



TERMINIX CODE OF CONDUCT





Dear Teammates,

At Terminix, our purpose is to improve the lives of others by protecting that which is most valuable – their families, homes, businesses, and the environment.

We are committed to being a global leader in professional pest management services, and that starts with *doing the right thing* – a commitment to ethics, which is a foundational element of our Values and culture. Without it, we can never live up to the commitments we make nor the trust our customers and communities place in us.

Fundamental to the culture of ethics is a commitment to complying with laws and regulations of all countries where we do business. As well, we expect each and every teammate to comply with the laws and regulations of our industry. Winning is important but winning at all costs is never an option. When there is no bright line, no rule or legislation, a culture based on *doing the right thing* is what guides us. We talk a lot about our culture and expectations for how we conduct business because it is so vital to our ability to endure and succeed. It's who we are, and it's why our customers, communities, and stakeholders trust us. *Doing the right thing* for the right reasons is a responsibility and the individual commitment we each make.

Our Code of Conduct sets forth principles for how we must conduct ourselves when interacting with each other, customers, and outside stakeholders.



This Code applies to Terminix, including all of its affiliates and brands in all locations where we operate. All teammates, officers, and directors are required to familiarize themselves with the Code and to comply with its requirements at all times. Although the Code covers a number of specific topics, it is organized around Terminix's Three Pillars of Ethics, which embody the high standards of conduct we all are required to follow:

1. **Integrity** – We do the right thing and are honest in all situations.
2. **Dependability** – We meet our commitments to customers, teammates, and the communities we serve.
3. **Respect** – We respect each other and our communities.

No set of guidelines can anticipate every possible situation. However, our Three Pillars of Ethics serve as guiding principles for helping to ensure you will do the right thing when faced with difficult situations and ethical dilemmas.

Thank you for all you do every day to help make Terminix a global leader in professional pest management.

Brett Ponton
Chief Executive Officer



ABOUT THIS CODE

Terminix is committed to following the highest legal and ethical standards everywhere we do business.





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VISION

Be the global leader in professional pest management by consistently delivering superior solutions that build unrivaled trust and value with our stakeholders.

PURPOSE

Improving the lives of others by protecting that which is most valuable – families, homes, businesses, and the environment.

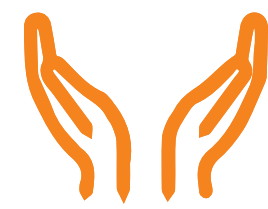
VALUES



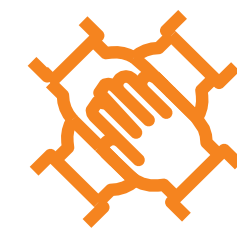
Do the Right Thing



Be Customer-Centered



Lead with Respect and Humility



Be Inclusive



Compete, Grow, Win



Get It Done the TMX Way



Our commitment to legal and ethical standards

Our Code of Conduct provides basic guidelines to help you make good decisions in your work for the company so that we comply with company policies and the law.

All teammates are expected to follow the Code when acting on behalf of Terminix – this includes the Terminix Leadership Team and the Board of Directors. The Code applies to teammates working in the U.S. or anywhere else we do business.

We also expect our suppliers and other business partners worldwide to follow similar conduct, both in their own work and when working on behalf of Terminix.



This Code counts

This Code supersedes and replaces all previous codes of conduct or similar policies provided to teammates, including all codes issued by companies that have been acquired by or merged with Terminix.

If there's a conflict between the Code and the law, you should always follow the law. Any references to "Company" or "Terminix" include all subsidiaries and affiliates of Terminix Global Holdings, Inc.



YOUR RESPONSIBILITIES

No matter where you work or what you do, all Terminix teammates share the same responsibilities.





Your responsibilities



Follow our Code

You are required to read, understand, and comply with the Code at all times – even if someone asks you to do otherwise. “Everyone else is doing it,” or “my manager told me to” are never excuses to act unethically or break the law.



Comply with laws and regulations

You are expected to follow the laws of the country where you work. When multiple standards are in place – for example, the Code and the law – you should follow the stricter standard. Any failure to comply with the law will be considered a Code violation.



Comply with company policies and procedures

You are required to become familiar and comply with the Teammate Handbook and other company policies and procedures that apply to your job.



