



RBC  
Environmental  
Blueprint™

# 2009 Report Card



# Reduce Our Environmental Footprint

Category	#	Commitment	Status	Programs
Greenhouse Gas Emissions	1	Reducing greenhouse gas (GHG) emissions	●	<ul style="list-style-type: none"> <li>▶ Opened 27 new green powered branches in Canada. As of October 31, 2009, we have 96 branches powered by 8,068 MWh of EcoLogo certified green power, representing a carbon dioxide reduction of 2,749 tonnes.</li> <li>▶ The new RBC Employee Environmental Stewardship Guidelines include guidance on conserving energy in the workplace and on low carbon/alternatives to travel.</li> <li>▶ Continued a multi-year server virtualization program involving the removal and purchase avoidance of over 3,400 new physical servers from our data centres which has reduced server energy requirements.</li> <li>▶ Offset the carbon emissions associated with our participation in the 2010 Olympic Torch Relay, Vancouver 2010 Olympic and Paralympic Winter Games.</li> <li>▶ Primary tenant in the new RBC Centre in Toronto, a new 40-storey office tower in Toronto that is certified as LEED Gold and includes numerous initiatives to reduce energy consumption and greenhouse gas emissions.</li> <li>▶ Many of the initiatives presented under “Commitment 4” below also result in greenhouse gas emission reductions.</li> </ul>
	2	Promoting alternatives to travel, such as videoconferencing and teleconferencing and making flexible “work from home” arrangements available to employees	●	<ul style="list-style-type: none"> <li>▶ The new RBC Employee Environmental Stewardship Guidelines include guidance on low carbon travel, videoconferencing and teleconferencing for employees worldwide.</li> <li>▶ Launched a carpooling software application at RBC’s Meadowvale office in Mississauga, Ontario – home to over 6,000 RBC staff</li> </ul>
	3	Offsetting the carbon emissions associated with the production and distribution of our major external reports using high-quality carbon offsets	●	Offset the carbon emissions associated with the production of the RBC Annual Report, Proxy Circular and Corporate Responsibility Report through the purchase and retirement of certified emission reduction (CER) units recognized under the Kyoto Protocol. The CERs were purchased through the RBC Capital Markets emissions trading group.
Energy	4	Reduce energy use intensity	●	<ul style="list-style-type: none"> <li>▶ Completed 10 branch energy audits that have informed the development of RBC Energy Plan with planned implementation in 2010.</li> <li>▶ Implemented new electrical, mechanical and architectural standards for our Canadian branch network through five pilot projects.</li> <li>▶ Continued Energy Smart — an internal program developed to promote energy conservation in our branch and office building premises.</li> <li>▶ Piloted Project Reflection, a new office design that supports environmental responsibility, which resulted in estimated annual electricity savings of 200,000 kWh at the pilot location, the equivalent of 18 Canadian homes.</li> <li>▶ The new RBC Employee Environmental Stewardship Guidelines include guidance on conserving energy in the workplace.</li> <li>▶ Strong staff and building participation in Earth Hour 2009 including a total of 73 North American major office buildings reporting participation. We also had over 7,500 staff, representing over 29 countries, commit to participating in Earth Hour.</li> </ul>
	5	Pursuing opportunities to reduce energy use in RBC’s IT systems and operations	●	In 2009, we established the RBC Green IT Committee to initiate action on technology-related environmental issues; monitor the effectiveness of green IT initiatives; promote a culture of continuous improvement; and encourage the sharing of best practices. In 2009, the Green IT Committee initiated a number of projects and developed metrics to track progress, including a server virtualization program that has resulted in the removal and purchase avoidance of over 3,400 new physical servers.

## STATUS KEY

### ● Significant action taken

May include research, the drafting and/or implementation of new policies and programs, and the development of performance metrics where possible. May also include a significant level of engagement with external and/or internal stakeholders.

### ● Some action taken

May include research, policy and/or program design, however work remains before the commitment is fully met. May also include some communication with external and/or internal stakeholders.

### ○ Limited action taken

Plans for action were deferred to 2010 or later.

