



2022 **SUSTAINABILITY** REPORT

Everyone deserves a safe place to live, work, and play



ROLLINS

®

OUR CONTINUED FOCUS



"At Rollins, we believe that sustainability is not just an option; it's an opportunity and our responsibility. Leading the way in creating a brighter, greener future for generations to come and embracing sustainable practices isn't just good for the environment; it's also smart business. By integrating sustainability into our core values and operations, we hope to leave a positive impact on the world."

Jerry Gahlhoff Jr.



Dear Shareholders, Customers, and Stakeholders,

I am pleased to present to you our 2022 Sustainability Report, highlighting our team's work and commitment to sustainability and responsible business practices. At Rollins, we believe that integrating sustainability principles into our operations, along with ensuring there are oversight mechanisms in place to monitor and drive accountability, is the right thing to do. With this in mind, we have established our three pillars of focus:

- Providing strong sustainability oversight, creating environmentally sustainable operations, and making positive and meaningful progress in protecting our environment
- Building a culture of workplace inclusion that embraces and retains our team members
- Protecting the health and safety of our team members, our customers, and the communities we serve

These pillars are not just critical for the long-term success of our business, but also help to create a sustainable future for our team members and the communities we serve. This report outlines our sustainability approach, efforts, and achievements in key fundamental business areas such as workplace inclusion, safety, community engagement, environmental sustainability, governance, and cybersecurity.

Sustainability

We established an internal Sustainability Oversight Committee comprised of executive leadership members and representatives from Legal, Technology, Real Estate, Procurement, Fleet, Finance, and Accounting functions.

People: Preserving Diversity and Inclusion to Attract and Retain

We firmly believe that diversity and inclusion are essential for fostering innovation, driving growth, and creating an engaged and motivated workplace. We have implemented inclusive policies, educational initiatives, and resource groups to foster an equitable and supportive work environment where every individual can contribute their best.

Safety: Protecting Human Life and Property

For our company, safety is a top priority, and we are dedicated to ensuring the well-being of our team members, customers, and the communities in which we operate. With advanced training, tools, and resources, our goal is to minimize motor vehicle collisions, prevent incidents, and safeguard both human life and property throughout our global operations.

Environmental: Building a Sustainable Future

We are focused on Integrated Pest Management (IPM) practices in an effort to reduce the reliance on pesticides, adopt energy-saving technologies, and understand our greenhouse gas (GHG) and climate impact. This includes analyzing innovations that create energy efficiencies.

Communities: Engaging and Empowering

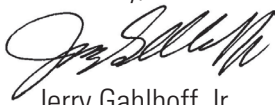
As a responsible corporate citizen, we recognize the importance of actively engaging with our communities. Through our volunteerism and philanthropic efforts, we aim to improve the quality of life for many people in need and create sustainable economic growth domestically and internationally.

Our Journey Ahead

We recognize that there is much to be done to strengthen our commitment to the company's sustainability model and initiatives. We believe that by integrating sustainability principles into our business strategy, we can create value for our shareholders, deliver world class services to our customers, and make a positive impact on our communities and environment.

Thank you for your continued support and trust in Rollins. Together, we can build a better, more sustainable future.

Sincerely,



Jerry Gahlhoff Jr.
President & CEO

2022 AT A GLANCE

About Rollins

Rollins, Inc. is a premier global consumer and commercial services company. Our services are aimed at controlling pests and helping our customers protect their health, brands, and property. We have consistently grown through challenging economic cycles while focusing on providing exceptional customer service.



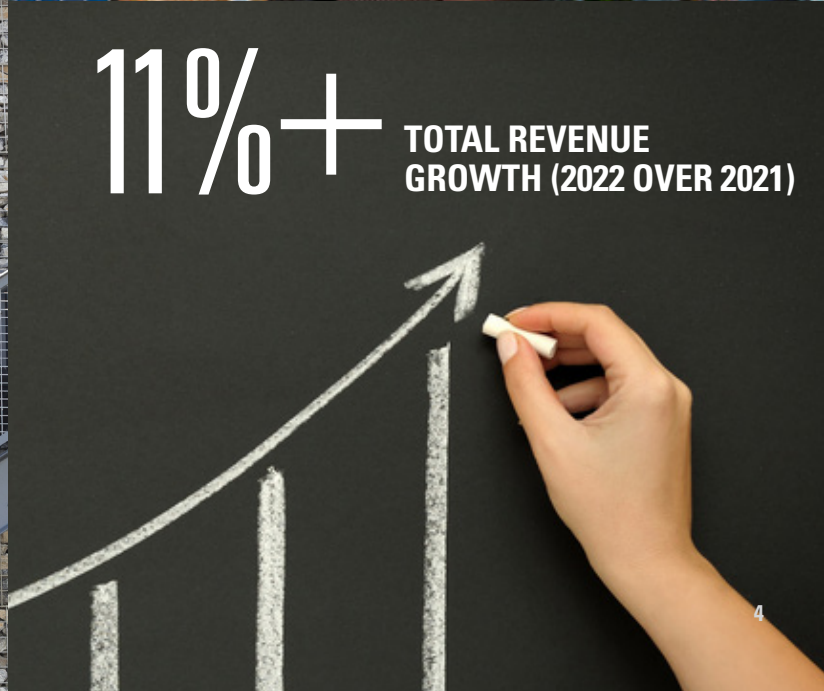
17,500+
EMPLOYEES



70+
TOTAL COUNTRIES SERVICED



\$2.7
BILLION IN REVENUE



11%+
TOTAL REVENUE
GROWTH (2022 OVER 2021)

SUSTAINABILITY AT A GLANCE



Top Workplace

in USA (2023)

in Atlanta (2023: 7th consecutive year)



84%

engagement score*



85%

inclusion score**



13.6%

efficiency in miles driven
per service since 2017



#15

on BMW Group's
Top 50 Green Fleets



53%

increase in # of hybrid
vehicles over 2021



350K

safety training courses completed



\$1M+

raised for United Way of
Greater Atlanta



70

Atlanta organizations
benefited from United Way

* Gauges how employees feel about job satisfaction, organizational commitment, alignment with the company's values, etc.