Speak up

All teammates are required to promptly report known or suspected violations of the Code. If you learn of a potential violation, you should report the matter to your supervisor, Human Resources, or the Ethics Office.

Where can I find policies and procedures?

If you work in the U.S., you can find policies and procedures at [MyTerminixHR.Zendesk.com](https://myterminixhr.zendesk.com). If you work outside of the U.S., you should check with your management team or Human Resources.

Our Code provides general guidelines to help you understand your ethical obligations and make good decisions. You can find more guidance on specific issues in the Teammate Handbook and in specific company policies and procedures.

No set of guidelines can imagine every possible situation, and circumstances will inevitably arise when what you should do is unclear. In those circumstances, contact your supervisor, Human Resources, or the Ethics Office for guidance.



Your responsibilities



Specifically for managers

While our Code applies equally to all of us, you have some additional responsibilities if you're a manager. We count on you to promote a positive, ethical workplace. If another teammate approaches you with a concern and you don't know what to do, seek guidance from your supervisor or another resource within Terminix, such as Human Resources or the Ethics Office.

As leaders, managers are expected to:

- Promote an open-door policy and be approachable so teammates feel comfortable asking you questions and voicing their concerns. You must also ensure there is no retaliation against teammates for asking questions about or reporting potential legal or ethical violations.
- Train teammates on the Code and relevant Terminix policies and procedures.
- Respond promptly to the concerns expressed by teammates, escalating issues when necessary.
- Keep an eye out for misconduct, never excusing or promoting violations of the Code or the law.



The consequences of Code violations

We take violations of our Code seriously. Code violations can have severe consequences for both Terminix and those involved. In addition to damaging the Terminix brand, actions that violate our Code may also violate the law and could have consequences up to and including jail time. If you don't comply with our Code, you will be subject to disciplinary action, which may include termination.

Questions or concerns?

Contact the Ethics Helpline at **(800) 937-9888** (within the U.S.), online at Terminix.Ethicspoint.com,* or email the Ethics Office at ethics@terminix.com. The Helpline can be reached 24 hours a day and translators are available.

Use the QR code to access the mobile-friendly website.



*Toll-free telephone numbers for all global locations can be found online at Terminix.Ethicspoint.com or on [page 33](#) of this document.



Your responsibilities



Good-faith reporting and asking questions

Making a report in “good faith” means that you have an objectively reasonable basis for believing or suspecting that a violation has occurred (even if you are actually mistaken). You report all information truthfully, do not intentionally withhold any relevant information, and comply with company procedures to report your concern.

You are required to report known or suspected violations of the Code promptly. If you knowingly fail to report a potential violation or withhold relevant information about a potential violation, you may be subject to discipline, up to and including termination of employment.

If you have questions about the appropriateness of a particular action, it might be helpful to look at the Teammate Handbook or other specific company policies. If you’re still unsure, you should discuss the situation with your supervisor, Human Resources, or the Ethics Office.

If you work in Europe

In accordance with local law, you’re permitted to use the Helpline only to report concerns regarding accounting, auditing, internal controls, bribery, insider trading, or banking and financial crimes (“EEA Reportable Concerns”).

If you’re in Sweden, you are permitted to use the Helpline only to report EEA Reportable Concerns involving legal violations committed by persons with key/leading positions within Terminix – i.e., members of the board of directors and teammates in executive, vice president, director, or management-level positions. If your concern does not constitute an EEA Reportable Concern, you’re encouraged to raise it with your manager or Human Resources.



To report a known or suspected violation of the Code, you may use any of the following alternative resources:

1

Talk to your manager.

2

Contact your Human Resources representative:

(For U.S. Teammates: [\(800\) 901-9025](tel:8009019025) or visit [MyTerminixHR.Zendesk.com](https://myterminixhr.zendesk.com).)

3

Contact the Ethics Helpline

[\(800\) 937-9888](tel:8009379888) (within the U.S.), online at [Terminix.Ethicspoint.com](https://terminix.ethicspoint.com),* or email the Ethics Office at Ethics@Terminix.com. The Helpline can be reached 24 hours a day and translators are available.

