

**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.