



RBC
Environmental
Blueprint™

2011 Report Card

I – Reduce Our Environmental Footprint

Category	#	Commitment	Status	Programs
Greenhouse Gas Emissions	1	Reducing greenhouse gas (GHG) emissions	●	<ul style="list-style-type: none"> Since 2009, our GHG emissions from energy use and employee travel have decreased by 9%. Opened 10 new green-powered branches in Canada. At year-end, a total of 134 branches were powered by EcoLogo[®]-certified green power, representing an equivalent carbon dioxide reduction of over 3,600 tonnes. Since 2007, we have purchased over 40,000 MWh of certified green power, enough electricity to power over 3,400 Canadian homes. Project One Stop aims to reduce the environmental impacts of RBC's supply chain by re-thinking how products are delivered to RBC's facilities. The project focuses on reducing the frequency of deliveries and consolidating shipments, meaning less truck trips to RBC facilities which will reduce the environmental impacts associated with transportation including GHG emissions. The Project also quantified the carbon footprint of our Canadian logistics and delivery network, consisting of over 700,000 property visits annually. All the energy efficiency initiatives described under "Commitment 4" below also result in greenhouse gas emission reductions.
	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"> Provided an on-line carpooling tool called Smart Commute to over 6,000 employees at our Meadowvale office in Mississauga, ON. In 2011, the program tracked reductions of over 7,300 commuter round trips, 558,000 km of commuter travel and 121 tonnes of GHG emissions. For the second consecutive year, RBC Bank employees in Raleigh, NC participated in a SmartCommute Challenge to facilitate carpooling matches and raise awareness. Employees have a number of travel alternatives including audio, web and video conferencing and we have an intranet webpage dedicated to assisting employees in using this tools. The RBC Employee Environmental Stewardship Guidelines include guidance on low carbon travel, videoconferencing and teleconferencing for employees worldwide.
	3	Offsetting the carbon emissions associated with the production and distribution of our major external reports using high-quality carbon offsets	●	<ul style="list-style-type: none"> Offset the carbon emissions associated with the production of the RBC Annual Report, Proxy Circular, Corporate Responsibility Review and two reports on Greening Business, developed in partnership with Canadian Manufacturers and Exporters and the Supply Chain and Logistics Association Canada, 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.

STATUS KEY

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○ Limited action taken

Plans for action were deferred to 2012 or later.

I – Reduce Our Environmental Footprint (continued)

Category	#	Commitment	Status	Programs
Energy	4	Reduce energy use intensity	●	<ul style="list-style-type: none"> Since 2009, the energy intensity of our North American and British Isles property portfolio has decreased by 1%. Leased nearly 300,000 square metres of office space certified or in the process of obtaining certification to LEED[®], BREEAM[®] or BOMA BEST[®] standards, representing 35% of global floor area in major properties. These buildings have been designed with numerous features that reduce energy use. Continued to implement a multi-year Energy Management Plan across our Canadian retail branch network, with almost 200 retail branches participating in lighting retrofits and/or HVAC (Heating, Ventilation, Air Conditioning) efficiency assessments since program inception in 2010. Participating branches have benefited from average lighting and HVAC energy reductions of 27% and 25%, respectively. Expanded Project Reflection, a new office design that reflects a more mobile and customized way of working. Since inception in 2009, Project Reflection has reduced our office space requirements by over 9,500 m² resulting in annual energy savings of over 3,800 MWh, about the equivalent energy use of 315 Canadian homes. Continued our after hours energy initiative in major properties that involves minimizing lighting in the evening and on weekends/holidays with a cumulative annual savings of over 240,000 kWh. Initiated a project to replace inefficient air conditioning equipment at our corporate headquarters in Toronto, RBC Plaza. The existing chillers had limited capacity to utilize free cooling (making use of cool outdoor air temperatures) and were retrofitted resulting in annual savings of over 870,00 kWh.
	5	Pursuing opportunities to reduce energy use in RBC's IT systems and operations	◉	<ul style="list-style-type: none"> Completed construction of a 37,000 square metre back office support facility that will be certified to LEED standard. Deployed a solution on over 30,000 workstations that will save energy by eliminating the need to power PCs at night for software updates. Eliminated the need for over 8,900 physical servers through virtualization and decommissioning programs since 2008, representing a 51% reduction in servers helping to reduce cooling loads and electricity requirements in our data centres. Reduced the ratio of employees to printers from 3:1 to 9:1, lowering energy requirements for our print network.
	6	Encouraging our suppliers to provide energy-efficient products by adding criteria for energy use to our procurement policy and standards	●	<ul style="list-style-type: none"> Our Responsible Procurement Policy includes energy considerations in the product life-cycle analysis and third-party certification standards related to energy efficiency (i.e. EPEAT[®] and Energy Star[®]). Energy considerations are embedded into the majority of leasing and procurement activities that focus on real estate and IT.
	7	Increase the percentage of certified green power	●	<ul style="list-style-type: none"> Purchased 13,663 MWh of EcoLogo-certified green power in 2011, representing 7% of our electricity needs for our Canadian retail branch network (compared to 4% in 2009). Opened 10 new green-powered branches in Canada. At year-end, a total of 134 branches were powered by EcoLogo-certified green power, representing an equivalent carbon dioxide reduction of over 3,600 tonnes. Since 2007, we have purchased over 40,000 MWh of certified green power, enough electricity to power over 3,400 Canadian homes.

