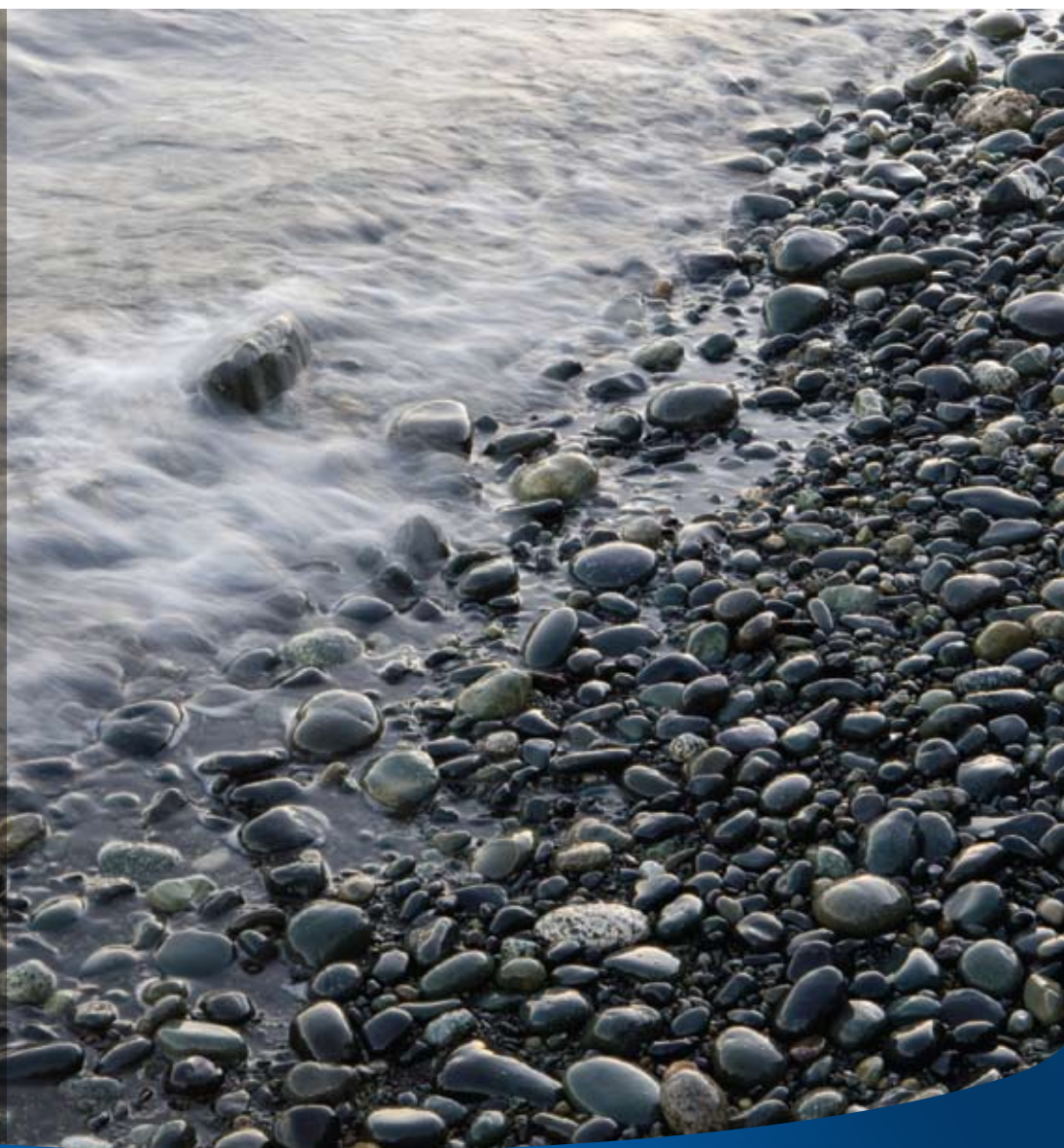




Corporate Challenge Joint Action Plan

Summary Progress Report 2009

RBC has a long history of building relationships with First Nations governments, organizations businesses, communities and individuals. For this reason, we accepted the Assembly of First Nations (AFN) Corporate Challenge and signed a Memorandum of Understanding (MoU) on December 13, 2007. At the time of our signing, we provided a two-year action plan that outlined commitments to various initiatives. The following is a summarized account of the progress we've made on those initiatives during the past two years.



