



# TD 2009 Corporate Responsibility Web Archive

## Building on our commitments

It was a landmark year. Despite the downturn we continued to stand by our customers; employ over 74,000 employees; pursue our goal to become carbon-neutral; and, increase our giving to the communities we serve.

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## Our Approach

### Building on Our Commitments

We want to be the better bank. That includes being a sustainable and responsible business. It goes beyond simply focusing on the financial bottom line. Through all the complexities and challenges of 2009, we supported our customers, employees and communities, and continued to build on our commitments.

We understand that by integrating corporate responsibility into every facet of our business we can improve the overall bottom line. We strive to operate consistently with integrity and respect toward all our stakeholders.

We are committed to:

- investing in the long-term sustainable growth of our businesses;
- responding to the needs of our customers;
- investing in our employees;
- being more inclusive in our workplace and in our interactions with customers;
- contributing to and championing causes that matter to our employees, our customers and the communities we serve; and
- reducing our impact on the environment.

TD began reporting on our operations according to the Sustainability Reporting Guidelines (G3) in 2007. Our corporate social responsibility has always focused on initiatives and issues that are important to our stakeholders and that demonstrate our commitment to doing the right thing as a matter of principle. In our quest to constantly improve our reporting, this year's report includes more performance-based information that links our initiatives with our business priorities.

## President and CEO's Message

### **What is TD's corporate responsibility strategy and how does it relate to the bank's long-term organizational strategy and success?**

Our mission to be the better bank means we're never satisfied. No matter how good we are, we can always be better. And the only way we can be the better bank is to take corporate responsibility as seriously as every other part of our business strategy. So for us it has always been both a corporate commitment and a part of everyone's job. Our Guiding Principles and Leadership Profile make it clear that we expect our leaders and employees to do the right thing and think about the impact of their decisions and actions.

Corporate responsibility is part of everything we do – from how we serve our customers to how we manage our operations and our support of community issues and causes.

### **What were the broad trends in 2009 that affected TD and influenced your corporate responsibility priorities?**

Two trends stand out for me. One was the economic downturn that made 2009 a stressful time for many. Through no fault of their own, some of our good customers struggled to protect their businesses, their homes or their retirement plans. Our surveys told us they were worried about paying debts or supporting their families. But they were uncomfortable raising the subject. So we invited them to come in and talk to us before things got worse. By year-end, more than 24,000 customers with financial challenges had found relief through our new program, TD Helps. We made sure our employees had access to the same program.

It's been a tough year, too, for not-for-profit agencies, who struggle to deliver vital services even when times are good. We built new community partnerships and increased our donations, investing over

\$50 million in important community programs. This isn't about another big donation from another big bank – the real story is the help given to one child, one family, one community at a time through all the programs we support. That's what making a difference together is all about.

The second trend was the continued aftershock of the global financial industry crisis of 2008. People wanted straight answers about risk management and executive compensation practices. TD is fortunate to be a successful player in the Canadian banking system, one of the strongest in the world. That's thanks in part to astute government actions and prudent regulation. We were able to reassure our customers and investors. We also listened when growing numbers of investors said they wanted a "say on executive pay." At our annual meeting in 2010 shareholders will be able to vote in an advisory capacity on our executive compensation practices.

## **What were the key achievements, events and disappointments that TD experienced in 2009?**

First, when many banks around the world were retrenching, we continued to deliver record business results and to stand by our customers, employees and communities.

We integrated our two U.S. banks in 18 months, bringing together over 23,000 employees and over 1,000 branches from Maine to Florida. While there was a problem with overnight batch processing as we completed the integration, it was quickly resolved and TD Bank, America's Most Convenient Bank, emerged as a stronger organization, with customer loyalty intact. I'm immensely proud of our U.S. employees who tirelessly delivered the legendary service for which TD stands. Amazingly, in the midst of all this we received the Highest Rating in Customer Satisfaction by J.D. Power and Associates in both the U.S. Mid-Atlantic region and Canada for the fourth year in a row.

Being the better bank means we can always improve. Two specific corporate responsibility areas come to mind. The first is that with integration activities absorbing our employees' time and capacity for change, we had to put the development of a more integrated North American corporate responsibility approach on the back burner. It will be a priority in 2010.

The second is that, while we are recognized on Best Employer lists, there are some diverse communities where we've had difficulty recruiting employees. In 2009 we got a better understanding of why that was the case. Quite simply, those communities often don't see banking as a career option. So we'll be working even harder in 2010 to raise our profile, particularly within black and Aboriginal communities, in the hope that they will begin to see TD as a great potential employer.

## **How well did TD perform against its corporate responsibility targets?**

We believe that our corporate responsibility efforts in 2009 made a meaningful difference and we know that where we set specific targets, we are on track.

For example, we know that our diversity initiatives are having a positive impact. We conducted our 2009 Diversity Inclusiveness Survey to find out if TD employees feel they are included regardless of gender, ethnicity, religion, sexual orientation, abilities or disabilities. And 89% of respondents indicated they felt TD was inclusive, which shows progress since our 2007 survey. As well, the diversity initiatives outlined in this report helped rank TD, once again, as a best employer in Canada.

One of our goals is to be an environmental leader among our peers. This involves reducing our operational footprint and building environmental programs across North America. We're well on track for our global operation to become carbon-neutral in 2010. An open-door approach helps us have constructive dialogue with all constituents, including environmental groups, government and the

energy sector. Over almost two decades TD Friends of the Environment Foundation has helped thousands of grassroots environmental organizations by funding projects in local communities.

## **What are TD's main challenges and targets for 2010 and its goals for the coming three to five years?**

We think that underlying economic conditions will remain lacklustre for the foreseeable future, and the issues our customers and communities faced in 2009 are likely to continue for some time. Last year, we began to show that legendary customer service is about more than standing by customers in good times. It's about being there for them when they face hardships. In 2010 we'll work to find more ways to do that.

Our growth means we're now serving more diverse markets. The challenge is that while there are benefits to taking an integrated approach wherever possible, we don't want to lose sight of what matters to local communities. In 2009, we built tremendous business momentum despite a very difficult economy. Our goal is to sustain that momentum as we invest for the future. We will build on our commitments to our customers, our employees and the communities we serve as we work to be the better bank.

### **Ed Clark**

President and Chief Executive Officer

## **About TD**

### **Company Profile**

The Toronto-Dominion Bank and its subsidiaries are collectively known as TD Bank Financial Group and are headquartered in Toronto, Canada. We are a conservatively run bank with strong risk-management practices. TD is the sixth largest bank in North America, as measured by branches. We have more than 2,300 retail locations in Canada and the U.S. and serve over 18 million customers worldwide. TD Bank Financial Group had CDN\$557 billion in assets on October 31, 2009. The Toronto-Dominion Bank trades under the symbol "TD" on the Toronto and New York Stock Exchanges.

In 2009, TD earned a reputation for running a bank the way it should be run. Buoyed by a strong balance sheet and a commitment to growth without taking on risks that we don't understand, TD has secured an enhanced competitive position within the North American arena.

Our vision is to be the best-run customer-focused, integrated financial institution, with a unique and inclusive employee culture.

Our business strategy is simple. We aim to produce long-term profitable growth by building great franchises and delivering value to our customers, shareholders and communities. We do this by:

- delivering legendary customer experiences;
- creating an extraordinary place to work that attracts great people and makes them want to stay;
- taking only risks that we understand and can manage;
- building on our environmental and community commitments; and

- leading in corporate governance and good business practice.

## **Our Businesses**

### **Canadian Personal and Commercial Banking**

From chequing and savings accounts to commercial lending, our Canadian Personal and Commercial Banking business offers a full range of personal financial services and business banking products.

Through TD Canada Trust, we serve more than 11 million customers and provide our financial products and services through our retail branch network, telephone, internet banking and “TD Green Machine” automated banking machines.

Through TD Commercial Banking, we serve large and small Canadian businesses by offering a broad range of customized products and services.

TD Insurance helps protect more than three million customers from the “accidents of life” with a wide range of products including credit protection, life, critical illness, health, travel, home and auto insurance.

### **U.S. Personal and Commercial Banking**

TD Bank, America’s Most Convenient Bank, is one of the 15 largest commercial banks in the U.S., with approximately 23,000 employees. The bank provides a full range of financial products and services to more than 6.5 million customers through an extensive network of more than 1,000 retail locations throughout the Northeast and Mid-Atlantic regions, Florida and Metro D.C.

### **Wholesale Banking**

TD Securities provides a wide range of credit capital market, advisory and derivative products and services to corporations, governments and institutions globally. Our clients choose us for our knowledge and proven ability to deliver innovative financial solutions focused on meeting their performance objectives.

### **Wealth Management**

TD Wealth Management provides a wide range of investment products and services to a large and diverse retail and institutional global client base, with operations in Canada, the U.S., and the U.K. In Canada, TD Wealth Management comprises a number of online distribution, advisory and asset management businesses under the TD Waterhouse, TD Mutual Funds and TD Asset Management brands. TD Ameritrade provides U.S. clients with a host of services for the individual investor, as well as relationships with a large network of independent registered investment advisors.

## **Our Values**

### **Guiding Principles**

We are a customer-focused financial institution – these Guiding Principles represent our most important values. They are “the way we do things around here.”

- Deliver Legendary Customer Experiences



Be an Extraordinary Place to Work

- Operate With Excellence
- Understand Our Business
- Take Only Risks We Understand and Can Manage
- Enhance Our Brand
- Increase Shareholder Value

In 2009, we updated our Guiding Principles to better reflect the North American institution we have become and to provide a common lexicon across TD for how we describe our values.

The updated language mirrors an overall desire to “up our game” in all aspects of our business. Our previous Guiding Principles expressed a desire to “be customer driven” – but now our goal is to deliver legendary customer experiences, to surpass our customers’ expectations. We want to go further than offering a “great” place to work or asking our employees to “respect each other” – we now recognize the value and challenge in making TD an extraordinary place to work. In keeping with our conservative risk approach, our values now include an explicit statement that at TD, we take only risks we understand and can manage. Our approach protected our business from exposure to U.S. subprime mortgages and, as the financial industry becomes increasingly complex, will likely position us well in the future.

## Leadership Profile

Our Leadership Profile describes what we expect of our leaders at TD. Great leadership is essential – it’s what differentiates successful organizations. We may not be able to get it right all the time, but every leader – and aspiring leader – at TD needs to strive to live by this profile every day.

- Make an impact
- Build for the future
- Inspire the will to win
- Work effectively in teams
- Live transparency
- Show excellent judgment
- Demonstrate unwavering integrity

## Corporate Responsibility at TD

Elements of corporate responsibility are woven throughout our business strategy. In 2009, we began work to build an explicit corporate responsibility strategy with goals, key performance indicators and targets. We conducted a series of focus groups with internal business units to understand and explore pressing issues within each aspect of corporate responsibility. After reflecting on the highlights, accomplishments and challenges of 2009 with each stakeholder group, we determined the prevailing theme for each aspect.

<b>Customers:</b>	Support our customers during financial turbulence
<b>Environment:</b>	Secure a leadership role on the environment

<b>Employees:</b>	Develop our employees and enhance the employee experience
<b>Diversity:</b>	Make TD more inclusive for our employees and customers
<b>Community:</b>	Maintain our funding commitments and invest in our communities
<b>Economy:</b>	Deliver shareholder value and play our part to stimulate the economy through continued lending

These were our commitments in 2009. Each section of our website shows how we put these commitments into action for our employees, our customers and the communities we serve.

## Our Key Stakeholders

Within each aspect of corporate responsibility, we actively engage with our key stakeholders to define priorities and goals. Stakeholder engagement involves two-way dialogue through formal and informal means.

When identifying stakeholder organizations that we wish to engage with (e.g., those associated with community, diversity, customer and environmental issues), we try to collaborate or support organizations that align closely with our areas of focus. For example, The TD Friends of the Environment Foundation prioritize projects that seek to protect or preserve the Canadian environment (among other criteria).

Here are some of the many ways we seek feedback from our stakeholders:

<b>Group</b>	<b>Ways we interact with our Stakeholders:</b>
<b>Customers and Clients</b>	<ul style="list-style-type: none"> <li>• We learn a lot from our customers and clients through e-mails, phone calls and focus groups. In 2009, we conducted over 600,000 interviews to determine satisfaction levels with the service we deliver. We actively seek the “voice of the customer” – to understand what’s working, as well as address any concerns they may have about our products, fees and customer service.</li> <li>• In 2009, they asked more questions about interest rates and how fees are calculated when exiting a mortgage.</li> <li>• A TD Ombudsman is available to address escalated concerns.</li> <li>• Read more on our 2009 customer feedback results.</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>• We conduct employee surveys in the spring and fall to measure employee engagement.</li> <li>• We encourage employees to discuss concerns with their immediate manager but also offer confidential services through an Employee Ombuds Office and a formal Complaint Resolution Process.</li> <li>• We also conduct focus groups, internal surveys, individual meetings between human resources and the majority of our Canadian employees and 360-</li> </ul>

	<p>degree feedback.</p> <ul style="list-style-type: none"> <li>• The TD Intranet posts daily articles and employees are encouraged to post news and views about what's happening in the bank. This feature has become highly popular and remarkably candid, as employees contribute to a virtual community across the organization.</li> </ul>
<b>Environment</b>	<ul style="list-style-type: none"> <li>• We actively engage in dialogue and solicit input on environmental issues and initiatives from our employees, communities and other environmental constituents.</li> <li>• We maintain memberships and affiliations with industry associations, academic institutions and multi-stakeholder groups.</li> </ul>
<b>Suppliers</b>	<ul style="list-style-type: none"> <li>• Our Strategic Sourcing group manages relationship with several suppliers.</li> <li>• We are planning to review supplier diversity in 2010.</li> </ul>
<b>Community</b>	<ul style="list-style-type: none"> <li>• TD has a Government and Community Relations team in Canada and a Community Development team in the U.S.</li> <li>• We work collaboratively with not-for-profit groups and community members to have an impact on the neighbourhoods, towns and cities where we operate.</li> <li>• TD employees are actively involved through community volunteerism, reading programs, fundraising and mentoring programs, and through these channels we learn which causes they are concerned about.</li> </ul>
<b>Shareholders and Investors</b>	<ul style="list-style-type: none"> <li>• TD has an Investor Relations team and a Shareholder Relations group.</li> <li>• We actively engage our investors and shareholders through face-to-face meetings, emails, phone discussions, investor events, a website, and the annual meeting of shareholders.</li> <li>• Investors let us know their concerns and opinions through letters, phone calls and emails.</li> <li>• We conduct ad-hoc and formal investor surveys to solicit feedback.</li> <li>• We carefully review shareholder proposals and feedback and provide regular opportunities for shareholders to communicate with management or the Board. All these inputs help the Board understand how we are doing and guide future governance innovations.</li> </ul>
<b>Governments and NGOs</b>	<ul style="list-style-type: none"> <li>• We are members of various associations and organizations that are important to TD and its stakeholders.</li> <li>• We foster relationships with government officials.</li> <li>• We fund research projects and continue to share best practices at</li> </ul>

conferences and forums.

- We maintain an open-door policy with NGOs (Non-Governmental Organizations).

## Customer Feedback

### Striving to deliver legendary customer experience, each and every time

TD employees strive to connect with customers during every interaction and have a positive impact on the customer's experience. We measure our success in meeting our clients' needs both formally and informally.

- Customer experience – what is required to deliver a legendary customer experience during each and every interaction with TD.
- Handling complaints – when, despite our best intentions, we make mistakes, we make every effort to recover with grace and respect.
- Customer retention – understanding why customers leave and why they stay.