** Measures the extent that employees feel respected, valued, and given equal opportunities to contribute to the company's goals

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GOVERNANCE



Effective Board Oversight

As a public company, effective board governance is critical. Our Board of Directors oversees the management of our business strategies, risks, and opportunities, and has set high standards for our team members, customers, stakeholders, officers and directors. Their responsibilities include understanding fiduciary duties, setting strategic direction, and monitoring organizational performance. ◆

GOVERNANCE

Role of the Board/Leadership Structure

As a public company, board governance is of critical importance, and Rollins Board of Directors has set high standards for our team members, customers, stakeholders, officers, and directors. The board has responsibilities to oversee the management of the Company's business strategies, risks, and opportunities. We have established clearly defined roles and responsibilities for our board members and set strong expectations to ensure effective oversight. This includes understanding fiduciary duties, setting strategic direction, and monitoring organizational performance.

With a Board of Directors currently comprised of eleven members, seven of whom are independent, we have a strong focus on governance and maintaining effective oversight. Under the Company's Independence Guidelines, we have established independent directors and a Lead Independent Director to ensure overall transparency and accountability to the organization. Additionally, we have designated Board Committees to oversee various governing and oversight duties.

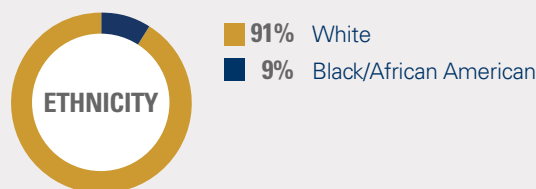
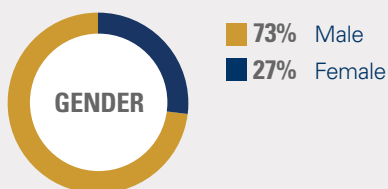
- The Rollins Board is led by the Executive Chairman of the Board, Gary W. Rollins.
- The Executive Chairman of the Company's Board and Chief Executive Officer were split during a transition of leadership.
- Our Lead Independent Director, Jerry W. Nix, is responsible for identifying issues for the Board to consider and ensuring that all issues are properly addressed, with all directors being heard. In promoting independent viewpoints, our Lead Independent Director represents the independent directors and ensures that their perspectives are fully considered during decision-making processes.
- The Company has a separate Chief Executive Officer, Jerry E. Gahlhoff, Jr., who is also a member of the Board and sets the operational leadership and strategic direction of the Company.
- There are three Board Committees, each consisting of independent members: the Audit Committee, the Human Capital Management and Compensation Committee, and the Nominating and Corporate Governance Committee. More information regarding our Board and governance structure can be found in our 2022 Proxy Statement.

The Company's Board Committees provide specialized oversight in key areas that contribute to the overall effectiveness of the Board of Directors. By delegating specific responsibilities to these committees, the Board can effectively address business issues, demonstrate good corporate governance practices, and foster a culture of accountability and transparency within the organization. By having a Lead Independent Director, the Company demonstrates its commitment to maintaining a high-performing Board that operates in the best interests of shareholders and stakeholders.

View the Rollins Board of Directors members, committee structures, and charters at www.rollins.com under the Governance section.

Board Demographics

11 members



GOVERNANCE

Sustainability Oversight

We have established a management-level Sustainability Oversight Committee (also known as the Environmental, Social, and Governance (“ESG”) Oversight Committee) comprised of diverse representatives from multiple business functions within the organization, including our CEO & President, and led by our General Counsel. In setting the Company’s strategic direction, the committee is highly focused on defining the organization’s purpose, values, and long-term vision for sustainability, including: evaluating opportunities for innovation, resource efficiency, and the development of sustainable business practices.

The Sustainability Oversight Committee is responsible for:

- Setting our sustainability strategy and long-term objectives
- Providing regular reports to the Nominating and Corporate Governance Committee which, pursuant to its charter, is formally charged with oversight of our sustainability initiatives and strategy
- Prioritizing our sustainability efforts to drive value for stakeholders and our business

Corporate Governance Guidelines

The Board has adopted Corporate Governance Guidelines to formalize and promote better understanding of our policies and procedures. At least annually, the Board reviews these guidelines, to ensure that they remain relevant and effective in guiding the company’s governance practices and regulatory requirements. The Corporate Governance Guidelines are available at www.rollins.com under Governance Documents.

Code of Business Conduct and Ethics

The Company has adopted a Code of Business Conduct and Ethics applicable to all employees. The adoption and availability of this code demonstrates how we are committed to operating with integrity and upholding high ethical standards. It promotes transparency and responsible decision-making, helping the Company maintain trust and sustain long-term success.

Additionally, we have adopted a supplemental Code of Business Conduct and Ethics for Directors and Executive Officers to address the responsibilities of these unique roles and responsibilities within the Company. This code provides additional guidance and standards tailored to their positions, emphasizing the importance of their leadership in upholding ethical conduct and maintaining the Company’s reputation. Both codes of business conduct are available at www.rollins.com under Governance Documents.



GOVERNANCE

Cybersecurity Risk Management

Cybersecurity has become a particularly acute area of risk for companies of all sizes and in all industries, including our Company. While managing these risks, Rollins focuses on integrating sustainable and ethical practices into the organization's cybersecurity efforts. We recognize cybersecurity has a broader impact beyond just protecting digital assets. The Company aims to also address the related environmental and societal risks and responsibilities.

Rollins management is primarily responsible for our cybersecurity program and managing our cybersecurity risks, including our procedures and day-to-day operations. We have established an internal Cybersecurity and Privacy Committee, chaired by our Chief Information Security Officer and comprised of representatives from Legal, Human Resources, Treasury, Finance, Audit and Risk. The purpose of the Committee is to provide oversight of the Company's Cybersecurity and Privacy matters.

Additionally, the Audit Committee reviews our cybersecurity risks and incidents and any other risks and incidents relevant to our information technology systems controls and security. The Audit Committee receives regular quarterly reports from our Chief Information Security Officer and also reviews our information technology and cybersecurity risk profile.