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Your responsibilities



Non-retaliation and confidentiality

Terminix will not tolerate any form of retaliation against a teammate who, in good faith, reports, or seeks advice about a known or suspected violation of the Code.

When you make a good-faith report or seek advice about a potential concern, we will respond promptly, investigate if necessary, and act, if appropriate. We will also handle your report confidentially, to the extent consistent with the law and our need to address the concern.

We're committed to confidentiality to:

- Encourage you to bring forward concerns
- Protect the parties and witnesses involved
- Prevent evidence from being destroyed
- Limit the danger of testimony being fabricated
- Prevent a possible cover-up or retaliation

Confidentiality also helps us complete a thorough investigation without disrupting business operations. If you participate in an investigation, you're expected to keep information about the investigation and interviews conducted during the investigation confidential while the investigation is pending. In certain circumstances, Terminix may extend confidentiality beyond the closure of the investigation.

If you believe you or another teammate has been subjected to retaliation for reporting, in good faith, a known or suspected violation of the Code, you should immediately report the retaliation to the Ethics Office. Any teammate who engages in retaliation against another teammate for making a good-faith report will be subject to immediate termination of employment.



Your responsibilities



The We Listen Plan for U.S. teammates

Terminix maintains a dispute resolution program for teammates in the U.S., known as the We Listen Dispute Resolution Plan. The We Listen Plan provides a process for resolving legal disputes involving work-related issues. If you have a legal dispute with the company that has not been resolved to your satisfaction through informal discussions, you have the right to pursue your claim through the We Listen Plan. To get started, contact the Ethics Office or the Ethics Helpline. For more information about the We Listen Plan, visit [MyTerminixHR.Zendesk.com](https://myterminixhr.zendesk.com).

Due to differences in local laws, We Listen does not apply to teammates outside the U.S. However, teammates working at our locations outside the U.S. are encouraged to work with their management and Human Resources representatives to resolve any labour-related disputes.

Note for U.S. Teammates

While Terminix has established and encourages you to use internal resources to resolve workplace concerns, nothing in this Code or any company policy is intended to, nor shall be interpreted as intending to, stop a teammate from filing a charge with the Department of Labor, the Equal Employment Opportunity Commission (EEOC), the National Labor Relations Board (NLRB), or equivalent state agencies; engaging in concerted activity protected by the National Labor Relations Act (NLRA); participating in an investigation by a governmental agency; or taking any other action protected by applicable law.



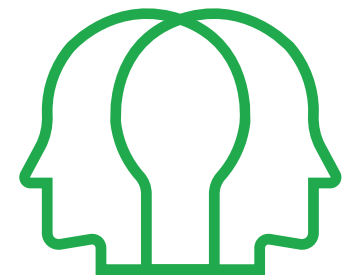
TERMINIX'S THREE PILLARS OF ETHICS





Terminix's Three Pillars of Ethics

Our Code is organized around Three Pillars of Ethics, which are the guiding principles for helping us make good decisions when working:



Integrity

We do the right thing and are honest in all situations.



Dependability

We meet our commitments to customers, teammates, and the communities we serve.



Respect

We respect each other and our communities.

Each of the specific topics covered by the Code relate to one of these Three Pillars of Ethics. While you probably won't commit the entire Code to memory, you should remember our Three Pillars of Ethics and let them lead your actions.



INTEGRITY

We do the right thing and are honest in all situations



Sales and marketing

Acting with integrity starts with being honest, transparent, and fair.

Our sales professionals serve as trusted advisors to our customers who rely on their expertise for pest management needs. When engaging customers and potential customers in their home, by phone, or online, we're honest and truthful. We explain how we can solve their problems. We make accurate marketing claims supported by facts, including the efficacy and safety of our products and services, so that customers can make informed decisions. We make sales because our offerings are among the best in the industry. We don't misrepresent what we offer or tear down competitors. Dishonest sales and marketing practices may result in legal action or investigation by government enforcement agencies, and there is zero tolerance at Terminix.

What if...?

I arrive at a customer's home to begin a rodent exclusion treatment but find no evidence of any past or current rodent activity, and the photos on file don't match the customer's property. What should I do?

This may indicate a lack of transparency in the sales process. Report this to your service management team for review before beginning any work. If directed to continue with the service, call your Region Director and report it to the Ethics Office.