Summary Progress Report 2009

Category	Initiative
Special Initiatives	<p>Appointment of Phil Fontaine</p> <p>In September 2009, RBC announced the appointment of Phil Fontaine, former National Chief of the Assembly of First Nations as Special Advisor to RBC. In his role, he provides advice and counsel to RBC in its continued efforts to work with First Nations.</p> <p>RBC Aboriginal Partnership Report: A Chosen Journey</p> <p>On June 21, to coincide with National Aboriginal Day, RBC released the Aboriginal Partnership Report entitled "A Chosen Journey". It highlights RBC's collaboration with First Nations communities, businesses, governments and individuals to reach both immediate and long-term goals in access to banking services, community development, employment and education, and business procurement opportunities.</p>
Housing	<p>Helping meet First Nations housing needs remains a priority for us. We offer housing support through various mortgage programs.</p> <p>On-Reserve Housing Loan Program</p> <p>We expanded our First Nations home-financing program to 58 communities across Canada with \$100 million in authorized credit.</p> <p>Leasehold Mortgage Program</p> <p>In 2009, we introduced the Leasehold Mortgage Program, which provides First Nations communities with more home ownership options when considering changes to land code designations.</p> <p>Financing for Housing Facilities Insured by CMHC</p> <p>RBC continued to finance construction, purchases and renovations of First Nations single-family homes, multiple residential rental properties and housing projects according to the National Housing Act.</p>
Employment	<p>Diversity is an important RBC core value. We strive to represent the communities we serve. Current representation of self-identified Aboriginal employees at RBC is 1.6% (721 people). The number of hired employees who self-identified as Aboriginal doubled from 1.2% in 2008 to 2.1% in 2009. Some of our initiatives to hire First Nations employees in 2009 included:</p> <ul style="list-style-type: none"> › SAIT Aboriginal Job Fair in Calgary › AFOA National Conference in Calgary › First Nations Employment Society and UBC Okanagan Aboriginal Career Day in Kelowna › Wendake Community Career Fair in Quebec City › Aboriginal Human Resources Council Inclusion Works 2009 National Event in Vancouver <p>The Aboriginal organizations we worked with in 2009 to support employment initiatives and skills training included:</p> <ul style="list-style-type: none"> › Aboriginal Human Resource Council › Aboriginal Financial Officers Association › MizweBiik

Category	Initiative
Employment	<p>Selected gifts from RBC Foundation include:</p> <ul style="list-style-type: none"> › Aboriginal Adult and Student Summer Program – \$100,000 › Aboriginal Entrepreneurship Certificate Program – \$50,000
Culture & Heritage	<p>Artistic expression carries language, culture and history forward. We support artists and organizations that reaffirm the relevance of First Nations cultures and heritage through art in all its forms.</p> <p>National Aboriginal Day</p> <p>RBC branches and business banking centres across Canada participated in activities celebrating National Aboriginal Day on June 21, 2009. This is an important way to honour and promote awareness of the culture and heritage of Canada's First Peoples.</p> <p>Selected sponsorships include:</p> <ul style="list-style-type: none"> › Manito Ahbee Music Fest – \$20,000 › Canadian Aboriginal Festival & Aboriginal Music Awards – \$20,000 <p>Selected gifts from RBC Foundation include:</p> <ul style="list-style-type: none"> › National Arts Centre Foundation – Music Alive Program – \$80,000 › Manitoba Indian Cultural Education Centre – Revitalization Project – \$40,000 › Outside Looking In – Training and Outreach Program – \$35,000 › Manitoba Theatre for Young People – Aboriginal Arts Training Program – \$22,500 › Native Earth Performing Arts – Harvest Project – \$10,000
Environment	<p>Acknowledging that identity, cultural beliefs and economies of Aboriginal peoples are often tied to the land, we choose to work with environmentally responsible suppliers to reduce our indirect energy use, material consumption and greenhouse gas emissions.</p> <p>Blue Water Project™</p> <p>The RBC Blue Water Project is a wide-ranging, multi-year program to help foster a culture of water stewardship so people have clean fresh water today and tomorrow. Part of the project includes the Blue Water Leadership grant program, which awarded grants to:</p> <ul style="list-style-type: none"> › Trent University: \$500,000 will help enhance technical and lay expertise for the protection of drinking water in northern indigenous communities. › Nipissing First Nation: \$50,000 will fund a source-of-water protection plan that will be socially and economically sustainable, culturally sensitive, independent and self-governed. <p>Selected gifts from RBC Foundation include:</p> <ul style="list-style-type: none"> › Centre for Indigenous Environmental Resources – \$100,000 › Canadian Parks and Wilderness Society – \$40,000 › Safe Drinking Water Foundation – \$30,000



