

**1. Purpose**

This Zero Tolerance Policy aimed at **eliminating undesirable, at-risk behaviors** of our employees in Rentokil Initial work places and during any of our work activity in public or customers' premises. It is designed to protect our own employees as well as customers and public members who may be affected by our work activities.

**2. Procedure****2.1 UNSAFE BEHAVIORS BREACHING "ZERO TOLERANCE" POLICY****a) Failure to Wear Seat Belt while :**

- driving a company vehicle, or driving for work purposes
- seated in a moving company vehicle, or other vehicle driven for work purposes

**b) Failure to Comply with Respiratory Protective Equipment (RPE) Use during Fumigation and Other Work Activities with potential exposure to respiratory hazards :**

- Fail to wear RPE
- Fail to wear the right type of RPE
- Fail to wear RPE in the right way

**c) Failure to Wear Motorbike Helmet, Jacket and Gloves while Riding Motorbike**

- Helmets shall be worn, fit the rider's head snugly and not move about on their head.
- If using an open-faced helmet, a visor or goggles must be provided and worn to protect the eyes from wind, rain, insects and road dirt.
- Jackets, gloves must be worn to protect from impact injuries. Jackets, gloves must be made out of abrasion resistant materials, have sufficient padding / body armour and high visibility colour/ feature to make it easier for other road users to see the motorcycle riders.

**d) Failure to Wear Safety Shoes**

- by Service Supervisors, Managers & Technicians supervising or carrying out pest control, hygiene, drainage, cleaning services at service sites, and sanitary bin washing, mat laundry operations
- by Store Personnel responsible for and working in Rentokil Initial warehouses and stores
- by Any Other Staff such as Sales/ CDE, Field Biologist, SHE, Technical Manager, Branch Manager, Operations Manager, Procurement Executive, who need to access higher risks locations including the following (but not limited to) :
  - Rentokil Initial stores, warehouses
  - customers' industrial warehouses, stores, industrial factories, plants
  - production areas, construction, shipyard, mining areas
  - commercial laundries, commercial kitchens, laboratories

**e) Use of Hand-Held Mobile Phone while:**

- driving a company vehicle, including van, truck, pick-up, car, bus, motorbike
- driving own vehicle for work purposes, including van, truck, pick-up, car, motorbike

**f) Use of Mobile Phone while:**

- operating or using machinery, equipment or tools.
- examples of machinery, equipment, tools : *fogging machine, sprayer, powered drill, ladder, crawl boards, forklift, scaffolds, scissor lift, washing machine, mat dryers, mat rolling machine*

**Effective immediately, all colleagues concerned shall STOP the above unsafe behaviors.**

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## **2.2 UNSAFE BEHAVIORS BREACHING “ZERO TOLERANCE” POLICY (CONTINUE)**

### **g) Failure to Conduct Site Risk Assessment (SRA) for a Customer’s Site :**

- SRA must be carried out for **every customer, at every sites.**
- SRA must be conducted properly** by the Sales/ CDE or other designated employees.
- If a customer has multiple service locations, or when a sales is confirmed/ renewed over phone (Telesales),** and the Sales/ CDE are not able to visit all these locations to conduct the SRA, the CDE/ Sales Manager must seek support from the Operations line manager to ensure that the first person or first technician deployed to the site conducts the SRA before any service is carried out.
- Report SRA findings** in the SRA section of the PC Treatment Instructions (TI) and Hygiene Service Instructions (SI).
- No contract / job is to be entered into iCABS** unless a SRA is conducted and report submitted.
- No service personnel shall be deployed to any site to start a service,** unless a SRA is conducted and forwarded to the operations/ service line managers concerned.
- SRA information** shall be provided to the technician with the service docket before he/ she visits the site.
- Technicians and Service/ Operations Supervisors shall read the SRA information** (on the SRA Report/ Service Docket) to **understand the site hazards and risks involved** before starting work at any site, and take the appropriate precautions/ control measures to protect themselves while at work.

**Effective immediately, all colleagues concerned shall STOP the above unsafe behaviors.**

2.3 Any employee who witness any of the above unsafe behavior in Section 2.1 of the Zero Tolerance Policy should report to the line Manager/ Supervisor / SHE personnel, who will enter the case into an Incident Logbook or Incident Logsheet maintained at a common area.

## **2.4 INCIDENT LOGBOOK/ LOGSHEET**

The Incident Logbook/ Logsheet shall be reviewed weekly by the SHE Manager/ Coordinator/ designated person with the relevant line Managers, to investigate the case and determine the course of Disciplinary Actions.

*(Line Managers here may refer to the Managing Director (MD)/ General Manager (GM), Branch Managers (BM)/ Operations Managers (OM) / Sales Manager and Other Department Heads.*

## **2.5 DISCIPLINARY ACTIONS**

Disciplinary Actions that shall be taken towards the employee concerned:

- a) For first offence, a **Warning** is to be issued
- b) For repeated offence, a **Final Warning** is to be issued
- c) For repeated offence after Final Warning Letter, **Dismissal** from Rentokil Initial

Refer to Doc1.4(2) for sample copies of first, final warning and termination letters.

## **2.6 ISSUE AND MAINTENANCE OF WARNING LETTER**

- a) Warning & Termination letter may be issued by Branch Manager / HR Manager / Operations or Other Department Manager where appropriate.
- b) All warning and dismissal letters issued shall be copied to Human Resource Manager or the responsible person for human resource.
- c) A copy of the warning letter and other relevant documents shall be maintained / made accessible to :
  - HR/ Admin
  - Line Manager concerned such as MD/ GM, BM, OM, other HOD
  - BU SHE Manager/ Coordinator
  - Branch SHE Coordinator

and filed into the staff personal record

## **2.7 RIGHT OF APPEAL**

On receipt of a Warning/ Termination Letter, the Employee may appeal / explain his case in writing to the Line Manager concerned and HR concerned.

The Line Manager, together with the SHE Manager, will give due consideration in assessing whether the warning or dismissal is to stand. If necessary the Employee may be invited for interview. The Employee shall be informed by the line Manager of the review outcome which will be final.

## **2.8 INFORMATION FOR EMPLOYEES**

This Zero Tolerance Policy shall be displayed at all the head offices, branch locations including the store/ warehouse.

The Policy is to be communicated by line Managers and a hardcopy given to all relevant employees.