

19 October 2018

**Mr Yip Chi Ho**  
Blk 204D Punggol field  
#03-356  
Singapore 824204

Email : [Chyip0002@gmail.com](mailto:Chyip0002@gmail.com)  
Mobile : 92238078

Dear Mr Yip Chi Ho,

**PEST MANAGEMENT SOLUTION PROPOSAL: INTEGRATED PEST MANAGEMENT PROGRAM**

Thank you for considering **Rentokil Initial Singapore** as one of your preferred pest management specialist.

We are pleased to present to you our recommended **Pest Management Program** solution to protect and control the above premise against various common pest infestation.

Enclosed is our recommended **Integrated Pest Management** solution proposal for your consideration. Our service commitment and quality support is further elaborated in the enclosed proposal.

Please do not hesitate to contact the assigned sales surveyor or myself for further discussions on how we could provide you with a reliable "pest-free and worry-free" solution that you can always depend on.

As the leading pest management specialist, we look forward to receiving your confirmation and extending our dedicated pest management expertise and support to you.

Thank you.

Yours faithfully,



**Charlotte Khoo**  
Customer Development Executive  
Rentokil Initial Singapore Pte Ltd

## About Rentokil Initial Singapore

Rentokil Initial operates in all major continents in Europe, North America, Asia Pacific and Africa with more than 90 years of brand establishment. The organisation provides a wide range of solutions and services in over 60 countries, where the “Rentokil” and “Initial” brand represents innovation, expertise and quality service. Some of the solutions include pest control, textiles and washroom services, office plants and artwork parcels delivery and facilities services.

Listed on London Stock Exchange, Rentokil Initial employs about 31,000 people, offering the strengths and capabilities in a multi-national organization, whilst localizing the agility and characteristics of respective businesses. Rentokil Initial, as the leader to innovate and staying ahead of competition is privileged to be ranked 25<sup>th</sup> in Britain’s Most Admired Companies 2016/2017.

Employing close to 600 people in Singapore, Rentokil Initial Singapore is a recipient of various accolades as a testament to service excellence including OHAS 180001, ISO 9001 and 140001, bizsafe Star and Singapore Quality Class.

## Our Recommended Solution

It is important to understand how pest can impose harmful risks to your environment and business. We are committed to partnering with our customers to keep your pest infestation at bay. An integrated pest management program will be adopted for the above-mentioned premise with following scope of work:

### 1. Common Ants Control

A thorough inspection and residual treatment will be carried out for the building internally. Area like the drains, manholes, floor traps, toilets, and pantry and window edges will be inspected on a monthly basis to detect for any possible pest infestations. Residual spray and granular will be used as a form of control measures for such identified areas.

## Reporting Facilities

Pest ServiceTrak, an innovation to replace paper-based service reports with a smart phone application to capture service data. It is designed to automate, accelerate and digitalised service reports and documentations in a seamless and robust manner. Security and confidentiality is also treated with importance, where the system is designed with multi-layer security features and assured of full confidentiality of customers’ information and account details, including digital signature.

## Your Investment With Us

Description of Service	Frequency	Amount
▪ Common Ant control with <b>alternate-monthly (6)</b> services per annum	Alternate	\$600 (Per Annum)

### Payment Terms:

- Prices quoted exclude applicable 7% GST.
- Proposal is valid for three (3) months from date of proposal issuance.
- Annual payment must be made in advance and contract is due within 30 days from the date of invoice.

## Terms and Conditions

The following terms and conditions are applicable to all services provided by **Rentokil Initial Singapore Pte Ltd**