We use a variety of security products and vendors to protect our information technology infrastructure and data. Our programs continue to adapt and mature as threats continue to evolve. We maintain data encryption, monitoring, loss prevention, data storage, identity/authentication controls, including two-factor authentication tools, anti-malware and anti-virus solutions, and other solutions as appropriate. We also perform penetration tests and simulations to practice our incident response procedures. Our cybersecurity plans are reviewed on an annual basis, and we prioritize new and updated programs as needed to respond to the cybersecurity risks we may face. We train employees on cybersecurity risks, conduct annual tabletop exercises, and generate internal phishing campaigns to assess the effectiveness of the training. We also regularly review our privacy policies to ensure compliance with all applicable data privacy regulations.

In our efforts to sustain continuous improvement, Rollins seeks to align our cybersecurity practices with sustainable development goals, ethical considerations, and responsible governance principles, thereby promoting a more holistic approach to protecting our digital assets and stakeholders.

PEOPLE



Cultivating Success for our People

Our team members are the driving force behind our success. We work to create a diverse and inclusive workplace where every team member feels valued, heard, and motivated to do their best. We're focused on building the world's best service brands, and as a parent company, we give our brands the support they need to serve their customers and their communities. ◆

PEOPLE

Human Capital

At Rollins, we recognize that our team members are the driving force behind the company's success. Their expertise, productivity, collaboration, customer focus, innovation, and overall engagement all contribute to the performance and growth of the Rollins organization. We cultivate a culture where every team member feels valued, heard, and motivated to do their best every day.

We proudly participated in the Energage Top Workplaces survey in Atlanta and achieved the



prestigious distinction of being named a Top Workplace in the city for an impressive seventh consecutive year. Moreover, at the beginning of 2023, Rollins was nationally recognized as a Top Workplace for the first time, a testament to the invaluable feedback

provided by our dedicated team members in 2022.

This achievement is the direct result of our approach to managing our people through shared values that define who we are as a company and how we will work together to deliver growth, superior services, and exceptional returns to our shareholders. This is why we are focused on:

- Attracting and retaining top talent
- Career development and growth opportunities
- Providing a diverse and inclusive work environment

Attracting and retaining talent so we can better serve our customers is essential to our business success. We are focused on our talent through:

Team Member Recruitment

Attracting the right talent starts with inclusive hiring practices. Therefore, we have created a welcoming and inclusive environment throughout all stages of our hiring process. As a part of our efforts, we have

improved our talent acquisition process to include new tools, such as an enhanced career site and recruitment database. We are also ensuring fair and objective candidate evaluation processes, structured interviews, and assessment tools.

Team Member Engagement

It's important for us to know how our team members feel about our company and our work environment.

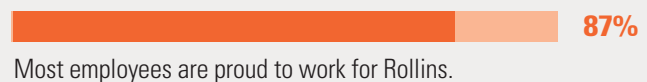
84%
ENGAGEMENT SCORE

Therefore, we regularly engage with them through surveys, feedback sessions, and open forums to understand their perspectives, gather insights, and address their needs. Central to our sustainability strategy is our belief that our people are our greatest asset. We are dedicated to creating a supportive and inclusive work environment that provides career opportunities for our team members, no matter the race, ethnicity, age, gender, religion, gender identity or expression, disability, or background.

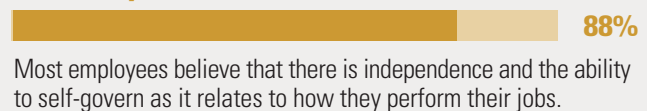
We regularly measure team member engagement through our Annual Engagement Survey. For our 2022 survey, we collected over 9,000 responses from our team members throughout the world.

HIGHLIGHTS

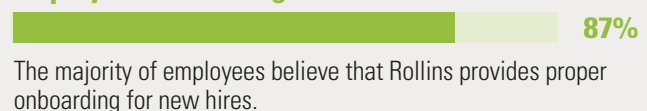
Company Pride



Autonomy



Employee Onboarding



* Our engagement score helps us in determining how our employees feel about their work and the company, as we seek feedback on job satisfaction, organizational commitment, alignment with the company's values, etc.

PEOPLE

Team Member Voice

Following our engagement survey, one of the other important ways we ensure our employees have a strong voice is through **Your Voice Matters** sessions. These sessions are conducted annually at the majority of our locations. We gather feedback from every team member on: What are we doing well? What we need to do better? How can we (senior leadership) help?

The information we gather helps us to develop action plans that address the top opportunities shared by our team members. We believe these sessions are well received and have helped us gain more clarity about the pain points that our team members are feeling.



In providing career development and growth opportunities, we provide clear paths for career progression and professional development.

Leadership Development

Having the right leaders at all levels of our organization is critical to our current and future success. This includes creating leadership bench strength to support our business growth plans. While each of our brands is focused on developing operational leadership capabilities that are brand-specific, Rollins is focused on developing overall leadership capabilities through our Region Manager Development Program (RMDP). The RMDP is a comprehensive leadership development program for mid-level leaders across the organization who lead multiple business units or departments and those preparing to lead at that level. The 12-month program offers a blended learning approach that includes facilitator-led training, executive and peer mentoring, immersive field learning experiences, 360-degree assessments, a 6-month executive coaching engagement, and supported individualized development plans.

Training Programs

We are persistent in prioritizing top-notch training opportunities for our team members. Rollins has again been honored *Training* magazine's annual Training APEX Award, securing a spot in the Top 100 companies list. This prestigious recognition underscores our unwavering dedication to equip our team with exceptional technical and leadership training, aligning with our business objectives. *Training* magazine acknowledges organizations that excel in this pursuit.



2022 WINNER

PEOPLE

Highlighted Benefits

Our comprehensive rewards, compensation, and benefits package is meticulously crafted to attract and retain exceptional talent. Our utmost priority is to ensure that Rollins team members are fully engaged, productive, and deeply invested in their overall well-being, encompassing physical, emotional, and financial health. Additionally, we strive to create an environment where all can thrive professionally, providing resources that empower our team members and family to seek higher education, grow, and lead fulfilling and successful lives.