## Reduce Our Environmental Footprint (continued)

Category	#	Commitment	Status	Programs
Energy	6	Encouraging our suppliers to provide energy-efficient products by adding criteria for energy use to our procurement policy and standards	●	The RBC Responsible Procurement Policy, under implementation in 2010, includes energy considerations in the product life-cycle analysis. There is also weighting assigned to products that are third-party certified as being energy efficient (i.e. Energy Star).
	7	Increase the percentage of certified green power	●	Opened 27 new green powered branches in Canada. As of 2009 fiscal year-end, we have 96 branches powered by 8,068 MWh of EcoLogo certified green power, representing a carbon dioxide reduction of 2,749 tonnes.
Procurement	8	Developing a formal environmental procurement policy that helps ensure our procurement practices reflect our environmental sustainability priorities	●	The RBC Responsible Procurement Policy was approved in 2009 and is under implementation in 2010. Environmental screening criteria is scheduled for re-evaluation in 2011.
	9	Continually updating environmental screening criteria to improve our effectiveness in procuring products and services from environmentally sustainable vendors	⦿	
Paper Use	10	Reducing the amount of paper we use by expanding our electronic services and paperless banking options for clients and employees	●	<ul style="list-style-type: none"> <li>▶ Converted over 1.3 million accounts in Canada to electronic statements. Since 2006, over 4.7 million accounts have been converted, resulting in paper savings of approximately 980 metric tonnes.</li> <li>▶ Initiated e-courier, a program that provides branches in Canada with the ability to submit documents electronically to central processing offices. This program considerably reduces the need for maintaining paper copies of documents and the need to transport these documents. An estimated 1.6 million pages of paper or the equivalent of over 200 trees were saved within the first three months of launching this project.</li> </ul>
	11	Continuing to encourage regulators to support electronic disclosure of documents to clients	⦿	Our e-courier program described above required regulator engagement and legal review to ensure that banking forms could be warehoused in an electronic format with original documents being destroyed through RBC's secure document destruction program.
	12	Reducing or eliminating duplicate distributions of our Annual Reports and other documents	⦿	<ul style="list-style-type: none"> <li>▶ Again in 2009, our annual CR Report will be presented in an electronic format only, with minimal printing requirements for a brief executive summary.</li> <li>▶ Distribution and printing requirements of the 2009 Annual Report and Proxy Circular similar to 2008 requirements.</li> </ul>
	13	Ensuring that we purchase third party certified sustainably sourced paper, with preference given to paper that is Forest Stewardship Council (FSC) certified	●	<ul style="list-style-type: none"> <li>▶ Increased the proportion of certified sustainably sourced office paper across our North American and British Isles operations to 84%, compared to 15% in 2008.</li> <li>▶ Increased the proportion of certified sustainably sourced marketing and direct mail paper across our Canadian, RBC Bank (USA) and British Isles operations to 52%, compared to 37% in 2008.</li> <li>▶ Over 98% of all sustainably sourced paper is certified to the Forestry Stewardship Council (FSC) certification standard.</li> </ul>

### STATUS KEY

● **Significant action taken**

May include research, the drafting and/or implementation of new policies and programs, and the development of performance metrics where possible. May also include a significant level of engagement with external and/or internal stakeholders.

⦿ **Some action taken**

May include research, policy and/or program design, however work remains before the commitment is fully met. May also include some communication with external and/or internal stakeholders.

⦿ **Limited action taken**

Plans for action were deferred to 2010 or later.

