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RE COVID-19

12th March 2020

Dear Client

With the rapidly changing status of COVID-19(Coronavirus) outbreak customers and colleagues are interested to know the preparedness of Rentokil Initial in Ireland to look after its colleagues, its customers and its local communities. As yet, the outbreak has had no impact on our trading activities and we continue to deliver the high quality service that our customers have to expect and rely on.

The Irish government has been making strong statement in the last week as to the scale of the impact on the Irish workforce and economy. At Rentokil Initial, we have established a team of senior management to co-ordinate our responses as well as having a defined plan for keeping everyone safe. We also have a clear process for aligning our responses to the developing situation.

We have already taken the first steps to ensure we minimise any risk to our colleagues and customers. We are focusing on keeping colleagues safe, specifically through the use of the best protective equipment (PPE) and stringent hand washing guidance, and also by looking at minimising non-essential contact points. We have ample quantities of PPE, at higher usage rates than normal, to maintain our services over the coming months. Our Global procurement Team are working hard with our external supply chain to maintain normal stock holdings. Chinese manufacturing is starting to recover, and European manufacturers are ramping up, so we see no supply issues at this time that we would need to highlight to customers. All of our guidance and responses to colleagues and customers will be in line with Irish government and WHO guidance.

Rentokil Initial have long been leaders in innovation and safety and we believe this will allow us to continue to deliver the service our customers expect for the foreseeable future. Mobile technology is also well embedded in our operations both front and back of house, meaning we have higher levels of virtual interaction and this should therefore help reduce the likelihood of a virus spreading. Should the outbreak be at the worst “end” of government predictions, and, should we feel a need to amend this guidance, then we will do so and communicate to everyone.

In the meantime, we would encourage all of our customers, colleagues and their friends and families to follow the Irish government and WHO guidance on hand hygiene (<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>). This is the single biggest thing we can all do to minimise the spread of the outbreak. We also have simple posters that colleagues and customers can use. These posters can be found on our website by following this link (<https://www.initial.ie/blog/covid-19-service-update/>).

If you have any specific questions, please do not hesitate to contact your usual Rentokil Initial contact.

Kind regards,

A handwritten signature in black ink, appearing to read 'Ronan Greany', written over a light grey rectangular background.

Ronan Greany
Area Commercial Director

Colleague Specific Instructions

- There is almost no need for you to come into direct contact with a customer's staff in the normal course of providing services
- Prioritise Social Distancing (Stay two arms lengths away from nearest person)
- Seek to complete your duties unaccompanied
- Obtain your site contacts mobile phone number and communicate by phone
- Avoid and Do not seek out contact with site personnel
- **Do not** obtain signature capture. Write **Covid19** in place
- Direct your customer to MyRentokil or Mylnitial for visit details. For paper customers, agree to leave the paper report in a place where it can be retrieved by client
- Talk through recommendations with you contact using your mobile phone.
- Report any concerns you have to your supervisor or manager.