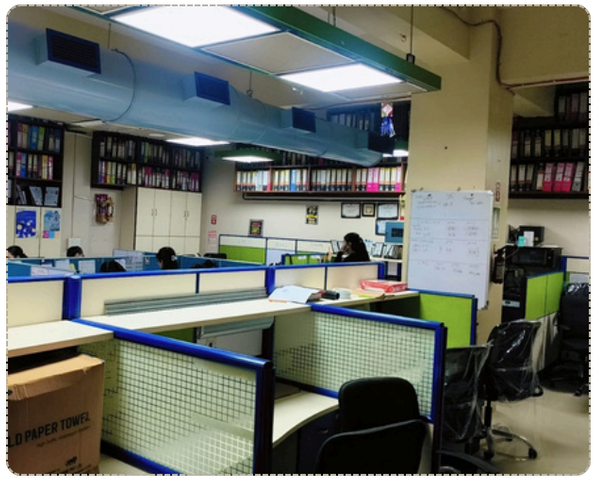
Workforce indicators	
Total colleagues	295 at 31 December 2025
Average FTE	284.5 during the year
Hours worked	591,704.3
Overtime hours	11,272.3
Standard day	8 working hours per colleague

Workforce composition



- **Technicians and janitors** - 117 colleagues · 39.7%
- **Management and office-based** - 178 colleagues · 60.3%





295
Total

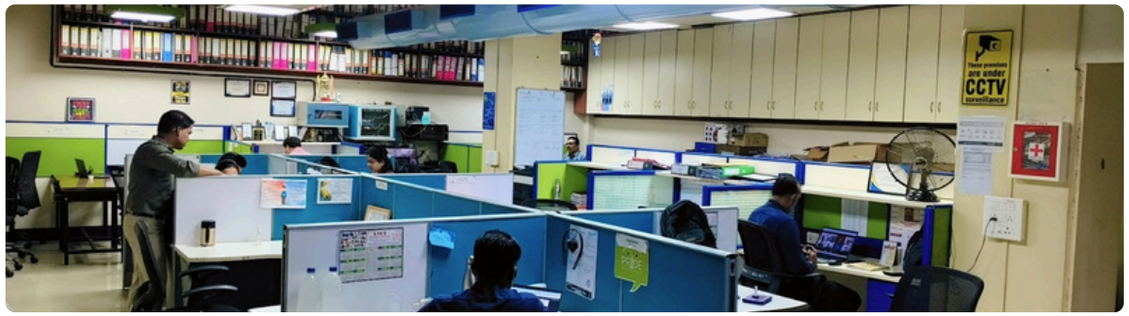
284.5
average full-time equivalent

591,704
total hours worked

11,272.3
overtime hours worked

294 regular workers and zero workplace accidents were recorded in the Consolidated Annual Return filed with the office of the Assistant Commissioner of Labour.

Field service is a sector in which colleague mobility is a recognised characteristic, particularly within technician grades. RIHI designed during 2025 a structured programme to strengthen retention, improve selection quality at the point of hire and develop the branch managers who lead field teams day to day. Delivery began in the first quarter of 2026.



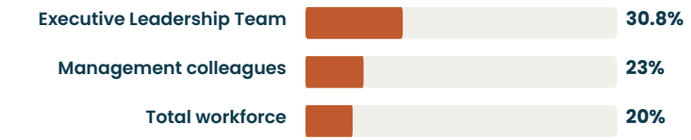
Retention and engagement initiatives	
Retention Buddies	Train-the-trainer programme establishing peer support for colleagues in their first months with the business.
Branch manager development	Structured leadership and operations training delivered at the Thane hygiene office
Interviewing skills	Training for hiring managers to strengthen selection quality and role fit at the point of recruitment
Structured onboarding	Rolling Code of Conduct, PoSH, IT and business communication induction for all new colleagues
Career development	Individual development and career plans maintained for all colleagues, with structured internal mobility
Engagement measurement	Wellbeing programme participation and colleague feedback used to shape the annual programme

GENDER DIVERSITY AND INCLUSION

GRI 405-1, 405-2, 406-1 | SDG 5, 8, 10

RIHI is committed to building a workplace in which talent is recruited, developed and advanced without barriers, and to increasing the representation of women across technical, field and leadership roles.

Share of women by level



ELT: 4 of 13 · Management: 41 of 178 · Workforce: 59 of 295

Professional hygiene and route-based field services have historically been male-dominated sectors in India, particularly in technician roles. RIHI is working deliberately to change that pattern through recruitment practice, training and development, and by building the pipeline of women in operational and leadership roles. Women now represent nearly a third of the Executive Leadership Team and close to a quarter of management roles, with further progress a stated priority.

Actions in place	
DE&I training	Structured internal DE&I sessions delivered through the L&D function across 2025, with named attendance and acknowledgement recorded for each participant
Anti-discrimination	Labour and human rights policy on preventing discrimination and harassment in force, applying to all colleagues
Recruitment practice	Actions to prevent discrimination during the recruitment phase; interviewing skills training delivered to hiring managers
Internal mobility	Structured actions to promote internal mobility and individual development and career plans for all colleagues
Grievance mechanism	Grievance mechanism in place for discrimination and harassment issues, with non-retaliation protection
PoSH	Combined Code of Conduct and PoSH training delivered continuously throughout 2025 to new and existing colleagues, with attendance and acknowledgement recorded
Vulnerable groups	Specialised risk assessments and tailored protective measures for expectant mothers and young workers



Remuneration and pay equity

RIHI maintains a structured work-level grading system and conducts an annual review of gender pay ratios across every grade. The 2025 review found that where women and men are graded at the same work level, the ratio of women's pay to men's pay is at or above parity in the majority of those grades. RIHI's continuing focus is to extend women's representation across all grades, particularly at senior levels, supported by the recruitment, development and pipeline actions set out on this page.

- Remuneration process, salary grid and advancement procedure communicated to all colleagues.
- Compensation for extra or atypical working hours.
- Annual gender pay ratio review across all work levels.

TRAINING AND DEVELOPMENT

▸ GRI 404-1, 404-2, 404-3 | SDG 4, 8

Talent management and employee development was rated joint third of twenty topics in RIHI's materiality assessment. The company operates a structured Learning and Development function delivering programmes across compliance, capability and leadership.

L&D delivery in 2025	
Training hours	508 delivered through the L&D programme
Participations	179 recorded
Avg per participation	2.84 hours
Programme types	8 distinct programmes
Compliance sessions	21 delivered

These figures cover the corporate Learning and Development programme. Technical training for service technicians and SHE training are delivered separately through the operations and SHE functions and are recorded within those programmes.



Corporate Learning and Development, 2025

Programme	Focus and delivery
Code of Conduct and PoSH	Ethical conduct and prevention of sexual harassment, delivered continuously through the year, online and trainer-led
Diversity, Equity and Inclusion	Inclusive workplace practice and anti-discrimination awareness, online, trainer-led
Business Communication	Professional communication capability, online and in person at branch and corporate locations
Bite-sized Business Learning	Short-form capability development across business topics, online
Service Planner Training	Operational scheduling and route planning, in person at Pune, Ahmedabad, Kolkata and Bangalore
Effective Time Management	Personal productivity and workload management, online

Product and service training delivered during 2025

Training is delivered product by product with attendance recorded per session, so that a technician's competence can be traced to a specific date and a specific product line before that technician attends a client site.

Location	Date	Subject	Format
Mumbai	Mar 21, 2025	Air freshener service and installation	In person
Chennai	Mar 21, 2025	Air freshener service and installation	In person
Coimbatore	Mar 24, 2025	100 ml and 250 ml air freshener dispensers	In person
Gurgaon	Mar 27, 2025	Air freshener service and installation	In person
Ahmedabad	Aug 13, 2025	Signature Scent	In person
Ahmedabad	Aug 18, 2025	Full product range	In person



Compliance training completion	
Code of Conduct and PoSH	52 colleagues across 15 sessions - named attendance, trainer, date and individual acknowledgement recorded
Diversity, Equity and Inclusion	33 participations across 6 sessions - named attendance with acknowledgement
IT and data privacy induction	33 of 43 in scope (76.7%) - individual completion date recorded per colleague; remaining completions scheduled into the following cycle

- Regular assessment of individual performance and career plans for all colleagues.
- Mandatory annual environmental awareness training under the RIHI Environment Policy.
- Mandatory periodic SHE training for all service colleagues, tracked as a KPI.

