

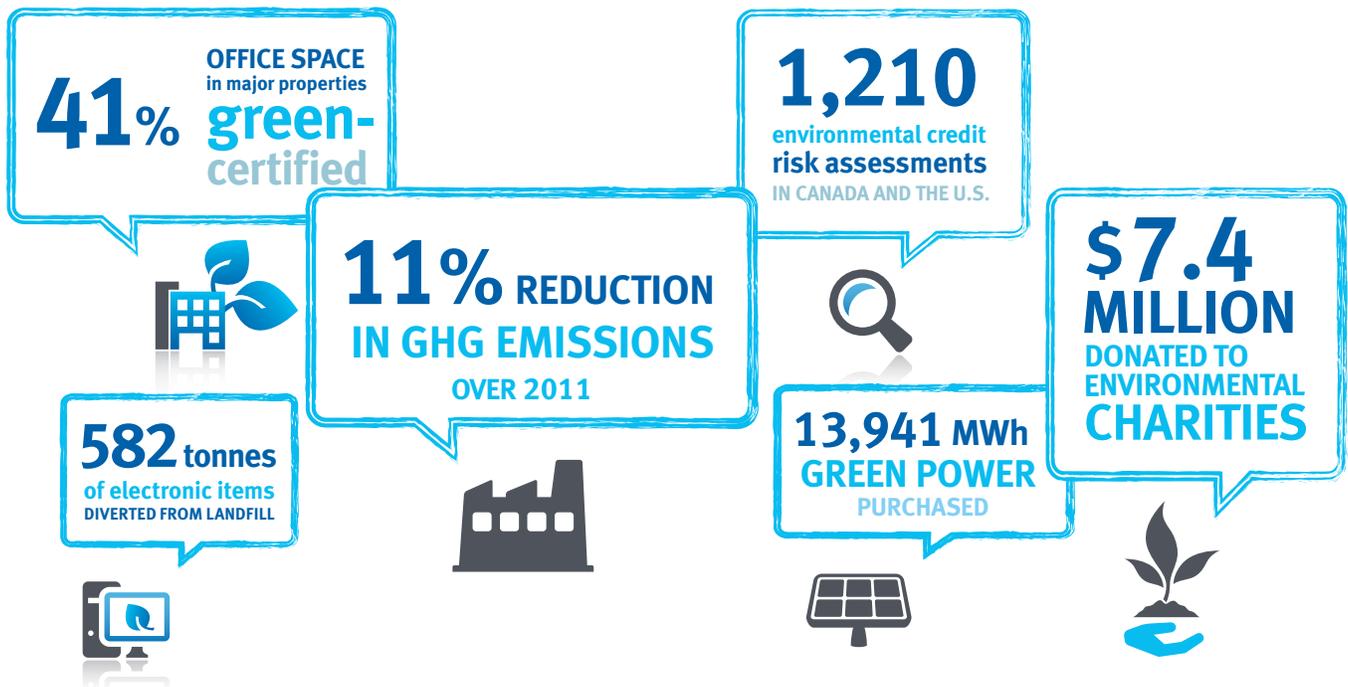
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# ENVIRONMENT

At RBC™, we are committed to proactive and prudent management of the environmental aspects of our business. We are committed to reducing our environmental footprint, lending responsibly, providing green products and services to our clients, and promoting environmental sustainability.



