

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. RBC self-declares that the index below and the information it points to constitute a report that qualifies for GRI's G3.1 Application Level C.

Part I: Profile

Profile Disclosure	Description	RBC Information
Strategy and Profile		
Strategy and analysis		
1.1	Statement from the most senior decision-maker of the organization	Message from the CEO, page 7
1.2	Description of key impacts, risks and opportunities	Our pledges and priorities, pages 14–15 Throughout report
Organizational profile		
2.1	Name of organization	Royal Bank of Canada
2.2	Primary brands, products and services	2012 Annual Report, inside cover, pages 2–3, 18–37
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries and joint ventures	About RBC, pages 9–11 2012 Annual Report, pages 2–3, 18–38
2.4	Location of organization's headquarters	2012 Annual Report, page 187
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report	About RBC, pages 9–11
2.6	Nature of ownership and legal form	2012 Annual Report 2012 Annual Information Form, page 1
2.7	Markets served (including geographic breakdown, sectors served and types of customers/beneficiaries)	2012 Annual Report, pages 2–3, 6, 11 Our structure, page 11
2.8	Scale of the reporting organization	2012 Annual Report Our structure, page 11
2.9	Significant changes during the reporting period regarding size, structure or ownership	Key Corporate Events in 2012, pages 4–5
2.10	Awards received in the reporting period	Recognition, page 21
Report Parameters		
3.1	Reporting period	Reporting, page 22
3.2	Date of most recent previous report	RBC does not issue a one-stop sustainability report; rather, we report various measures in existing communications pieces, such as our Annual Report, Proxy Statements and annual Corporate Responsibility Report, which includes our GRI Index. We produce these on an annual basis.
3.3	Reporting cycle	Annual (November 1 – October 31) Reporting period, page 4

Profile Disclosure	Description	RBC Information
3.4	Contact point for questions regarding the report or its contents	corporateresponsibility@rbc.com
3.5	Process for defining report content	Reporting, page 22; Stakeholders, pages 18–20
3.6	Boundary of the report	This report covers activities for RBC as a whole — our operations around the world, including all our subsidiaries, unless otherwise noted.
3.7	Limitations on scope or boundary of report (see completeness principle for explanation of scope)	About this report, page 4
3.8	Basis for reporting on other entities	Scope, page 4
3.9	Data measurement techniques	About this report, page 4
3.10	Explanation of the effect of any restatements of information provided in earlier reports, and the reasons for such restatement	2010 values for certain metrics were restated in 2011 to reflect continuing operations. Affected metrics are: <ul style="list-style-type: none"> – Revenue – Market capitalization – Employees – Full-time equivalent positions – Employees (Canada) – Employees (United States) – Training costs – Goods and services purchased
3.11	Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report	Unless otherwise stated, report data reflects continuing operations.
3.12	Table identifying the location of the Standard Disclosures in the report	GRI Index, page 119
3.13	Policy and current practice with regard to seeking external assurance for the report	At present, RBC does not have third-party verification or auditing of our non-financial reporting. Our annual Corporate Responsibility Report and Public Accountability Statement are reviewed by our internal Compliance department (Risk Management), our Legal department, our Financial Reporting department and internal subject matter experts.
Governance, Commitments and Engagement		
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight	Responsibilities and accountabilities, page 16 Corporate governance, page 26
4.2	Indicate whether chair of highest governance body is also an executive officer	Corporate governance, page 26 2012 Management Proxy Circular, page 11
4.3	Independent and/or non-executive members	Corporate Governance, pages 26–27 Statement of Corporate Governance Practices and Director Independence Policy, available at www.rbc.com/governance > Resources and information
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	2013 Management Proxy Circular, page 4
4.5	Linkage between compensation for members of the highest governance body, senior managers and executives (including departure arrangements), and the organization's performance (including social and environmental performance)	Responsibilities and accountabilities, page 16 2012 Management Proxy Circular, page 53

Profile Disclosure	Description	RBC Information
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided	Identification and management of conflicts of interest, page 34 2012 Management Proxy Circular, page 69
4.7	Process for determining the composition, qualifications and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity	Governance practices, page 26 2012 Management Proxy Circular, pages 68–69
4.8	Mission or values, codes of conduct and principles relevant to economic, environmental and social performance	Values, page 2 Our pledges and priorities, pages 14–15 Principles and charters, page 23 Policies and procedures, page 29
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct and principles	Risk management, page 28 2013 Management Proxy Circular, page 66
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental and social performance	2013 Management Proxy Circular, page 72
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization	Risk management, page 28
4.14	List of stakeholder groups engaged by the organization	Stakeholders, page 18
4.15	Basis for identification and selection of stakeholders with whom to engage	Stakeholders, page 18
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and stakeholder group	Stakeholders, page 18
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting	Stakeholder dialogue, page 12 Throughout report