## Customer Experience

We ask our customers to give us feedback so that we can assess our performance on an ongoing basis. In 2009 we conducted over 600,000 interviews. We evaluate our performance through our Customer Experience Index (CEI) in Canada and our Customer WOW! Index (CWI) in the U.S. We use these indices to set targets and drive improvement; the results have an impact on employee compensation.

CEI and CWI measure our customers' likelihood to recommend TD to their family, friends or colleagues. We also ask respondents to rate our performance in a number of areas, such as:

- Showing we value our customers.
- Listening carefully to understand our customers' concerns and questions.
- Providing prompt responses to requests.
- Showing genuine interest in helping our customers.

## Customer Experience Index Scores for 2009

We set our 2009 CEI targets as equal to, or greater than the 2008 targets. We did this in order to challenge ourselves to be the better bank even in tough times. All of our businesses maintained or improved their performance compared to the previous year.

## Handling Complaints

Listening and responding to customer complaints helps us get better – and reflects an approach to treating people with respect. Each of our businesses is responsible for problem resolution and has internal processes in place to ensure that complaints are welcomed and addressed in a consistent and timely manner. We are transparent with our problem resolution process, with information readily available on our website and in retail locations. Most problems are resolved upon initial contact.

In the U.S., TD Bank strives to resolve 80% of complaints referred to a higher level of management

within three days or less. Since August 2009, 77.4% of the referred complaints were resolved within that time frame. In Canada, we do not currently track an equivalent measurement.

Canadian customers can contact the internal TD Office of the Ombudsman, which acts as an independent intermediary, striving to resolve all problems fairly and impartially. Furthermore, the federal government sponsors an office of the Ombudsman for Banking Services and Investments, which may be contacted if a customer's concern remains unresolved.

## Handling Complaints (Canada)

	2007	2008	2009
Complaints investigated by TD Ombudsman	230	234	<b>338</b>
Complaints in which TD Ombudsman ruled in full or partial agreement with the customer or client	94	112	<b>160</b>
Complaints referred to external industry ombudsman (OBSI) <sup>1</sup>	25	23	<b>154</b>
Complaints investigated in which external ombudsman made recommendations in favour of customer or client	5	12	<b>30</b>

<sup>1</sup>The Ombudsman for Banking Services and Investments (OBSI) changed its criteria for case reporting effective 2009. For this reason, 2007 and 2008 numbers do not provide a true statistical comparison of our performance in handling complaints.

## Responding to IRD

Whenever interest rates decline, we see an increase in customer complaints regarding the issue of mortgage prepayment charges, and, more specifically, interest rate differential (IRD). IRD is the amount that would have been paid to the bank in interest, had the customer remained in the mortgage contract until the end of the term. Since the rate is set for the contract term, there is a real cost to the bank when the term is broken and IRD cannot be easily waived. This is an industry wide issue.

As IRD is complicated to explain, we have increased efforts to educate our employees with training aids and communications. We've also learned that even if expectations have been set appropriately at the time when the mortgage agreement is signed, IRD is and will likely continue to be a difficult message for our customers to hear. We are continuing our efforts to support our employees, share best practices across our retail network and help our customers through a challenging transaction.

## Employee Feedback

### Focusing on what matters to our employees

When employees are truly engaged – satisfied, challenged, and appreciated – they will go the extra mile.

### Measuring Employee Engagement

We track employee engagement through TD Pulse, a company-wide internal survey conducted twice a

year and open to every employee in all countries of operation. On average, 85% of our global workforce participates in these surveys.

Employees give feedback on a range of topics about the organization, their team and their work environment. Managers are encouraged to solicit feedback and suggestions from their team and develop specific action plans on issues that are important to their employees.

## 2009 TD Pulse Results:

The employee engagement score was 4.11 in fall 2009 vs. 4.18 in fall 2008. The year-over-year decline is primarily a result of U.S. integration activities. Excluding the U.S. business, where the impact of the integration was greatest, employee engagement was 4.24 in fall 2009 vs. 4.21 in fall 2008.

The experience of integration in TD Bank was stressful and demanding for our employees in the U.S. We are working hard to improve the employee experience in the U.S. and to continue on our journey to be globally recognized as a Best Employer.

In April 2008, in addition to launching TD Pulse in the U.S., we also created an Integration Pulse survey to gauge employee satisfaction. We wanted to know how employees were doing through all the integration activity. As of the end of September 2009, more than 18,000 employees had participated, offering in excess of 12,000 comments.

### Building a better workplace

We asked all employees to tell us “two things TD could do to make this a better place to work.”

Employees told us:	We responded:
Increase flexibility in our benefit plans to include wellness offerings...	We will add a Wellness Account to our 2011 Benefits Plan year to allow the use of Benefit Credits for wellness products and services.
Provide easier online access to TD savings programs...	Full online access to the Future Builder savings program will be available in 2010.

Towards the end of 2009, in an effort to improve our understanding of how employees rate their experience of joining TD or choosing to leave, we introduced a Pulse survey at these significant junctures. Entry and exit survey data will be included for our 2010 corporate responsibility reporting.

### Additional Channels

We also seek employee feedback through direct dialogue, formal surveys and other communications vehicles. These include a Diversity Inclusiveness Survey, employee meetings with executives, HR/employee meetings, town halls and cross-country road-shows.

If employees experience what they view as a serious workplace issue, they are encouraged to use the Employee Complaint Resolution Process. Clearly defined and easily accessible through our intranet, the process ensures that the complaint is formally documented, received by the right people and handled quickly and without fear of reprisal.

Our TD Whistleblower Program is a communication channel for employees to report any concerns regarding the integrity of TD accounting, internal accounting controls or auditing matters, as well as

any concerns relating to ethical business or personal conduct, integrity and professionalism.

Our Employee Ombuds Office offers employees a safe place to be heard, providing confidential, neutral, off-the-record assistance on work-related issues.

The decline in calls in 2009 is likely due to a combination of factors; the passage of time since the re-promotion of services, and a more proactive response to employee experience issues.

## Our Material Issues

Defining materiality in the context of corporate responsibility is challenging. There are broad issues that are relevant to the financial services/banking industry as a whole. There are also short-term issues that applied in the turbulent financial landscape of 2009.

We approach materiality using the definition supplied by the Global Reporting Initiative: “the information in the report should cover issues and indicators that would substantively influence the decisions of the key stakeholders using the report”.

In this report, we cover the issues that are relevant to TD and our stakeholders both in 2009 and over the longer term. These issues were selected through interactions with a wide range of stakeholders including customers, financial analysts, employees, business leaders, community groups, government and not-for-profit organizations.

<b>Governance</b>	
Executive Compensation	TD shareholders will have the opportunity to vote on a non-binding advisory resolution on executive compensation in 2010. The decision to offer the advisory resolution was in response to discussions with shareholder groups.
<b>Social</b>	
Customer Satisfaction	TD prides itself on the legendary service that has been recognized by third-parties across North America. Customer service is tightly woven into all facets of TD, including compensation, and is therefore leveraged as a source of shareholder value.
Employee Development	TD recognizes that its employees are only as effective as the corporate culture it maintains. As such, TD invests in its employees in order to maintain and leverage its level of service and competitive value.
Diversity	TD operates in a number of diverse communities in North America, Europe and Asia. Employees and customers must be a reflection of these communities as well as the products and services that are offered.
<b>Environmental</b>	
Total Greenhouse Gas (GHG) Emissions	TD has committed to become carbon-neutral in 2010. Accurate GHG Emissions reporting is necessary to quantify requirements in meeting this obligation. Incremental costs associated with energy reduction, purchase of renewable energy certificates and carbon offsets must be considered
Environmental	There are additional risks associated with enhanced environmental and social

Due Diligence in Financing credit risk management policy.

## Quick Facts

### Corporate Responsibility

<b>Customers</b> Number of customers supported through TD Helps*.	<b>Environment</b> Tonnes of greenhouse gas emissions avoided.	<b>Employees</b> Nearly \$6 billion spent on compensation and benefits.	<b>Diversity</b> Percentage of our senior management team who are women.	<b>Community</b> Amount of TD's giving in Canada and the U.S.	<b>Economy</b> Total shareholder return
24,000	70,000	\$6b	33.78%	\$50m	8.5% (5-year CAGR <sup>2</sup> )
New retail locations in North America.	Trees saved by the customers opting for paperless banking*.	Amount invested in learning programs.	Number of managers trained in Diversity*	Amount given through employee contributions and fundraising.	Total financing provided to businesses*.
57	6,000	\$67.7m	6,000	\$9.5m	\$197b

\*Fact applies to our Canadian operation.

## Customers

### Legendary customer service, in good times and bad

Our goal is to deliver a legendary customer experience each and every day, from coast to coast to coast, on every single transaction and discussion.

### Our Approach

TD has long been synonymous with legendary service and convenience. It's our strategic advantage. Over the years we have learned that a satisfied customer is likely to stay with us, to expand the use of our products and services and to refer TD to others. We also know that delivering a legendary customer experience drives shareholder value.

At TD we work hard to win and keep our customers' loyalty by:

- being there when they need us;
- listening to their needs and developing appropriate solutions;



- protecting their assets and their privacy;
- giving them adequate product information; and
- providing products, services and facilities to serve a diverse customer base.
- And when, despite our best intentions, mistakes happen, we make every effort to recover with flair.

## **Our Commitments**

### **Deliver legendary customer service**

We work hard to go above and beyond for our customers every time. In 2009, we contacted over 600,000 customers to determine service satisfaction levels. Customers tell us they feel valued and that we show genuine interest in being helpful and meeting their needs.

On both sides of the border, our branches and stores are open 50% longer than our competitors – it's just one of the ways we offer the most convenience to our customers and clients.

TD was rated one of the world's safest banks by Global Finance.

April, 2009

### **Help our customers in tough times**

In 2009 the impact of the global economic crisis caused unprecedented turmoil in the financial marketplace. Our customers faced real and significant problems and we wanted to help. We launched TD Helps, a program to provide Canadian customers with practical solutions enabling them to keep their homes and manage their non-mortgage debt and to help small-business banking customers with cash flow.

By the end of the year, our program made a real difference in the lives of more than 24,000 customers.

### **Run a Sound Bank**

Many of our customers in the United States were concerned about bank failure. We talked to our customers about the safety and soundness of TD and backed this up by delivering solid results and opening more branches. We strive to operate with excellence and take only risks that we understand and can manage.

In 2009 TD proved to be one of the world's most sound, best capitalized and best managed banks and one of the few in the world rated Aaa by Moody's.

### **Serve a Diverse Customer Base**

Whether it's through our multi-language online service and automated banking machine network, our numerous branch locations in ethnic communities or our ongoing improvements to the accessibility of our customer locations, we work to ensure that our products and services are inclusive and accessible.

A Rapid Response:

One of the challenges we faced in 2009 was during the integration of TD Bank. We experienced an overnight batch processing problem that caused some temporary loss of service. A 24/7 task force quickly solved the technical issue. We refunded incurred fees to customers, empowered employees to resolve issues and placed full-page advertisements to apologize. Read more about the integration of TD Bank.

## Customer Protection

### Providing a safe and secure banking experience and protecting privacy at all times

We offer financial products and services to many different types of customers and clients: personal and small business customers, corporate and commercial clients, governments and institutions.

We strive to provide our customers with a safe and secure banking experience and to protect and respect their privacy at all times. We do this through compliance with external regulations, as well as through a range of internal policies, including:

- Codes of Conduct;
- Respect for Privacy;
- Information Security and Fraud Protection; and
- Anti-Money Laundering and Anti-Terrorist Financing.

### Codes of Conduct

TD abides by several industry-leading codes of conduct and public commitments designed to safeguard consumer interests. Learn more about our Codes of Conduct and Public Commitments.

In addition, all TD employees must comply with TD’s Codes of Conduct and Ethics, which defines organizational expectations and the way we do business. Certain businesses also have supplementary codes of conduct and policies that apply to their employees.

Our compliance courses cover various topics related to consumer protection and responsible business conduct (see chart below). Successful completion is monitored and mandated. Additional training, job aids, meeting planners and other learning tools are also made available to retail branch employees to help ensure awareness of and compliance with consumer protection measures, including anti-corruption policies and procedures.

Key Compliance Training Programs	Completed by:
<b>In Canada</b>	
Consumer Protection	Employees in relevant job functions
Privacy	All
Information Technology Security Awareness	All
Anti-Money Laundering	All

<b>In U.S.</b>	
Privacy and Information Security	All
Compliance	All
Bank Secrecy Act / Anti-Money Laundering	All
TD Codes of Conducts and Ethics	All new hires
Avoiding Sexual Harassment	All
Ethics for Bankers	All
Community Reinvestment	Employees in relevant job functions
Fair Lending	Employees in relevant job functions
Information Asset Protection Fundamentals	Employees in relevant job functions

## Respect for Privacy

TD has privacy policies and practices in place across our global operations, and we respect all applicable privacy laws in countries where we do business. Examples include the Personal Information Protection and Electronic Documents Act in Canada and the Gramm-Leach-Bliley Act in the U.S. In 2009, we addressed five complaints (up from 2 in 2008) as the Office of the Privacy Commissioner of Canada (OPCC) increased efforts to close old files.

<b>Substantiated Privacy Complaints<sup>1</sup></b>	<b>2008</b>	<b>2009</b>
Privacy complaints made by customers in which the OPCC ruled in favour of the customer	2	5
Reports voluntarily made by TD to the OPCC regarding customer data	2	2

<sup>1</sup> Canada only.

## Information Security and Fraud Protection

TD has a dedicated team of security and fraud-management professionals who develop and oversee security standards to protect our systems and our customer information against unauthorized access and use. They continually assess our security programs to ensure they are robust and reflect global trends and standards.

Safeguarding our customers' information is TD's utmost priority. To give customers and clients extra security:

- We communicate tips against identity theft, e-mail scams and other fraud risks;
- We provide protective metal shields at our ATMs to help hide PIN information;
- We guarantee 100% reimbursement for losses from unauthorized online banking/brokerage activity; and
- We added chip technology to our debit cards, which increases protection against counterfeiting and skimming fraud as the encrypted data is virtually impossible to copy.

## Anti-Money Laundering and Anti-Terrorist Financing

To combat money laundering and terrorist financing, TD has robust policies and programs in place, including tracking tools to monitor suspicious transaction activity. We continually update our deterrence and detection infrastructure and train employees in compliance controls so that we stay ahead of these sophisticated crimes.

## Product Responsibility

### Transparent product information

From bank accounts, credit cards and mutual funds to loans and mortgages, we design all of our products and services to:

- Align with our corporate values and Guiding Principles;
- Adhere to strict internal development standards, risk management processes and industry codes of conduct; and
- Meet or exceed all applicable laws and regulations where we operate.

### Helping Customers Save

In 2009, we launched a new product in Canada called Simply Save. Here's how it works: Each time a customer makes an ATM withdrawal or an Interac Direct Payment transaction, Simply Save transfers a chosen amount (from 50 cents to five dollars) from the customer's chequing account to a designated savings account. Simply Save makes it easier for customers to start building up their savings. We're delighted with the success of the program, with over half a million Canadians signing up in the first nine weeks.

### Product Information

We want to help our customers understand the financial products and services they purchase. Our approach is to have our employees take sufficient time to explain issues and answer questions. We make product and fee information readily available in our branches and investment centres, as well as on our website, and we present it in clear, easy-to-understand language. Many of our business lines host educational seminars throughout the year.

