

PROTECTING PEOPLE. ENHANCING LIVES. PRESERVING OUR PLANET.

Rentokil
Initial

RESPONSIBLE BUSINESS REPORT 2024





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Cover picture: Colleagues in Indonesia travelled to Tidung Island in 2024 to plant 2,500 mangrove trees to protect the island from rising sea levels.

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INTRODUCTION

We are a global leader in Pest Control and Hygiene & Wellbeing services.



For Rentokil Initial, being a responsible and sustainable business means helping colleagues to have safe and fulfilling work lives, supporting customers by delivering our services more responsibly, and benefiting society and the environment by acting in the most responsible, effective manner.

This year we continued to make good progress against our responsible business priorities. We further improved our safety performance, made very good progress on colleague training and retention, and continued our journey towards net zero by the end of 2040. This is a testament to the quality and commitment of our 68,500 colleagues.

In 2024, 10% of our European and UK fleet were ultra-low emission vehicles, achieving our 2025 target, one year in advance.

Following our most recent all-colleague survey we have logged some 18,000 local actions in response to the results. This includes an enhanced focus on mental health commitments, launching Health, Wellbeing and Resilience training this year, with c.600 managers trained to date. I am committed to supporting the health and safety of all colleagues, including mental health.

The business case for being a responsible organisation is clear – we will attract and retain more people; have more satisfied customers who stay with us longer; and operate more efficiently and effectively with a strong policy framework and transparent targets. We accept our responsibilities and deliver them with a commercial and operational focus.

I would like to take this opportunity to thank our colleagues for their contribution to our Company and our customers. I am incredibly proud of their tireless commitment and high standards.

Andy Ransom
Chief Executive

20

Years of environmental reporting

10

Years LTA rate below 1

500,000

PestConnect units now in operation

OUR 2024 SUMMARY

0.29

Lost Time Accident rate (2023: 0.31)

98.3%

State of Service, +0.5 percentage points

86.6%

Colleague Retention rate (2023: 84.2%)

5%

Decrease in emissions from fumigation services

0.8%

Increase in energy and fuel-related emissions in 2024 while revenue increased by 3.9% (at CER)

1,018

Ultra-low emission vehicles (2023: 666)

2.6m

Training sessions undertaken on U+

17.3%

Reduction in emissions intensity index (20% target by end of 2025)

PROTECTING PEOPLE

WE PROTECT PEOPLE FROM THE
DANGERS OF PEST-BORNE DISEASES
AND THE RISKS OF POOR HYGIENE.

0.29

2024 Lost Time Accident
rate remaining at world-class
standards (2023: 0.31)

6.25

2024 Working Days Lost
rate remaining at world-class
standards (2023: 7.05)

34m

Service visits onto customers'
premises

1.3m+

Messages each day from
PestConnect devices

14m+

Site risk assessments
undertaken in 2024

500,000

PestConnect devices in customers' premises
worldwide 36% increase in 2024

→ For more information about Service
& Innovation please go to page 33

ENHANCING LIVES

WE ENHANCE LIVES WITH SERVICES THAT PROTECT THE HEALTH AND WELLBEING OF PEOPLE AND THE REPUTATION OF OUR CUSTOMERS.

2.6m+

Activities were completed within U+ in 2024

229

Apprentices in Rentokil Initial

650

Apprentices have already gained 650 distinctions to date

5%

Of all customer service apprenticeships in England

#68

In the Top 100 Apprenticeship Employers accreditation

86.6%

Colleague Retention rate in 2024 (2023: 84.2%)

→ For more information about Colleagues & Culture please go to page 11

PRESERVING OUR PLANET

WE PROTECT THE PLANET BY DEVELOPING MORE SUSTAINABLE SOLUTIONS AND WAYS OF OPERATING.

17.3%

Improvement in carbon emissions per £1m of revenue since 2019

5%

Decrease in emissions from fumigant usage in 2024

21%

Decrease in emissions from fumigant usage in two years

1,018

Ultra-low emission vehicles in our global fleet (2023: 666)

1,718

Low emission hybrid vehicles in our global fleet (2023: 1,630)

440

Increase in low emission vehicles year on year

→ For more information about our environment plan please go to page 24

ABOUT US

DEDICATED PEOPLE



RESILIENT OPERATIONS



GROWTH MARKETS

89

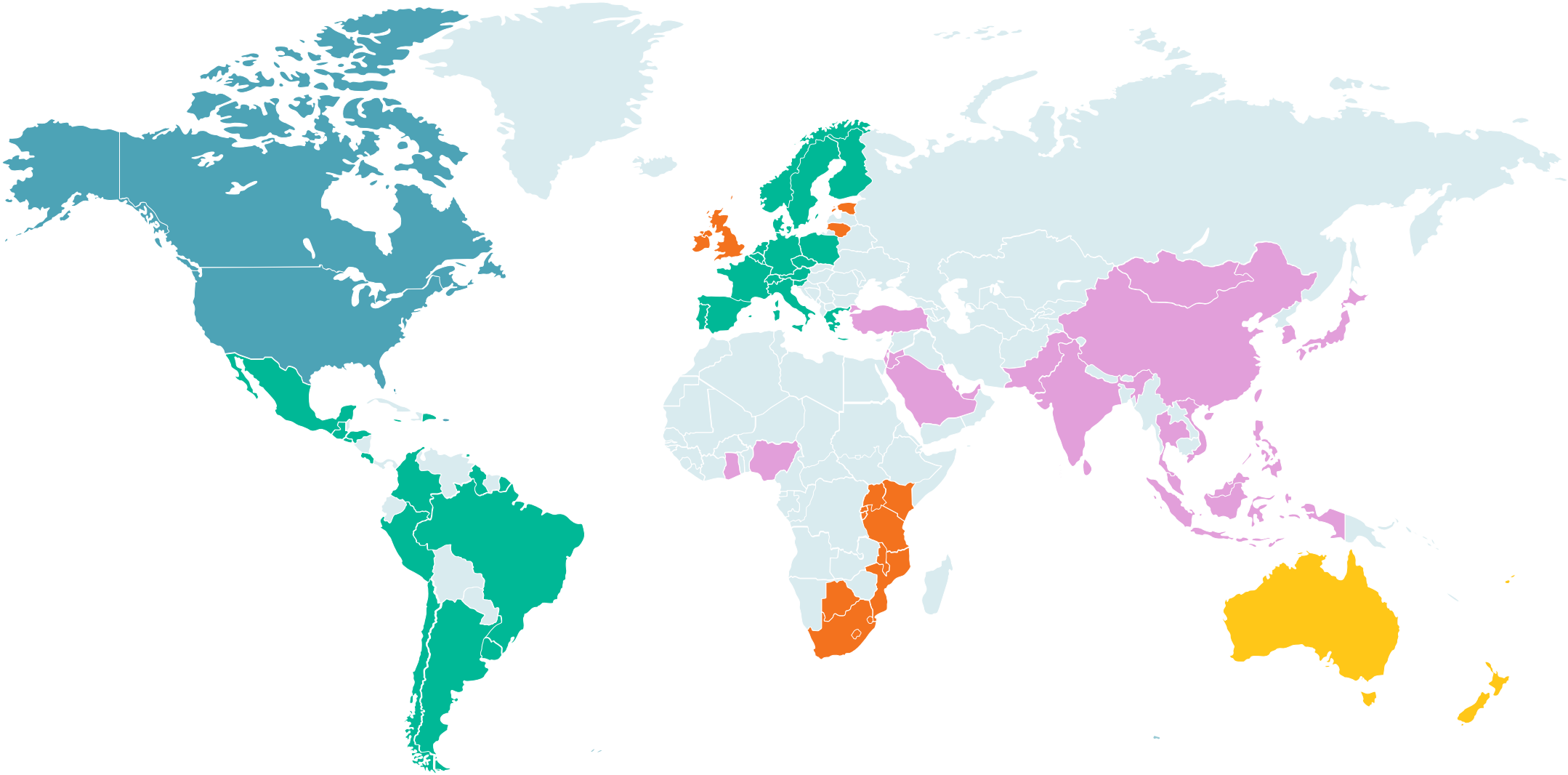
Countries in which we operate

£5.6bn

Revenue growth of 3.9% (at CER)

c.68,500

Colleagues employed (2023: 62,900)



NORTH AMERICA	EUROPE (INCLUDING LATIN AMERICA)	UK & SUB-SAHARAN AFRICA	ASIA & MENAT	PACIFIC
Revenue £3,347m	Revenue £1,152m	Revenue £437m	Revenue £368m	Revenue £272m
Number of colleagues c.22,000	Number of colleagues c.15,500	Number of colleagues c.5,300	Number of colleagues c.21,900	Number of colleagues c.2,800

Note: Revenue excludes central costs.

OUR OPERATING MODEL

Our colleagues are at the heart of our business, as we continue to deliver our purpose of Protecting People, Enhancing Lives and Preserving our Planet.

Our Employer of Choice programme is designed to attract, recruit and retain the best people from the widest possible pool of talent. We do this through high-quality recruitment, ongoing engagement, world-class training, and in line with our values of Service, Relationships, Teamwork and Responsibility.

By getting it right for our people, we create the right environment for our colleagues to deliver a high-quality service to our customers. This in turn allows us to retain more customers, to whom we sell additional services – ultimately creating shareholder value.

Thanks to our colleagues' unwavering commitment and dedication to our customers, our operating model continues to create value for all stakeholders. Each part of the model is related to the others and measured consistently at Group, business, country and branch level.

Our businesses are grouped into five geographical regions, with local-market operations.

Our multi-local approach features single management teams operating in our countries. Each country team leads integrated, multi-local and multi-service operations, using combined back-office functions underpinned by shared systems and processes, such as route optimisation, marketing and brand alignment, and measurement of customer satisfaction.

Colleague retention

86.6%

(2023: 84.2%)

Customer retention

82.8%

(2023: 82.3%)

PestConnect devices installed

500,000

Up 36% on previous year

Mergers & Acquisitions

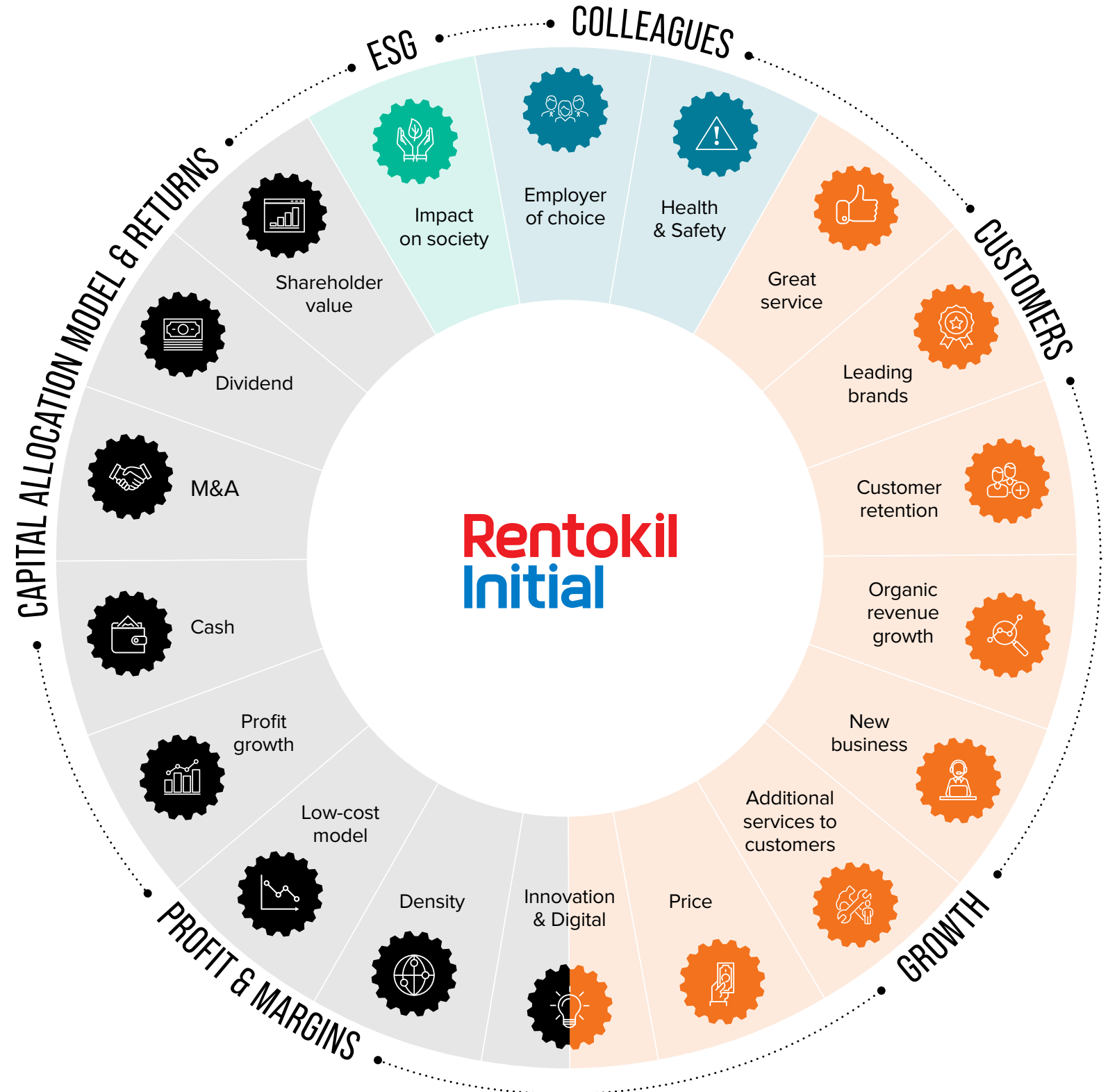
36

Businesses with revenues of c.£140m in the year prior to purchase

Charitable donations

£574,000

(2023: £569,000)



ACCREDITATION & MEMBERSHIPS

This year the Company received independent assurance of our sustainability performance through participation in the S&P Global Corporate Sustainability Assessment (CSA) and was again included in the Dow Jones Sustainability Europe Index and invited to join the Dow Jones Sustainability World Index.

We were pleased to note that our percentile ranking for companies in our sector has remained consistent at 96% (2023: 96%). Based on our performance, we again qualified for inclusion in S&P Global's Sustainability Yearbook 2024.

We were particularly pleased with our score in Occupational Health & Safety, which rose by 5 percentage points as well as our Human Capital Management Indicators, which increased by 6 percentage points in comparison to sector benchmarks.

Rentokil Initial is an ongoing member of the FTSE4Good Index. As of 31 December 2024, the Company was ESG rated as 'AA' by MSCI and as Low Risk, Strong Management by Sustainalytics.

Across the Group, 18 countries and c.26% of branches have environmental management systems certified to ISO14001.

In addition, we continued to make progress with our footprint of EcoVadis accreditation, particularly across Europe. We now have 16 operations as well as the overall Group accredited.

In our latest CDP assessment, of the 16 areas we received a B rating in seven areas and a C rating in six areas. Overall, we received a C rating.



EcoCatch Flies

100 YEARS OF RENTOKIL

From innovative beginnings to a global leader Rentokil invented modern pest control, and celebrates its 100th anniversary in 2025 as the world's largest and best known pest controller.

With tens of thousands of dedicated pest control experts across 89 countries, the business protects public health and private livelihoods from rodents, cockroaches, moths, bed bugs, termites and more. To mark this significant milestone, we are planning a year-long celebration for colleagues, customers as well as charities and the communities in which we operate.

1925	1935	1945	1955	1965	1975	1985		
1925 Founder Harold Maxwell-Lefroy, the first Professor of Entomology at Imperial College, and his business partner Bessie Eades introduce Rentokil as a brand name 		1944 Rentokil hires Dr Norman Hickin as scientific director. Hickin wrote over 20 books, and helped the Company develop revolutionary fly sprays, insect powders, mothproofing and dry rot treatments 	1957 Rentokil is bought by British Ratin for £100,000. Retains Rentokil Group Ltd name	1960s Rentokil enters Germany, France, the Bahamas, Greece, Trinidad, Denmark, Hong Kong, the Philippines, Singapore, Barbados, Australia, Guyana, St Lucia, New Zealand, Malaysia, Sweden, Jamaica, South Africa, Kenya, Switzerland and Indonesia 	1965 Rentokil takes on the role of modern Pied Piper when it secures 10-year pest control contract for the city of Hameln (Hamelin), Germany  1966 Rentokil was awarded a contract to repel birds at Buckingham Palace and pest control at the newly opened Post Office Tower (BT Tower)	1969 A new laboratory block opens at the Company's Felcourt head office in East Grinstead, dedicated to science, research and development  1970-1971 International expansion continues as Rentokil enters Finland, Belgium, Norway, Tanzania, Uganda and Zambia along with Franchise operations in Thailand, Argentina, Ghana, Senegal, Zaire, Iran, Kuwait, Namibia, Seychelles and Netherlands Antilles	1979 Wins pest control contract for Britain's then-tallest building, the 47-storey NatWest Tower	1986 Crown immunity removed from hospitals in the UK after lobbying by Rentokil and the British Pest Control Association. Before this, the buildings had been exempt from mandatory environmental health rules. The change dramatically reduced hospital-acquired infections throughout the NHS

1966

Rentokil was awarded a contract to repel birds at Buckingham Palace and pest control at the newly opened Post Office Tower (BT Tower)

1970-1971

International expansion continues as Rentokil enters Finland, Belgium, Norway, Tanzania, Uganda and Zambia along with Franchise operations in Thailand, Argentina, Ghana, Senegal, Zaire, Iran, Kuwait, Namibia, Seychelles and Netherlands Antilles

100 YEARS OF RENTOKIL

Rentokil 100 YEARS

1990		2005		2015		2020		2025	
1990 Rentokil continues to expand geographically, with business lines including tropical plants and hygiene services 	1994 Rentokil treats the soil for termites around the Petronas Twin Towers, Kuala Lumpur, then the tallest building in the world  1996 Rentokil Initial is created with the acquisition of BET 	2008 Pest control for the Beijing Olympics 2007 Expansion into Asia Launch of the world's smartest mousetrap – RADAR – the Rodent Activated, Detection And Riddance device which combines CO₂ and infrared technology 2009 Rentokil becomes a cloud pioneer, standardising Google apps and email addresses around the world, and adopting smartphones to streamline operations Rentokil is called in to Libya to treat rats carrying bubonic plague	2011 Entry into the Mexican market with the acquisition of Tetengo 2012 The launch of heat treatment for bed bugs and other insects 2013 The world's first pop-up Pestaurant  2014 PestConnect launches	2016 Pest control for the Rio Olympics  2017 The Queen's Award for International Trade The Power Centre for innovation is established  Becomes the leading pest control provider in India after taking a majority stake in joint venture with PCI	2018 The Queen's Award for Enterprise: Innovation  Rentokil becomes the leading pest control provider in the Middle East with acquisition of the UAE's National Pest Control. 2019 Britain's Most Admired Company for Diversity & Inclusion	2020 The Queen's Award for Enterprise: Innovation  	2022 Acquisition of Terminix in the USA makes Rentokil the world's largest pest control company  Enters Pakistan through a joint venture with C-SHINE 2024  Rentokil Initial is ranked as one of the world's best companies to work for by TIME New US Innovation centre opened in Dallas	2025 100 years of Rentokil  	

Rentokil
Initial

COLLEAGUES & CULTURE

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174,000

Five-star Google service reviews in Asia, part of the RI Ambassador programme.
→ Read more on page 20



2024 OVERVIEW

We are committed to being a world-class Employer of Choice and employ c.68,500 colleagues in 89 countries.

SAFETY

Lost Time Accident (LTA) per 100,000 hours worked

0.29

Our LTA rate has been under 1 for 10 years
Target for 2024: 0.31



→ Read more about our approach to Health & Safety on page 14

TRAINING AND DEVELOPMENT



2.6 million

Training sessions on U+

→ Read more about our approach to training & development on page 18

TALENT RECRUITMENT

229

Apprentices across our UK business



Ranked

#68

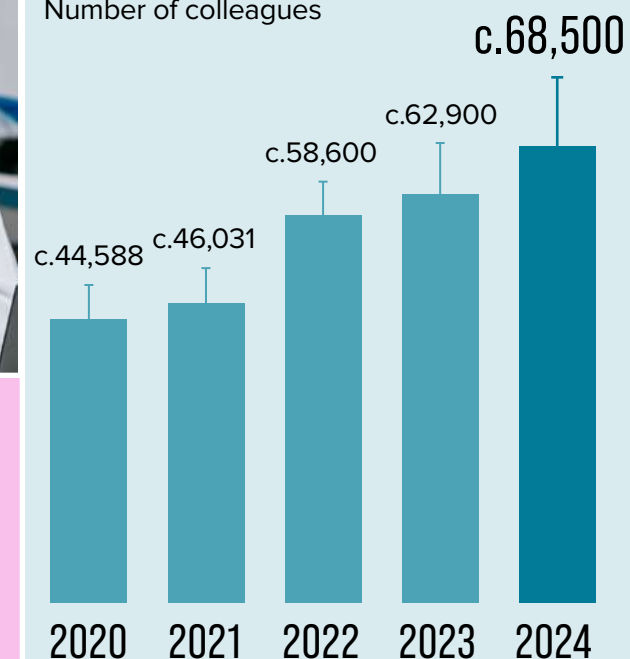
In the Top 100 Apprenticeship Employers

→ Read more about our approach to recruitment on page 17

Over 5 years our total colleague headcount has increased by

c.50%

Number of colleagues



OUR APPROACH

As a responsible employer, safety always comes first as well as a commitment to ensure our colleagues are engaged, able to enjoy a long-term career, and are supported in an environment which is underpinned by our values and culture.

Our values are Service, Teamwork, Relationships and Responsibility. We have a one-team mentality with a common purpose and set of values, focused on delivering a great customer experience.

Our culture is built upon our shared values with six key focus areas.

AT RENTOKIL INITIAL WE ARE:

1. Customer Focused

We aim to delight every customer, each and every day. We work hard, but always safely, and deliver on our commitments.

2. Driven to Succeed

By making good commercial decisions everyone wins. We set high standards, exceed expectations, and find new ways to work more effectively. We recognise and celebrate successes.

3. Diverse

We value every colleague equally and strive to attract and retain the best people.

4. Down to Earth

We treat others the way we would want to be treated. We are easy to get on with, friendly, inclusive, and practical. We act with humility, always eager to learn and to do the right thing.

5. Innovative

We constantly innovate, find creative solutions to help us grow, and embrace digital technologies that set us apart from the competition.

6. One Business Family

Across all our businesses, our colleagues provide important services to customers such as pest control, washroom hygiene, plants and scenting services.

We strive to be an organisation that values everyone’s talents and provides equal opportunities.

We recruit, appoint and promote based on merit, and have clear guidance in our Code of Conduct to ensure we maintain the highest standards of behaviour. What is expected from colleagues and what colleagues can expect from the Company is set out in our Employee Value Proposition.

Our Fast Track talent pool finishing in 2024 has a 69% promotion rate.

To support our strategy, an Employer of Choice data dashboard includes a suite of HR metrics and targets – measured each month by all country and regional operations. These include retention (including sales and service), time to hire, gender profile, numbers of colleagues versus budget and absenteeism. These are reviewed by the Board, Executive Leadership Team and regional management teams.