PART II: Disclosures on Management Approach (DMAs)

DMA	Description	RBC Information
Products and Services (PS)		
FS1	Policies with specific environmental and social components applied to business lines	Policies, page 30
FS2	Procedures for assessing and screening environmental and social risks in business lines	Policies, page 30 Risk management, page 28
FS3	Processes for monitoring clients' implementation of, and compliance with, environmental and social requirements included in agreements or transactions	Policies, page 30 Managing environmental and social risk, page 89 Environmental products and services, page 90
FS4	Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines	Policies, page 30

DMA	Description	RBC Information
FS5	Interactions with clients/investees/business partners regarding environmental and social risks and opportunities	Stakeholders, page 18 Managing environmental and social risk, page 89 Promoting environmental sustainability, page 92
Environment (EN)		
Aspect	Materials	Environmental Blueprint Report Card
Aspect	Energy	Environment, page 84
Aspect	Water	RBC Blue Water Project Environmental Blueprint Report Card Biodiversity, see rbc.com/environment
Aspect	Emissions, effluents and waste	Environment, page 84
Aspect	Products and services	Environment, pages 90–91
Aspect	Transport	Environment, page 84
Aspect	Overall	Environment, pages 80–93
Labour Practices and Decent Work (LA)		
Aspect	Employment	Workplace, page 67
Aspect	Labour/management relations	Workplace, pages 67–79
Aspect	Occupational health and safety	Workplace, page 71
Aspect	Training and education	Workplace, page 72
Aspect	Diversity and equal opportunity	Workplace, pages 73–77
Aspect	Equal remuneration for women and men	Workplace, page 68
Human Rights (HR)		
Aspect	Investment and procurement practices	Responsible investing, page 59 Procurement, page 46
Aspect	Non-discrimination	Principles and policies, page 68 Diversity and inclusion, page 73
Aspect	Freedom of association and collective bargaining	Freedom of association, page 69
Aspect	Child labour	Human rights, page 69
Aspect	Prevention of forced and compulsory labour	Human rights, page 69
Aspect	Security practices	Health, safety and wellness, page 71
Aspect	Indigenous rights	Programs to support Aboriginal employment, page 76
Aspect	Remediation	Employee concerns, page 79
Society (SO)		
Aspect	Local communities	Community, page 94
Aspect	Corruption	Anti-bribery/anti-corruption, page 30
Aspect	Public policy	Lobbying, page 34 Governments, page 20
Aspect	Anti-competitive behaviour	Code of conduct, page 29
Aspect	Compliance	Policies, page 30
Product Responsibility (PR)		
Aspect	Customer health and safety	Development of products and services, page 32
Aspect	Product and service labelling	Integrity in marketing and sales communications, page 61
Aspect	Policies for the fair design and sale of financial products and services	Sale of products and services, page 60

DMA	Description	RBC Information
Aspect	Marketing communications	Sale of products and services, page 60
Aspect	Customer privacy	Privacy and information security, page 62
Aspect	Compliance	Policies, page 30

PART III: Performance Indicators

Performance Indicator	Description	RBC Information
Product and Service Impact		
Product portfolio		
FS6	Percentage of the portfolio for business lines by specific region, size (e.g. micro/SME/large) and sector	Debt financing for Canadian businesses, page 106
FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	Responsible investing, page 59
FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	Responsible investing, page 59 Green products and services, page 60
Active ownership		
FS10	Percentage and number of companies held in the institution's portfolio with which the reporting organization has interacted on environmental or social issues	Equator Principles, page 90 Managing environmental and social risk, page 89
Economic		
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	Carbon Disclosure Project Submission
EC3	Coverage of the organization's defined benefit plan obligations	2012 Annual Report, pages 103–104
Market presence		
EC6	Policy, practices and proportion of spending on locally based suppliers at significant locations of operation	Procurement, page 46
Indirect economic impacts		
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind or pro bono engagement	Economic development, page 42
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts	Economic impact, page 38 Community, page 94
Environmental		
Materials		
EN1	Materials used by weight or volume	Environmental footprint report, page 84
EN2	Percentage of materials used that are recycled input materials	Footprint Reduction
Energy		
EN3	Direct energy consumption by primary energy source	Environmental footprint report, page 84 Footprint Reduction
EN4	Indirect energy consumption by primary source	Environmental footprint report, page 84