- Our partnership with Purdue Global is ongoing to allow our team members to earn undergraduate and/or graduate degrees. This is in addition to our Tuition Reimbursement Program, and it allows eligible employees to pursue an undergraduate degree from Purdue Global at no cost.
- Rollins undertakes a variety of efforts to support the health and well-being of our team members, including their mental and physical health. Recently, we formed a partnership with Everside Health to build an on-site medical clinic at our Rollins Support Center in Atlanta. That clinic provides no-cost primary care to Rollins team members who participate in one of our medical plans in the state of Georgia. Everside provides these services either virtually or through the existing nationwide network of Everside Health clinics for all our team members participating in one of our insurance plans in the U.S. This enhanced medical benefit, provided at no cost to team members, has been very well received.
- Lastly, our Employee Stock Purchase Plan (ESPP) was enhanced in 2022 to provide our team members with the opportunity to purchase Rollins common stock at a discount.
- We continue to offer our O. Wayne Rollins Scholarship to the children of eligible employees to help pay for college or trade school costs. We grant fifteen \$3,000 scholarships per year for four years (approximately \$180,000 per year) to help our employees foster continued education for their family members.

Purdue Global Partnership

81 employees enrolled since 2020*

17 employees graduated since 2020*

29 employees actively enrolled*

*as of December 2022

PEOPLE

WORKPLACE INCLUSION (WPI)

We work hard every day to create a diverse and inclusive workplace for all Rollins employees around the globe, and it starts at the top with the support of our entire executive leadership team.

Our commitment to Workplace Inclusion is to build a culture that attracts, embraces, and retains team members that represent the diversity in today's workforce and the communities we serve. Our workforce is made up of people with different backgrounds, experiences, and perspectives, bringing about diversity of thought and ideas

85%
INCLUSION SCORE*

that lead our company to more creative and innovative solutions to business challenges. We firmly believe that when people of various backgrounds collaborate, there are distinctive insights and approaches offered that can drive inclusion, retention, and growth. Because we prioritize diversity and inclusion in everything that we do, it sends a clear message that we value providing equal opportunities and fair treatment of our team members, and it demonstrates commitment to equity, fairness, and social justice, ultimately doing our part to contribute to a more inclusive society overall.

* The total inclusion score measures the overall level of inclusivity, to the extent of if employees feel respected, valued, and given equal opportunities to participate and contribute to the organization's goals and activities.

Our Workplace Inclusion Strategy

As we strive to create a more inclusive and equitable workplace that harnesses the benefits of a diverse workforce around better decision-making, innovation, and overall success, we remain focused on our four strategic pillars for Workplace Inclusion.

WORKPLACE INCLUSION STRATEGIC PILLARS



PEOPLE

Workplace Inclusion Accomplishments

Workplace Inclusion Taskforces:

We have a proactive approach to addressing various aspects of workplace inclusion through employee-led taskforces that focus on specific areas. Each taskforce focuses on specific goals and implements strategies to drive positive change:

- **Training & Education:** Implement a curriculum of diversity training that is inclusive of both required and elective training opportunities.
- **Talent Acquisition & Career Development:** Ensure talent acquisition and career development practices consistently provide equal opportunity and strive to close representation gaps at all levels.
- **Policies & Programs:** Review and evaluate current policies and processes across all brands to be more consistent and more inclusive.
- **Communication:** Develop compelling messaging and opportunities for dialogue that promote transparency and encourage employees to see the importance of Workplace Inclusion.
- **Employee Resource Groups (ERGs):** Create inclusive, employee-led groups for all that are aimed to foster a diverse, inclusive workplace aligned with the inclusion strategy.



PEOPLE

Employee Resource Groups (ERGs):

We have voluntary, employee-led resource groups formed around a shared interest, passion, or experience. Each ERG provides a platform for employees to connect, collaborate, and advocate for their shared interests and experiences. These groups promote inclusivity, provide networking opportunities, and contribute to a sense of belonging among employees.

Thus far, we have established the following ERGs:

- **R-Collective** – Strives to improve company culture and employee engagement and retention through multigenerational networking.
- **Women+ Resource Community** – Provides a resource for women+ at any career level to achieve their goals and celebrate their accomplishments resulting in an enhanced work experience at Rollins.
- **Women of Orkin Pest (WOOP)** – Increases communication between the women of Orkin by providing opportunities for professional development, mentoring, and networking.
- **PRIDE** – Provides a network that supports the professional development of LGBTQ+ employees and allies, promotes recruitment and retention, and builds community.

Veteran Hiring:

In the past two years, our Rollins family of brands has hired over 700 veterans. At the end 2022, we had over 1,000 veteran team members which represented approximately 7% of our U.S. workforce.

In 2022, we established a partnership with RecruitMilitary, which connects employers to military job seekers through services that include contingency recruiting, career fairs, a job board, employer branding, and a military-centric publication, *Search & Employ*® magazine. Founded in 1998 by a Marine Corps veteran, RecruitMilitary offers career services free of charge to the military community. Our partnership with RecruitMilitary gives all of our brands access to military hiring events across the country throughout the calendar year. We also have access to a robust library of military resumes.



PEOPLE

Leadership Representation

In 2021, we established a baseline for leadership representation in two very important categories: women and people of color. These are areas where our leaders are very focused on helping us move closer to service and industry benchmarks. We will continue to prioritize improvement in these two very important categories.

Women in Leadership	Total: 19.33%* (Executive through line leader)	Improvement since 2021 39%
People of Color in Leadership	Total: 24.51%* (Executive through line leader)	Improvement since 2021 14%

*April 2023

Workplace Inclusion All Year Long

Celebrating diversity is an important endeavor that promotes inclusivity, understanding, and respect for people from all walks of life. Rather than limiting it to specific events or designated months, we made diversity a year-long commitment. Along with ongoing communications and conversations, we have embraced and honored diversity throughout the year by highlighting and profiling our team members in various ways during cultural events. We are continuing to expand our internal communications on cultural events and highlight our team members from various cultures so that we can celebrate them. Additionally, key initiatives are underway to implement diversity, equity, and inclusion training for all people leaders and explore recommendations from our taskforces. As we continue our journey, we will focus on:

- **Employee Engagement:** Involve employees at all levels in the Workplace Inclusion process. Seek feedback and input from the workforce, and encourage open dialogue about diversity and inclusion.
- **Celebrate Diversity:** Recognize and celebrate the diversity within the organization. Highlight the achievements and contributions of employees from various backgrounds and experiences.
- **Customized Inclusion Training:** Ensure that the inclusion training is tailored to the specific needs and challenges faced by leaders. Different departments or roles may require different approaches to understanding and fostering inclusivity.
- **Taskforce Recommendations:** Actively implement recommendations from the taskforces, which are likely to be informed by a diverse range of perspectives. Prioritize initiatives that address systemic biases, barriers to inclusion, and create an equitable work environment.