## Reduce Our Environmental Footprint (continued)

Category	#	Commitment	Status	Programs
Waste Management	14	Disposing of electronic equipment and devices in an environmentally acceptable manner and considering disposal in our supply chain	●	<ul style="list-style-type: none"> <li>▶ The RBC Responsible Procurement Policy under implementation in 2010 includes end-of-life considerations when sourcing IT products.</li> <li>▶ Leased the majority of our electronic equipment from a single service provider with an established responsible asset recovery program. We return most of the leased assets to our supplier for either resale or disposal. Our supplier manages designated facilities for dismantling hazardous and recyclable materials recovery and responsible disposal with processes that meet applicable local, provincial/state and federal laws and regulations.</li> <li>▶ The RBC Green IT Committee managed a printer toner cartridge remanufacturing program that successfully diverted over 70,000 toner cartridges from landfill in Canada and the US, and a copper cable recycling program that successfully diverted 1,450 kg of copper from landfills in 2009.</li> </ul>
	15	Recycling paper, glass, plastic and metal throughout the organization, wherever municipal recycling programs or practical alternatives exist	●	<ul style="list-style-type: none"> <li>▶ Initiated a Canadian recycling project intent on expanding recycling programs at properties where “free” municipal commercial recycling programs are under utilized. The program has resulted in new recycling programs at 21 locations in Canada thus far.</li> <li>▶ The new RBC Employee Environmental Stewardship Guidelines include guidance on recycling and reducing waste in the workplace.</li> <li>▶ The RBC Responsible Procurement Policy under implementation in 2010 includes considerations for recycling, waste and packaging minimization.</li> </ul>
	16	Promoting the reuse of furniture and other fixtures to reduce amount of materials going to landfill	●	<ul style="list-style-type: none"> <li>▶ Continued our Furniture Reuse Program that diverts furniture from landfills by finding ways to reuse or donate the furniture to charities. In 2009 this program diverted 12.6 tonnes of materials from landfill.</li> <li>▶ Our move to the RBC Centre in Toronto in 2009 and 2010 will effect over 5,000 staff. We initiated a program to ensure that unsellable surplus furniture and office supplies are repurposed and distributed to schools, charities, health facilities and other deserving organizations before considering final disposal options.</li> </ul>
Water Use	17	Reducing the use of water in our facilities	●	<ul style="list-style-type: none"> <li>▶ The new RBC Employee Environmental Stewardship Guidelines include staff procedures to report leaky faucets and guidance on employee use of reusable water containers, water coolers or tap water.</li> <li>▶ RBC Bank (USA) undertook a process to install water filters on all faucets to ensure safe drinking water for their employees and has made efforts, where appropriate, to no longer provide bottled water in branch and major property locations.</li> <li>▶ Implemented new mechanical standards for our Canadian branch network that includes standards for water fixtures, plumbing and boilers.</li> <li>▶ Maintain internal guidelines for hosting “green” meetings including tips for conserving water and “tap water preferred” policies.</li> </ul>
	18	Encouraging the use of reusable water containers and water coolers or tap water in our premises	●	
	19	Encouraging our suppliers to conserve water by adding criteria for water use, where appropriate, to our procurement procedures	●	The RBC Responsible Procurement Policy under implementation in 2010 includes water considerations in the product life-cycle analysis, where appropriate.
	20	Increasing the use of environmentally friendly cleaning products in our facilities	●	An established program already managed by Corporate Real Estate with guidelines included in our supplier contracts.

### STATUS KEY

● **Significant action taken**

May include research, the drafting and/or implementation of new policies and programs, and the development of performance metrics where possible. May also include a significant level of engagement with external and/or internal stakeholders.

● **Some action taken**

May include research, policy and/or program design, however work remains before the commitment is fully met. May also include some communication with external and/or internal stakeholders.

○ **Limited action taken**

Plans for action were deferred to 2010 or later.

