

# Rentokil Initial

Protecting People. Enhancing Lives.



*You Support Our Brand*

Rentokil Initial Supplier Code

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# Introduction

As a supplier of goods or services to Rentokil Initial you are an important part of our brand.

You provide us with high quality goods and services that help us to maintain and grow our reputation. You have been selected as we believe that your standards of conduct and integrity are aligned with ours, and we expect you to maintain these standards in all aspects of your work with Rentokil Initial colleagues, customers and shareholders. They rightly expect nothing less.

These standards are at the heart of our plan to deliver profitable growth through outstanding customer service and operational excellence. We articulate it internally as 'Enabling THE RIGHT PEOPLE to do THE RIGHT THINGS in THE RIGHT WAY', which in a supplier context translates to 'Working with THE RIGHT SUPPLIERS who provide THE RIGHT GOODS/SERVICES in the RIGHT WAY.

This Supplier Code aligns the way that we do business with the way that we expect you to interact with us, as well as the way that you operate within your organisation and with your suppliers. It applies to everyone who supplies goods or services to Rentokil Initial anywhere in the world.

Achieving the highest standard of business conduct within our own organisation and our wider supplier network is integral to our long-term success, creating a world-class business for the benefit of all our customers, suppliers and shareholders.

We depend on you to help us to deliver these standards.



**Brian Webb**  
**Chief Procurement and Supply Officer**

## Why do we have a Code of Conduct?

The Rentokil Initial Code of Conduct provides the basic foundations that help guide the ethical conduct of our colleagues, setting standards of behaviour and respecting the human rights of others. The Code of Conduct establishes those principles of business conduct, linked to our shared values, which sets Rentokil Initial apart as a great company to work for and as a supplier of world-class services and products to customers around the world. All colleagues within Rentokil Initial are expected to follow this Code.

## Supplier Code

This document is based on our Code of Conduct, highlighting specific aspects that apply to you as a supplier of goods or services to Rentokil Initial. Known as the Supplier Code, it forms part of your contract with us and sets out the standards that we require of all suppliers across our global business.

In many cases, the nature of the business that we do with you will mean that your contract will set out more detailed obligations, processes and policies in relation to some of the matters covered in the Supplier Code. The Supplier Code is intended to supplement those provisions and not to replace them, meaning that you are required to comply with both the Supplier Code, and the provisions of your contract. In the event of any direct conflict (i.e. it is impossible to comply with both provisions) between a provision of the Supplier Code and a provision of your contract, your contract will take precedence.

It is your responsibility to ensure that your employees, directors, officers, suppliers and subcontractors are made aware of and comply with the Rentokil Initial Supplier Code.

## What about different country laws?

The Supplier Code establishes principles that apply across the Rentokil Initial group and is intended to give guidance on common legal or ethical issues – it is not intended to describe every law and policy that might apply. If there is any doubt as to whether to follow a local law or this Code, you should follow whichever sets the highest standard of behaviour.

## Our Mission, Vision and Values

### Our Mission

**Protecting People. Enhancing Lives.**

### Our Vision

To become a world class services company, Protecting People and Enhancing Lives through:

- Industry-leading **Innovations**
- Best-in-class product and service **Quality**
- **Care** for our colleagues, customers and communities across the globe.


### How we will do this:

We will harness the heads, hearts and spirit of our highly trained experts, to become acknowledged as a customer service champion, universally recognised for performance excellence and doing it all at **pace** in the **RIGHT WAY**.

### Our Values



Service . Relationships . Teamwork

A man wearing a white hard hat and a red and blue polo shirt with the 'rentokil' logo is shown in profile, looking towards the right. He is holding a flashlight in his right hand, which is illuminated. The background is a dark, industrial setting with various pieces of equipment and a ladder. The text is overlaid on the lower right portion of the image.

There is nothing more important in Rentokil Initial than ensuring that 'Everyone Goes Home Safe' at the end of their working day.

# Looking after people

## Health and Safety

There is nothing more important in Rentokil Initial than ensuring that 'Everyone Goes Home Safe' at the end of their working day.

Health and safety will always be our first priority and there can be no compromise on this for our colleagues or our suppliers.