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I – Reduce Our Environmental Footprint (continued)

Category	#	Commitment	Status	Programs
Procurement	8	Developing a formal environmental procurement policy that helps ensure our procurement practices reflect our environmental sustainability priorities	●	<ul style="list-style-type: none"> In 2010, the RBC Responsible Procurement Policy was incorporated into a larger global policy that governs all outsourcing and third-party engagements. The policy requires the assessment of a service provider's commitment to corporate social responsibility, which may include responsible environmental management; employee health and safety; ethical business practices, compliance with applicable labour laws, and diversity. We updated our questions to reflect material issues and have also developed additional questions for a number of product and service categories including IT equipment, furniture, carpet, office supplies, apparel, courier services, hotel accommodations and travel.
	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"> Converted over 9.5 million accounts in Canada, since 2006, to electronic statements, resulting in cumulative paper savings of over 2,000 metric tonnes. Expanded e-Courier, a program whereby branches in Canada electronically submit documents to central processing offices. The e-Courier digital image capture solution is enabled on over 2,500 multi-function printers, allowing clients to electronically transfer documents in over 1,300 branches and office locations. This reduces the need for paper documents as well as the transportation of these documents. We anticipate up to 40 million sheets of paper avoided annually by end of fiscal 2012 across Canadian Banking. Automated our HR functions by enabling employees to complete their pension and benefit enrolments online and receive real time views of their pay online resulting in paper savings upwards of 15 million sheets since program inception.
	11	Continuing to encourage regulators to support electronic disclosure of documents to clients	○	<ul style="list-style-type: none"> 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. Since 2009, our annual CR Report has been issued in electronic format only. A brief executive summary, entitled the CR Review, is printed in limited quantities. Direct Investing, Dominion Securities and Branch Investing clients will have the option to receive electronic versions of trade confirmations, Prospectus and all other regulatory/non-regulatory documents. As of December 2011, 466,000 accounts have switched to electronic versions (34% of total).
	12	Reducing or eliminating duplicate distributions of our Annual Reports and other documents	○	
	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"> Increased the proportion of certified, sustainably sourced office, marketing and direct mail paper across our North American and British Isles operations to 85%, compared to 82% in 2010. Over 97% of RBC's sustainably sourced paper is certified to the Forestry Stewardship Council (FSC) standard.