### Responsible Sales and Marketing

In countries where we operate, TD meets or exceeds the laws and regulations requiring us to disclose basic information about the financial products and services we offer. We ensure that our products and services meet genuine needs and that customers do not feel any undue pressure to buy unwanted products or services.

Promoting our products and services responsibly is also a fundamental obligation. TD has programs and processes in place, including internal legal reviews, to ensure adherence to laws and regulations related to marketing communications, including advertising, promotion and sponsorship.

In 2009, there were no incidents of non-compliance in areas relating to product information and sales

and marketing.

## Serving Diverse Customers

### Offering products and services that are right for our customers' needs

Our priority areas include:

- Responding to the needs of our diverse customer base
- Accessibility for customers with disabilities
- Inclusiveness for priority groups, including seniors, students and youth, and low-income customers

### Meeting Diverse Needs

Our diverse client base reflects the characteristics of the more than 2,500 communities and business centres in which we operate. We want to be the better bank by being relevant to all of them.

In 2009 we worked hard to address the financial needs of our diverse customer segments with tailored offers and marketing communications.

- Across our operations we are working to deliver services, products and communications in a host of languages. Currently customers can speak to us in French, Mandarin, Cantonese, Punjabi, Portuguese, German, Russian, Greek and Spanish.
- Wealth Management provided financial planning information for customers and clients who are in same-sex relationships.
- TD was named Best Investment Adviser/Firm and Best Bank by Xtra.ca readers in Toronto. (Xtra.ca is a website for gay and lesbian news.)
- TD Waterhouse Discount Brokerage ran a Chinese advertising campaign through the popular TV station Fairchild. "Research has shown that regardless of their English proficiency, Chinese clients prefer marketing materials in their own language. We also felt it was important that we create ads that are tailored to the community rather than translate existing commercials," says Alfred Chung, Senior Manager of Asian Services, TD Waterhouse.

Our extensive employee diversity program is aimed at increasing the diversity of our workforce so that we can better understand and reflect the needs of our customers. Similarly our community outreach program in support of diversity is extensive. In Canada, we donated over \$5 million to support more than 175 diversity-related community organizations.

With the help of our Aboriginal employees and through community programs, we are working hard to gain the trust of our Aboriginal customers in Canada and to better understand their needs.

- In 2009, we established a cross-business advisory group to promote understanding and awareness of working with Aboriginal customers and clients.
- The TD Aboriginal Trust Services team serves the needs of Canada's Aboriginal communities, helping them establish and manage trusts to protect settlement income and resource revenues with a view to securing their prosperity and preserving cultural values.

## Accessible Banking

### Striving to be the bank of choice for people with disabilities

In addition to our standard offerings, TD provides the following products, services and facilities for those with disabilities:

Across North America:

- 100% of our bank machines have audio capability.

In Canada:

- We launched a new Web accessibility tool to improve the online banking experience for customers who have visual impairments or where English is not their first language.
- Bank documents, such as credit card statements and personal cheques, are available upon request in formats such as large-font and Braille at no additional charge.
- We produce electronic large-font versions of popular brochures.
- Generic large-font and Braille business cards are available in all customer-facing locations.

TD has developed an internal design standard that ensures all new premises are fully accessible. At the same time, we're working to retrofit older facilities.

- In Canada, we completed 79 retrofit projects at retail branches and investment centres to provide designated barrier-free parking spaces, sidewalks and/or ramps, automatic door operators and accessible entrance vestibules and night deposit boxes.
- In 2009 25 sites were renovated at a cost of \$797,274. Since the project's inception in 2006, we have spent \$6.5 million renovating 197 sites. We plan to renovate an additional 62 sites in 2010.
- In the United States, we completed 89 renovation projects to improve accessibility.

## Inclusive Banking

As a financial services provider we have a role to play in supporting access to banking services to help people help themselves. We provide a number of special services to seniors, students/youth and low-income customers.

In Canada we offer a number of lost-cost banking options:

- For seniors, TD offers the Plan 60 Chequing Account, which features unlimited free transactions and special discounts.
- We offer all of our customers the option of the Minimum Chequing Account, a low-fee, basic banking option.
- For young people, we offer a Youth Account, providing free unlimited transactions for those under 19 years of age, and a Value Plus Chequing Account with no monthly fee for post-secondary school students.
- We comply with Canadian government Access to Basic Banking Services regulations by cashing federal government-issued cheques that are \$1,500 or less at no charge for non-customers.
- TD opens personal accounts regardless of whether a person is unemployed, is or has been bankrupt, or is unable to make an initial deposit, as long as required conditions are met.

# Environment

## Building on our commitment to environmental leadership

We aim to be an environmental leader in the North American financial sector. The environment and the economy are inextricably linked, and in the upcoming years this dynamic will transform the way we live, work and play.

### Our Approach

At TD, we are working to understand both the risks and the opportunities related to environment and energy issues so we can provide better products and services to our customers, manage our business operations effectively and engage our employees.

TD was named one of the 100 Most Sustainable Corporations in the World

(Corporate Knights)

### Our Commitments

In 2008 we embarked on a journey to become a leader in environmental performance within the financial services sector. We initiated the re-development of an Environmental Management System that aims to embed environmental considerations into all areas of our business.

In 2009, we began broad implementation of key initiatives. Our focus is threefold:

- To reduce our operational footprint;
- To provide green product and service choices for our customers; and
- To engage with our communities and environmental stakeholders in order to raise awareness of environmental issues and inform public policy.

TD was named one of Jantzi-Maclean's 50 Most Socially Responsible Corporations in 2009

To date, most of our focus has been in Canada. In 2010, we will significantly strengthen programs in our U.S. operations.

### Becoming Carbon-Neutral

TD is one of just a few banks in the world to set a goal for its business operations to become carbon-neutral. Our goal is to reduce the amount of energy that we use, which reduces our reliance on fossil fuels.

We have set an aggressive schedule of achieving carbon neutrality in our global operations by 2010. Our strategy consists of three components:

How We Will Achieve Carbon Neutrality	2010 Target
1) Reducing energy use	Reduce greenhouse gas (GHG) emissions by 5% compared to

	2006 baseline
2) Purchasing renewable energy	Reduce GHG emissions by 20%
3) Purchasing carbon offsets	Offset remaining emissions by developing and purchasing high-quality carbon offsets

One of the challenges we found in 2009 was as an early adopter of carbon neutrality, there were few existing standards to follow. In response, we developed standards and procedures for the purchase of renewable energy and high-quality carbon offsets.

## Reducing Our Operational Footprint

### We're getting our own house in order

The initial focus of our environmental program is to reduce our operational footprint. We cannot credibly advise others if we don't first get our own house in order.

Our house is pretty big – and it's growing. Here's what it takes to service approximately 18 million customers and 4.5 million registered Web clients:

- the purchase of services and supplies to support over 74,000 employees; operation of a real estate portfolio consisting of more than 2,500 properties, including retail branches and stores, corporate facilities and call centres;
- an ATM network of 4,214 machines;
- a corporate fleet of 850 vehicles; and
- one of North America's largest and most advanced technology systems, including two primary data centres, six secondary data centres and nearly 84,000 personal computers.

We're tackling management of our operational footprint through:

- energy efficiency initiatives including green building design and operation;
- using more renewable energy; and
- our environmental procurement program.

## Our Carbon Footprint

### Reducing our operational footprint

We measure greenhouse gas (GHG) emissions from all of our North American corporate and retail facilities, from our fleet and from business travel. This is the third year that we have conducted a GHG inventory, which is based on 2008 data. The greenhouse gas inventory is prepared by a third party, the Pembina Institute, in order to ensure objectivity.

As a result of our growth and the acquisition of new corporate and retail real estate, plus the installation of new ATMs, our overall emissions increased slightly in 2008.



TD's overall greenhouse gas intensities (tonnes per square foot) decreased due to our focus on operational footprint reduction initiatives.

Here are the key reasons why our emissions increased:

- We opened 57 new branches in Canada and the U.S., which increased our retail floor space by over 36,000 square metres (over 400,000 square feet).
- Our corporate floor area also increased by more than 22,000 square metres (more than 245,000 square feet).
- We extended branch and store hours by 15%, the equivalent of opening over 190 new branches.
- We installed 48 new ATMs in Canada.
- We included travel data from the U.S. that was not previously available.
- We have improved our data collection methods.

## Energy Reduction

### Saving energy saves money – it's good business practice

In 2009 we spent approximately \$15 million on initiatives directly aimed at reducing GHG emissions. Our energy reduction initiatives are focused on lowering electricity demand and reducing fossil fuel use in our business operations and vehicles. Electricity use is our second largest manageable operating expense.

Our energy reduction plan includes short-, medium- and long-term measures for reducing electricity and heating/cooling demand. We have just begun our energy efficiency program and already we have saved more than \$2.8 million in operating costs within one year.

In 2009, we began large-scale implementation of energy-efficiency projects that can have a positive payback in less than one year.

Initiative	Canada	U.S.	Status/ Next Steps
Temperature control (water heaters, programmable thermostats).	✓	✓	Lowered temperature.
Lighting retrofits or conversion in branches.	✓	✓	Quantification of 672 Canadian branches.
Weather stripping entry doors.	✓		
Control systems for lighting, fans.		✓	250 stores have been completed.
Programmable thermostat installation/reprogramming.	✓		To be completed by December 31, 2009.
Timer/photocell control of exterior signage.		✓	250 stores have been completed.
Integrated recycling programs.		✓	Nine corporate offices in New Jersey are participating in a pilot program.
Cleaning during daylight hours.	✓		Expanded to two buildings in Toronto, Ontario.

Optimized our lighting schedules and replaced incandescent lighting.	✓	✓	
Programmable thermostats for electric baseboard heaters.		✓	445 stores have been completed.
Enhanced ventilation of rooftop air-handling units.			Currently under review.
LED lighting retrofit for lighting of TD logo (change incandescent lights to LEDs) in branches.	✓		
Network PC management software (PC power-down software).	✓		
Retro commissioning of controls system for corporate sites.	✓		Completed in our Creekside building in Mississauga, Ontario.
Reduce air conditioning demand by installing thermal ice storage systems.	✓		A pilot project in London, Ontario, to reduce air conditioning demand.
Initiate development of a green information technology strategy.			We will include our green IT strategy in the 2010 Corporate Responsibility Report.
Initiate our green building design and operation program.			Currently in pilot stage.

## Renewable Energy

### TD is the largest purchaser of renewable energy in the Canadian financial sector

TD was named a 2009 Climate Disclosure Leader – the Conference Board of Canada and the Carbon Disclosure Project

In 2009, we purchased enough renewable energy to power all of our 2,600 ATMs and to meet the electricity needs of all of our business operations in British Columbia, Alberta, Saskatchewan, Nova Scotia and Prince Edward Island. That's equivalent to removing more than 25,000 tonnes of GHG emissions from our electricity supply. In the renewable energy market-place, Eco-logo certification is one of the most respected environmental standards. By purchasing 80% Eco-logo Scope II emissions and 20% Eco-logo Scope III emissions, we are also using our buying power to promote development of new renewable energy sources.

## Carbon Offsets

### Pioneering the development of innovative carbon offsets

No matter how much we reduce our energy use and remove carbon from our electricity supply, we will still produce some greenhouse gas emissions. TD is committed to working with not-for-profit groups and innovative companies to develop high-quality local carbon offsets. In 2009, we purchased almost 50,000 tonnes of carbon offsets through two groundbreaking initiatives:

- **Habitat for Humanity**  
The first carbon project to be announced by TD is a unique partnership with Habitat for Humanity. This initiative will enable the organization to build super-energy-efficient houses for low-income families.
- **Greening Canada Fund**  
TD is a founding investor in the Greening Canada Fund. Launched in October 2009, the fund is the first of its kind in North America, providing local high-quality, voluntary carbon offsets that will have both commercial and community benefits.

We are currently working on a number of other carbon-offset projects that will allow us to meet our 2010 target.

## **Business Travel**

### **Greening our fleet**

We are greening our fleet of bank-owned vehicles, with a 2010 goal of reducing our CO2 footprint by 4%.

In 2009, through our Drive to be Carbon-Neutral program, we replaced 243 fleet vehicles with fuel-efficient four-cylinders, hybrids and diesel vehicles. This reduced our fleet GHG footprint by almost 8% compared to 2008.

By the end of 2010, the majority of our fleet vehicles will be fuel-efficient; 65% will be four-cylinder, hybrid or diesel, and 35% will be six-cylinder. By the end of 2010, fleet improvements will lead to more than 800 tonnes of reduction in our GHG emissions compared to 2007.

## **Green Building Design and Operation**

### **Improving efficiency and environmental performance**

In 2009, TD established an integrated North American real estate strategy to incorporate green design into our building design and operating standards. This will allow us to gain efficiencies by managing more than 2,500 properties on an enterprise-wide basis.

### **Green Building Design**

In 2009, we opened another four LEED-certified facilities (Leadership in Energy and Environmental Design) and are continuing with LEED pilot programs for our data centre, call centres, existing buildings and commercial interiors. We are also developing a LEED platinum prototype for new stores in the U.S.

Buildings can qualify for four levels of certification (certified, silver, gold and platinum) depending on the amount and sophistication of environmentally sustainable construction techniques.

### **2009 Green Building Initiatives**

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Retail Branches/Stores	• Opened two LEED gold- and silver-certified branches (Canada)
	• Initiated construction of two LEED gold-standard stores (U.S.)
	• Developed retail prototype targeted to be LEED platinum (U.S.)
	• Initiated LEED Existing Building (EB) pilot (Canada)
Data Centre	• Initiated design of LEED gold data centre (Canada)
Call Centres	• Initiated design of LEED gold call centre (U.S.)
Corporate	• Opened LEED Commercial Interiors (CI) certified corporate space (U.S.)
Training	• Provided LEED certification training and accreditation to real estate staff

## Building Operation

### Improving efficiency and environmental performance

In 2009, we established a green building operations program. Key initiatives included:

- Completion of 534 retail branch surveys as part of our asbestos management program, resulting in 123 abatement projects totalling more than \$3 million;
- Completion of our waste recycling program rollout at all retail and corporate locations in Canada;
- Completion of the recycling initiative at the nine corporate buildings in our New Jersey campus and continued rollout at other locations;
- Introduction of low-toxicity cleaning products in all our facilities and modification of our exterior maintenance practices to reduce environmental impact;
- Initiation of a customer vehicle-idling pilot study; and
- Development of green retail and corporate leases.

In 2010, we will continue our annual environmental building audit program. We will also continue to improve operational efficiency and will establish building operations performance metrics.

TD does not own or lease facilities in environmentally sensitive habitats, and we do not consider our principal products and services to produce any major impacts on biodiversity.

## Waste Reduction

### Eliminating, reducing, reusing and recycling

We are working to reduce waste streams from all aspects of our business operations. Many of our programs have been running for several years.

### Paper

Although we are already almost 20% below the industry benchmark (10,000 sheets of paper per person per year), we have set a target to reduce paper usage per employee by 5% in each of 2009 and 2010. In 2009 we achieved a 3.8% reduction per person. In 2010, we will set paper reduction

targets for our U.S. operations and will launch initiatives to further reduce paper usage, such as electronic document management, streamlining financial agreement documentation and putting marketing material online.

## Targets

In 2008, we set a target of reducing paper usage by per employee by 5% in 2009 and another 5% in 2010.

In 2010, we will set paper reduction targets for our U.S. operations.