Environmental priorities	2012 Performance highlights	2013 Plans
<p><b>Reduce our environmental footprint</b></p>	<ul style="list-style-type: none"> <li>■ Leased 306,000 square metres of green-certified office space<sup>1</sup>, representing 41 per cent of the floor area in our major properties.</li> <li>■ Powered our entire Canadian ATM and digital display networks with over 13,900 MWh of renewable energy.</li> <li>■ Safely disposed of over 582 tonnes of electronic items in our global operations through resale, donation, redeployment, recycling or responsible destruction, with over 99 per cent being diverted from landfills.</li> </ul>	<ul style="list-style-type: none"> <li>■ Implement projects to drive energy efficiency in our branches, offices and data centres.</li> <li>■ Formalize policy to ensure zero electronic waste is sent to landfills.</li> <li>■ Reduce the use of landscape irrigation at our properties in regions deemed water-stressed.</li> </ul>
<p><b>Manage environmental and social risk</b></p>	<ul style="list-style-type: none"> <li>■ Trained over 800 lenders, investment bankers and risk managers on environmental and social risk management.</li> <li>■ Performed detailed environmental credit risk assessments on over 1,200 transactions in Canada and the U.S., a 10 per cent increase over 2011.</li> <li>■ Analyzed the impacts of climate change on our Canadian insurance business.</li> </ul>	<ul style="list-style-type: none"> <li>■ Continue to perform enhanced due diligence on transactions with elevated environmental and social risk.</li> <li>■ Update RBC Environmental and Social Risk Management Policy to align with Equator Principles III.</li> <li>■ Update environmental risk management policies for commercial, agricultural and public sector lending.</li> </ul>
<p><b>Offer environmentally responsible products and services</b></p>	<ul style="list-style-type: none"> <li>■ Managed over \$3 billion in socially responsible investments.</li> <li>■ Traded 125 million tonnes of carbon credits through the RBC Capital Markets™ carbon emissions trading group.</li> <li>■ Launched our social finance initiative, which will provide financing for environmental entrepreneurs, among others.</li> </ul>	<ul style="list-style-type: none"> <li>■ Develop new retail banking products and services that satisfy the demands of our clients for environmentally sustainable choices.</li> <li>■ Continue to support the growth of the renewable energy and cleantech sectors in Canada.</li> <li>■ Support our business and commercial clients in their energy management initiatives by expanding our financing options and advice offerings.</li> </ul>
<p><b>Promote environmental sustainability</b></p>	<ul style="list-style-type: none"> <li>■ Launched Evolve, a competition that challenges Canadian architecture and engineering students to design a net-zero energy and water-wise bank branch.</li> <li>■ Released the RBC-Pembina Home Location Study.</li> <li>■ Donated \$7.4 million to environmental charities worldwide.</li> </ul>	<ul style="list-style-type: none"> <li>■ Launch an updated version of the RBC Environmental Blueprint™ with ambitious new commitments to drive our environmental sustainability programming for the next five years.</li> <li>■ Focus RBC Blue Water Project™ grants on projects addressing water protection in towns and cities.</li> <li>■ Announce and celebrate winners of the Evolve contest.</li> </ul>

<sup>1</sup> Includes certification to LEED (Leadership in Energy and Environmental Design), BREEAM (Building Research Establishment Environmental Assessment Method) or BOMA BEST (Building Owners and Managers Association Building Environmental Standards) standards.

## Our roadmap

We published the RBC Environmental Blueprint (“the Blueprint”) in 2007, which articulates our corporate environmental policy, priorities and objectives, and contains 44 medium- and long-term commitments relative to our operations, business activities, products and services, employees, compliance, reporting transparency and partnerships. We report our progress in the RBC Environmental Blueprint Report Card.

**Banks should just stop doing business with customers who harm the environment.**



Financial services companies must carefully balance environmental concerns, society’s needs and economic opportunity by providing credit responsibly to all sectors.

We have a very clear role in ensuring that our lending and investment banking activities are subject to appropriate environmental and social due diligence. RBC has a suite of environmental and social risk management policies that apply to our financing activities; we regularly update these policies to address scientific findings, regulatory changes, emerging and evolving issues, and international best practices. For more information about our risk management policies, see page 89.

## Our priority issues

### Climate change

While global and regional agreements to address climate change have been slow to develop, corporate policies to encourage clean technology, energy efficiency and renewable energy have become increasingly common.

At RBC, we seek to understand the full scope of risks and opportunities associated with conventional and alternative energy development and power generation. We take a balanced, long-term view when providing financial services and advice to our clients. We also utilize energy conservation programs, emerging technologies and renewable energy purchasing to reduce our own greenhouse gas (GHG) emissions.

### Sustainable communities

Over half of the world’s population lives in cities, and that number is rising. As urbanization continues, all levels of government will be challenged to expand and renew infrastructure. New building standards, effective growth management, land-use planning, energy mapping and transportation strategies are required for thriving, sustainable urban centres of the future.