### How does this apply to you when working for Rentokil Initial?

- You will work with Rentokil Initial to ensure that work is carried out in a healthy and safe working environment.
- You will ensure that all health and safety risks related to the work you are carrying out are properly assessed and understood.
- You will conduct your work safely and responsibly and in a way that complies with safe working procedures and applicable health and safety legislation.
- You will ensure that your employees, subcontractors and suppliers have the appropriate training for the work they carry out and are provided with any equipment required to perform their duties safely.
- You will report all health and safety incidents and near misses related to Rentokil Initial sites and workplaces, including incidents during work done on behalf of Rentokil Initial at customer premises.
- While working at Rentokil Initial sites and workplaces, you and your employees and subcontractors will comply with any site specific policies and procedures and with the reasonable instructions of Rentokil Initial personnel.

## Equality and Fairness

We value diversity and inclusion and insist on fair treatment for all in a work environment free of discrimination and harassment.

Rentokil Initial is committed to treating all colleagues and any other individuals with dignity and respect and to only work with suppliers who comply with all relevant employment laws and regulations to ensure a discrimination-free environment for all. Your company's values should promote a culture where mutual respect and individual growth are key ingredients to your success.

### How does this apply to you?

- You value diversity and inclusion and insist on fair treatment free from discrimination and harassment.
- You do not tolerate disrespectful behaviour, bullying, discrimination, or harassment
- You promote equality and fairness.
- You do not unlawfully or unfairly discriminate against individuals or groups based on factors not relevant to their ability to perform their job.
- You behave in a professional and courteous manner and do not engage in harassment, bullying or offensive behaviour in the workplace.
- You take responsibility for upholding standards by treating with dignity and respect all job applicants, other colleagues, contractors, customers, and all parties with whom you come into contact in the course of your business.
- You will report any concerns of discrimination and harassment that arise whilst working on Rentokil Initial sites or workplaces and co-operate in any investigation that is conducted in this regard.

## Human Rights and Anti-Slavery

Colleagues must respect the human rights of their colleagues and all parties with whom they deal.

We are committed to work only with suppliers who show the same level of respect for their employees and suppliers

### How does this apply to you?

#### Human Rights

- You will respect the human rights of your employees and all other parties with whom you deal, as set out in the Universal Declaration of Human Rights.
- You will follow the principles set out in the UN Guiding Principles on Business and Human Rights.
- You will comply with all applicable labour laws and best practice in your industry.
- You will not use child labour.
- You will co-operate with Rentokil Initial to ensure that such standards are met.

#### Anti-slavery

- You will implement policies and procedures to ensure that you, your staff, your suppliers and subcontractors comply with all applicable anti-slavery and human trafficking laws, statutes, regulations and codes from time to time in force.
- You will only employ individuals who are working of their own free-will.
- You will not deprive people of their identity papers.
- You will not request or accept any financial inducement from employees to facilitate their employment.
- You will report any actual or suspected slavery or human trafficking in a supply chain which has a connection to the work you carry out for Rentokil Initial to us.
- You will maintain a complete set of records tracing the supply chain of all goods and services provided to Rentokil-Initial.
- You will provide such training for your employees as is required to ensure they understand and comply with these requirements.
- You will implement ongoing due diligences procedures for your subcontractors and suppliers to ensure that there is no slavery or human trafficking in your supply chain.

# Doing business ethically

## Bribery and Corruption

We have a zero tolerance approach to bribery and corruption, and expect our suppliers to do the same.

### How does this apply to you?

- You will have a zero tolerance approach to bribery and corruption.
- You will implement policies and procedures to prevent bribery and corruption and to ensure that you, your staff, your suppliers and your subcontractors comply with all applicable anti-bribery and corruption laws, statutes, regulations and codes from time to time in force.
- You will report any actual or suspected bribery or corruption in a supply chain which has a connection to the work you carry out for Rentokil Initial to us.
- You will provide such training for your employees as is required to ensure they understand and comply with these requirements.
- You will never give, offer, accept or request a bribe in any form (meaning any undue financial advantage (cash or otherwise) or any undue advantage of any other kind), directly or indirectly, to or from any person (including but not limited to Rentokil Initial employees, customers and government or public officials)

## Competition and Antitrust

**Rentokil Initial is committed to competing fairly and lawfully wherever we operate.**

We expect all of our suppliers to compete in the marketplace in a manner that is lawful, ethical and allows healthy competition.

