

Relationships with Customers & Suppliers

The vast majority of Rentokil Initial services are provided on the premises of our customers. Almost everything we do is visible to our customers. Overwhelmingly the largest contributor to the delivery of our services to our customers is the performance, dedication and commitment of employees.

In support of employees' efforts, Rentokil Initial buys equipment and material from third parties, ranging from vehicles and other costly capital equipment to service equipment such as textiles, electronic security equipment and cleaning equipment and materials.

In its dealings with CUSTOMERS Rentokil Initial will adopt the following principles:

- ◆ Provide the highest quality services consistent with customers' requirements.
- ◆ Treat customers fairly in all aspects of our business transactions, including a high level of service and remedies for their dissatisfaction.
- ◆ Make every effort to ensure that the health and safety of our customers as well as the quality of their environment will be sustained or enhanced by the delivery of our services.
- ◆ Assure respect for human dignity in the services offered and respect the integrity of the culture of our customers as well as their reputation.
- ◆ Commit to a programme of research and development to ensure that all products and services are regularly reviewed with regard to environmental effect and benefit.

In its dealings with SUPPLIERS Rentokil Initial will adopt the following principles:

- ◆ Seek fairness and truthfulness in all our activities including pricing.
- ◆ Ensure that our relationships with suppliers are free from coercion.
- ◆ Foster long-term stability in the supplier relationships in return for value, quality competitiveness and reliability.
- ◆ Share information with suppliers and integrate them into our planning process.
- ◆ Pay suppliers on time and in accordance with agreed terms.
- ◆ Seek, encourage and prefer suppliers and subcontractors whose employment practices respect human dignity.