# Promote Environmentally Responsible Business Activities

Category	#	Commitment	Status	Programs
Policy Framework	21	Ensuring that RBC's debt and equity underwriting, trading and advisory services are subject to an appropriate level of environmental due diligence	●	<ul style="list-style-type: none"> <li>▶ RBC has comprehensive environmental risk management policies and procedures to facilitate the environmental review of transactions and lending. We proactively review and update these policies and processes to address regulatory changes, emerging and evolving issues and international best practices.</li> <li>▶ Performed detailed environmental credit risk assessments on 750 transactions in Canada and the United States, representing a 15% increase over 2008 transaction volumes.</li> <li>▶ Reviewed existing environmental risk management policies and current practices in RBC's US and Caribbean operations. Based on the findings of the review, updated environmental risk management policies were drafted for business and commercial lending activities in the US and Caribbean.</li> <li>▶ Drafted an updated environmental credit risk management policy for all corporate lending and investment banking activities enterprise-wide.</li> <li>▶ Delivered environmental risk management presentations to risk managers and lenders in the Maritimes and the Caribbean.</li> </ul>
	22	Incorporating environmental risk issues, including climate change, biodiversity and water, into our credit and investment policies and decision-making processes	⦿	<ul style="list-style-type: none"> <li>▶ The updated draft environmental credit risk management policy for corporate lending and investment banking applies to all clients and specifically addresses risks related to climate change, biodiversity, water and community consultation for clients operating in medium- and high-impact sectors.</li> <li>▶ Analyzed the exposure of borrowers and sectors in our loan and investment portfolio to climate change risks and regulations. The analysis will help inform sector-specific environmental risk assessments.</li> </ul>
	23	Integrating sector specific guidelines for environmental risk assessment, including mitigation and management protocols, for high impact sectors	⦿	
Clients and Transactions	24	Support transactions and business activities of qualified parties intending to reduce GHG emissions, improve water quality and facilitate adaptation to climate change	⦿	<ul style="list-style-type: none"> <li>▶ Held the RBC Renewable Energy Workshop in October 2009 to educate Commercial Banking risk managers and lenders on emerging advisory and financing opportunities in small- and medium-sized renewable energy projects.</li> <li>▶ Drafted a white paper on green buildings that identified trends in green buildings and also evaluated potential financing opportunities.</li> </ul>
	25	Not engaging in new financing activities with corporations operating unsustainably in tropical rainforests, High Conservation Value Forests or UNESCO World Heritage Sites	⦿	New environmental credit risk policy for corporate lending and investment banking, including sustainable certification requirements for forest product sector clients and restrictions for financing corporations operating unsustainably in tropical rainforests, High Conservation Value Forests or UNESCO World Heritage Sites.
	26	Requiring that forest product sector clients are certified by the Forest Stewardship Council, Canadian Standard Association or acceptable alternative, or committed to achieving certification within five years	⦿	
	27	Require that clients consider the impacts of proposed projects to affected communities in accordance with our commitment to the Equator Principles, and particularly the impacts on indigenous peoples whose cultures and traditions are closely linked to lands and resources	●	<ul style="list-style-type: none"> <li>▶ Applied the Equator Principles to six large projects in 2009.</li> <li>▶ RBC was the first Canadian bank to sign the Equator Principles in 2003, and we recommitted to the revised Principles in 2006.</li> <li>▶ Under our Policy on Social and Environmental Review in Project Finance, the financing of a new power plant requires detailed social and environmental review as part of our commitment to the Equator Principles.</li> <li>▶ Under this Policy, the GHG emission management profile of the project must be considered as part of the overall project finance decision-making process.</li> </ul>
	28	Not engaging in financing activities with corporations operating in violation of applicable environmental laws	●	Drafted our environmental risk management policy for all corporate lending and investment banking activities enterprise-wide. This a standard covenant of all financing agreements.
Portfolios	29	Track and review the GHG intensity of large industrial emitters in our lending portfolio to assess the potential risks and identify opportunities with forthcoming regulations	●	Analyzed the exposure of borrowers and sectors in our loan and investment portfolio to climate change risks and regulations. An external consultant conducted an analysis of our largest single-name clients in heavy industry sectors in Canada.

## STATUS KEY

### ● Significant action taken

May include research, the drafting and/or implementation of new policies and programs, and the development of performance metrics where possible. May also include a significant level of engagement with external and/or internal stakeholders.

### ⦿ Some action taken

May include research, policy and/or program design, however work remains before the commitment is fully met. May also include some communication with external and/or internal stakeholders.

### ⦿ Limited action taken

Plans for action were deferred to 2010 or later.

