



Protecting People. Enhancing Lives

Returning to work

Protecting your employees and business in a 'new world'



Contents

Introduction	3
Preparing to return to work in a 'new world'	
Presence and transmission	4
Viruses and bacteria	
Contamination sources	5
Transmission routes	
Combatting transmission	6
The challenges and recommended approaches	
Contact, air, droplet and vector	
Preparing for the return	14
Before employees arrive	
Back to work	15
The new normal	
How Rentokil Initial can help	16
Hand hygiene	
Surface hygiene	
Air hygiene	
Pest control and prevention	
Our credentials	22
The experts in protecting people and enhancing lives	

Introduction

Preparing to return to work in a 'new world'

As restrictions on lockdown are lifted, businesses are preparing to re-open in circumstances most of us haven't experienced in our lifetime. Returning from a period of closure raises a variety of challenges operationally and in terms of health protection. Employers are making the same considerations around the world.

What needs to happen to safely allow people back into places of work?

Planning is critical. 93% of employers are worried about ensuring that workplace conditions and policies comply with applicable safety and health regulations after lockdown¹, so social distancing guidance and occupancy rates will require thorough analysis and hygiene efforts will need to be upgraded.

After extended closures, buildings are also likely to have secondary problems. An article in The Conversation suggests that 'The coronavirus pandemic might make buildings sick, too'², with plumbing and refrigeration being affected. Additionally, the lack of people may have led to the proliferation of health threatening pest-life.

How does a business address employee concerns about their safety?

After being furloughed or working from home for an extended period of time, personal health and safety will be at the fore of employees minds. In fact, when considering the top employee concerns about COVID-19 'Not catching it at work safety' was the 4th highest - higher even than communications, childcare and economy³. In a poll carried out by Rentokil Initial during the lockdown period, 86% of people surveyed expressed concerns about the risk of the virus spreading through their place of work by using door handles - it is clear that individuals are already looking ahead with trepidation.

How can health risks be minimised on an ongoing basis?

Despite the gradual release from lockdown indicating a flattening of the COVID-19 curve, 9 out of 10 employees still have concerns⁴.

Employee opinions and confidence will of course be critical for ongoing attendance and productivity; but equally important is an action plan in the case of a the event of someone in the workplace contracting the illness - not least for halting progress on the disease, but also to allay fears in the as yet unaffected workforce.

What ongoing measures need to be put in place to protect the business as part of a 'new normal' and even in the event of a further lockdown period?

Everyone is acutely aware that despite the drop in numbers, this situation is by no means over.

Radical changes in work behaviours and patterns are now in play and the threat of resurgence or mutation of the virus still looms. Every business needs to consider the future very carefully.

In this document, we provide information and guidance on steps that organisations can take to ensure that their people are better protected and their businesses are prepared for returning to work in a 'new world'.

¹ Littler COVID-19 Flash Survey Report, 2020

² The Conversation, The coronavirus pandemic might make buildings sick, too

³ TinyPulse, 2020

⁴ Remesh & Mercer | Sirota - Employee Concerns About COVID-19: Findings from the Field, 2020

Presence and transmission

Viruses and bacteria

The term 'germs', refers to the microscopic bacteria, viruses, fungi, and protozoa that can cause diseases.

Bacteria, for example *Staphylococcus aureus* (MRSA) or *Salmonella*, are microscopic, single-celled organisms – some good, some bad. At any given time, the average human will have over 100 trillion microbes in and on their body¹. However, as some bacteria are friendlier than others threat of illness germs should not be underestimated. Bacteria can grow and divide every 20 minutes, and one single bacterium can multiply into more than eight million cells in less than 24 hours².

Viruses, for example SARS-CoV-2 or influenza are even smaller than bacteria. All viruses have a protein coat and a core of genetic material (RNA or DNA). Viruses, unlike bacteria, can't survive without a host and can only reproduce by attaching themselves to cells. Most viruses cause diseases by attacking specific cells in the body. SARS-CoV-2 for example, specifically attacks the lungs and bronchi.

Being microscopic, fairly resilient and fast-growing in the right environment, transmission of germs can be quick and widespread. They will be spread in four main ways:

- **Through contact**
- **Via droplets**
- **Through the air**
- **By contact with vector pests**

¹ Revised estimates for the number of human and bacteria cells in the body, Sender, Shai, Milo

² NHS UK

Contamination sources

Transmission routes

Contact

Even a simple trip to the washroom can leave a hand with a bacterial count of 200 million bacteria per square inch¹. Contaminated hands can transfer viruses to 5 more surfaces², making surface and hand hygiene critical. Key source and transmission areas include:

- ▶ Human contact
- ▶ Documents
- ▶ Shared office equipment
- ▶ Washrooms
- ▶ Shared kitchen equipment
- ▶ Door handles

Droplet

A sneeze can travel as far as 10ft to the front and 7ft to the side. Considering that the average sneeze or cough can send around 100,000 contagious germs into the air at up to 100 mph, the chances of them spreading infections and contagions is high³. Key source and transmission areas include:

- ▶ Coughs
- ▶ Sneezes
- ▶ Bodily fluids

Sources are also likely to be the same contact as droplets settle on surfaces or are transmitted from hands where positive hand-hygiene behaviours haven't been robustly followed.