SAFETY



Protecting Human Life and Property

Protecting the health and safety of our team members, customers and communities is our highest priority and requires a proactive and continuous approach. Through our rigorous safety protocols, comprehensive training programs, and emerging technology, we strive to maintain a safe and secure environment for all. ♦

SAFETY: PROTECTING HUMAN LIFE AND PROPERTY

Making safety personal is an intentional choice every employee decides for themselves and for team members in order to consistently safeguard our work environment. Our team members operate under three core principles:

Be Prepared, Be a Coach, and Be Accountable

- **Be Prepared:** Understanding the “why,” anticipating potential risks, and taking proactive measures to mitigate them.
- **Be a Coach:** Leading by example in how we actively promote a culture of safety through encouragement, and empowerment.
- **Be Accountable:** Holding ourselves to a higher standard and taking responsibility for one’s actions to solve problems and mitigate risk recurrence.

We motivate our team members to be leaders in safety by continuously evaluating and improving our safety performance, implementing best practices and regulations, and maintaining safety excellence in everything we do. We have set measurable safety goals and are expanding our tracking mechanisms to ensure compliance. Additionally, we are constantly reviewing and refining safety policies and procedures to ensure they remain efficient and relevant.



SAFETY MISSION:

MAKE SAFETY PERSONAL

The intentional choice we make to positively engage our employees in prevention, identify and mitigate workplace hazards, and empower safe work behavior

Safety Governance

Safety governance helps our company prioritize measures to progressively reduce motor vehicle collision and injury-related risk. We have established an ongoing process that requires commitment, communication, and collaboration at all levels of the organization. Our structure is designed to ensure it remains effective and aligned with our organization’s goals and objectives.



SAFETY GOVERNANCE

Executive Safety Council

Monitors manager accountability systems and approves global safety investment decisions

Brand Safety Council

Creates opportunities to learn, share, and standardize safety best practices across the company

Quarterly Business Review

Evaluate safety performance to plan and document opportunities and actions for improvement

Safety System Continuous Improvement

Focus on Stop Work, Near Miss/Hazard Reporting, and High Value Learning events

SAFETY: PROTECTING HUMAN LIFE AND PROPERTY

First-in-Class Safety Training

Our safety training plays a vital role in injury prevention and promoting defensive driving practices. We provide continuous access to training and learning opportunities on equipment operation, hazardous material handling, and emergency response. We provide defensive driving techniques that help drivers avoid collisions, including: maintaining a safe following distance, intersection awareness, scanning for potential hazards, and anticipating other drivers' actions.

Emerging Safety Technology

We manage a fleet of 15,000 vehicles and serve over two million customers, so driving continues to be our number one safety risk. We are making tremendous technology investments to advance safety beyond the workplace to home. Here are some advancements that we have recently implemented:

- **Driver Safety Mobile App:** Our driver safety app that remains "Always On" continuously measures safe and unsafe driving behaviors using an industry approved FICO Safe Driving Score. The risk reduction technology also provides real-time feedback, enhanced coaching, defensive driver training, and continuous driver's license monitoring.
- **Collision Prevention System:** In partnership with our vehicle supplier, we have outfitted our fleet with collision prevention mechanisms to strengthen vehicle safety and help prevent or mitigate collisions. The majority of our fleet is equipped with this collision prevention technology. Some of the features include:
 - **Lane Departure Alert** – issues an audio/visual warning if an inadvertent lane departure is detected.
 - **Dynamic Radar Cruise Control (DRCC)** – uses vehicle-to-vehicle distance control to help maintain a preset distance from the vehicle ahead.
 - **Road Sign Assist** – detects speed limit signs, stop signs, Do Not Enter signs, yield signs.
 - **Automatic High Beams** – detects the headlights of oncoming vehicles and taillights of preceding vehicles, then automatically toggles between high and low beams accordingly.

Safety Training Completion

350K+ INJURY PREVENTION & DEFENSIVE DRIVER COURSES COMPLETED



SAFETY: PROTECTING HUMAN LIFE AND PROPERTY

The Future of Rollins Safety

In addition to addressing driving risks, we are also focusing on enhancing safety in other areas of our operations.

Fall Protection

We are launching a digital Fall Protection compliance system to strengthen our safe work practices, particularly in high-risk areas when performing exclusion type work. This system will ensure that our employees are equipped with the necessary tools and knowledge to maintain compliance and prevent fall-related incidents.

We are also exploring drone technology that will ultimately reduce ladder use for sales inspectors, to minimize falls, strains, sprains, lifting, and over-exertion-related injuries.

Virtual Reality (VR) Hazard Assessment Training

This training was launched in 2022, enabling employees to engage in immersive environments where they can practice safe work procedures, identify hazards, and respond to emergency situations without real-world risks. VR and AR training can enhance situational awareness and improve safety practices.

Rollins Safety Prevention System

This system will enable us to measure and reward safety prevention efforts that aim to reduce incidents and overall risk exposure. By incentivizing our employees to proactively contribute to safety initiatives, we empower and foster a continuous improvement safety culture.

Driver Recognition Programs

We believe in celebrating and recognizing outstanding safety performance. Our Driver Recognition Programs acknowledge and reward employees who consistently demonstrate exemplary safe driving practices. This program not only motivates our drivers to prioritize safety but also serves as a platform to share best practices across our organization.

Through these initiatives and programs, we are dedicated to doing the right thing and empowering our family of brands to continuously build a safer environment for our team members, customers, and the communities we serve.



ENVIRONMENT



Continuous Improvement in Environmental Sustainability

We remain committed to making positive, meaningful progress in protecting our environment. We strive to operate in a way that minimizes our environmental impact. As we serve our global customer base, we are advancing Integrated Pest Management principles and evaluating our greenhouse gas emissions and energy efficiency. We plan to drive continuous improvements in these areas across our operations. ◆

INTEGRATED PEST MANAGEMENT

Integrated Pest Management (IPM) has long served as the foundation for how our brands have approached sustainable pest management. IPM is a comprehensive, environmentally responsible approach that aims to reduce reliance on pesticides while effectively managing pests and minimizing risks to human health and the environment. By using sustainable products, choosing technologies that enable us to target product applications to specific sites, and training our teams on how to effectively execute these principles, we can reduce impact on the environment. We also strive to reduce our energy consumption and waste in our daily practices.