Paper Usage (Canada)	2008	2009
Paper usage (number of sheets)	420,965,000	421,634,607
Employee population	50,303	51,382
Usage per employee	8,369	8,206

## Non-Paper Waste

Many of our non-paper waste reduction and recycling programs have been ongoing since 2006. Our employees are our biggest environmental advocates and have initiated many business-unit-based programs to eliminate or reduce waste. Our performance is stable or improving in all areas. In 2009, we cleared out a backlog of more than 38,000 computers. Of this total only 1,000 could not be reused or recycled. Our toner recycling program has been expanded to include fax and copier cartridges.

Waste Stream	Performance		
	2007	2008	2009
Toner cartridge recycling (% recycled)*	85%	98%	<b>98%</b>
Paper shredding (tonnes) sold to paper manufacturers for use in recycled paper products	n/a	13,850	<b>16,558</b>
Multi-function devices (MFDs; i.e., printer/fax/copier) (number purchased) MFDs are energy-efficient, use less toner and have the capability to print double-sided and show multiple pages on one printed page.	n/a	2,500	<b>104</b>
Cell phones (number) TD is part of a cell phone recycling program through which donated phones are refurbished and distributed to women's shelters across the country. For each phone donated, TD's recycling partner donates one dollar to WWF-Canada for climate change and conservation work.	n/a	400	<b>400</b>
Recycling of computer components (tonnes).	23.8	49.3	<b>60</b>

\*Canadian data.

Note: 1 tonne = 1.1 tons.

## Water Consumption

	2007	2008	2009
Canadian operation (cubic metres)	1,026,327	1,884,868	<b>1,900,000*</b>

\*Estimated number for 2009.

## Procurement

### We look for suppliers who share our environmental values

- In 2009, we achieved our targets for recycled content and certified paper – one year ahead of schedule.
- TD uses FSC-certified paper for all of its letterhead, business envelopes, business cards and copy/fax paper.
- In 2009 our green office products offerings increased by 100% – from 500+ to 1,000+ items – allowing Canadian business lines more choices for environmentally preferable office supplies.

### Targets

We aim to achieve a minimum post-consumer recycled content of 30% in copy, print and fax paper by 2010.

By 2010, certified paper (FSC, SFI, CSA) will represent 60% of all paper used.

Our Environmental Procurement Policy includes environmental criteria and performance standards that our suppliers must meet.

As part of a consortium facilitated by the Greening Greater Toronto initiative, our procurement group is cooperating with our Canadian banking peers to leverage our collective buying power. We are working directly with paper suppliers to increase the recycled content of bulk paper purchases.

In 2010 we will focus on greening our general office supplies by developing a “sustainability index” to support green office product spending and implementing a demand management system.

Green Products	Cumulative Performance	
	2008	2009
Green Product Offerings	500	1000+
% of Green Purchases	21%	18%

# Responsible Financing and Lending

## We consider the environmental risks and benefits in our lending and investing practices

In 2008, TD approved an Environmental and Social Risk Credit Management Policy for Non-Retail Business Lines that establishes common standards for identification and management of environmental and social (E&S) risk. It applies to all wholesale and business banking groups. During 2009, we developed processes and procedures to support the policy. These will be implemented in all lending groups over 2010.

Our approach focuses on consistent and proactive identification and management of environmental and social risks. It includes assessment of regulatory risks and non-regulated risk that may be material to the undertaking. Processes and procedures include:

- A high-level screen to allow rapid identification of environmental performance based on policy, procedures and track record;
- A risk management decision tree;
- Social and environmental assessment procedures;
- Equator Principle categorization; and
- Sector-specific due diligence guidance.

TD is proactively monitoring the developing global agenda on climate change risk and regulation. We are a strong supporter of the resource-based companies that form a cornerstone of the Canadian economy. We support environmentally responsible development of Canada's oil and gas resources as a means of bridging the growing energy supply/demand gap. At the same time, we recognize that we are living in a world that is evolving toward a more diverse energy supply base. Through research and participation in informed dialogue, we are assessing both the risks and the opportunities associated with climate change.

We have incorporated consideration of climate change and regulatory risk into our social and environmental assessment procedures. In 2009 we performed a review of the exposure of our borrowers to climate change risk. Given TD's strong focus on retail banking, this preliminary assessment indicates that our overall exposure to sectors at high risk for greenhouse gas emissions regulations (oil and gas, power generation, mining and smelting, automotive and chemical) represents 5% of our lending portfolio (based on 2008 data).

TD does not lend money for transactions that would involve activities within World Heritage sites, would result in the degradation of protected critical natural habitats as designated according to World Conservation Union classification, or would involve purchase of timber from illegal logging operations. We do not lend money for transactions that are directly related to the trade in or manufacturing of material for nuclear, chemical or biological weapons, or for landmines or cluster bombs.

TD applies anti-corruption and anti-fraud controls that are applied to activities that are known to be susceptible to criminal activity or have been designated as high risk for money laundering or financing of terrorism.

## Equator Principles

TD has adopted the Equator Principles, a set of voluntary standards designed to help banks evaluate the social and environmental risks associated with financing large infrastructure projects, such as pipelines and mining.

## About the Equator Principles

The Equator Principles were established in association with the World Bank's International Finance Corporation (IFC) in 2003 and updated in 2006. Approximately 50 banks around the world follow the Equator Principles, representing over 85% of the global project finance market.

TD has been a signatory to the Equator Principles since 2007. We've incorporated the Equator Principles within our Social and Environmental Credit Risk Policy.

In 2009, we reviewed one category B pipeline project under this policy. TD did not provide any advisory services in 2009.

	2009	2008
Equator Principles Category A	0	0
Equator Principles Category B	1	7
Equator Principles Category C	0	4
<b>Total Projects</b>	1	11

## How are projects categorized?

A project within the scope of the Equator Principles is evaluated against a set of internal performance standards on issues such as labour conditions, natural resource management, pollution prevention, impacts on indigenous peoples, and community health and safety. Projects are categorized as A, B or C depending on the scope of the potential impact and associated risks.

Category A represents projects with potential significant adverse social or environmental impacts that are diverse, irreversible or unprecedented.

Category B represents projects with potential limited adverse social or environmental impacts that are few in number, generally site-specific, largely reversible and readily addressed through mitigation measures.

Category C represents projects with minimal or no social or environmental impacts.

Find out more about the [Equator Principles](#).

## Sustainable Investing

### Providing investors with sustainable funds

TD Asset Management (TDAM) has adopted a Sustainable Investment Policy across its operations. We believe that environmental and social governance (ESG) issues can affect the performance of companies, in turn affecting investment portfolios. Beyond our own sustainability funds, TD applies ESG criteria to all of our funds.



TD awarded gold in the category Green Company Award for Environmental Leadership at Canadian Investment Awards

We provide three sustainability funds to retail and institutional investors:

- TD Asset Management's Global Sustainability Fund (for retail investors) and Emerald Global Sustainability Pooled Fund Trust (for institutional investors) aim to achieve long-term capital appreciation by investing primarily in companies around the globe that are viewed as best-in-class with respect to environmental, social and/or economic factors and/or that are emerging specialists in clean energy technology and resource efficiency.
- In 2009, TD Asset Management USA Inc. launched the TDAM Global Sustainability Fund for both retail and institutional investors. The fund offers this type of investment solution to U.S. clients.

In total, TDAM managed over \$25 million across the three global sustainability funds as of October 31, 2009.

The TD Private North American Socially Responsible Investing (SRI) model comprises large-cap, best-in-class holdings that meet the socially responsible investing (SRI) criteria of the investment management team, with a smaller component invested in environmental leaders in water, resource efficiency and alternative energy.

As part of its commitment to sustainable investing, TD Asset Management is a signatory to both the United Nations Principles for Responsible Investment and the Carbon Disclosure Project and is a member of the Canadian Coalition for Good Governance.

Please visit TD Asset Management at [www.tdam.com](http://www.tdam.com) for more details.

## **Retail**

### **Options for greener banking**

#### **Products and Services**

We offer a full range of green choices – from paperless banking to green mortgages/insurance and sustainable investments – to help customers reduce their environmental impact.

Here are some of our green retail products and services:

- **Green Mortgage and Home Equity Lines of Credit**  
Customers are eligible for a 1% discount off the posted interest rate and up to a 1% cash rebate when making Energy Star-qualified purchases.
- **Green Insurance**  
For insurance customers, there's the Green Wheel Auto Insurance Discount. Owning a recognized hybrid vehicle could result in a savings of up to 10% off their insurance premium.
- **Paperless Record-Keeping**  
Instead of receiving statements in the mail, TD customers can choose a paperless option and get free 24/7 online access to their accounts. To date, more than 4.3 million customers have chosen to go paperless, saving 6,000 trees every year.

We will be introducing more innovative retail and investment products and service choices for our customers in 2010.

# Employee Participation

## Our employees are our strongest environmental advocates

Many of TD's internal environmental initiatives have developed as grassroots movements responding to our employees' own enthusiasm for protecting the environment. In addition to specific training for key individuals, we regularly communicate to employees about environmental issues and continue to develop resources to help educate them about our progress in implementing our Environmental Management Framework.

TD was named one of Canada's Greenest Employers

(Mediacorp Canada)

These are a few of our employee initiatives:

- **Green Coordinators and Green Teams**  
Operating from within our business, Green Teams are perfectly positioned to recognize inefficiencies in our processes and policies. We currently have approximately 1,100 Green Coordinators in our Canadian branches and 60 Green Team Leaders across our corporate operations.
- **New Environment Intranet Site**  
In 2009, we recognized a need to raise awareness of environmental issues among our employee population. We launched an interactive site to provide information and extend our Green Team network.
- **Making a Difference Together newsletter**  
Published by TD Waterhouse UK, this newsletter updates employees on the bank's environmental achievements and provides practical tips for being green both in the workplace and at home.
- **TTC Passes**  
TD employees in Toronto have access to a discounted public transit pass. In calendar 2009, approximately 2,350 employees took advantage of this program on a monthly basis. In 2010, TD will sponsor a similar program to promote public transit in Vancouver.
- **Earth Day/Earth Hour**  
On 2009's Earth Day, April 22, more than 1,100 TD employees participated in the One Million Acts of Green (OMaOG) initiative, making us the largest corporate group on the OMaOG site. Branch employees wore 100% organic TD Friends of the Environment Foundation (TD FEF) T-shirts and encouraged customers to donate to TD FEF. As an added bonus, we gave away 500,000 TD FEF-branded reusable shopping bags.

## TD Employees In the Community

TD undertakes a wide range of environmental activities and projects through community giving, partnerships and volunteering. Our Friends of the Environment Foundation is in its 19th year and has contributed more than \$50 million to community-based environmental projects during this period.

TD also provides funding and volunteer time to a wide range of environmental groups and projects. In

2009 we maintained our financial support and grew these partnerships.

## Environmental Dialogue and Research

### Environmental thought leadership

TD is an active contributor to environmental thought leadership, research and public policy dialogue. We encourage active engagement with environmental non-governmental organizations (ENGOS).

We are working to understand the impact of a carbon-constrained economy on our business, which involves the assessment of potential regulatory risk relating to greenhouse gas emissions. To improve our understanding and contribute to the public dialogue, our business leaders participated in multi-stakeholder forums and developed research relating to carbon regulation.

Examples include:

- **Greening Greater Toronto**  
Mike Pedersen, TD's Group Head of Corporate Operations, co-chaired the Greening Greater Toronto Task Force. Its aim is to make the Greater Toronto Area the greenest city region in North America. Its four initial programs include driving a large-scale retrofit of GTA commercial buildings, sponsoring the creation of the Greening Canada Fund, developing a green procurement initiative and building a network of public education/demonstration centres.
- **Carbon Disclosure Project (CDP)**  
TD has participated in the disclosure of carbon information for a number of years. In 2009 we were identified as a Climate Leader in the Canadian CDP.
- **Canadian Boreal Information**  
TD sponsored the development of the DATA BASIN, which is a definitive online data source concerning the boreal forest that connects a network of scientists, practitioners and stakeholders.
- **Free Prior Informed Consent (FPIC)**  
Our Chief Environment Officer, Karen Clarke-Whistler, participated in a number of forums designed to advance the debate on FPIC. Our focus was working with interested and affected stakeholders to develop consistent, practical and transparent operational guidance. TD Economics also produced research on economic opportunities for Aboriginal Peoples.
- **Research Network for Business Sustainability – Leadership Council**  
TD is an active member of this industry/academic network that funds evidence-based research on topics of interest to business managers and policy makers. In 2009 the network published a report on Business Adaptation to Climate Change and Socially Conscious Consumers. TD also participates in a number of industry associations and multi-stakeholder initiatives relating to the environment.
- **TD Economics sponsored the third report in a series on impacts of carbon regulation.** The third report, published in October 2009 and conducted by the Pembina Institute and the David Suzuki Foundation based on modelling studies undertaken by M.K. Jaccard and Associates, assessed the economic impacts of carbon regulation, including a regional analysis. This was the first study of its kind in Canada. TD Economics provided commentary on the report findings.
- **World Wildlife Fund Canada (WWF - Canada) hosted their Annual Conference in September 2009.** TD was the major sponsor of the event, titled "The Business of Climate Change". Craig

Alexander, TD's Deputy Chief Economist participated in a panel discussion about the road to Copenhagen (COP-15).

## Employees

### Making TD an extraordinary place to work

We want to be the better bank for our employees, as well as our customers and our shareholders. We're constantly looking to improve our work environment and invest in areas that matter most to our employees.

#### Our Approach

TD employees define an "extraordinary place to work" as an inclusive organization where all employees have opportunities to grow personally and professionally and where their views are heard and respected.

On the street, you can spot a TD employee by the green pin. For many employees, wearing the TD pin is a source of great pride.

"Talk about pin pride – it's a pretty cool feeling to be in Manhattan on vacation and see the familiar green shield."

Nick Podetz, Toronto, Ont.

### Our Commitments

#### To Provide Opportunity

Having opportunities to learn, develop new skills and work in different business lines are key reasons why employees choose to stay at TD. We strive to be inclusive in all our employee initiatives and offer new opportunities to employees of all backgrounds. Our growth in Canada, the U.S. and the U.K. has provided ample opportunities for new roles and challenges.

We encourage employees to take an active role in planning their career and to take ownership of their personal and professional development. By introducing new tools this year, we're helping people managers support employees through career planning discussions.

#### To Invest in Our Employees

In spite of extreme turmoil in the financial marketplace in 2009, our employee strategy remained unchanged. We continued to hire new employees and invested nearly \$6 billion in compensation and employee programs, recognizing the critical role our people play in making TD the better bank.

In 2009, we fully integrated our U.S. operation to make TD a truly North American bank. After careful planning and the delivery of more than 385,000 hours of training to employees, we converted all of our U.S. customers to a combined TD Bank system and product platform. Read the case study.

#### To Focus on Employee Experience

We want to be an extraordinary place to work and we invest heavily in improving the employee experience at TD.

“Even in an uncertain economy, we have maintained our focus on the Employee Experience to ensure we continue to retain and attract great people!” says Peter McAdam, Vice President of Employee Experience.

Creating an extraordinary place to work and a strong corporate culture is one of our highest priorities. As an employer of over 74,000 people globally, not only is this the right thing to do, but also we also believe that we cannot deliver a legendary customer experience without having an extraordinary employee experience.

Other strong evidence to support the importance of our Focus on Employee Experience includes:

- Organizations where employees feel engaged see improved performance and retention.
- Operating in a climate where top talent will be in short supply, we must develop and keep the brightest and the best.
- Investing in our people will help us continue to deliver shareholder value over the long term.