During the year, all regions improved their colleague retention rates. Rentokil Initial colleague retention was 86.6% (2023: 84.2%).

Across the Company, colleagues have personal development goals including in areas such as safety, retention, sustainable product launches and supply chain management, in addition to operational or other business performance objectives.

Our Employer of Choice strategy directly contributes to several of the UN Sustainable Development Goals but, in particular, we align with Decent Work and Economic Growth (Goal 8).

Globally, all aspects of employee management are overseen by our HR team and Health & Safety is overseen by the Safety, Health and Environment team.

EMPLOYER OF CHOICE STRATEGY:

1. Deliver an Employee Value Proposition to attract, recruit, train and retain colleagues.
2. Develop an effective succession planning process and talent pipeline.
3. Improve overall retention, with particular attention to short-term retention levels in sales and service.
4. Improve people data, systems, reporting, insight and processes.
5. Listen, understand, respond to, and offer solutions to changing business needs.
6. Create, articulate and embed the Company’s reward philosophy.

PERSONAL DEVELOPMENT

The Company is committed to personal development and career development in line with our Code of Conduct, policy framework and commitment to supporting colleagues develop a long-term career with the Company. Managers are encouraged to provide regular feedback and recognition to their team members. Annually, a formal development review process is undertaken by every manager for every colleague, which is tracked by the HR function:

- Goals are set, competencies are discussed and development opportunities agreed;
- Monthly check-ins on key activities;
- Promotions are undertaken throughout the year with new goals set;
- Formal review of goals at end of the year;
- Ratings are agreed and aligned with bonus; and
- New goals are agreed for the year ahead.

Personal development goals linked to ESG areas, such as safety, sustainable product deployment, and supply chain management, remain a key focus for employees. We actively encourage all colleagues to contribute ideas and initiatives to improve sustainability across the business.

Number of colleagues we employ

c.68,500

(2023: 62,900)



HEALTH & SAFETY

There is nothing more important in Rentokil Initial than ensuring that ‘Everyone Goes Home Safe’ at the end of their working day. Our colleagues, their families and our customers rely on this commitment. Health & Safety (H&S) will always be our first priority and there is no compromise on this.

Safety is the first item on every management team agenda – always. This includes the Board and Executive Leadership Team (ELT) meetings. Rentokil Initial’s Health & Safety approach comprises Company-wide and national programmes, focusing on operational protocols and actions taken to reduce risk.

The primary focus areas are where potential impacts are greatest, including driving at work, working at height, fumigation, working in areas of high voltage and machinery safety.

Our underpinning policies are featured on the Rentokil Initial website, along with our Health & Safety Policy. All safety policies are overseen by our Chief Procurement and Sustainability Officer, a member of the ELT.

The Company’s Safety, Health and Environment (SHE) team includes Group, regional and country leaders, reflecting regional cultures, local legislation, and operational capabilities. The SHE team establishes Company-wide policies, programmes, learning and development and SHE initiatives.

Lost Time Accidents (LTA) rate

0.29

(2023: 0.31)



Our colleagues’ safety always comes first. This is one of our primary ESG risks and is managed by a dedicated SHE team with consistent policies and measures across the Company. We continued to operate with our robust policies and processes including: H&S Policy Statement, H&S Management Standard, H&S Operational Standards, H&S Guidance Documents, and Regional/Country H&S Management Systems.

This year, we have delivered another high level of colleague safety – reducing both the frequency of accidents and the severity. Our Lost Time Accident rate improved to 0.29 (against our target of 0.31) and Working Days Lost to 6.25 (against our target of 7.05), which have exceeded target by 6.5% and 11.3% respectively, year-on-year. This performance was driven by our ongoing focus on safety, robust management standards, and commitment to best practices. 14 million site risk assessments (SRA) were undertaken in 2024 (c.11 million in 2023) using our SRA app.

The mySHE incident reporting system is fully embedded across the business. Leading safety training for managers achieved a 92% completion rate in 2024. Regrettably, there was one work-related colleague fatality in 2024 (2023: 0 fatalities) involving a fall from height. The incident was thoroughly investigated and any lessons incorporated into safety training and guidance.

We had one health & safety fine in the Group in 2024 of \$5,763 (USD) from the Occupational Safety and Health Administration related to a late reported incident.

→ See page 69 for our Health & Safety KPIs

Working Days Lost (WDL) rate

6.25

(2023: 7.05)

LONG-TERM FOCUS ON SAFETY

10 YEARS OF LTA RATES BELOW 1

► 2008

LTA*: 2.06 WDL**: 50.84

► 2014

LTA: <1

► 2024

LTA: 0.29

WDL: 6.25

2009	2010	2011	2012	2013	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Minimum standards for working at height 2009-2010 • Minimum standards for working at height • SHE leadership team established 2010-2011 • Minimum standards for core processes (e.g. incident management) • SHE goals incorporated in PDRs for operations			Chief Executive SHE Awards first introduced 2011-2012 • SHE Health-Check audits launched • ‘In Focus’ initiatives first introduced • New safety training introduced 2012-2013 • Programme to improve workplace transport safety • Chief Executive SHE Awards first introduced 2013-2014 • Improved site-risk assessment process and tools launched • Improved working practices for roof void work			LTA rate <1 for the first time 2014-2015 • Golden Rules implemented • Innovative online training tools launched • Minimum standards for fumigation 2015-2016 • Driving at work standards implemented • Focus on improved near-miss reporting • ‘In Focus’ initiatives extended 2016-2017 • Safety Leadership Behaviours launched • Digital tools rolled out, including Site Risk Assessment app			Electricity Golden rules and High Voltage policy 2017-2018 • Safety Moments initiative launched • Training to identify potential electrical risks 2018-2021 • Electricity Golden Rules and High Voltage policy • Increased fumigation governance • Global launch of Disinfection services • Reviewing all Group SHE policies in 2021, consolidating information and creating a H&S Policy Framework			LTA rate of <1 for eight years 2022 • Alignment of Terminix policies with Rentokil Initial, including the provision of new safety boots and bee suits for Terminix colleagues ahead of the insect-stinging season New global safety incident platform 2023 • Rolled out global safety incident management platform, which is now being fully used across all regions • Developed enhanced training on road safety			New e-Driving Safety Programme in North America In the UK we were awarded the RoSPA Gold Medal, recognising the achievement of over five consecutive Gold Awards 	

* LTA: The Lost Time Accident rate is calculated as the number of lost time accidents (injuries and illnesses) per 100,000 hours worked.
** WDL: The Working Days Lost rate is calculated as the number of working days that colleagues could not work because of lost time accidents (injuries and illnesses) per 100,000 hours worked.

CHIEF EXECUTIVE'S HEALTH & SAFETY AWARDS

We recognise that engaging colleagues and sharing best practices across our operations is an important part of maintaining our world-class Health & Safety standards. Our Chief Executive Awards recognise the highest levels of excellence and achievement.



MOST IMPROVED

H&S Performance Large Country/
Business:

WINNER: UK - WASHROOM HYGIENE

The team achieved a significant improvement in safety performance - undertaking a range of actions including improved near-miss reporting, monthly review of telematics results and rewarding leading safe drivers. They also enhanced PPE with new needlestick-resistant gloves and high-visibility clothing.



MOST IMPROVED

H&S Performance Intermediate
Country/Business:

WINNER: REPUBLIC OF KOREA

Strong safety leadership has resulted in zero lost time accidents and working days lost for three years. In 2024, the team actively deployed a range of safety programmes to drive performance including reviews of all "own fault" vehicle collisions however minor, and using the dashcam footage to help improve driver behaviour.



MOST IMPROVED

H&S Performance Smaller Country/
Business:

WINNER: ARGENTINA – ECOTEC

The team achieved a significant reduction in Lost Time Accidents with improved colleague communication and engagement programmes e.g. daily pre-job safety briefings and new safety videos covering the common risks.



BEST H&S INITIATIVE OF THE YEAR

WINNER: LEBANON

In the face of heightened risk, the team prioritised the safety of team members and their families. The team implemented an extensive range of proactive measures designed to protect lives, preserve colleagues' mental well-being, and ensured business continuity. As a result of their rigorous safety approach, the team achieved zero accidents and ensured that every colleague remained safe.



H&S CHAMPION - COLLEAGUE AWARD

WINNER: RAYMOND MILLER

Raymond actively leads with a passion for improving safety performance. He leads weekly safety meetings with his branch colleagues, with levels of colleague engagement, training and driver performance amongst the highest across North America. Raymond also gives more than 400 hours of his personal time annually to a local foundation dedicated to preventing domestic violence.



RECRUITMENT

Our Career+ app is the global platform for colleagues to apply for, refer, or share our career opportunities easily across their social networks

In 2024, it enabled 54,752 shares of our vacancies, delivering 23,893 external applications and 6,776 internal applications resulting in 2,268 hires. It has become our highest quality resourcing channel and its growth has accelerated since being introduced in North America, accounting for over 52% of all applications in 2024.

PROVIDING OPPORTUNITIES FOR YOUNG PEOPLE

Rentokil Initial was first accepted as an employer provider on the Register of Apprenticeship Training Providers, now known as the APAR, in March 2017.

Our apprentice training is delivered in the field via field trainers and assessors, online through U+, and in the classroom using qualified trainers. The outcome for learners has been exceptionally good with 650 distinctions and 84 passes recorded to date.

In 2024 Rentokil Initial accounted for c.5% of the Customer Service Apprenticeships in England. We currently have 229 apprentices across our UK businesses working towards a Level 2 Customer Service Apprenticeship. During the year we achieved #68 in the Top 100 Apprenticeship Employers.

229

Apprentices in the UK



COLLEAGUE ENGAGEMENT

Listening to the opinions of our colleagues will always be an important part of our culture.

Our 'Your Voice Counts' survey provides all of our colleagues an opportunity to give confidential feedback on workplace culture, leadership, customer focus, development, and line manager performance.

In September 2023, we undertook our bi-annual all-colleague census survey, including Terminix colleagues for the first time.

With a high response rate of 90% (10% above all-company average), we maintained high levels of colleague engagement (79% – in line with Global Company Norm) and colleague enablement (83% – five points ahead of the Global Company Norm).

The survey is undertaken every two years to allow for appropriate time for us to respond to feedback – this year some 18,000 local actions were logged due to the survey.

Our reward strategy is designed to provide colleagues with opportunities to earn a total remuneration package that is appropriate to motivate and retain them as they build a long-term career with us. In the UK, all colleagues are paid at least the National Living Wage, excluding apprentices who are paid at the appropriate National Minimum Wage rate for their age. This is then built upon by incentives and RI Rewards which offers colleagues benefits such as saving at supermarkets, children's clothing, utilities, and entertainment. This strategy was developed in consultation with colleagues and aligns with our performance-based culture.



Your Voice Counts

'Your Voice Counts' 2023 response rate

90%

STRONG ENGAGEMENT

TRAINING & DEVELOPMENT

A key focus of our training and development activity is to support and equip our colleagues around the world with the knowledge and skills they need to perform in their roles and to deliver the best possible service to our customers.

We provide a career development pathway and encourage internal promotion.

We provide extensive technical training for colleagues, based on a combination of hands-on experience, agile digital learning, and traditional classroom-delivered training: for example, in their first year, a Level One Technician in the UK would receive 200 hours of field training and 40 hours of classroom training (based on an eight hour day and £30,000 salary); a Level Two Technician will receive ten hours of U+ training and 32 hours of classroom training.

DIGITAL LEARNING

Our award-winning digital learning platform U+ is our key digital platform for facilitating the development of our people. U+ provides content across all regions. Colleagues have access to U+ with the biggest users being our frontline colleagues, who account for 93% of all users. Active usage of the system has increased by 10% to 74% in 2024 meaning we averaged over 39,000 active users this year. Colleagues access the system for both mandatory onboarding as well as regular upskilling.

2.6 million activities were completed within U+ in 2024, which is a 34% increase vs 2023. Activities completed covered topics such as health and safety, customer care, regulation, product training and sales.

In 2024, investment continued through the purchase of a new digital learning provision. We are now providing digital soft skills training to all colleagues who use U+ with access to thousands of pieces of content.

EUROPE CX ACADEMY

In Europe the ongoing focus on careers and development continued with career and learning festivals running in every market and the launch of the Europe CX Academy.

The Europe CX Academy is a multilevel development framework to develop customer colleagues as part of the Europe CX Programme. The academy focuses on developing key skills to build excellent customer service including Think Like a Customer, Golden Rules of Customer Service and being Customer Care role models. To date over 450 colleagues have completed the CX Academy programme and retention of customer care colleagues has improved (92.8%).

FUTURE LEADERS

Rentokil Initial continues to invest in talent management and the development of our team to ensure we have the leaders we need to deliver our future strategy.

Over the last year, our senior (WL4+) management team has been supplemented and refreshed with a number of appointments. Of those who have been appointed to their current role in the last year, 73% have been internal appointments.

We continue with our very successful Talent Pool Programme. Individuals within our talent pools receive intensive and accelerated development, designed around their individual needs and career aspirations. From our most recent Fast Track Global Talent Pool, which finished in 2024, 69% of participants have been promoted and 42% of participants are female which is the highest number of females we have had in the Fast Track cohort since the programme began in 2017.

Our overall executive succession picture has maintained its high level of successors over the last 12 months with 73% of the Executive Leadership Team (ELT) and 78% of the Group Leadership Forum having a near-term successor.

Technical training and promotions in the UK – UK Pest 2024



TRAINING & DEVELOPMENT CONTINUED

MYCAREER IN LATIN AMERICA

In 2024, over 350 technicians and supervisors participated in the MyCareer and Academy initiative. The initiative was launched with the purpose of transforming leadership, talent and career development in the region by offering a career and development pathway that supports technicians through to expert leaders.

To date over 1,000 technicians have been certified through the academy showing our commitment to building skills throughout the organisation.



174,000

Five-star reviews generated from the RI Ambassador programme in Asia and MENAT

THE RI AMBASSADOR PROGRAMME

In 2024, we launched the Rentokil Initial Ambassador programme in the Asia MENAT region, a key initiative aimed at elevating customer service excellence. From March to November, a dedicated competition engaged and incentivised our technicians to achieve five-star customer reviews.

To empower our team, comprehensive training was provided, reinforcing our core values and commitment to exceptional service. This programme yielded impressive results: the percentage of technicians receiving five-star reviews increased from 49% (first month 8,000 five-star reviews) to 75% by year end, generating a cumulative total of 174,000 five-star reviews.

North America also delivered a highly impressive review generation programme in 2024. By leveraging the skills of technicians and field colleagues, the number of five-star reviews improved from 2023 of around 200%. The average star rating was 4.86 (+25% from 2023).

Following the huge success in the Asia MENAT and North America regions, this programme will be rolled out in Europe and Pacific in 2025 and further supported by U+ through the digitalisation of key trainings and leaderboards showing individual successes.



Top performers in the RI Ambassador programme in Asia MENAT were invited to Bali to celebrate their success.

COMMITTED TO COLLEAGUE HEALTH AND WELLBEING

Our enhanced colleague wellbeing objectives are to support colleagues' wellbeing holistically as well as at times of personal crisis and to provide wellbeing resources and support, including for mental health, for colleagues to help them focus on improving their overall wellbeing.

WELLBEING CENTRE

Specific support for mental health

COLLEAGUE SUPPORT

Mental health first aiders

WORLD MENTAL HEALTH DAY

R U OK? day awareness events

CYCLE TO WORK SCHEME

Saves up to 42% on a bicycle purchase

FINANCIAL HEALTH

Webinars with HSBC

Our online wellbeing centre focuses on four key areas of **Move** (physical wellbeing), **Munch** (healthy eating), **Money** (financial planning and budgeting) and **Mind** (mental health). As an example, under the Mind section, content is available under themes such as Reduce Stress and Anxiety, Better Sleep and Mindfulness. Under the Move section we include videos that range from full body workouts to yoga, barre and stretching. Colleagues can also apply to the Cycle to Work scheme and save up to 42% on a new bicycle.

Many of our office-based employees have the opportunity for hybrid working and we provide a comprehensive policy which covers the key requirements of hybrid working including that colleagues must take adequate breaks as per the Working Time Regulations of 1998.

Our Chief Executive is responsible for all ESG operational matters, including social aspects including health and wellbeing of colleagues. Our Group HR Director has specific operational responsibility for overseeing workplace mental health. Our country leaders are passionate about colleague wellbeing across the organisation and both the regional and functional Managing Directors and local country leadership are the key drivers behind improving mental health and resilience in the workplace. They drive this through both HR & their leadership teams.

MANAGER TRAINING

We have an ongoing programme of training all team leaders/managers in Health, Wellbeing and Resilience, starting with c.600 leaders. We have continued to deliver this training course for colleagues as they are promoted into manager roles – this is now a key part of our strategy to train our managers in feeling confident when dealing with this difficult topic.



COMMITTED TO COLLEAGUE HEALTH AND WELLBEING CONTINUED

“

We are committed to the health, safety and wellbeing of our colleagues and I am committed to encouraging a culture of openness and support for mental health. Our activities such as R U OK? are raising awareness and demonstrate our commitment.

Andy Ransom
Chief Executive

EMPLOYEE ASSISTANCE AND SUPPORT

Colleagues also have access to a confidential, specialist 24/7 helpline that offers expert guidance covering a range of areas. Designed to provide support to all colleagues, situations such as dealing with periods of intense change, relationship issues, and even substance abuse can be discussed: colleagues can also receive counselling to help tackle problems related to stress. The service is delivered by a team of qualified psychologists and social workers, backed up by a team of trained mental health first aiders. This programme also offers advice for managers when dealing with mental health issues.

Colleagues also have access
to a confidential, specialist

24/7

Helpline



We run initiatives and specific awareness campaigns to help and support our colleagues maintain their wellbeing and mental health. For instance:

- We have partnered with HSBC to provide financial wellbeing webinars on various topics such as pensions, investments, savings and first-time buyers.
- We track reasons for absence with personal concerns (family issues, divorce, financial) accounting for the majority of mental health related reasons.
- In Europe, each country undertakes a biannual Psycho-Social Risk Assessment with all employees – usually administered via an external survey. This is to measure and mitigate for issues such as stress, harassment, discrimination etc. Results are made available to branch level. We take this requirement very seriously and any branch or business with a low score is required to put in place an action plan to address issues and share and report progress on this with employees and unions or works councils.
- In the UK we have introduced a workplace adjustment document – which has been created to capture any mental health diagnosis, workplace adjustments and support process, and ask colleagues to complete this with their line manager on a voluntary basis and review and update accordingly. The record is strictly confidential.



R U OK?

Colleagues in branches across the Pacific region gathered together in 2024 to raise awareness of R U OK Day. Teams united to support mental health initiatives and encourage open conversations. Colleagues were encouraged to remember to check in with each other and offer to listen if needed, creating a supportive environment where everyone feels valued and heard.

Dedicated onboarding specialists ensure that all new starters experience a seamless entry into our business. As one said: “It’s not just about paperwork and procedures; it’s about always asking the important question: ‘R U OK?’ Throughout the onboarding journey, we prioritise wellbeing with regular check-ins to ensure new colleagues settle in and progress.”

R U OK? is a national Australian suicide prevention charity that encourages people to invest more time in their personal relationships and in the development of informal support networks – friends, family, and colleagues. Everyone is encouraged to be alert to those around them, have a conversation if they identify signs of distress or difficulty, and connect someone to appropriate support, long before they’re in crisis.

A DIVERSE AND INCLUSIVE CULTURE

Rentokil Initial is a diverse organisation by its nature, operating in 89 countries. We strive to create an environment where everyone’s view is heard, everyone’s contribution matters, and everyone has equal opportunities to succeed.

DIVERSITY

Our workplace strategy places great emphasis on diversity, where everyone regardless of gender identity, race, colour, nationality, age, sexual orientation, physical ability or background can reach the highest levels based on merit.

As required by section 414C of the Companies Act 2006, our diversity data for 2024 is as follows:

- 16,247 (24%) of colleagues were female and 52,238 (76%) male.
- 40 (28%) of our senior leaders were female and 104 (72%) male.
- 71 (29%) of our senior leaders (including subsidiary Directors) were female and 171 (71%) male.
- Three (30%) of our Board Directors were female.



In the US, we have introduced our first Colleague Resource Groups to increase colleague engagement and provide a space where our colleagues can gather and grow as a community. Eight groups have been introduced which represent our colleagues’ diverse cultures, ethnicities, backgrounds, interests and orientations. There are 800 colleagues participating.

We have a long-standing commitment to DE&I with a Board Diversity Policy and a Group Diversity, Equity and Inclusion Policy. Our Group DE&I policy is reviewed each year as part of our annual policy review. The policy outlines the Company’s commitment to ensuring we create a working environment where everyone can feel safe, contribute, develop, be rewarded for the value they bring and enjoy long and fulfilling careers with our organisation. All HR policies are the responsibility of our HR department.

INCLUSION

As awareness around period poverty and dignity continues to rise and the feminine hygiene market experiences sustained growth, there’s an emerging demand for businesses and institutions to prioritise access to free sanitary products. Offering these products not only supports a positive social impact but also aligns with evolving consumer and employee expectations. Leading the charge, countries like Scotland and New Zealand have set the standard by mandating free menstrual hygiene products in schools and universities, ensuring that students don’t miss out on education due to period poverty. Similarly, millennial and Gen Z employees are increasingly expecting their employers to provide free sanitary products in workplace washrooms, recognising it as an essential part of creating an inclusive, supportive environment.

GENDER DIVERSITY

	2024		2023	
	Total	% Female	Total	% Female
Board	10	30%	9	33%
Executive Leadership	11	18%	12	16.6%

ETHNIC DIVERSITY

	White		Not White	
	2024	2023	2024	2023
Board	70%	78%	20%	22%

Diversity Reporting (under the Companies Act 2006, the Corporate Governance Code and the Listing Rules)

This year we were thrilled to announce the launch of our Washroom Dignity campaign, focusing on facilitating menstrual health, firstly in our own offices and warehouses. As part of our commitment to fostering an inclusive culture, we have been providing free access to high-quality organic pads in our washrooms for any emergency condition since October 2024.

This initiative features our latest washroom dignity solution – the Initial FreeVend FlexCare Dispenser. Crafted with a robust, fully recyclable steel body, this dispenser ensures a hassle-free and hygienic washroom experience for all.

GENDER GAP REPORT

Rentokil Initial has had a global grading and reward structure in place for several years, which supports the principles of fairness and equity, and we are committed to ensuring that men and women are paid and rewarded on the same basis for doing equivalent jobs. This can be evidenced by there being no material gender pay gap recorded for hourly pay when viewed as a whole or by quartile. We continue to have no material gender pay gap between men and women, with a median of -3.6% and a mean of -7.1%, which is significantly better than the UK average for ‘all employees’ of +13.1%, reported by the Office for National Statistics.

In accordance with The Equality Act 2010 (Gender Pay Gap Information) Regulations 2017, we are required to publish this information every year.

[Click here to see our Gender Gap report](#)

RI'S GOT TALENT

REFLECTING OUR VALUES AND CULTURE

Inspired by a Rap video created by our Rentokil team in China, in 2024 we launched a global talent competition, RI's Got Talent, inviting colleagues to submit a video of their skills to share with the Rentokil Initial community.