SAFETY CULTURE IN PRACTICE

▸ GRI 403-4, 403-5 | SDG 3, 8

SHE Talks

Leadership Commitment: Our safety culture is built on a strong top-down approach, anchored by a comprehensive Health & Safety Management System (H&S MS) and a clear safety policy.

Core Mission: At the heart of our operations is a non-negotiable promise: we work proactively to ensure everyone goes home safe at the end of the day.

Daily Focus: We keep well-being at the forefront of our minds by mandating that all corporate and operational meetings start with a dedicated safety moment.

Executive Accountability: The Executive Leadership Team (ELT) actively drives continuous improvement by reviewing SHE performance, specifically LTA (Lost Time Accidents) and WDL (Working Days Lost), on a monthly basis.

Ingrained Culture: Together, these practices transform safety from a mere compliance requirement into a deeply ingrained, company-wide culture of care and vigilance.

The ten SHE Golden Rules

- Start and Stop Work
- Driving at Work
- Work at Height
- Moving Vehicles
- Confined Spaces
- Machinery
- Fork Lift Trucks
- Fumigation
- Hazardous Materials
- Electricity

Safety briefings by location, 2025

Location	Briefings recorded	Coverage
Chennai	6	Monthly, January to June
Bangalore North	6	Monthly and quarterly
Bangalore South	4	Quarterly
Hyderabad	4	Quarterly
Mumbai	3	Quarterly
Ahmedabad	2	Half-yearly
Kolkata	2	Half-yearly
Noida	2	Half-yearly
Pune	2	Half-yearly
Gurgaon	1	Annual
Total	32	10 of 14 branch locations

Each briefing is documented on a standard record capturing date, facilitator, topics covered and attendee signatures. Frequency reflects branch size and operational pattern.

Safety training

All service colleagues complete mandatory periodic SHE training, tracked as a key performance indicator under the Health and Safety Policy. SHE induction is delivered by the reporting manager or SHE personnel on joining, and refresher content is delivered through the monthly SHE Talk programme.

SHE - Safety, Health, and Environment



Management Safety Observation Tours

Senior leaders observe technicians at work on live client sites and record the observation on a structured assessment covering sections: incident reporting, Zero Tolerance Policy, SHE Golden Rules, working at height, slips trips and falls and moving vehicles, driving safety, electrical safety, and employee induction and consultation.

A tour conducted on 13 October 2025 at a client site in Greater Noida by the National Operations Head illustrates the depth.

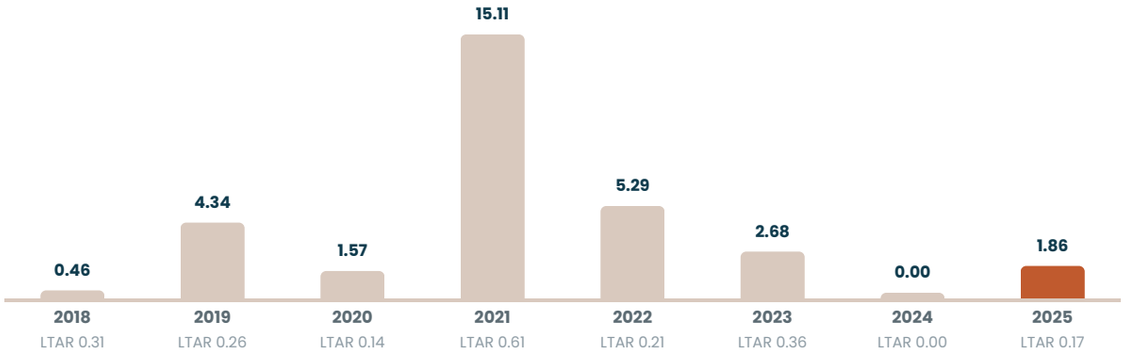
HEALTH AND SAFETY – FIELD OPERATIONS

GRI 403-1, 403-2, 403-8, 403-9 | SDG 3, 8

RIHI operates an ISO 45001 certified management system and reviews safety performance monthly against quantitative targets.

Safety performance CY 2025	
Fatalities	0
Major incidents (Level 1 or 2)	0
Lost time accidents (LTA)	1
First aid injuries	2, with no working days lost
Near misses recorded	13
Total incidents recorded	16
Working days lost	11
Total hours worked	591,704.3
LTA rate / 100,000 hrs	0.17
WDL rate / 100,000 hrs	1.86
Recordable rate	0.51
Injury severity	11 days lost for 1 LTA

Eight-year safety trend - working days lost rate
(per 100,000 hours; twelve-month moving averages, group methodology)



- Sustained improvement over eight years: the working days lost rate has fallen from 15.11 in 2021 to 1.86 in 2025, a reduction of over 87 per cent.
- 2025 delivered the third-lowest LTA rate in the company's recorded history at 0.17. Zero fatalities and zero major incidents across the entire eight-year record.
- Near miss reporting has increased steadily, reflecting a maturing reporting culture - capturing near misses is what enables hazards to be corrected before harm occurs.

9
internal safety audits completed

68/68
non-conformances raised and closed

100%
closure rate



Recurring incident categories	
Road and vehicle	Defensive riding refresher training; mandatory PPE including ISI-certified helmets, high-visibility vests and safety footwear
Electrical and fire	Certified electricians engaged; one-time inspection of all EV charging stations mandated; separate circuits installed to prevent overloading
Other	Case-by-case investigation with corrective action recorded



Road safety performance	
Total vehicles in operation	93 total (18 company-owned, 75 privately owned used for work)
Road traffic collisions	6, all attributable to third parties
Own-fault collisions	0 - frequency rate 0.00
Days lost (own-fault)	0

EMPLOYEE WELLBEING AND BENEFITS

▸ GRI 2-25, 2-29, 2-30, 401-2, 401-3, 403-3, 403-6 | SDG 3, 5, 8

RIHI delivered a structured wellbeing programme across the reporting year, addressing physical health, mental health, financial wellbeing and personal safety.

Wellbeing programmes 2025

Programme	Participants
Stepathon - physical activity and movement	261 - RIHI 4,800 - Group wide
Mental Health Wellness Workshop	70
Net Promoter Score Webinar	38
Webinar on Infectious and Parasitic Diseases	22
Financial Wellness Workshop	21
Self-Defence Workshop	15
Total participations	**427**

Group-wise figures cover the wider Rentokil India business. The total counts RIHI colleagues only.

76 grievance and disciplinary matters were raised during the period, of which 54 were closed, a closure rate of 71 per cent. Grievances were resolved in an average of 4.25 working days.

One hundred per cent of colleagues in the state-wise payroll compliance audit are paid at or above the notified State minimum wage, confirmed by a state-wise payroll compliance audit.





Grievance and social dialogue.

We engage colleagues through the grievance mechanism, the Speak Up channel, colleague consultation arrangements, focus group discussions and the annual performance and development cycle. We engage customers through the service relationship, the customer feedback channel and environmental awareness activity at their sites. We engage suppliers through the Supplier Code of Conduct, supplier sustainability assessment, supplier briefings and Supplier Speak Up. We engage regulators and the communities in which we operate through statutory returns and through our corporate social responsibility programme under Section 135 of the Companies Act, 2013.



