

How do I find details about the last time a technician visited my site?

Multi-site customers

You need to click **Find A Site** on the top right corner of the multi-site dashboard to search for your site and to add it to the dashboard. The details of your site appear and you need to scroll down the multi-site dashboard to view the dashboard for your site. If you need an additional level of detail, you can access each site for the information you need.

Single site customers

You can view the site visit information by clicking the **Service History** tab. You need to select the relevant dates and the type of visit under **Site visits**. You can also view details of the actions taken by the Rentokil Initial technician during the last visit and the preparations used for the action.

How can I view my risk assessment and safety data sheets?

You need to click the **Documents** tab to view and print site maps and safety data sheets.

How can myRentokil help with my audit requirements?

You need to click the **Audit Compliance** tab to view and analyse pest activity, details of recommendations and visits made by a Rentokil Initial technician in the preceding 12 months. You can view the site plans and documents for the same duration by clicking the **Documents** tab. You can also demonstrate improvements in pest control by using the comparative analysis feature that is available upon clicking the **Charts** tab under **Reporting**.

What do recommendations that appear in red, amber and green indicate?

Each colour indicates a particular status of a recommendation:

- Red indicates recommendations for which no action has been taken. All new actions are marked as **Unactioned recommendations**.
- Amber indicates recommendations that are open and on which actions are yet to be taken. All open recommendations are marked as **Pending recommendations**.
- Green indicates recommendations on which action has been taken and is completed and closed.

You can view recommendations on the **Dashboard** page, or for a more detailed view, you need to click the **Reporting** tab.

What is the difference between task and a recommendation?

A task is an activity that is required to be performed by a Rentokil Initial employee within a given period of time for any incident reported. Example of a task would be changing the batteries in a radar unit.

A recommendation is a request made by a Rentokil Initial technician to you to assist in pest prevention at your site. For example, you may be asked to fit a bristle strip in the space under a door to prevent entry of pests. You can view and manage your recommendations by clicking the **Manage Recommendations** tab under the **Dashboard** page.

How can I see what preparations were used at my site during the last visit?

You can view the preparations used by Rentokil Initial for an action taken on a pest infestation reported by you by clicking the **Service History** tab. Under the **Preparations used** tab, you need to select the date and the type of visit to view the location and the specific pesticides that were used during the visit.

What are the different types of inspection visits?

There are three different types of inspection visits:

- **Grade A:** This corresponds to low level issues such as housekeeping, stacking and proofing.
- **Grade B:** This corresponds to more urgent problems related to Grade A that require a quicker resolution.
- **Grade C:** This corresponds to the major issues that threaten the integrity of the pest control service. It requires immediate escalation to the site manager which needs to be supported by a letter of acknowledgement from the local Rentokil Initial manager. A review discussion needs to be conducted regarding the corrective actions that need to be taken.

How can I be assured of data safety?

You need to refer to our **Privacy Policy** for details regarding protection of data and its integrity.

What do I need to do if I have a query regarding myRentokil?

To resolve any queries regarding myRentokil, you need to click the **Contact Us** tab and then click the exclamation mark. You can view a series of short videos that show you how to use the important features of myRentokil. For additional tips and guidance, you need to refer to the **Quick Reference Guide** available within this section, which you can download and print as required. If the problem persists, you need to contact myRentokil by phone or e-mail.