

# SOFT (Sourcing, Operations, Facilities and Travel) Footprint Report

<b>Intensity factors</b>	<b>2009</b>	<b>2008</b>	<b>2007</b>	<b>Units</b>
Global full-time equivalent (FTE) employee count	71,186	73,323	64,815	FTE
Global floor area	2,174,131	2,292,056	1,979,954	m <sup>2</sup>
<b>Energy footprint</b>				
<i>Direct energy use <sup>(1)</sup></i>				
Branches <sup>(2)</sup>	87,467	66,727	58,085	MWh
Major leased properties <sup>(3)(4)</sup>	89,710	76,677	n.a.	MWh
Data centres and processing centres <sup>(5)</sup>	3,559	3,968	n.a.	MWh
Total direct energy use, all properties	180,736	147,372	58,085	MWh
Data coverage (as a % of global floor area)	94	60	29	%
<i>Indirect energy use <sup>(6)</sup></i>				
Branches	267,204	191,209	137,369	MWh
Major leased properties <sup>(4)</sup>	202,323	176,883	n.a.	MWh
Data centres and processing centres	106,568	80,215	n.a.	MWh
Total indirect energy use, all properties	576,095	448,307	137,369	MWh
Data coverage (as a % of global floor area)	94	65	35	%
Green power purchases <sup>(7)</sup>	8,068	5,042	2,831	MWh
<i>Total direct and indirect energy use</i>				
Branches	354,670	257,936	195,454	MWh
Major leased properties <sup>(4)</sup>	292,033	253,560	n.a.	MWh
Data centres and processing centres	110,127	84,183	n.a.	MWh
Total energy use, all properties	756,830	595,679	195,454	MWh
<i>Energy intensity</i>				
Energy intensity – branches	.30	.31	.29	MWh/m <sup>2</sup>
Energy intensity – major leased properties <sup>(4)</sup>	.38	.44	n.a.	MWh/m <sup>2</sup>
Energy intensity – data centres and processing centres	1.10	1.05	n.a.	MWh/m <sup>2</sup>
<b>Paper footprint</b>				
Office paper	3,579	3,886	2,907	tonnes
Certified sustainably sourced office paper	84	15	n.a.	%
Coverage (as % of global FTE count)	90	90	75	%
Office paper use per FTE	56	59	60	kilograms/FTE
Marketing and direct mail paper <sup>(8)</sup>	7,901	8,863	6,643	tonnes
Certified sustainably sourced marketing and direct mail paper <sup>(8)</sup>	52	37	n.a.	%
Coverage (as % of global FTE count)	81	80	75	%

<b>Travel footprint</b>	<b>2009</b>	<b>2008</b>	<b>2007</b>	<b>Units</b>
Air travel	126,364,074	171,620,791	188,843,521	km
Data coverage (as % of global FTE count)	90	90	95	%
Air travel per FTE	1,981	2,611	3,010	km/FTE
Rail travel	1,028,342	1,085,261	938,594	km
Data coverage (as % of global FTE count)	99	99	96	%
Rail travel per FTE	16.1	16.5	15.6	km/FTE
Automobile travel (rental vehicles)	5,968,625	6,724,378	7,625,641	km
Data coverage (as % of global FTE count)	99	99	99	%
Automobile travel per FTE (rental vehicles)	94	102	122	km/FTE
Automobile travel (business travel in personal vehicles)	43,561,028	35,060,483	29,875,080	km
Data coverage (as % of global FTE count)	86	87	93	%
Automobile travel per FTE (business travel in personal vehicles)	709	553	496	km/FTE
<b>GHG emissions (measurable)</b>				
CO <sub>2</sub> e emissions from energy use <sup>(9)</sup>	211,562	137,390	36,424	tonnes
CO <sub>2</sub> e emissions intensity from energy use <sup>(9)</sup>	.104	.092	.053	tonnes/m <sup>2</sup>
CO <sub>2</sub> e emissions from employee travel	21,261	23,219	23,737	tonnes
CO <sub>2</sub> e emissions intensity from employee travel	.34	.36	.38	tonnes/FTE
Carbon reductions from green power purchases <sup>(7)</sup>	-2,749	-2,095	-1,680	tonnes
Total CO <sub>2</sub> e emissions <sup>(9)</sup>	230,074	158,514	58,481	tonnes

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

Notes:

- (1) Direct energy consumption refers to our use of fossil fuels (natural gas, heating oil and propane).
  - (2) 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>).
  - (3) Major leased properties are categorized as facilities with an area greater than 25,000 ft<sup>2</sup> (>2,320 m<sup>2</sup>).
  - (4) A third property classification has been added in 2009 called "data centres and processing centres." We have also applied this third property classification to 2008 data and recalculated.
  - (5) Data centres and processing centres consist of 11 back office locations across Canada, the United States and the British Isles that have high electricity demands.
  - (6) Indirect energy consumption refers to our use of purchased electricity.
  - (7) Our green power purchases are carbon neutral and represent a reduction in GHG emissions.
  - (8) 2008 data restated due to the addition of Q4 2008 data that was unavailable in previous reporting period.
  - (9) Energy data coverage increased in 2009 and affected this indicator.
- n.a. not available