Conflicts of interest

You are expected to make decisions in the best interest of Terminix and our customers and avoid situations that could create a conflict of interest, that is, any time your personal interest or activity interferes with your company responsibilities or the company’s interests. More guidance about conflicts of interest can be found in Terminix’s Conflict of Interest Policy.

Here are some common examples of conflicts of interest:



Personal relationships

To avoid the appearance of favoritism, managers are not allowed to supervise or make employment decisions about a family member or someone with whom they have a close personal relationship. Such a relationship is also prohibited if it would create a situation where one teammate could affect the work of another.

What if...?

My brother owns a general construction company. Is it okay for Terminix to hire him as a subcontractor?

If you are involved in hiring a service provider or other supplier who you have a personal relationship with, a conflict of interest exists. The relationship would need to be disclosed, and you would need to coordinate with the Ethics Office before hiring the supplier.



Outside employment or activities

Avoiding conflicts of interest also means that you can’t take on any outside work that interferes with your ability to perform your work for Terminix. It also means that you can’t be employed by a supplier, business partner, or competitor of Terminix. If you are considering outside employment that you suspect might create a conflict, you must talk to your manager, Human Resources, and the Ethics Office.



3

Corporate opportunities

We all have a duty to advance Terminix’s interests. Competing with Terminix or any of its businesses is a conflict of interest. If you’re aware of a business opportunity that may be of interest to Terminix, you cannot personally, or through a competing company, take that opportunity for yourself.

4

Financial investments

If you have a close personal relationship with someone who could have a significant financial interest in any organization that does business with Terminix, it creates a potential conflict of interest — or the appearance of one. If you, a family member, or someone who you have a close personal relationship with has a significant financial interest in a business that intends to do business with or competes with Terminix, you must disclose it in writing to your supervisor and the Ethics Office before starting any discussions or making decisions involving that business.

5

Gifts, meals, and entertainment

The exchange of gifts, meals, and entertainment is a common courtesy in some countries and businesses and can foster good relationships. A conflict of interest arises, though, if these courtesies suggest favorable treatment was sought by, received from, or given to individuals or organizations that do business, or seek to do business, with Terminix. Our business decisions must be unbiased and based on Terminix’s best interests. Nothing given or received should ever lead to a sense of obligation or influence the judgment of the recipient (or appear to do so). Refer to the Conflict of Interest Policy for more information.

Some things to keep in mind when offering or accepting gifts, meals, or entertainment:

- Get written approval from your supervisor before accepting a gift valued at more than \$75. For gifts to individuals worth more than \$500, approval from your Terminix Leadership Team member is required before accepting such gifts.

- The gift, meal, or entertainment must be unsolicited, reasonable in cost, amount, and frequency, and not lavish or excessive.
- The gift, meal, or entertainment must not be construed as a bribe, kickback, or effort to influence a business decision, and its public disclosure should not embarrass Terminix or damage the company’s reputation. It should not violate Terminix’s policies or those of the recipient’s organization, or the laws or normally accepted business ethics of the U.S. or the country where it is provided.
- A gift may not be given to a government official without the approval of the Ethics Office and the Terminix General Counsel.
- The gift, meal, or entertainment must not involve any element of concealment and should be accounted for properly in the company’s books and records.
- Under no circumstances may you accept or provide cash, cash equivalents, or personal loans as a gift or gratuity in your work.



Accurate books and records

Investors rely on Terminix to maintain accurate records and submit full, fair, timely, and understandable financial disclosures to the public markets, relevant government agencies, and regulatory bodies. It's crucial to ensure accurate and truthful information in our ledgers, reports, invoices, and receipts by following Terminix policies and procedures, as well as the laws and regulations that govern our financial accounting and reporting. False, misleading, incomplete, or inaccurate entries in Terminix books and records are strictly prohibited.

It's also important that records are properly maintained. Follow the Record Retention Policy about how long certain records must be kept and proper maintenance, disposal, and destruction procedures.

Records may be requested for an internal or external audit, investigation, government inquiry, or litigation. Never destroy, alter, or attempt to conceal any records in response to such notice. Interfering with an audit, investigation, or litigation is against company policy and the law and can lead to serious consequences for the individuals involved and for Terminix, including criminal charges and imprisonment.

