

Global Reporting Initiative Index

At RBC we have adopted a multi-pronged approach to sustainability reporting, and we publish information about our social, environmental and ethical performance in a number of places for various stakeholder groups. We rely on external sources, investor and stakeholder groups and global best practices to determine the relevant issues for inclusion, and we strive to provide an appropriate level of detail for each group. We support the work of the Global Reporting Initiative (GRI), the most widely used international guidelines for measuring and reporting social, environmental, and economic performance.

List of publications referenced in this index

Publication	Abbreviation
About Corporate Responsibility at RBC	ACR
About Corporate Integrity at RBC	ACI
About RBC in the Community	AC
About RBC in the Marketplace	AM
About Corporate Responsibility Reporting at RBC	CR
About RBC's Economic Impact	AEI
About Working at RBC	AW
RBC Management Proxy Circular 2015	PRO
RBC Annual Report 2014	AN
2014 Public Accountability Statement	PAS
2014 Corporate Responsibility Report	CRR
RBC Office of the Ombudsman 2014 Annual Report	OM
RBC Environmental Blueprint	ENB
2014 Diversity and Inclusion Report	DI
2015 Carbon Disclosure Project RBC Submission	CDP
RBC Diversity Blueprint 2012-2015	DB
RBC Aboriginal Partnership Report	APR

General Standard Disclosures

Profile Disclosure	Description	Relevant Publications
Strategy and Analysis		
G4-1	Statement from the most senior decision-maker (such as CEO, chair or equivalent senior position) of the organization about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability	AN:6-8, CRR:4, DI:2, APR:1
Organizational Profile		
G4-3	Name of the organization	Royal Bank of Canada
G4-4	Primary brands, products, and services	AN:12-13
G4-5	Location of the organization's headquarters	AN: 117, AN:204
G4-6	Number of countries where the organization operates, and names of countries where either the organization has significant operations, or that are specifically relevant to the sustainability topics covered in the report	AN:12-13, AN:42
G4-7	Nature of ownership and legal form	PAS:2
G4-8	Markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries)	AN:12-13, AN:42
G4-9	Scale of the organization, including number of employees, number of operations, net revenues, total capitalization broken down in terms of debt and equity, and quantity of products or services provided	AN:11-12
G4-10	<p>a. Total number of employees by employment contract and gender</p> <p>b. Total number of permanent employees by employment type and gender</p> <p>c. Total workforce by employees and supervised workers and by gender</p> <p>d. Total workforce by region and gender</p> <p>e. Whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors</p> <p>f. Significant variations in employment numbers</p>	CRR:18, CRR:28, CRR:31, DI:5, PAS:14
G4-11	Percentage of total employees covered by collective bargaining agreements	AW:6-7
G4-12	Description of the organization's supply chain	AEI:5, CRR:19
G4-13	<p>Significant changes during the reporting period regarding the organization's size, structure, ownership, or supply chain, including:</p> <ul style="list-style-type: none"> ■ Changes in the location of, or changes in, operations, including facility openings, closings, and expansions ■ Changes in the share capital structure and other capital formation, maintenance, and alteration operations ■ Changes in the location of suppliers, the structure of the supply chain, or in relationships with suppliers, including selection and termination 	AN:14, AN:115
G4-14	Whether and how the precautionary approach or principle is addressed by the organization	ACI:6-7, AM:10, AN:47-52,
G4-15	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes, or which it endorses	AW:4, AM:3, ACR:3