IPM Principles

1. **Pest Identification:** Different pests require different control methods, so proper identification is crucial for effective management.
2. **Monitoring and Inspection:** Developing targeted, effective strategies requires regular monitoring and inspection to help identify pest populations, their breeding sites, and the extent of infestation.
3. **Prevention:** By proactively addressing the conditions that attract pests, reactive pest control measures can be minimized.
4. **Cultural and Mechanical Controls:** These methods involve non-chemical techniques to manage pests.
5. **Biological Controls:** Utilizing natural enemies of pests (such as predators, parasites, and pathogens) can help regulate pest populations, promote ecological balance, and reduce reliance on chemical pesticides.
6. **Chemical Controls:** When necessary, the efficient and judicious use of pesticides is employed. IPM emphasizes the use of targeted application methods.
7. **Education and Awareness:** Raising public awareness and promoting effective pest management strategies is crucial.



INTEGRATED PEST MANAGEMENT

GreenPro Certification



We are proud to offer GreenPro certified services within our family of brands. These services were developed in conjunction with regulators, environmental advocacy groups, and the Environmental Protection Agency (EPA) and endorsed by the National Pest Management Association (NPMA).



QualityPro accredited companies can offer GreenPro certified services. They voluntarily ascribe to qualifications that exceed any state or federal requirements. GreenPro customers receive the documentation

required for the IPM policy submission and earn credits toward the USGBC's LEED certification.

GreenPro certified services minimize pesticide exposure to humans, nontarget animals, and the environment by:

- Focusing on IPM strategies
- Providing and documenting thorough pest inspection, monitoring services, and follow-up to ensure efficacy
- Regularly communicating with clients about pest infestations, conducive conditions, and pest prevention
- Requiring GreenPro training for all company employees who sell or perform GreenPro services

The GreenPro certification is recognized by these and other prominent organizations across the United States and Canada.



EPA Pesticide Environmental Stewardship Program (PESP)



INTEGRATED PEST MANAGEMENT




Promoting IPM and Sustainability

Promoting IPM principles applies to the practices and products that our brands use:

- **Non-chemical Controls** – Proactive monitoring, inspection and use of mechanical controls such as web dusters and glueboards are important practices that reduce unnecessary treatments.
- **Conventional Reduced Risk Pesticide Program** – Many of the products we choose are included in the EPA's Conventional Reduced Risk Pesticide Program.
- **Termite Bait Products** – These products utilize small quantities of active ingredients that are deployed in a highly targeted fashion to exclusively target termites.
- **Mosquito Stations** – Innovative mosquito stations attract female mosquitoes which then disperse an EPA-approved fungus to other mosquitoes. Very small amounts of the larvicide spread to other breeding sites, which is enough to kill mosquito larvae but is non-toxic to other organisms like fish or mammals.



INTEGRATED PEST MANAGEMENT



-
- A composite image consisting of three vertical panels. The top panel shows a person's hands holding a tablet displaying a digital floor plan with various rooms labeled (e.g., STORAGE AREA, HALLWAY, OFFICE, MEETING ROOM, RESTROOM, BREAK ROOM) and green dots indicating pest locations. The middle panel shows a falconer in profile, holding a large bird of prey (likely a falcon) on a gloved hand, with the bird's wings spread. The bottom panel shows a black dog standing on a brown carpet in a living room, looking towards a sofa.

GREENHOUSE GAS EMISSIONS & ENERGY USAGE



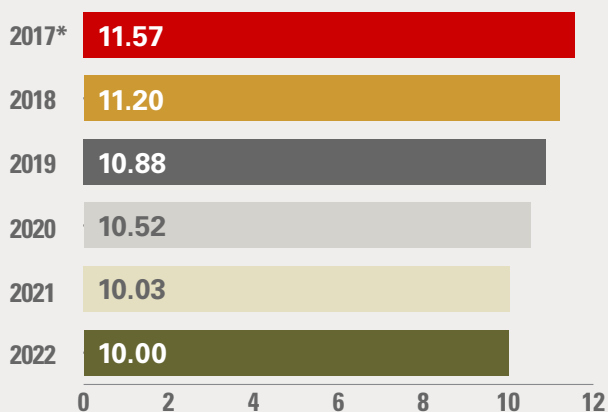
Rollins is working to estimate our greenhouse gas (GHG) emissions footprint for Scope 1 (direct GHG emissions) and Scope 2 (indirect GHG emissions) to aid internal operational strategy decisions around resource use and efficiency. By establishing this baseline, Rollins will have the ability to understand our impact and make informed operational decisions. Our goal is to build a repeatable process and necessary data infrastructure to collect, calculate, and verify our GHG emissions on an annual basis.

Routing & Scheduling

Every day, our pest control technicians serve customers by driving scheduled routes to perform pest control services. The scheduling of service visits and the routing of our service vehicles lie at the heart of our branch operations. Our objective is to sequence our work so that we optimize safety and efficiency while minimizing our carbon footprint.

In 2022, we completed the third phase of a multi-year project designed to streamline and optimize our routing and scheduling processes and systems. Minimizing drive time and distance is a critical priority. As a result of these developments, we have improved our customer and employee satisfaction, increased our efficiency for the past five consecutive years, and lowered our environmental impact. We plan to drive further optimization and efficiency with our routing and scheduling initiatives in the future.

ORKIN U.S. – MILES DRIVEN PER SERVICE (M/S)

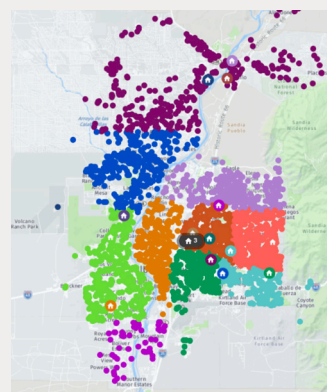
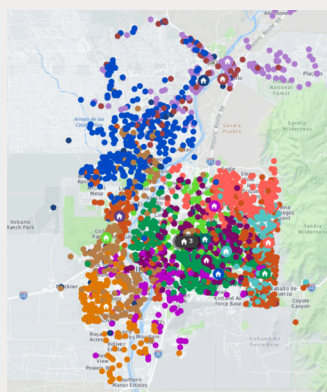


Miles/Service (M/S)

*Year 2017 does not include miles or completed work orders for January and February.

