

# Video Transcripts

Royal Bank of Canada  
Annual Report 2015

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**Zabeen Hirji**  
Chief Human Resources Officer

People and relationships are at the heart of our business.

That's why what we achieve as a company starts with talented and engaged employees.

In my role, I feel privileged to meet fellow RBCers from all our businesses and in many different countries.

My favourite question to ask is: What makes RBC a great place to work?

The top three answers are: career opportunities, culture and community engagement.

My colleagues tell me they joined and stay at RBC to build fulfilling careers, to develop new skills and to make a meaningful impact through their work. They come with a desire to make a difference in their communities. And they want to be part of a team that shares the same Values.

Our relationship with employees is a partnership to bring these goals to life. We see this as a win/win proposition – when employees achieve their full potential, our clients win and so does RBC.

RBCers are connected by a shared belief that working here is about making a difference, being recognized for our contributions and being valued for who we are and for our diverse perspectives – one of our greatest sources for growth and innovation.

Together we're One RBC – a team inspired by our purpose of helping clients thrive and communities prosper.

**Disclaimer:**

This transcript contains forward-looking statements within the meaning of certain securities laws, including the "safe harbour" provisions of the United States Private Securities Litigation Reform Act of 1995 and applicable Canadian securities legislation. We caution readers not to place undue reliance on these statements as a number of risk factors could cause our actual results to differ materially from the expectations expressed in such forward-looking statements. Additional information about our forward-looking statements and risk factors can be found under the Caution regarding forward-looking statements in the Management's Discussion and Analysis in our 2015 Annual Report.