# Offer Environmental Products and Services

Category	#	Commitment	Status	Programs
Products and Services	30	Participating in market-based initiatives that focus on reducing greenhouse gas emissions, adapting to climate change, safeguarding biodiversity and protecting water resources	●	<ul style="list-style-type: none"> <li>Traded over 121 million tonnes of carbon credits through the RBC Capital Markets emissions trading group. The majority of the trading volume centres around the European Union Emissions Trading Scheme (EU ETS), the largest compliance market in the world, but we have also seen a growth in trading on the North America Regional Greenhouse Gas Initiatives (RGGI), Chicago Climate Exchange (CCX) and other voluntary markets.</li> <li>Supported the clean energy sector through the provision of credit and advisory services. As of 2009 fiscal year-end we estimated loans and trading lines exceeding \$1 billion to Canadian public and private companies whose primary power generation capacity is derived from water, wind, biomass and/or solar.</li> </ul>
	31	Continuing to develop retail banking products and services that satisfy the demands of our clients for environmentally sustainable choices	⦿	<ul style="list-style-type: none"> <li>Converted over 1.3 million accounts in Canada to electronic statements in 2009. Since 2006, over 4.7 million accounts have been converted, resulting in paper savings of approximately 980 metric tonnes.</li> <li>Launched the RBC Energy Saver™ loan, where clients who make a qualifying environmentally friendly purchase for their home will receive a 1% discount or a \$100 home energy audit rebate on a fixed-rate instalment loan over \$5,000.</li> <li>Continued the RBC Energy Saver Mortgage in Canada, which offers a \$300 rebate on a home energy audit. Conducted by a licensed professional, a home energy audit provides a convenient “to-do” list for making a home more energy efficient.</li> </ul>
	32	Offering responsible investment options to clients who choose to invest in companies based on social, environmental and governance considerations in addition to financial performance	●	Offered our clients seven socially responsible investment (SRI) products through RBC Global Asset Management, including four Phillips, Hager & North Community Values Funds and three RBC Jantzi Funds utilizing SRI research and ESG screens developed by Jantzi-Sustainalytics. Total assets under management for the combined SRI products are now in excess of \$800 million.
	33	Reviewing the potential impacts of environmental issues, such as climate change, to RBC's insurance business	⦿	<ul style="list-style-type: none"> <li>Analyzed the exposure of borrowers and sectors in our loan and investment portfolio to climate change risks and regulations.</li> <li>RBC's membership with the United Nations Environment Programme Finance Initiative enables us to access studies conducted by the UN on climate change impacts and risks to banks, insurers and asset managers.</li> </ul>

## STATUS KEY

### ● Significant action taken

May include research, the drafting and/or implementation of new policies and programs, and the development of performance metrics where possible. May also include a significant level of engagement with external and/or internal stakeholders.

### ⦿ Some action taken

May include research, policy and/or program design, however work remains before the commitment is fully met. May also include some communication with external and/or internal stakeholders.

### ⦿ Limited action taken

Plans for action were deferred to 2010 or later.