BEFORE

AFTER



Routing & Scheduling technology enables territory planning to optimize route density and minimize drive time.

GREENHOUSE GAS EMISSIONS & ENERGY USAGE



Fleet

With one of the largest U.S. class 1 & class 2 vehicle fleets, Rollins plans to replace internal combustion engine (ICE) vehicles with more fuel-efficient hybrid engine vehicles when available. Today, our primary vehicles for Branch Managers and Sales personnel are hybrid engine sedans. We are actively adding more hybrid options for specialty vans and smaller pickup trucks.

Despite limited manufacturer allocation for hybrid engine vehicles, in 2022, Rollins increased the number of hybrid vehicles to approximately 1,200 vehicles, a 53% increase over the number of hybrid vehicles in 2021. This represented a 43% increase in the

percentage of hybrid vehicles in our fleet between 2021 and 2022. Rollins was recognized in 2022 on BMW Group's Top 50 Green Fleets List, ranking two spots higher than the prior year.

Vehicle service schedules are emphasized to all operators of Rollins vehicles. Timely vehicle maintenance is monitored for both safety and fuel efficiency. We prioritize compliance to vehicle maintenance standards, and every company vehicle has a custom maintenance schedule to identify when services are required. Our focus on safe driving practices also contributes to improving our fuel efficiency.

GREENHOUSE GAS EMISSIONS & ENERGY USAGE

Facilities

In 2022, we continued to explore reductions in our brick-and-mortar footprint with virtual locations, and have made updates to our facilities with energy efficiency measures such as LED lighting and HVAC system upgrades.

Field Equipment

We are actively and continuously piloting various technologies that reduce our reliance on natural resources and drive energy efficiency.

Battery-operated Equipment

In 2022, we added battery-operated mist applicators to our suite of battery-operated sprayers as an alternative to gas and oil-powered sprayers for pest control. We selected a model that allows us to target applications more appropriately, preventing product from drifting to non-target sites and enabling us to use less product. Our tests showed the new equipment to be as—if not more—effective than traditional sprayers. Additionally, these battery-operated sprayers reduce noise pollution exponentially and are 10 pounds lighter than traditional sprayers (a 26% reduction) which help protect the health and well-being of our employees.

LED Insect Light Traps

Insect Light Traps serve as a key tool in a flying insect IPM program and are commonly used in commercial properties, particularly in food production and processing facilities. LED light traps have yielded significant environmental advantages over traditional fluorescent lights. LED light strips last 3 times longer than fluorescent bulbs, can be recycled, don't contain mercury, and use approximately 85% less energy than a typical fluorescent tube, contributing to lower carbon emissions. In 2022, Rollins purchased over 15,000 LED light traps across our domestic family of brands, equating to a savings of over 94,000 fluorescent bulbs over 3 years. Orkin U.S. has switched to LED light traps exclusively for new installations, and we plan to expand our adoption of this new technology.

Manufacturer Packaging

We are driving change toward more sustainable packaging for liquid products from our manufacturers. We implemented a program with one of our suppliers to replace single-use plastic bottles with 30-gallon bulk containers. By using these bulk containers, we were able to refill and reuse smaller service containers in the field. We then send the empty bulk containers back to the manufacturer to refill. In 2022, we purchased nearly 400 bulk containers which saved over 45,000 single-use quart bottles from the waste stream. We are expanding reach of this initiative by asking other manufacturers to implement similar product packaging.



ENVIRONMENTAL SPOTLIGHTS



Our Environmental Values in Action

Across our family of brands, we have many examples of how we're prioritizing our commitment to environmental sustainability. Following is a small sampling of highlights. ◆

NORTHWEST EXTERMINATING



Northwest Exterminating is an Atlanta-based pest control company dedicated to creating extraordinary experiences for their teammates, customers, and community. They joined the Rollins family of brands in 2017.

The mission of Northwest Exterminating is to create healthier living and working environments for homes and businesses. In 2006, they committed to leading the industry in earth-based pest control and launched NorPest Green, a comprehensive program that uses botanicals and minerals to maintain the lowest environmental impact possible while offering an effective pest solution that is family- and pet-friendly. Today, Northwest has thousands of customers throughout the Southeast and has launched several other earth-based services as their primary offering.

Northwest's commitment to lowering environmental impact:

- Full suite of mineral and botanical-based services that represent over 80% of current residential sales and growing
- Use of non-toxic, botanical-based products that are minimum-risk, FIFRA 25(b) exempt pesticides*
- Focus on relocating wildlife
- Honeybee Relocation Program; certified beekeepers on staff
- Uniform recycling program

*US EPA has exempted certain pesticides that pose little to no risk to humans or the environment from federal registration under the Federal Insecticide, Fungicide, and Rodenticide Act (FIFRA).

SAFEGUARD PEST CONTROL



Safeguard Pest Control is one of the largest pest management companies in the United Kingdom, with more than 30 years of experience. They joined the Rollins family of brands in 2016.

Falconry Services for More London

More London is an innovative, mixed-use business district located prominently on the South Bank of the River Thames. It is home to one of Safeguard's prestigious office clients who was the first major office in the UK to be awarded the Building Research Establishment Environmental Assessment Methodology (BREEAM) 'Outstanding' rating, the highest award for

best practice in sustainable design and environmental performance for buildings.

With a view that overlooks the Tower of London, the client's building is a vast, glass-fronted building where bird fouling would not be tolerated. Pest birds could pose a problem when using the outdoor space. Physical proofing measures (such as poles, mesh, nets, or spikes) would detract from the building's aesthetic and negatively impact sustainability performance, given the required materials. Safeguard's solution of using a natural predator was an ideal alternative to less sustainable methods.