Bribery and corruption

Terminix complies with all anti-corruption and anti-bribery laws anywhere we do business. A "bribe" is anything of value — cash, favors, or entertainment — used to influence a person's judgment or conduct, including any "facilitating" or "grease" payment made to a government official (as opposed to a payment to a government agency) in exchange for a routine governmental service, such as issuing a permit. Do not offer, authorize, give, or promise any form of bribe or kickback, particularly to any government official. "Government official" includes national or local government employees, political candidates, or employees of government-owned businesses or their representatives.

It's important not to bypass anti-corruption laws by hiring third parties. Terminix may be liable for a bribe made to a private party or government official by a third party on Terminix's behalf. The consequences for violating anti-corruption laws include fines to the individual who makes the payment, as well as Terminix, and jail time for the individual making the bribe. Terminix will not pay or reimburse you for a fine imposed under anti-corruption laws. For further guidance, consult with the Legal Department or the Ethics Office.



Political and charitable activities

We encourage active community involvement, but do not engage in community, volunteer, political, or charitable activities in Terminix’s name or using Terminix’s resources without the prior approval of the Terminix General Counsel. You should not feel pressured or be led to believe your position at Terminix or your chance of future advancement is related in any way to your support of charitable or political causes.

We encourage you to volunteer personal time to support political candidates and participate in charitable activities of your choice but not to get or retain business or secure commercial advantage for Terminix. Company resources and the Terminix name cannot be used without permission from the Terminix General Counsel.



Insider trading

You may occasionally be aware of material, nonpublic information about the company or other publicly traded companies we do business with, including:

- 1 Development of a major new product or line of business
- 2 Unannounced mergers or acquisitions
- 3 Significant changes in senior management
- 4 Pending or threatened litigation
- 5 Nonpublic financial results

This knowledge is “inside information,” not available to the public, that would be valuable to an investor deciding whether to purchase or sell a company’s stock. It stops being inside information only after being publicly disclosed for at least 48 hours.

Acting on inside information — also known as “insider trading” — is illegal. It’s also illegal to provide a “tip off” to others, including friends and family, so that they may benefit financially. The consequences for committing insider trading may include fines, imprisonment, and termination of employment. If you have any questions about whether the information you possess is material or nonpublic, do not trade on it. Instead, check with the Legal Department.



Competition and antitrust

While we are passionate competitors at Terminix, we compete ethically and follow antitrust and competition laws to preserve a free and fair marketplace. Be diligent when interacting with our competitors. Even the appearance of collusion can result in a lawsuit or government investigation.

Never discuss these topics with competitors:

- 1 The division or allocation of markets, territories, or customers
- 2 Prices or price-related strategies, including marketing information
- 3 Boycotting a supplier or other third party

If a competitor brings up any of these topics, stop the conversation and immediately report the incident to your supervisor or the Ethics Office.

International trade laws

It's our policy to comply with international trade laws, including laws and regulations that restrict the export or import of certain technology, chemicals, and other items. Import control regulations typically require specific documentation, government registration, and tariff classification before a product can be imported. For example, all pesticides for use in the U.S. must be registered with the EPA before they can be imported. Export control regulations may restrict or require government authorization of certain products, where it is being exported to, and its intended use. If you work with importing or exporting products, be sure to consult the Legal Department.

What if...?

At a trade conference, an employee of a competitor shared they are having problems with a local supplier we use. We chatted about problems we both experienced and then said we should cancel our accounts with them to teach them a lesson. My teammate tells me I need to contact the Ethics Office and report this conversation. Have I done something wrong?

Your teammate is right. This could be interpreted as an attempt to orchestrate an illegal boycott. You need to contact the Ethics Office immediately.



DEPENDABILITY

**We meet our
commitments**



Customer service

As trusted advisors and pest management experts for our customers, we are committed to providing exceptional service by doing the job right the first time. Exceptional service is delivered on a foundation of ethical and compliant work – we never cut corners when providing pest management services.

When servicing customers, we:

- 1** Show up when we say we will.
- 2** Conduct all work – inspections, termite treatments, service applications, and exclusions – based on The TMX Way, including compliance with regulatory requirements, label instructions, and company procedures.
- 3** Complete all service records in a true and accurate manner.
- 4** Report any activity where a customer has been treated unfairly or in violation of company policy or federal or state law.