We believe our role is to lead by example and encourage this shift to sustainable cities, showcasing green buildings and clean technology in our own operations. We also promote research and dialogue on what constitutes sustainable cities. We continue to finance green buildings, small-scale renewable energy initiatives and other smart infrastructure projects.

### Water

Water shortages and lack of access to clean, fresh water are two of the greatest threats to human health and economic development around the world. Climate change is causing new and unpredictable changes in water availability, and competing demands for clean water mean that policy-makers need to consider how to allocate water fairly among users. Industry sectors that depend on water for their operations are anticipating tighter regulations, fewer supplies and higher costs.

It’s important to understand the water-related risks and opportunities facing all sectors. We incorporate water issues into our risk management processes. We promote awareness and thought leadership on water-related issues by supporting organizations looking for solutions to the growing water crisis.

Since 2007, we have donated over \$36 million to more than 500 organizations worldwide and \$6 million to university water programs under the RBC Blue Water Project.

## Reducing our environmental footprint

**Our environmental footprint is the sum total of the environmental impacts of our operations.**

**At RBC, we are actively striving to reduce our energy use, GHG emissions, paper consumption and water use. We are also committed to reducing the negative environmental impacts associated with our procurement activities and waste generation. Another priority is to reduce the environmental impact of our technology and operations, while managing the increasing demand for data storage. We know that these efforts will generate positive environmental and economic results.**

Overall, our operations do not have a significant potential or actual negative environmental impact on communities, as they are considered to be low-impact. However, we do take responsibility for reducing our environmental impacts, which are primarily associated with owned and leased properties and our procurement activities.

We have a long-standing environmental management system (EMS) that applies to our North American-based

real estate, designed in line with the ISO 14000 standard. Our EMS provides operational guidance procedures for real estate factors, such as ozone depleting substances, fluorescent tubes, environmental site assessments, purchasing, contractors, pest management, construction projects, water conservation, cleaning products, PCBs, asbestos, fuel storage tanks, hazardous materials, handling and recycling, and energy management. We also have a Responsible Procurement Policy that requires procurement managers to assess environmental and social factors before entering into relationships with suppliers.

We summarize our environmental footprint on pages 84 to 89. For our full environmental footprint, please see the RBC Environmental Blueprint Report Card, at [rbc.com/environment](http://rbc.com/environment).