G4-16	<p>Memberships of associations maintained at the organizational level (such as industry associations) and national or international advocacy organizations in which the organization:</p> <ul style="list-style-type: none"> ■ Holds a position on the governance body ■ Participates in projects or committees ■ Provides substantive funding beyond routine membership dues ■ Views membership as strategic 	AM:3, CDP:12-13, CRR:25-26
Identified Material Aspects and Boundaries		
G4-17	<p>a. All entities included in the organization's consolidated financial statements or equivalent documents</p> <p>b. Whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report</p>	AN:12
G4-18	<p>a. The process for defining the report content and the Aspect Boundaries</p> <p>b. How the organization has implemented the Reporting Principles for Defining Report Content</p>	CR:1-3
G4-19	List of all material aspects identified in the process for defining report content	CR:3
Stakeholder Engagement		
G4-24	List of stakeholder groups engaged by the organization	CR:4, AM:11, AW:5, AC:5
Report Profile		
G4-28	Reporting period for information provided	AEI:2, CR:1-3, PAS:2
G4-29	Date of the most recent report	CRR: April 2015
G4-30	Reporting cycle	ACR:6, CRR:2
G4-31	Contact point for questions regarding the report or its contents	corporateresponsibility@rbc.com
G4-32	<p>a. The "in accordance" option chosen</p> <p>b. The GRI Content Index for the chosen option</p> <p>c. Reference to the External Assurance Report, if the report has been externally assured</p>	CRR:2
G4-33	<p>a. The organization's policy and current practice with regard to seeking external assurance for the report</p> <p>b. If not included in the assurance report accompanying the sustainability report, the scope and basis of any external assurance provided</p> <p>c. The relationship between the organization and the assurance providers</p> <p>d. The highest governance body or senior executives involved in seeking assurance for the organization's sustainability report</p>	CRR:2
Governance		
G4-34	<p>The governance structure of the organization, including committees of the highest governance body</p> <p>Any committees responsible for decision-making on economic, environmental, and social impacts</p>	ACR:4-5, CR:2, CRR:11
Ethics and Integrity		
G4-56	The organization's values, principles, standards, and norms of behaviour such as codes of conduct and codes of ethics	ACI:1-2, ACI:4-6, AW:1, AW:4, AW:6, PRO:35-36

Specific Standard Disclosures

Profile Disclosure	Description	Relevant Publications
Economic Performance		
G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	CDP:24-28
G4-EC3	Coverage of the organization's defined benefit plan obligations	AN:127, AN:168-172
Indirect Economic Impacts		
G4-EC7	Development and impact of infrastructure investments and services supported	AEI:3-4, APR:2, APR:10-11, PAS:6
Environmental		
G4-EN3	Energy consumption within the organization	CDP:47-53; CRR:34
G4-EN5	Energy intensity	CRR:34
G-EN6	Reduction of energy consumption	CRR:34
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	CDP:38, CDP:41, CDP:43, CDP:45, CRR:34
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	CDP:38, CDP:47, CDP:49, CDP:51, CRR:34
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	CDP:57-60, CRR:34
G4-EN18	Greenhouse gas (GHG) emissions intensity	CDP:54-55, CRR:34
G4-EN19	Reduction of greenhouse gas (GHG) emissions	CDP:18-21, CRR:34
G4-EN23	Total weight of waste by type and disposal method	CRR:36
Labor Practices and Decent Work		
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	CRR:13, CRR:31, PRO:46
Society		
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	AC
FS13	Access points in low-populated or economically disadvantaged areas by type	PAS:7-8, CRR:24, AM:5, DB:9
FS14	Initiatives to improve access to financial services for disadvantaged people	PAS:7-8, CRR:24
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	ACI, AN:46-47
G4-SO4	Communication and training on anti-corruption policies and procedures	CRR:14, AN:47
Product Responsibility		
GR4-PR5	Results of surveys measuring customer satisfaction	PRO:73
DMA – Product and Service Labelling (former FS15)		AM:2
DMA – Product and Service Labelling (former FS16)		AM:6-8, AC:2, CRR:25
DMA – Product Portfolio (former FS1)		ENB:7-8, CRR:26, CRR:37, ACR:3, AM:2-3, AN:84, CDP:29-30
DMA – Product Portfolio (former FS4)		CRR:37
G4-FS6	Percentage of the portfolio for business lines by specific region, size (e.g. micro, SME, large) and by sector	AN:18-39
G4-FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line, broken down by purpose	CDP:10

G4-FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line, broken down by purpose	PAS:6
DMA – Audit (former FS9)		CDP:34
G4-FS11	Percentage of assets subject to positive and negative environmental or social screening	CRR:26, 37