In 2009, we were thrilled to receive the following awards for our work in improving the employee experience:

- For the second consecutive year, Hewitt Associates named TD one of the ' 50 Best Employers in Canada. Hewitt Associates collects employee feedback from hundreds of organizations in Canada. In 2009, we ranked 26th, up two places from our ranking in 2008.
- Maclean's magazine named TD Bank Financial Group one of the top 100 employers in Canada for the third consecutive year. TD was recognized for providing low-interest home loans, a share-purchase plan and year-end bonuses, as well as for subsidizing employee tuition fees for courses at outside institutions and for being one of Canada's largest corporate contributors to charitable organizations.
- The Sunday Times recognized TD Waterhouse U.K. as One to Watch in “Best Places to Work in the U.K.” for the second consecutive year.
- For the second year in a row, Training magazine named TD University, our training centre in the U.S., one of the Top 125 Training Organizations Across the Globe.

## Employee Life Cycle

**Learn more about how we support all aspects of the employee life cycle at TD:**

## Recruitment

### Striving to be an employer of choice

We continue to focus on acquiring and developing talented and diverse employees that can

contribute to TD's North American growth strategy. Attracting the right people and enabling employees to take control of their careers help us to develop a strong talent pool and identify future leaders. This approach has proven to be highly successful:

- We are an employer of choice for graduates from top academic institutions interested in financial services.
- In 2009, our employee retention rate was 89.41%.
- TD Bank was named one of the U.S.'s most inclusive workplaces by the Human Rights Campaign's Best Places to Work for 2010, a list of the top businesses that support equality for lesbian, gay, bisexual and transgender employees.

## Recruitment Activities

In 2009, we revamped our career site, [td.com/opportunity](http://td.com/opportunity), aimed at attracting Canadian candidates to consider a career at TD.

We sponsor and participate in initiatives that showcase the many career opportunities available at TD, particularly for recent graduates, graduates with disabilities and new Canadians. One program is Career Edge, which offers a range of internship programs in Canada. TD hosted 42 internships in 2009 and has hosted 430 since the program's inception in 1996.

In 2009, TD participated in more than 300 on-campus recruitment activities in Canada and 80 in the U.S., providing students with the opportunity to interact with TD representatives. At these events, TD executives talk informally about our values and what it's like to work at TD.

TD also offers a range of associate programs that allow new employees to develop in one or multiple business lines before taking a permanent role. In the U.S., TD Bank currently offers an internship program and in 2010 will launch both an MBA rotational and undergraduate analyst program.

## TRIEC and the National Mentoring Initiative

Since 2005, TD has participated in the Toronto Region Immigrant Employment Council (TRIEC)'s Mentoring Partnership Program, a Greater Toronto Area-wide program for new immigrants. TD mentors have completed more than 500 mentoring relationships, and we continue to lead in providing mentors for the program.

This year, TD launched a new National Mentoring Initiative with ALLIES, a joint program of the Maytree Foundation and the J.W. McConnell Family Foundation. It gives TD employees across Canada an opportunity to mentor new immigrants and learn about this valuable talent pool. TD continues to provide funding and mentors. Our goal is to establish mentoring as a successful labour-market strategy.

## Orientation

In 2009, we took steps to improve orientation to TD. Through focus groups we learned that the first day on the job was sometimes a frustrating experience. We continued work in Canada to remedy some of the issues, such as ensuring systems access is ready the first day on the job.

## **Welcome to WOW!**

In the U.S., TD Bank aims to WOW! new employees with Traditions! From senior executives to part-time tellers, this all-inclusive orientation experience is like no other. Participants first learn about the rich history of TD Bank, and the power of brand recognition. The "WOW!" Culture is introduced and defined

as “Always exceeding customer’s expectations and creating surprise and delight!” Employees are provided with examples of why TD Bank is America’s Most Convenient Bank, and how they will be delivering the WOW! customer service.

Traditions is fun and interactive - everyone is engaged by an enthusiastic and knowledgeable instructor, and is encouraged to participate in group activities and games. By the end of the program, participants learn that not only is TD Bank a great place to bank, but it’s also a great place to work!

## Compensation and Benefits

### Providing Total Value

At TD, compensation and benefits are a significant portion of the total value delivered to employees in exchange for their time, talent, efforts and results. TD values a performance culture where there is a clear link between pay and performance. Every year, we conduct market research to ensure that our programs are competitive within our industry. Compensation is designed to be fair and without discrimination.

TD makes a significant investment in employee compensation and benefits. In 2009, this amounted to nearly \$6 billion. The increase from 2008 figures was partly due to the acquisition of Commerce Bancorp.

<b>Global Salaries and Employee Benefits</b> (in millions of dollars)			
	<b>2007</b>	<b>2008</b>	<b>2009</b>
Salaries	2,737	3,089	3,671
Incentive compensation	1,286	1,235	1,342
Pension and other benefits	583	660	826
<b>TOTAL</b>	<b>4,606</b>	<b>4,984</b>	<b>5,839</b>

In 2009, TD introduced a new defined benefit pension plan in Canada that was designed to be the best fully bank-paid pension plan in the industry for employees with regular earnings below the Canada/Quebec Pension Plan (C/QPP) maximum pensionable earnings (\$47,200 in 2010). TD’s retirement, benefits and savings programs are designed to give employees flexibility and choice, so they can meet their needs and the needs of their families. The new pension plan is no exception. It also provides an optional top-up, so employees can earn a competitive pension on their salary above the C/QPP limit at a very affordable cost.

In the U.S., we introduced an enhanced 401(k) retirement savings plan with the same philosophy that guided the design of our plan in Canada. Every eligible employee receives a certain level of fully bank-paid retirement benefits, with the flexibility to get even more if they contribute. Every eligible U.S. employee now participates in a retirement plan with a common design.

### Retirement, Benefit and Savings Programs

Canada	Description
<b>Canada</b>	<ul style="list-style-type: none"> <li>• Flexible benefits program with comprehensive choices.</li> <li>• TD provides core catastrophic coverage for employees (life insurance, medical and short-term disability) at no cost to employees.</li> <li>• TD also provides Benefit Credits to help pay for additional optional health benefits for employees and their eligible dependents. Unused Benefit Credits may be allocated to a Health Spending Account.</li> <li>• Paid vacation for full-time and part-time employees based on job level and length of service.</li> <li>• Five additional vacation days are awarded in each special milestone year (25, 30, 35, 40 or 45 years of service), pro-rated for part-time employees.</li> </ul>
<b>TD Pension Plan</b>	<ul style="list-style-type: none"> <li>• TD provides a defined benefit pension to every eligible employee.</li> <li>• A new plan, launched March 1, 2009, delivers an industry-leading fully bank-paid pension and the flexibility to have an optional top-up at a very affordable cost.</li> <li>• In 2009, TD made a special contribution of \$482 million to ensure the prior plan was fully funded.</li> </ul>
<b>Employee Ownership Plan</b>	<ul style="list-style-type: none"> <li>• Employees can purchase TD shares through payroll deductions.</li> <li>• TD matches the first \$250 of contributions each year at 100% and the remainder at 50% (to a maximum of 3.5% of the employee's eligible earnings or \$2,250, whichever comes first).</li> <li>• The plan offers more flexibility than our competitors. Members can withdraw or transfer funds once per quarter.</li> <li>• 84.3% of our eligible employees participated in 2009.</li> <li>• Employees hold 8.7 million TD shares in the program (as of October 31, 2009).</li> </ul>
<b>Future Builder</b>	<ul style="list-style-type: none"> <li>• This program helps employees save for short-term and long-term goals.</li> <li>• Option of regular payroll deductions and/or lump-sum contributions to the account.</li> <li>• RRSP and non-RRSP options.</li> <li>• Employees can contribute through payroll deduction, lump sums or from their incentive pay.</li> <li>• TD pays all of the investment management and program administration fees.</li> <li>• 40% of our eligible employees participate (as of October 31, 2009).</li> </ul>
<b>Employee Banking</b>	<ul style="list-style-type: none"> <li>• Preferred rates and discounts on a wide range of credit products and services, as well as home and auto insurance.</li> </ul>



	<ul style="list-style-type: none"> <li>• Available to full-time, part-time and benefit-eligible retirees.</li> </ul>
<b>U.K.</b>	<ul style="list-style-type: none"> <li>• Employees can shape their own reward package by choosing benefit preferences.</li> <li>• U.K. benefits offer a subsidized “green bikes to work” program and more.</li> </ul>
<b>U.S.</b>	<ul style="list-style-type: none"> <li>• Employees can select the right level of coverage for themselves and their families from a flexible benefits plan.</li> <li>• Employees can earn credits to reduce their healthcare deductibles by completing a Health Risk Assessment or enrolling in eligible wellness programs.</li> <li>• In 2009, we introduced an enhanced 401(k) retirement savings plan. Now every eligible employee in the U.S. participates in a common plan design, and receives a certain level of fully bank-paid retirement benefits, with the flexibility to get even more if they contribute.</li> <li>• TD Bank provides each employee with 2% to 6% of their eligible earnings in the form of retirement savings, without requiring employee contributions. If employees do contribute they can also receive up to 4.5% in additional contributions from the Bank, for a total of 6.5% to 10.5% in Bank-paid retirement savings.</li> <li>• Paid time off (PTO) for full-time and part-time employees based on job level and length of service</li> </ul>

Unless noted otherwise, all benefits are available to full-time and eligible part-time employees, management and non-management, with the exception of the Employee Ownership Plan, where executives with share ownership requirements are not eligible to receive TD contributions. There may be an eligibility period (usually three months of continuous service) for employees first joining the organization before benefits take effect.

## Employee Well-Being

### Supporting physical and mental wellness

#### Work/Life Flexibility

Flexibility is important to employees of all generations. We are working to provide flexible work options throughout the organization, including telecommuting, flexible time, part-time opportunities, job partnerships and gradual returns from leaves. Although not all positions accommodate every work option, many jobs can be made more flexible, and we are thinking creatively about how, when and where work gets accomplished.

Employees can request paid and unpaid time away to address various circumstances. In Canada, we

provide up to eight weeks of unpaid leave to care for a family member who is gravely ill. Our childcare policy treats all parents equally, whether they are the mother, father, biological or adoptive parent – this includes up to 52 weeks off and the possibility for a six-week income top-up to any government childcare benefits. Additionally, TD’s volunteer policy allows employees to receive paid time off for volunteering in the community during regular working hours. Managers have the discretion to provide one-and-a-half days of paid time off for volunteering activities in the community.

## Workplace Health and Safety

Wherever we operate around the world, we have a health and safety (H&S) policy and program in place, and our employees and managers play a valuable role in maintaining TD’s excellent H&S record. In Canada, we have a National Policy H&S Committee, H&S representatives at each work location (over 1,500) and H&S training for all managers and H&S representatives.

In the U.S., TD Bank has 12 Safety Committees involving 170 employees who meet quarterly.

## Workplace Accident Statistics<sup>1</sup> (Canada)

	2006	2007	2008
Minor Injuries <sup>2</sup>	233 (0.54%)	243 (0.54%)	235 (0.51%)
Disabling Injuries <sup>3</sup>	66 (0.15%)	76 (0.17%)	85 (0.19%)
Employee Days Absent Beyond Day of Injury	1,110	654	834

<sup>1</sup> Latest data available. The 2009 data will be reported to the Canadian government in spring 2010. Figures in parentheses indicate accident statistics as a percentage of the TD population as at the end of that year.

<sup>2</sup> Injuries that are treated in the workplace, with no time lost beyond the day of the injury.

<sup>3</sup> Injuries that result in lost time in the workplace on any day following the injury. For each of the years shown, there were no workplace fatalities or disabling injuries that resulted in permanent loss or loss of use of a body part or function.

The majority of disabling injuries within our industry are a result of slips or falls on icy surfaces or due to tripping on a loose cord or irregular carpeting.

## Wellness Programs

In Canada, TD offers a range of wellness programs, tools and resources – available from work and from home, 24 hours a day, seven days a week – to help our employees achieve a healthy balance. Programs include our Employee Assistance Program, Feeling Better Now, online wellness videos, online ergonomic training, Critical Incident Trauma Response and back-up childcare. We provide online education, guidance and tools to assist our workforce regarding serious communicable diseases, such as malaria, AIDS, mononucleosis, hepatitis and tuberculosis.

In the U.S., TD Bank employees have access to discounts on gym memberships, weight loss programs and certain medical services. Wholesale Banking holds semi-annual Health Fairs where employees can get blood pressure checks, dental and vision consultations, massages and chiropractic and foot evaluations. In the U.K., our wellness programs include yoga classes, massages, health heart

assessments and other activities all designed to support a healthy balance between work and life.

### Financial Help and Advice

During the economic upheaval of 2009, we recognized that some of our employees might need our support in meeting their financial obligations. Through our online updates, we let employees know that the same confidential financial advice and support we offer customers was available to them. Through our TD Helps program for employees in Canada, we assisted approximately 230 employee households with umbrella loans, mortgage capitalization and loan extensions.

### H1N1 Preparedness

Adding to the financial stress of 2009 was the anxiety over the anticipated H1N1 pandemic. A regularly updated internal Canadian website provided information on TD's preparedness and planning, frequently asked questions and links to official government information sites.

## Performance and Development

### Developing Our Employees

#### Learning Programs

- We have built learning maps for 89 different roles/functions across the bank. Learning maps help employees continually develop new skills and help them succeed in their current roles.
- From Commercial to Wealth, Retail to Insurance, we support all TD businesses with new-to-role learning programs and ongoing support and skill development. For example, all new branch managers in Canada attend a five day "boot-camp". We also design and build learning programs to support key strategic initiatives across the bank.
- TD offers more than 3,000 learning modules internally across the Bank, accessible via our online Learning Management System.
- TD takes preventive measures to ensure the safety of employees and customers. In 2009, over 21,000 employees completed the highly interactive Robbery Prevention and Awareness training program and are better prepared to face a robbery situation.
- In 2009, we launched Accelerated Learning Pipeline programs for various in-demand roles. The objective is to accelerate the development of employees through learning, experiences, stretch-goals and mentoring support. During their time in the pipeline program, participants develop depth and breadth to prepare them for more senior roles in the future.
- We offer tuition assistance to help employees achieve their goals. Both full-time and part-time employees who upgrade their knowledge by taking courses at eligible institutions may apply to be reimbursed for tuition and textbook expenses. We provided \$11.7 million dollars for tuition assistance in 2009.

#### Development Planning

Our philosophy at TD is that managers and employees should have regular, robust and ongoing performance discussions through our Personal Performance & Development process. We prepare managers to have discussions about the full range of performance and development outcomes, and employees to take ownership of their careers and development. Employees are encouraged to have a

personal development plan aligned with business priorities and their aspirations and objectives, a mid-year performance discussion and a year-end assessment. Our U.S. employees (approximately 30% of our employee population) will complete their transition to this process in 2010.

After a successful pilot project in 2008, we expanded our online performance tool (P3) to our full Canadian operation. P3 eliminates the need for paper-based performance assessments and allows employees to access their reviews online.

### Internal Opportunities

At TD, we believe that developing our employees is essential to our growth as an extraordinary place to work. We are committed to a promote-from-within philosophy and have filled 90% of our job opportunities internally in Canada. We enable employees to take control of their careers, which helps us to identify and develop talent for the future. We have a transparent process for posting internal jobs where all roles up to and including vice-president are open to qualified applicants from across the organization.

We are very excited about the opportunities ahead by implementing the P3 system in Canada in 2010, and are looking to expand the program to the U.S. Employees will be able to create a personal profile, showcasing their personal aspirations and development goals, background and capabilities. The new system will facilitate increased opportunity for career progression within TD.

### Internal Career Fairs

TD hosts internal career fairs annually in major centres across Canada. Open to all employees, the events offer opportunities to learn about TD businesses and gather information about jobs and career paths. To date, more than 7,000 employees have participated in career fairs. We are now broadening access to this experience with a virtual format, to be launched in 2010.