## Environmental footprint report

Intensity factors	2012	2011 <sup>1</sup>	2010 <sup>1</sup>	Units
Global full-time equivalent (FTE) employee count	74,377	73,243	72,126	FTE
Global floor area	2,152,096	2,231,242	2,207,224	sq.m.
<b>GHG emissions</b>				
GHG emissions from energy use	159,491	180,768 <sup>2</sup>	202,476	tonnes
GHG emissions intensity from energy use	.083	.088 <sup>2</sup>	.097	tonnes/sq.m.
GHG emissions from employee travel	24,373	26,330	25,705	tonnes
GHG emissions intensity from employee travel	.38	.40	.40	tonnes/FTE
GHG reductions from green power purchases <sup>3</sup>	-3,278	-3,612	-3,359	tonnes
<b>Total GHG emissions</b>	<b>180,586</b>	<b>203,487<sup>2</sup></b>	<b>224,822</b>	<b>tonnes</b>
<b>Energy</b>				
<i>Direct energy use<sup>4</sup></i>				
Branches <sup>5</sup>	77,913	92,666	72,943	MWh
Major properties <sup>6</sup>	89,433	89,515 <sup>2</sup>	99,533	MWh
Data centres and processing centres <sup>7</sup>	6,729	9,891	6,495	MWh
<b>Total direct energy use, all properties</b>	<b>174,075</b>	<b>192,072<sup>2</sup></b>	<b>178,971</b>	<b>MWh</b>
<i>Indirect energy use<sup>8</sup></i>				
Branches	218,954	261,643	258,768	MWh
Major properties	166,372	179,702 <sup>2</sup>	201,534	MWh
Data centres and processing centres	93,940	99,630	92,245	MWh
<b>Total indirect energy use, all properties</b>	<b>479,266</b>	<b>540,975<sup>2</sup></b>	<b>552,547</b>	<b>MWh</b>
Green power purchases	13,941	13,663	11,242	MWh
<b>Total energy use, all properties</b>	<b>653,341</b>	<b>733,048<sup>2</sup></b>	<b>731,518</b>	<b>MWh</b>
<b>Paper footprint</b>				
Office paper	2,932	3,070	3,326	tonnes
Marketing and direct mail paper	5,632	6,218	6,899	tonnes
Coverage (as % of global FTE count)	85 <sup>9</sup>	89	90	%
<b>Total paper</b>	<b>8,563</b>	<b>9,288</b>	<b>10,225</b>	<b>tonnes</b>
<b>Travel footprint</b>				
<b>Air travel</b>	<b>162,215,733</b>	<b>173,033,667</b>	<b>158,379,066</b>	<b>km</b>
Data coverage (as % of global FTE count)	85	89	90	%
Air travel per FTE	2,565	2,647	2,442	km/FTE
<b>Rail travel</b>	<b>1,502,140</b>	<b>1,591,293</b>	<b>1,280,384</b>	<b>km</b>
Data coverage (as % of global FTE count)	99	99	99	%
Rail travel per FTE	24	24	20	km/FTE
<b>Automobile travel (rental vehicles)</b>	<b>4,835,565</b>	<b>5,887,659</b>	<b>6,348,494</b>	<b>km</b>
Data coverage (as % of global FTE count)	99	99	99	%
Automobile travel (rental vehicles) per FTE	76	90	98	km/FTE
<b>Automobile travel (personal vehicles)</b>	<b>27,147,010</b>	<b>29,837,781</b>	<b>33,183,751</b>	<b>km</b>
Data coverage (as % of global FTE count)	85	89	86	%
Automobile travel (personal vehicles) per FTE	454	477	533	km/FTE
<b>Total travel</b>	<b>195,700,448</b>	<b>210,350,400</b>	<b>199,191,695</b>	<b>km</b>

The environmental data reported here has been given to us by third-party suppliers, vendors and service providers and includes information that was available at the time of publication. We continue to work to improve the reliability and coverage of the environmental data so that it accurately reflects our enterprise-wide environmental footprint.

<sup>1</sup> Results include discontinued operations.

<sup>2</sup> Figure restated – 2011 direct and indirect energy use in major properties was overstated and has been corrected.

<sup>3</sup> Our green power purchases are carbon neutral and represent a reduction in GHG emissions.

<sup>4</sup> Direct energy use refers to our use of fossil fuels (natural gas, heating oil and propane).

<sup>5</sup> Branches are categorized as RBC-owned or -leased properties with an area of less than 25,000 ft<sup>2</sup> (<2,320 m<sup>2</sup>).

<sup>6</sup> Major properties are categorized as properties with an area greater than 25,000 ft<sup>2</sup> (>2,320 m<sup>2</sup>).

<sup>7</sup> Data centres and processing centres consist of 12 back office locations across Canada, the United States and the British Isles that have high electricity demands.

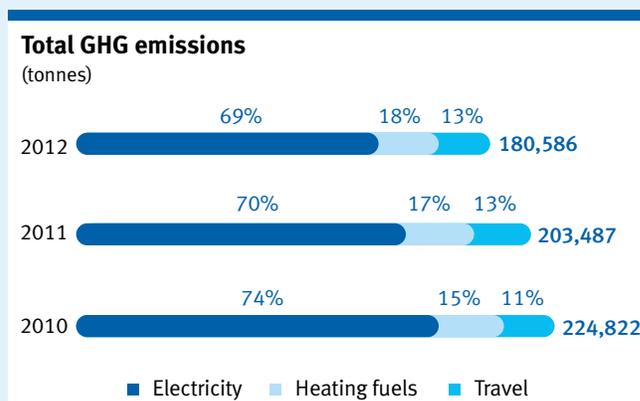
<sup>8</sup> Indirect energy use refers to our use of purchased electricity.

<sup>9</sup> Since 2009, we have tracked paper consumption in our Canadian, U.S. and British Isles operations. Coverage, which is based on FTE count, decreased in 2012 due to our discontinued U.S. retail banking operations.

