



# 2008 Report Card

RBC  
Environmental  
Blueprint™

# Reduce Our Environmental Footprint

Category	#	Commitment	Status	Programs
Greenhouse Gas Emissions	1	Reducing greenhouse gas (GHG) emissions	●	<ul style="list-style-type: none"> <li>› Opened 36 new green powered branches in Canada. At the end of October 2008, we had 76 Canadian branches powered by over 5,000 MWh of certified “green” emission free power, which represents a GHG emissions reduction of approximately 2,095 tonnes.</li> <li>› Updated the electrical, mechanical and architectural standards for our Canadian branch network to eliminate excess capacity and to improve energy efficiency.</li> <li>› Performed 19 lighting retrofits in Canadian branches with an estimated energy savings of 463,000 kWh and a reduction in GHG emissions of approximately 80 tonnes per year.</li> <li>› Incorporated carbon and energy efficiency considerations into the draft Responsible Procurement Policy.</li> <li>› Incorporated employee travel, videoconferencing and “how to save energy in the workplace” guidelines into the draft Employee Environmental Stewardship Guidelines.</li> <li>› Continued Energy Smart – an internal program developed and managed by CRE to promote energy conservation in our branch and office building premises.</li> <li>› Participated in Earth Hour 2008.</li> </ul>
	2	Promoting alternatives to travel, such as videoconferencing and teleconferencing and making flexible “work from home” arrangements available to employees	●	Developed a draft Employee Stewardship Guidelines that includes guidance on travel, videoconferencing and teleconferencing.
	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"> <li>› Screened multiple offset suppliers to ensure high quality purchases for major reports and events.</li> <li>› Offset the carbon emissions associated with the production of the RBC Annual Report, Proxy Circular and Corporate Responsibility Report through the purchase and retirement of certified emission reduction credits recognized under the Kyoto Protocol.</li> </ul>
Energy	4	Reduce energy use intensity	●	Same as Commitment 1 above.
	5	Pursuing opportunities to reduce energy use in RBC’s IT systems and operations	●	<ul style="list-style-type: none"> <li>› Formation of a Green IT working group</li> <li>› Initiated a server virtualization program at our data centers in Ontario, which resulted in the removal of 480 physical servers (270 converted to virtual and 210 decommissioned).</li> <li>› Developed a draft Responsible Procurement Policy that encompasses environmental and social considerations when sourcing IT products.</li> </ul>
	6	Encouraging our suppliers to provide energy-efficient products by adding criteria for energy use to our procurement policy and standards	●	
	7	Increase the percentage of certified green power purchased	●	Opened 36 new green powered branches in Canada in 2008. At the end of 2008, we now have 76 Canadian branches powered by certified “green” emission free power.
Procurement	8	Developing a formal environmental procurement policy that helps ensure our procurement practices reflect our environmental sustainability priorities	●	Developed a draft Responsible Procurement Policy that will increase the acquisition of environmentally and socially preferable products and services and reduce the negative impacts associated with our supply chain.
	9	Continually updating environmental screening criteria to improve our effectiveness in procuring products and services from environmentally sustainable vendors	○	Draft Responsible Procurement Policy developed this year, environmental screening criteria to be revised in 2009.

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# Reduce Our Environmental Footprint (continued)

