

Environmental Data

Water Use

	2009	2010	2011	2012	2013	2014
Water Use (kilo-gallons)	N/A	N/A	N/A	293,370	289,844	273,870

Note: Data includes buildings where Capital One directly pays the water bills

Materials and Waste

	2009	2010	2011	2012	2013	2014
Paper Recycled through Secure-Shred (Metric Tons)	N/A	3,585	4,435	3,341	4,322	3,952
Electronics Diverted from Landfill (Metric Tons)	180	218	248	245	378	429

Note: Data covers our operations in the U.S., Canada, and United Kingdom

Green Building

	2009	2010	2011	2012	2013	2014
Certified Office Space (sq ft)	1,778,000	2,427,200	2,619,300	3,766,300	5,147,600	5,530,400

Note: Includes owned and leased space that has been certified through either Green Globes or LEED. Values updated to capture changes in the real estate portfolio.

Paper Sourcing

	2009	2010	2011	2012	2013	2014
Total Paper Used (tons)	26,735	47,455	54,492	57,549	52,103	65,102
Environmentally Preferred Paper (%)	26.8	34.8	37.4	62.5	73.2	74.0

Note: Environmentally preferred paper includes the weight of paper with post-consumer waste or Forest Stewardship Certification (FSC) certified paper

Greenhouse Gas Emissions and Energy Use

	2009	2010	2011	2012	2013	2014
Greenhouse Gas Emissions (Metric Tons CO₂e)*	216,024	211,146	195,799	188,365	224,906	210,288
Green Energy Purchases (MWH)	6,581	13,131	29,629	33,220	41,789	66,234
Total Electricity (MWH)	365,470	362,969	358,220	393,024	454,245	452,037
Scope 3 – Business Travel	N/A	N/A	23,136	25,992	32,030	29,557

* Scope 1 and Scope 2 emissions less renewable energy certificates

This data includes information for our operations in the U.S., Canada, UK, India, and the Philippines and it covers all buildings under operational control (owned or leased where Capital One directly pays utility bills and estimates for usage in leases larger than 15,000 square feet). 2013 GHG data updated to reflect minor change in estimation methodology for leased properties which increased reported GHG emissions by 0.6%