Benefits and family support

Social security	ESI and EPF registration maintained (Employee Benefits Acts)
Health care	Health care coverage of colleagues in place
Maternity leave	2 colleagues took maternity leave during 2025; both returned to work
Family programmes	Parental and care leave provisions in place
Overtime	Compensation provided for extra or atypical working hours
Flexible working	Working from home authorised for all non-field colleagues during crisis or recovery phases under the Business Continuity Policy
Emergency assistance	Emergency financial assistance or salary advances for colleagues in severe hardship, case-by-case
Medical support	Medical care and psychological wellbeing support through HR and occupational health partners following emergencies



427
wellbeing programme participations

100%
maternity return-to-work rate - 2 colleagues, both returned







OCCUPATIONAL HEALTH AND IMMUNISATION

GRI 403-3, 403-6, 403-7 | SDG 3, 8

Technicians who handle feminine hygiene unit waste face a biological exposure risk that no amount of process design fully eliminates. RIHI addresses it directly, through medical surveillance and immunisation, not through protective equipment alone.

Hepatitis B immunisation programme

RIHI operates a three-dose Hepatitis B vaccination programme for technicians, drivers and janitors who service feminine hygiene units. The programme is tracked at individual level, with dose dates, completion status and certificate receipt recorded per colleague, per branch.

During 2025 first and second doses were administered between September and December across the branch network, including Ahmedabad, Bangalore North, Bangalore South, Coimbatore, Gurgaon, Hyderabad, Mumbai, Noida, Pune. Third doses follow the standard schedule into the following year.



Occupational health surveillance

Annual occupational health surveillance is conducted under the Health and Safety Policy, with individual appointment dates and case status recorded per colleague.

Specialised risk assessments and tailored protective measures apply to vulnerable groups including expectant mothers and young workers.



Programme design

- Scope determined by task, not by grade. Any colleague performing feminine hygiene care service is included, including drivers and janitors.
- Vaccination delivered at branch or at a medical centre, with the location recorded.

Specialised protective equipment

Technicians handling sanitary waste and chemicals receive specified equipment beyond the standard issue, governed by a checklist and issue register verified at branch audit. Replacement intervals are defined by item.

Item	Replacement interval
FFP2 mask replacement	Daily
Hand gloves	On damage
Safety goggles	Until damaged or visibility is impaired
High visibility vest	When fabric is torn or heavily stained
Safety footwear	Once damaged

Physical stock is reconciled against system stock at branch audit, and issue registers are checked for individual signatures.

INCIDENT ANALYSIS AND LEARNING

GRI 403-2, 403-9 | SDG 3, 8

The strength of this page is in what each incident taught us. Every hazard reported was investigated, its root cause found and a corrective action put in place, because a workforce that surfaces risks early is one that prevents them.

Incident Overview 2025

Measure	Count (CY 2025)
Near misses	13
First aid cases	2
Lost time accidents	1
Total incidents	16
Working days lost	11



From one branch to the whole network

In June, a small fire broke out at a building charging station at the Sewree branch where RIHI vehicles were charging. Power was isolated and the fire extinguished within minutes. A certified electrician traced the cause to building wiring, a single circuit feeding two charging points, and two independent circuits were installed.

RIHI applied the finding nationally, instructing every location to have its charging stations inspected. In November a colleague at Pune noticed a burning smell, isolated the charger immediately and found a melted pin from a loose plug top.

No injury or damage occurred at either site.
One branch's finding became a control the whole network follows. Neither incident involved a vehicle or a vehicle charger.

Every incident closed with an action

Category	Count	Corrective action taken
Unsafe electrical wiring found at branch premises	4	Certified electricians engaged at Bangalore South, Hyderabad and Coimbatore; wiring rectified with commercial connectors
Fire or burning smell at EV charging points	3	One-time inspection of all EV charging stations mandated nationally; separate circuits installed to prevent overloading
Road incidents attributable to third parties	5	Defensive riding refresher training; incident reporting policy re-briefed
Animal-related injury	1	Treatment provided, colleague resumed duty the next day
Product near miss	1	Sanitiser dispenser nozzle replaced, root cause investigated
Third-party contractor vehicle incident	1	Reported and investigated
Vehicle mechanical near miss	1	Vehicle repaired by certified mechanic; no injury or damage



Road safety performance

Measure	2025	Note
Road traffic collisions	6	All attributable to third parties
Own-fault collisions	0	Frequency rate 0.00
Vehicles driven for work	93	18 company-owned, 75 privately owned used for work

A culture of early reporting

RIHI treats hazard reporting as a leading indicator of safety culture. A workforce that records risks before they cause harm is one that is actively preventing incidents. The near misses logged during 2025, set against a low accident rate, reflect exactly that culture. Where incidents were reported late by branches, they were identified at audit and closed through corrective action, and disclosed here rather than omitted.

COMMUNITY ENGAGEMENT - EMPOWER HER

▸ GRI 413-1 | SDG 4, 5, 6

Empower Her is RIHI's flagship community programme. It delivers feminine hygiene and menstrual health awareness sessions in schools, colleges, workplaces and communities across India.

Sessions cover menstrual health, hygiene practice and safe disposal, and are accompanied by the distribution of sanitary products.

From Commitment to Care #PeriodDignity

Products distributed and cities reached are recorded for 2025. From 2026, structured measurement extends to session counts and participant numbers, building a fuller picture of the programme's reach.

Programme at a glance	
Focus	Feminine hygiene and menstrual health awareness education
Settings	Schools, colleges, workplaces and community locations
Reach	**4** cities across India: Bangalore, Delhi, Mumbai and Chennai
Delivery	Sessions delivered by trained RIHI colleagues
Products distributed	**10,000** Sanitary products distributed to participants



CSR OVERVIEW AND COMMUNITY INVESTMENT

▸ GRI 203-2, 413-1 | SDG 1, 2, 4

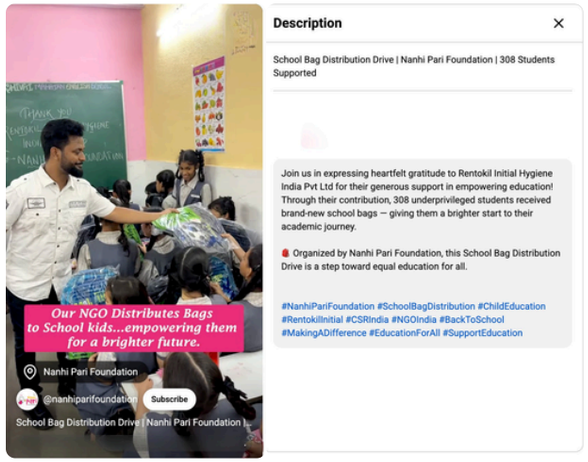
RIHI falls within the scope of Section 135 of the Companies Act, 2013 and maintains a corporate social responsibility programme accordingly.

Community investment in 2025	
Partner	Nanhi Pari Foundation
Contribution	INR 2.4 lakh
Education	308 school bags distributed
Health	Medical treatment support for five infants
Nutrition	Meals served to 120 children

Colleague volunteering

RIHI colleagues participate actively in community and environmental outreach. Approximately 80 per cent of colleagues took part in Environment Sustenance Week, held from 3 to 7 June 2025, with activities across all regions including tree planting.





₹2.4L

contribution to Nanhi Pari Foundation

120

children served meals

5

infants supported with medical treatment

80%

colleagues active in Environment Sustenance Week

Environmental community action

Under the RIHI Environment Policy the company has committed to a biodiversity target of 5,000 tree saplings from a 2023 base year, together with annual investment in renewable energy, to be achieved by 2030.

5,000

tree saplings committed by 2030 from a 2023 base year, together with annual investment in renewable energy









HYGIENE AWARENESS PROGRAMME AT CLIENT SITES

GRI 413-1, 416-1 | SDG 3, 4, 6

Empower Her reaches communities. The Hygiene Awareness Programme reaches the women who use RIHI's units every working day, at the client sites where those units are installed, and is the larger of the two programmes by reach.

HAP - Hygiene Awareness Programme

HAP sessions are delivered by RIHI colleagues at client premises. They cover menstrual health, correct use of feminine hygiene units, safe disposal practice and general washroom hygiene, and are aimed at the client's own workforce, particularly housekeeping teams and women in operational roles who may have had no prior access to this education.

Sessions ran during 2025 across Mumbai, Chennai, Bangalore, Hyderabad and Pune.