Category	#	Commitment	Status	Programs
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"> <li>Converted over 3.2 million RBC accounts in Canada to electronic statements resulting in paper savings of approximately 113 million sheets or 511 metric tonnes of paper. This is the equivalent to saving approximately 13,500 trees since the program's inception in January 2006.</li> <li>Pilot project conducted to determine call center best practices in converting clients to e-statements.</li> </ul>
	11	Continuing to encourage regulators to support electronic disclosure of documents to clients	◉	Require ongoing awareness, education and lobbying to amend Bill C-57 that limits offering incentives for client conversion to e-statements.
	12	Reducing or eliminating duplicate distributions of our Annual Reports and other documents	●	<ul style="list-style-type: none"> <li>Reduced 2008 Proxy Circular by 125,000 mailings through account consolidation, managed account processing, e-delivery and assistance from service providers.</li> <li>The 2008 CR Report will be presented in an electronic format this year, with only minimal printing requirements for a brief executive summary.</li> </ul>
	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"> <li>Converted all office paper purchased in Canada and the United States to Forest Stewardship Council (FSC) certified sources.</li> <li>Converted all office paper in the British Isles to either FSC, Program for the Endorsement of Forest Certification or 100% recycled content.</li> </ul>
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"> <li>Developed a draft Responsible Procurement Policy that includes end-of-life considerations when sourcing IT products.</li> <li>Leased the majority of our electronic equipment from a single service provider with an established responsible asset recovery program. We return most of the leased assets to our supplier for either resale or disposal. Our supplier manages designated facilities for dismantling, hazardous and recyclable materials recovery and responsible disposal with processes that meet applicable local, provincial / state and federal laws and regulations.</li> </ul>
	15	Recycling paper, glass, plastic and metal throughout the organization, wherever municipal recycling programs or practical alternatives exist	●	<ul style="list-style-type: none"> <li>Initiated a Canadian recycling pilot project intent on expanding recycling programs at properties where "free" municipal commercial recycling programs are under utilized.</li> <li>Incorporated employee waste management and recycling guidelines into the draft Employee Environmental Stewardship Guidelines.</li> <li>Incorporated recycling, waste and packaging minimization considerations into the draft Responsible Procurement Policy.</li> </ul>
	16	Promoting the reuse of furniture and other fixtures to reduce amount of materials going to landfill	●	Continued our Furniture Reuse Program that diverts furniture from landfills by finding ways to reuse or donate the furniture to charities. In 2008, this program diverted an estimated 30 tonnes of materials from landfill.
Water Use	17	Reducing the use of water in our facilities	●	<ul style="list-style-type: none"> <li>Incorporated guidance on employee use of reusable water containers, water cooler or tap water into the draft Employee Environmental Stewardship Guidelines.</li> </ul>
	18	Encouraging the use of reusable water containers and water coolers or tap water in our premises	●	<ul style="list-style-type: none"> <li>Updated the mechanical standards for water fixtures, plumbing and boilers for the Canadian branch network.</li> <li>Established internal guidelines for hosting "green" meetings including tips for conserving water and "tap water preferred" policies. These guidelines also govern hospitality services at the RBC Annual General Meeting and at RBC executive dining rooms in Canada.</li> </ul>
	19	Encouraging our suppliers to conserve water by adding criteria for water use, where appropriate, to our procurement procedures	●	Developed a draft Responsible Procurement Policy that encompasses water efficiency considerations in the product and service sourcing process.
	20	Increasing the use of environmentally friendly cleaning products in our facilities	●	An established program already managed by Corporate Real Estate with guidelines included in our supplier contracts.

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# 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"> <li>› RBC has comprehensive environmental risk management policies and procedures to facilitate the environmental review of transactions and lending. We proactively review and update these policies and processes to address regulatory changes, emerging and evolving issues and international best practices.</li> <li>› Drafted content for a new environmental risk credit risk policy for corporate lending and investment banking.</li> </ul>
	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"> <li>› Updated policies regarding environmental risk management for business and commercial markets.</li> <li>› Drafted content for a new environmental risk credit risk policy for corporate lending and investment banking.</li> </ul>
	23	Integrating sector specific guidelines for environmental risk assessment, including mitigation and management protocols, for high impact sectors	●	Drafted additional sector specific guidelines for the chemical industry and forestry sector.
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"> <li>› Drafted content for a new environmental risk credit risk policy for corporate lending and investment banking.</li> </ul>
	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"> <li>› Held climate change and carbon markets training sessions for RBC Capital Markets and Risk Management staff.</li> </ul>
	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	●	
	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 on indigenous peoples whose cultures and traditions are closely linked to lands and resources	●	<ul style="list-style-type: none"> <li>› RBC was the first Canadian bank to sign the Equator Principles in 2003, and we recommitted to the revised Principles in 2006.</li> <li>› Under our Policy on Social and Environmental Review in Project Finance, the financing of a new power plant requires detailed social and environmental review as part of our commitment to the Equator Principles.</li> <li>› Under this Policy, the GHG emission management profile of the project must be assessed and considered as part of the overall project finance decision-making process.</li> <li>› Prepared Equator Principles 101 Guidelines for RBC managers in the Caribbean.</li> </ul>
	28	Not engaging in financing activities with corporations operating in violation of applicable environmental laws	●	Drafted content for a new environmental risk credit risk policy for corporate lending and investment banking.
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	●	Analyzed the exposure of borrowers in our loan and investment portfolio to climate change risks and regulations (report anticipated in winter 2008/2009).

