



RBC
Environmental
Blueprint™

2012 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"> Powered our entire Canadian ATM and retail branch digital display networks with renewable energy by purchasing 13,941 MWh of EcoLogo-certified green power for approximately 4,600 ATMs and 3,500 digital displays, for an equivalent carbon dioxide reduction of nearly 3,300 tonnes. Since 2007, we have purchased over 54,000 MWh of certified green power, enough electricity to power over 4,500 Canadian homes. Launched Project One-Stop, aimed at reducing the number of deliveries to our Canadian properties by consolidating shipments and adjusting delivery frequencies. Since the project launch in June 2012, we have seen a 46 per cent increase in the number of packages consolidated per delivery and a 20 per cent reduction in GHG emissions associated with the transportation of goods within the project's scope. Since 2009, our GHG emissions from energy use and employee travel have decreased by 21 per cent. All the energy efficiency initiatives described under "Commitment 4" on page 3 also resulted 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 online carpooling tool called Smart Commute to over 6,000 employees at our Meadowvale office in Mississauga, Ontario. Since 2010, the program tracked reductions of over 23,000 commuter round trips, 1.75 million km of commuter travel and 384 tonnes of GHG emissions. The two-day Canadian Banking virtual sales leadership conference held in June 2012 included 330 sales leaders from across Canada. By leveraging WebEx technology to deliver live two-way video streaming, as many as 200 participants were able to avoid air travel and hotel stays, resulting in an estimated avoidance of 75 tonnes of GHG emissions. Employees have a number of travel alternatives including audio, web and videoconferencing, and we have an intranet web page dedicated to assisting employees in using these 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 GHG emissions associated with the production of the RBC Annual Report, Proxy Circular, Corporate Responsibility Review and two reports on greening business 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. Offset the GHG emissions associated with the use of diesel generators at the 2012 RBC Canadian Open. Since 2007, we have purchased over 3,800 tonnes of carbon offsets for the production and distribution of major external reports and for selected RBC™ – sponsored events.

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I – Reduce Our Environmental Footprint (continued)