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I – 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"> Tracked the disposal of over 37,000 electronic items in Canada, including CPUs, monitors, laptops, printers, servers and other specialized equipment. Our service provider, GEEP, has a “no foreign export” policy and reported a greater-than-99% landfill diversion rate for RBC e-waste. Diverted approximately 7,700 kg of back-up tape from landfill through our waste-to-energy combustion program. Diverted approximately 1,800 kg of copper from landfill through our copper recycling program. The RBC Responsible Procurement Policy includes end-of-life considerations when sourcing IT products.
	15	Recycling paper, glass, plastic and metal throughout the organization, wherever municipal recycling programs or practical alternatives exist	●	<ul style="list-style-type: none"> Initiated a project in 2009 to expand recycling programs at Canadian branches where municipal commercial recycling programs are under utilized. RBC canvassed municipalities across Canada and identified municipalities that offered “free” commercial recycling services and then worked with landlords, janitorial and RBC staff to begin program participation. Over 300 branches are currently using municipally provided commercial recycling services. At the 2011 RBC Canadian Open free cold, filtered water was provided at four water stations where patrons could refill their reusable water containers. The initiative significantly reduced the number of disposable water bottles and plastic waste generated at the event (estimated 22,300 bottles filled at water stations). Other waste initiatives at the event included offering food and beverages in recyclable and biodegradable packaging and reducing waste to landfill through single stream recycling and organics collection. The RBC Employee Environmental Stewardship Guidelines include guidance on recycling and reducing waste in the workplace. We also maintain guidelines for hosting green events.
	16	Promoting the reuse of furniture and other fixtures to reduce amount of materials going to landfill	●	<ul style="list-style-type: none"> Our Furniture Reuse Program diverts furniture from landfills by finding ways to reuse, recycle or donate furniture to charities. Since 2008, this program has diverted over 925 tonnes of materials from landfill, highlighted by the move of over 5,000 employees to the new RBC Centre in Toronto over a two-year moving period where 800 tonnes of furniture was responsibly disposed with a landfill diversion rate of 95%.

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Category	#	Commitment	Status	Programs
Water Use	17	Reducing the use of water in our facilities	●	<ul style="list-style-type: none"> Leased nearly 300,000 square metres of office space certified or in the process of obtaining certification to LEED, BREEAM or BOMA BEST standards, representing 35% of global floor area in major properties. These buildings include a number of water efficiency features.
	18	Encouraging the use of reusable water containers and water cooler or tap water in our premises	◉	<ul style="list-style-type: none"> Incorporated water efficient fixtures in our new retail branch design that will reduce potable water use by 27% compared to plumbing code. The RBC Centre in Toronto is designed to use approximately 22 million litres less potable water per year when compared to a building designed to the local building code. Water efficiency features include a rain water harvesting system and low flow kitchen and washroom fixtures. Royal Bank Plaza in Toronto recently upgraded water fixtures, resulting in annualized savings of over 19 million litres. The redesigned landscape watering system at our Meadowvale office in Mississauga, ON, saves approximately 10 million litres annually compared to the previous system. The 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. Maintained internal guidelines for hosting “green” meetings including tips for conserving water and “tap water preferred” policies.
	19	Encouraging our suppliers to conserve water by adding criteria for water use, where appropriate, to our procurement procedures	◉	<ul style="list-style-type: none"> Under the Responsible Procurement Policy, we ask suppliers if they have action plans to minimize adverse environmental impacts to water (quality and quantity) and we also include water considerations in the product life-cycle analysis, if applicable. Water efficiency considerations are embedded into the majority of leasing and procurement activities that focus on real estate.
	20	Increasing the use of environmentally friendly cleaning products in our facilities	●	<ul style="list-style-type: none"> A long-established program, managed by Corporate Real Estate, includes requirements in our supplier contracts for the use of EcoLogo or Green Seal⁺ products, where reasonable. In 2011, we incorporated a more rigorous set of environmental criteria into our cleaning contracts that pertain to the purchase of sustainable cleaning products and equipment, hard floor and carpet maintenance, entryway maintenance, handling and storage of chemicals, cleaning staff training and occupant feedback requirements. These standards are well above what is required for compliance purposes and ensure our cleaning services meet very high environmental standards.