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# 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"> <li>› Announced our global capabilities for greenhouse gas (GHG) emission trading on the European Climate Exchange, the Montreal Climate Exchange, the Chicago Climate Exchange, the NYMEX Green Exchange and the Regional Greenhouse Gas Initiative in the northeastern United States.</li> <li>› Used the RBC emissions trading desk in Cincinnati to purchase carbon credits to offset the carbon footprint associated with major publications and events.</li> </ul>
	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"> <li>› Converted over 3.2 million RBC accounts in Canada to electronic statements resulting in paper savings of approximately 113 million sheets or 511 metric tonnes of paper.</li> <li>› Launched the RBC Energy Saver Mortgage in Canada which offers a \$300 rebate on a home energy audit. Conducted by a licensed professional, a home energy audit provides a convenient “to-do” list for making a home more energy efficient.</li> <li>› Sponsored green marketing initiatives including the Flick Off Campaign, Now House and added green aspects to the campus recruitment process.</li> </ul>
	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"> <li>› RBC Asset Management offers three SRI funds – the RBC Jantzi Balanced Fund, the RBC Jantzi Canadian Equity Fund and the RBC Jantzi Global Equity Fund.</li> <li>› Phillips, Hager &amp; North offer four Community Value Funds that have \$180 million in combined invested assets.</li> <li>› RBC Dain Rauscher’s SRI Wealth Management Group, a specialized team of financial advisors based in San Francisco, provides SRI expertise to clients across the United States.</li> <li>› Established the RBC SRI Working Group with platform and global representation.</li> </ul>
	33	Reviewing the potential impacts of environmental issues, such as climate change, to RBC’s insurance business	⦿	<ul style="list-style-type: none"> <li>› In 2002, RBC conducted research on the risks and impacts of climate change on numerous industrial sectors, including a preliminary analysis of the insurance sector; however, an updated study is required and is being considered.</li> <li>› RBC’s membership with the United Nations Environment Programme Finance Initiative will enable us to access studies conducted by the UN on climate change impacts and risks to banks, insurers and asset managers.</li> </ul>