Category	#	Commitment	Status	Programs
Energy	4	Reduce energy use intensity	●	<ul style="list-style-type: none"> Leased over 300,006 square metres of office space certified to LEED, BREEAM or BOMA BEST standards, representing 41 per cent of global floor area in major properties. These buildings have been designed with numerous features that reduce energy use. Completed lighting retrofits at over 400 Canadian retail branches, a record number of upgrades in a one-year period. On average, participating branches have benefited from a 33 per cent reduction in lighting electrical demand, which translates into a 9 per cent reduction in overall branch electrical demand and approximately 4,850 MWh of electricity saved annually. Targeted a 35 per cent energy efficiency improvement over typical design in newly constructed retail branches through a combination of improved electrical, mechanical and building insulation standards. Achieved a 5 per cent energy-efficiency improvement in major properties that participated in the Race to Reduce Program, which involved after-hour lighting minimization, installation of occupancy sensors and tenant education campaigns. 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 nearly 20,000 m², resulting in annual energy savings of over 7,900 MWh, about the equivalent energy use of 650 Canadian homes. Since 2009, the energy intensity of our North American and British Isles property portfolio has decreased by 8 per cent.
	5	Pursuing opportunities to reduce energy use in RBC's IT systems and operations	●	<ul style="list-style-type: none"> Opened a new 37,000 m² back-office support facility that will be certified LEED Gold and that includes numerous energy-efficiency design features including a water-side economizer to eliminate the need for cooling via compressors; intelligent monitoring systems that identify aspects of the equipment that are not operating at peak efficiency; and energy-demand reduction through virtualization, consolidation, technology platform choices and Energy Star compliant hardware solutions. Increased the number of virtual servers to nearly 9,700, representing 54 per cent of our total global servers. By pooling more applications on fewer servers, our energy usage can be reduced. For every server virtualized, we estimate avoiding the need for 1,500 kWh of electricity annually. Refreshed approximately 12,000 printers – 40 per cent of our Canadian fleet – across our Canadian head office and branch locations. The new printers are more energy efficient than previous models and have established power management settings. Since 2008, we have 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 in 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 13,941 MWh of EcoLogo-certified green power in 2012, representing 8 per cent of our electricity needs for our Canadian retail branch network. Powered our entire Canadian ATM and retail branch digital display networks with renewable energy for approximately 4,600 ATMs and 3,500 digital displays, for an equivalent carbon dioxide reduction of nearly 3,300 tonnes. Since 2007, we have purchased over 54,000 MWh of certified green power, enough electricity to power over 4,500 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. ■ In 2012, we screened 146 procurement engagements, representing over \$510 million in purchasing through our responsible procurement policy. The policy requires procurement managers to assess potential suppliers' environmental and health and safety management systems, environmental action plans, third-party certifications, history of compliance, NGO relationships, impacts on indigenous communities and labour standards. ■ Updated our questions to reflect material issues. We have also developed additional questions for a number of product and service categories including IT equipment, renovation and construction services, furniture, carpet, office supplies, courier services, hotel accommodations and travel. ■ Researched conflict minerals in our supply chain and committed to working with our suppliers on a plan to ensure all products we procure are conflict-mineral free.
	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 12.9 million accounts in Canada, since 2006, to electronic statements, resulting in cumulative paper savings of over 2,600 metric tonnes. ■ Continued success of e-Courier, a program that allows branches in Canada to electronically submit documents to central processing offices, and that offers other digitization programs that reduce the need for paper and the associated environmental impacts of transportation. In 2012, employees submitted an estimated 39.6 million pages of documents through e-Courier, avoiding the need for 180 tonnes of copy paper. ■ 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 the program's 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 a legal review to ensure that banking forms could be warehoused in an electronic format and the original documents destroyed through our 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, prospectuses and all other regulatory/non-regulatory documents.
	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 91 per cent, compared to 30 per cent in 2007. ■ Over 98 per cent of our sustainably sourced paper is certified to the Forestry Stewardship Council (FSC).
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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 582 tonnes of electronic items, including CPUs, monitors, laptops, printers, servers and other specialized equipment from 20 countries. Over 99 per cent of the electronic items are diverted from landfill through resale, donation, redeployment or recycling. Diverted approximately 3,175 kg of back-up tape from landfill through our waste-to-energy combustion program. Diverted approximately 2,300 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"> Each year we conduct assessments of recycling programs at our properties to identify opportunities for improvements. This year, blue box type recycling programs were enhanced at an additional 10,000 m² of commercial office occupancy, resulting in the capture of several additional tonnes of recyclable materials. At the 2012 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 53,000 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. Initiated a project in 2009 to expand recycling programs at Canadian branches where municipal commercial recycling programs are underutilized. 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. 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"> Over 14 tonnes of used carpet were recycled as part of our initiative to divert construction waste from RBC renovation and construction projects. 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 nearly 1,000 tonnes of materials from landfills. For example, when we moved over 5,000 employees to the new RBC Centre in Toronto over a two-year moving period, 800 tonnes of furniture were responsibly disposed of, with a landfill diversion rate of 95 per cent.

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I – Reduce Our Environmental Footprint (continued)

Category	#	Commitment	Status	Programs
Water Use	17	Reducing the use of water in our facilities	●	<ul style="list-style-type: none"> Leased over 306,000 square metres of office space certified or in the process of obtaining certification to LEED, BREEAM or BOMA BEST standards, representing 41 per cent of global floor area in major properties. These buildings include a number of water efficiency features. Incorporated water efficient fixtures in our new retail branch design that will reduce potable water use by 27 per cent compared to the plumbing code. The RBC Centre in Toronto is designed to use approximately 22 million litres less potable water per year than a building designed to the local building code. Water efficiency features include a rain-water harvesting system and low-flow kitchen and washroom fixtures. 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.
	18	Encouraging the use of reusable water containers and water cooler 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	●	
	20	Increasing the use of environmentally friendly cleaning products in our facilities	●	