Client response

Clients wrote unprompted to record the value of the sessions. A workplace delivery manager at a global real estate services firm recorded appreciation for the RIHI colleagues who delivered a women's hygiene session and asked for further sessions. An associate at a renewable energy client recorded that the session offered practical insights and positive energy, and looked forward to further collaboration.







Service and impact in the same activity

HAP is where RIHI's commercial service and its social purpose meet. The unit on the washroom wall only works if the person using it knows how.

Training the client's workforce improves hygiene outcomes, reduces contamination in the waste stream RIHI then handles, and extends menstrual health education to women the company would otherwise never reach. It is service delivery and social impact in the same activity.

Built into the service standard

Under the Sanitary Waste Management and Disposal SOP, RIHI offers training to client staff and housekeeping teams on the use and maintenance of hygiene units, and supplies signage for cubicle doors, including guidance on the inside of the door. HAP is the structured version of that same obligation.

CUSTOMER SATISFACTION AND GRIEVANCE RESOLUTION

GRI 2-25, 416-1 | SDG 3, 12

Customer health, safety and satisfaction was rated joint eighth of twenty topics in the materiality assessment. RIHI measures customer sentiment through a structured Net Promoter Score programme.

68
Net Promoter Score, CY 2025

Methodology. Structured telephone surveys of randomly selected clients, with 178-179 successful contacts per cycle. Ratings 9-10 are promoters, 7-8 passives, 1-6 detractors; the score is promoters less detractors, divided by total calls. Led by the marketing function with oversight from customer experience management.



Customer channels and safeguards	
Customer helpline	1800 266 2200, toll free
Product safety feedback	Dedicated channel maintained for customer health and safety issues relating to products
Emergency preparedness	Company-specific emergency preparedness and response procedure covering customer health and safety
Service documentation	Clients receive an incineration certificate confirming compliant disposal of collected sanitary waste
Client training	Training provided to client staff and housekeeping teams on the use and maintenance of hygiene units, with signage supplied for cubicle doors
Service verification	Service completion confirmed by client signature captured on a mobile device at the point of service

Product safety and stewardship

- Only certified green chemicals are used for the disinfection of feminine hygiene units.
- Units are supplied with an antimicrobial surface to avoid cross-contamination.
- Biodegradable liners are used within hygiene units.
- Actions in place for the labelling, storage, handling and transport of hazardous substances.
- Product claims and formulations managed under the group product stewardship and regulatory compliance framework.

Complaint handling. Customer complaints are received through the national helpline and the customer service function, logged, investigated and tracked through to resolution. Service quality is monitored continuously through the Net Promoter Score programme.



04 Governance



Our governance philosophy

Board composition and leadership

Ethics, anti-corruption and whistleblowing

Regulatory compliance and certifications

Data security and digital governance

Supply chain governance

Industry leadership and advocacy

Risk management

OUR GOVERNANCE PHILOSOPHY

GRI 2-9, 2-12, 2-13, 2-14, 2-23, 2-24 | SDG 16

Accountability for sustainability at RIHI sits with the Managing Director and the Executive Leadership Team, and ultimately with the Board of Rentokil Initial plc through the Managing Director. An ESG Steering Committee, chaired by the Chief Operating Officer, reviews performance against every quantitative target in our policy framework, reviews sustainability risks, and approves this report before publication. The Committee brings together human resources, supply chain, safety health and environment, finance, information technology and legal, and meets quarterly. Minutes record attendance, decisions and actions with owners and dates.

Day to day the management system is run by the National SHE Manager and Sustainability Lead, who maintains the policy framework, the materiality assessment, the data collection calendar and the assurance programme. Each policy in the framework carries a named accountable owner and an annual review cycle.
This report was reviewed and approved by the ESG Steering Committee and by the Executive Leadership Team before publication.

We respect human rights as set out in the Universal Declaration of Human Rights and act in line with the United Nations Guiding Principles on Business and Human Rights and the ILO Declaration on Fundamental Principles and Rights at Work. We do not use forced, bonded or involuntary labour, we verify age at recruitment, and we do not employ any person below the applicable minimum age. These commitments extend to our suppliers and labour contractors through our Supplier Code of Conduct.

Commitments are embedded through mandatory training assigned by role, through completion reporting to the executive leadership team, through procurement controls that apply the Supplier Code, and through the operating procedures that sit beneath each policy.

Policy, targets and operations	
Policy	• Rentokil Initial Code of Conduct • Anti-Corruption Policy • Human Rights policy • Modern Slavery position • Supplier Code of Conduct • RIHI Information Security Policy 2025 • RIHI Business Continuity and Emergency Action Policy • Group Global Data Protection Policy
Targets	• 100% completion of mandatory core compliance training. • Zero tolerance for bribery, corruption, forced labour and child labour. • Annual policy review cycle
Operations	• Monthly board meetings. • Annual Letter of Assurance signed by senior management. • Independently operated Speak Up ethics line. • Code of Conduct and PoSH training delivered continuously. • Annual internal SHE audit of business continuity protocols.

4.46 / 5
Governance pillar materiality rating - highest of the three pillars

4.90 / 5
Ethics, integrity and anti-corruption - joint highest topic



The group framework in practice	
Group-wide scope	The Code of Conduct and Corporate Responsibility Policies set absolute baseline ethical and legal standards for all colleagues and business units globally, including zero tolerance for bribery and corruption
Local autonomy	RIHI adheres strictly to global core principles while designing its own local procedures aligned to Indian law, regulation and market custom
Leadership enforcement	Senior management submit an annual Letter of Assurance confirming personal and business unit compliance directly to the Group General Counsel
Assurance oversight	The Letter of Assurance process is monitored by the Group General Counsel, with a review to the Audit Committee each year and follow-up by Internal Audit
Central whistleblowing	RIHI colleagues are covered by the group Speak Up platform, operated independently by a specialist third-party provider
Precedence rule	Where national law and the Code diverge, national legislation takes precedence. Where the Code sets a higher standard, colleagues are expected to meet the higher standard

BOARD COMPOSITION AND LEADERSHIP

GRI 2-9, 405-1 | SDG 5, 16

RIHI is governed by a Board of four directors. The Board met twelve times during the reporting period, on a monthly cycle.

Board of Directors

Director	Type
Manoj Gupta	Executive Director
David John Lewis	Executive Director
Martin James Oxley	Non-Executive Director
Andrew Mark Gillespie	Non-Executive Director

Health and safety is the mandatory first agenda item at every Board meeting. In 2025 the Board met twelve times, meaning safety performance was formally reviewed at the highest level of the company every month of the year.

Responsibility for the collection, consolidation and quality review of activity data used in the greenhouse gas inventory rests with RIHI's operations, finance, SHE and sustainability teams. Each data owner ensures that relevant activity records are accurately compiled and submitted for the annual carbon footprint calculation.



The Managing Director and Executive Leadership Team hold ultimate accountability for the RIHI Environment Policy and for health and safety performance.

Board indicators

Total directors	4
Executive directors	2
Non-executive directors	2
Board meetings held	12
Meeting frequency	Monthly

12
board meetings held in 2025

12 of 12
meetings with health and safety as first agenda item

Governance forums

Forum	Composition	Frequency
Board of Directors	Four directors	Monthly
Executive Leadership Team	Managing Director, COO, SHE Head, Regional Manager, Country Operations and Sales Managers, Finance leadership, HR, branch managers	Regular
National Safety Committee	SHE leadership with country-wide colleague participation	Quarterly
Management review	Executive Leadership Team	Annual

ETHICS, ANTI-CORRUPTION AND WHISTLEBLOWING

GRI 2-15, 2-16, 2-26, 205-2, 205-3, 206-1 | SDG 16

Ethics, integrity and anti-corruption was rated joint highest of all twenty topics in RIHI's materiality assessment. This section sets out the policies in force, the actions taken during the reporting period, and the quantified outcomes.