1. This Agreement is a contract between the Customer and Rentokil Initial Singapore Pte Ltd (hereinafter "Rentokil Initial") only. A person who is not a party to this Agreement shall have no right under the Contracts (Right of Third Parties) Act 2001 to enforce any of its terms.
2. If default shall be made by Customer in the payment of any fees or charges agreed to be paid by him/her under this Agreement, this Agreement shall thereupon cease without affecting the right of Rentokil Initial to recover from the Customer any money due to Rentokil Initial as at the date of such determination or to recover damages in respect of any breach by the Customer of the terms in this Agreement. Rentokil Initial shall be entitled to charge the Customer interest on all overdue payments at the rate of 1% per month.
3. This Agreement constitutes the entire agreement between the Customer and Rentokil Initial. No variation, extension, exclusion or cancellation of this Agreement shall be binding (unless terminated in accordance with these terms) unless it is confirmed in writing by authorised officer of Rentokil Initial.
4. This Agreement, including these terms and conditions, shall be governed by and construed in all respects in accordance with laws of the Republic of Singapore and each party hereby submits to the exclusive jurisdiction of the Courts in Singapore.
5. All treatment or services due under this Agreement shall be deemed utilised or spent by the Customer in the event of three (3) unsuccessful attempts by Rentokil Initial to arrange for an appointment with the Customer within the same month.
6. The Customer shall indemnify Rentokil Initial from and against all loss, damage or liability and legal fees and costs incurred by Rentokil Initial in the event of or as a result of any act or default by the Customer or its agents and employees.
7. In the event that any provision contained in this Agreement is held to be invalid for any reason and Rentokil Initial is held liable for any loss or damage that would otherwise have been excluded under this Agreement or at law, Rentokil Initial's total liability shall be limited to the annual fees paid by the Customer pursuant to this Agreement. Nothing in this Agreement is intended to exclude or limit any liability which cannot lawfully be excluded or limited.
8. Rentokil Initial shall not be held liable for any indirect, incidental or consequential damages, including without limitation, any loss of profits, data or income arising out of or in connection to the treatment.
9. Rentokil Initial shall be relieved of all obligations whatsoever and not be liable for any loss, damage or penalty resulting from delays or failures in performance in the event of circumstances beyond its reasonable control.
10. All treatment or services due under this Agreement must be utilised by the Customer within the first year (or any subsequent year, as the case may be) of the Agreement, failing which shall be deemed spent or forfeited. Rentokil Initial shall not entertain any request for performance of such spent or forfeited treatments or services.
11. Rentokil Initial will exercise all reasonable skill, care and diligence in the discharge of the duties under this Agreement and shall attend to all re-infestations without incurring additional charges within the duration of the contract.
12. The Customer shall make freely available access to all parts of the premises during the time and for the purpose of any inspection or treatment by Rentokil Initial. This does not include areas which are obstructed, inaccessible and landscape areas. This Agreement does not cover repairs/replacement/consequential damages/losses/summons as a result of the activities (including re-infestations) of the said pests.
13. Rentokil Initial will not represent its customers in court.

14. Rentokil Initial may increase the price for on-going services effective at any time on or after the first anniversary of the Agreement giving one (1) month's prior notice in writing to the Customer.
15. The units together with the installation attachments shall remain at all times the property of Rentokil Initial. In the event that the installed units are dismantled from the Customer's premises without the prior written consent of Rentokil Initial or are lost or damaged during the period of the Agreement, Rentokil Initial reserves the right to charge the Customer for the lost or damaged units at full replacement costs, such charges being payable immediately.
16. This Agreement is binding for **one year** from date of commencement of service and shall continue thereafter unless otherwise terminated in accordance with these terms. The customer may terminate this Agreement only at the end of the first year or during any subsequent year by giving three (3) months' notice in writing. Should the customer fail to give the requisite advance notice, Rentokil Initial reserves the right to charge a termination fee equivalent to (i) the balance of the contract value of the Agreement for any termination requested to take effect before the end of the first year or (ii) an amount equal to 300% of the monthly service value of this Agreement for any termination during any subsequent year.
17. Both parties will comply with all applicable laws, statutes and regulations relating to anti-bribery and anti-corruption and shall maintain in place throughout the term of this Agreement adequate policies and procedures, to ensure compliance with the same and will enforce them where appropriate. Each party shall promptly report to the other party any request or demand for any undue financial or other advantage of any kind received by the other party in connection with the performance of the Agreement; and shall immediately notify the other party (in writing) if a foreign public official becomes its officer or employee or acquires a direct or indirect interest in the party. Either party shall be entitled to terminate this Agreement forthwith upon written notice to the other party without any liability to the other party in the event that the other party breaches any of the provisions of this clause 17.

## Contract of Acceptance

We trust that the enclosed terms of the proposal are acceptable to you. If all is in order, kindly endorse on the following to confirm your acceptance.

Thank you once again for choosing **Rentokil Initial Singapore** as your preferred pest management specialist.



**Charlotte Khoo**  
Customer Development Executive  
Rentokil Initial Singapore Pte Ltd

I/We hereby accept the above proposal and the stipulated terms and conditions.

<b>Site Premise:</b>	<b>Blk 204D Punggol Field #03-356 Singapore 824204</b>
<b>Type of Solution:</b>	<b>Integrated Pest Management Program</b>
<b>Commencement Period:</b>	
<b>Preferred Appointment Date:</b>	<b>26 October 2018 @ 10am</b>
<b>Billing Frequency:</b>	<b>Annually</b>
<b>Billing Address:</b>	<b>Blk 204D Punggol Field #03-356 Singapore 824204</b>
<b>Contract Type:</b>	<b>1 Year Limited</b>
<b>Representing Sales Surveyor:</b>	<b>Charlotte Khoo</b>
<b>Contact Details:</b>	<b>8333 5532</b>

- ☐ Rentokil Initial exercise data protection responsibility to ensure that your data remain secure and confidential. By signing on this quotation, you have given your consent to the collection, use and disclosure of your personal data by Rentokil Initial for the purposes set out in the proposal. For more information, visit [www.rentokil.com.sg/privacy-policy](http://www.rentokil.com.sg/privacy-policy).



### Signed for and on behalf

Company Name:

Name & I/C No.:

Designation:

Date:

(Company Stamp Required)

### Signed for and on behalf

**Rentokil Initial Singapore Pte Ltd**

Name: Charlotte Khoo

Designation: Customer Development Executive

Date: 19 October 2018

Contact Number: 8333 5532