There was a very enthusiastic response with over 120 videos submitted from 30 countries with acts ranging from singing and playing instruments to drawing, dancing, reading poetry and even building a computer game and landing a fish!

With a finalist list of 30 to choose from, there was great engagement with around 5,000 colleagues voting for their favourite act. The results were announced on an end-of-year global live stream by Andy Ransom, Chief Executive, to all colleagues.



AND THE WINNERS WERE:



GOLD AWARD

AGUNG DWARISTI

From Indonesia, singing
'All I Have to Do is Dream'



SILVER AWARD

HARISH K

From India performing
his own RAP HIP HOP



BRONZE AWARD

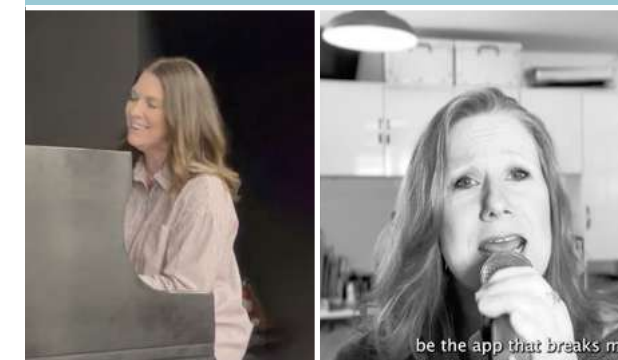
'THE PEST KILLERS'

A punk rock band made up of
colleagues in Sweden performing their
own song called 'Rent To Kill'



SPECIAL MENTIONS ALSO WENT TO:

- **Best teamwork in performance:** Team Taiwan for their Picasso style artwork
- **Best car karaoke performance:** Metina Malies, South Africa
- **Most unexpected talent:** Edward Ng, Brunei, showing astonishing talent with a yoyo
- **Most creative costumes:** Brunei HR team dressed as penguins
- **Best cover performances:** Candace Davis, US and The Pest Band, Chile
- **Best comedy performance:** Lizzi Mills' brilliant parody based on the Oasis Ticketmaster debacle
- **Best use of RI brand or product in performance:** Victor Mahrs, Sweden
- **Best dance performance:** Jacky Dong, Australia



ENVIRONMENT

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83%

Of colleagues affirmed that Rentokil Initial is making the right decisions to operate as an environmentally responsible business. (YVC Survey 2023)





OUR APPROACH

At Rentokil Initial, we remain steadfast in our commitment to helping our customers achieve their sustainability goals and driving transformative change across our industry.

In 2024, we continued to leverage our collective expertise to:

Drive meaningful progress across our operations: We are on track to achieve net zero emissions by 2040, with targeted milestones and measurable actions to ensure consistent progress.



Fumigation emissions reduced by 21% over 2 years

Innovate sustainably: We prioritise sustainability in every aspect of our service delivery and product design, continuously seeking innovative solutions that reduce environmental impact.



500,000 Lumnia units now installed delivering 79% in energy savings compared to previous ranges

Foster a culture of sustainability: By embedding sustainable practices into every facet of our operations, workplaces, and supply chain, we empower our people to act proactively and reduce emissions at all levels of the organisation.



60 sustainability ambassadors appointed in France in 2024

Reduce, reuse, and recycle: Our goal is to eliminate waste sent to landfill and incineration, while maximising the use of recycled materials in our products and processes.



43,000 devices refurbished in 2024 in France

Partner to protect the planet: Through long-term collaborations, we support biodiversity initiatives and environmental preservation to leave a positive legacy for future generations.



Long-term partnership with Cool Earth to limit deforestation

LEADERSHIP AND ACCOUNTABILITY

Environmental priorities hold a central place in our decision-making processes. At the Group’s Executive Leadership Team (ELT) and Group Leadership Forum (GLF) meetings, Environment remains the third item on the agenda after Safety and People. Regular reporting tracks vehicle emissions intensity and fuel efficiency across our 20 largest operations, benchmarking performance year-over-year. This data is regularly presented to the ELT and GLF.

To support our environment plan, we have established Company-wide working groups to drive progress in critical areas, including:

- **Global Sustainability Mobility Forum:** This bi-annual forum brings together colleagues from around the world to share best practices, provide updates on electric vehicle readiness, and coordinate sustainable product deployment strategies.
- **Sustainability Forum for Plastics:** This team focuses on reducing virgin plastic use across the business. By collaborating internally and with suppliers, we aim to drive reductions in plastic consumption and inspire industry-wide change.

GOVERNANCE AND REPORTING

Our Chief Executive retains Board-level accountability for responsible business practices, supported operationally by our Chief Sustainability and Procurement Officer. Together, they engage with stakeholders to advance our environmental ambitions. Our Regional and Country MDs are responsible for the local execution of the plan.

We remain committed to transparency and accountability by reporting against the Task Force on Climate-related Financial Disclosures (TCFD) and Sustainable Accounting Standards Board (SASB) frameworks. We also maintain independent accreditations, including the Dow Jones Sustainability Index (DJSI) and the Carbon Disclosure Project (CDP), while aligning our activities with the United Nations Sustainable Development Goals (SDGs).

Rentokil Initial has published emissions data for the past 20 years.

- **Environmental-efficiency metrics see page 71**
- **Absolute emissions and waste data see page 70**

OUR PLAN

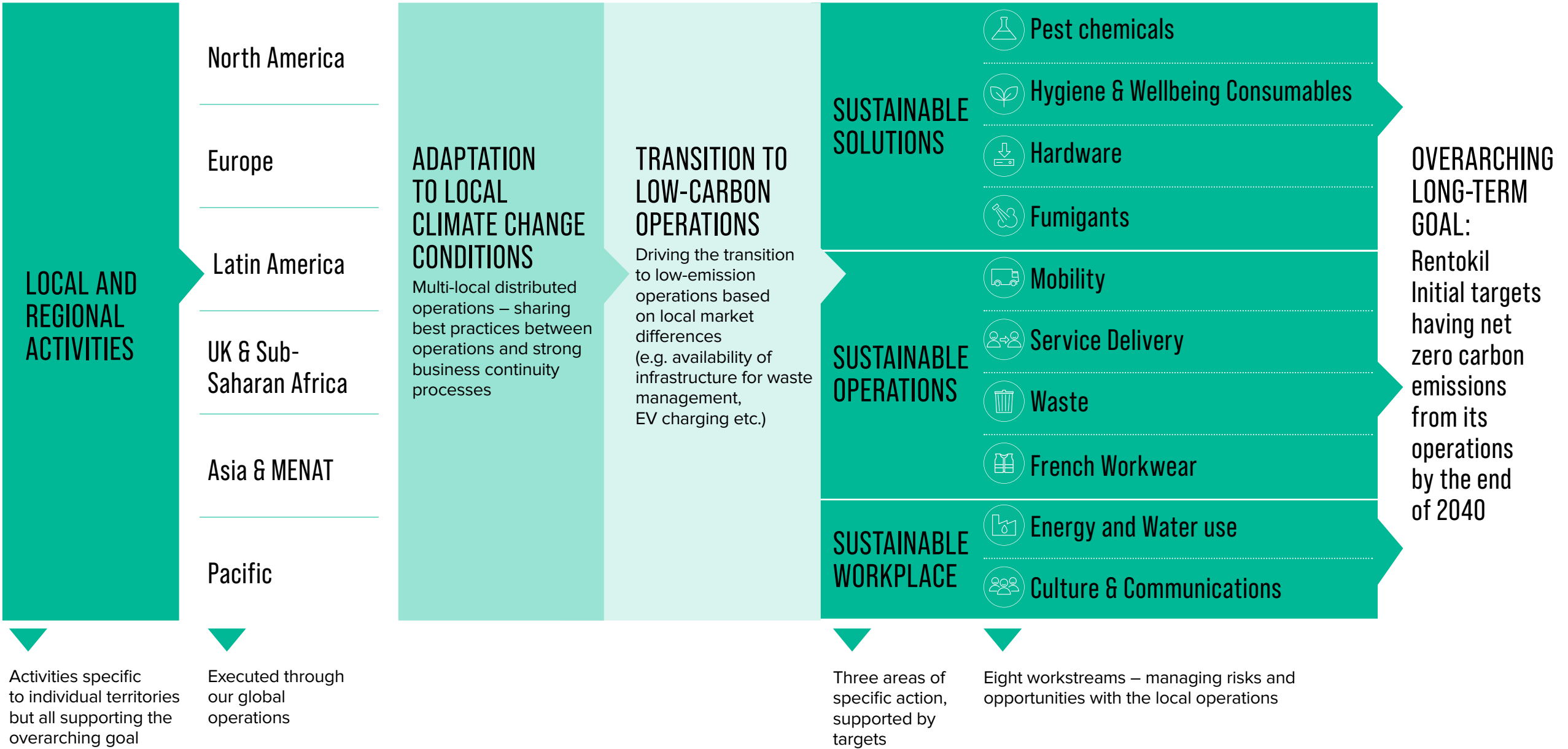
Our environment plan, delivered through our country operations, continues to drive meaningful progress across three foundational pillars: Sustainable Solutions, Sustainable Operations, and Sustainable Workplace.

These pillars are underpinned by targeted workstreams, each aligned with specific actions and measurable short- to medium-term targets. This comprehensive framework enables us to embed sustainability into every aspect of our business while addressing the unique challenges and opportunities in the diverse regions we serve.

Key elements of our transition plan are well underway, demonstrating measurable progress in our environmental goals. This includes the rollout of our ultra-low emission fleet, a critical step in reducing transportation-related emissions, and the ongoing shift toward renewable energy sources to power our properties. These initiatives reflect our commitment to operational excellence and innovation in sustainability.

Our regions have developed bespoke sustainability plans aligned with our overarching net zero target. These plans reflect the unique environmental challenges and opportunities within each region, ensuring localised solutions that address specific needs. Progress against these plans is reviewed regularly during the Chief Executive’s monthly performance updates with regional leadership teams, fostering accountability and enabling the exchange of best practices across regions.

Key elements of the transition plan are underway including our transition to an ultra-low emission fleet, and the reduction in our energy emissions by moving to renewable property energy.



→ For our targets, see Our Transition to Net Zero, page 27

→ See pages 28 to 31

OUR TRANSITION TO NET ZERO

- Transition plans underway in countries
- First renewable energy contracts introduced
- 52 bolt-on acquisitions with £146.6m revenues

- 16% reduction in our emissions intensity index
- c.8% of Europe and UK fleet is ULEV
- Emissions from fumigation reduced by 16%



- **Target:** Reduce our emissions intensity by 20% by the end of 2025
- **Target:** 10% Europe and UK fleet to be ULEVs



- **Target:** 100% ULEV fleet
- **Target:** Net zero operations
- Any residual emissions are offset

2020

2021

2022

2023

2024

2025

2030

2040

NET ZERO



- Net zero by 2040 target established
- New emissions intensity target – 20% reduction by the end 2025

- Emissions intensity reduced by 9.6%
- Fleet transition in UK and Europe; more sustainable fumigation service trials underway
- Acquisition of Terminix with c.\$2bn revenues and 52 bolt-on acquisitions
- No change to net zero target

- 17.3% reduction in our emissions intensity index
- Emissions from fumigation reduced by 5% and by 21% over two years
- 36 bolt-on acquisitions with £140m revenues
- **Target achieved:** 10% of European and UK fleet is now ULEV



- **Target:** 90% of properties in the UK and Europe using renewable energy by 2030
- **Target:** Majority of vehicles will be ULEV in UK and Europe by 2030
- **Target:** 70% reduction in emissions from fumigation (base year 2022)

OUR PROGRESS IN 2024

In 2024, we made meaningful progress on our ambitious environmental plan, delivering initiatives and programmes designed to reduce our environmental footprint across the business.



In 2024, the Company grew total Revenue by 3.9%. We acquired 36 businesses which added £140 million of annualised Revenue. At the same time, we generated 410,632 tonnes of CO₂e from energy and fuel, this is a year-on-year increase of 0.8%.

We also generated 1,228,485 tonnes of emissions providing customers with fumigation services that utilise sulfuryl fluoride, this is a decrease of 5% year on year.

Combined, our absolute emissions in 2024 were 1,639,117 (2023: 1,700,400), a year-on-year reduction of 61,283 tonnes, or 3.60%.

Significant progress was achieved through our environment workstreams, which drive targeted action across key areas. Highlights include the continued rollout of our ultra-low emission fleet, further transition of our properties to renewable electricity, and initiatives to reduce reliance on high-impact materials such as sulfuryl fluoride.

These efforts demonstrate the energy and commitment invested in our sustainability strategy, ensuring our growth aligns with our environmental goals and our pathway to net zero remains on track.

Our Sustainable Solutions workstreams aim at reducing the impact of the products we purchase and use in our operations, including production, transportation and logistics.

96%

Of paper provided to customers globally holds appropriate environmental accreditation



1. PEST CHEMICALS

We are committed to minimising the use of chemicals in pest control by leveraging integrated pest management (IPM) practices, digital connected solutions, and sustainable devices. Wherever possible, we use more sustainable alternatives such as heat treatments.

All products used in our operations are carefully selected from our authorised product list. Before any pest control activity is undertaken, a site risk assessment is conducted to determine the most appropriate response to manage the infestation. Where suitable, we recommend alternative IPM strategies, including proofing and improved housekeeping measures.

During the year, our teams carried out more than 14m Site Risk Assessments (SRA) using our SRA app, ensuring a safe and effective approach tailored to each situation (2023: 11m).

Our operations follow local regulations, and we adhere to the standards outlined by the Campaign for Responsible Rodenticide Use.

In 2024, we signed an agreement with a third party who will help us evaluate the environmental impact of the chemicals we use. From 2025, where we have sufficient data, and where we do not impact treatment efficacy, we will prioritise solutions with a lower environmental impact, subject to providing the most effective treatment.



2. CONSUMABLES

We continue to focus on reducing the environmental impact of our consumables, including paper, soaps, and plastics.

Paper products

Our aim has always been to ensure that all hygiene paper products meet recognised environmental standards, such as FSC (Forest Stewardship Council) certification for virgin fibre or EU Ecolabel (or equivalent) accreditation for recycled products. We set an ambitious target of achieving over 90% compliance, and we are proud to report that, as of 2024, 96% of the paper we provided to customers globally held appropriate environmental accreditation, such as FSC, EU Ecolabel, or Blue Angel.

Building on this success, we are continuing to work closely with our suppliers to drive further progress and uphold our commitment to sustainability.

Responsible palm oil sourcing

We are also committed to ensuring that at least 90% of the palm oil used in our products and services is sourced from Roundtable on Sustainable Palm Oil approved supply chains. We are proud to confirm that this target was successfully achieved throughout 2024, demonstrating our commitment to sustainable sourcing practices.

Reduction in plastic bag usage

Our strict Standard Operating Procedures for the On-Site Servicing (OSS) of sanitary waste units ensure hygienic and professional handling while mitigating the spread of germs and bacteria. This method also provides significant environmental benefits compared to depot-washing of bins, including reductions in water and electricity usage, and transport CO₂ emissions. In Australia, for example, an analysis by The Carbon Trust calculated a 24% reduction in emissions associated with OSS compared to traditional depot-washing methods.



OUR PROGRESS IN 2024



3. HARDWARE

Our industry-leading centre for science and innovation, The Power Centre, continues to prioritise enhanced product performance and sustainability, with 100% of projects in the innovation pipeline classified as more sustainable. In 2024, we have expanded our innovation capacity with the opening of a new centre in the US, dedicated to residential pest control, termites, vector control, and sustainable fumigation. This facility has brought together specialists, including entomologists, vector scientists, fumigation chemists, and residential product developers, to drive innovation in sustainable pest management.

We offer a range of services and products designed to support our customers in achieving their sustainability objectives.

Rodent control

In pest control, our first consideration is to implement physical barriers, such as proofing and exclusion materials, to prevent pests from entering spaces. In 2024, we continued to expand the use of Flexi Armour, an innovative rodent-proofing solution. This product allows technicians to seal gaps using a resilient resin that flexes with expansion joints, effectively blocking rodent access while maintaining structural functionality.

All our rodent bait stations are now manufactured using recycled polymer.

79%

Energy saved by our innovative Lumnia LED fly control range. Over 500,000 units have been installed to date.

In 2024, we also launched RADAR X, a proprietary innovation to protect businesses from mice, featuring:

- Sustainability enhancements, including a longer battery life, reduced packaging, and a modular design with field-replaceable components to minimise waste.
- Durability, with a central unit capable of withstanding pressures of up to two metric tonnes, along with dust and water resistance (IP65 rating) for a longer service life.

Flying insect control

Our innovative Lumnia LED fly control range, which catches more than 18 types of flying insects, continues to offer a more effective and energy-efficient alternative to traditional fluorescent tubes systems:

- Energy savings of up to 79%;
- Lamps last 33% longer than other LED units on the market;
- 80% greater reach than traditional fluorescent tubes; and
- Zero toxic chemicals – no mercury.



EcoCatch

In 2024 we launched EcoCatch, an advanced and more sustainable fly control solution designed for exterior environments. Designed for businesses that value environmental responsibility without compromising efficacy, EcoCatch tackles the challenges of outdoor fly control and replaces conventional single-use products.

EcoCatch outperforms traditional fly control methods by a significant margin. In controlled tests, it was shown to catch 60% more flies in 24 hours than the market-leading external fly trap. This superior catch rate is a testament to the innovative design and effectiveness of EcoCatch. Our commitment to sustainability is evident in every aspect of EcoCatch. Over 33% of each unit is made from recycled plastic.

Signature AirFlow Scent

Our second largest service line in washroom hygiene is Air Freshening. To support opportunities for continued growth in this sector, in 2024, we introduced Signature AirFlow Scent. Features include:

- Optimised fragrance dispersion via airflow;
- Hardware is made from 70% post-consumer recycled plastic;
- Free from aerosols and propellants; and
- Reduces Volatile Organic Compounds by up to 70% when compared to aerosol equivalents.



OUR PROGRESS IN 2024

4. FUMIGANTS

Around the world, some of our operations provide customers with fumigation services that utilise sulfuryl fluoride (SF). The use of SF is specified as a treatment by some destination countries to prevent the spread of invasive pests, and also in the treatment of termites to prevent structural damage to buildings.

We are targeting a 70% reduction in emissions from fumigation activities by 2030, driven by our Replace-Reduce-Recapture (3R) initiatives:

- Replace: Prioritising non-chemical methods, such as heat treatments, whenever feasible;
- Reduce: Minimising the space requiring treatment, thus minimising the amount of fumigant used; and
- Recapture: Exploring experimental setups and filtration trials to capture fumigant gases.

We have also implemented measures to reduce the volume of fumigation gas used on customer sites such as utilising industrial balloons to minimise treatment spaces allowing us to reduce the quantity of fumigant used.

Through these actions, coupled with fluctuating customer demand, the emissions equivalent from fumigation decreased by 5% year on year in 2024 and by 21% over two years.

5%

Reduction in emissions from fumigation in 2024

5. MOBILITY

We are committed to minimising vehicle emissions and improving the sustainability of our fleet through the following measures:

- Optimising vehicle size and type;
- Selecting vehicles with the lowest CO₂e emissions;
- Using route-planning tools; and
- Implementing telematics to encourage more efficient driving practices.

Expanding sustainable mobility options

Our fleet now includes a variety of more sustainable mobility solutions, such as:

- Electric vehicles and plug-in hybrids;
- Non-plug-in hybrids, e-motorbikes, hybrid motorbikes, e-trikes; and
- Use of public transport where feasible.



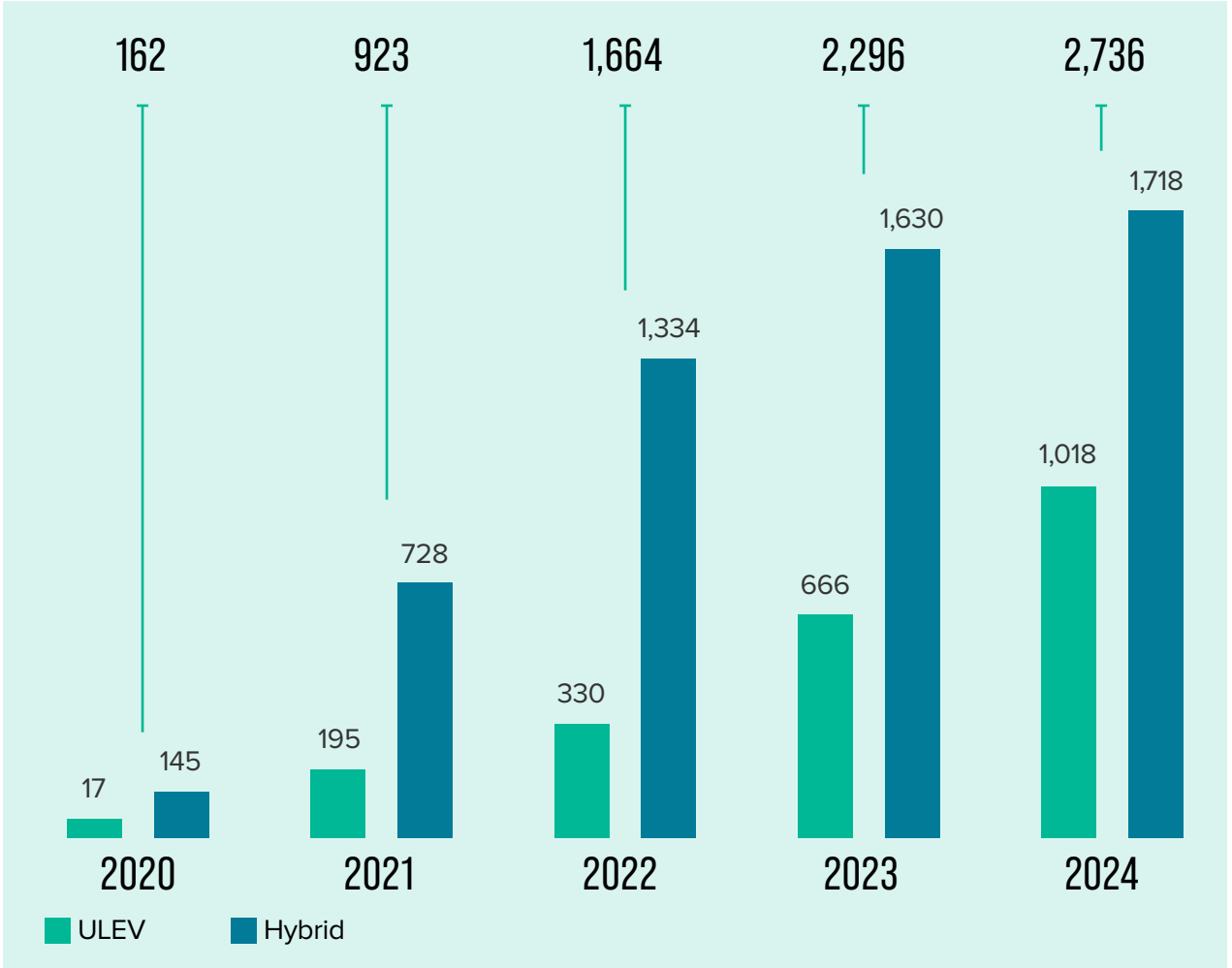
Transitioning the fleet

We continue to make progress in our strategy to reduce mobility emissions and transition our fleet to ultra-low emission vehicles (ULEV) by 2040, while also using low emission vehicles (LEV) as part of our journey towards net zero (see below for definitions).