Ethics performance in 2025	
Corruption incidents	0 confirmed
Human rights violations	0 identified
Cyber incidents / breaches	0
H&S first agenda item	12 of 12 board meetings
Letter of Assurance	Completed
DPO under DPDP Act 2023	Appointed



Policy	Details
Code of Conduct	Applies to all RIHI colleagues. Available in multiple languages.
Anti-corruption	Group Anti-Corruption Policy in force, with zero tolerance for bribery and corruption
Fraud	Policy on fraud in force under the group framework
Conflict of interest	Policy in force; declarations managed under the group framework
Money laundering	Policy in force under the group framework
Information security	RIHI Information Security Policy 2025 in force
Data protection	Group Global Data Protection Policy applied; Data Protection Officer appointed
Human rights	Zero tolerance for forced labour and child labour
Modern slavery	Group position applied, with awareness training via the group learning platform
Disciplinary sanctions	Defined sanctions proportionate to severity, up to and including termination
Anti-competitive practice	Policy in force under the group framework

Whistleblowing and Speak Up	
Colleague line	Rentokil Initial Speak Up ethics line, operated independently by a specialist third-party provider
Supplier line	Separate Supplier Speak Up line for suppliers and their employees to report malpractice at any point in the supply chain
Access	Colleagues, customers, shareholders, investors and business partners
Anonymity	Anonymous reporting supported; robust protection against retaliation
Escalation	Incidents reviewed, investigated and tracked, with a register maintained and regular reporting to executive level

Raising and resolving concerns

Colleagues can raise a concern through a documented grievance mechanism with defined escalation levels, named contacts and stated response times, or through Speak Up, a confidential channel operated independently of RIHI management. Reports may be made anonymously.

Suppliers, their workers and other external stakeholders can raise a concern through Supplier Speak Up. No person suffers detriment for raising a concern in good faith, whether or not the concern is substantiated.

Where we cause or contribute to an adverse impact, we provide or cooperate in remedy. Grievances are recorded under a unique reference, investigated, and tracked to documented closure.

No action was taken against colleagues or business partners for ethics-related matters, and no legal actions for anti-competitive behaviour, anti-trust or monopoly practices were recorded during the reporting period.

Speak Up reports are recorded, investigated and tracked to closure; case-level data is classified as confidential. Where a figure is zero, we report it as zero rather than omitting the disclosure.

REGULATORY COMPLIANCE AND CERTIFICATIONS

GRI 2-27 | SDG 16

Regulatory and legal compliance was rated joint third of twenty topics in the materiality assessment. RIHI operates in a regulated environment covering waste handling, chemical management, occupational safety, employment and data protection.

Compliance performance CY 2025	
Environmental fines	None
Show-cause notices	None
Approved-vendor disposal	100% of operational waste
Solid Waste Rules 2016	Compliance maintained
Hazardous Waste Rules	Compliance maintained

A legal compliance register covering chemical, waste, labour and environmental law is maintained and reviewed annually. Compliance on labour matters is evidenced in the Consolidated Annual Return filed with the office of the Assistant Commissioner of Labour, which records leave and holidays granted, wages paid, the constitution of the Internal Committee under the Sexual Harassment of Women at Workplace Act 2013, the constitution of the Health, Safety and Welfare Committee, welfare facilities provided, and workplace accidents.

0
fines or penalties for environmental non-compliance

0
show-cause notices received

100%
operational waste through state government-approved vendors

4
certified management systems

Certifications		
Certification	**Standard**	**Domain**
Quality Management System	ISO 9001:2015	Service quality
Environmental Management System	ISO 14001:2015	Environment
Occupational Health and Safety Management System	ISO 45001:2018	Health and safety
Energy Management System	ISO 50001	Energy

Statutory registrations	
ESI	Employees' State Insurance - registered
EPF	Employees' Provident Fund - registered
Section 135 (CSR)	RIHI falls within scope and maintains a CSR programme

Group compliance modules

Mandatory core compliance training modules available through the group learning platform cover the Code of Conduct, preventing bribery and corruption, preventing anti-competitive practices, conflicts of interest, securing information and protecting privacy, SHE Golden Rules, insider trading and modern slavery awareness.



DATA SECURITY AND DIGITAL GOVERNANCE

▸ GRI 418-1 | SDG 16

Cybersecurity and data privacy rated tenth of twenty topics in the materiality assessment.

0
cyber security incidents in 2025

0
data breaches reported

DPO
appointed under the DPDP Act 2023

33
new joiners completed IT and data privacy induction



Our Position	
Information security policy	RIHI Information Security Policy 2025 in force.
Data protection framework	Group Global Data Protection Policy applied, setting the principles all businesses apply in data processing operational controls.
Data Protection Officer	Appointed, in line with the Digital Personal Data Protection Act 2023.
Incidents in 2025	Zero incidents and zero data breaches reported.
Awareness training	Delivered to prevent information security breaches.
Induction coverage	Data privacy covered within the new joiner IT induction programme, with attendance recorded.
Connected devices	RIHI does not operate connected IoT devices at customer sites.
Supplier data processing	Where personal data is shared with a supplier, the group Global Data Processing Agreement is incorporated into terms and conditions.
Business continuity	IT ensures continuous secure VPN access during crisis or recovery periods, aligned with global data security policies.

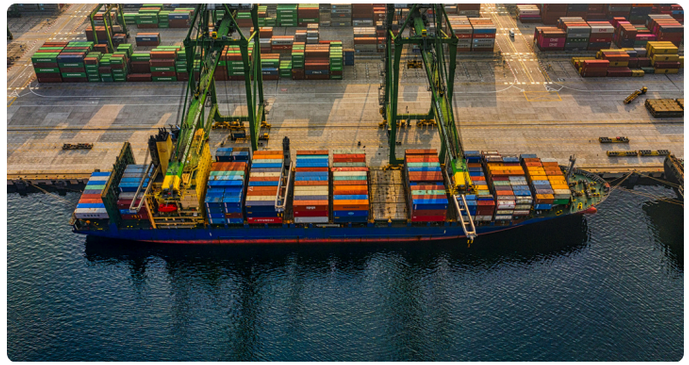
Continuous improvement.
RIHI continues to develop its information security and data protection capability, with risk-based assessment, expanded quantified training reporting and structured testing schedules forming the priorities for the next cycle.

SUPPLY CHAIN GOVERNANCE

GRI 2-6, 204-1, 308-1, 308-2, 408-1, 409-1, 414-1 | SDG 8, 12, 16, 17

Responsible procurement and supply chain was rated in the High band of RIHI's materiality assessment. It is also, in emissions terms, the single most important lever available to the company: purchased goods and services alone account for 53 per cent of RIHI's total carbon footprint.

> For a route-based service business, sustainable procurement is not a governance formality. It is the primary decarbonisation mechanism. RIHI treats it accordingly.



Supplier ESG targets	
By 2030	25% of suppliers evaluated and rated Gold, Silver or Bronze under the ESG classification (2026 base year)
By 2050	100% of suppliers evaluated and rated Gold, Silver or Bronze

Policy framework	
Supplier Code of Conduct	Standards and values expected of all suppliers, covering environment, labour, human rights and ethics. Available in multiple languages.
Procurement Policy 2026	Minimum mandatory standards for supplier onboarding, competitive tendering, authority levels, contract terms, payment terms and sustainable sourcing
Sustainable Sourcing Guidelines	Detailed ESG expectations by category, including packaging, recycled content, paper accreditation, palm oil, conflict minerals, PFAS, batteries, vehicles and IT
Supplier Management Standard	Forty-clause audit standard applied to supplier assessment, opening with two sections on CSR internal controls and CSR through the supply chain



Supplier classification and diligence	
Class	**Definition and required diligence**
Critical	High spend share, unique products or long substitution lead time - audited on a one to four year cycle; minimum Bronze ESG standard
Major	Substitutable products or significant single-country spend - questionnaire review, site audit where risk is elevated; minimum Bronze ESG standard
Minor local	Minor spend share, easily substituted - questionnaire review; site audit where risk is higher than normal

Suppliers Classification

The ESG Classification of Suppliers will be deployed across RIHI's Indian vendor base from 2026, with the following actions programmed:

- Apply the group ESG Classification of Suppliers to RIHI's Critical and Major Indian suppliers.
- Issue the ESG and Quality Questionnaire across the Major supplier base.
- Complete a documented sustainability risk assessment across the RIHI supply chain.
- Report the number and proportion of suppliers assessed against environmental and social criteria.
- Extend conflict minerals diligence to applicable product categories.
- Establish supplier capacity building on sustainability risk, and integrate sustainable procurement objectives into buyer performance reviews.