### Mentoring

Given TD's focus on diversity and our commitment to increasing the representation of women and visible minorities in leadership, these groups have been among the first to participate in TD's group mentoring programs in Canada. Since the launch of our Group Mentoring initiative in 2006, approximately 400 women and 120 members of visible minority groups have participated.

### Highlights

- In 2009, we invested over \$67.7 million in training and development across North America to help employees achieve both personal and professional goals.
- During the integration at TD Bank, the TD University trained over 15,000 employees within a 12-month period.

<b>Employee Learning</b>		2007	2008	<b>2009</b>
Average number of days of internal training per employee	Canada	3.08	3.86	3.88
	U.S.	-	6.09	4.56
TD's investment in training (in millions)	Canada	\$68.2	\$55.9	\$55.6
	U.S.	-	\$15.8	\$12.1*

TD's investment in training per employee	Canada	\$1,591	\$1,299	\$1,241
	U.S.	-	\$688	\$507
Amount employees received through TD's Tuition Assistance for external learning (in millions)	Canada	\$15	\$12.3	\$11.7
	U.S.	-	\$1.2	\$2.0

\* To ensure a fair comparison, this amount reflects regular training programs and does not include the substantial investment we made on integration training in the U.S. If we were to include the value of integration training, the figure would considerably exceed the 2008 level.

For the second year in a row, Training magazine named TD University, our training centre in the U.S., one of the Top 125 Training Organizations Across the Globe.

## Reward and Recognition

### Rewarding WOW! performance

TD's success depends on the tremendous efforts of our employees, and we continually examine how to best motivate and reward a diverse employee population. We've learned that engaging employees requires a variety of programs that cover key recognition elements such as successful performance and service milestones, as well as informal everyday recognition and celebration events. To acknowledge and celebrate individual and team success we have created more than 30 recognition programs. Here are a few examples:

- The Vision in Action award is TD's highest honour. It's given to top employees around the world who exhibit all of our Guiding Principles. Recipients are invited to attend our Annual Meeting of Shareholders and receive spending money and a \$500 donation to a charity of their choice. In 2009, 81 employees were Vision in Action recipients.
- A unique aspect of working for TD is Employee Appreciation Week. In June, every business takes time to celebrate employees in ways that are meaningful to them, from complimentary breakfasts to excursions outside the work environment.
- The WOW! Rewards program in the U.S. encourages managers and employees to "catch employees doing it right" and instantly salute great performance by presenting WOW! stickers on the spot or e-mailing an electronic version of the sticker. Employees are then able to collect and redeem their WOW! stickers for TD Bank branded merchandise.

## Succession Planning

### Building the next generation of TD leaders

Resource Planning and Succession Management

Building talent at TD for today and tomorrow is key to our future success. Given the age and service

mix of our executive population, a number of individuals in senior roles in the organization will be eligible to retire over the next five years.

Our annual Resource Planning and Succession Management cycle is one of the many ways we're building talent across the organization. The outcome of this process is the creation of plans to identify and develop a pool of exceptional leaders who will position us well for future growth. We are excited to be introducing new technology (P3) in 2010 that will enhance our Resource Planning and Succession Management activities, and support employees by enabling career development across TD.

## Leadership Development

We make a significant investment in helping our leaders continue in their development journey. Our goal is to give our people a greater and broader understanding of our core values, business strategy and approach to making business decisions. Leadership development is a key accountability in determining how TD executives are evaluated.

Our key programs include

- **Leadership Academy:** This essential introductory program for new executives provides a common understanding of our leadership profile.
- **Build for the Future:** This program is designed for TD executives and provides insight into our business and people planning strategies. We are proud of the success of this innovative program in building leadership capabilities across our organization. [Read more.](#)

A 2010 priority is to establish a development pipeline for employees below the executive level. We're planning to introduce the Build for the Future Pipeline program, designed to introduce participants to business and people strategies and explore how leadership has an impact on the employee experience.

## Transitions

### Staying Connected With Retirees

The TD Retired Alumni website provides a virtual community to help retirees stay connected through discussion boards, a members directory and information on social events. We are proud to support our Canadian network of 6,500 TD retirees and their regional events.

### Leaving TD

When people are displaced as a result of job loss, staffing reductions or consolidation, they are given the opportunity to apply for other internal positions. With branch or business consolidations, we make every effort to minimize the overall impact through natural attrition and managing our hiring levels in advance.

In cases of job loss our policy is to provide employees with 30 days notice where possible.

For employees who lose positions due to consolidations or staffing reductions, severance packages are offered that meet or exceed regulatory requirements and industry best practices.

In response to the economic downturn, we prepared measures for rapid changes to our workforce.

## Workforce Profile

In 2009, TD provided products, services and advice to our clients through 75,225 employees based in retail branches and stores, business centres, call centres and corporate facilities located across Canada, 14 U.S. states, and business locations in Europe and Asia Pacific.

### 2009 Global Workforce

Total 75,255

## Employee Retention

During 2009, our employee numbers remained consistent. In Canada, we retained approximately nine out of 10 employees, TD's 2008 turnover rate was better than the 2008 benchmark for the Canadian Banking industry. (Source: Saratoga Human Capital Effectiveness Survey.)

In the U.S. we retained approximately seven out of 10 employees during 2009. The U.S. Banking industry typically has a higher turnover than in Canada. Despite all the integration activity in 2009, we're pleased that the voluntary turnover for TD Bank (17.8%) was lower than the U.S. industry benchmark of 18.9%.

## Diversity

### Making TD More Inclusive for Employees and Customers

At TD, we aim to be an extraordinary place to work where it is clear to current and potential employees from all communities that we value diversity and support employee needs.

#### Our Approach

In keeping with our overall vision to Be The Better Bank, we are always striving to improve, and for our diversity initiatives this means making TD more inclusive for our employees, customers and the communities we serve.

#### Our Commitments

##### An Employer and Bank of Choice

Becoming a more inclusive and diverse workplace is one of TD's top priorities. Our goal is to create an extraordinary place to work for all employees regardless of gender, ethnicity, religion, sexual orientation, abilities or disabilities. Creating an inclusive workplace is a journey, rather than a destination and we are proud of our progress.

Every two years, we conduct a Diversity Inclusiveness Survey in Canada that lets us know if employees feel included. And 89% of respondents – 3% more than in 2007, indicated they felt TD was inclusive.

Each area of focus is championed by a senior TD leader. In 2009, the Group Head of Canadian Banking spent a morning in a wheelchair to experience the mobility challenges faced by employees and customers who use a wheelchair. Learn more about our Diversity Governance.

TD was recognized as Best Employer for New Canadians in 2008 and 2009.

## An Employer of Choice

We work hard every day to make TD an extraordinary place to work. That's what attracts great people and that's what makes them want to stay. If we want the best employees, we need to tap the broadest possible talent pool and be a place where people can reach their full potential.

Talent is scarce. As an employer of choice, we can attract and retain top-notch employees whose different backgrounds and varied points of view can help us compete and grow.

## A Bank of Choice

We believe that the more our business reflects the diverse populations in the communities we serve, and the better we understand those populations, the more comfortable they will feel doing business with us. We want to be their bank of choice.

## Areas of Focus

We are building diversity into all aspects of how we conduct our business. Here are our six areas of focus.

Area of Focus	2009–11 Objectives
Women in Leadership	<ul style="list-style-type: none"> <li>• To remain one of the top three banks in Canada in the representation of women at the VP+ level by providing strong leadership opportunities for women.</li> <li>• To increase representation of women at pre-executive and executive levels.</li> </ul>
Visible Minorities Leadership	<ul style="list-style-type: none"> <li>• To increase representation of visible minorities at the VP+ level and middle management level by providing leadership opportunities and enhancing the employee experience for members of visible minority groups.</li> </ul>
People With Disabilities	<ul style="list-style-type: none"> <li>• To be the employer and bank of choice by implementing sustainable, continually improving accessibility programs that provide a positive experience for employees and customers.</li> </ul>
Lesbian,	



Gay, Bisexual, Transgender & Allies (LGBTQA)	<ul style="list-style-type: none"> <li>• To become the financial sector employer of choice by providing a comfortable and respectful working environment for our LGBTQA employees.</li> <li>• To become the bank of choice by recognizing and providing a comfortable banking experience for our LGBTQA customers, as reflected in community and marketing activities.</li> </ul>
Aboriginal Peoples in Canada	<ul style="list-style-type: none"> <li>• To become the financial sector employer of choice by providing a comfortable and respectful working environment for Aboriginal employees.</li> <li>• To become the bank of choice by providing a comfortable banking experience for the segments of the Aboriginal community that we identify as appropriate target markets.</li> <li>• Continue our work with First Nations Bank. (In the early 1990s, the Saskatchewan Indian Equity Foundation Inc. had a dream of an Aboriginal owned and managed bank. This was seen as an important step toward further economic self-sufficiency for Canadian Aboriginal Peoples. TD was involved in setting up the new bank. First Nations Bank of Canada (FNBC) is a successful financial institution that's majority owned by Aboriginal communities from across the country.)</li> </ul>
Serving Diverse Communities	<ul style="list-style-type: none"> <li>• Continue with the initiatives that have demonstrated success and increase focus on opportunities that have the greatest impact on our chosen communities.</li> </ul>

## Leadership and Training

Diversity of thought is a competitive advantage in a business environment that is constantly changing and becoming more complex. We are proud of the progress we have made, especially in the area of diversity training. Providing a safe environment for employees to discuss their personal background and perceptions requires a significant investment in on-site workshops and skilled facilitation.

We have a wide range of workplace diversity programs. Here is a summary of activities that took place in 2009:

- Mentoring
  - Mentoring tools and programs support all employees as they build knowledge, skills and capabilities that will help them succeed. In 2006, we piloted an innovative group mentoring program that has since been run for approximately 400 women and 120 members of visible minority groups. We identified women at critical stages in their career and paired them with senior executives to facilitate discussions about career planning and development. We're delighted with the success of this program and are eager to apply a similar mentoring model to other areas of our employee population.
- Diversity Training
  - Our one-day Embracing Diversity workshop helps our people managers learn to value

diversity, recognize personal biases and stereotypes, and apply inclusive practices. By the end of 2009, more than 6,000 people had completed the training. This represents over 90% of all managers in Canada.

- More than 400 TD executives completed Build for the Future, a leadership development program that includes diversity as a key component. We spend time in the program increasing awareness and highlighting the complexities of diversity from a talent management perspective.
- Employee Consultations
  - In 2009, TD's Employee Council for Employment Equity provided input to the development of the new diversity intranet site and discussed results from the Diversity Inclusiveness Survey.
  - Our Employees With Disabilities Advisory Group participated in testing new assistive technologies and design features.
  - We conducted multiple employee interviews and 30 focus groups in Canada and two focus groups in the U.S.
- Accommodation
  - There is a dedicated fund for deploying tools and facilities that employees need to do their jobs, such as screen readers and ergonomic desks.

## Employee Diversity

### **Ensuring that TD is a place where every employee has the opportunity to fulfill his or her potential**

At TD, building an inclusive culture means tapping all available talent pools when recruiting employees and removing barriers to success. We have found that different groups have different needs. So we have developed specific programs for

- Women in Leadership
- Visible Minorities Leadership
- People With Disabilities
- LGBTA

In 2009, we launched a diversity intranet site. The interactive site provides “one-stop shopping” for employees looking for information, tool kits, networking groups, upcoming diversity events and more!

Implementation of our formal diversity program in the U.S. is in its early stages. In 2009, our main focus was on establishing a diversity governance structure and compiling preliminary research and feedback to determine appropriate next steps for the program.

## Women in Leadership

TD has made great progress in this area and we are always looking for ways to improve. Our

approach includes identifying and developing leadership candidates from within, providing networking opportunities and leading by example. Our 2009 results show that this is paying off.

As TD is one of the top three banks in terms of the representation of women in senior positions (as of December 2008), we are a leader across industries in Canada.

- Five of the 17 members of the TD Board of Directors are women.
- Women make up 33.78% of our vice presidents, senior vice presidents and executive vice presidents.

## Our Performance

The Women in Leadership (WIL) network is an internal initiative and comprises 12 chapters representing over 2,000 women across Canada and the U.S. These chapters work on creating networking opportunities for women.

Through employee focus groups we learned that flexibility is important to our employees, particularly our female employees. We are working to make this more achievable at all levels.

The Women's Executive Network (WXN) releases a ranking of Canada's 100 Most Powerful Women to celebrate what it describes as "the most exceptional and influential women" in the country. This year, we were thrilled that two TD leaders – Kerry Peacock, Executive Vice President Branch Banking, TD Canada Trust, and Teri Currie, Executive Vice President Human Resources and Corporate and Public Affairs – were among the winners. Teri Currie now joins Colleen Johnston, Group Head Finance and Chief Financial Officer, in the WXN Hall of Fame.

Colleen Johnston was also named by U.S. Banker as one of the 25 most powerful women in banking and Linda Verba, Executive Vice President, Store Operations and Service Programs for TD Bank, as one of the 25 women to watch.

Our goal is to have women make up 35% of our executive population by the end of 2011. We plan to accomplish this by developing our leadership pipeline inside the bank and sourcing candidates from the broadest available talent pool when there is a need to hire externally. We work with executive search firms who understand our commitment to diversity. TD became a founding member of the Canadian Board Diversity Council to help corporate Canada increase representation of women on boards of directors.

## Visible Minorities Leadership

TD is a leading employer of people from visible minority groups. Our efforts have resulted in improved representation of visible minorities at TD. Visible minorities make up 8.11% of our vice presidents, senior vice presidents and executive vice presidents.

We will continue to work hard to gain a higher profile within these communities and to communicate a positive message about the financial-services industry, which might otherwise be overlooked as a career choice.

We will also focus on developing our leadership pipeline, building from within where we can, to increase representation of visible minorities at the senior levels of the organization.

## Programs and initiatives for 2009:

- We reached out to potential visible minority employees through relationships with organizations like the National Black MBA Association and the Urban Financial Services Coalition.
- Through our support of Career Bridge, TD offers paid internships to internationally trained professionals trying to establish a new life in Canada.
- We also work with ACCES Employment Services to introduce recent graduates from the ACCES Financial Services Connection program to recruitment managers from TD. This program supports internationally trained finance professionals who are seeking work in Canada.
- In 2009, for the second consecutive year, TD was recognized as a Best Employer for New Canadians by Mediacorp Canada.
- TD hosted its first Black History Month reception in 2009 with about 240 attendees and established a black employee community network, which has since grown to over 225 members.
- TD Bank in the U.S. held its first Minority Leadership Networking Summit with 234 attendees and received very positive feedback.
- TD Bank sponsored the National Association for the Advancement of Colored People's (NAACP)'s national convention.

## People With Disabilities

We continue to strive to build capability and comfort among people managers in hiring and supporting people with disabilities. We have done solid work in this area and continue to reinforce our message at the local departmental level so that it is consistently integrated into our day-to-day business.

## Programs and initiatives for 2009:

- TD has an Assistive Technology Team to help implement accessibility standards across the organization and champion new assistive technology solutions for employees and customers.
- TD works with recruitment organizations that help people with disabilities find employment, such as Employabilities in Edmonton and the Job Opportunity Information Network in Toronto. In the U.S., we have a long-term relationship with Coastal Enterprises.
- A new recruitment site was launched in 2009, and we included accessible videos for potential employees. They can view videos with accompanied ASL/LSQ (French) interpretation. This is a first in Canadian banking.
- During Access Awareness Week in June 2009, employees were asked how TD could become more accessible for people with disabilities. The week started with Tim Hockey, Group Head Canadian Banking, spending a morning in a wheelchair to learn about accessibility barriers first-hand, as part of Muscular Dystrophy Canada's Chair Aware program, and culminated in an employee forum in Toronto on June 4. The forum provided an opportunity for more than 175 employees and executives to celebrate our progress in building a more inclusive and accessible environment for people with disabilities and discuss what steps we can take to make even more progress.