By the end of 2024, our fleet included:

- 1,018 ULEV (2023: 666); and
- 1,718 Hybrid LEV (2023: 1,630).

In 2024, we were delighted to achieve a key milestone ahead of schedule, with over 10% of our UK and European fleet now composed of ULEVs, one year ahead of our 2025 deadline. However, challenges remain, including a lack of sufficient electric charging infrastructure in some countries and the limited availability of large ULEVs suitable for our operational needs (where battery range for example is poor at 100–130 miles in contrast to the passenger cars of at least 300 miles). In addition, many of our van drivers do not have off road parking and so access to overnight charging infrastructure is limited.



OUR PROGRESS IN 2024

43,000

Devices were refurbished in 2024 in France



6. WASTE & SERVICE DELIVERY

We are dedicated to promoting the responsible sourcing of products and services and the safe and sustainable disposal of waste. Our goal is to operate at the highest possible standard supported by local infrastructure in each country.

Reducing the environmental impact of waste is a key focus, including the waste collected through our washroom services, which represents a significant portion of the total waste we manage in countries where these services are offered. In certain cases, such as the disposal of medical or feminine hygiene waste, regulations require incineration for health and safety reasons. However, where we have control, we actively implement strategies to enhance the sustainability of our waste disposal processes.

In 2024 we delivered further reductions in plastic packaging on products including: Lumnia, Signature AF Fan, Signature Dual Sanitiser, Signature CM Folded Paper Dispenser, Signature Jumbo Roll Tissue, and Signature Demand Flush.

These initiatives underline our commitment to reducing the environmental impact of waste management, both within our operations and on behalf of our customers.

In France, the business undertook a programme to train and educate colleagues on waste separation. It has also installed three workshops with eight dedicated employees to refurbish products; 43,000 devices were refurbished in 2024.



7. ENERGY

Our strategy to reduce emissions from purchased electricity focuses on transitioning to renewable energy and renewable tariffs in our owned buildings, prioritising our top 20 countries.

In 2024, renewable energy contracts across the Group contributed to a reduction of our carbon footprint by 2,075 tonnes. Energy efficiency initiatives We are also committed to improving energy efficiency in our properties.

Key measures include:

- Installing LED lighting in branches and warehouses, and solar panels where possible – particularly our operations in Asia, Latin America, and Europe and also our Global head office;
- Implementing motion-sensor systems for lights, heating, and air conditioning to switch off automatically after periods of inactivity;
- Introducing new energy-efficient systems across our facilities; and
- Renewable energy – we purchase renewable energy subject to availability. However, the cost of renewable energy in some markets is also restrictive. Our operations in Europe and the Pacific have the largest opportunities for use of renewable energy.



8. WATER & FRANCE WORKWEAR

In 2024, our Workwear plants in France have maintained their level of water efficiency with usage of 10.1 litres/kg of workwear processed (2023: 9.9 litres). These efforts reflect our ongoing commitment to reducing the environmental impact of our properties and driving more sustainable operations across the Group.

→ **Environmental-efficiency metrics**
see page 71

→ **Absolute emissions and waste data**
see page 70



9. CULTURE

During 2024, in France, we appointed 60 sustainability ambassadors. We continue to communicate and listen to colleagues about our sustainability priorities.

In 2025 we will undertake our next all-colleague survey.



2024 ENVIRONMENTAL AWARDS

Engaging colleagues and sharing best practices across our operations is a vital part of implementing our Environmental Plan. To celebrate and recognise positive achievements, we host the Chief Executive’s Environmental Awards, which spotlight excellence in environmental initiatives. These awards are a key component of our broader Safety, Health & Environment (SHE) Awards, which honour outstanding contributions in both Health & Safety and Environmental performance.

→ See our Health & Safety awards on page 16
→ For absolute emissions and waste data, please see Environment Metrics on page 70



MOST IMPROVED
Environment Performance Large Country/Business

**WINNER:
CHILE**

The team made incredible progress with improving their environmental performance through a wide range of successful programmes and initiatives, including mobility (first electric vehicles), energy (LED lighting in 86% of branches) and waste improvements (44% increase in recycling).



MOST IMPROVED
Environment Performance Intermediate Country/Business

**WINNER:
NORWAY**

The Pest Control team achieved a 11.5% increase in connected and non-tox services and the Hygiene team changed their toilet brush product range, saving an impressive 7,600kg of plastic.



BEST ENVIRONMENT INITIATIVE OF THE YEAR

**WINNER:
FRANCE**

In 2024, France established Sustainability Ambassadors across 60 sites to help spread awareness of environmental sustainability, such as sharing information on how to be more energy efficient and how to increase recycling.



MOST IMPROVED
Environment Performance in a Smaller Country/Business

**WINNER:
BRAZIL – ECOTEC**

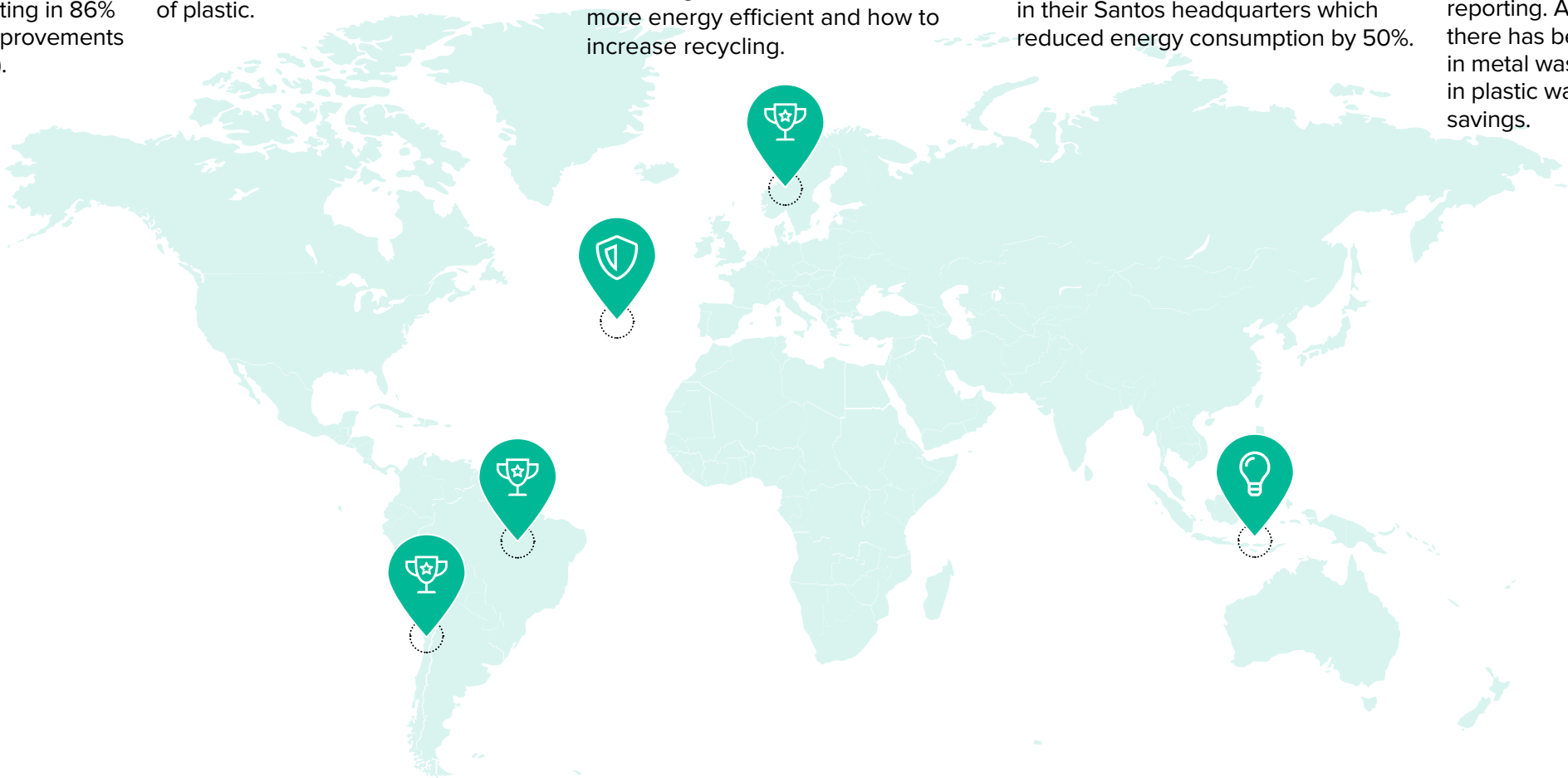
The team achieved a 70% reduction in paper usage by switching processes from paper to digital. They also implemented a waste recycling programme and installed solar panels in their Santos headquarters which reduced energy consumption by 50%.



ENVIRONMENT CHAMPION – COLLEAGUE AWARD

**WINNER:
MIRABILISA HOESIN**

Mirabilisa led a project across Indonesia to reuse Air Freshener (AF) aerosol cans and plastic caps to reduce waste including processes to implement and produce daily reporting. As a result, since May 2024, there has been a 34,000kg reduction in metal waste, a 1,300kg reduction in plastic waste and £65,000 in cost savings.



SERVICE & INNOVATION

Our Approach	34
Leading In Innovation & Digital	35
Product Stewardship & Regulatory Compliance	39
Partnering	40

98.3%

State of Service (2023: 97.8%)
→ Read more on page 69



OUR APPROACH

Rentokil Initial is a world leading Pest Control and Hygiene & Wellbeing services company – our Purpose is to Protect People, Enhance Lives and Preserve our Planet.

We remain committed to driving innovation and digital leadership, underpinned by best practices in product stewardship and a focus on delivering high-quality, responsible services. Combining global expertise with local insight, we aim to provide customers with the best products and services while ensuring safe, efficient, and sustainable operations.

Our programmes are governed by Category Boards, chaired by the Chief Executive, and comprising senior operational and functional colleagues. Innovation projects are conducted both in-house and in collaboration with expert organisations, including universities.

Dedicated Innovation Centres enable our teams to develop, test, and validate projects:

- The Power Centre – Focuses on innovation, science, behavioural insights, and training.
- The Technology Centre – Tests new solutions, hardware functionality, and environmental durability.
- The Rentokil Terminix Innovation Centre – opened in 2024 in Dallas, this facility specialises in residential pest control, including termites, vector control, and fumigation.

POLICIES AND TRAINING

A suite of customer-related policies ensures consistent service standards globally. Company-wide training reinforces compliance with competition and anti-corruption laws, including policies on gifts, bribery, and facilitation payments. Countries adapt responsible customer-management approaches to suit local markets.



c.725m

Post service customer surveys in 2024 with an average rating of 4.93/5

75

Projects in our innovation pipeline

CERTIFICATIONS AND ACCREDITATIONS

- By 2024, c.25% of branches have obtained ISO 45001 accreditation for occupational health and safety management.
- Quality management systems for 36% of branches are certified to ISO 9001, along with Workwear cleanroom processing plants in France, which also hold ISO 14644-1 certification, meeting pharmaceutical industry requirements.
- Our UK manufacturing operation, Rentokil Initial Supplies, is SEDEX-registered, ensuring ethical and responsible supply chain practices.
- Our range of connected products maintains ISO 27001 certification for information security, reassuring customers of robust data protection.

Through these efforts, we continue to innovate responsibly, set industry standards, and deliver value to customers while advancing sustainability and ethical business practices globally.

LEADING IN INNOVATION & DIGITAL

Innovation is an integral part of our culture – finding better ways to solve existing problems whilst also anticipating and solving emerging challenges.

We are proud to maintain an industry-leading track record of delivering cutting-edge innovations and setting new benchmarks for our sector. Our innovation pipeline now exceeds 75 projects, focusing on developing non-toxic solutions, sustainable products, and digital services that align with our customers' needs and environmental commitments.

Through our innovation centres, we design, test, and deploy new products that prioritise sustainability by incorporating recycled materials, reducing waste, and lowering emissions.

LUMNIA

The Lumnia range of insect traps sets a new standard in energy-efficient pest control. Powered by LED technology, Lumnia offers 62% lower carbon emissions compared to traditional fluorescent bulbs, while delivering up to 79% energy savings. These traps are designed to attract and hygienically capture flying insects, providing an effective and environmentally friendly solution. Lumnia has significantly reduced energy consumption and carbon emissions for customers in comparison to traditional units, making it a pivotal innovation in sustainable pest management.

500,000+

Lumnia units installed to date



Lumnia



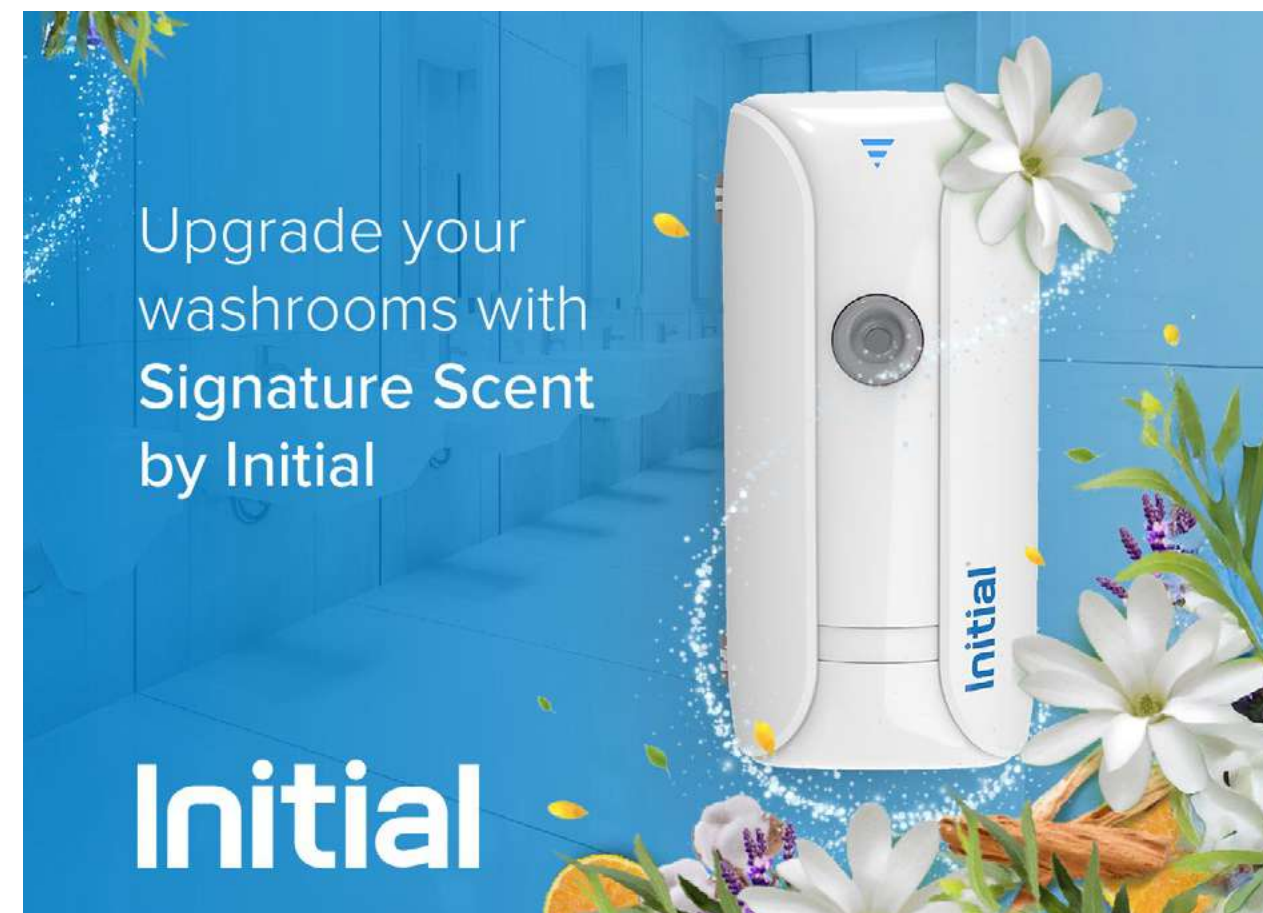
EcoCatch Flies

ECOCATCH FLIES

Our EcoCatch solution addresses the challenges of outdoor fly control with a reusable, high-performance fly trap. In tests conducted at our specialist fly rooms, EcoCatch demonstrated 60% higher efficacy than market-leading products, capturing more flies within 24 hours. Designed for use in hospitality settings, outdoor waste areas, and garden spaces, EcoCatch not only enhances effectiveness but also reduces the environmental impact associated with single-use traps. This innovation exemplifies our commitment to sustainability and customer satisfaction.

SIGNATURE SCENT

Launched in 2023, Signature Scent represents a breakthrough in air-scenting technology. Using patented vibrating mesh technology, the device produces an ultra-fine fragrance mist that lingers longer, reducing the need for multiple devices in medium to large washrooms. Free from aerosols and propellants, Signature Scent aligns with our focus on sustainability while offering a premium customer experience. This innovation combines environmental responsibility with cutting-edge design to meet customer demands for high-performance, eco-friendly solutions.



LEADING IN INNOVATION & DIGITAL CONTINUED



FREEVEND

We were proud to launch FreeVend FlexCare in 2024, our versatile and innovative dispensing solution for providing free sanitary products in washrooms, including pads, tampons, incontinence pads, and boxed items. Designed with hygiene, convenience, and adaptability in mind, FreeVend FlexCare features a patent-pending design with adjustable chutes, two-column dispensing for single or boxed items, and interchangeable information cards, allowing us to meet diverse customer needs. Styled to complement our Signature range, it is built from durable, corrosion-resistant steel to ensure reliable performance. As awareness around period poverty and dignity grows, we are committed to helping businesses foster inclusive environments while meeting rising consumer and employee expectations.

100%

Our upgraded BirdAlert unit is made of 100% recycled plastic

Legislation changes fast, but so can

FreeVend FlexCare



FLEXI ARMOUR

The Flexi Armour range provides an essential barrier solution for rodent-proofing customer premises. These products are highly versatile, enabling technicians to seal gaps around dock levellers, expansion joints, vents, and doors. By preventing rodents from gaining access to buildings, Flexi Armour supports a proactive and non-toxic approach to pest control. This innovation underscores our commitment to prioritising prevention and proofing as key components of sustainable pest management strategies.

BIRDALERT

BirdAlert is an intelligent bird management system designed to deter birds without causing harm. Equipped with AI-driven species recognition, the device uses an extensive range of scare 'calls' tailored to specific bird types. It operates within a 250-meter radius, alternating the sequence and intensity of the calls to prevent birds from becoming familiar with the calls. The upgraded BirdAlert unit, made from 100% recycled plastic and consuming 60% less power, demonstrates how sustainability and technological innovation can work together to deliver effective, ethical pest control solutions.



LEADING IN INNOVATION & DIGITAL CONTINUED

Rentokil Initial is a leader in digital, connected pest control for 24/7 monitoring.

PESTCONNECT

More effective and more sustainable rodent control.

In early 2025, Rentokil reached an important milestone in its global pest control business with the installation of its 500,000th PestConnect unit in customer premises.

The units now send 1.3 million messages per day. These alerts, ranging from rodent notifications to system diagnostics, enable a rapid response and proactive pest management.

“

As global challenges like population growth, urbanisation and climate change escalate pest activity, our connected devices will be crucial in safeguarding public health and wellbeing, across many critical sectors.

By empowering our technicians with unprecedented insights, we're delivering faster, more effective pest control for our customers.

Andy Ransom
Chief Executive

This proprietary Internet-of-Things (IoT) rodent control service is transforming commercial pest control through its advanced technology and data-driven approach. Rentokil's 24/7 monitoring and control system sees a spike in alerts between 9pm and 4am.

PestConnect is now available in around 30 countries.

How it works

- Our PestConnect system uses digital connected devices to monitor for, and immediately control, any rodents that find their way into a customer's premises.
- Once a device is triggered, PestConnect sends an alert to a Rentokil technician, who swiftly responds to deal with the activity quickly and effectively.
- PestConnect ensures that technicians only visit the customer's premises when absolutely necessary.
- Our connected rodent control solutions are more sustainable (reducing bait use by up to 60%), effective, and are compliant with UK legislation and regulations, including Campaign for Responsible Rodenticide Use.
- The service replaces ad hoc pest control visits with 24/7 constant digital monitoring, immediate rodent control and easy online access to intelligent data insights into pest issues and activity.



Our PestConnect system replaces ad hoc pest control visits with

24/7

constant digital monitoring



500,000

PestConnect units in customer premises, an increase of c.36% year on year

1.3m

Messages sent from our units per day

PestConnect: intelligent rodent control for proven, round-the-clock protection

With **24/7 monitoring** and quick intervention, PestConnect can resolve rodent activity **twice as fast**

PestConnect can be **more sustainable** by reducing rodenticide bait use by up to **60%**

Rentokil

*Based on a comparison of customer sites transitioning from non-connected to connected pest control. All data an file.

LEADING IN INNOVATION & DIGITAL CONTINUED

Rentokil's first AI-driven service was launched in 2024.

PESTCONNECT OPTIX AI

PestConnect Optix is a new groundbreaking solution that utilises Artificial Intelligence (AI) and camera technology to provide a 24/7/365 early warning system for pests. Initially the service is being used for mice and rats with solutions for other pests, such as insect monitoring, in the innovation pipeline.

PestConnect Optix uses strategically placed motion-detection cameras to capture images of the rodents, which are then sent to the cloud for analysis by Rentokil's highly accurate rodent detection AI machine learning engine. Rentokil's patented algorithm identifies individual mice and rats, even in low light, and then automatically creates call outs for technicians.

The Company has analysed over a million rodent images through PestConnect Optix as it has developed, tested and now begun to rollout the service in the UK with other countries launching in 2025.

The first commercial customers are now benefiting from the service with over 3,000 cameras in use. Expansion into further countries is planned alongside the development of the system for other types of pests.



PestConnect Optix

How it works

- Strategic placement: Rentokil technicians strategically install wireless pest monitoring cameras in critical areas such as server rooms or food processing areas, or difficult-to-access locations such as ceiling voids or underfloor spaces.
- Instant detection: Our motion detection cameras capture images, triggered by advanced sensors. These sensors detect heat signatures, ensuring accurate detection even in challenging environments and low light.
- AI analysis: Rentokil's proprietary AI model, developed using over a million rodent images, analyses the photos with high accuracy.
- Real-time alerts: PestConnect Optix identifies rodents before they enter traps, enabling proactive intervention and minimising damage. When a rodent is detected, customers can easily view evidence of pest activity through our customer portal, myRentokil.
- 24/7/365 monitoring: Continuous monitoring provides valuable insights into pest behaviour, activity patterns, and problem areas for ultimate peace of mind.
- Rapid response: Automated alerts and image sharing facilitate faster response times, reducing infestation periods by up to 50%*.