# Sustaining the RBC Environmental Blueprint

Category	#	Commitment	Status	Programs
Stakeholder Engagement	34	Expand and enhance our environmental education and awareness activities for both employees and clients	●	<ul style="list-style-type: none"> <li>▶ Established and supported RBC environmental committees, working groups and networks, including RBC Global Environment Committee, Banking and Insurance Green Opportunities Working Group, Business Financial Services Green Strategy Team, Green IT Working Group, SRI Working Group, RBC Wealth Management USA Environmental Committee and Liberty Insurance Green Team.</li> <li>▶ Launched the RBC Employee Environmental Stewardship Guidelines, which were distributed to all RBC employees through an email Bulletin on April 22, Earth Day.</li> <li>▶ Launched a carpooling software application at RBC's Meadowvale office in Mississauga, Ontario – home to over 6,000 RBC staff</li> <li>▶ Hosted the presentation of “An Inconvenient Truth: Updated with a Canadian Perspective” to 150 employees.</li> <li>▶ Issued approximately 20 publicly available environmental news stories on rbc.com in 2009.</li> <li>▶ Issued 17 “Around RBC” articles to RBC staff on our intranet site that profile grassroots and local initiatives in environmental responsibility.</li> <li>▶ Presentations to external stakeholders on RBC environmental strategy, policies and management including universities, government agencies, industrial associations and sustainability conferences.</li> <li>▶ Strong staff and building participation in Earth Hour 2009 including a total of 73 North American major office buildings reporting participation. We also had over 7,500 staff, representing over 29 countries, commit to participating in Earth Hour.</li> <li>▶ Hosted the RBC Renewable Energy Workshop in October 2009 to educate Commercial Banking risk managers and lenders on emerging advisory and financing opportunities in small- and medium-sized renewable energy projects.</li> <li>▶ Developed a new internal environmental e-newsletter called green@rbc, which has nearly 1,000 staff subscriptions.</li> <li>▶ RBC Capital Markets Equity Research in the United States produces weekly research reports on energy and climate change policy matters that are available to analysts.</li> <li>▶ Ran a battery recycling program for clients and staff at seven branches for a one-month period around Earth Day.</li> <li>▶ Public speaking by senior executives about RBC and the environment.</li> </ul>
	35	Conducting employee and client focus groups and surveys on environmental issues in order to better understand their concerns and interests	●	<ul style="list-style-type: none"> <li>▶ The 2009 Canadian Water Attitudes Study, commissioned by Unilever and RBC, included an online survey administered by Ipsos Reid in February 2009. The study explored water related issues and opinions in a survey sample of 2,165 Canadian adults.</li> <li>▶ The RBC Waterude Poll was an extension of the 2009 Canadian Water Attitudes Study and was taken by over 1,000 Canadians.</li> <li>▶ The RBC Clean Water Quiz tested participants on their knowledge of water issues. Approximately 28,000 people took the quiz.</li> </ul>
	36	Supporting independent research and educational programs aligned with our environmental priority issues	●	<ul style="list-style-type: none"> <li>▶ Sponsored numerous cleantech and green building related events, reports and organizations, including CleanTech North, the 2009 World Green Building Council Leaders Summit, the SDTC Cleantech Summit in Ottawa and the 2009 OCETA SDTC Cleantech Growth &amp; Go-to-Market Report.</li> <li>▶ Donated \$2.6 million to McMaster University, Memorial University of Newfoundland and Labrador, and the University of Calgary to programs and projects that deal with water issues.</li> </ul>

## STATUS KEY

- **Significant action taken**  
May include research, the drafting and/or implementation of new policies and programs, and the development of performance metrics where possible. May also include a significant level of engagement with external and/or internal stakeholders.
- **Some action taken**  
May include research, policy and/or program design, however work remains before the commitment is fully met. May also include some communication with external and/or internal stakeholders.
- **Limited action taken**  
Plans for action were deferred to 2010 or later.

# Sustaining the RBC Environmental Blueprint (continued)

Category	#	Commitment	Status	Programs
Stakeholder Engagement	37	Participating in the development of public policy and market mechanisms that help facilitate reductions and adaptation to the effects of climate change	●	<ul style="list-style-type: none"> <li>▶ Conducted extensive stakeholder engagement with the Alberta government, NGOs, academics, Aboriginal leaders, industry associations and corporate clients regarding the environmental and social impacts of oil sands development.</li> <li>▶ Consultation with the federal Environment Minister's office on the design of Canada's proposed cap and trade system.</li> <li>▶ Consultation meetings with the Ontario Minister of the Environment on the design of future carbon cap and trade legislation for the Province of Ontario and discussions with the Ontario Climate Change Secretariat, who is responsible for integrating climate change policy and considerations across all government sectors and programs in Ontario.</li> <li>▶ Participated in industry associations, including Conference Board of Canada's Business Council for Sustainability, UN Environment Program Finance Initiative — North American Task Force (co-chair) and the Excel Partnership.</li> <li>▶ Proactively collaborated with non-governmental organizations, including WWF Canada, Nature Conservancy of Canada, the Canadian Boreal Initiative and the Pembina Institute.</li> <li>▶ Took a leading role in bringing together stakeholders to discuss the creation of a sustainable finance task force within the Caribbean region. The purpose of the task force would be to build capacity in the Caribbean financial services industry on issues related to environmental and social risk management.</li> </ul>
	38	Continuing to consult and share information on environmental matters with politicians, government departments and organizations, associations and NGOs	●	
Philanthropy	39	Participating in community-based sponsorship activities focused on climate change, biodiversity and water	●	<ul style="list-style-type: none"> <li>▶ Donated \$5.25 million to environmental charities in Canada, the US, the British Isles and the Caribbean, up from \$3.13 million in 2008, including a commitment of over \$4.6 million to fresh water initiatives with 140 charitable organizations globally.</li> <li>▶ Provided more than \$21 million in total support to date, pledged to 223 organizations worldwide working in the areas of watershed protection and access to clean drinking water.</li> </ul>
Oversight	40	Further develop, maintain and communicate environmental policies, procedures and guidelines	○	<ul style="list-style-type: none"> <li>▶ Launched the RBC Employee Environmental Stewardship Guidelines to all employees globally on Earth Day 2009, including a 12-part series of articles related to environmental sustainability, which is posted on our intranet site.</li> <li>▶ Communication of policies and procedures is facilitated by RBC intranet and internet sites including the cascading of information through multiple internal RBC working groups that are cross functional and have significant geographic representation.</li> <li>▶ Updated sector specific environmental risk policies regarding agriculture and the public sector.</li> <li>▶ Delivered environmental risk management policy training to risk managers and lenders in the Maritimes and the Caribbean.</li> </ul>
	41	Report periodically to RBC's Group Executive and to a Committee of the Board of Directors on our progress	○	Reported to RBC Group Executive on corporate environmental management and the Blue Water Project.
	42	Monitor key activities and track performance, including cost effectiveness of initiatives	○	<ul style="list-style-type: none"> <li>▶ An extensive list of environmental metrics are tracked, reported and presented in the Corporate Responsibility Report issued on an annual basis and on our internet site.</li> <li>▶ Corporate Environmental Affairs works in partnerships with representatives from RBC Procurement, Corporate Real Estate, CB Richard Ellis and various landlords and property managers to track and maintain this information.</li> </ul>