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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. The RBC 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 of clients in high risk sectors required.
	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 1,200 transactions in Canada and the U.S., a 10 per cent increase over 2011.
	23	Integrating sector specific guidelines for environmental risk assessment, including mitigation and management protocols, for high impact sectors	●	<ul style="list-style-type: none"> Drafted new environmental risk management policies on lending to the agricultural sector and new requirements governing the use of third-party consultants for environmental due diligence. Since 2007, we have launched or updated seven environmental and social risk management policies related to our lending activities, including policies that address environmental and social risk in residential mortgages, commercial real estate, commercial lending, agricultural lending, project finance and capital markets.
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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, 2012, RBC had over \$2.1 billion in outstanding loans and trading lines to companies whose predominant business is renewable energy production. We offer a range of financing options for consumers and businesses looking to install solar energy systems. Solar panel financing options can include amortization periods of up to 15 years. Continued to expand 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"> The RBC 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.
	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	◐	<ul style="list-style-type: none"> 19 of our 25 largest clients in the forest product sector have sustainable forestry certification(s) associated with all or part of their operations (i.e. FSC, SFI, CSA or PEFC).
	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 10 large projects in 2012 and participated in a task force involved in scoping the Equator Principles III, scheduled for launch in 2013. The RBC Policy on Social and Environmental Risk Review in Project Financing requires that clients seek consultation with communities potentially impacted by their projects. The RBC 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"> The RBC risk management framework includes specific policies and credit rules that require clients to be in compliance with all applicable laws. The RBC 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 to climate change regulations in regions where we principally operate (i.e. Canada, United States, British Isles and Caribbean). RBC was named to the Canadian Carbon Leadership Index in 2011 for the sixth consecutive year. Our next scheduled response to the CDP will be in June 2013 (we shifted to biennial CDP reporting in 2012).
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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"> Launched RBC Generator, a \$10 million pool of capital that will provide financing to enterprises tackling environmental or social challenges while generating a financial return. Traded approximately 125 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 470 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, Climate Action Reserve, and other offset and voluntary markets. Offered a range of financing options for consumers and businesses looking to install solar energy systems. Solar panel financing options can include amortization periods of up to 15 years. Advised clients on how to incorporate energy efficiency measures into their home renovations, and financing options such as the RBC Energy Saver™ Loan, RBC Energy Saver Mortgage and the RBC MyProject™ MasterCard[®] in Canada. Launched two reports on greening business, developed by RBC in partnership with the Retail Council of Canada and the Farm & Food Care Foundation, which identify the business risks and opportunities presented by environmental sustainability in the retail and agricultural sectors. Launched three videos on environmental sustainability in business, which include speaking highlights from Dr. Karl-Henrik Robèrt, founder of the Natural Step.
	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"> Invested over US\$542 million in 77 affordable housing projects in the U.S. Our Tax Equity Group takes a 99% equity ownership position in these projects, which generates low income housing tax credits created under the Tax Reform Act (1986). These housing units have been designed with energy and water efficiency features, and a number of their owners have applied for LEED certification. Converted over 12.9 million accounts in Canada, since 2006, to electronic statements, resulting in cumulative paper savings of over 2,600 metric tonnes.
	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 using SRI research and ESG (environmental, social, governance) screens developed by 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 and portfolios exceed \$3 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 our insurance business, which included drafting a white paper on 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. Our 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 Retail Council of Canada and the Farm & Food Care Foundation. The reports identify the business opportunities presented by environmental sustainability in the retail and agricultural sectors. ■ Over 6,700 staff participated in our enterprise-wide RBC Environment Challenge to celebrate Earth Day 2012. This four week employee engagement program gave staff the opportunity to earn “green points” by undertaking activities at work that have an environmental benefit or by committing to learn more about our array of green initiatives. ■ Launched an employee environmental e-learning course on Earth Day 2012, where employees could learn more about global environmental issues, the business case for environmental sustainability, the RBC Environmental Blueprint® and how they could support our environmental objectives. Over 2,200 employees have successfully completed the e-learning course and quiz. ■ Offered a three-day personal electronic waste collection campaign at 10 major office towers in Canada, home to more than 10,000 employees. The campaign collected over 6,800 kg of electronic items that were either refurbished and sold in other markets or dismantled and recycled with emphasis on the responsible disposal of any hazardous materials. ■ 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 over 10,000 subscriptions. ■ Delivered presentations to numerous groups of external stakeholders (e.g. universities, government agencies, industrial associations and sustainability conferences) on RBC environmental strategy, policies and management including universities, government agencies, industrial associations and sustainability conferences. ■ Supported RBC environmental committees, working groups and networks, including RBC Global Environment Committee, Green IT Committee and numerous office and building green teams.
	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"> ■ Each year, our employees are invited to respond to a poll on corporate citizenship. In 2012, more than 12,000 employees responded to the poll. A full 83 per cent of respondents said it was “very important” that the company they work for be a good corporate citizen. Additionally, 68 per cent of respondents said they would recommend RBC as an employer, and 72 per cent said they would recommend RBC as a service provider, based on its record of corporate citizenship. ■ Polled our employees on how we should improve the focus of our footprint reduction programs. Over 5,800 employees responded with 54 per cent in favour of more attention to paper reduction, 15 per cent in favour of improved recycling programs and 13 per cent in favour of more focus on energy reduction in our properties. ■ Commissioned the fifth annual Canadian Water Attitudes Study that surveyed over 2,400 Canadian adults on water use and awareness.