PestConnect Optix is ISO27001 certified and GDPR compliant.

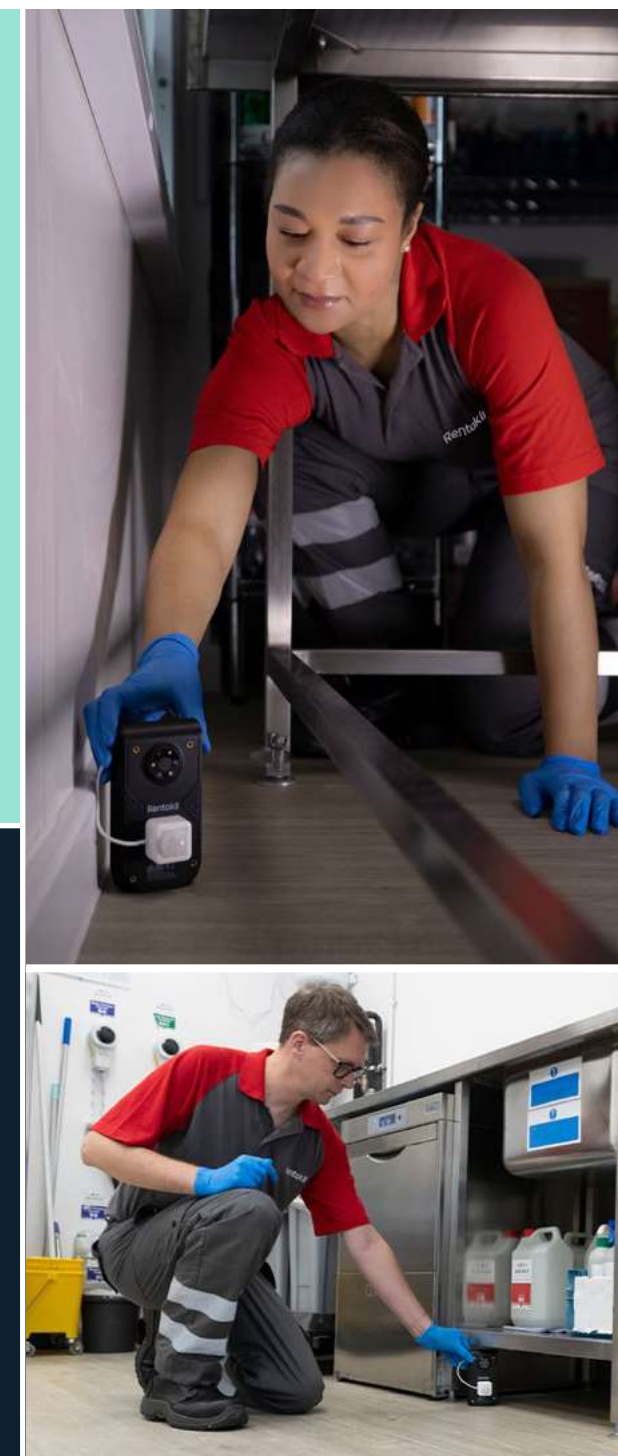
* Based on a comparison of rodent activity duration at customer sites transitioning from non-connected to connected pest control.

24/7

PestConnect Optix is a new groundbreaking solution that utilises Artificial Intelligence (AI) and camera technology to provide a 24/7/365 early warning system for pests

Evidence of pest activity
at your fingertips

Rentokil



PRODUCT STEWARDSHIP & REGULATORY COMPLIANCE

The safe use of our products and delivery of our services is the Company's most important objective.

Training resources and safety information sheets are readily accessible online for every product, ensuring that employees and customers are well-informed. We maintain an Authorised Product List (APL) to ensure all products meet stringent safety and regulatory standards. Any request to use a product not listed on the APL requires authorisation and approval by the Country Technical Manager or Managing Director, reinforcing our commitment to safety and oversight.

Our regulatory focus supports the development and approval of new products in pest control markets, alongside ongoing support for existing professional and consumer rodenticides and insecticides under the European Biocidal Products Regulation. The Company strictly avoids using any substances listed under the Stockholm Convention on Persistent Organic Pollutants and actively supports the removal of hazardous chemicals. Our focus on urban pest control ensures that only registered and regulator-approved products are used, with safety assessments conducted to ensure compliance.

DRIVING SUSTAINABILITY IN HYGIENE

Initial Hygiene leads the way in sustainable hygiene and wellbeing by actively reducing packaging waste and plastic use and designing solutions that support easier recycling. Initial's soap range, which includes Halal and Vegan options, is certified by the Nordic Swan Ecolabel – one of the world's most stringent environmental certifications. Products bearing this label comply with rigorous environmental standards, reflecting our commitment to sustainability and customer wellbeing.



INNOVATION AND COMPLIANCE

Our global innovation centres rigorously validate chemicals used in pest control and hygiene to ensure they meet regulatory standards, such as the REACH (Registration, Evaluation, Authorisation, and Restriction of Chemicals) regulation in Europe. In addition, all hardware and equipment undergo validation to ensure compliance with local regulations, including the CE mark for products sold in Europe and the Restriction of Hazardous Substances Directive (RoHS). This process extends to verifying the safety and compliance of components across second- and third-tier suppliers.

Through these initiatives, we continue to prioritise safety, sustainability, and regulatory excellence, ensuring our products and services meet the highest standards for our customers and the environment.

PARTNERING

We actively partner with international standard bodies, industry groups, and trade associations to raise standards in pest control and hygiene. These collaborations reinforce customer safety and ensure we uphold industry-leading practices across our global operations.

Rentokil Initial has been a major sponsor of the Global Food Safety Initiative.

For the past ten years, Rentokil Initial has been a major sponsor of the Global Food Safety Initiative (GFSI), a forum where leading food industry companies share best practices on food safety, including pest control measures. This partnership demonstrates our commitment to supporting the highest standards of hygiene and safety in the food industry.

We also collaborate with key trade associations and regulatory bodies to enhance industry standards. These include the British Pest Control Association (BPCA), the Campaign for Responsible Rodenticide Use (CRRU), the British Association of Chemical Specialties (BACS), the EU Chemicals Trade Association (CEFIC), and the Rodenticide Resistance Action Group, a UK-based group advising on rodenticide resistance.

Rentokil has played a pivotal role in establishing UK product stewardship programmes for anticoagulant rodenticides, led by CRRU. These programmes aim to improve standards in rodent control, particularly where rodenticides are widely used by individuals who are not professionally trained pest controllers.

Globally, we are active members of national pest control associations and the Confederation of European Pest Management Associations (CEPA), which connects national associations and companies across 23 European countries. By collaborating with stakeholders along the pest management supply chain, we contribute to unified and effective industry practices.

These partnerships reflect our dedication to fostering innovation, raising industry standards, and ensuring customer safety through collaboration and leadership in the pest control and hygiene sectors.



4+

Key trade associations and regulatory bodies that Rentokil collaborates with to enhance industry standards



COMMUNITIES & CHARITIES

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Supporting Regional & Global Initiatives	47
Supporting at Times of Crisis	49

£574,000

Charitable cash donations in 2024
→ Read more on page 42



Colleagues in Italy cleaned up 290kg of waste from Villaggio Tognazzi beach

LIVING OUR VALUES

As a people-led service company, the engagement of our people is vital to our business success and, from their feedback, we know that colleagues are highly engaged by their involvement in our community activities, either actively donating their time to support local charities, or coming together for specific fundraising activities in support of national programmes.

£2.5m+

Donated over last five years

Rentokil Initial Cares (RI Cares) is our global charity and community programme which supports colleagues’ own local efforts, alongside national and global initiatives. We have a clear focus on supporting those charitable and community organisations that align with our purpose of Protecting People, Enhancing Lives and Preserving our Planet.

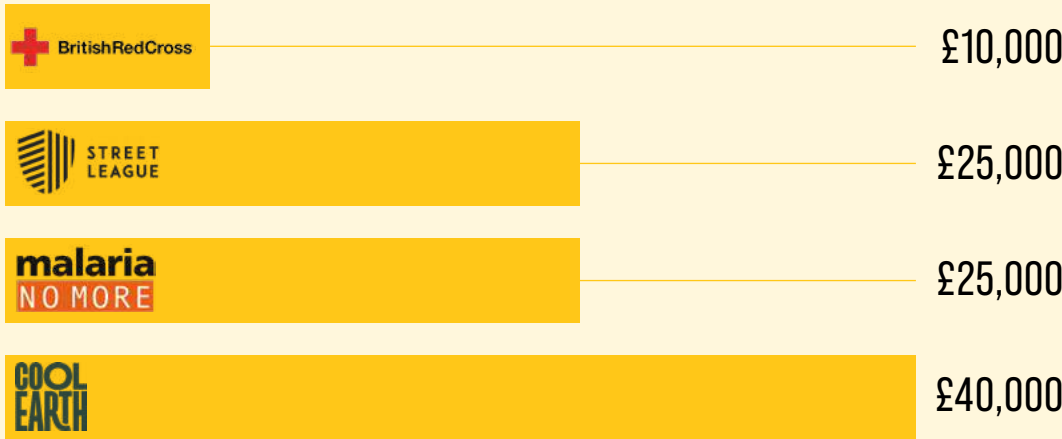
RI Cares operates under a governance charter, approved by the Board. This innovative programme was launched in 2019 and uses the Company’s unclaimed shares and dividends to support our partner charities with a network of local ambassadors coordinating and championing the programme. The multi-local nature of our community work aligns with the multi-local nature of our operating model.

The Company’s RI Cares committee meets twice a year and coordinates funding – from matched giving to large-scale disaster relief. Each year, we target donations of around £250,000 and support a wide range of initiatives, in line with our commitment to the UN Sustainable Development Goal (SDG) ‘Partnerships for the Goals’ (17) and ‘Good Health and Wellbeing’ (3). The value of donations and matched funding delivered over the last five years was over £2.5 million.

In 2024, we continued to support our long-term partnerships to protect lives from malaria, enhance lives through our community health education programme and to protect mature rainforests from deforestation. During the year we made substantial donations to charities in line with our Purpose, including: £10,000 to the Red Cross Middle East Crisis Appeal; £25,000 to Malaria No More; £40,000 to Cool Earth and £25,000 to Street League.

This excludes the provision of value-in-kind and management time which were significant in 2024, and colleague-generated donations and efforts. Our Community Involvement Policy sets out our principles for positive engagement.

Our 2024 donations:



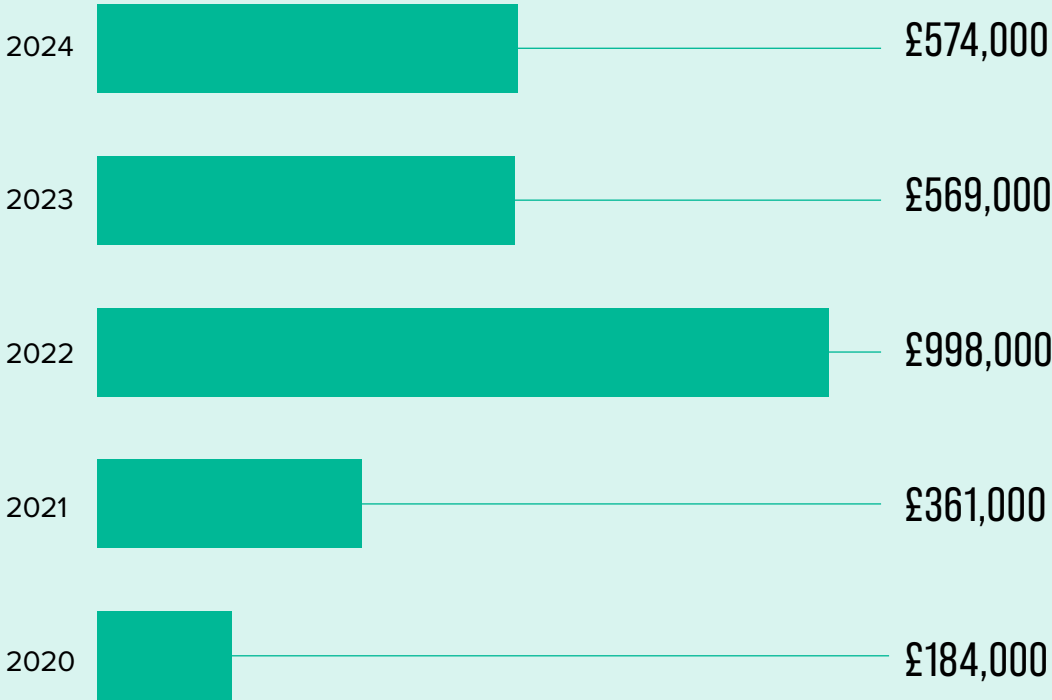
For 2025, we will:

Donate \$400,000 to support 100 charitable and community events around the world to mark the 100 years of Rentokil

Donate £25,000 to Street League, supporting young people back into the workplace

£1 per response in our 2025 Your Voice Counts colleague survey going to good causes and continue to support colleagues’ own charitable activities through matched funding

Charitable Cash Donations:



SUPPORTING LOCAL COMMUNITIES

In 2024, colleagues undertook a wide range of local activities to support their communities and local charities. Here are just a few examples.

Over 200 colleagues travelled to Tidung Island to plant 2,500 mangrove trees

2,500

CARIBBEAN

Colleagues in Barbados celebrated their 60th anniversary with a thanksgiving event at the Bridgetown Marriott where they made charitable donations to two local charities: the Eden Lodge Youth Charitable Trust and Team Mikey Charity. Both charities support children from lower-income communities and help to equip them with the supplies needed for school.

Celebrating World Environment Day

Colleagues across the Caribbean honoured World Environment Day this year by volunteering for a range of activities that benefited the local communities in which they live and work.



In Barbados and Jamaica, colleagues partnered with local schools to help educate young students about sustainability. Barbados' colleagues planted and sponsored trees at the Arthur Smith Primary School, while colleagues in Jamaica held educational sessions for children at Mandeville Infant School and Western United Basic School and also donated bins for recycling plastic bottles – after partnering with a recycling plant so the schools can earn cash back for every plastic bottle they collect.



Colleagues in the Bahamas helped clean up their local zoo, Adastra Gardens, in Curacao they cleaned the area around Mangrove Park and removed four truckloads of litter. In Guyana, colleagues helped clean up Ketley Primary School and then planted new flowers and bushes to beautify the school grounds. In Trinidad, colleagues took their families along to clean up the popular Salybia beach on the North-East side of the island.

In total, 113 colleagues across the region participated in World Environment Day events, with Guyana and Curacao offices registering over 80% colleague participation.

CHILE

Rentokil Initial Chile donated six floor-standing hand sanitisers with thermal cameras to the Las Rosas de San Francisco Foundation, located in Santiago. The donation will be used to help provide care and support for 98 elderly adults.



HONG KONG

Colleagues in Hong Kong have a long-standing partnership with the Kowloon Cares Community Programme and were delighted to work with them to organise an event to clean up the Maclehoose Trail, a 100km path that travels through a variety of natural scenery, including beaches, mountains, and the highest point in Hong Kong, Tai Mo Shan.

Rentokil Initial colleagues helped with the logistics, supplying each volunteer with a litter picker and a T-shirt before sending them off to clean one of the 10 sections of the famous trail. 100kg of litter was collected and recycled and RI hosted a party for participants to celebrate their achievement and share the sense of pride that came with the contribution they had all made to conserve and protect their local environment.



INDONESIA

Over 200 colleagues travelled to Tidung Island for an awards event, taking the opportunity to plant 2,500 mangrove Trees to protect the island which is at risk of disappearing under water in the next 20 years.

In celebration of National Children's Day, Rentokil Initial Indonesia collaborated with Gramedia, the biggest bookstore in Indonesia, to organise a community event aimed at inspiring a passion for reading and creativity among children. 50 students were read a series of inspirational stories, and participated in a colouring competition and 'book hunt' where the children were invited to choose a book to buy, using vouchers (worth 200,000 rupiah) donated by Rentokil Initial.



SUPPORTING LOCAL COMMUNITIES CONTINUED



ITALY

For the second year in a row, our Italian colleagues volunteered to collect litter from the beaches and parks where they work. In collaboration with Legambiente, a national environmentalist association, 30 colleagues based in Pomezia collected 290kg of litter from the beach at Tognazzi Village while in Cernusco sul Naviglio, 68 colleagues collected more than 180kg of litter near Villa Fiorita.

MEXICO

Rentokil Terminix top performers chose to launch the first Rentokil Terminix (RTX) Cares giveback event in Los Cabos, Mexico, where they were celebrating their 2024 Awards of Excellence event. Colleagues, guests, and leaders were put into teams and had to complete various challenges to 'win' supplies and assemble backpacks to benefit three local elementary schools.

Over 400 attendees assembled 800 backpacks in just under two hours and these were donated to three local schools that support a number of families who live well below the poverty line.



800

Backpacks were assembled and donated to local school children

THE NETHERLANDS

The HR team took part in the Boskalis Beach Cleanup Tour 2024. The event, organised by the North Sea Foundation, lasts 15 days and covers the entire coast of the Netherlands. Colleagues collected waste from about 7km of beach, helping to gather 122kg of rubbish and 4,439 cigarette butts.

SOUTH AFRICA

On Mandela Day, colleagues gave back to their community by visiting a children's home near Qheberha to donate hygiene products, plants and pictures and in Cape Town, our Ambius team delivered pots, plants and paintings to a local home for the elderly.



SRI LANKA

Colleagues in Sri Lanka supported education in rural communities by donating personal computers and sports equipment to the Mahasen Maha Vidyalaya Katugastota school. Colleagues also spent time providing career guidance sessions to inspire students to think about their dream jobs in new and innovative ways.

UNITED KINGDOM

Now in its eighth year, our UK business continues to support local sports teams, individuals, and community events across the UK through its Community Outreach Fund. During 2024 the Fund fulfilled requests from 19 different teams, clubs, and individuals in a variety of ways, including providing new footballs, cricket stumps, cycling tops, team tops, tracksuits, and advertising boards. Many different sports are covered, including cycling, football (girls, boys, and senior squads), rugby (adult and minis), basketball, cricket (men's and women's), and even stoolball (an historic game that's been played in England for nearly 600 years that scholars say inspired the creation of both cricket and baseball). Clubs and teams are located across the UK in cities and towns including Coventry, Crawley, Edinburgh, Grimsby, Guildford, Liverpool, Maidstone, Newport, West Malling and Worcester.



2024 MATCHED GIVING

Our RI Cares programme matches colleague fundraising up to £500 for individuals and £1,000 for teams of colleagues. In 2024 RI Cares paid out over £8,000 in matched funding. Here are some examples:



Phil Luker completed a 100km non-stop race along the Ridgeway Cross Country Path in 22 hours and 9 minutes. He raised £2,293 for The Ellen MacArthur Cancer Trust, a charity that is supporting his niece who was diagnosed with leukaemia when she was five. An additional £500 was donated by RI Cares.

£2,293

Seven colleagues from the Key Accounts Admin team went to Temple Newsam and took part in the Leeds Memory Walk for Alzheimer’s Society, raising £253 that was matched by RI Cares.

£253



Louise Harris completed the London Landmarks Half Marathon and raised £335 for Macmillan Cancer Support which was doubled by a Matched Giving donation.

£335



Chris Shadrach participated in the Thames Path Ultra Challenge 2024 and raised £2,182 for the Motor Neurone Disease Association. RI Cares donated an additional £500.

£2,182



James Head completed the Age UK Canoe Challenge 2024 paddling 25 miles down the canal from Preston to Lancaster in a canoe, raising £480 for Age UK Lancashire. RI Cares matched the amount.

£480

2024 MATCHED GIVING CONTINUED

In the USA, Scott Brown took part in the 2024 Hoka Hey Motorcycle Challenge, starting in Daytona, Florida and riding around 10,000 miles to Homer, Alaska. No GPS was allowed and riders slept by their bikes, completing the route using handwritten directions within 10-20 days. Completing the challenge, Scott raised \$1,835 for the Alzheimer's Association and RI Cares donated an additional \$500.

\$1,835



Tom Hegarty ran in the Manchester Marathon in April and raised £1,080 for The Liverpool Heart and Chest Hospital. Tom chose this charity because they had provided outstanding care to a member of his family when they had a serious lung illness. RI Cares augmented this with a £500 donation.

£1,080



Danny Regan completed the 2024 TCS London Marathon, raising £3,151 for Cancer Research UK. He was inspired to do it after a work colleague shared the awful news that his little boy, Jackson, had been diagnosed with Acute Lymphoblastic Leukaemia. Thankfully due to some of the amazing work that Cancer Research does, Jackson finished his treatment in April 2023. RI Cares gave an additional £500 to the charity.

£3,151

Stephen Thompson took on the South Coast Ultra Challenge, completing a 100km hike from Eastbourne to Arundel along the South Downs Way. He raised £560 for Dementia UK which was augmented by £500 from RI Cares.

£560



Peter Hall took part in the 10km Rotherham Hospice Midnight Memory Walk 2024 to raise £770 for The Rotherham Hospice Trust. RI Cares donated an additional £500 to the charity.

£770



SUPPORTING REGIONAL & GLOBAL INITIATIVES

In addition to our local charity and community support, we aim to create wider positive social impact through supporting regional or global initiatives. These initiatives aim to provide better hygiene in Asia and protect biodiversity in line with our mission to protect people, enhance lives and preserve our planet.

BETTER FUTURES

Better Futures is one of Rentokil Initial's key long-term community initiatives. The programme delivers basic health education, focusing on the importance of good hygiene practices, predominantly in India. Launched in 2013, over 36,500 children and adults have participated in Better Futures educational events, often supported by volunteer colleagues.

In 2024, over 4,000 people participated in the programme in 79 organisations. Here are some examples of events:

Schools: The Better Futures team visited 46 schools, reaching 3,216 children and 75 teachers, educating them about personal hygiene, including learning specifically about hand and menstrual hygiene. Feedback on these sessions has been very positive. At Kanya Shala School, Pune, colleagues ran a session on menstrual hygiene for almost 600 students, showing them all the different products on the market, demonstrating how they are used and discussing the advantages and disadvantages of each.

Communities: With the help of local NGOs our team visited 338 adults in 12 communities to deliver education in general hygiene and menstrual hygiene awareness in places where living conditions are very basic and there is a general lack of hygiene awareness.

Charities/NGOs: Our team worked alongside NGOs that run local orphanages and 326 children and 15 carers from 18 children's homes attended the personal hygiene sessions. At the Tamahar Trust, a special session on menstrual hygiene was set up for 23 teachers to help them understand how to help differently abled students to benefit from improved hygiene awareness.



As in previous years, our team worked with the Kritigyata Trust which has a small home for orphaned children in Yelahanka and takes immediate care of young children giving them basic facilities. RI Cares funds were used to build toilet facilities for girls at Anand Nagar in Hosur. Previously, the location had only one functional toilet for 400 children which was used by both boys and girls.

Colleagues: The Better Futures team also carried out awareness sessions for colleagues in branches, focusing on Hand Hygiene modules for technicians.



PROTECTING LIVES FROM MALARIA

Rentokil Initial has been a long-term partner with Malaria No More, contributing over £500,000 in the first ten years of the partnership.