Airborne

Extremely small particles do not sink to the floor immediately, but are carried in air currents for up to four minutes and across several metres, before landing on surfaces, creating further risk of cross contamination⁴. There are eight major categories of sources of airborne bacteria, viruses, and fungi in the built environment⁵:

- ▶ Humans
- ▶ Plants
- ▶ HVAC systems
- ▶ Dust resuspension
- ▶ Animals
- ▶ Plumbing systems
- ▶ Mold
- ▶ The outdoor environment

Sources are also likely to be the same contact as droplets settle on surfaces or are transmitted from hands where positive hand-hygiene behaviours haven't been robustly followed.

Vector

A vector pest is an animal or insect that does not cause disease itself, but transmits infection by passing pathogens from one host to another. The presence of such pests in a working environment can cause considerable harm to the health and wellbeing of human occupants via their bites, dander, saliva and waste. The major sources of vector-borne illnesses in the built/office environment include:

- ▶ Rats
- ▶ Flies
- ▶ Birds
- ▶ Mice
- ▶ Cockroaches
- ▶ Ectoparasites

¹Dr Charles Gerba, University of Arizona, 2004

²Effects of cleaning and disinfection in reducing the spread of norovirus contamination via environmental surfaces Journal of Hospital Infection 2004

³University of Bristol, 2019

⁴Aalto University, the Finnish Meteorological Institute, VTT Technical Research Centre of Finland and the University of Helsinki, 2020

⁵Sources of airborne microorganisms in the built environment, Aaron J. Prussin, II and Linsey C. Marr

Combatting Contact Transmission

The challenges

A major factor for protection against contact transmission of viruses and bacteria is good hand hygiene practice. Prior to the pandemic outbreak, 50% of men and 22%¹ of women admitted to not using soap at all, although this is anticipated to be higher now in a more hygiene conscious world. Hand washing and hygiene practices are more important than ever before to minimise the risk of cross-infection.

According to Rentokil Initial research carried out during the pandemic, 87% of workers expect their company to provide them with hand sanitiser when they return to their place of work. Given what the world has experienced recently, it's easy to understand why.

Risk of poor hand hygiene

Contaminated hands can transfer viruses to 14 other surfaces² and every 60 seconds, a working adult touches as many as 30 objects which may be contaminated by bacteria or viruses causing infectious disease³. Considering just these two factors, we start to see exactly how poor hand hygiene can spread illness. In fact, viruses can spread through the office within hours of a single contamination.

Types of illnesses that can be transmitted by hand

Many illnesses spread through contact transmission. Examples include:

- ▶ Chicken pox
- ▶ Conjunctivitis
- ▶ Herpes simplex (cold sores)
- ▶ Measles
- ▶ Pertussis
- ▶ Meningitis
- ▶ Common cold
- ▶ Hepatitis A and B
- ▶ Influenza
- ▶ Mononucleosis
- ▶ Adeno/rhino viruses
- ▶ Mycoplasma pneumoniae

SARS-CoV-2, despite being largely distributed via droplets and the air, is still able to settle on surfaces. It is believed to be viable for 72 hours on plastic, 48 hours on stainless steel and 24 hours on cardboard⁴.

Although there is no definitive information on exactly how long it can last on fabric such as clothes, it is generally acknowledged that the virus needs moisture to survive, and without it, can dry up and no longer be viable. The general assumption is that the virus can likely survive on clothes for up to 24 hours - which is sufficient time to transfer to other surfaces in a working day.

¹ Initial Hygiene, 2015

² Transmission of viruses via contact in a household setting: experiments using bacteriophage strain phiX174 as a model virus. Journal of Hospital Infection 2000

³ Dr. Charles Gerba, University of Arizona

⁴ The New England Journal of Medicine, 2020

Combatting contact transmission

Recommended approach

The key recommendations for preventing disease transmission through contact is through frequent and thorough hand washing and correct application of hand sanitiser; accompanied by regular disinfection of frequently touched surfaces such as door handles, handrails, washroom surfaces, office equipment, supplies and phones.



Damp hands harbour 1,000x more bacteria than dry ones – in fact, drying hands thoroughly removes 99% of germs¹. According to research from 17 studies the simple act of hand washing reduces the risk of getting a stomach bug by as much as 47%².



Hand sanitisers can form a long-lasting microbe barrier and provide ongoing protection for several hour.



86% of people are concerned about the risk of the virus spreading through using door handles³. Disinfecting solutions eliminate up to 99.99% of bacteria and viruses.

¹ Patrick, D.R., Findon, G., Miller, T.E.

² Curtis and Cairncross. Lancet Infectious Diseases 2003

³ Initial Hygiene, 2020

Combatting Droplet Transmission

The challenges

Microbes transmitted via droplets may travel several feet from someone who is coughing or sneezing. From here they can settle on nearby surfaces, are deposited into tissues, onto hands or sleeves or even directly onto other humans – hence social distancing specifications. They can then be ingested, passed on via contact or absorbed into the body via open wounds (cuts and scrapes), inhaling or via mucous membranes (eyes, mouths or noses). Scientist believes the principal transmission mode of the Coronavirus is by respiratory droplets.

Research reveals that a dry cough, which is a typical symptom of COVID-19, emits an average respiratory droplet of around 15 microns (μm) in size. Particles filtered by medical grade masks are typically $0.007\mu\text{m}$. Bacillus Bacteria are $0.5\mu\text{m}$, a red blood cell is $7\mu\text{m}$, fine floor dust is $40\mu\text{m}$ and the diameter of a human hair is $80\mu\text{m}$.