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II – 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"> RBC has comprehensive environmental risk management policies and procedures to assess environmental and social risks in our lending and debt and equity underwriting activities. We proactively review and update these policies and processes to address regulatory changes, emerging and evolving issues and international best practices. RBC's Policy on Environmental and Social Risk Management for Capital Markets establishes requirements for assessing clients' environmental management systems, liabilities, compliance with environment and labour regulations, community relations, consultation with indigenous peoples, and impacts on air, land and water. The policy applies to clients operating in medium and high environmental risk sectors, with additional review required of clients in high risk sectors.
	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"> Performed detailed environmental credit risk assessments on over 1,100 transactions in Canada and the U.S., a 16% increase over 2010
	23	Integrating sector specific guidelines for environmental risk assessment, including mitigation and management protocols, for high impact sectors	●	<ul style="list-style-type: none"> Launched a new enterprise-wide policy on environmental and social risk management. The policy, which underpins our suite of business-specific environmental risk management policies, requires all units within RBC to consider and manage environmental and social risks in decisions made on behalf of RBC Launched an updated environmental risk management policy for small business and commercial lending activities in the U.S. Drafted a new environmental risk management policy for small business and commercial lending activities in the Caribbean. Policies for Commercial and Capital Markets include varying levels of due diligence depending on the environmental risk categorization of the sector - high, medium or low.
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II – Promote Environmentally Responsible Business Activities (continued)

Category	#	Commitment	Status	Programs
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"> As of October 31, 2011, RBC had nearly \$1.7 billion in outstanding loans and trading lines to companies whose predominant business is renewable energy production. Introduced a range of financing options for businesses looking to install solar energy systems. Solar panel financing options can include amortization periods of up to 15 years. Expanded our team of commercial cleantech specialists to all Canadian provinces. This group provides specialized industry advice and financial services to intellectual property-based cleantech companies, and can support companies from initial concept and start-up through to commercialization and going public.
	25	Not engaging in new financing activities with corporations operating unsustainably in tropical rainforests, High Conservation Value Forests or UNESCO World Heritage Sites	●	<ul style="list-style-type: none"> RBC's Policy on Environmental and Social Risk Management for Capital Markets includes the review of sustainable forestry certification requirements for high environmental risk clients (including the forestry sector), and requirements for assessing clients' operations located in environmentally sensitive areas or UNESCO World Heritage Sites. 17 of our 25 largest single-name clients in the forest product sector have sustainable forestry certification(s) associated with all or part of their operations (FSC, SFI, CSA or PEFC)
	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 to indigenous peoples, whose cultures and traditions are closely linked to lands and resources	●	<ul style="list-style-type: none"> Applied the Equator Principles to 15 large projects in 2011 and participated in a task force involved in scoping the Equator Principles III, scheduled for launch in 2012 RBC's Policy on Social and Environmental Risk Review in Project Financing requires that clients seeking consult with communities potentially impacted by their projects. RBC's Policy on Environmental and Social Risk Management for Capital Markets requires an assessment of clients' policies and procedures with regard to community relations and consultation with indigenous peoples.
	28	Not engaging in financing activities with corporations operating in violation of applicable environmental laws	●	<ul style="list-style-type: none"> RBC's risk management framework includes specific policies and credit rules that require clients to be in compliance with all applicable laws. RBC's Policy on Environmental and Social Risk Management for Capital Markets establishes requirements for assessing clients' compliance with environment and labour regulations.
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	●	<ul style="list-style-type: none"> In 2009, we 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. The analysis will be updated when there are material changes proposed to climate change regulations. Responded annually to the Carbon Disclosure Project since 2003. Our submission provides a detailed summary of related risks and opportunities. In 2011, RBC was named to the Canadian Carbon Disclosure Project Leadership Index for the sixth consecutive year.
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III – 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"> Traded approximately 90 million tonnes of carbon credits through our Capital Markets carbon emissions trading group. Since the inception of the trading group in 2008, RBC has traded over 350 million tonnes. The majority of the trading volume centres around the European Union Emissions Trading Scheme (EU ETS), the largest compliance market in the world. We also trade in the California Cap-and-Trade Program, Regional Greenhouse Gas Initiatives (RGGI), Climate Action Reserve, and other offset and voluntary markets. Introduced a range of financing options for businesses looking to install solar energy systems. Solar panel financing options can include amortization periods of up to 15 years. Expanded our Home Improvement Financing program, which enables solar energy system installers to offer their customers RBC financing options. Invested over US\$535 million in 75 affordable housing projects in the U.S. Our Tax Equity Group takes a 99% equity ownership position in these projects that generates Low Income Housing Tax Credits created under the <i>Tax Reform Act</i> (1986). These housing units have been designed with energy and water efficiency features and a number of them have applied for LEED certification. Converted over 9.5 million accounts in Canada, since 2006, to electronic statements, resulting in cumulative paper savings of over 2,000 metric tonnes. Offered the RBC Energy Saver Loan^{MC} and RBC Energy Saver Mortgage^{MC} products in Canada, which help clients qualify for rebates on home energy audits and/or create a more energy efficient home while saving on borrowing costs.
	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"> Expanded our team of commercial cleantech specialists to all Canadian provinces. This group provides specialized industry advice and financial services to intellectual property-based cleantech companies, and can support companies from initial concept and start-up through to commercialization and going public. Lanuched two reports on Greening Business, developed in partnership with Canadian Manufacturers and Exporters and the Supply Chain and Logistics Association Canada, which identifies the business opportunities presented by environmental sustainability in the manufacturing and supply chain sectors. A white paper entitled <i>Moving into the Mainstream: Green Buildings and LEED</i>, which explores trends in the green building sector, building rating systems including LEED, and the business case for building green.
	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	●	<ul style="list-style-type: none"> Offered our clients seven socially responsible investing (SRI) mutual fund products through RBC Global Asset Management^{MC} using SRI research and ESG screens developed by Jantzi-Sustainalytics, as well as segregated SRI portfolio management services for institutional and high net worth clients. Total assets under management for the combined SRI products are now almost \$1 billion.
	33	Reviewing the potential impacts of environmental issues, such as climate change, to RBC's insurance business	●	<ul style="list-style-type: none"> Researched the physical impacts of climate change on RBC's Insurance business, which included drafting a white paper of the topic, developing an action plan to address the observed increases in water related insurance claims and participating in numerous climate change adaptation working groups including the University of Waterloo Climate Change Adaptation Project, the Toronto Region Action Group for Extreme Weather Resilience ("Weather Wise") and the National Round Table on the Environment and the Economy (NRTEE) Climate Prosperity project. 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.