Over that time the global malaria mortality rate has declined to its lowest level at 13.7 per 100,000 in 2023. Advancements in science and innovation – including next generation bed nets and vaccines – are saving lives, however the number of malaria cases is rising and funding gaps threaten to stall decades of progress, exacerbated by fragile health systems, growing resistance to drugs and insecticides, and the impact of extreme weather and humanitarian crises. With a donation of £25,000 in 2024 the Company showed its ongoing commitment to the charity and its aim to eradicate malaria in our generation.



SUPPORTING REGIONAL & GLOBAL INITIATIVES CONTINUED

PROTECTING NATURE

Rentokil Initial is committed to protecting and enhancing nature through the development of more sustainable products and services, the long-term support of charities which protect nature, and by supporting the actions of colleagues locally. More information on our sustainable products and services can be found on pages 35 to 38 and the activities of our colleagues are outlined here. Two years ago we expanded our core mission statement to include Preserving our Planet to underline the importance of biodiversity to colleagues and the Company

COOL EARTH

Since 2018, Rentokil Initial has been supporting climate-change charity, Cool Earth, in their efforts to protect endangered rainforests. To date, Rentokil Initial has invested £385,790 (2024: £42,770), helping indigenous people in Papua New Guinea, the Congo Basin and the Peruvian Amazon to safeguard their rainforest communities and fight the climate crisis.

Together, we are supporting 40 locally-led projects that protect the rainforest by ensuring those who live there can make an income. Sustainable businesses, like jewellery making, fish farming, cacao production and farming as well as weaving, strengthen communities, preserve their culture and create financial security. Choices beyond selling their land to survive:

- The community of Tsutsum, whose primary source of income comes from cocoa, was able to produce 20,000 cocoa seedlings to replace existing cocoa plots and establish new ones
- In Sololo, a forest nursery was established by the community to help with reforestation and address forest loss

- The community in Camantavishi constructed a classroom for early childhood education, accommodating 53 children aged three to five
- Biomass stoves were purchased for the community in Sololo, allowing faster cooking and a reduction in the amount of firewood needed from the rainforest.

The development of Rainforest Labs has given indigenous communities greater control over their lives, their land, and the future of their rainforests by using data and technology. Partnering with Cadasta, the technology is enabling communities to track real-time threats such as forest fires, flooding or illegal loggers. Following the successful launch of the Lab in Ovri, in the Asháninka community two years ago, a new Lab was established in 2023 in Huaracayo, in the Awajún community in Peru, the first to trial running on solar power. A new Rainforest Lab in Papua New Guinea – the first in the country – was launched in 2024.



Cool Earth recognises the significance of the United Nations 2030 Agenda for Sustainable Development, including the 17 Sustainable Development Goals (SDG) and has closely aligned its programme activities with Rentokil Initial to 11 of these goals and their targets. Cool Earth is working with Rentokil Initial to invest in the practical realisation of high-level, ambitious SDGs at a local scale with its partners. The SDG programme makes a significant contribution to Climate Action (13) through the emissions reduction achieved by rainforest protection, as well as alleviating poverty and providing people with access to clean water and sanitation.

THE DAINTREE, AUSTRALIA

Ambius has proudly supported the restoration of The Daintree since 2006, when it funded the repurchase of a 17,500 square metre block of rainforest. Support has continued through colleague donations and support and, in 2019, Ambius became a silver sponsor.

In 2024, colleagues joined volunteers to plant over 2,500 seedlings that thrive in wetland environments, a strategic choice given the natural lowland slope of the restoration site, with Ambius funding 1,200 seedlings.

Over the past four years, Ambius has funded a total of 4,800 seedlings, helping to restore 7,200 square metres of the Daintree across eight different properties. Together with Rainforest Rescue and their dedicated volunteers, we've contributed to the planting of 21,866 trees and the restoration of 25,600 square metres of this irreplaceable ecosystem.

The impact of Cool Earth and its partners:

2.1m

Acres of rainforest protected

500m

Tonnes of Carbon Stored*

*Helping to prevent the equivalent annual carbon emissions of 39 million people from entering the atmosphere



380m

Trees in Cool Earth Partnerships

SUPPORTING AT TIMES OF CRISIS

In 2024, Rentokil Initial Cares continued to support colleagues and communities at times of crisis.

FLOODING IN BRAZIL

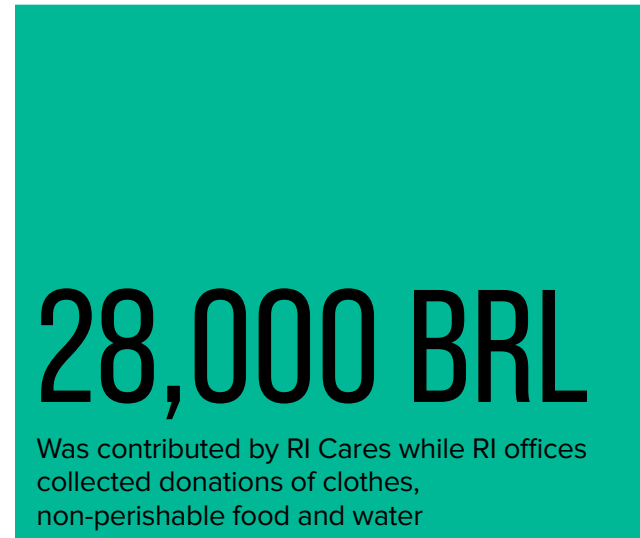
In April a state of emergency was declared as the country suffered from the worst flooding since the 1940s. Sixty-two colleagues in the region were affected with 14 colleagues badly affected and one colleague losing his home, his car and all possessions. 7,000 BRL was raised locally, and 28,000 BRL (£4,820) was contributed by RI Cares while RI offices collected donations of clothes, non-perishable food and water.

FLOODING IN SPAIN

In October/November in Spain, torrential rain caused the worst flooding in decades. Most of our colleagues in the area were either directly affected or had friends and family who suffered loss. Four colleagues lost their homes and possessions, and many colleagues lost their cars. RI set up a support fund, raising over €10,000 from colleagues and €10,000 from RI Cares.

HUMANITARIAN AID

RI Cares donated £10,000 in support of The Red Cross and the organisation's humanitarian work in the Middle East. A Red Cross spokesperson said: "We are here for humanity and The Red Cross will continue to respond to the humanitarian needs in the weeks, months, and years ahead, and to support all communities affected by conflict in the region. Thank you Rentokil Initial."



SUPPLY CHAIN

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40

Critical Suppliers



SUPPLIER MANAGEMENT & HUMAN RIGHTS

The supply of products to our global businesses is managed through the Group Procurement team, who review the annual global spend for major businesses and track suppliers by category, country of manufacture and annual spend.

The major spend in Rentokil Pest Control is on rodenticides, insect control equipment and other products used to control the multiple varieties of pests encountered around the world. These are mainly sourced through global chemical supply companies who have stringent quality and ethical approaches. Rodenticides are manufactured in the Rentokil Initial Supplies (RIS) factory in Kirkby, UK, and hardware such as bait boxes are manufactured at Dudley Industries, a wholly-owned subsidiary in the UK. We purchase a wide variety of hardware and equipment such as rodent traps, insect light traps and bird protection devices which are typically designed internally and either manufactured in-house or sourced externally from specialist suppliers.

Procurement spend in the Hygiene & Wellbeing category includes washroom equipment such as soap dispensers, feminine hygiene units and consumables such as soap and paper. Most of the hygiene equipment is designed in-house and manufactured by external suppliers in Europe and Asia under the Initial brand, while metal dispensers are manufactured at Dudley Industries. Liquid consumables for these dispensers are mainly manufactured at the RIS factory, while sourcing of paper products is from accredited suppliers which are optimised by global location.

This category also includes Ambius (worldwide) in which plants and pots are sourced locally and Property Care (UK) which utilises branded equipment and chemicals purchased locally in relatively small quantities.

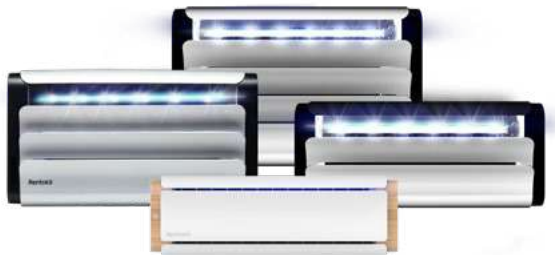
Workwear in France is a stand-alone category, which is supplied through Cawe, an in-house company, as well as external suppliers.

The products used in the performance of these services are an essential but relatively minor component of our operations, making up between 5% and 15% of the service cost, depending on the business category.

These products are sourced through our own procurement and supply chain teams from suppliers who are assessed against global ESG standards and audited in person where required by our internal risk assessment.

The annual spend for all significant suppliers is tracked by category, purchasing business unit and country of manufacture. External suppliers are classified as (a) Critical Suppliers (40 in 2024) which represent a high proportion of category spend, supplying unique products to multiple company markets or requiring a long lead time to substitution if required; (b) Major Suppliers (75) with a significant proportion of spend in a single country (over £0.5m) or region and/or suppliers of generic products that can be substituted at short notice; and (c) Minor Local Suppliers (3,568) representing the majority of suppliers in number, but a lower proportion of the category spend.

In 2024, an Asian Supplier Sustainability Conference was held to train our Asia Suppliers in our ESG standards, including a specific plenary session on Modern Slavery. This online conference was attended by 175 people including global and local suppliers, Rentokil Initial country management and procurement teams.



175

People attended our Asian Supplier Sustainability Conference

SUPPLIER MANAGEMENT & HUMAN RIGHTS

HUMAN RIGHTS IN THE VALUE CHAIN

Rentokil Initial is committed to acting in accordance with the law in every country in which it operates, as well as our duty to respect human rights as an employer and in our supply chain. We operate under a number of robust policies to ensure a high standard of social, governance and ethical compliance, of which the cornerstones are the Code of Conduct and Supplier Code of Conduct.

Rentokil Initial has a zero-tolerance approach towards forced and child labour, and our policies seek to protect all people including our own employees, workers in the value chain, women, children, indigenous people, migrant workers and local communities.

🔗 Code of Conduct

🔗 Supplier Code of Conduct

In addition, we maintain policies on human rights, customers, suppliers, and rights of employees. Specific policies applicable to modern slavery include:

- Supplier Management Standard
- Dignity at Work & Human Rights
- Diversity, Equity & Inclusion Policy
- Training, Learning & Development

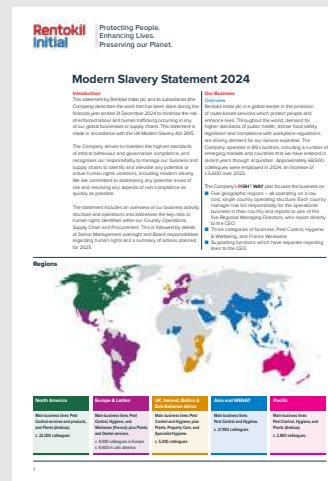
During 2024, our colleagues completed 10,843 Core Corporate Compliance training courses (including the Modern Slavery Awareness module) on our U+ online system.

We encourage all suppliers, employees or other stakeholders to report genuine concerns over malpractice, illegal acts or failures to comply with recognised standards of ethical behaviour that they observe at any point within our global supply chain through our supplier Speak Up programme. Our supplier Speak Up programme is managed and monitored daily by the Group Procurement team.

The following procedures are followed for each reported incident:

- All incidents are reviewed to ensure that full information is obtained on the reported incident.
- A summary of the reported incident is forwarded to the Procurement Manager responsible for the supplier(s) for further investigation.
- Regular updates are obtained from the Procurement Manager on the actions that are being taken to investigate the incident, the findings of the investigation and the actions being taken, if any.
- A register of all Supplier Speak Up reports is maintained, and regular reports are made to the Chief Executive and the Group Risk Committee.

For more information on our Supply Chain Management, read our Modern Slavery Report.



🔗 Modern Slavery Statement report

OUR SUPPLIER CODE

Rentokil Initial introduced a Supplier Code in 2019 to specify the standards and controls that are expected from all suppliers of goods and services to the Company. All Critical and Major Local suppliers must provide written acknowledgement that they have received the code and understand its contents, and that their business complies with the standards required. All major contracts and agreements for the supply of goods and services by both individuals and companies include a clause requiring compliance with the Supplier Code. Note that this is in addition to specific clauses in our contracts that relate to bribery and corruption and modern slavery.

The code was revised in 2024 to include more detail on the Environment, Social and Governance (ESG) standards required of our suppliers, and how they will be evaluated against these standards. The Third Edition of our Supplier Code is available on our website in 18 languages.

🔗 Supplier Code of Conduct

In 2024, we introduced a Sustainable Sourcing policy to elevate the importance of ESG standards within our Global Procurement Team. This document further emphasises the Social standards required of our suppliers.

SUPPLIER SELECTION

In all sourcing decisions, compliance with Rentokil Initial's standards for a responsible and sustainable business approach is used as a go/no-go gate rather than as a weighting factor for decision-making. Suppliers that do not conform to required standards during the pre-selection evaluation are eliminated from the tender process.

If an area of non-compliance is discovered at a new or existing supplier, they are given the opportunity to address and resolve the issue, with our support where required. It is important that suppliers are made aware of the specific issue and the actions considered necessary to remedy the situation. The ultimate sanction of not awarding or terminating a contract is implemented when the supplier refuses to work with us to implement the required action, which has only been required twice in the last seven years.

Commencing in 2024, all bid evaluation processes must include an assessment of each vendor's ESG status in line with our ESG Classification of Suppliers. Comprehensive questionnaires related to key ESG parameters are submitted for evaluation alongside the financial and performance metrics, and preference is given to suppliers who can show evidence of good labour practice.



🔗 Supplier Code of Conduct

SUPPLIER MANAGEMENT & HUMAN RIGHTS

SUPPLIER AUDITS

Audits of Critical Suppliers are conducted by a Product Quality Manager against the Rentokil Initial Supplier Management Standard, which was updated in 2023 to include more specific detail on ESG factors. In addition to ESG reporting requirements, it specifies the required standards of product quality, regulatory compliance, factory management and delivery performance. The audits start with two sections which focus on ESG and modern slavery: (a) within the factory concerned; and (b) through the supply chain into the factory.

Audit procedures include site inspections, interviews with management and employees, and subsequent corrective action plans for suppliers. Suppliers audited receive a Corrective Action Plan within two days of the audit and must return an initial response within two weeks. Updates on actions are requested at appropriate times, and photographs are requested to demonstrate actions taken or revisits are carried out.

Major Local and Minor suppliers are reviewed using an audit questionnaire and a site audit is carried out where potential issues are highlighted, or the level of risk is perceived to be higher than normal. These local suppliers are audited by the local Product Quality Manager in accordance with the Rentokil Initial Supplier Standard.

A total of 20 audits (13 Critical Suppliers) were conducted in 2024. These audits are mostly carried out by members of the Global Quality team who have been trained to detect signs of modern slavery and include specific assessment of the risks of human rights in the primary operation and its extended supply chain. Two of the audits in 2024 were carried out by trained auditors from an international customer, witnessed by the Rentokil Initial team.

SUPPLIER SPEAK UP

A separate Supplier Speak Up line is available for suppliers and their employees or other stakeholders to report concerns over malpractice, illegal acts or failures to comply with recognised standards of ethical behaviour that they observe at any point within our global supply chain.

There were no reports on the Supplier Speak Up line in 2024 related to supplier malpractice.

PROCUREMENT AND SUPPLY CHAIN TRAINING

The following training related to Modern Slavery was carried out in 2024 across the Company:

1. In April, a live training session covering the Company's latest Modern Slavery Statement was held with members of the Global Procurement team who are responsible for sourcing products from around the world.
2. In September, an Asian Supplier Sustainability Conference was held to train our Asia Suppliers in our ESG standards, including a specific plenary session on Modern Slavery. This online conference was attended by 175 people including global and local suppliers, Rentokil country management and Rentokil procurement teams.
3. Training for suppliers in Modern Slavery Awareness continued in 2024 using our online training tools. In total 138 individuals from 47 companies have given the training.
4. A new training course covering Environmental Social and Governance was launched for suppliers this year. A total of 203 suppliers have been initially invited to complete the new course, of which 12 have started the course.

AREAS OF NON-COMPLIANCE AND CORRECTIVE ACTIONS IN 2024

There were two instances of major non-compliance that were raised during audits in 2024. Each audit includes a random check of overtime at suppliers:

- At one supplier in China, four operators were found to be operating with excessive overtime, some with consecutive months of high overtime. We have confirmed that the overtime was not mandatory and the payout for the overtime was satisfactory. Nevertheless, we have raised the issue with the management of the suppliers concerned and will monitor it on their next audit.
- During an audit of a new supplier in Malaysia, it was suspected that their Recruitment Agent was withholding the passports of foreign workers employed in the factory. The issue was raised to the local HR team who investigated and arranged for the passports to be returned to the workers.

There were no additional areas of non-compliance raised during the 20 formal audits and multiple factory visits conducted by our colleagues across the global business.

The Company strives to maintain the highest standards of ethical behaviour and governance compliance and recognises our responsibility to manage our business and supply chains to identify and alleviate any potential or actual human rights violations, including modern slavery. We are committed to addressing any potential areas of risk and resolving any aspects of non-compliance as quickly as possible.

175

Attendees at our first Asian Supplier Sustainability Conference

138

Suppliers have been given Modern Slavery training

10,843

Core Corporate Compliance training courses completed in 2024

GOVERNANCE

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Our Stakeholders	56
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Data Security & Privacy	61

17

Number of years as a member of the Dow Jones Sustainability Index



OUR APPROACH

Our Responsible Business approach is integral to everything we do, and effective governance is central to achieving our objectives, as in all other elements of our vision of becoming a world-class services company.

16

Our Code of Conduct is published in 16 languages

Our Chief Executive has Board responsibility for our Environmental, Social and Governance (ESG).

The Board is responsible for the oversight of the long-term climate change strategy for the Group, which includes oversight of climate-related risks, opportunities and impacts. In 2024, the Board held sustainability sessions in May and October. These discussions included the Company's longer-term sustainability approach, progress, and priorities, as well as climate risks and opportunities. Risks and opportunities highlighted included new regulations, the move to more sustainable fumigation, fleet transition, and the development of more sustainable services. This year the Safety, Health and Environmental (SHE) plan was considered by the Board:

- In May 2024, the Board received a sustainability update, which provided updates on the Group's path to net zero and sustainability regulatory reporting; and
- In October 2024, the Board received a sustainability update, which provided updates on sustainability regulatory reporting, specifically CSRD, and the Group's environmental performance.

The Board is supported by the Audit Committee which considers the structure and effectiveness of the Company's internal controls framework and risk management processes, with management's Group Risk Committee reviewing key areas of risk (including safety, people, operations, IT, etc.) and monitors the external environment to identify emerging risks. It has responsibility for considering climate change risks:

- In February 2024, the Audit Committee approved the disclosures relating to climate change within the 2023 financial statements. This included a review of management's assessment of climate change's physical, societal, and legislative impacts on the assets and trading of the Group; and
- In December 2024, the Committee received an update on climate-related risks and opportunities, and upcoming climate-related reporting obligations.

The Investment Committee manages investments in acquisitions and expenditure on property assets, as well as risks from environmental and climate-related exposures, material disputes and approval of contracts, escalated in accordance with a defined Group Authority Schedule.

Our Executive Leadership Team (ELT) governs the management of responsible business practices as well as reviewing progress and performance against our targets and metrics, particularly in relation to health, safety and the environment.

The Group Leadership Forum (GLF) – a group of c.100 senior executives, meets every two months to address key issues and ensure alignment of responsible business activities to the business plan.

Safety, Health and Environment (SHE) start every management meeting, to ensure governance of this area is accorded the highest priority. The SHE team's remit includes developing Health & Safety standards with appropriate colleague training, reviewing performance and initiating remedial activity in underperforming parts of any business. Second on the agenda is Employer of Choice and, since 2020 in line with our net zero target, Environment has been the third item on every agenda – ensuring key ESG and climate-related priorities are given significant focus allowing us to maintain and further our ambition to be a responsible business.

We have a broad global policy framework, the cornerstone of which is the Code of Conduct (available in 16 local languages and supported by training programmes), which was updated in 2024.

The Code of Conduct sets out a fundamental commitment to comply with all legal requirements that apply, and to operate with high ethical standards. It outlines responsibilities to colleagues, customers and the business, and highlights our determination to establish our values of Service, Relationships, Teamwork and Responsibility, and create a culture of integrity within the business. Our Code of Conduct is applicable to all colleagues and operations across the globe and is managed and reviewed by our HR and Legal teams.

OUR GOVERNANCE MODEL

Rentokil Initial's governance model identifies the respective roles of the Board (risk framework and corporate governance), functions (determining best practice and governance) and country and regional teams (delivery within the framework of policies and local laws).

The Company's risk management process includes consideration of material ESG issues, with appropriate detailed management by dedicated functions (for example, technical and safety teams), together with monitoring against Group standards and policies on a periodic basis by Internal Audit.

The Company does not permit political lobbying on its behalf by colleagues, although responding to new regulations through trade associations is acceptable. Examples of trade associations include the Global Food Safety Initiative (GFSI), where food industry companies meet to share best practice on food safety, including pest control.

In addition, we continue to support the British Pest Control Association (BPCA), The Campaign for Responsible Rodenticide Use (CRRU), British Association of Chemical Specialties (BACS) and the EU Chemicals Trade Association (CEFIC). Rentokil Initial has played a leading role in the set-up of the UK product stewardship programmes for anticoagulant rodenticides (led by CRRU), to change pest control behaviour for rodent control in the sectors where widespread use of rodenticide occurred by users who were not professional pest controllers.

The Company has membership of trade associations around the world but does not employ any public affairs consultancy as a means of influencing political decision making.

⑦ Please see our **Governance Framework on page 105 of Rentokil Initial's Annual Report and Accounts**

OUR STAKEHOLDERS

We identify our key stakeholders as colleagues, customers, shareholders, communities, and suppliers. We also recognise the broadening impact the environment has on all our identified stakeholders and its increasing importance to areas of our business operations. We engage with stakeholders regularly in different ways to gather their opinions and inform our decision making. This includes contact during business activities, face-to-face meetings and engagement on specific issues, such as regulation.