Performance Indicator	Description	RBC Information
EN5	Energy saved due to conservation and efficiency improvements	Environmental footprint report, page 84 Footprint Reduction
EN6	Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions in energy requirements as a result of these initiatives	Environmental products and services, page 91
EN7	Initiatives to reduce indirect energy consumption and reductions achieved	RBC Environmental Blueprint Report Card
Biodiversity		
EN16	Total direct and indirect greenhouse gas emissions by weight	Environmental footprint report, page 84
EN17	Other relevant indirect greenhouse gas emissions by weight	Environmental footprint report, page 84
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved	Reducing our environmental footprint, page 83 Environmental Blueprint Report Card
EN22	Total weight of waste by type and disposal method	RBC Environmental Blueprint Report Card
Products and services		
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	Environmental products and services, page 90 Environmental footprint report, page 84
Transport		
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce	Environmental footprint report, page 84
Overall		
EN30	Total environmental protection expenditures and investments by type	Environmental footprint report, page 84
Social: Labour Practices and Decent Work		
Employment		
LA1	Total workforce by employment type, employment contract and region, broken down by gender	Employment in Canada, page 104
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations	Benefits, page 70
Labour/management relations		
LA4	Percentage of employees covered by collective bargaining agreements	Freedom of association, page 69
Occupational health and safety		
LA6	Percentage of total workforce represented on formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	Health, safety and wellness, page 71 Due to the nature of our business, our workplace presents very few traditional occupational health and safety risks.
LA7	Rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities by region and by gender	Due to the nature of our business, our workplace presents very few traditional occupational health and safety risks.
LA8	Education, training, counselling, prevention and risk-control programs in place to assist workforce members, their families or community members regarding serious diseases	Health, safety and wellness, page 71 Due to the nature of our business, our workplace presents very few traditional occupational health and safety risks.

Performance Indicator	Description	RBC Information
Training and education		
LA10	Average hours of training per year per employee by gender and by employee category	Career development and learning, page 72 We do not report hours of training per year, but rather the overall investment.
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Career development and learning, page 72
Diversity and equal opportunity		
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership and other indicators of diversity	Corporate integrity, page 25 Diversity and inclusion, page 73
Social: Human Rights		
Investment and procurement practices		
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening	Procurement, page 46
Remediation		
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms	Employee concerns, page 79
Social: Society		
Local communities		
S01	Percentage of operations with implemented local community engagement, impact assessments and development programs	Bank branch closures and openings, page 50
S02	Percentage and total number of business units analyzed for risks related to corruption	Anti-bribery/anti-corruption, page 30
S03	Percentage of employees trained in organization's anti-corruption policies and procedures	Anti-bribery/anti-corruption, page 30
FS13	Access points in low-populated or economically disadvantaged areas by type	Diverse and underserved groups, page 51
FS14	Initiatives to improve access to financial services for disadvantaged people	Diverse and underserved groups, page 51
Corruption		
S03	Percentage of employees trained in organization's anti-corruption policies and procedures	Anti-bribery/anti-corruption, page 30
Public policy		
S05	Public policy positions and participation in public policy development and lobbying	Governments, page 20 Political contributions, page 33 Lobbying, page 34
S06	Total value of financial and in-kind contributions to political parties, politicians and related institutions by country	Governments, page 20 Political contributions, page 33 Lobbying, page 34

Performance Indicator	Description	RBC Information
Social: Product Responsibility		
Customer health and safety		
PR1	Lifecycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures	Development of products and services, page 58
Product and service labelling		
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements	Client due diligence, page 31
FS16	Initiatives to enhance financial literacy by type of beneficiary	Financial literacy, page 55
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	Stakeholders, page 18 Client satisfaction, page 64 RBC has established a series of customer satisfaction targets that guide our strategy and our product and service development. For reasons of confidentiality, we do not disclose these targets publicly.
Marketing communications		
PR6	Programs for adherence to laws, standards and voluntary codes related to marketing communications, including advertising, promotion and sponsorship	Privacy, page 30 Code of conduct, page 29 Sale of products and services, page 60 Integrity in marketing and sales communications, page 61