## GHG emissions

Our greenhouse gas emissions are measured in tonnes of carbon dioxide equivalent (CO<sub>2</sub>e), which includes our direct and indirect emissions of carbon dioxide, methane and nitrous oxide. In 2012, our total GHG emissions associated with travel and energy use decreased compared to 2011 figures, primarily a reflection of our discontinued U.S. retail banking operations. In 2012, we:

- Launched Project One-Stop to reduce 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 project scope.

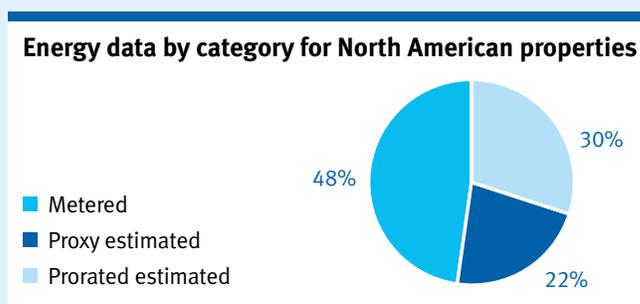


## Energy reporting

Since 2009, we have been able to measure and report on both direct and indirect energy consumption for all of our properties located in Canada, the U.S. and the British Isles, which represents reporting from 89 per cent of our global operations. We do not yet have complete energy data for our properties in the Caribbean and other international locations, which represent a small, but growing, proportion of our total footprint.

Our energy footprint is based on three categories of data:

- **Metered:** Properties where metered energy consumption is billed directly from a utility or landlord;
- **Prorated estimated:** Major properties that do not have metered data, but where the landlord has provided energy consumption data for the entire building that is prorated to the area we occupy; and
- **Proxy estimated:** Properties where energy consumption is calculated using averaged metered data for comparable buildings and then applied to the area RBC occupies.

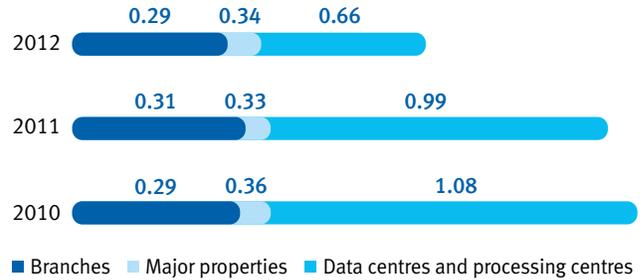


## Energy intensity

The energy intensity of our branches and major properties has remained relatively constant over the past three years. In 2011, the energy intensity in our data and processing centres decreased because of the opening of a new data centre and the expansion of another, which has significantly increased the total floor area associated with this property classification. Data centres and processing centres have operational processes and equipment with high electricity demands, resulting in a unique energy footprint and a much higher energy use per unit area than branches or major properties.

### Energy intensity by property classification

Energy consumption per unit floor area (MWh/m<sup>2</sup>).



## Green power

In 2012, we powered our entire Canadian ATM and retail branch digital display networks with 100 per cent clean, renewable energy. This consisted of 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.

### Green power purchases

(MWh)



## Energy conservation programs

In 2012, we:

- 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 to be saved annually.
- 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.
- 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.



## Paper use

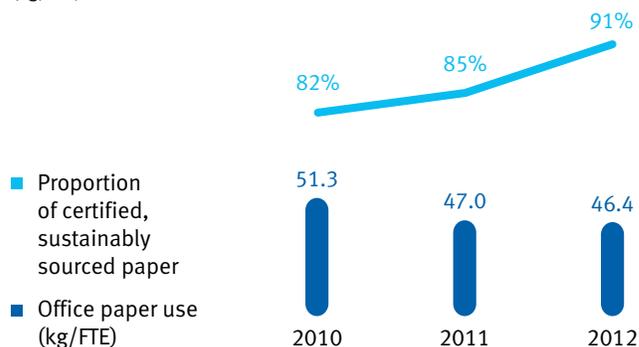
Our 2012 office paper use per employee decreased for the fourth consecutive year, as a result of digitization programs that allowed us to continue converting paper-based documents to electronic formats. At the same time, our use of sustainably sourced paper increased for the fourth consecutive year, mainly because of increases in sourcing Forestry Stewardship Council-certified paper for our marketing and direct mail purposes.