INDUSTRY LEADERSHIP AND ADVOCACY

▸ GRI 2-28, 2-29 | SDG 13, 17

RIHI works to raise standards beyond its own operations, in the two places where it has most influence: its customers and its industry.

Sustainable Workplace Hygiene Conference

RIHI convened a Sustainable Workplace Hygiene Conference in association with INFHRA, the Indian facility management and real estate industry body.

The conference brought facilities and real estate leaders together around workplace hygiene sustainability, with a panel discussion and presentations from RIHI on carbon neutrality, CO2e savings year on year and fuel intensity performance. The purpose was practical.

Client adoption is the constraint on several of RIHI's environmental targets, particularly On-Site Servicing and green product substitution, so client education is an environmental intervention rather than a marketing one.





Carbon impact reporting for customers

During 2025 RIHI developed customer-specific carbon footprint impact reports for major facilities management clients. Operational data was drawn from RIHI's service records and verified for accuracy by the SHE function before each report was issued.

The programme gives customers a quantified view of the emissions associated with the hygiene services they buy, and gives RIHI a transparent basis for benchmarking on sustainability performance.



Carbon neutrality passed through to clients

RIHI extends its own carbon neutrality to the clients it serves. For each covered client, RIHI retires verified carbon credits against the emissions of the hygiene services it delivers to that client and issues a client-specific offset certificate confirming carbon neutrality of all RIHI hygiene services for that calendar year.

Certificates were issued for the 2025 calendar year to client organisations across financial services, technology, energy, telecommunications and professional services, through their facilities management partners.

Each certificate carries the credit quantity, the Carbon Credit serial number and the project identifier, taken from Enercon Wind Farms project leveraged in RIHI's own retirement. A client can verify the credits independently on the Carbon registry.











RISK MANAGEMENT

GRI 2-12, 403-2 | SDG 8, 16

RIHI maintains risk oversight through its Executive Leadership Team and the group risk framework.
The company recognises that both its ESG reporting and its operations carry risks that must be identified and managed.

Principal operational and sustainability risks

Risk area	Nature of risk	Management approach
Road and driver safety	Field technicians and drivers operate across dense urban environments. Road incidents represent the largest single category of recorded incidents.	Mandatory PPE including ISI-certified helmets, high-visibility vests and safety footwear; defensive riding training; incident reporting policy; monthly performance review
Biomedical and sanitary waste handling	Technicians handle feminine hygiene unit waste, creating exposure and spill risk	Dedicated trained staff; prescribed PPE and RPE; documented SOPs; closed-door vehicles; disposal only through state government-approved vendors
Chemical exposure	Technicians handle sanitisers and cleaning chemicals	Labelling, storage, handling and transport controls; substitution toward eco-certified, biodegradable and non-toxic formulations; annual occupational health surveillance
Electrical and fire risk at premises	Multiple recorded near misses relating to wiring and EV charging infrastructure at branches	Certified electricians engaged; one-time inspection of all EV charging stations mandated; separate circuits installed; fire extinguishers maintained
Regulatory non-compliance	Waste handling, chemical management and employment law are all regulated	ISO 14001 and ISO 45001 certified systems; 100% disposal through approved vendors; internal SHE audit programme
Supply chain sustainability	Purchased goods and services represent 53% of the carbon footprint and carry human rights and labour risk	Group Supplier Code, Supplier Management Standard and Procurement Policy; ESG classification programme committed for 2026
Data availability and reporting	Certain categories rely on estimation or extrapolation, notably employee commuting and spend-based Scope 3	Uncertainty quantified and disclosed for every category; enhanced primary data collection scheduled
Carbon credit integrity	Credibility of carbon neutrality claims depends on the quality of credits retired	Credits from recognised registries with third-party validation and transparent tracking; corresponding adjustments applied in all cases
Business disruption	Floods, inclement weather, security threats and civil unrest can disrupt operations and endanger colleagues	Business Continuity and Emergency Action Policy; Incident Management Teams; 24/7 emergency hotline; annual SHE audit; Tier 1 suppliers required to maintain documented continuity plans

Business continuity.
The MD-signed Business Continuity and Emergency Action Policy establishes protocols for natural disasters and security threats, and requires that human safety takes priority over commercial operations in all cases. Field staff are prohibited from entering designated conflict or riot zones under any circumstances. Colleague support includes working from home flexibility during crisis phases, access to medical and psychological support, and emergency financial assistance.

05 Future Outlook



Commitments for the 2026 reporting cycle

Reporting maturity

COMMITMENTS FOR THE 2026 REPORTING CYCLE

▸ GRI 2-22 | SDG 8, 13, 16

Environment

Enhance primary data collection for employee commuting
Reduce the highest uncertainty category in the inventory, addressing the verifier's recommendation

Establish verified renewable electricity documentation
Enable quantified disclosure of renewable consumption supported by contracts or certificates

Extend water measurement across the property portfolio
Complement the On-Site Servicing reduction with direct measurement

Continue fleet transition
Progress toward the 2036 target of 71% plug-in electric and 29% CNG

Maintain third-party verification
Retain independent ISO 14064-3 assurance of the GHG inventory

Progress the 2030 residual-only milestone
Reduce dependence on carbon credits year on year

Social

Consolidate training records into a single system
Report total training hours across Learning and Development, technical and SHE programmes

Strengthen Empower Her programme measurement
Report sessions delivered, participants reached, locations and partner organisations

Strengthen colleague retention
Expand the Retention Buddies programme, selection quality training and branch manager development

Record volunteering hours
Quantify colleague participation in community activity

Extend customer experience reporting
Publish structured service quality and resolution metrics alongside Net Promoter Score

Advance gender representation
Increase female representation across technical, field and leadership roles

Governance

Extend risk-based compliance assessment
Strengthen and evidence anti-corruption controls across operations and third parties

Extend information security assessment
Strengthen and evidence risk-based information security controls

Deploy the group ESG Classification of Suppliers
Progress toward the 2030 target of 25% of suppliers rated Gold, Silver or Bronze

Report quantified compliance training completion
Extend entity-level reporting of group platform training modules

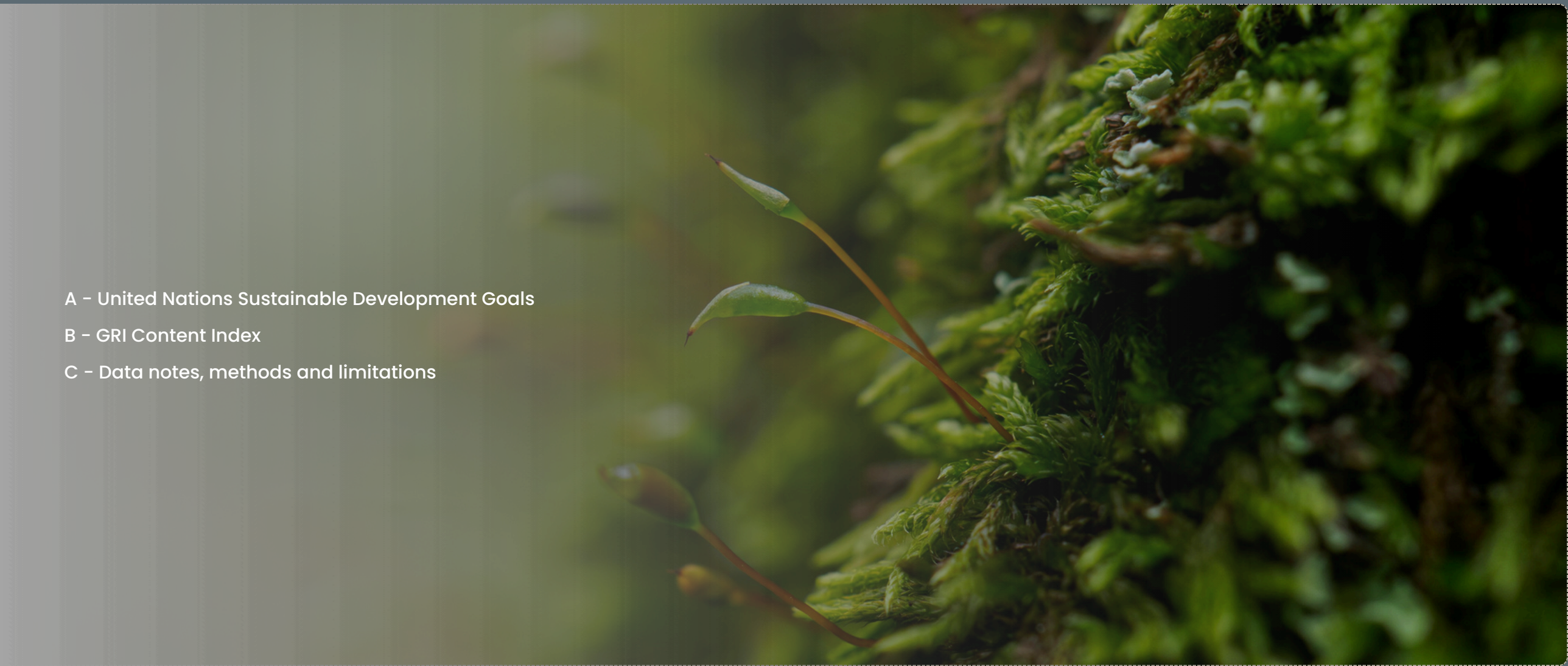
Formalise sensitive transaction approval procedures
Strengthen controls covering gifts and entertainment

