

Training & Employee Development

To ensure that the company can deliver consistent high quality services to its customers and achieve its business objectives of producing a superior level of return to its investors, it is essential that all employees are highly motivated and properly trained to perform their roles to the highest standards. Rentokil Initial will be guided by the following principles in all territories in which it operates:

- ◆ Training programmes are developed and implemented in each business to meet the needs and demands of the business and its clients.
- ◆ Performance development and annual management development plans must be an integral part of businesses' management systems.
- ◆ Both the business and the employee have a duty to recognise training and development needs, with both sharing the responsibility for the achievement of those needs.
- ◆ Each business is responsible for discussing the training possibilities that are available with employees as part of the performance review and agreeing with the employee a personal development/training plan.
- ◆ Each business is responsible for the quality and consistency of its training and to monitor its effectiveness.
- ◆ Where relevant and appropriate businesses will support employees in seeking professional and external educational qualifications, including the provision of examination leave, study leave and work-based study support facilities.
- ◆ Businesses may also reimburse approved tuition fees and related costs.
- ◆ Businesses must seek to ensure that improvements in the educational attainments of employees that have relevance to their employment are properly reflected in pay.
- ◆ Employees will be reimbursed the annual cost of membership of relevant recognised professional bodies, if it is accepted that membership is beneficial to the business.
- ◆ Move employees in management roles between businesses and countries in order for them to gain new skills and experience and to accelerate the spread of best practice amongst Rentokil Initial businesses.

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To support Rentokil Initial policies on training and employee development, Rentokil Initial operates a comprehensive range of relevant training programmes in the areas of management, interpersonal, technical and sales skills. Training is carried out at in-house and on-site locations by experienced staff with specialist skills and expertise. All staff are trained in the use of equipment and materials as well as on safe working practices.