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Youth & Education	<p>We understand the importance of education in helping First Nations youth achieve success. So, we provide educational support and incentives through our RBC Aboriginal Stay in School Program and Student Awards Program. We also understand that one of the most important outcomes of a good education is a meaningful job, which is why we supported Aboriginal programs and research projects at universities and colleges across Canada in 2009.</p> <p>RBC Aboriginal Student Awards Program</p> <p>To date, 88 students have received scholarships from RBC, totalling \$1 million since the program's inception in 1992. In 2009, 10 students got a scholarship for post-secondary education.</p> <p>RBC Stay in School Program</p> <p>The RBC Aboriginal Stay in School Program, launched in 1994, provides work and learn opportunities for youth. In 2009, 42 students across Canada participated in this program.</p> <p>Selected gifts from RBC Foundation include:</p> <ul style="list-style-type: none"> › University of Victoria – Aboriginal Adult and Student Summer Program – \$100,000 › University of Winnipeg – Community Learning Partnership – \$100,000 › Red Deer College Foundation – Student Centre – \$90,000 › Lethbridge College Foundation – Aboriginal Transition Program – \$85,000 › Keyano College Foundation – Aboriginal Entrepreneurship Certificate Program – \$50,000 › Boys and Girls Club – Saddle Lake After School Program – \$32,000 › Vancouver Island University – Aboriginal Construction Program – \$25,000
Health & Wellness	<p>The value of incorporating traditional healing practices into health care services for First Nations people is now widely acknowledged. RBC supports organizations that respect the cultural identities, values and beliefs of the First Nations communities they serve.</p> <p>Selected gifts from RBC Foundation include:</p> <ul style="list-style-type: none"> › Invest in Kids – Comfort, Play and Teach Program – \$100,000 › Canadian Cancer Society – Lay Health Educator Program – \$50,000 › Royal College of Physicians and Surgeons of Canada – Critical Care Training – \$42,000 › University of Manitoba – Swampy Cree Suicide Prevention Project – \$20,000 › Global Business Coalition on HIV/AIDS in the Aboriginal Population of Canada study – \$6,700 › Wabano Centre for Aboriginal Health – Igniting the Spirit Gala – \$5,000

Category	Initiative
Economic Development	<p>As a financial services leader in Canada, we aim to promote First Nations interests and forge relationships based on understanding, trust and respect. We encourage dialogue between businesses, governments and individuals to identify and resolve economic issues in First Nations communities.</p> <p>Access to Banking Services & Capital</p> <p>We believe access to banking services and capital is a critical component of wealth creation and economic sustainability.</p> <p>Branches serving First Nations communities – Eight RBC branches serve First Nations communities, three are north of 60 and two agencies are in remote First Nations communities.</p> <p>First Nations Banking Specialists – We have executives, account managers and risk management teams who specialize in First Nations banking. They understand the unique credit needs faced by First Nations communities.</p> <p>Remote Banking Services – In 2009, RBC introduced a new banking service for First Nations communities in remote areas to make access to personal banking services as easy and convenient as access in more urban locations.</p> <p>Capital financing projects – We continue to provide access to financing for infrastructure projects in First Nations communities. Examples of projects we financed in 2009 include:</p> <ul style="list-style-type: none"> › \$14 million for new cultural centre in B.C. › \$7 million for new community, administrative building in Alta › \$5 million for grocery store and community building in B.C. › \$1.2 million for health centre in Ontario › \$1 million for new community hall in Saskatchewan › \$1 million in support of housing project in Saskatchewan › \$775,000 for new tire shop in B.C. <p>Procurement opportunities for First Nations businesses:</p> <p>Ensuring First Nations businesses have a fair, equal opportunity to RBC's procurement process is another way we foster economic development. Our procurement team met many First Nations business owners at trade fairs and in one-on-one meetings in 2009, resulting in 15 First Nations-owned businesses qualifying as preferred vendors.</p> <p>Selected Sponsorships include:</p> <ul style="list-style-type: none"> › Canadian Aboriginal Minority Suppliers Council – \$12,500 › National Aboriginal Achievement Foundation – \$8,000 › Aboriginal Financial Officers Association – \$7,800



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