### How does this apply to you?

- You comply with all applicable statutes, regulations and codes from time to time in force.
- You practice fair competition, on the basis of the quality and other merits of your services and products.
- You do not participate in any activity that limits fair competition such as fixed pricing, bid rigging or market allocation.



We seek to minimise our impact on the environment and all colleagues have a role to play in protecting the environment. We expect our suppliers to adopt a similar approach.



# Respecting the world in which we work

## Environment

We seek to minimise our impact on the environment and all colleagues have a role to play in protecting the environment. We expect our suppliers to adopt a similar approach.

As a minimum, all suppliers must comply with applicable laws and respect the environment in all work-related activities, whether or not on the company's property.

### How does this apply to you?

- You are expected to develop, implement and maintain a suitable management system for managing your environmental risks. As a minimum this management system will ensure that you:
  - Conduct your operations in an environmentally responsible manner.
  - Comply with all applicable environmental laws and that all required permits, licenses and registrations are obtained, maintained and kept up-to-date.
  - Identify, assess and manage environmental impacts arising from your operation.

# Protecting our organisation

## Company Assets and Confidential Information

Rentokil Initial colleagues are expected to protect and not misuse company property and confidential information.

We expect the same of any suppliers operating on one of our sites or utilising any of our assets or information.

### How does this apply to you?

- Whilst on Rentokil Initial sites or workplaces or otherwise engaged in work for or on behalf of Rentokil Initial, you will be vigilant for any misuse or theft of company resources and report any concerns.
- You will not make improper use of company assets, such as using work phones for excessive personal calls.
- You will ensure that any of your employees, contractors or subcontractors return all company property in their possession, including customer lists and operating manuals, before they leave your service or at any time following a request from Rentokil-Initial.
- You will, follow all best practice and policies for IT security and stay up-to-date with training on the subject.
- You will keep all information disclosed to you in the course of your dealings with Rentokil Initial confidential in accordance with the terms of your contract with us.
- You will not disclose any such information to third parties unless you have our prior written consent or you are expressly permitted to make such disclosure by your contract with us.
- You will comply with all applicable laws, statutes, regulations and codes from time to time in force in relation to data privacy and data protection.

## Fraud and Money Laundering

Rentokil Initial is committed to preventing fraud and money-laundering and to developing an appropriate anti-fraud culture and we expect the same of our suppliers.

### How does this apply to you?

- You will conduct yourself honestly at all times.
- You will implement policies and procedures to ensure that you, your staff, your suppliers and subcontractors comply with all applicable anti-fraud and anti-money laundering laws, statutes, regulations and codes from time to time in force.
- You will immediately report to us any fraud or other dishonest activity you become aware of or have suspicions about in your dealings with Rentokil Initial.

# Maintaining personal integrity

## Conflicts of Interest

A conflict of interest exists when a colleague's own interests or external relationships interfere or compete with the interests of the business, or influence their ability to make the right decisions.

Our colleagues must not allow any conflicts to arise between their interests and those of Rentokil Initial, and we expect our suppliers to understand and respect this

### How does this apply to you?

- You will avoid situations where personal interests may conflict with your duty to Rentokil Initial or its customers.
- You will bring an actual or potential conflict of interest to the attention of Rentokil Initial. Any agreed actions to deal with the conflict of interest should be confirmed in writing.

## Gifts and Hospitality

Gifts and hospitality may only be accepted by a Rentokil Initial employee if it is reasonable, legitimate and authorised.

### How does this apply to you?

- You will respect and adhere to Rentokil Initial's Gifts and Hospitality policy
- You will not give, promise to give, or offer a gift or hospitality with the expectation, intention or hope that a business advantage will be received, such as the award of a new contract, or the retention of an existing one, or to reward a business advantage already given.
- You will not attempt to conceal or disguise gifts or hospitality given or received.

If you have any questions or comments on any of the points raised in this document, please contact a member of the Rentokil Initial Global Procurement Team directly, or via our internet site [rentokil-initial.com](http://rentokil-initial.com).