Customers select Terminix because they know they can count on us to do the job right – we’ve built that trust over many years. The risk of breaking this trust is larger than just a canceled customer. Unsatisfied customers may tell their friends and family, damaging the strong brand and reputation we have worked so hard to build. In some cases, failure to provide proper customer service may result in regulatory violations and legal action against the company. We hold each other accountable for making the right choices and delivering on our promises to our customers.

What if...?

Today I found out a teammate is performing short services that don't meet the Terminix standard. He leaves and then closes out the ticket later to make it seem he was at the property longer than he was. He closed out a ticket while we were having lunch together!

This kind of behavior destroys the trust placed in us and cheats the customer of the exceptional service they deserve. You should report this to your manager right away.



Company assets and confidential information

Terminix has made substantial investments to acquire valuable assets — tools and equipment, confidential information, and technology. When working, you're entrusted with the use of company-owned property, and it's your responsibility to safeguard it and use it only for legitimate business purposes. You must return all Terminix property once you stop working for Terminix, unless expressly authorized by the company.

What if...?

I was going to turn in a cash payment to my manager, but she told me her receipt book was empty. I told her I'd turn it in to another manager tomorrow, but she insisted I give it to her so I'm not keeping company cash on me. I told her I had to have a receipt — that's policy. She wrote out a manual receipt and signed it, so I gave her the cash. She seemed upset with me. Am I going to get in trouble?

No, you will not get in trouble. You are correct that policy requires that you receive a receipt for cash submitted to management. If you feel a manager is treating you differently because you followed the rules, you should contact HR. Retaliation is never allowed.



Physical assets

Terminix provides various assets to teammates, including vehicles, tools, electronic devices, office equipment, and other items for business use. They should never be taken, borrowed, loaned, or used for personal purposes unless authorized by the company. The Vehicle & Driver Safety Standard, for example, authorizes limited personal use of company-owned vehicles for certain teammates.

You are responsible for safeguarding any company-owned property in your possession and ensuring it's not lost, stolen, misused, or damaged. Terminix managers have a heightened obligation to ensure compliance with the company's inventory control procedures and to protect company-owned property stored at or used by their branch.



Electronic systems

Terminix provides various electronics and technology — computers, mobile telephones, tablet devices, software, internet access, and other electronic technology — to enable you to do your job. These are Terminix property to be used in connection with your job responsibilities. While occasional use of Terminix’s electronic systems for legitimate personal purposes, such as an email to a family member, is permitted, don’t abuse it, or let it interfere with your ability to perform your job.

You are expected to use company electronics in an ethical manner — not for recreational, unauthorized, illegal, or immoral purposes, or to access sexually suggestive, or explicit material. Terminix reserves the right to block access to inappropriate websites and the transmission of inappropriate emails or files. Terminix also reserves the right to regularly access, monitor, or suspend the use of company electronics. Any teammate who misuses company electronics or networks is subject to discipline, up to and including termination of employment. For additional information, review the Information Security Policy.



Confidential and proprietary information

You may have access to confidential company information relating to company operations – financial information, acquisition and divestiture plans, sales and marketing plans, customer information, product development plans, service techniques, and personnel information. Always safeguard it, and never disclose it to anyone, either within or outside the company, except those who have a business need to know. Never use the company’s confidential information for personal gain, either during your employment with Terminix or after you leave the company.

Certain types of information are particularly confidential and could be used for fraudulent purposes or identity theft. For example, Social Security and driver’s license numbers, payment card information (PCI), bank account numbers, and personally identifiable information involving the company’s European operations that are protected by the General Data Protection Regulation or similar data privacy laws. For specific procedures on handling highly confidential information, review the Data Handling and PCI policies.



Intellectual property

We are committed to protecting the intellectual property of our business partners, customers, and suppliers. This refers to legally-protected creations — software, inventions, written materials, and trademarks. We have a responsibility to use the intellectual property of others respectfully and only in accordance with our third-party agreements. This means, for instance, we do not install unlicensed software on company computers. Those in advertising, marketing, or IT functions must use third-party materials appropriately. If you have any questions, consult the Legal Department.