## STATUS KEY

● **Significant action taken**

May include research, the drafting and/or implementation of new policies and programs, and the development of performance metrics where possible. May also include a significant level of engagement with external and/or internal stakeholders.

○ **Some action taken**

May include research, policy and/or program design, however work remains before the commitment is fully met. May also include some communication with external and/or internal stakeholders.

○ **Limited action taken**

Plans for action were deferred to 2010 or later.



## Sustaining the RBC Environmental Blueprint (continued)

Category	#	Commitment	Status	Programs
Reporting	43	Enhance data management and collection to expand quantity, quality, and geographic scope	●	<ul style="list-style-type: none"> <li>▶ RBC follows the Global Reporting Initiative (G3) for guidance and best practices on environmental metrics and sustainability reporting.</li> <li>▶ In 2009, we expanded our energy data coverage to 94% of our global floor area, compared to 65% in 2008. We are now able to measure and report 100% of our direct and indirect energy consumption for all our properties located in Canada and the US.</li> <li>▶ RBC's service provider for the production and mailing of client statements, Symcor, successfully passed a third-party audit and achieved Forestry Stewardship Council (FSC) chain-of-custody certification. Symcor now has the ability to track and document the handling of certified sustainably sourced paper through their production process and provide RBC with reports on sustainably sourced paper use.</li> </ul>
	44	Respond to a variety of environmental sustainability rating organizations and indices	●	<ul style="list-style-type: none"> <li>▶ Responded to the Dow Jones Sustainability Index and was named to the Dow Jones Sustainability World Index, an annual review that recognizes the world's financial, social and environmental corporate leaders. RBC was also named to the DJSI North America Index.</li> <li>▶ Responded to the Carbon Disclosure Project and was named to the Canadian Carbon Disclosure Leadership Index 2009, recognizing corporations that understand and manage the financial risks and opportunities resulting from climate change.</li> <li>▶ Responded to additional rating organizations including Innovest and Jantzi Research.</li> </ul>
<b>STATUS KEY</b>				
<p>● <b>Significant action taken</b> May include research, the drafting and/or implementation of new policies and programs, and the development of performance metrics where possible. May also include a significant level of engagement with external and/or internal stakeholders.</p>				
<p>◉ <b>Some action taken</b> May include research, policy and/or program design, however work remains before the commitment is fully met. May also include some communication with external and/or internal stakeholders.</p>				
<p>○ <b>Limited action taken</b> Plans for action were deferred to 2010 or later.</p>				