## Electronic documents

We continued to see success in 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 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.

### Paper use

(kg/FTE)



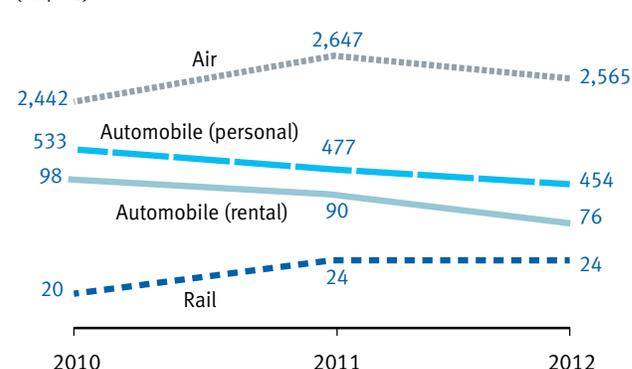
Data coverage for paper includes our Canadian, U.S. and British Isles operations (85 per cent of employees), but not those in the Caribbean and other international locations.

## Business travel

Total business travel decreased by 7 per cent in 2012, with reductions in all modes of transportation. We saw an 18 per cent decrease in rental vehicle travel, a reflection of the sale of our U.S. regional retail banking operations, where vehicle rental was a common means of business travel. Air travel decreased by 6 per cent compared to 2011 figures; however, the average flight distance increased, a reflection of the continued expansion of our businesses into European and Asian markets.

### Business travel

(km/FTE)



Data coverage for air travel includes our Canadian, U.S. and British Isles operations (85 per cent of employees), but not those located in the Caribbean or other international locations.

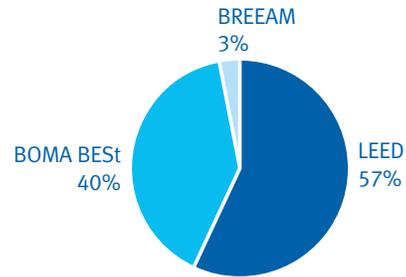


## Green buildings

In 2012, we:

- Leased over 306,000 square metres of green-certified office space, representing 41 per cent of the floor area in our major properties. Most of this space is certified to Leadership in Energy and Environmental Design (LEED), the predominant green building certification standard in North America.

### Green building certification

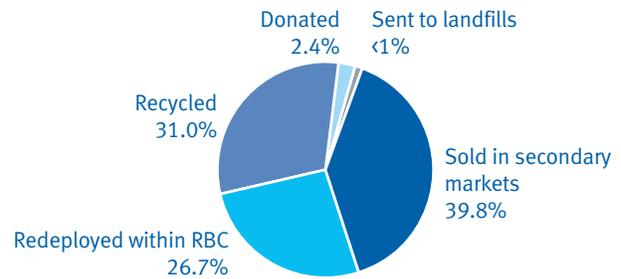


## Waste

In 2012, we:

- Tracked the disposal of over 582 tonnes of electronic items, including central processing units, monitors, laptops, printers, servers and other specialized equipment, from 20 countries. Over 99 per cent of the electronic items were diverted from landfills through resale, donation, redeployment or recycling.
- Diverted nearly 43 tonnes of furniture and more than 14 tonnes of carpet from landfills by finding ways to reuse, recycle or donate to charities.

### Global e-waste



## Procurement

In 2012, we:

- Screened 147 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 (see page 46 for more on responsible procurement).



## Managing environmental and social risk

**We actively work with our clients to identify and manage environmental risks and to support environmentally responsible businesses.**

Our credit rules and guidelines specify our requirements for assessing environmental risk under certain circumstances, and our environmental risk management policies and procedures enable us to assess transactions for credit, legal and reputation risk arising from environmental issues.

Our enterprise risk management framework includes requirements for enhanced due diligence on transactions and business activities where environmental and social issues could be harmful to our reputation. We regularly update these frameworks, policies and procedures to incorporate regulatory changes, emerging and evolving issues and international best practices. (see page 28 for more on risk management).