Internal communications, as well as proprietary software programs, are assets that must be protected by the proper use of our network and computer systems and by keeping confidential information secure. It's essential to safeguard the company's confidential information against theft, damage, and loss, and to use them only for legitimate business purposes.

If you become aware of a situation where the company's confidential information may have been compromised, report it immediately to your manager or the Ethics Office.



We safeguard third party information from improper disclosure

Our customers trust us to protect their personal information, including names, addresses, PCI, Social Security numbers, government-issued ID numbers, driver's license numbers, email addresses, and insurance information. Before you share customer data with a third party, consult the Legal Department about the applicable privacy policy.

If you receive access to our business partners' or suppliers' confidential information, you should safeguard this information from improper disclosure. We respect all contractual commitments, including non-disclosure agreements.

What if...?

I left my company-issued iPad at a restaurant today. I went back for it, but it was already gone, and no one turned it in. I'm afraid I'll be in trouble. Do I really need to tell anyone? It's passcode protected, so whoever took it can't just open it.

Yes, report this to Information Security immediately. Compromised company devices could lead to a data breach, so act quickly once you realize the device is missing. This helps our team attempt to secure any information that may have been on the device and limit exposure. We also have legal obligations in the event of a data breach.



External communications and social media

From time to time, a member of the media may contact Terminix for comment or reaction to a news story for traditional or social media, often from the first person they can reach. Only designated spokespersons may speak on behalf of Terminix and its businesses. Refer all media inquiries to the Corporate Communications Department, the media hotline at [\(866\) 397-7921](tel:8663977921), or Media@Terminix.com immediately. Refer inquiries from investment analysts to the Vice President of Investor Relations.

When sending emails, keep in mind that emails can be altered and forwarded without your consent. Ensure that the message does not contain any company confidential or proprietary information when posting to blogs, social networking sites, or chat rooms. It's also a good idea to remember when using social media sites such as Facebook, Twitter, YouTube, and Instagram, that any reference to your employment with Terminix may suggest an official company position. For that reason, you should always make it clear you're not speaking as a representative of Terminix. For more information, review Terminix's Social Media Guidelines.

Governmental requests and investigations

Terminix cooperates with law enforcement officials and government agencies when they are conducting official investigations. If you are asked by a law enforcement or government official to provide information relating to the company's business, contact the Legal Department or Ethics Office before responding to such a request on behalf of the company.





RESPECT

We respect each other and our communities



Environment, health, and safety

We are committed to protecting the health and safety of our teammates, customers, and the environment. We live and work in the same communities as our customers who trust us with their homes and businesses every day. We value that trust, and our reputation depends on protecting the health and safety of our teammates and customers and promoting a healthy and sustainable environment.

We are responsible for following safety policies and protocol.



Personal safety

Take responsibility for your safety and the safety of others by following safe work practices presented during initial and ongoing training. In many situations, personal protective equipment (PPE) and associated training are provided to eliminate or minimize risk and you need to use it properly. Recognize job-related hazards and remember you are empowered to stop work immediately to avoid the risk of injury or harm to yourself or others. Familiarize yourself with the Stop Work Policy.



Handling of hazardous materials

Our work may sometimes require handling or disposal of hazardous materials. Proper handling, transportation, and disposal are regulated by law. Penalties for non-compliance can include civil and/or criminal penalties. We have policies and procedures designed to ensure compliance and to help protect the health and safety of our teammates and those around us.



Vehicle safety

Terminix has one of the largest commercial vehicle fleets. It's important that we operate these vehicles responsibly and obey traffic laws and regulations. Our vehicles must be inspected regularly to ensure safety, and our drivers must be licensed and qualified. Driver qualifications, vehicles, and maintenance procedures must meet Department of Transportation (or other local authority) requirements.



Drug-free workplace

Ensuring a safe and healthy workplace requires clear judgment and alertness. Being under the influence at work can affect everyone's safety. Terminix has a zero-tolerance policy for teammates who possess, distribute, or work under the influence of alcohol or drugs, including certain prescription drugs, while conducting any Terminix business or operating Terminix vehicles or machinery.