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# 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"> <li>› Environmental awareness and training for RBC employees.</li> <li>› Presentations to external stakeholders on RBC environmental policies and management including universities, government agencies, industrial associations and sustainability conferences</li> <li>› Public speaking by senior executives about RBC and the environment.</li> <li>› Communications are available on the RBC internet and intranet sites.</li> <li>› Established and supported RBC environmental committees, working groups and networks including: RBC Global Environment Committee, Banking and Insurance Green Opportunities Working Group, Business Financial Services Green Strategy Team, Green IT Working Group, SRI Working Group, RBC Wealth Management USA Environmental Committee and Liberty Insurance Green Team.</li> <li>› Participated in Earth Hour.</li> <li>› Held climate change and carbon markets training sessions for RBC Capital Markets and Risk Management staff.</li> </ul>
	35	Conducting employee and client focus groups and surveys on environmental issues in order to better understand their concerns and interests	●	Conducted an employee survey on awareness of and support for CSR and environmental initiatives.
	36	Supporting independent research and educational programs aligned with our environmental priority issues	●	<ul style="list-style-type: none"> <li>› Commissioned a report to review sustainability indexes and disclosure initiatives in North America and Europe, in collaboration with several US and Canadian banks and the UN Environment Programme Finance Initiative.</li> <li>› Donated \$10,000 to Al Gore's non-profit organization, The Climate Project, to support education on climate change.</li> </ul>
	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"> <li>› Participated in industry associations including Canadian Bankers Association Environmental Issues Specialist Group, Conference Board of Canada's Business Council for Sustainability, UN Environment Program Finance Initiative - North American Task Force (co-chair) and the Excel Partnership.</li> <li>› Proactively collaborated with non-governmental organizations including Rainforest Action Network, Forest Ethics, Nature Conservancy of Canada, the Canadian Boreal Initiative, Zerofootprint and the Durrell Wildlife Preservation Trust.</li> <li>› Meetings with federal and provincial governments on climate change policy and regulations.</li> </ul>
	38	Continuing to consult and share information on environmental matters with politicians, government departments and organizations, associations and NGOs	●	
Philanthropy	39	Participating in community-based sponsorship activities focused on climate change, biodiversity and water	●	<ul style="list-style-type: none"> <li>› Convened the Bluewater Advisory Panel of Experts to help develop focus areas for the RBC Blue Water Project and advise RBC on water issues.</li> <li>› Committed almost \$13.2 million in multi-year Blue Water grants to 39 organizations globally to support watershed protection and access to clean drinking water. Committed almost \$13 million in grants to 39 organizations globally to support watershed protection and access to clean drinking water.</li> <li>› Held the "Blue" Gala event in September to celebrate our gift of \$200,000 to Lake Ontario Waterkeeper and our Toronto International Film Festival sponsorship (700 attendees).</li> </ul>
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# 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"> <li>› Developed a draft Responsible Procurement Policy that will increase the acquisition of environmentally and socially preferable products and services and reduce the negative impacts associated with our supply chain.</li> <li>› Developed a draft Employee Stewardship Guidelines that educates and recommends environmentally friendly behaviours RBC supports in the workplace.</li> <li>› 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.</li> </ul>
	41	Report periodically to RBC's Group Executive and to a Committee of the Board of Directors on our progress	●	As required.
	42	Monitor key activities and track performance, including cost effectiveness of initiatives	●	<ul style="list-style-type: none"> <li>› 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.</li> </ul>
Reporting	43	Enhance data management and collection to expand quantity, quality, and geographic scope	●	<ul style="list-style-type: none"> <li>› Corporate Environmental Affairs works in partnerships with representatives from RBC Procurement, Corporate Real Estate, CB Richard Ellis and various landlords and property managers to track and maintain this information.</li> <li>› RBC follows the Global Reporting Initiative (GRI) for guidance and best practices on environmental metrics and sustainability reporting.</li> <li>› In 2008, expanded geographic coverage of our energy data to include US major properties and branches.</li> <li>› 2008 is the first year that CBRE has reported "actual" energy consumption instead of "cost derived" for US branches and major properties and Canadian major properties. The shift to "actual" energy consumption data will improve accuracy.</li> </ul>
	44	Respond to a variety of environmental sustainability rating organizations and indices	●	<ul style="list-style-type: none"> <li>› Responded to the Carbon Disclosure Project and was named to the Carbon Disclosure Leadership Index 2008, recognizing world leaders that understand and manage the financial risks and opportunities resulting from climate change. Among financial institutions, RBC was ranked number 1 in Canada, and tied for 2nd place globally.</li> <li>› Responded to the Dow Jones Sustainability Index and was named to the Dow Jones Sustainability World Index, an annual review that recognizes the world's financial, social and environmental corporate leaders. RBC was also named to the DJSI North America Index.</li> <li>› Responded to additional rating organizations including Innovest and Jantzi Research.</li> </ul>

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