Types of illnesses that can be transmitted by droplets

In addition to COVID-19, many other common infections can spread by droplet transmission in at least some cases.

Examples include:

- ▶ Common cold
- ▶ Erythema infectiosum
- ▶ Meningitis
- ▶ Mumps
- ▶ Rubella
- ▶ Diphtheria
- ▶ Influenza
- ▶ Mycoplasma
- ▶ Pertussis (whooping cough)
- ▶ Streptococcal infections

Particles filtered by masks
[$0.007\mu\text{m}$]

Coronavirus
[$0.1\mu\text{m}$]

Bacillus Bacteria
[$0.5\mu\text{m}$]

PM2.5
[$2.5\mu\text{m}$]

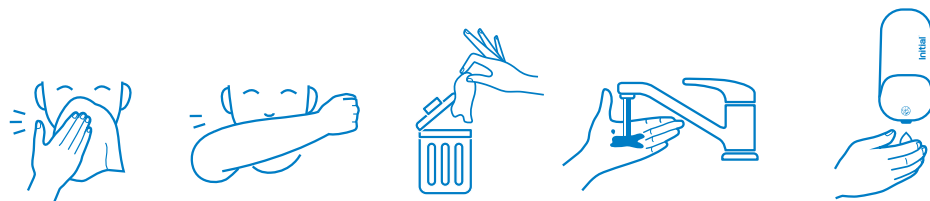
Red blood cell
[$7\mu\text{m}$]

PM10
[$10\mu\text{m}$]

Combatting Droplet Transmission

Recommended approach

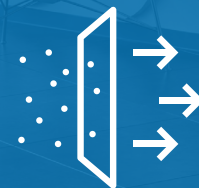
The key recommendations for preventing disease transmission through surfaces is through thorough, ongoing education and subsequent adherence to guidelines for respiratory hygiene behaviours (coughing and sneezing etiquette); positive hand hygiene behaviours to limit onward contact transmission; and appropriate sanitisation of surfaces and equipment, which also includes complete disinfection of areas where severe infections are present.



A sneeze can contain as many as 40,000 droplets and around 3,000 droplets are expelled in a single cough. If a person is sick, the droplets in a single cough may contain as many as two hundred million individual virus particles.



DID YOU KNOW?



In addition to surface and hand hygiene interventions, air purification is also beneficial against droplet germ transmission. Airborne droplets typically travel less distance than airborne particles before dropping to the floor or surrounding surfaces. A combined approach removes risk at multiple stages.

Combatting Airborne Transmission

The challenges

Airborne transmission is different from droplet transmission because the germs are in even smaller particles than droplets, and they can be infectious over time and a further distance. These very small particles are created when an infected person coughs, sneezes or even talks or breathes.

Particles can be carried on air currents, so they can infect people who have not had close contact with the source. When considering coronavirus, residual contaminants from droplets can travel through HVAC systems, where all air in the building is circulated and can contribute to the spread of the virus.

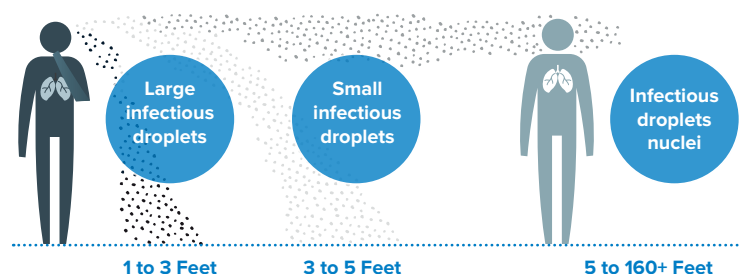
Types of illnesses that can be transmitted by air

In addition to COVID-19, many other common infections can spread via airborne transmission.

Examples include:

- ▶ Common cold
- ▶ Chickenpox
- ▶ Pertussis (whooping cough)
- ▶ Tuberculosis (TB)
- ▶ Influenza
- ▶ Mumps
- ▶ Rubella

How germs spread

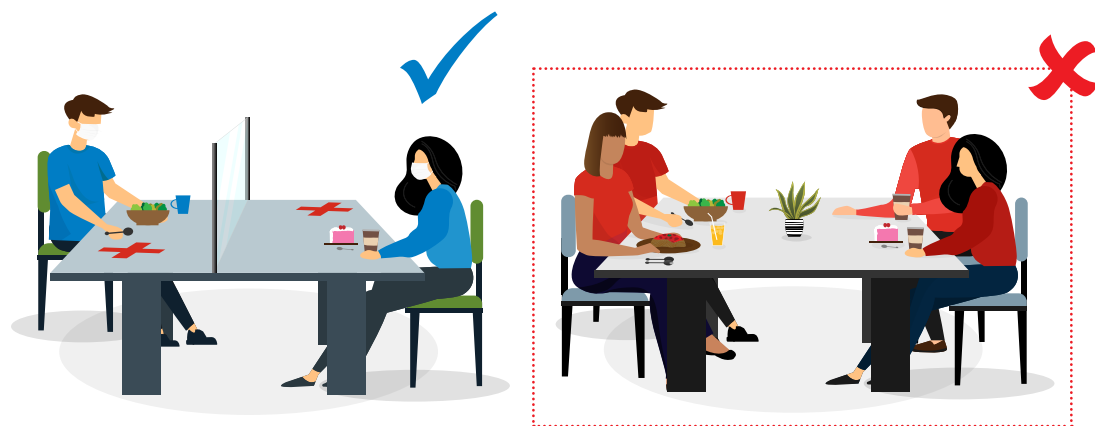


Combatting Airborne Transmission

Recommended approach

The key recommendations for preventing disease transmission through the air is by removing the source of contamination, namely through effective air purification and filtration, and complete disinfection of areas where harmful infections are present.