In 2012, we:

- Increased the number of environmental credit risk assessments by 10 per cent over 2011.

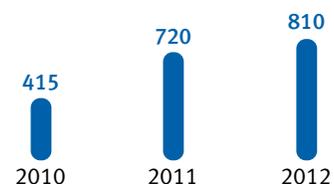
### Environmental credit risk assessments in Canada and the U.S.



- Trained over 800 lenders, investment bankers and risk managers on environmental and social risk management.

### Environmental and social risk management training

(number of employees)



- 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.
- Analyzed the impacts of climate change on our Canadian insurance business. We conducted research, developed an action plan to address the observed increases in water-related insurance claims and participated in numerous climate change adaptation working groups.
- Participated in a task force involved in reviewing the proposed Equator Principles III, scheduled for launch in 2013.
- Participated in the Pembina Shale Gas Thought Leaders Forum, a multi-stakeholder collaboration process to facilitate sustainable progress in shale gas development in British Columbia and across North America.

## Equator Principles

The Equator Principles are a set of voluntary guidelines that help financial institutions address the environmental and social risks associated with project finance. RBC was the first Canadian bank to sign the Equator Principles in 2003, and we recommitted to the revised Principles in 2006. One requirement of Equator Principles signatories is to “report annually on their implementation processes and experience in applying the Equator Principles in project finance.”

In 2012, RBC participated as an advisor and provided project finance for 10 projects that qualified under the Equator Principles.

### Analysis of Equator Principles projects

	2012	2011	2010
<b>Number of projects<sup>1</sup></b>			
Category A	0	0	1
Category B	9	13	4
Category C	1	2	2
<b>Total projects reviewed</b>	<b>10</b>	<b>15</b>	<b>7</b>
<b>By region</b>			
OECD <sup>2</sup> countries	10	14	7
Other	0	1	0
<b>By sector</b>			
Energy (non-renewable)	4	6	4
Energy (renewable)	5	5	1
Infrastructure	1	4	2
<b>RBC role</b>			
Advisory only	0	7	3
Finance and advisory	10	8	4

<sup>1</sup> When a project is proposed for financing, we categorize it according to the environmental and social screening criteria of the International Finance Corporation. Category A represents projects with potentially significant adverse environmental or social impacts that are diverse, irreversible or unprecedented. Category B represents projects with potentially limited adverse environmental or social impacts that are few in number, generally site-specific, largely reversible and readily addressed through mitigation measures. Category C represents projects with minimal or no environmental or social impacts. For additional information, visit [equator-principles.com](http://equator-principles.com).

<sup>2</sup> OECD is the Organisation for Economic Co-operation and Development. To view OECD member countries, please refer to the OECD website.

## Environmental products and services

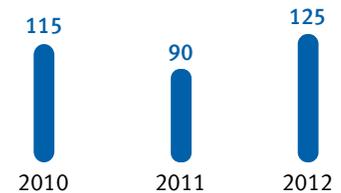
RBC offers an array of products and services to help clients reduce their environmental footprint and create long-term environmental benefits.

In 2012, we:

- Traded approximately 125 million tonnes of carbon credits through our Capital Markets carbon emissions trading group, as illustrated below. 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.
- Managed over \$3 billion in socially responsible investments. See page 59 for more information.

### Carbon credits traded

(millions of tonnes)



### Socially responsible investments, total assets under management

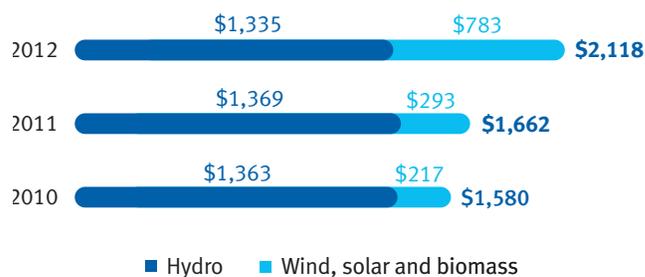
(\$ billions)



- Supported the growth of the renewable energy sector. As of October 31, 2012, RBC had nearly \$2.1 billion in loan and trading line exposures to companies whose predominant business is renewable energy, as illustrated on the right.