## Lesbian, Gay, Bisexual, Transgender and Allies (LGBTQA)

We are committed to creating an inclusive and welcoming workplace for LGBTQA employees. Within the TD workplace, an ally is an employee who helps build a more inclusive environment and works to find common ground with others.

Our Employee Pride Network shapes our strategy and allows employees to share ideas and experiences. With local networks in Toronto, Montreal, London, Edmonton, Calgary, Vancouver, Kitchener/Waterloo, Mississauga/Peel/Halton and Ottawa, more than 1,000 employees have joined the network since 2005.

In 2009, TD Bank in the U.S. launched its Employee Pride Network as part of the larger TDBFG network. Over 100 employees have already joined!

We also organize annual employee Pride receptions in communities across North America, hosted by various members of our senior executive team (including President and CEO Ed Clark). More than 1,100 employees and community partners attended employee Pride receptions.

### Our Performance

Why are there no statistics on LGBT representation at TD? The TD Employment Equity Survey gathers data on the representation of groups within our employee population to meet Canadian federal requirements. Reporting on LGBT employee population statistics is not part of the current legislative requirements, and this is why representation numbers are not shown.

Based on focus groups with employees who identified as lesbian, gay or bisexual, we will continue to work towards a more inclusive environment, especially for women who identify as lesbian, bisexual and transgender. Our Employee Pride Network experienced 100% growth in 2009 to over 1,000 members. This is an encouraging sign that more employees are feeling supported in the workplace.

In 2009:

- TD Bank was recognized by the Human Rights Campaign, the largest civil rights organization in the U.S. focused on lesbian, gay, bisexual and transgender (LGBT) equality, as being among America's Best Places to Work for LGBT employees. TD Bank earned a perfect score of 100 in the 2010 Corporate Equality Index (CEI), an annual report card that surveys and rates employers' treatment of LGBT employees.
- In our ongoing efforts to provide a respectful and inclusive work environment for all employees, TD developed Workplace Gender Transition Guidelines for both Canada and the U.S. The guidelines are intended for people who may be or are transgender, their coworkers, people managers and HR representatives. It covers best practices, terminology and planning for a transition. We expect these best practices to be followed throughout our operations in North America and hope that they will not only create a more inclusive environment for employees, but also help us to better address transgender customers.

## Community Diversity

**Celebrating and recognizing diversity in all the communities we serve**

The majority of activities we support reflect our own diversity priorities: visible minority groups, women, people with disabilities, the lesbian, gay, bisexual, transgender and allies (LGBTQA) community and, in Canada, Aboriginal communities.

Here are some examples:

- TD is one of the founding members of the new Canadian Board Diversity Council (CBDC), which works to increase the representation of women on boards.
- In the U.S., TD Bank sponsored the National Association for the Advancement of Colored People's (NAACP) national convention.
- TD continues to foster our relationships with Mayfest, People in Motion, Chair Aware (Muscular Dystrophy) and the No Limits Wheelchair Relay Challenge (CPAO) and in 2009 sponsored City Mix, a Toronto event that celebrated inclusion for people of all abilities.
- We've taken a leadership role in the LGBTQA community by sponsoring events and programs such as Pride festivities and awareness campaigns. TD is the Premier Sponsor of Toronto's Pride Week and actively participated in the city's winning bid to host World Pride 2014. The final two cities vying to host World Pride were Toronto and Stockholm, Sweden. With a two-thirds majority vote needed to win, a second round of voting took place, resulting in a resounding 78% yes for Toronto!
- TD Bank was a bronze sponsor for the Boston Gay Pride Parade in June. A TD WOW! van was present at the parade and employees from various business lines walked under the TD Banner.
- In 2009, TD announced over \$1.5 million to support Aboriginal initiatives at Canadian universities:
  - \$500,000 to the University of Victoria to build an on-campus First People's House;
  - \$50,000 to the University of Manitoba to help build understanding of how best to support post-secondary Aboriginal students; and
  - \$1,000,000 to the University of British Columbia to create an endowment fund to provide business education to Aboriginal students. "This generous donation will help UBC further its goal of creating learning environments and support mechanisms that reflect the specific needs of Aboriginal students," says UBC President Stephen J. Troope.
- We also established the TD Aboriginal Nursing Fund, which provides 24 students with the financial support to help them further their education and helps meet the demand for more Aboriginal nurses across Canada.
- In June, TD Economics published a report discussing the potential for economic transformation among Aboriginal Peoples and their communities. The report credits an alignment of interests between Aboriginal communities, business and governments as the main driver of improved conditions.

## Highlights

In 2009 TD donated \$5.05 million in Canada to community programs and initiatives that support diversity.

## Community

### Making a Difference Together

In 2009, we gave more than \$50 million to support not-for-profit groups in Canada and the U.S. We were pleased to be in a position to increase our financial donations, sponsorships and community partnerships in a year when the need was very acute.

## **Our Approach**

We believe that effective community involvement is about more than dollars and cents. We aim to increase the impact of our donations by encouraging employee and customer involvement, collaborating with community groups to help them achieve their goals and championing causes that matter to our stakeholders.

As TD grows as a North American bank, we are looking to better align our Canadian and U.S. programs by building on the strengths of our respective activities.

## **Our Commitments**

### **A long history of community involvement**

We contribute to the well-being of the communities we serve through grants, scholarships, sponsorships, fundraising, volunteering and collaborative relationships with community partners.

Our vision is to be the better bank, which challenges us to exceed the norms of corporate giving to the communities we serve.

- In 2009, TD donated 1.30% of the rolling 5-year average of our pre-tax profits. The recommended corporate giving target is set at 1% by Imagine Canada.
- In the U.S., TD Bank donated 1.35% of our pre-tax profits in 2009. The Giving USA Foundation reports the average giving amount as 0.9%.

There are countless worthy causes that need support, but to make the greatest difference in the communities we serve, we target our donations and sponsorships to areas that are important to our stakeholders in Canada and the U.S.

We strive to make TD more inclusive for employees, customers and our communities, and this goal is reflected in our support of diversity initiatives from coast to coast to coast.

We are proud that many TD employees are eager to make a difference together in their communities through their fundraising efforts, volunteer hours and passion for the charities and causes they support. We look for every opportunity to engage our employees and customers in our community activities.

While our community programs in Canada, the U.K. and the U.S. each have their own characteristics, we share a number of common areas of focus.

TD employees are passionate supporters of United Way and other charities, raising over \$5.4M in Canada.

## **Canada**

## Increased funding in 2009

TD is one of Canada's top corporate donors. Over the past five years, we have donated more than \$150 million to not-for-profits across the country. In addition, our employees and customers raise a significant amount through donations and fundraising activities.

In Canada	
TD corporate donations =	\$37 million
Employee donations and fundraising =	\$9.5+ million
Customer donations =	\$4.7 million
Total impact =	\$51.2+ million

Through our Volunteer Grant Program, employees who volunteer more than 40 hours a year to a registered charity can earn a \$500 grant for the organization. Through this program, TD gave more than \$336,000 to organizations in 2009, exceeding our goal of \$300,000.

In Canada, we have three areas of focus for charitable giving:

- Literacy and Education
- Children's Health
- The Environment

In 2009, 49% of our community giving was applied to these three areas of focus. We are moving closer to our target of 50%.

We also commit a minimum of 10% of our community program to support diversity initiatives (13% in 2009).

## Literacy and Education

A strong foundation in education opens the door for opportunity and contributes to individual, family and community well-being. By injecting funding into often resource-strained educational institutions, TD is making a significant contribution to Canada's universities and colleges.

In 2009, TD gave over \$4.8 million dollars to post-secondary education across Canada. These funds support a range of bursaries, scholarships and programs, including an urban ecology program at Douglas College in British Columbia, a leadership fund at McGill University and "green" student bursaries at the University of Ottawa, to name a few.

The ability to learn through reading is often taken for granted. Many studies demonstrate the impact of improved literacy on a child's education, self-confidence and economic opportunities. TD supports many education and literacy programs, scholarships and literature awards to encourage reading and the distribution of books to children.

For 14 years, the TD Summer Reading Club (in partnership with the Toronto Public Library and with



Library and Archives Canada since 2004) has encouraged millions of children in libraries across Canada to develop a passion for reading while helping maintain their literacy skills during the summer holidays.

In 2009, the program theme was “Agent 009.” More than 2,000 libraries participated. Over half a million Canadian children received their own personal “spy kit” containing a colour poster, a sticker sheet and a logbook to keep track of their progress and to make the TD Summer Reading Club a fun and educational experience.

In partnership with the Canadian National Institute for the Blind (CNIB), we extended the program to children with vision loss by adding a Braille component to program stickers. The booklet also included Braille code deciphering for sighted children.

## **TD Canadian Children’s Book Week**

TD is proud to support the largest free book-distribution program to school-aged children in Canada. Each November, Grade 1 students across the nation receive a free Canadian storybook, in English or French, as part of TD Canadian Children’s Book Week. In 2009, over 500,000 students received a copy of Let’s Go! The Story of Getting from There to Here.

## **Children’s Health**

### **Children’s Hospitals**

Children’s health is important to our employees, customers and to the communities we serve.

The TD Children’s Hospital Fund collects money for top medical facilities and foundations across Canada, linked through the Children’s Miracle Network. All of the funds raised by our branches remain in the region where the money was donated.

- We run campaigns in branches to help raise public awareness of children’s health, and our employees organize a wide array of creative fundraising activities.
- We offer an automatic monthly donation program to facilitate and encourage employee and customer donations. As of October 31, 2009, 72,793 donors contribute to the TD Children’s Hospital Fund on a monthly basis. The number of donors remained consistent with last year’s figures, and the average donation amount increased by 8%.

TD covers the cost of administration, so every dollar contributed goes directly to the children who need it. We also match every dollar contributed, up to \$1 million each year.

## **Environment**

TD champions environmental preservation and protection because the environment matters to all our stakeholders. We recognize that failing to protect it will have a negative impact on our quality of life, local habitats and, ultimately, our economic prosperity.

## TD Friends of the Environment Foundation

In Canada, one of the flagship programs of our community involvement is the TD Friends of the Environment Foundation (TD FEF). Since its inception in 1990, we have contributed \$50.4 million in support of 18,400 grassroots environmental projects. In 2009, we distributed \$4.1 million to 899 community environmental projects through TD FEF and other corporate giving initiatives.

### Great Canadian Shoreline Cleanup

TD FEF was the 2009 sponsor of the Great Canadian Shoreline Cleanup, a national week-long conservation campaign each September, which helps reduce the litter that damages our aquatic environment. More than 9,200 TD employees and friends registered to participate in 2009.

The Great Canadian Shoreline Cleanup won Imagine Canada's Best Business and Community Partnership Award.

These are just a few of the numerous projects TD FEF has supported. Read more about projects in your own community.

## Building New Community Partnerships

We look for opportunities to deepen relationships with our communities by engaging with new not-for-profit groups whose aims align with our community and business interests.

- An example is our 2009 donation of \$50,000 to the REMix project in the Greater Toronto Area. A program that acts as an arts incubator for youth in Toronto to inspire kids to start careers in the urban arts sector by developing plans for success.
- We extended our support for programs that give young people affordable opportunities to experience the arts in Canada and help arts communities build future audiences. We supported the Art Gallery of Calgary's school outreach program to bring Kindergarten to Grade 12 students to the gallery to learn about contemporary Canadian art.
- We also supported the Calgary Philharmonic's program to offer discounted tickets to young adults.

As we build partnerships with various community organizations, we are interested in understanding the impact of our funding. We are learning to be sensitive to the resource constraints of the groups that we work with and look for ways to measure the impact of our donations without making it too onerous a task or moving resources away from their main mission.

In 2009, we took the opportunity to share a successful mentoring model from one organization based in Toronto to be adopted by other organizations across Canada. Read more about the National Mentoring Initiative.

## U.S.

### Responding to Our Communities

<b>In the U.S. (in USD)</b>	
TD Charitable Foundation =	\$13.9 million
Community sponsorships =	\$5.4 million
Employee donations =	\$700 thousand
Total impact =	\$20 million

The TD Charitable Foundation serves individuals, families and businesses in the communities where TD Bank operates. The Foundation has donated more than \$53 million to charitable organizations in the U.S. since its inception in 2002.

We strengthened our efforts in 2009, awarding 1,518 grants totalling \$13.9 million. We provided an additional \$5.4 million through community sponsorships and \$700,000 through employee contributions.

To make a meaningful difference we concentrate our giving on three main areas:

- Affordable Housing
- Education and Financial Literacy
- Health and Human Services

We place special emphasis on improving the well-being of low- to moderate-income individuals and communities. In 2009, in excess of 50% of our U.S. Foundation giving focused on these three areas.

## **Affordable Housing**

The economic upheaval resulting from the 2009 recession compounded problems faced by millions of Americans who have difficulty gaining access to safe, affordable housing.

### **Investing in Our Communities**

During the past three years, TD Bank has made 150 community development loans to help address affordable housing in the communities we serve. These loans represent over \$340 million in funding, which helped build almost 3,000 new homes or apartments. Since, January 1, 2009, TD Bank has also invested almost \$140 million in low-income housing tax credits to support 25 housing projects.

The TD Charitable Foundation has invested nearly \$10 million in the last three years to create, rehabilitate or maintain affordable housing for thousands of people in local communities.

In 2009, the Foundation dedicated \$3 million to grants in support of not-for-profit organizations that have knowledge and awareness of local needs. These community-based organizations have the capability to develop, implement and maintain programs that increase access to affordable housing.

### **Housing for Everyone**

The continuing housing crisis has intensified the issues of access to and preservation of affordable housing. Now more than ever, it is vital to protect and develop affordable housing and help individuals and families stay in their homes. The need for programs like Housing for Everyone has never been greater.

The 2009 Housing for Everyone Grant Competition awarded a total of \$2 million to 56 not-for-profits in 12 states, a \$500,000 increase in program awards from 2008. The awards went to not-for-profit projects that help families stay in their homes or help maintain and protect the integrity of neighbourhoods from deterioration caused by foreclosure and abandonment.

Here are some examples of affordable housing projects we supported in 2009.

## **Education and Financial Literacy**

In 2009 the TD Charitable Foundation donated \$3.6 million to support and sustain educational and financial literacy initiatives and programs affected by the economic downturn.

That's on top of thousands of volunteer hours our employees gave in support of our schools, students and their families. Thousands of children and adults gained essential skills and knowledge through our signature education and financial literacy programs.

### **TD Bank WOW!Zone**

The TD Bank WOW!Zone demonstrates our strong commitment to bringing financial education to families and educators in our communities. It is a free, interactive financial literacy program designed for students in Kindergarten to Grade 12 – both in school and online. We work with local schools and youth organizations to educate students about saving, understanding lines of credit and the stock market. Students, parents and educators can access games, learning activities and lesson plans by visiting the WOW!Zone at [tdbank.com](http://tdbank.com). The TD Bank WOW!Zone reaches an average of 7,000 students each month. In 2009, nearly 900 trained TD Bank instructors volunteered 5,000 hours of classroom and in-store instruction to 4,000 classes and 84,000 students.