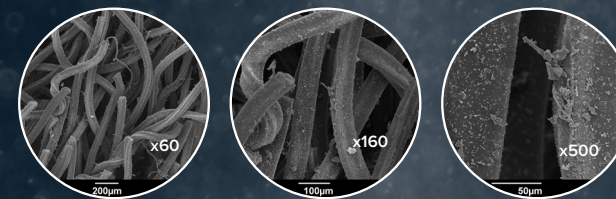
As with droplet transmission, robust promotion of and adherence to guidelines for respiratory hygiene behaviours is essential. We have all become accustomed to the reason behind social distancing and the prevention of contracting illnesses in their airborne particle (and indeed droplet) form is exactly its purpose. As businesses return to work, a critical element will be the continuation of distancing through reduced volumes of workers in key, particularly shared areas and carefully managed, coordinated foot-traffic.



90% of our lives are now spent indoors and yet indoor air quality can be 2-5x more polluted than outdoor air¹.

Up to 30 to 40% of contaminants indoors have been found to actually come from sources outdoor². Bacteria on the outside of shoes can include E. coli, which can cause meningitis and pneumonia³ – in fact, 39% of shoes contain Clostridium difficile⁴. As they release from shoes, they can become airborne and even recirculate through ventilation systems.

Magnified carpet fibres demonstrating trapped dirt




It is also worth considering that plants can have a positive effect with indoor air quality (IAQ). Plants have been shown to reduce employee absenteeism by 14%. Over 40% of all sick days are related to poor air quality and office plants are shown to reduce coughs by 40%⁵.

¹ U.S. Environmental Protection Agency. 1987. The total exposure assessment methodology (TEAM) study: Summary and analysis. EPA/600/6-87/002a. Washington, DC. ² Health and Safety executive ³ Dr. Charles Gerba, University of Arizona, and The Rockport® Company ⁴ The University of Houston ⁵ Clinical Education Centre

Combatting Vector Transmission

The challenges

COVID-19 lockdown left many buildings lying empty or with much reduced human presence, resulting in buildings becoming a perfect habitat for many types of pest. Good conditions can result in extensive reproduction, leading to contaminated surfaces carrying health risks from the many diseases that pests can carry. Infestations of other health-affecting pests carried as ectoparasites, including ticks, fleas and lice.

	Rodents	Flies	Cockroaches	Birds
Primary Problems	<p>There's never just one rodent - they can reproduce frequently and fast: Just in three months of lockdown, two mice could be 18 and two rats could be 10. With mice reaching maturity in 12 weeks and rats in 4 to 5 weeks, left uncontrolled, rodent populations can rapidly expand.</p> <p>In a time of heightened hygiene-awareness, businesses also need to consider cleaning factors. For example, mice typically produce 50 to 75 droppings per day and urinate frequently in the same spot, creating 'urine pillars', while rats produce up to 40 droppings per night.</p> <p>Rats are responsible for thousands of doctor and hospital visits each year due to bites and human contact with their feces and urine.</p>	<p>Flies spread filth picked up on their bodies from their feeding habits and transfer it to food and surfaces, along with many types of pathogen.</p> <p>During this period of disruption, anything posing a further risk to health that may increase the strain on an already stretched healthcare sector needs to be kept to a minimum. Additionally, anything that has potential to have a further financial impact in the current climate needs to be stopped in its tracks.</p>	<p>Cockroaches are small so gaining access is no problem. Eggs and larvae can enter a building on just about anything from clothing and boxes, to food and furniture.</p> <p>Concern isn't only for the diseases that they carry - additionally, their droppings and moulted exoskeletons generate allergenic particles that cause asthma.</p> 	<p>Guano: Bird faeces act as a giant sponge for pathogens. Although in small doses this isn't harmful, when infestations reach large numbers, the build-up can result in an increased risk of exposure.</p> <p>Feathers: A bird's feather, particularly from those living in an urban environment, can often play host to a range of parasites, bacteria and viruses. However, it is primarily the feathers of a dead bird which carry said diseases.</p> <p>Nests: Bird nest can be the perfect breeding site for certain species of fungi, which can spread through debris. They can also be a great home for parasites and other insects. In some cases said insects and parasites are known vectors of specific diseases, which can result in human transmission.</p>
Illnesses	<p>Rats and Mice are known to carry 35 diseases that can be spread around premises. These disease-carrying creatures can create increased health risks causing illnesses ranging from mild to serious and life-threatening, such as: Leptospirosis (Weil's disease), Hantavirus, Salmonellosis, Rat Bite Fever, Lymphocytic choriomeningitis and Tularemia.</p>	<p>11% of businesses report flies as a leading cause of staff illness*. Illnesses can include: Cholera, Conjunctivitis, Dysentery, Gastroenteritis, Salmonellosis, Tuberculosis and Typhoid fever.</p> <p><small>* The Business Impact of Pests Rentokil & Cebr Research by Option Matters, 2015</small></p>	<p>Cockroaches transmit a range of diseases through filth on their bodies and in their droppings – to include: Salmonellosis, Typhoid Fever, Cholera, Dysentery, Campylobacteriosis and Listeriosis.</p>	<p>It is believed that birds can carry over 60 different diseases which have the potential to infect humans and other animals. For example,</p> <p>Bacterial: Psittacosis and Salmonellosis</p> <p>Viral: Avian Influenza, Newcastle Disease and West Nile Virus.</p> <p>Fungal: Cryptococcosis and Histoplasmosis</p>
Ectoparasites	<p>Rodents also carry ectoparasites such as fleas, ticks, lice and mites that can contain infectious pathogens that pose health concerns, particularly Lyme disease.</p>	-	-	<p>Birds also carry ectoparasites such as fleas, ticks, lice and mites that can contain infectious pathogens that pose health concerns. These are carried by birds and can infest nests and spread around buildings.</p>

