

Some 2020 highlights across our balanced scorecard

Clients



620,000+ clients

have benefitted from RBC Client Relief programs

5 million

active mobile users, up 12% year-over-year⁽¹⁾

Celent Model Bank of the Year

award winner, demonstrating industry-leading practices that drive digital success in banking

#1 market share

in investment banking in Canada⁽²⁾

A+ score

on RBC Global Asset Management's responsible investing activities, as assessed by the UN Principles for Responsible Investment⁽³⁾

\$8.8 billion

in financing for sustainable bonds and loans, representing 64% growth over 2019

Outstanding Global Private Bank

in North America for the fifth year in a row⁽⁴⁾

Customer Service Award Winner

and 10 out of 11 top rankings among the big five Canadian banks in the 2020 Ipsos Financial Service Excellence Awards

Employees



#4 globally

in the 2020 Refinitiv Diversity & Inclusion Index, ranking over 9,000 publicly-listed companies

Women

represented
51% of new hires⁽⁵⁾
52% of promotions⁽⁵⁾⁽⁶⁾
46% of executives⁽⁷⁾

Black, Indigenous and People of Colour (BIPOC)

represented
35% of new hires⁽⁸⁾
40% of promotions⁽⁶⁾⁽⁸⁾
23% of new executive appointments, surpassing our goal of 20% for the year⁽⁷⁾

18% young people⁽⁹⁾

When asked about their well-being during the COVID-19 pandemic⁽¹⁰⁾:

91% of employees feel well-supported by RBC

90% of employees see their work as meaningful

92% of employees indicated that they have the information that matters to them

Communities



\$201 million

provided through RBC Future Launch®, reaching over 2.5 million Canadian youth through 500+ partner programs since 2017

\$23.9 million

raised by employees and retirees for 4,300+ charities through our annual Employee Giving Campaign in Canada

\$142 million

given globally through cash donations and community investments, including support to mitigate the economic impact of the COVID-19 pandemic⁽¹¹⁾

\$10.7 million

raised to support youth and children's charities globally through the first virtual versions of RBC Race for the Kids and RBC Trade for the Kids

\$3.9 billion

in support of our communities as one of the largest taxpayers in Canada, and as a taxpayer in other countries where we operate⁽¹²⁾

1st financial institution in Canada

to sign a renewable energy Power Purchase Agreement

(1) 90-day active mobile users in Canadian Banking only

(2) Dealogic, YTD as at October 31, 2020

(3) See RBC GAM's Responsible Investing Transparency Report and the PRI Assessment Methodology for more details

(4) Private Banker International Global Wealth Awards 2020

(5) Global; excludes summer interns, students and co-ops

(6) Defined as upward change in position level or HR Class

(7) Represents data for our businesses in Canada governed by the *Employment Equity Act*

(8) North America; excludes summer interns, students and co-ops

(9) Headcount under 30 globally, excluding City National and BlueBay Asset Management employees

(10) Well-being surveys conducted from April to June 2020. The average participation rate was 35%

(11) Includes employee volunteer grants and gifts in kind, as well as contributions to non-profits and non-registered charities. Figure includes sponsorships

(12) Refer to page 95 for additional information

Shareholders



\$7.82

diluted earnings per share (EPS),
down from \$8.75 in 2019

14.2%

return on equity (ROE),
down from 16.8% in 2019

**86 average
percentile ranking**

on priority ESG indices⁽²⁾

63%

of profits returned to our shareholders
through dividends⁽¹⁾ and repurchases

12.5%

common equity tier 1 (CET1) ratio,
up from 12.1% in 2019

\$4.2 billion

remainder of our profit available
to reinvest in future growth

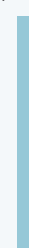
\$4.29

dividends declared per share,
increased by \$0.22 since 2019

Earnings

net income (C\$ billion)

\$12.9



2019

\$11.4



2020

Annualized Dividend
Increase of:

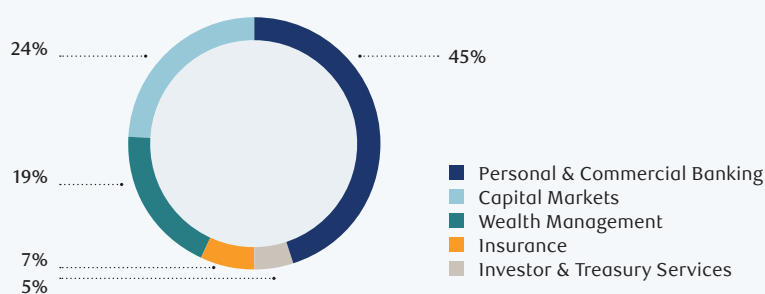
5%

One year

8%

Ten year⁽³⁾

Earnings by business segment⁽⁴⁾



Financial performance metrics

MEDIUM-TERM OBJECTIVES ⁽⁵⁾	3-YEAR ⁽⁶⁾	5-YEAR ⁽⁶⁾
Diluted EPS growth of 7%+	1%	3%
ROE of 16%+	16.2%	16.4%
Strong capital ratio (CET1) ⁽⁷⁾	12%	11.6%
Dividend payout ratio of 40%–50%	49%	48%

Total shareholder return⁽⁸⁾

	3-YEAR	5-YEAR
RBC	1%	9%
Global peer average	(6)%	3%

(1) Includes dividends paid on both common and preferred shares. Dividends were \$6.1 billion on common shares and \$0.3 billion on preferred shares

(2) Average percentile ranking compiled from our four top-tier ESG ratings/rankings, including Sustainalytics, MSCI ESG Rating, FTSE4Good and RobecoSAM's Corporate Sustainability Assessment (informing the DJSI)

(3) Compound Annual Growth Rate

(4) Excludes Corporate Support

(5) A medium-term (3-5 year) objective is considered to be achieved when the performance goal is met in either a 3- or 5-year period. These objectives assume a normal business environment and our ability to achieve them in a period may be adversely affected by extraordinary developments such as the COVID-19 pandemic and the current low interest rate environment

(6) Diluted EPS growth is calculated using a Compound Annual Growth Rate. ROE, CET1 and dividend payout ratio are calculated using an average

(7) For further details on the CET1 ratio, refer to the Capital Management section

(8) In fiscal 2020, Power Financial Corporation was removed from the global peer group. The 3- and 5-year annualized TSR are calculated based on our common share price appreciation as per the TSX closing market price plus reinvested dividends for the period October 31, 2017 to October 31, 2020 and October 31, 2015 to October 31, 2020