Extend third-party due diligence
Broaden anti-corruption controls across the supplier and intermediary base

Reporting maturity.
Planned developments include extending the materiality assessment to external stakeholders, expanding external assurance beyond the GHG inventory, building multi-year trend disclosure across social and governance indicators, and endorsing recognised external sustainability frameworks.

RIHI's ambition is straightforward: to be the hygiene partner that customers, colleagues and communities can measure, and to keep improving against that measure year on year.

06 Appendix



A - United Nations Sustainable Development Goals

B - GRI Content Index

C - Data notes, methods and limitations

APPENDIX A – UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

SDG	Goal	RIHI contribution	Report section
	**Good Health and Wellbeing**	Professional hygiene services protecting public health at client sites, colleague wellbeing programme, occupational health surveillance, Empower Her menstrual health education.	Social
	**Quality Education**	Empower Her awareness sessions in schools and colleges, school bag distribution through Nanhi Pari Foundation, colleague training and development.	Social
	**Gender Equality**	Feminine hygiene services and infrastructure, Empower Her programme; DE&I training; annual gender pay ratio review, PoSH framework.	Social
	**Clean Water and Sanitation**	Washroom hygiene services, transition to on-site servicing reducing water consumption, safe sanitary waste management.	Environment, Social
	**Affordable and Clean Energy**	ISO 50001 energy management; LED transition, rooftop solar generation, renewable electricity targets.	Environment
	**Decent Work and Economic Growth**	ISO 45001 certified safety management, fair remuneration framework; grievance mechanisms, zero tolerance for forced and child labour across the supply chain.	Social, Governance
	**Sustainable Cities and Communities**	Hygiene services supporting safe urban facilities; compliant sanitary waste disposal; community engagement.	Environment, Social
	**Responsible Consumption and Production**	Circular economy practice through reuse, repair, refurbishment and recycling, chemical substitution, battery and e-waste recovery, digital procurement, sustainable sourcing standards.	Environment, Governance
	**Climate Action**	Verified GHG inventory, 9.17% emissions reduction; carbon neutrality under ISO 14068-1, net zero pathway to 2050	Environment
	**Peace, Justice and Strong Institutions**	Code of Conduct; anti-corruption framework, independent Speak Up whistleblowing, annual Letter of Assurance.	Governance
	**Partnerships for the Goals**	Supplier engagement on ESG standards, NGO partnership for community investment, alignment with the Rentokil Initial group framework	Governance, Social

APPENDIX B – GRI CONTENT INDEX (1 OF 3)

This report has been prepared with reference to the GRI Standards 2021. The index maps each disclosure to the section of this report in which it is addressed. GRI 2 – General Disclosures 2021.

GRI 2-1	Organizational details	About us
GRI 2-2	Entities included in sustainability reporting	About this report
GRI 2-3	Reporting period, frequency and contact point	About this report
GRI 2-4	Restatements of information	About this report. No restatements made.
GRI 2-5	External assurance	About this report; GHG emissions overview. External assurance covers the 2025 GHG inventory only.
GRI 2-6	Activities, value chain and business relationships	About us; Supply chain governance
GRI 2-7	Employees	Workforce overview
GRI 2-8	Workers who are not employees	Health and safety - field operations. Contract workers included in incident reporting.
GRI 2-9	Governance structure and composition	Board composition and leadership
GRI 2-12	Role of the highest governance body in overseeing impacts	Our governance philosophy; Risk management
GRI 2-13	Delegation of responsibility for managing impacts	Our governance philosophy; Board composition
GRI 2-14	Role of the highest governance body in sustainability reporting	Our governance philosophy

GRI 2-15	Conflicts of interest	Ethics, anti-corruption and whistleblowing
GRI 2-16	Communication of critical concerns	Ethics, anti-corruption and whistleblowing
GRI 2-22	Statement on sustainable development strategy	Message from leadership; Our ESG strategy
GRI 2-23	Policy commitments	Our ESG strategy; Our governance philosophy
GRI 2-24	Embedding policy commitments	Our governance philosophy
GRI 2-25	Processes to remediate negative impacts	Employee wellbeing and benefits; Customer satisfaction
GRI 2-26	Mechanisms for seeking advice and raising concerns	Ethics, anti-corruption and whistleblowing
GRI 2-27	Compliance with laws and regulations	Regulatory compliance and certifications
GRI 2-28	Membership associations	Industry leadership and advocacy
GRI 2-29	Approach to stakeholder engagement	Materiality assessment; Customer satisfaction; Industry leadership and advocacy
GRI 2-30	Collective bargaining agreements	Employee wellbeing and benefits

APPENDIX B – GRI CONTENT INDEX (2 OF 3)

GRI 3 - Material Topics 2021, and topic-specific disclosures.

GRI 3-1	Process to determine material topics	Materiality assessment
GRI 3-2	List of material topics	Materiality assessment
GRI 3-3	Management of material topics	Materiality assessment. From material topic to managed outcome.
GRI 201-3	Defined benefit plan obligations	Employee wellbeing and benefits
GRI 204-1	Proportion of spending on local suppliers	Not reported for this cycle
GRI 205-2	Communication and training about anti-corruption policies	Ethics, anti-corruption and whistleblowing
GRI 205-3	Confirmed incidents of corruption and actions taken	Ethics performance in 2025. Zero incidents.
GRI 206-1	Legal actions for anti-competitive behaviour	Ethics, anti-corruption and whistleblowing
GRI 301-3	Reclaimed products and packaging materials	Resource efficiency; Waste management
GRI 302-1	Energy consumption within the organization	Scope 2 - Purchased electricity
GRI 302-4	Reduction of energy consumption	Resource efficiency
GRI 302-5	Reductions in energy requirements of products and services	Resource efficiency
GRI 303-1	Interactions with water as a shared resource	Water management
GRI 303-2	Management of water discharge-related impacts	Water management
GRI 303-3	Water withdrawal	Water management. Not quantified.
GRI 304-3	Habitats protected or restored	Biodiversity and tree planting. 1,250 mangrove trees, Sundarbans National Park.
GRI 305-1	Direct (Scope 1) GHG emissions	Scope 1 - Direct emissions
GRI 305-2	Energy indirect (Scope 2) GHG emissions	Scope 2 - Purchased electricity
GRI 305-3	Other indirect (Scope 3) GHG emissions	Scope 3 - Value chain emissions
GRI 305-4	GHG emissions intensity	GHG emissions overview
GRI 305-5	Reduction of GHG emissions	GHG emissions overview; Net zero roadmap
GRI 306-1	Waste generation and significant waste-related impacts	Waste management
GRI 306-2	Management of significant waste-related impacts	Waste management
GRI 306-3	Waste generated	Waste management
GRI 306-4	Waste diverted from disposal	Waste management
GRI 306-5	Waste directed to disposal	Waste management

APPENDIX B – GRI CONTENT INDEX (3 OF 3)

GRI 3 – Material Topics 2021, and topic-specific disclosures.