Combating Vector Transmission

Recommended approach

The key recommendations for preventing disease transmission through by vector pests can be broken into three categories.



**Treatment
of existing infestations**



**Thorough disinfection
post-infestation treatment
(pest disinfection)**



**Subsequent ongoing
management (integrated
pest management – IPM)**

Preparing for the return

Before employees arrive

With 44% of office workers worrying about hygiene and cleaning standards as they return after coronavirus¹, businesses need to be taking every available step to prepare the workplace.

PRIMARY CONSIDERATIONS

☐ Sources of existing health risks have been identified and addressed

- Disinfection against previous viral contaminations carried out
- Existing pest infestations treated and controlled
- Pest disinfection after infestations carried out
- HVAC and air purification systems serviced, filters changed and upgraded/added to where necessary

☐ Safeguarding measures and solutions in place to guard against transmission of germs on touchpoints

- Surface sanitisers provided and readily available for use, particularly near hotspots (door and cupboard handles, lift buttons, kitchens, desk surfaces and shared office equipment)
- Hand sanitisers or ongoing sanitisation in place, readily available for use, particularly in higher traffic areas and touch 'hot spots' such as door handles, lift lobbies etc.
- Sufficient hand washing hygiene solutions provided, to include washing, drying, sanitising and moisturising barriers

☐ Steps introduced to limit risk of spread to others to include suppliers, visitors and employee family members.

- Social distancing protocols
- Hand, surface and environment hygiene provision in place

☐ Education and instruction in place for ongoing encouragement towards positive, protective hygiene behaviours

- Educational and instructional posters
- In-house communications messaging confirmed via a variety of media (newsletters, Intranets etc.)

☐ Protocol in place as an emergency response to confirmed cases of COVID-19

- Isolation action plan
- Disinfection plan
- Wave-two contingency plan in place

Back to Work

The new normal

Over a third (34%) of workers are concerned about getting used to a corporate office culture again after the lockdown, yet 72% of workers are missing face-to-face interaction with colleagues¹. Returning to work is going to be a bitter-sweet experience for many. 59% of usually office-based employees are worried about being able to maintain social distancing, so safety factors are obviously weighing heavy on their minds. Preparation for return will of course be essential, however providing a continuously hygienic and safe environment will be critical for ongoing employee retention and productivity.

Even before COVID-19, 39% of office workers said that their level of employee satisfaction would be higher if workplace hygiene was better² - a number that is very likely to be even higher now.

PRIMARY CONSIDERATIONS

☐ **A clear, ongoing demonstration of commitment to a safer environment has been planned and is being implemented.**

- Communications plan confirmed and in progress via a variety of media (newsletters, Intranets etc.).
- Ongoing education and self-help for employee health and wellbeing are planned and incorporated into the wider communications strategy.

☐ **Ongoing actions have been taken to limit risk of spread to others.**

- Scheduled provision, servicing and replenishment of surface sanitisers, hand hygiene solutions and consumables, air purification solutions.

☐ **Ongoing actions are being taken to limit risk of other health-affecting contaminants that may affect employee wellbeing.**

- Contact protocol in place to limit risk of spread to others.
- Ongoing pest management in place.
- Fast response actions carried out for newly established infection cases.

☐ **Ongoing management of supplier and service providers within social distance guidelines to minimise risk to employees**

- Established service, delivery times established and implemented for reduced contact
- Minimal contact delivery and/or exchange points of contact in place
- Considerations made for increased demand for hygiene hardware and consumables by staff and visitors, plus higher service frequency to meet increased hygiene standards.

How Rentokil Initial can help

To protect people and enhance lives

As experts in commercial hygiene services across air, hand and surfaces, our solutions are specifically designed by experts to help you mitigate risk of liability, reduce illness from germ and virus transmission and increase engagement levels in any type of organisation - office, education, industry or retail.

We also provide a range of solutions tailored to eliminate any pest issues that may have occurred during closure and ensure that your premises are safe to use. A pest risk assessment is important to fully understand the situation and providing an effective solution for your business.



Prior to any action, our experts survey your buildings at an appropriate time for minimal contact and following necessary social distance guidelines, to provide recommendations on how you can prevent and reduce the spread of viruses, bacteria and vector-borne diseases more effectively.



With safety as a key priority for us, that's why we've increased our safety training for all employees, particularly front-line staff on appropriate ways in the correct PPE to ensure they operate in a safe manner in these unique circumstances to help protect themselves and our customers.