PROTECTING POLLINATORS



One out of every three bites of our food is created with the help of pollinators, most of which is accomplished by bees. Unfortunately, bee populations have dropped across North America due to habitat loss and fragmentation, climate change, parasites, disease, and environmental contaminants. We protect honeybees through the following initiatives:

- **Honeybee Relocation & Protection Services:** Staffed by experts who can safely remove, relocate, and care for honeybees, Northwest's Honeybee Relocation Program relocates honeybee colonies to safer habitats. Northwest has two certified, licensed beekeepers and relocated 10 honeybee colonies in 2022.
- **Beehive Expansion:** Orkin Canada has been maintaining beehives in Ontario and British Columbia and in 2022, added several hives in Nova Scotia, New Brunswick, and Alberta.
- **Corporate Hive Program:** In partnership with Bee Downtown, Rollins housed 2 beehives at our

Atlanta headquarters in 2022. We hosted over 120,000 bees, resulting in award-winning honey production. This exceptional honey serves not only as a sustainable product but also as a tool for entrepreneurship lessons provided to students at John Lewis Invictus Academy.

ROLLINS' BEES



2 beehives IN APIARY



1st place BEST TASTING GEORGIA HONEY



250 lbs OF HONEY 300+ JARS

COMMUNITY



Diverse Brands United by Community Engagement

Rollins is a family of brands that has always upheld service – to our employees, customers, and communities – as a cornerstone. While each of our diverse brands has their own culture of service, we are firmly united in our commitment to engaging with our local communities. We are pleased to share a few examples of the diverse and meaningful ways we've touched lives in 2022. ♦

COMMUNITY



United Way of Greater Atlanta

Since 1985, Rollins has actively partnered with the United Way of Greater Atlanta through fundraising, service projects, and company matches and has donated over \$21 million over the course of our relationship. Each year, we have grown our partnership and the ways we've engaged our employees and community.

2022 **\$1M+**
donated

480
volunteer hours

70
Metro Atlanta organizations
were beneficiaries



**United Way
of Greater Atlanta®**



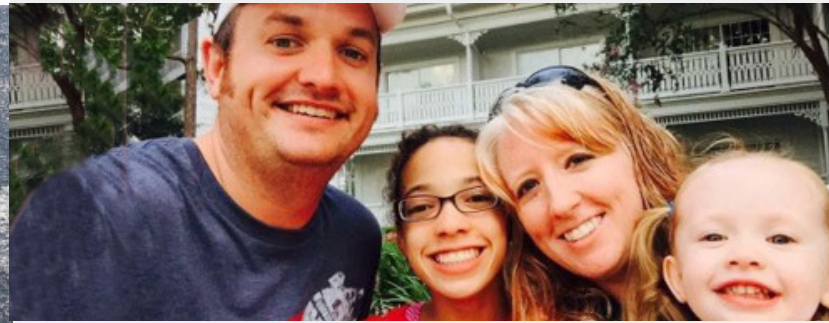
COMMUNITY



Rollins Employee Relief Fund

Rollins believes helping our fellow employees during times of crisis. The Rollins Employee Relief Fund is a non-profit foundation that provides employees with emergency financial assistance. It is funded by employee contributions. Since its inception in 2014, the number of grants and dollars granted has grown significantly each year.

2022 **252**
total grants



HomeTeam: Servant Heart Good Works Program

Having a servant's heart is part of HomeTeam's culture and their community service efforts help fulfill their purpose of protecting homes and improving communities. In 2022, HomeTeam formalized their commitment by establishing the Servant Heart Good Works program.

2022 **1,910**
hours served
\$40,000
donated



COMMUNITY



Orkin: OrkinServes

OrkinServes is designed to help take care of communities through employee volunteer opportunities. In 2022, OrkinServes introduced five new Division Advocates to serve as a voice for volunteering with their divisions.

2022

801
volunteer events

2,165
volunteers

\$150,000
donated to American Red Cross

59
units of blood collected

163
coats donated to Pest Vets

1,200
toys provided to Toys for Tots

200
STEM kits provided to Boys and Girls Club of Atlantic City



COMMUNITY

Orkin Canada

Orkin Canada continually strives to find ways to create positive, lasting impact on local communities. It promotes human welfare inside and outside of the organization.

2022

\$320,000

raised for Easter Seals

\$7,500

donated to the Canadian Blood Services

\$53,500

raised for the Hospital for Sick Children

107

boxes of food donated to Feed Nova Scotia after Hurricane Fiona

60

Christmas baskets donated to low-income seniors



COMMUNITY

Northwest Exterminating: Good Deed Team

The Northwest Good Deed Team (GDT) was formed in 2011 with the focus of being active and involved in the communities where they serve. Led by two full-time teammates, the GDT works with local organizations across 6 states and is supported by every Northwest teammate. In 2022, the GDT added a focus on delivering random acts of kindness to communities, customers, and teammates in addition to their wide range of Good Deed activities.

2022

2,564

acts of kindness

1,000

students/families fed through
bilingual literacy programs

24

First Responder cookouts

2,920

First Responders fed

120

Easter baskets donated to
Willett Children's Hospital

60

hospital rooms decorated
for Christmas

250

gallons laundry detergent donated

300

care bags

21

Career Days/presentations

13

community cookouts



COMMUNITY



Hurricane Ian Relief

In the aftermath of Hurricane Ian, our brands supported Florida communities in various ways:

- The Rollins Employee Relief Fund Grant Committee awarded a \$500 blanket emergency grant to 172 employees, with an additional four employees receiving full grants.
- Orkin U.S. served over 350 meals and donated 3,000 water bottles.
- Northwest Exterminating distributed 100,000 of Insecto's donated mosquito traps to help reduce exorbitant mosquito populations from floodwaters, resulting in the capture of record numbers of mosquitoes.
- HomeTeam members provided supplies and support to affected branch offices and customers. Donations included pallets of water, baby formula, gasoline, pet food, gift cards, batteries, flashlights, and more.



Canine Teams Serving Our Communities

Our canine team members are also included in our service efforts.

- Orkin Canada donates K9 services for bed bug detection at women's shelters, crisis centers, thrift stores, and other organizations that can most benefit.
- Western Pest Service's canine teams play an educational and interactive role at non-profits, in career days, and as they demonstrate their effectiveness in detecting even a single bed bug.

