

Employee satisfaction

Collaboration is the key to success

As more employees seek meaningful and supportive work environments, the ability to work effectively with others, share ideas freely, and support each other's growth has become one of the most valued aspects of a job.

Research shows that collaboration in workplaces leads to higher levels of employee satisfaction, creativity and engagement. PwC's 2024 Global Workforce Hopes and Fears Survey revealed that, while 60 per cent of employees expressed satisfaction with their jobs, opportunities for collaboration and growth were increasingly important in terms of retention.

For companies like Royal Bank of Canada (RBC), the commitment to fostering such an environment is clear. With a global presence and a values-based culture built on collaboration, RBC stands out as a top choice for employees to thrive in a dynamic, supportive and forward-thinking workplace, says Sean Miller, head of global investment banking, Australia.

"Our ability to collaborate both locally within our Australian team and globally with partners is a key differentiator for us, especially in handling complex, cross-border transactions for our clients," he says. "Australia is strategically important to RBC. We've been here for more than 30 years, we understand the market and when we work with clients, we share our local expertise along with RBC's global scale and capabilities."

RBC is Canada's largest bank and among the biggest banks in the world based on market capitalisation of \$C230 billion (\$256 billion). It employs more than 98,000 people globally and serves more than 19 million clients.

In Australia, RBC's presence is through its investment banking arm, RBC Capital Markets, one of the top 10 investment banks globally.

The team, comprising more than 200 people in RBC's Sydney and Melbourne offices, has been involved in some of the country's largest transactions, including: the \$24 billion acquisition of data centre company AirTrunk by Blackstone and CPP Investments; the \$2.2 billion merger between Silver Lake Resources and Red 5; and Goldman Group's recent \$4 billion capital raising, the second largest corporate institutional placement in the Australian market.

The type of deals the business is involved in is definitely a drawcard for employees, Miller says.

"The high-performance, client-facing nature of the business, with its deadlines and extensive interactions, definitely appeals to people," he says. "But it's not just about intensity and performance; the collaboration, integrity and teamwork we emphasise are equally crucial and set us apart as a truly unique and differentiated business."

A recent example of the power of collaboration can be seen in the appointment of RBC by Queensland Treasury Corporation (QTC) as joint sustainable finance coordinators to support the update of QTC's Green Bond Framework, says Natalie Vanstone, head of global markets, Australia.

"It's about being able to leverage our global experiences to provide local solutions," Vanstone says. "We didn't just bring in our sustainability team; we combined internal expertise with a deep understanding of global and client-



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Lisa Zhong

specific sustainability needs, so we were able to deliver a holistic solution that reflects our commitment to both our clients and our own sustainability practices."

Lisa Zhong, a director who has responsibility for renewables, utilities and energy transition coverage, says RBC's global connectivity is key to her role as capital continues to flow into the global energy transition.

"It's a dynamic environment with collaboration across teams in New York, Toronto, London and Hong Kong," Zhong says. "We make sure our clients are getting the best of RBC globally."

Employees are equally drawn to RBC's charitable initiatives, says Blair Wark, chief country officer, RBC Capital Markets Australia. These include a longstanding commitment to numerous charities, including Ronald McDonald House, Lou's Place and Youth Off The Streets.



Royal Bank of Canada employees are dedicated to the bank's charitable initiatives.

One of RBC's flagship events is RBC Race for the Kids. Since its inception in New York in 2009, the race has expanded to 29 countries, bringing together over 470,000 participants and raising more than \$C104 million (\$116 million) in global fundraising to support youth-focused charities.

In 2024, RBC partnered with TCS Sydney Marathon and joined forces with RBC Race for the Kids to raise important proceeds for its key charity partner.

"It's not just about donating money; it's about building real partnerships," Wark says. "These charitable initiatives are highly valued by our employees and are a key part of what sets our culture apart."

"Everyone appreciates the opportunities to demonstrate our values," adds Jeff Johnson, RBC director rates trading, global markets. "Our volunteers leave these engagements with

a greater sense of the impact RBC makes in the community."

In addition to being able to support a number of charitable programs in the community, RBC has several employee resource groups that support employees from a wide range of backgrounds to build both connections and community within the organisation.

The bank's employees also have access to a range of benefits, including flexible working arrangements, generous parental leave opportunities, parental coaching and a leading health plan, Johnson says.

"I've just had a baby and RBC has been really accommodating with my parental leave options," he says. "It really reinforces the commitment to being an employer of choice and ensuring every employee has the support they need to thrive both personally and professionally."



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