In addition to our wide range of pest and hygiene services (to include no-touch hand hygiene dispensers, antimicrobial door handles, footfall monitors and surface sanitisers), we also offer an extensive range of educational information and support materials for use in offices, schools and many other places of work. From whitepapers and videos; to handy guidance booklets and hygiene poster downloads.

How Rentokil Initial can help

Hand hygiene

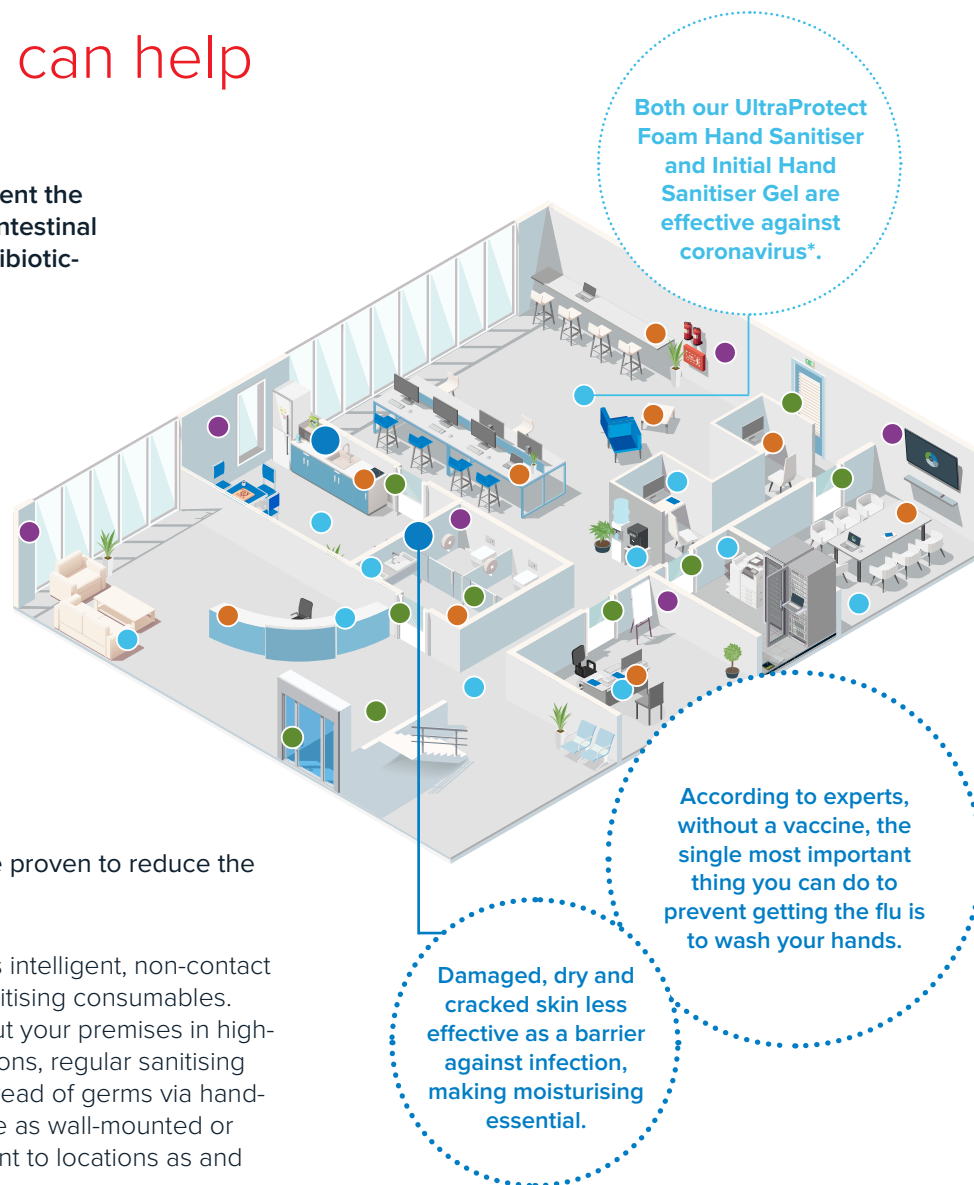
Good hand hygiene is essential to help prevent the transmission of skin, respiratory and gastrointestinal infections and also reduce the spread of antibiotic-resistant bacteria

Handwashing Solutions - Versatile soap dispensers and consumables that prevent cross-contamination

Our range of anti-microbial soaps that kill 99.99% of bacteria and viruses, combined with our no-touch dispensers, offer superior handwashing. They're ideal for key hygiene hotspots such as washrooms, kitchens and food preparation areas because they can promote handwashing compliance among employees and minimise the risks of cross-contamination.

Hand Sanitisation - Our hand sanitisers are proven to reduce the risk of cross-contamination

Our range of hand sanitiser solutions includes intelligent, non-contact sensor technology and high-performance sanitising consumables. Positioned at key hygiene hotspots throughout your premises in high-traffic areas, such as outside toilets or receptions, regular sanitising can help prevent recontamination and the spread of germs via hand-to-surface or hand-to-person contact. Available as wall-mounted or with mobile dispenser stand for free-movement to locations as and when they are needed.



Hand-drying Solutions - A range of hand dryers for every customer need

Wet hands carry a greater risk of cross-contamination than dry hands, spreading 1,000 times more bacteria. Initial's range of no-touch paper towel dispensers, traditional paper towel and linen dispensers, and electric hand dryers reduce the amount of moisture and the number of microorganisms left on hands after washing, thereby stopping the risk of recontamination.