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IV – 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"> ■ We continued to expand the depth and breadth of green advice we offer our clients through the online RBC Commercial Advice Centre. The Advice Centre provides free resources and tools to help companies transition to more environmentally sustainable business models. ■ Launched two reports on Greening Business, developed in partnership with Canadian Manufacturers and Exporters and the Supply Chain and Logistics Association Canada, which identifies the business opportunities presented by environmental sustainability in the manufacturing and supply chain sectors. ■ Launched a white paper entitled Moving into the Mainstream: Green Buildings and LEED, which explores trends in the green building sector, building rating systems including LEED, and the business case for building green. ■ Hosted an Earth Day Fair where several internal business units and a dozen external vendors filled an auditorium with an array of innovative and interactive displays that showcased RBC's environmental programs, supplier partnerships and green initiatives. The event was attended by more than 500 staff. ■ Supported RBC environmental committees, working groups and networks, including RBC Global Environment Committee, Green IT Committee and numerous office and building green teams. ■ Issued approximately 20 publicly available environmental news stories on rbc.com and 15 articles to RBC staff on our intranet site. ■ Published an external environmental e-newsletter called green@rbc every two months, which has nearly 4,000 subscriptions. ■ Delivered presentations to numerous groups of external stakeholders on RBC environmental strategy, policies and management including universities, government agencies, industrial associations and sustainability conferences.
	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"> ■ In 2011, over 3,500 employees responded to a survey on corporate responsibility issues including the environment with 85% of employees stating that it was very important for their employer to be a good corporate citizen, and saw RBC as such a company. ■ Commissioned the fourth annual Canadian Water Attitudes Study that surveyed over 2,000 Canadian adults on water use and awareness. ■ An entertaining "Test Your Water Personality" awareness survey was taken by over 29,000 employees.