Workplace violence

Terminix takes the physical safety of teammates and visitors extremely seriously and does not tolerate violence in any of its facilities or locations. Violent or threatening behavior of any kind, including carrying a weapon, is prohibited on Terminix premises or when conducting Terminix business off-site. If you feel threatened at work, notify your manager or Human Resources. If you or anyone else is in immediate danger, call the local authorities before reporting through normal channels.

Maintaining our customers' trust means also holding our suppliers accountable for the quality and safety of the products and services they provide us. If you believe a supplier is not upholding these commitments, it is your responsibility to report the situation.

What if...?

My manager asked me to complete a service alone that she knows I'm not licensed for yet. I reminded her, and she said she knows I can handle it, so just go do it. I'm not comfortable. What are my options here?

You can institute the Stop Work Policy and report this incident to the Ethics Office.



Inclusion, diversity, and equity

We are proud of our global workforce spanning a wide variety of nationalities, languages, cultural backgrounds, races, genders, ages, physical abilities, and educational backgrounds. We are fully committed to fostering a diverse, equitable, and inclusive work environment — one that treats all teammates with dignity and respect, offers equal access to employment opportunities and rewards, and values the contributions and perspectives of all teammates. We know diversity makes us stronger, improves our thinking, makes us more creative, and allows us to better achieve our collective goals for our teammates, customers, and shareholders.

Terminix does not discriminate, nor do we tolerate discrimination, against any person based on race, color, age, sex, pregnancy, religion, national origin, military or veteran status, marital status, physical or mental disability, genetic information, sexual orientation, gender identity, or any other personal characteristic or status protected by law.

We expect all employment decisions to be based on a person's job-related skills, knowledge, and abilities. This applies to recruiting, hiring, training, promotions, transfers, performance reviews, compensation, benefits, and all other terms and conditions of employment.

Treating each other respectfully means we cultivate a workplace free from harassment, and avoid any unwelcome conduct that creates an offensive or hostile work environment. This includes derogatory comments or jokes, insults, slurs, sexual advances, or any other conduct that reasonably could be perceived as harassing or offensive.

Our commitment to fair employment practices extends to all parties we do business with. Terminix will not tolerate discrimination or harassment against a teammate by a customer, supplier, service provider, or other business partner. If you feel you have been subjected to discrimination or harassment, immediately report the situation to the Ethics Office.





Suppliers, service providers, and other business partners

The actions of third parties we work with reflect on our company, which is why we conduct due diligence before engaging a supplier to perform work on our behalf or engage in the sale or distribution of our products. We work only with third parties committed to operating with integrity. Actions of third parties can result in liability for Terminix, and in some circumstances, criminal convictions for individuals. When working with third parties, ensure transparency, capture all terms in writing, and monitor partners for any indications of unethical or illegal behavior. If you have concerns, contact the Ethics Office.

We strive to be a positive presence in the communities where we work. We follow applicable labor laws and promote human rights wherever possible. This means that we do not knowingly engage with suppliers or other third parties who violate labor or human rights laws. See Terminix’s Global Human Rights Policy for additional information.

What if...?

You go to a social event with coworkers after hours. A fellow teammate shares lewd photos from her personal phone with the group. It’s after hours, and you’re not at work. Is this okay?

You should report the incident to management. Our policy prohibits any behavior that creates an offensive work environment. Just because it occurred outside of work doesn’t make it okay.





Questions or concerns?

If you are unsure of how to address an issue, reach out to your manager or another resource within Terminix, such as our Ethics Helpline.

The Ethics Helpline can be reached 24 hours a day, and translators are available. Contact the Ethics Helpline online at Terminix.Ethicspoint.com or by phone at the numbers below. You can also send an email to ethics@terminix.com.

The Ethics Helpline is always available.



[\(800\) 937-9888](tel:(800)937-9888)

Terminix.Ethicspoint.com

TerminixMobile.Ethicspoint.com

Ethics@Terminix.com

Country	Phone Number
United States	(800) 937-9888
Canada	(866) 381-3169
Mexico	001 (800) 840-7907
Honduras	From an outside line dial direct for your location: 800-0123 At the English prompt dial (855) 389-6847 .
Norway	800 62 318
Spain	900 997 951
Sweden	From an outside line dial direct for your location: 020-799-111 At the English prompt dial (855) 389-6847 .
UK & Ireland	0800-069-8661