85 per cent of microbes are transmitted by moist hands, compared with 0.06 per cent by dry hands.

Moisturising Solutions - Hand lotion to protect hands from frequent washing

Initial's pH-neutral, fragrance-free and dermatologically tested hand lotion in dispensers protects delicate skin. The dispensers have an anti-microbial surface that inhibits bacterial growth and minimises recontamination risks.

Show customers and employees you care about their wellbeing by completing your hand hygiene offer with our skincare lotions.

How Rentokil Initial can help

Surface hygiene

Stop the journey of the germ in your business with our complete range of Surface hygiene solutions specifically designed to reduce cross-contamination by keeping all surfaces safe and germ-free.

Surface cleaning and disinfecting products - A range of sprays and surface wipes that kill pathogens and prevent cross-contamination

Initial's UltraProtect surface hygiene range is specially formulated to kill up to 99.99% of bacteria and viruses, and effective against viruses (including feline coronavirus, a surrogate virus for coronavirus) on surfaces. Surface sanitiser spray provides up to 24-hour protection for large surface areas and surface wipes protect touchpoints for up to 24 hours, eliminating germs and preventing cross-contamination.

Door handles - Hygienic door handles and push plates to prevent the spread of germs via these common touchpoints

Door handles, especially in washrooms, are a focal point for accumulation of germs from hands. HygienicTouch door handles use silver ion technology to kill 99.99% of bacteria, such as *S. aureus* and *E. coli*, deposited on the surface of the handle by people's hands. They provide additional protection to routine handwashing and drying and stop re-infection and onward transmission of germs on people's hands.



60% of time off work illnesses are contracted from dirty office equipment¹.

86% of people are concerned about the risk of the virus spreading through using door handles².

Multiple executive comments have noted that employee health is a paramount concern and things like deep cleaning, disinfection and sterilisation are being prioritised.

Floor care - Protect your premises from microorganisms in dirt and water carried on people's shoes

Up to 80% of dirt and dust brought into buildings is carried on people's shoes and up to 14 million particles containing microorganisms are carried on each shoe. Our serviced floor mats remove foot-borne dirt and water, capturing up to 80% of the microorganisms before they are spread through the building. With a professional cleaning service, mats can save 14% in costs.

The first four steps into a building brings around 85 per cent of outdoor contaminants inside³.

Disinfection services - Eradication of infectious pathogens from customer premises to make them safe to return to

Our disinfection services eliminate germs by sanitising touchpoints, surfaces, equipment and floors with solutions that can kill up to 99.99% of bacteria and viruses. Our qualified technicians work quickly, safely and effectively to deliver a legally compliant service tailored to your business needs, giving you total reassurance that your premises are safe.

How Rentokil Initial can help

Air hygiene

Our high-performance air purification solutions remove up to 99.97% of airborne particles, viruses and pollutants, helping to prevent them from contaminating surfaces or being inhaled by your staff, customers and visitors.

InspireAir 72 - A market-leading solution for large spaces and communal areas that removes up to 95% of airborne particles

InspireAir 72's filters remove airborne particles larger than 0.3 microns, which include the average respiratory droplet from a dry cough at 15 microns and viruses and bacteria. This helps prevent the particles being inhaled or contaminating surfaces. Our expert technicians are trained and equipped to service every inspection or filter change safely, so protect your business from any harmful pathogens collected.



38% of users believe that a bad smell would deter them from using a washroom².

EcoBreeze - A unique, triple-action air hygiene system that filters, cleans and fragrances the air in washrooms

EcoBreeze pulls stale air through a dust filter and an activated carbon filter to remove malodorous particles. The clean air then flows over a perfumed wick to produce a vibrant fragrance. This environmentally friendly solution provides continuous air filtration and circulation, reducing the amount of bacteria in the air or on surfaces and ensuring that your washroom always smells pleasant.

Unpleasant smells overwhelmingly become associated with uncleanness (85% of respondents), poor hygiene (82%) and bacteria (69%)³.

50% of people are affected by poor indoor air quality¹ and the EPA recognise indoor air quality as one of the top 5 health hazards globally.

Biozone - Specifically designed and engineered to eradicate malodours and reduce bacteria in the air in transient spaces

Using patented technology that features UV light, this innovative, unperfumed device eliminates persistent bad odours and helps control bacterial contamination. Biozone is ideal for use as an ongoing air treatment to combat the impact that unpleasant smells have on your staff and visitors and to protect the air and surfaces in commercial environments, including washrooms, from airborne bacteria.