	COLLEAGUES	CUSTOMERS
Overview	We employ approximately 68,500 colleagues who operate in 89 countries. Our colleagues are those who are directly employed by us.	
Key issues for stakeholder group	• Health & Safety • Training and career development • Tools to do the job • Wellbeing	• Reward • Culture and values • Line manager coaching and feedback • Community support
Why we engage	Our customers range from global food producers, hotel chains, industrial goods businesses and restaurants to individual residential customers.	
Impact/value created	• Safety • Expertise and service quality • Innovation • Digital portals • Transparency	
Methods of engagement	In a service industry we succeed or fail by the quality of the service we offer our customers. Understanding their needs supports our product and service development.	
Measurements	• Healthier and more hygienic facilities • Regulatory compliance (food safety, Health & Safety, etc.) • Supporting customers’ own sustainability targets	
	• Management of ongoing customer relationships • Customer satisfaction surveys (Customer Voice Counts, or CVC) • Participation in industry forums and events, such as the Global Food Safety Initiative and thought leadership	
	• Annual Report and industry-focused publications • Websites • Innovation showcase, e.g. visits to our dedicated research and development facilities • Provision of training for customers’ staff	
	• All colleagues are provided with information on matters of concern to them in their work • U+ training platform • Regular briefing meetings and internal communications to inform colleagues of key factors affecting our business • Engagement events are hosted by individual businesses and leaders, such as conferences, town halls and senior executive updates	
	• Other methods include: • Your Voice Counts (YVC) colleague survey every two years and periodic pulse surveys • Annual personal development reviews for colleagues and line manager training • The RIGHT WAY magazine published online quarterly • Speak Up ethics hotline • Works councils, including an EU forum	
	• Group State of Service performance was strong, up 0.5 percentage points to 98.3% in 2024 (2023: 97.8%). All regions saw an improvement in performance, with UK & Sub-Saharan Africa the highest-performing region. • Our CVC Net Promoter Score increased by 1.1 points to 51.8. Our category analysis shows that Pest Control is our highest-rated category, at 55.0, broadly flat on last year.	
	• 0.29 Lost Time Accident rate in 2024 • 6.25 Working Days Lost rate in 2024 • 28% of our senior management are female • c.10,800 Core Corporate Compliance training courses were completed by colleagues in 2024	

OUR STAKEHOLDERS
CONTINUED

	SHAREHOLDERS	COMMUNITIES
Overview	Our shareholders range from global investment funds and institutions based primarily in the UK, North America and Europe, to small private investors, who are often current or former employees.	Our communities are those who live in areas where we work, such as residents, businesses, schools and charities, as well as regional and global partnerships that support our broader responsibilities.
Key issues for stakeholder group	• Integration of Terminix • Total Shareholder Return (TSR) • Growth in revenue and profit • Cash flow and returns, e.g. dividends	• Contribution to public health and safe environments • Jobs and investment • Environmental and societal impact • Long-term relationships
Why we engage	Our investors are the owners of the business, and continued access to capital is vital to our long-term performance. We want our investors and investment analysts to have a strong understanding of our business, strategy and performance, and we want to understand their priorities.	We respect the communities in which we operate and employ people, but we also accept a wider responsibility to key communities and environments around the world. We encourage a long-term partnership approach.
Impact/value created	We aim to generate long-term profitable growth to help deliver value for our shareholders. • Earnings per share • Compounding model • Dividends • Free cash flow	We partner with charities and community initiatives in communities where we operate • Tax paid • Charitable donations • Reduction in energy and fuel-derived emissions • Employment of people in local communities
Methods of engagement	• Institutional investor meetings • Wholesale distribution channels, such as sell side research and broker-led conferences • Capital Markets Days • Investor roadshows • Ad hoc meetings with investors on specific topics, such as ESG	• Sponsorship and colleague volunteering • Partnerships with schools, colleges and universities
Measurements	• We aim to drive shareholder value through driving higher revenues from our Pest Control and Hygiene & Wellbeing businesses, supported by M&A investment. Our objective is to deliver sustainable profit growth by growing Group revenues. • We are a highly cash-generative business and, after dividend and interest payments have been made, we reinvest our cash into the business for future growth through people, technology, and M&A.	• £574k donated to charities in 2024 (excludes donations in kind and product).



OUR STAKEHOLDERS CONTINUED

	SUPPLIERS	
Overview	Our suppliers range from major manufacturers of key products and consumables to suppliers of indirect goods and services used to support our operations. Products supplied include pest control bait, paper, soaps, and waste collection units. In 2024, we During the year, we continued our work on raising awareness of sustainability across our extended supply chain at our Asian Supplier Sustainability Conference that was attended by nearly 100 suppliers (c.175 people).	
Key issues for stakeholder group	• Long-term engagement and innovation • Pricing • Continuous improvement approach • High standards of product quality and service delivery	• ESG matters, including human rights, data protection and modern slavery • Environmental standards and improvement plans
Why we engage	Our major suppliers must share our corporate standards and values as these strategic partnerships deliver significantly more value to our business and our customers.	
Impact/value created	• Optimised supply chain from manufacturer to end customer • Joint development of bespoke products and service innovations	• Efficient sourcing of proprietary products from global and local suppliers
Methods of engagement	• Suppliers are classified into critical, major and minor suppliers, to ensure that they are managed at the appropriate level • Our Supplier Code of Conduct defines the standards and values expected of our suppliers • The Global Procurement team manages the relationships with critical suppliers, including comprehensive audits of their operations	• Local procurement teams manage major and minor suppliers • Relationships are coordinated through the quarterly Global Procurement Forum to ensure alignment and sharing of best practice
Measurements	• No human-rights violations were identified in 2024. • We publish a Modern Slavery Statement each year, which is available on our website.	

MATERIALITY

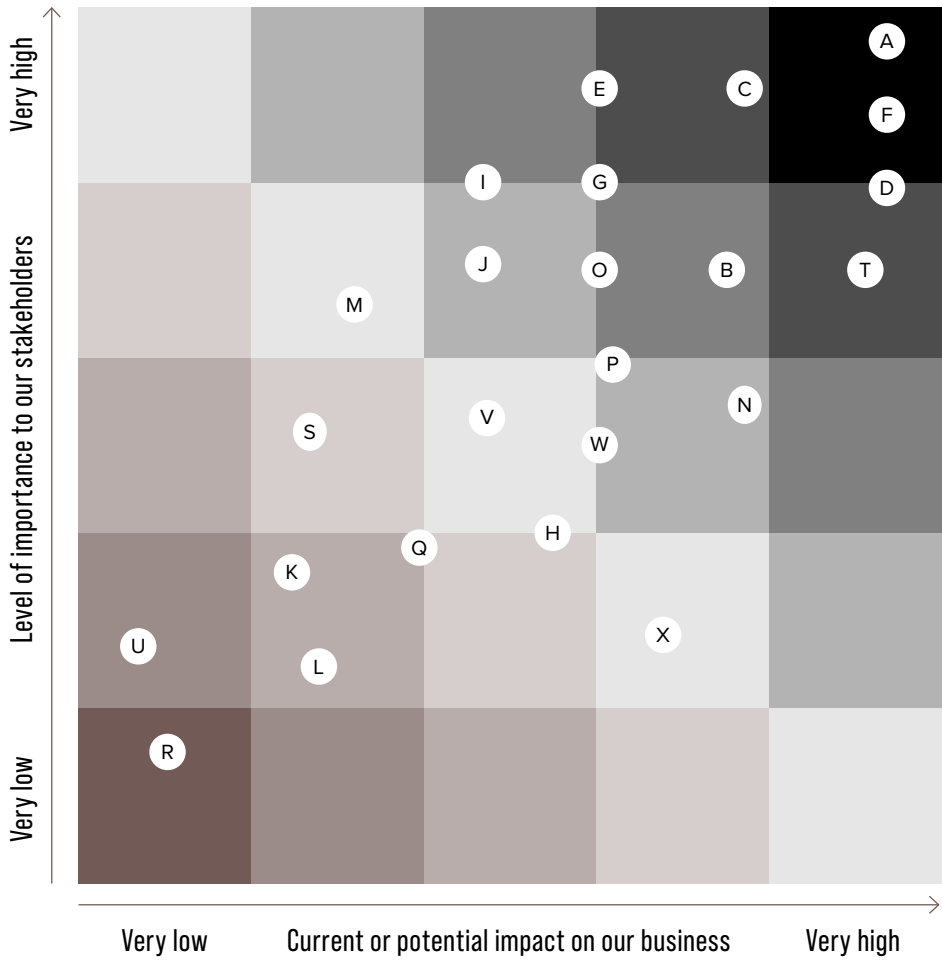
The Company considers the materiality of its Responsible Business impacts and the importance of each impact to the business.

Since 2019 we have reported the results of our ESG Materiality Assessment. Rentokil Initial undertook its initial ESG Materiality Assessment in 2019 with support from an external expert consultancy and has subsequently been reviewed internally on an annual basis. This process included analysing questions posed by major customers in contract-tendering processes; reviewing colleagues’ responses to corporate responsibility related questions in our Your Voice Counts colleague survey; and reviewing questions received from socially responsible investment third parties.

In 2024, we worked with a specialist consultancy to undertake an ongoing process of understanding our material issues from a financial and impact perspective. The assessment is following a five-step process:

- 1. **Identify:** A longlist of ESG topics was compiled based on international standards, frameworks, peer analysis, and stakeholder engagement.
- 2. **Prioritise:** Topics were prioritised based on their potential impact on the planet, people, and Rentokil Initial's business.
- 3. **Assess:** Each prioritised topic was assessed for both impact and financial materiality using a 5-point scale (from "low" to "very high").
- 4. **Validate:** The assessment results are under review and being validated.
- 5. **Report:** The material ESG topics, along with the assessment results, will be reported in line with new ESG reporting requirements.

We will review the materiality of these issues on an annual basis to ensure that our double materiality assessment accurately reflects the business and suitably underpins strategy and corporate reporting.



Impacts

Colleagues

- A Health & Safety
- B Colleague training & development
- C Colleague engagement
- D Employee retention
- E Diversity, equality and inclusion

Customers

- F Service delivery and customer retention
- G Product stewardship
- H Digitalisation (efficiency and service differentiation)
- I Innovation (product and service)

Supply chain

- J Responsible consumption and production
- K Local sourcing
- L Supplier audits

Environment

- M Resource management
- N Climate change action
- O Sustainable services
- P Vehicle fuel efficiency (route management, density, vehicles)
- Q Waste management

Community

- R Colleague volunteering
- S Community investment and partnerships

Governance

- T Code of Conduct
- U Policy influence/trade association
- V M&A integration (bolt-ons)
- W Cyber security/data privacy
- X Brand reputation

POLICY FRAMEWORK

Rentokil Initial has a robust policy framework. Our key policies are available on the Company's website.

For each area of Responsible Business practice, the Company has a framework of policies including:

- Health & Safety
- Environmental management
- People matters
- Human rights
- Modern slavery
- Supplier Code
- Relationships with customers and suppliers
- Community involvement
- Data Protection
- External affairs and political lobbying
- Anti-Corruption Policy

The cornerstone of this policy framework is the Code of Conduct. A Code of Conduct training programme helps to support new colleagues and includes regular refresher programmes for existing colleagues.

We also operate an annual Letter of Assurance process, which is required to be signed by all senior management to confirm they comply personally with key corporate policies and the Code of Conduct, and that the colleagues for whom they are responsible are aware of and understand what is required of them. Details must be provided on any areas of non-compliance or uncertainty. The process is monitored by the Company's Group General Counsel, with a review of the process and a report being provided to the Company's Audit Committee each year and followed up with the Company's Internal Audit function.

- 🔗 **Code of Conduct**
- 🔗 **Modern Slavery Statement report**
- 🔗 **Gender Pay Report**

Rentokil Initial has been a member of the Dow Jones Sustainability Index for 17 years, with inclusion in the Europe index and the S&P Global Sustainability Yearbook for 2024. The Company has also received independent accreditation from CDP, FTSE4Good, Sustainalytics, EcoVadis, Moody's ESG and MSCI. These indices are important because they enable us to benchmark our performance in this area against other business services companies, as well as reinforcing the importance of the elements assessed.

c.10,800 Core Corporate Compliance training courses were completed by colleagues in 2024.

Rentokil Initial's statement on its approach for the avoidance of modern slavery is published on its website. This covers its Global Procurement operations and major local suppliers.

We continue to have no material gender pay gap between men and women. The Company publishes its Gender Pay Reports for UK colleagues online.

TECHNICAL STANDARDS

Our Technical Standards (Pink Notes) are a key part of the governance of our business. We have a training programme available on U+ for Pink Note awareness which is completed by all managers throughout the Group. The Audit Committee has Board oversight on our technical standards.

Pink Notes cover matters of Company policy (i.e. 'must do' or 'must not do'). They explicitly prohibit or mandate activities in specific areas of higher operational risk and provide clear direction to ensure that risks and requirements are effectively communicated. Pink Notes are applicable to all categories and businesses. Compliance is mandatory for all colleagues, temporary workers and subcontractors at all levels of our businesses.

ADHERING TO POLICIES

Adherence to our policy framework is monitored through a number of methods, including tracking completion of mandatory training modules (including the Code of Conduct) on our U+ platform, through monitoring of key targets and KPIs and through the Company's Internal Audit team.

The Audit Committee receives a regular report of matters reported via Speak Up. The number of Speak Ups in 2024 was 108, a slight increase on the previous year's figure of 103. The nature of the matters reported remains consistent with previous years, with the majority of Speak Ups relating to routine employee and employment matters.

A Speak Up summary report was also submitted to the Board in December for overview of compliance with the European Whistleblowing Directive and the UK Corporate Governance Code.

The Company has also established a separate Supplier Speak Up line for suppliers and their employees or other stakeholders to report genuine concerns over malpractice, illegal acts or failures to comply with recognised standards of ethical behaviour that they observe at any point within our global supply chain. There were no reports on the Supplier Speak Up line in 2024 related to supplier malpractice.

Training for suppliers in Modern Slavery Awareness continued in 2024 using our online training tools. In total 138 individuals from 47 companies have given the training.

In September, an Asian Supplier Sustainability Conference was held to train our Asia Suppliers in our ESG standards, including a specific plenary session on Modern Slavery.

This online conference was attended by 175 people including global and local suppliers, Rentokil Initial country management and procurement teams. This virtual conference provided education sessions on several topics, such as calculating product carbon footprints, reducing the impact of logistics operations on emissions, driving sustainability through consumables sourcing, reducing virgin plastics usage in hardware, and supplier selections through social compliance.

To reinforce policy adherence, mandatory core compliance training for all colleagues is undertaken by online U+ training modules in the following:

- Code of Conduct
- Preventing bribery and corruption
- Preventing anti-competitive practices
- Conflicts of interest
- Securing information and protecting privacy
- Insider Trading
- Annual SOX Compliance
- SOX Cyber Security

Online training modules are also provided on modern slavery, preventing the facilitation of tax evasion and money laundering, data privacy, human rights and preventing insider trading.

Rentokil Initial has implemented a Group Global Data Protection Policy that underpins its approach to data protection. This states the principles all businesses globally are expected to apply in data processing operational controls.

DATA SECURITY & PRIVACY

We continue to identify, monitor and take steps to mitigate the risk of cyber-attacks against the business.

We continue to invest in IT security ensuring that the security posture of systems and services is maintained at an appropriate level and continually monitored and improved.

With many of our colleagues working from home throughout 2024, we worked to expand and maintain the security tools and technology to ensure secure remote access. Our data protection systems are rooted in our Acceptable Use and Global Information Security policies, which are mandatory for all colleagues. Penetration testing exercises were also undertaken to test our detection and response capability.

An information security awareness programme is helping to reduce security incidents and improve awareness. We also monitor external ratings using the Assessment of Business Cyber Risk framework provided by the US Chamber of Commerce and benchmark our cyber security where possible. We assess our performance against the National Institute of Standards and Technology (NIST) and our policy framework and processes are certified to ISO 27001 (global) for information security. In addition, we completed SOX operational effectiveness phase 1 and phase 2 spanning around 280 IT controls. We want to do the right thing to ensure that our business and our customers can operate securely and safely.

Rentokil Initial has implemented a Group Global Data Protection Policy that underpins its approach to data protection. This states the principles all businesses globally are expected to apply in data processing operational controls. The business globally requires use of a data protection tool provided by Onetrust to manage records of data processing, privacy impact assessments, data subject rights, consent management, cookie management and incident management.

Our global approach to data protection is aligned with the principles of key global data protection and privacy laws globally and includes:

- **Lawfulness, fairness and transparency:**
As a global business we endeavour to ensure that personal data is processed lawfully, fairly and in a transparent manner that considers the rights of individuals as 'data subjects', whose personal data we process whether customers, employees or any others. We provide all individuals/data subjects with access to notices in multiple languages to provide transparency about how we manage personal data.
- **Purpose limitation:**
As part of our global compliance programme, we require all businesses to complete records of their processing activities. This requires process owners to have identified a specific purpose for processing that should be communicated in any privacy notices – public ones directed at customers, potential customers, suppliers, etc., and those directed at potential employees/existing employees. Where any records of processing are created, we require an applicable lawful basis for processing, e.g. consent, contract or as otherwise applicable.
- **Data minimisation:**
We have a network of over 90 local privacy officers/champions globally who supplement our dedicated expert resources and are encouraged to review the personal data processed to ensure we don't process unnecessary data.
- **Accuracy:**
As a business we recognise that data has limited value if it is inaccurate and not updated. Improvements to our data quality are under regular review.

- **Storage limitation:**
We have a Document and Data Retention Policy which provides clarity on data retention and deletion requirements. Steps are being taken to improve compliance in this area globally in recognition of its importance as a compliance requirement.
- **Security, integrity and confidentiality:**
Our Global Data Protection Policy highlights the importance of applying appropriate security measures and ensuring any third parties we use to process personal data on our behalf apply appropriate security measures.

- **Data subject rights and access requests:**
We can manage data subject to requests for access, deletion, 'do not sell data', etc., via our Onetrust privacy compliance tool and have effectively responded to all the requests received by the privacy team.
- **Transfers and data sharing:**
Any overseas transfers of personal data within Group companies are subject to contractual arrangements based on EU approved Standard Model Clauses or the equivalent in other countries. We seek to include appropriate contract terms and controls based on assessments of EU/UK adequacy conditions or otherwise.



DATA SECURITY & PRIVACY CONTINUED

DATA INCIDENT REPORTING

We have data incident notification guidelines that require attention and escalation at the earliest opportunity to the privacy team. Incidents can be reported directly to the team, via a self-service tool on the business intranet or via the IT reporting route.

TRAINING AND AUDIT

Data protection training has been made available in multiple languages to all colleagues. Completion rates are improving across the Group, and we continue to work to improve engagement, and data protection forms made part of internal audit reviews of operational business and functional teams (especially HR, marketing and IT). We have a set schedule of annual testing for incident response.

It must be noted that we are at different stages of maturity and implementation of governance in the countries we operate in. Our baseline is to have a data inventory for all countries, to ensure most employees have completed training and have acknowledged applicable local employee privacy notices and have processes in place for managing data subject rights requests.

Public-facing privacy notices are available globally to the public – although it is acknowledged that additional languages would be beneficial and that routine updates are challenging given the size of the business globally, and the number of new businesses we acquire each year which need to be integrated into our compliance programme.

Data incidents have been captured and managed since 2018 using a privacy compliance tool from Onetrust (the most widely used platform to operationalise privacy, security and data governance). The business manages incidents as per the requirements of the EU General Data Protection Regulation or as per applicable local legislation. There have been a limited number of minor privacy incidents in 2024, none that have required regulatory involvement.

OUR PRIVACY PROCESS LIFECYCLE

Privacy Impact Assessments

Creation of Records of Processing

which may require additional Data Protection Impact Assessments and Legitimate Interest Assessments

Review of Records

ensure appropriate ownership, check details, validate lawful basis, identify risks and provide risk mitigation guidance

Annual review and maintenance of records

Review of privacy notices based on updates/changes to processing activities

INTEGRITY

Rentokil Initial has a range of tools to provide assurance of the integrity with which it operates.

The key tools include:

- The Code of Conduct, where new colleagues are mandated to receive training in it, and levels of training for this and for the other mandatory compliance topics are monitored monthly
- Reporting on internal control incidents, whistleblowing reports and the strength of the internal control framework to the Audit Committee of the Board by the Director of Internal Audit at least three times a year
- Quarterly litigation reporting to the Group Executive and Board, which includes claims assessed not only by monetary value but category of exposure including allegations of fraud, criminal conduct etc.
- Supplier Code and activities in the supply chain including modern slavery
- Annual Letter of Assurance process

Together, the above tools are considered to constitute a robust framework to deliver high levels of professional integrity across the organisation. However, additional reassurance can also be deduced by the organisation's reaction in practice to issues where short-term commercial incentives and professional integrity could be perceived to be in conflict.

Rentokil Initial continues to focus on ensuring the framework and tools are in place and operating robustly to deliver the target level of professional services while operating with the utmost professional integrity and, while never complacent, notes that the above examples provide an additional demonstration of how integrity is delivered and working not only by design but also in practice and in radically different operational environments around the world. There were no material losses relating to legal proceedings in 2024.

⑦ **Code of Conduct**

⑦ **Supplier Code of Conduct**

FRAMEWORKS

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FRAMEWORKS

For Rentokil Initial, being a responsible and sustainable business is central to THE RIGHT WAY plan and supports our Purpose of Protecting People, Enhancing Lives and Preserving our Planet. For us, this means:

- Helping colleagues to have safe and fulfilling work lives
- Benefiting society by acting in the most effective and environmentally sustainable manner
- Supporting customers by innovating and delivering products and services responsibly; and
- Contributing to the local economy and supporting communities where we operate

ALIGNMENT WITH THE UN SUSTAINABLE DEVELOPMENT GOALS

Areas of Priority in our Operational Model

At Rentokil Initial, we align our operations and values with the UN Sustainable Development Goals (SDGs), focusing on key areas where we can make the greatest impact: Colleagues & Culture, Environment, Service & Innovation, and Communities & Charities.

Colleagues & Culture

We are committed to being a world-class Employer of Choice, employing approximately 68,500 colleagues in 89 countries (c.62,900 in 2023).

At the heart of everything we do is our ‘One Rentokil Initial’ Culture, built on a one-team mentality, a shared purpose, and values that prioritise delivering exceptional customer experiences. This culture drives agility and responsiveness, enabling our colleagues to support customers effectively across all businesses. We report on areas such as safety, recruitment, engagement, diversity, training, and retention, ensuring that we foster a motivated, skilled, and inclusive workforce.

→ See pages 11 to 23

Environment

Our pathway to net zero carbon emissions by 2040 includes clear milestones to address our most material impacts: vehicles, properties, and chemical use in fumigation.

Progress includes the transition to a low emissions vehicle (LEV) fleet and the shift to renewable electricity in our properties, reducing both energy emissions and our property footprint. We report on key metrics such as absolute energy and fuel-derived emissions, global and UK energy consumption, waste, transport and distribution, and business air travel, reflecting our commitment to operational sustainability.

→ See pages 24 to 34

Task Force on Climate-Related Financial Disclosures

The Task Force on Climate-Related Financial Disclosures (TCFD) recommendations set an important framework for understanding and analysing climate-related risks, and we are committed to regular, transparent reporting to help communicate and track our progress.

We are pleased to share our disclosures in response to the recommendations of TCFD, and in this table we provide details of where key climate-related information can be found in our Annual Report and Accounts 2024. We continue to implement, embed and track the progress against our plan to achieve net zero by the end of 2040 across the Group.

🔗 Please see our TCFD report within the 2024 Annual Report.

Service & Innovation

Customers trust us to deliver high-quality services that safeguard their people, customers, and reputations. Innovation is at the core of our business, with The Power Centre serving as our industry-leading hub for science, innovation, and training. Our pipeline of around 70 projects focuses on sustainable, non-toxic, and digital solutions, with most projects developed in-house by our Science & Innovation team or informed by insights from our global businesses. Reporting areas include customer satisfaction, product and service innovation, and leadership in digital technologies, ensuring we consistently exceed expectations and drive positive change in the industry.