### Renewable energy lending

(\$ millions)



- Launched the RBC Generator, a \$10 million pool of capital that will provide financing to enterprises tackling environmental or social challenges while generating a financial return.
- Advised clients on how to incorporate energy efficiency measures into their home renovations, and provided financing options such as the RBC Energy Saver™ Loan, RBC Energy Saver Mortgage and the RBC MyProject™ MasterCard<sup>+</sup> in Canada.
- Trained over 100 commercial account managers on the opportunities in financing green buildings.
- Partnered with Sustainable Development Technology Canada (SDTC) to deliver workshops across Canada that inform the entrepreneurial cleantech community about the SDTC SD Tech Fund<sup>+</sup> as well as RBC mandates and potential financing opportunities.
- Expanded the depth and breadth of the online RBC Commercial Advice Centre. The Advice Centre provides free resources and tools to help companies transition to more environmentally sustainable business models. In 2012, we added the following resources to the Advice Centre:
  - 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 agricultural and retail sectors; and
  - Three videos on environmental sustainability in business, which include speaking highlights from Dr. Karl-Henrik Robèrt, founder of the Natural Step.

In 2012, RBC won the award for Sustainability in Finance at the 10th Annual GLOBE Awards for Environmental Excellence. The awards honour Canadian companies that excel in balancing competitive business strategies with sustainable development.

## Promoting environmental sustainability

**We try to use our influence and resources to promote environmental sustainability within our organization and in the communities where we operate. The RBC Environmental Blueprint describes our approach for promoting environmental responsibility.**

In order to keep the RBC Environmental Blueprint on course, we:

- Engage in open and proactive dialogue with our stakeholders and peers.
- Conduct independent and co-operative research to identify and better understand emerging environmental issues.
- Report on the progress of our initiatives in a relevant and transparent manner.
- Look for opportunities to help communities meet their own environmental objectives.

In 2012, we:

- 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.
- Sponsored events that promoted thought leadership on corporate sustainability, energy and water issues, including the 2012 Globe Conference, Ryerson Speaker Series on Water Ethics, Canadian Water Summit, Imagine H<sub>2</sub>O Innovation Challenge, the RBC Canadian Water Attitudes Study, Ontario Centre for Environmental Technology Advancement, SDTC Cleantech Focus, CleanTech North, Curaçao Energie, Ontario Sustainable Energy Association Annual Conference and the Green Living Show.

- 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. Latornell, Environmental Defense, Waterkeepers and numerous water-related charities.
- 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, U.S. Environmental Bankers Association, EXCEL Partnership, Greening Greater Toronto and Partners in Project Green.
- Implemented environmental programs with our partners at the 2012 RBC Canadian Open and RBC Heritage golf tournaments that reduced and diverted event waste from landfills, and reduced the environmental impacts associated with event transportation. We also developed five short videos showcasing environmentally responsible approaches to golf course management.
- Donated \$7.4 million to environmental charities worldwide.

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### Donations to environmental charities worldwide

(\$ millions)



## Responsibility and accountability

Our Group Executive and the Corporate Governance and Public Policy Committee (CGPPC) of the Board of Directors provide executive oversight to our environmental programs and performance. 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.

Our Corporate Sustainability Group (CSG) is responsible for implementing the RBC Environmental Blueprint. The group develops enterprise-wide policy for the identification, assessment, control, monitoring and reporting of environmental matters. In addition, CSG works with our businesses and functional areas to:

- Develop, maintain and communicate environmental policies, procedures and guidelines related to managing environmental risk and reducing our environmental footprint;
- Monitor relevant environmental laws, regulations and other requirements that affect both our business and our clients' activities;
- Advise on the management of environmental risks in specific business transactions;
- Track the performance, environmental benefits and cost effectiveness of key environmental programs;
- Engage with internal and external stakeholders on environmental issues that affect our clients, our businesses and the communities in which we operate;
- Develop new products and services to help clients shift to more environmentally sustainable personal and business models; and
- Assess the need for and champion new initiatives to meet our environmental objectives.