GRI 308-1	New suppliers screened using environmental criteria	Supply chain governance
GRI 308-2	Negative environmental impacts in the supply chain	Supply chain governance
GRI 401-1	New employee hires and employee turnover	Workforce overview. Retention programmes are disclosed. Turnover figures are classified as confidential and are not published.
GRI 401-2	Benefits provided to full-time employees	Employee wellbeing and benefits
GRI 401-3	Parental leave	Employee wellbeing and benefits
GRI 403-1	Occupational health and safety management system	Health and safety - field operations
GRI 403-2	Hazard identification, risk assessment and incident investigation	Health and safety; Risk management
GRI 403-3	Occupational health services	Employee wellbeing and benefits; Occupational health and immunisation
GRI 403-4	Worker participation and consultation on occupational health and safety	Our people philosophy; Safety culture in practice
GRI 403-5	Worker training on occupational health and safety	Training and development; Safety culture in practice
GRI 403-6	Promotion of worker health	Employee wellbeing and benefits
GRI 403-7	Prevention and mitigation of OHS impacts linked by business relationships	Our people philosophy; Supply chain governance
GRI 403-8	Workers covered by an occupational health and safety management system	Our people philosophy; Health and safety - field operations
GRI 403-9	Work-related injuries	Health and safety - field operations
GRI 404-1	Average hours of training per year per employee	Training and development. Learning and Development programme hours and participations disclosed.
GRI 404-2	Programs for upgrading employee skills	Training and development
GRI 404-3	Percentage of employees receiving performance reviews	Training and development
GRI 405-1	Diversity of governance bodies and employees	Gender diversity; Board composition
GRI 405-2	Ratio of basic salary and remuneration of women to men	Remuneration and pay equity. Reviewed; figures classified confidential.
GRI 406-1	Incidents of discrimination and corrective actions	Gender diversity and inclusion
GRI 408-1	Operations and suppliers at significant risk for child labor	Supply chain governance
GRI 409-1	Operations and suppliers at significant risk for forced labor	Supply chain governance
GRI 413-1	Operations with local community engagement	Community engagement; CSR overview
GRI 414-1	New suppliers screened using social criteria	Supply chain governance
GRI 416-1	Assessment of health and safety impacts of products and services	Customer satisfaction; Hygiene awareness programme
GRI 418-1	Substantiated complaints concerning breaches of customer privacy	Data security and digital governance. Zero incidents.

APPENDIX C - DATA NOTES, METHODS AND LIMITATIONS

This appendix records the method and source behind every derived figure in this report, so that a reader, auditor or assessor can reproduce any number disclosed. Uncertainty was quantified using the root-sum-square method prescribed in the IPCC Guidelines, Chapter 3.

Method notes for derived indicators

Average FTE 284.5	Mean of twelve monthly full-time equivalent figures - Incident Statistics 2025
LTA rate 0.17	1 LTA ÷ 591,704.3 hours × 100,000 - Incident Statistics 2025
WDL rate 1.86	11 working days lost ÷ 591,704.3 hours × 100,000 - Incident Statistics 2025
Recordable rate 0.51	3 recordable incidents ÷ 591,704.3 hours × 100,000 - Incident Statistics 2025
Severity 11.0	11 working days lost ÷ 1 lost time accident - Incident Statistics 2025
Intensity 6.01	1,772.824 tCO_2e ÷ 295 colleagues - GHG Inventory Report 2025
Intensity 299.61	1,772.824 tCO_2e ÷ 591,704.3 hours × 100,000 - GHG Inventory 2025; Incident Statistics 2025
Reduction 9.17%	179.066 tCO_2e reduction ÷ 1,951.89 base year total - GHG Inventory Report 2025
L&D hours 508	Sum of recorded training hours across all 2025 sessions - L&D Attendance Register
Wellbeing 427	Sum of participants across six programmes - RIHI wellbeing programme records
Electricity 162,213 kWh	Sum of twelve monthly consumption figures across fourteen locations as used in the verified GHG inventory, at CEA v21 factor
IT induction 76.7%	33 completions ÷ 43 colleagues in scope - 2025 IT Induction Attendance Sheet
CoC & PoSH 52	Unique named individuals across 15 sessions, duplicates removed - L&D Attendance Register
DE&I 33	Sum of attendees across 6 sessions - L&D Attendance Register
8-year LTAR / WDLR	Twelve-month moving averages as recorded in the source system - RIHI Incident Statistics 2025
Fuel quantities	Petrol 35,000 L, vehicle diesel 19,000 L, DG diesel 334 L, CNG 6,434 kg. 2024 comparatives from the CY2024 GHG Inventory Report.

Uncertainty by emission category

Scope 1 - Fugitive	±7.1%
Scope 1 - Stationary combustion	±7.7%
Scope 1 - Mobile combustion	±11.7%
Cat 4 - Upstream transportation	±13.7%
Cat 6 - Business travel	±13.7%
Cat 9 - Downstream transportation	±13.7%
Cat 3 - Upstream fuels	±15.3%
Cat 5 - Operational waste	±15.6%
Cat 3 - T&D losses	±15.8%
Scope 2 - Purchased electricity	±16.0%
Cat 2 - Capital goods	±22.0%
Cat 1 - Purchased goods and services	±22.3%
Cat 7 - Employee commuting	±23.7%

Emission factor sources

DEFRA 2025	Fuel combustion, upstream fuels, transportation, waste, business travel, commuting
CEA CO_2 Baseline v21	Purchased electricity and T&D losses
India GHG Program	Rail-based business travel and commuting by train
U.S. EPA EEIO (NAICS)	Purchased goods and services, and capital goods, on a spend basis
U.S. EPA SNAP	Fugitive emissions from dry chemical fire extinguishers
NITI Aayog ICED 2024-25	Location-specific T&D loss percentages
IPCC AR5, 100-year	Global warming potential values, via DEFRA conversion factors

Excluded Scope 3 categories. Categories 8 (upstream leased assets), 10 (processing of sold products), 11 (use of sold products), 12 (end-of-life treatment), 13 (downstream leased assets), 14 (franchises) and 15 (investments) were excluded as not applicable or not material to a service-based operating model, with rationale documented in the verified inventory.

Low-Temperature Thermal Destruction. Operated during part of 2025 and its emissions form part of the verified assertion for that period. The process was discontinued during the year and all sanitary waste treatment is now consolidated onto incineration by a state government-approved vendor.

Net zero target dates. The Rentokil Initial group targets net zero from its operations by end of 2040. RIHI targets net zero across its entire value chain by end of 2050 from a 2024 baseline, per the MD-signed RIHI Environment Policy. The RIHI commitment is broader in scope and therefore carries the longer horizon.

Method notes social and community indicators

Grievances 76 / 54 / 71%	76 matters raised, 54 closed during the period - Grievance and disciplinary audit metrics
Grievance turnaround 4.25 days	Average resolution time for AY 2025 - Grievance and disciplinary audit metrics
Minimum wage 100%	All sampled colleagues paid at or above the notified State minimum wage - State-wise minimum wages payroll compliance audit
Regular workers 294	Regular workers on roll, a subset of total headcount - Consolidated Annual Return filed with the Assistant Commissioner of Labour
School bags 308	Students supported through the school bag distribution drive - Nanhi Pari Foundation

Initial

The Experts in Hygiene

Protecting People. Enhancing Lives. Preserving our Planet.

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This report was prepared by Rentokil Initial Hygiene India Private Limited for the reporting period 1 January 2025 to 31 December 2025.