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IV – Sustaining the RBC Environmental Blueprint (continued)

Category	#	Commitment	Status	Programs
Stakeholder Engagement	36	Supporting independent research and education programs aligned with our environmental priority issues	●	<ul style="list-style-type: none"> Partnered with Pollution Probe and released an educational primer to raise energy literacy in Canada. Primer on Energy Systems in Canada is a comprehensive but easy-to-read overview of the resources, challenges and opportunities related to energy in Canada. The Primer was accompanied by a series of energy workshops held across Canada. Promoted thought leadership on water quality and availability issues through sponsorship of the second annual Canadian Water Summit and the third annual Imagine H2O Innovation Challenge, a business competition with cash prizes to help bring sustainable water solutions to market. Supported the cleantech movement through sponsorships of the Ontario Centre for Environmental Technology Advancement, CleanTech North and the SDTC Cleantech Focus 2011. Sponsored two sessions on water ethics at the Ryerson University Ethics Speakers Series.
	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"> Engaged with various stakeholders including the federal government, NGOs, academics, Aboriginal leaders, industry associations and corporate clients on topics related to business and the environment.
	38	Continuing to consult and share information on environmental matters with politicians, government departments and organizations, associations and NGOs	●	<ul style="list-style-type: none"> Collaborated with NGOs including the Canadian Boreal Initiative, Earth Day Canada, Pollution Probe, Toronto Atmospheric Fund, Greening Greater Toronto Task Force, World Wildlife Fund, Experience Green and Environmental Defense. Participated in industry associations, including the Canada Green Building Council, Conference Board of Canada's Business Council for Sustainability, UN Environment Programme Finance Initiative, the U.S. Environmental Bankers Association, the EXCEL Partnership, Greening Greater Toronto and Partners in Project Green.
Philanthropy	39	Community-based sponsorship activities focused on climate change, biodiversity and water	●	<ul style="list-style-type: none"> Donated \$8.05 million to environmental charities in Canada, the U.S. and the Caribbean, (\$6.54 million in 2010). Since 2007, RBC has committed or donated more than \$34 million to over 460 not-for-profit organizations worldwide that protect watersheds or ensure access to clean drinking water.
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IV – Sustaining the RBC Environmental Blueprint (continued)

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Oversight	40	Further develop, maintain and communicate environmental policies, procedures and guidelines	●	<ul style="list-style-type: none"> 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. Trained 500 commercial account managers the newly updated environmental risk management policy for small business and commercial lending activities in the U.S. Trained over 200 financial and risk management experts on the application of environmental and social risk management policies and/or understanding opportunities in financing green businesses and projects. Developed employee e-learning courses for environmental risk management in commercial lending, corporate lending and investment banking.
	41	Report periodically to RBC's Group Executive and to a Committee of the Board of Directors on our progress	●	<ul style="list-style-type: none"> Reported environmental risk management activities, issues, and trends to the RBC Group Executive, and the Corporate Governance and Public Policy Committee of the Board of Directors as necessary.
	42	Monitor key activities and track performance, including cost effectiveness of initiatives	●	<ul style="list-style-type: none"> 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. Corporate Environmental Affairs works in partnership with representatives from RBC Procurement, Corporate Real Estate, Technology and Operations, CB Richard Ellis and various landlords, property managers and suppliers to track and maintain this information.
Reporting	43	Enhance data management and collection to expand quantity, quality and geographic scope	●	<ul style="list-style-type: none"> RBC follows the Global Reporting Initiative (G3) for guidance and best practices on environmental metrics and sustainability reporting. For our operations in Canada, the U.S. and British Isles, we tracked and reported on all of our: direct and indirect energy consumption for all properties; office, direct mail and marketing paper use; business related employee travel. The completeness of our energy data reporting has risen from 29% of global floor area in 2007, to 92% in 2011.
	44	Respond to a variety of environmental sustainability rating organizations and indices	●	<ul style="list-style-type: none"> 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. Responded to the Carbon Disclosure Project and was named to the Canadian Carbon Disclosure Leadership Index 2011 for the sixth consecutive year, recognizing corporations that understand and manage the financial risks and opportunities resulting from climate change. Responded to additional rating organizations including MSCI (formerly Innovest) and Sustainalytics.
STATUS KEY				
<p>● 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.</p>				
<p>◐ 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.</p>				
<p>○ Limited action taken Plans for action were deferred to 2012 or later.</p>				