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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"> ■ Sponsored events that promoted thought leadership on water issues, cleantech and renewable energy, including the 2012 Globe Conference, Ryerson Speaker Series on Water Ethics, Canadian Water Summit, Imagine H2O Innovation Challenge, Ontario Centre for Environmental Technology Advancement, SDTC Cleantech Focus, CleanTech North, Curacao Energie, Aboriginal Energy Conference and the Green Living Show. ■ Launched Evolve, a competition aimed at challenging Canadian architecture and engineering students to design a net-zero energy and water-wise bank branch. ■ Released the RBC-Pembina Home Location Study, which found that Greater Toronto Area homebuyers would prefer more compact and family-friendly homes that are closer to rapid transit and other amenities.
	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, Tides Canada, Pembina Institute, Greening Greater Toronto, World Wildlife Fund, Partners in Project Green, Toronto Greenhouse, A.D. Latormell and Environmental Defense. ■ Participated in business sector and industry associations, including the Conference Board of Canada's Business Council for Sustainability, Canadian Green Building Council, 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 \$7.4 million to environmental charities in Canada, the U.S. and the Caribbean. ■ Since 2007, RBC has committed or donated more than \$42 million to over 500 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)

Category	#	Commitment	Status	Programs
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 over 800 lenders, investment bankers and risk managers on environmental and social risk management. Trained over 100 commercial account managers on the opportunities in financing green buildings. Since 2009, trained over 2,000 lenders, investment bankers and risk managers on environmental and social risk management.
	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. The Risk Committee of the Board of Directors also provides oversight to ensure that management has established policies, processes and procedures to manage environmental risks, including compliance with applicable laws and regulations.
	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 Sustainability Group 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 the British Isles, we tracked and reported 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 per cent of global floor area in 2007 to 89 per cent in 2012.
	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 for the 13th consecutive year, an annual review that recognizes the world's financial, social and environmental corporate leaders. 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. Our next scheduled response to the CDP will be in June 2013 (we shifted to biennial CDP reporting in 2012). 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 2013 or later.</p>				