→ See pages 33 to 40

Communities & Charities

Through our Rentokil Initial Cares programme, we make meaningful contributions to the local economies and communities where we operate. This programme supports colleagues’ efforts locally, alongside national and global initiatives. We report on activities such as partnerships to protect rainforests from deforestation, support for malaria eradication, local charity collaborations aligned with our multi-local operating model, and total charitable contributions, including in-kind donations. These efforts reflect our commitment to creating shared value and supporting communities worldwide.

→ See pages 41 to 49



FRAMEWORKS CONTINUED

Our sustainable approach is aligned to the areas of priority in our operating model and to the priorities of our key stakeholders. These are aligned to four of the UN Sustainable Development Goals (SDGs).

Colleagues

Safety focus – safe operating procedures for colleagues. Road traffic safety rules and training. Enhanced colleague wellbeing strategy. Code of Conduct in 16 languages.

Customers

Safer foods and medicines through the provision of pest control services, including developing nations. Hand, air and surface hygiene for safer places to live/work. Investment in innovation in pest control and hygiene. Better Futures community health initiative in Asia.

Communities

Suppliers

Supplier Code of Conduct sets our minimum standards, in conjunction with our supplier management standard.

UN SDGs

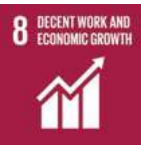


Job creation, training and career development. Apprenticeship and graduate schemes. Diversity, equality and inclusion focus. High engagement and retention.

Safe workplaces for employees, customers and users of facilities.

Creating jobs with long-term career prospects in emerging markets, e.g. India, SSA.

Over 2,500 small business supplier partnerships. Modern slavery auditing and performance.



Integrated environment plan with innovations and non-toxic services together with sustainable operations. Ultra-low emission fleet. Sustainable waste disposal. Sustainable workplace. Renewable energy. Route density. Remote monitoring. Net zero transition plan.

Avoidance – reducing carbon emissions through deforestation.

Product development. Reduced packaging. Requirement to comply with environmental standards.



Effective partnerships with charitable groups – internationally and locally – to support causes in line with our Purpose. Includes focus on malaria eradication in Africa, hygiene education in Asia, and reducing deforestation in the Pacific.

Partnerships with suppliers and scientific community on innovations to enhance public health and wellbeing.





FRAMEWORKS CONTINUED

SUSTAINABILITY ACCOUNTING STANDARDS BOARD

The Sustainability Accounting Standards Board (SASB) is an independent, private sector standards-setting organisation dedicated to enhancing the efficiency of the capital markets by fostering high-quality disclosure of material sustainability information that meets investor needs.

Their use of the term ‘sustainability’ refers to corporate activities that maintain or enhance the ability of the Company to create value over the long term. Sustainability accounting reflects the governance and management of a company’s environmental and social impacts arising from production of goods and services, as well as its governance and management of the environmental and social capitals necessary to create long-term value.

The SASB has developed a set of 77 industry-specific sustainability accounting standards. This is the third year that Rentokil Initial has reported against the Professional & Commercial Services industry standard, which includes three disclosure topics and accounting metric areas:

- Data Security
- Workforce Diversity and Engagement
- Professional Integrity

We have disclosed information on each of these areas in both our 2024 Annual Report and this Responsible Business Report. A brief summary and quick links to disclosure on these areas can be found in the following tables.

1. DATA SECURITY

Accounting metric	Reference in Responsible Business Report
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Code: SV-PS-230a.1 Description of approach to identifying and addressing data security risks.	Like all organisations, the scale and complexity of cyber-attacks against the business continues to increase and we continue to identify, monitor, and mitigate the risk this presents. We have a dedicated IT security team who are supported by external specialists. We continue to invest in IT security, ensuring that the security posture of systems and services are maintained at an appropriate level and security posture is continually monitored and improved. Penetration testing exercises are undertaken to test our detection and response capability.
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Code: SV-PS-230a.2 Description of policies and practices relating to collection, usage and retention of customer information.	Rentokil Initial has implemented a Global Data Protection Policy that underpins its approach to data protection. This states the principles all businesses globally are expected to apply in data processing operational controls. The business globally requires use of a data protection tool provided by Onetrust to manage records of data processing, privacy impact assessments, data subject rights, consent management, cookie management, and incident management. Our global approach to data protection is aligned with the principles of the EU General Data Protection Regulation.
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Code: SV-PS-230a.3 Number of data incidents, (2) percentage involving customers’ confidential business information (CBI) or personally identifiable information (PII), (3) number of customers affected.	As per the SASB requirements, a data incident is defined as “the unauthorised movement or disclosure of sensitive information to a party, usually outside the organisation, that is not authorised to have or see the information.” There have been a limited number of minor privacy incidents in 2024, none that have required regulatory involvement.
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FRAMEWORKS CONTINUED

2. WORKFORCE DIVERSITY & ENGAGEMENT

Accounting metric	Reference in Responsible Business Report				
Code: SV-PS-330a.1 Percentage of gender and racial/ethnic group representation for (1) executive management and (2) all other employees.	Rentokil Initial is a diverse organisation by its nature, operating in 89 countries with more than 40 languages. Some countries have rules that restrict our data collection around workforce diversity. In 2024, across our workforce: • 16,247 (24%) of colleagues were female and 52,238 (76%) male. • 40 (28%) of our senior leaders were female and 104 (72%) male. • 71 (29%) of our senior leaders (incl. subsidiary directors) were female and 171 (71%) male. • 3 (33.3%) of our Board Directors were female. We continue to have no material gender pay gap between men and women in the UK, with a median of -3.6% and a mean of -7.1%, which is significantly better than the UK average of +13.1%, reported by the Office for National Statistics.				
Code: SV-PS-330a.2 Employee turnover rate.	Colleague retention is measured monthly and presented to the Executive Board as part of the Employer of Choice programme. Retention was 86.6% in 2024.				
Code: SV-PS-330a.3 Employee engagement as a percentage.					
Colleague turnover	2024	2023	2022	2021	2020
Voluntary (%)	13.4%	15.8	17.4	15.6	11.4
Colleague indicators	2024	2023	2022	2021	2020
Survey response rate	Two-year cycle	90%	Two-year cycle	91%	Two-year cycle
Colleague enablement		83%		83%	
Colleague engagement		79%		80%	
Since 2017, Rentokil Initial has undertaken a ‘measure-analyse-act’ cycle over a two-year period. This is supplemented by targeted pulse surveys. Measurement is undertaken by a specialist, independent third party. Individual data remains confidential. Response rates have been high and results for colleague engagement and enablement place the Company among the High Performing group of leading companies.					

3. PROFESSIONAL INTEGRITY

Accounting metric	Reference in Responsible Business Report
Code: SV-PS-510a.1 Description of approach to ensuring professional integrity.	Rentokil Initial has a policy framework and a number of tools to provide assurance of the integrity with which it operates. The Company continues to focus on ensuring the framework and tools are in place and operating robustly to deliver the target level of professional services whilst operating with the utmost professional integrity.
Code: SV-PS-510a.2 Total amount of monetary losses as a result of legal proceedings associated with professional integrity.	There have been no material monetary losses in 2024 as a result of legal proceedings.

4. METRICS

Accounting metric	Reference in Responsible Business Report				
Code: SV-PS-000.A Number of employees by: (1) full-time and part-time, (2) temporary, and (3) contract.	Our strategy is focused on creating trained and highly-engaged full-time employees rather than the use of contractors. We may recruit a small number of people on temporary contracts to cover holidays/peaks.				
Code: SV-PS-000.B Employee hours worked; percentage billable	This metric does not apply to our operating model. Colleagues do not work against billable hours. We agree with our customers a service contract with a detailed monthly contract or one-off job price.				
Number of full-time employees	2024	2023	2022	2021	2020
	68,500	62,900	58,600	46,031	44,588

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Rentokil Initial has been publishing emissions data for

20 years

continually improving the quality and scope of its environmental reporting.



KEY PERFORMANCE INDICATORS

Rentokil Initial has published its emissions data for 20 years and continues to improve the quality and range of its environmental reporting. In this section, we include five-year performance charts across a range of social and environmental indicators.

HEALTH & SAFETY

World-class performance. Significant improvement since 2020.

Number of full-time employees	2024	2023	2022	2021	2020
Lost Time Accident rate (LTA)	0.29	0.31	0.39	0.38	0.39
Working Days Lost rate (WDL)	6.25	7.05	7.90	8.71	8.46

The LTA rate is calculated as the number of lost time accidents (injuries and illnesses) per 100,000 hours worked. The WDL rate is calculated as the number of working days that colleagues could not work because of lost time accidents (injuries and illnesses) per 100,000 hours worked.

CUSTOMERS

Strong state of service and customer satisfaction.

Indicators	2024	2023	2022	2021	2020
State of Service	98.3%	97.8%	95.9%	92.9%	89.4%
Customer Voice Counts	51.8	50.8	50.9	52.1	40.8
Customer Retention	82.8%	82.3%	82.4%	85.4%	84.5%

Customer Voice Counts is based on the Net Promoter Score, based on telephone and digital survey channels. Prior year numbers have been restated primarily to include the Terminix acquisition, as well as to align all regions on consistent definitions and calculations.

COLLEAGUES

Colleague retention: All regions delivered improvement in 2024.

Indicators	2024	2023	2022	2021	2020
Total colleague retention*	86.6%	84.2%	79.5%	84.4%	88.6%
Sales colleague retention	82%	77.4%	76.2%	82.9%	87.7%
Service colleague retention	85.6%	83.3%	77.5%	82.4%	86.9%
Colleague enablement	Two-year cycle	83%	Two-year cycle	83%	Two-year cycle
Colleague engagement		79%		80%	

* Colleague Retention measured as part of the Employer of Choice programme, 12-month annualised basis. Prior year numbers have been restated primarily to include the Terminix acquisition, as well as to align all regions on consistent definitions and calculations.

COMMUNITIES

£574,000 donated to charities and communities in 2024.

Indicators	2024	2023	2022	2021	2020
Community	574	569	998	361	184

Also see, Annual Report & Accounts 2024, Key Performance Indicators, page 22

KEY PERFORMANCE INDICATORS CONTINUED

ENVIRONMENT

1. ABSOLUTE VALUES OF ENERGY AND FUEL DERIVED EMISSIONS

Our absolute emissions figures (tonnes of CO₂e) have increased in 2024 by 0.8% following multiple acquisitions. However, we are pleased to note an ongoing improvement in our intensity ratios.

Type of scope	2024	2023	2022	2021	2020
Total Scope 1	295,617	294,002	213,354	184,438	170,655
Total Scope 2	20,941	21,670	18,125	15,651	15,638
Total Scope 3	78,885	78,120	56,313	48,281	43,263
Total outside Scope	17,172	15,459	7,776	7,298	5,787
Total – all scopes & outside scopes (Location-based)	412,615	409,271	295,568	255,668	235,343
Total Scope 2 Market-based emission reduction	(2,075)	(1,914)	(1,737)	(1,297)	0
Total – all scopes & outside scopes (Market-based)	410,541	407,357	293,831	254,371	235,343

Scope 1 – emissions from our vehicles and the operation of our facilities, with the majority of emissions derived from the use of petrol and diesel across our fleet, with a small amount of gas, fuel oil, LPG and aviation fuels.

Scope 2 – emissions are derived from the purchase of electricity. This has been split between Location- and Market-based to account for those operations switching to green and renewable tariffs. Slight changes to prior year figures are due to updates in the IEA conversion factors.

Scope 3 – includes emissions in relation to our properties and vehicles, Transmission & Distribution (T&D) and Well to Tank (WTT). Slight changes to prior year figures are due to updates in the IEA conversion factors. See points 3 and 4 as we continue to improve our data collection.

Total outside scope – biogenic emissions.

Total – all scopes and outside scopes – consolidation of all the above scopes with no emissions deducted for renewables, to allow for direct comparisons across the five years.

Market-based emissions (deductions) – emissions deducted under the renewable electricity contracts we have implemented in the UK, Italy, Australia and New Zealand.

2. BUSINESS TRAVEL

In 2024 we have continued to report on our business flights, with this being the second year we have collected data for all of our six operating regions. We continue to improve our data collection processes and are looking to expand our reporting to include emissions relating to other forms of business travel and accommodation to fully disclose our Scope 3: Category 6 – Business Travel footprint.

Business Travel – flights	2024	2023	2022	2021	2020
Tonnes of CO ₂ e emissions (including WTT)	7,612	7,692	4,059*	1,375	2,446

* Data for 2022 and prior years only includes four of our six operating regions. Data for Europe and LATAM was first collected in 2023.

3. TRANSPORT & DISTRIBUTION

The Company’s supply chain transportation footprint from product suppliers through warehouses to branches, and to end-user technicians and customers is continually reviewed to ensure that the most efficient supply route from supplier to end-customer is employed. Shipping volumes are consolidated at the optimum location to provide the highest service level at the lowest cost and environmental impact. Shipments are made directly from the supplier to the country warehouse or branch where volumes allow.

This is the fourth year we have collected information for our transport and distribution, with emissions data obtained for the logistics in relation to our European central warehouse from two of our suppliers. We continue to look at opportunities to expand on this reporting through the collection of data for other logistics operations as well, in addition to separating data between upstream and downstream services.

Transport and Distribution	2024	2023	2022	2021	2020
Tonnes of CO ₂ e emissions	604	538	472	405	777

This data was provided by our transport and distribution suppliers, who calculated the emissions figures internally using Handbook Emission Factors for Road Transport (HBEFA) conversion factors.



KEY PERFORMANCE INDICATORS CONTINUED

ENVIRONMENTAL EFFICIENCY METRICS

Rentokil Initial has been publishing emissions data for 20 years, continually improving the quality and scope of its environmental reporting.

The Company set its first emissions target in 2012, aiming for a 10% reduction in emissions intensity by 2016, which was achieved a year early in 2015. Building on this success, a new five-year target was set using 2015 as the baseline: a 20% reduction in emissions intensity by the end of 2020, which was also achieved ahead of schedule in 2019.

Our reporting includes intensity values for emissions, relating them to activity levels, adjusted for constant exchange rates. This ensures accurate, like-for-like performance comparisons that remove currency fluctuations.

We report against key areas to measure progress:

- 1. Carbon Emissions Efficiency Index
- 2. Eco-efficiency Index for Vehicle Fuel
- 3. Eco-efficiency Index for Property Energy
- 4. Eco-efficiency Index for Water in Workwear
- 5. Fumigation-derived CO₂ Emissions
- 6. Waste Data

These metrics underpin our commitment to transparency and continuous improvement in reducing our environmental footprint.

1. CARBON EMISSIONS EFFICIENCY INDEX

In 2020, the Board set a new target to reduce the emissions intensity index by a further 20% by the end of 2025 (using 2019 data as the baseline). The table below shows our five-year index of intensity values – which have improved by 17.3% over the baseline.

Emissions eco-efficiency	2024	2023	2022	2021	2020
Index of energy and fuel derived CO ₂ e emissions at CER per £m of revenue	82.7	85.3	87.1	90.0	91.3

2. VEHICLE FUEL ECO-EFFICIENCY

Vehicle emissions represented 89% of the Company’s energy derived emissions in 2024. Though progress in improving our vehicle fuel efficiency slowed following the Terminix acquisition, we are pleased to note we have managed to exceed our 2022 position, with a 2.4% improvement since 2019, through a continued focus on vehicle efficiency practices across the global fleet. The Company undertakes a range of programmes to support our goal of net zero including transitioning to ultra-low emission fleets, reducing mileage through route optimisation tools and building customer density.

Vehicle eco-efficiency	2024	2023	2022	2021	2020
Index of vehicle energy consumption – thousand litres per £m turnover at CER	97.64	100.39	97.77	98.45	95.28

3. PROPERTY ENERGY ECO-EFFICIENCY

Over the last few years, the Company has consolidated its property portfolio through co-location, resulting in a 45.8% improvement in property energy efficiency since 2019 as we continue to co-locate acquired properties.

Property eco-efficiency	2024	2023	2022	2021	2020
Index of property energy consumption – thousand kWh per £m turnover at CER	54.24	59.18	73.43	80.54	80.04

KEY PERFORMANCE INDICATORS CONTINUED

4. WORKWEAR WATER ECO-EFFICIENCY

In 2024, our Workwear plants in France have maintained their high levels of water efficiency, using 10.1 litres/kg (9.9 in 2023). Responsible practices at our French Workwear plants include: Management of water and energy consumption through a renewal of machinery and the use of more efficient laundry at lower temperatures and control of wastewater sent to the treatment plant – reducing the levels of bleach used in washing with neutral pH.

Water eco-efficiency*	2024	2023	2022	2021	2020
Kilograms of CO ₂ emissions per tonne processed	251.27	263.64	276.56	286.03	272.65
Water usage per unit washed – litres used per kilogram	9.37	9.21	9.68	10.20	9.90

* Includes both our French Workwear and UK Hygiene operations.

5. FUMIGATION-DERIVED CO₂ EMISSIONS

Emissions from the use of sulfuryl fluoride (SF₆) were 1,228,486 tonnes in 2024 representing a 5% decrease year on year, and 21% over two years.

Tonnes of CO ₂	2024	2023	2022	2021	2020
Emissions	1,228,486	1,293,043	1,540,236*	792,744	814,700

* Factoring a full year of Terminix fumigation emissions.

6. WASTE DATA

This is the third year we have reported waste data from our major European operations. In 2024, 73% of our waste was disposed of in a sustainable way.

Country	Non-sustainable	Sustainable
Austria	21%	79%
Belgium	0%	100%
Finland	6%	94%
France (excluding Workwear)	18%	82%
Germany	1%	99%
Greece	86%	14%
Italy	4%	96%
Norway	1%	99%
Poland	100%	0%
Portugal	82%	18%
Spain	46%	54%
Overall	27%	73%

Where individual countries’ non-sustainable percentages are lower, it is due to the limited availability of sustainable waste disposal options in the specific country or higher levels of hygiene and medical waste that must be incinerated.

In addition, we also report waste data for our French Workwear business.

Workwear Waste	2024	2023	2022	2021	2020
Recycling	51%	61%	62%	53%	32%
Recovery – Energy	48%	24%	23%	29%	26%
Landfill	0%	6%	7%	14%	24%
Incineration	1%	8%	8%	4%	1%
Total (tonnes)	377	452	453	2,076	1,232

OPERATIONAL TARGETS

TARGETS FOR 2024

1.
Maintain safety rates at world-class standards (below 1 for LTA and 10 for WDL).



This year we delivered another high level of colleague safety and we continue to set very high standards in every region. In 2024, our LTA rate improved by 6.5% to 0.29 (2023: 0.31). WDL also improved, by 11.3%, reducing WDL to 6.25.

2.
Deliver two million views of training content on U+.



We delivered 2.6 million courses on U+ in 2024, and over 420 new training courses were developed by our in-house content development team.

3.
Maintain State of Service over 95% and a Net Promoter Score above +45 in Pest Control and in Hygiene & Wellbeing.



Group State of Service performance was strong in 2024, up 0.5 percentage points to 98.3% in 2024 (2023: 97.8%). Our Net Promoter Score increased by 1.0 points to 51.8.

4.
Extend usage of LEVs and renewable electricity contracts.



We continue to make progress in our strategy to reduce mobility emissions and transition our fleet to ultra-low emission vehicles (ULEV) by 2040, while also using low emission vehicles (LEV) as part of our journey towards net zero (see below for definitions).

By the end of 2024, our fleet included:

- 1,018 ULEV (2023: 666); and
- 1,718 Hybrid LEV (2023: 1,630).

In 2024, renewable energy contracts across the Group contributed to a reduction of our carbon footprint by 2,075 tonnes. The total purchased energy across the UK and Europe in 2024 was 22,935 MWh, of which 4,824 MWh was renewable, amounting to 21%.

5.
Maintain our long-term support for malaria eradication and rainforest biodiversity protection.



In 2024, we donated c.£574,000 to charities and good causes. This excludes gifts in kind and product donations which included hand sanitiser valued at c.£770,000 donated during the year.

During the year, we made donations to charities, including:

- £10,000 to the Red Cross Middle East Crisis Appeal;
- £40,000 to Cool Earth (two programmes in the Amazon and Congo rainforests);
- £25,000 to Street League; and
- £25,000 to Malaria No More UK.

Target donations of over £250,000 through RI Cares.

TARGETS FOR 2025

1.
Maintain safety rates at world-class standards (below 1 for LTA and 10 for WDL).

2.
Deliver two million views of training content on U+.

Undertake our next group-wide colleague census survey.

3.
Maintain State of Service over 95% and a Net Promoter Score above +45 in Pest Control and in Hygiene & Wellbeing.

4.
Extend usage of ULEVs and LEVs and renewable electricity contracts.

5.
Support 100 charities and good causes in 2025, and target donations of \$400,000 through RI Cares as part of Rentokil's 100th anniversary.



GLOSSARY

A	AI	Artificial Intelligence
	APL	Authorised Product List
B	Blue Angel	Independent Ecolabel of the German Federal Government that sets stringent standards for environmentally friendly products and services
	BCA	British Chemicals Association, a trade association for businesses operating in the chemicals industry
	BPCA	British Pest Control Association, the official UK trade association representing all companies and individuals professionally involved with the eradication of public health and nuisance pests
C	CDP	A global non-profit that runs the world’s only independent environmental disclosure system for companies, capital markets, cities, states and regions to manage their environmental impacts
	Cefic	European Chemical Industry Council, the main European trade association for the chemical industry
	CRRU	The Campaign for Responsible Rodenticide use, promotes responsible use of rodenticides and Best Practice outlines how rodenticides are to be used to minimise exposure to wildlife
E	EU Ecolabel	The EU Ecolabel promotes goods and services with a guaranteed reduced environmental impact throughout their entire life cycle
	ELT	Executive Leadership Team
	ESG	Environment, Social and Governance
F	FSC	Forest Stewardship Council, a non-profit organisation, providing trusted solutions to promote environmentally appropriate, socially beneficial, and economically viable management of the world’s forests
G	GDPR	General Data Protection Regulation
	GFSI	Global Food Safety Initiative
	GHG	Greenhouse gas
	GLF	Group Leadership Forum
H	HR	Human Resources

I	IPM	Integrated Pest Management
K	KPIs	Key Performance Indicators
L	LTA	Lost Time Accidents rate
M	M&A	Mergers and Acquisitions
N	NGO	Non-governmental organisation
	Nordic Swan Ecolabel	An official, independent third party certification of life cycle assessment with an overall goal to reduce the environmental impact from production and consumption of goods
P	Pink Notes	Technical standards that explicitly prohibit or mandate activities in specific areas of higher operational risk
	PPE	Personal protection equipment
R	RoSPA	Royal Society for the Prevention of Accidents
S	SASB	Sustainable Accounting Standards Board
	SDG	UN Sustainable Development Goal
	SHE	Safety, Health and Environment
	SF	Sulfuryl fluoride
T	TCFD	Task Force on Climate-related Financial Disclosures
U	ULEV	Ultra Low Emissions Vehicle
W	WDL	Working Days Lost rate

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