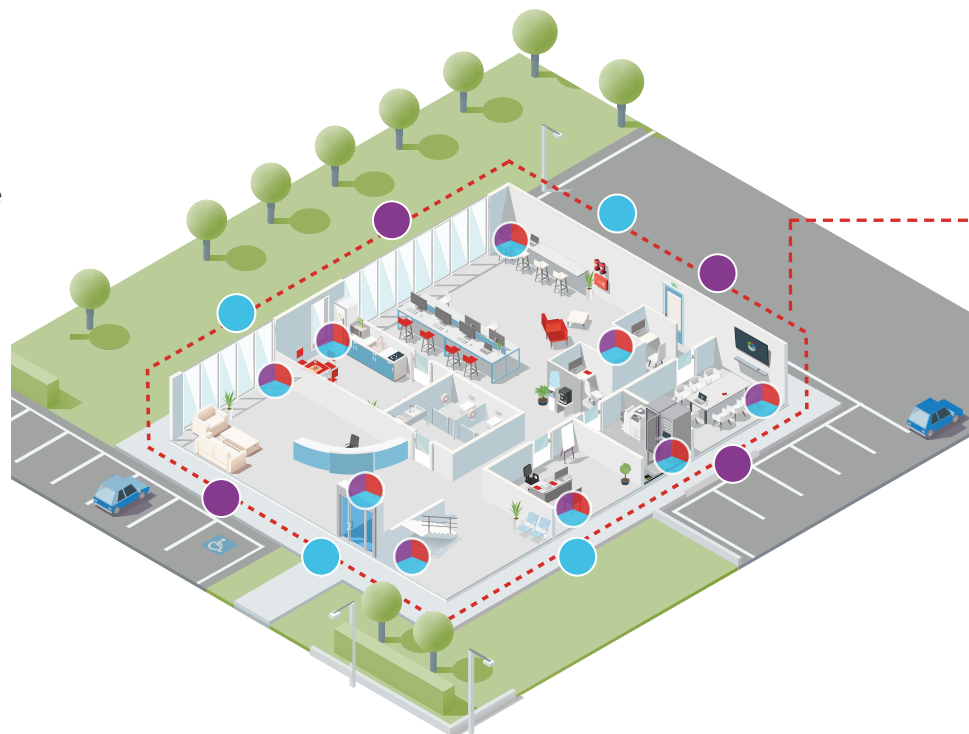
How Rentokil Initial can help

Pest control and prevention

Recognising that pest issues may have occurred during a vacant period, we help businesses get their premises ready to reopen, ensuring they are pest free and safe to occupy – then provide ongoing management to ensure continued support.

Recovery Pest Control

- **Pest Disinfection** - Following a site survey to establish pest issues, our pest disinfection service - using a unique biocidal formula - reduces the risk of illnesses associated with pest infestations
- **Pest Proofing services** - A range of external proofing solutions will protect the buildings from pest entry. Internal proofing will also restrict pest movement inside, steps which will limit the spread of infestations.
- **Targeted Infestation Treatments** - A range of treatments designed to address common business-space pest issues - flies, cockroaches, fleas, rodents, birds and mammals.



Enhanced Pest Control

Integrated Pest Management

- Integrated Pest Management programme for your site, based on a detailed survey in order to tailor our service to your site's future needs. We offer a range of services and solutions across a wide range of pest types to ensure you have peace of mind that pests are under control.

- **PestConnect Protection Remote Monitoring** - PestConnect provides 24/7 continuous monitoring capability across a range of pest solutions, both internally and externally. Our solutions provide discreet protection and will continue to safeguard offices even if they become vacant or if areas become less well used.
- **myRentokil online reporting** - myRentokil provides advanced online pest management reporting. Our analysis system provides trend reporting, recommendations and analytic tools across your site.



Studies have shown up to 46 bacterial species present in all rats* and they each produce up to 40 infection-carrying droppings per night.

Fecal microbiota variation across the lifespan of the healthy laboratory rat (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5628645/>)



Cockroaches have been implicated in the spread 33 kinds of bacteria, including E. coli and Salmonella species, six parasitic worms and more than seven other types of human pathogens.



A bird's feather, particularly from those living in an urban environment, can often play host to a range of parasites, bacteria and viruses.



Flies can defecate for every 4-5 minutes and they do it anywhere. With that you can be sure that they can even do it on your food or on you. Hence, it makes it easy to transmit diseases from them.





Our credentials

We're the experts in protecting people and enhancing lives.

We've been protecting people from the dangers of the risks of poor hygiene and pest-borne diseases for over 100 years. We enhance lives with services that protect the health and wellbeing of people, and the reputation of our customers' brands in over 80 countries around the world.

As experts in commercial hygiene services across air, hand and surfaces, our solutions are specifically designed by experts to help you mitigate risk of liability, reduce illness from germ and virus transmission and increase engagement levels.

Our trained service professionals deliver ongoing service that is both reliable and hassle free, leaving you to focus on the operations of your organisation secure in the knowledge that your hygiene and pest control needs are being taken care of, while you focus on more pressing business needs.

Our investment in Research and Development is unrivalled within our industry – so we can help you tackle risks, existing or yet to emerge in a new, uncertain future. Our Global Research and Development Centre is essentially a science centre of excellence and is at the forefront of behavioural science and observation research with our own team of microbiologists, to support our team product developers and service professionals.

We offer the widest range of solutions and award-winning innovations in the pest and hygiene services industry, which means we're uniquely placed to deliver a service that matches your individual needs, particularly during this challenging period.

We provide transparent, remote reporting from wherever you may be working on the benefits our service delivers to your business and your current hygiene levels through our online customer portals.

We provide a range of educational assets and provide training for your employees to support and encourage greater hygiene awareness within your environment.

Contact us to find out how we can support you. As experts in hygiene and pest control, we advise you on how and where solutions can and should be provided to maximise impact, usage and protection.

Rentokil Initial

Protecting People. Enhancing Lives.

Rentokil Initial

Protecting People. Enhancing Lives

To find out more, visit:

www.rentokil.com

© Rentokil Initial 2020. Rentokil Initial is a registered trademark. Registered in England and Wales, registration number 301044
Registered office: Riverbank, Meadows Business Park, Blackwater, Camberley, Surrey GU17 9AB.

