

RBC Environmental Blueprint: Footprint Reduction Commitments

Primarily, RBC's environmental footprint comprises energy use, paper consumption, employee travel, water use and procurement activities. We are committed to continuing to reduce our environmental footprint, as set out in this section.

Greenhouse gas emissions

While we emit greenhouse gases directly through the use of fossil fuels in some of our heating systems, most of our greenhouse gas emissions are indirect, such as through our use of purchased electricity, the production and distribution of documents, and employee travel.

We are committed to:

- Reducing the greenhouse gas emissions intensity (emissions per employee or per square metre of occupied space) within our owned premises and working with our landlords toward the same objective in leased premises
- Promoting the use of alternatives to travel, such as videoconferencing and teleconferencing, where possible, and making flexible "work from home" arrangements available to employees where feasible
- Offsetting the greenhouse gas emissions associated with the production and distribution of our major external reports¹ using high-quality carbon offsets²

Energy use

We use energy to heat and cool buildings, run our technology infrastructure and lighting systems, and for other purposes. RBC has been a purchaser of renewable energy³ since 2002.

We are committed to:

- Reducing energy use intensity (energy use per employee or per square metre of occupied space) within our premises
- Pursuing opportunities to reduce energy use in RBC's information technology systems and operations
- Encouraging our suppliers to provide energy-efficient products by adding criteria for energy use, where appropriate, to our procurement policy and standards
- Increasing the percentage of certified green power⁴ used in our Canadian branch network and purchasing clean, renewable green power, wherever it is available, for all new branches expected to open in Canada throughout 2008 and beyond

Procurement

RBC's procurement of materials, goods and services is extensive and globally far-reaching. RBC is transitioning its supply chain to a model that better supports its environmental sustainability priorities and objectives.

We are committed to:

- Developing a formal environmental procurement policy in 2008 that helps ensure our procurement practices reflect our environmental sustainability priorities
- Continually updating environmental screening criteria to improve our effectiveness in procuring products and services from environmentally sustainable vendors

¹ Such as Annual Report, Corporate Responsibility Report, Shareholder Proxy and Quarterly reports to Shareholders

² Carbon offsets — a reduction of the net emission of greenhouse gases (GHGs) through the participation in or support of a GHG reducing activity unrelated to the activity to which the reductions will be applied.

³ Renewable energy is generated from renewable resources such as wind, biomass and small hydro, resulting in lower or no greenhouse gas emissions.

⁴ Certified green power is power generated by water, wind, solar, biomass or biogas, and which has been evaluated against clearly established and accepted standards for green energy.

Paper use

As a large financial services institution, RBC uses a great deal of paper, both internally and in client materials. We will do our part to conserve forest resources and support sustainable forest management.

We are committed to:

- Reducing the amount of paper we use, on a per employee or per customer basis, by expanding our electronic services and paperless banking options for clients and employees while maintaining the highest level of commitment to information security and privacy protection
- Continuing to encourage regulators to support the electronic delivery of documents to clients, where appropriate
- Reducing or eliminating duplicate distributions of our Annual Reports and other documents
- Ensuring that the paper we purchase contains recycled fibre and/or ensuring that, where available, the paper we use is certified by the Forest Stewardship Council, Canadian Standards Association or equivalent, indicating that it has been harvested from sustainably managed forests

Waste management

Waste minimization through demand management, reuse and recycling is the preferred method of reducing solid waste. However, where solid waste cannot be eliminated, we are committed to careful management and disposal.

We are committed to:

- Disposing of electronic equipment and devices in an environmentally responsible manner and considering disposal when we make decisions about the procurement of products and services
- Recycling paper, glass, plastic and metal throughout the organization, wherever municipal recycling programs or practical alternatives exist
- Promoting the reuse of furniture and other fixtures to reduce the amount of materials going to landfill

Water use

While RBC's level of direct water consumption is relatively small — associated mainly with restroom and lunchroom facilities on our premises — we are committed to improving our water use and conservation practices.

We are committed to:

- Reducing the use of water in our facilities, on a per employee or per square metre of occupied space basis
- Encouraging the use of reusable water containers and water coolers or tap water in our premises, where appropriate
- Encouraging our larger suppliers to conserve water by adding criteria for water use, where appropriate, to our procurement procedures
- Increasing the use of environmentally friendly cleaning products in our facilities in order to reduce the quantity of hazardous substances in wastewater