### **Summer Reading Program**

More than 11,000 children from Maine to Florida participated in TD Bank's Summer Reading Program in 2009. The program encourages children to read and teaches them about saving money; every child who reads 10 books over the summer receives a \$10 deposit into their savings account. This year's young readers earned a total of \$110,000.

TD Bank, through the TD Charitable Foundation, also surprised school libraries from Maine to Florida with \$500,000 in grants to celebrate National Library Week. One hundred local school libraries, primarily in low- to moderate-income areas, received \$5,000 grants for books, technology resources or to support existing library programs.

The annual Summer Reading Program kicked off with Employee Reading Month when employees read to elementary school classes from Maine to Florida, then donated the books to the schools' libraries. The books are specifically chosen for their core message - the importance of saving money. This year, 1,200 employees visited elementary school classes and read to more than 30,000 students!

## Non-Profit Training Resource Fund

In 2009, the Non-Profit Training Resource Fund, through the TD Charitable Foundation, made awards of up to \$1,000 to 84 not-for-profits to support job training, education and professional development opportunities for their employees. Eligible organizations focus their support on affordable housing, promote small business development, provide financial literacy programs to low- and moderate-income youth, individuals or families, or provide after-school or extracurricular programming for low- and moderate-income children. In the last three years, 218 grants totalling \$192,000 have been made to strengthen the capacity of not-for-profit organizations to address community needs.

## Financial Learning for Homeowners and Small Business Owners

The recent economic downturn has reinforced the importance of providing our customers and the public with the tools to make sound financial decisions, including education for first-time homebuyers and small business owners.

- In the last year, TD Bank participated in 211 mortgage homebuyer seminars, with over 5,300 participants learning about topics such as applying for a mortgage, the loan closing process and post-purchase maintenance to protect their housing investment.
- TD Bank employees supported 58 small business workshops, providing the opportunity for 824 small business owners to learn about preparing a business plan, financing their new businesses, cash flow analysis and, most recently, surviving a bad economy.

## Health and Human Services

In these difficult economic times we recognize the value of partnering with key not-for-profit, public and private organizations to meet an increased demand for basic services - heat, shelter and food. Working together, we can accomplish more.

Some communities in the U.S. were particularly stressed by the economic climate. In response, the TD Charitable Foundation made 555 grants totaling \$5.8 million to provide basic human services to those in need.

The TD Charitable Foundation donated more than \$450,000 in just two months to food banks from Maine to Florida, providing more than 1.7 million meals to those in need.

A couple of examples include:

- The Regional Food Bank of northeastern New York, which collects large donations of food from the food industry and distributes them to charitable agencies serving hungry and disadvantaged people in 23 counties – that's nearly 20 million pounds of food a year to over 1,000 agencies.
- In South Florida, The Daily Bread Food Bank empowers local not-for-profit organizations to feed the needy and improve their lives. The \$25,000 grant made to Florida's Daily Bread Food Bank was the largest donation in the organization's history.

## Reinvesting in Our U.S. Communities

TD Bank has a strong history of serving the needs of the communities in which it operates. Our goal is to be a community bank that is dedicated and responsive to its local markets.

In 2008, TD Bank received an “Outstanding” Community Reinvestment Act (CRA) performance rating from the Office of the Comptroller of the Currency (OCC). The “Outstanding” rating reflects our commitment to meeting the financial service needs of low- and moderate-income individuals and neighbourhoods and small businesses.

During a four-year period from 2004 through 2007, TD Bank:

- Provided more than 21,000 mortgage loans totalling \$2.0 billion to low- and moderate-income individuals;
- Financed more than 59,000 small business loans totalling \$8.2 billion;
- Financed 261 community development loans totalling \$424 million (145 of these loans provided \$318 million in support of affordable housing projects);
- Donated a total of \$19.5 million in CRA-qualified grants via the TD Charitable Foundation; and
- Provided \$328 million in CRA-qualified investments, of which \$119 million funded low-income housing tax credit projects

TD Bank is fully committed to the principles of fair lending and granting credit without regard to race, colour, religion, national origin, ancestry, gender, sexual orientation, age, marital status, civil union status, disability, genetic information, receipt of public assistance, exercise of rights under consumer protection laws, familial status, handicapping condition or any other basis protected by law. We are committed to the spirit and letter of federal and state fair lending laws designed to promote fair and equal access to credit. In conformance with OCC regulatory guidance, we also strive to protect our customers from predatory lending practices by ensuring that terms and conditions are fairly disclosed and that fees and rates are reasonable and appropriate.

## U.K.

### TD employees making a difference

In the U.K.	
<b>TD Waterhouse:</b>	
Employee Donations:	£25,216
TD-matched donations:	£25,216
<b>TD Securities:</b>	
TD London Charity donations	£49,000

Total impact:	£99,432
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TD Waterhouse in the U.K., has three areas focus for corporate social responsibility (CSR):

- Literacy and Education
- Environment
- Well-being

These areas have been chosen as they matter most to our employees and customers. As a financial services company we believe we can also offer our expertise in financial literacy.

Our employees are at the centre of our CSR strategy. Without their commitment our support within local communities would not be successful. We are very proud that our employees share the company's enthusiasm for CSR and, as a result, over 58% of our employees have been involved in our activities.

Through our Corporate Giving Programme employees can apply for a Community Fund Grant of up to £250 to assist local charities and initiatives that they are involved in.

Through this program, TD Waterhouse International provided £1,750 to seven organizations in 2009.

## Literacy and Education

TD Waterhouse International is dedicated to making a difference and we find ways to contribute at many different levels. Financial literacy is one of our core CSR strategies, and we offer a number of volunteering initiatives to support this. We encourage all our employees to get involved and make use of their two days paid time off.

### Right To Read

The Right to Read program focuses on bringing assistance to children in the most deprived areas of the country. Our employees across Leeds and Manchester have committed to participating in at least one school term to help children improve their reading and social skills. Employees dedicate an hour of their time every week to listen to children read. They provide feedback on a regular basis to the schools on the children's progress.

### Number Partners

Number Partners is an innovative scheme that promotes the enjoyment of math among children in primary schools. The program also aims to boost children's confidence and provides access to additional adult role models. The learning takes place through a range of specially developed games, which are both fun and interactive.

Employees across Leeds and Manchester dedicate one hour per week with children playing specially designed board games with them to help generate discussions about numbers and boost their confidence. It is a great way to encourage children to learn about numbers in a fun environment and also assists them in enhancing their social skills. It is about listening to children, being enthusiastic about learning and being committed to really making a difference within our community.

## Mentoring

At TD Waterhouse our employees have the opportunity to be a mentor to young people aged 14–18 years old. We work with Leeds and Manchester Mentoring to offer non-judgmental advice and support to those who are not yet achieving their full potential.

The mentoring program allows our employees to build and enhance their own skills, including interpersonal and communication skills, increased motivation and a sense of achievement and professional development. In turn, the mentees gain a positive role model, increased confidence and motivation, improved interpersonal and social skills and improved future prospects.

We are proud that in 2008 TD Waterhouse International was awarded the Company of the Year Award by Leeds Mentoring, Aimhigher and Education Leeds. This demonstrates our progress and commitment as a company to the mentoring project.

## Culture Kids

In 2009 we piloted a new initiative called Culture Kids. Culture Kids is an innovative and exciting project organized by Leeds CARES and run in conjunction with the West Yorkshire Police. The aim is to tackle issues of race and culture at primary school age through an exciting program of fun events.

Some pupils have never encountered positive role models from people with different backgrounds to their own. It is essential for children to learn and understand the importance of differences and, by engaging them in a fun, learning environment, the initiative aims for the children to forget the visual differences, overcome prejudices and discover the things they have in common.

Falconbrook School in Battersea is located in a deprived area with approximately 30% of students requiring special educational support. TD Securities in London donated £10,000 to Falconbrook School, which was also matched by the Canada-UK Chamber of Commerce. The funds helped to restock the school's library.

TD Securities also donated funds to the Police Community Clubs of Great Britain for the Barney and Echo scheme. This program helps teachers and parents in addressing the important issues of bullying and vandalism, with the intent of helping young people make the most of their potential and become responsible citizens.

## Environment

### TD Waterhouse Team Challenges

Many of the team challenges we take part in aim to enhance the local environment or communities. Team challenges are group tasks that take place on one day. The challenges are coordinated through our partnership with Business in the Community, and we take part in challenges across Leeds and Manchester.

This initiative helps employees enhance existing skills and develop new skills that may be required in their career development; for example, all team challenges require a team leader. This is an excellent opportunity for employees to get a taste of what being a team leader is about.

Some of the team challenges include:



- Give and Gain Day – Creating reading gardens for three schools across Leeds and Manchester
- Involve Leeds – Decorating a learning room at a children’s centre in Leeds
- Let’s Get Cooking – Creating vegetable gardens for two primary schools in Leeds and Manchester
- Kippax Meadows Leeds – Regenerating an area to encourage wildlife and plants to flourish
- Edge Lane Allotments Manchester – Regenerating an area for local communities

## **Eco Kids**

In 2009 our Environmental Committee piloted the initiative and then we had the opportunity to launch the scheme to TD Waterhouse International employees. Eco Kids is a Business in the Community-led scheme where companies deliver a short fun-filled educational session on climate change to primary school children.

## **Economy**

### **Outperforming through an economic downturn**

The sustainability of a company is characterized by its ability to weather both good and bad times. At a time when many banks around the globe were retrenching or retreating, TD maintained a position of strength and has continued to grow.

### **Our Approach**

With the right strategy and by operating with excellence, a strong business like TD can be successful even in a tough economic environment.

We believe that responsible economic growth benefits all of our stakeholders and contributes to the overall health and prosperity of the communities and people we serve.

We contribute to the economy by financing business start-ups and growth, by sustaining and creating jobs, by paying taxes and by contributing financially to the communities where we work and live.

### **Our Commitments**

#### **Deliver shareholder value**

Our strategy is to produce long-term, profitable growth by building great franchises and delivering value to our customers, communities and shareholders. We do this by investing in our employees, building the base of talent and skills we need to compete successfully. We are growing our branch network, going to where current and potential customers need us to be and delivering services they value. We invest too, in technology and process improvements that keep expense growth in check. And we are disciplined acquirers. We are highly selective about how we invest our capital.

#### **Stimulate the economy through continued lending**

On lending, we have a simple approach – don’t make bad loans in good times, but continue to make

good loans in bad times. We've done just that. In 2009, personal and business loans grew by 13% in both Canada and the U.S.

We are committed to supporting large, medium and small business clients who need financing to start, sustain and grow their businesses. We also lend to customers who help stimulate the economy by making home and car purchases or doing renovations. As well, we help qualified customers who need to borrow or refinance to get through a difficult patch.

## Provide economic prosperity

Because we are a major employer, purchaser, taxpayer and financial services provider, our role in the economy is extensive. Our everyday business activities touch the financial lives of millions of people and businesses, fostering prosperity and contributing to the long-term growth of cities and regions.

Our global workforce is over 74,000 employees, which translates into \$5.8 billion in salaries and benefits. While we don't have specific policies or tracking about local hiring of employees or management, we do strive to make our branches and workforce reflect the communities we serve.

Running an extensive service and support network requires sound management of our real estate and premises. We have retail and corporate real estate units that handle all such functions. Each decision to open, close or relocate a facility undergoes a comprehensive analysis, including a cost-benefit study, a risk assessment and an evaluation of impact on customers, clients and the community involved. When we do find it necessary to close, merge or relocate a branch, our commitment is to provide sufficient advance notice to employees, customers and the community and work closely with them to ensure a smooth transition.

## Economic Performance

TD contributes to the economy in many ways. Our most direct contribution comes through maintaining a strong business with solid earnings and profits. This allows us to pay our employees and suppliers, contribute taxes and revenues to government, and provide dividends to our shareholders.

For further details about our business strategy and financial performance, see TD's 2009 Annual Report to Shareholders.

<b>TD Bank Financial Group's Economic Contribution</b> (millions of Canadian \$, except where noted)			
	2007	2008	2009
<b>Revenues</b>	14,281	14,669	<b>17,860</b>
<b>Net Income - adjusted</b>	4,189	3,813	<b>4,716</b>
<b>Taxes paid in Canada</b> (in thousands)	1,643,755	783,522	<b>858,775</b>
<b>Salaries and benefits</b>	4,606	4,984	<b>5,839</b>
<b>Total shareholder return</b>	13.0%	(17.1)%	<b>13.6%</b>

<b>Suppliers and premises</b> (in billions)	3.8	4.1	<b>4.3</b>
<b>Community contribution</b>	32.6 Can 8.2 U.S.	35.5 Can 11.5 U.S.	<b>37 Can</b> <b>3.9 U.S.</b>

## Small Business

### Supporting the small business owner during financial turbulence

In many communities, small businesses are the lifeblood of the economy. That's why TD consistently stands behind these vital enterprises. In 2009, we added 50 small business advisers across Canada, bringing the total to about 335. We plan to add more in 2010.

Our support for small business includes access to financing, specialized services and advice, and education.

#### Access to Financing

Despite a slowing economy and tough credit market conditions in 2009, we continued to be there for our small business customers and clients, supplying credit and offering diverse and innovative financing products and programs. Here are highlights of our financing initiatives in Canada:

- We continued our participation in the federal government's Canada Small Business Financing Program. Businesses with annual revenue of \$5 million or less can apply for loans up to \$500,000 to finance up to 75% for equipment and leaseholds and 90% of property purchases.
- We offered more financing opportunities for small business owners looking to own their own property. TD Canada Trust provided financing up to 75% loan-to-value and allowed for a rental component of up to 50%.
- In June 2009, the federal government introduced The Canadian Agricultural Loans Act (CALA) program that gives farmers easier access to credit. This program provides up to \$500,000 in financing for land purchases and up to \$350,000 for all other financing related to agriculture (including equipment, livestock, repairs etc.)

#### Educational Resources

To help small businesses learn and grow, we offer educational tools and resources. In 2009 we published two reports for small business owners:

- [\*\*Forecasting in Uncertain Times\*\*](#)
- [\*\*Getting Through The Credit Crunch in Good Shape\*\*](#)

We also launched a series of free webinars on critical topics for small business owners.

Throughout the year, TD sponsored various small business events in the community. During Small Business Week in October 2009, for example, we sponsored and/or participated in approximately 80 events across Canada.

## Economic Research

TD Economics is one of the most respected economics think tanks in Canada. The group covers issues of interest to investors in North America, Europe and Asia. In addition to regular publications and forecasts, the group publishes special economic reports on a wide range of issues that support investment decision-making and contribute to public policy dialogue.

In 2009, TD Economics published 35 special economic reports on topics that included:

- Economics and the Aboriginal Peoples in Canada;
- The importance of raising literacy rates, particularly among the immigrant population;
- Reforming Canada's Employment Insurance system; and
- The North American real estate and housing markets.

## Supply Chain Management

### Responsible Procurement

We have a North American Strategic Sourcing Group that is responsible for setting out the overall framework for supplier selection at TD. This group uses a disciplined process for the selection of significant suppliers and provides support and expertise to all TD businesses for their sourcing initiatives, assisting with evaluating, negotiating and structuring supplier arrangements.

Suppliers are screened according to wide-ranging criteria, including their social and environmental responsibility. We consider their supplier privacy and security policies and standards, insurance coverage and ethical standards. TD uses a comprehensive procurement policy that addresses the environmental performance of suppliers and the products we purchase from them. In 2009, we started evaluating suppliers on equal opportunity and non-discrimination policies.

TD also has supplier policies including Outsourcing and External Supplier Risk Management Policies in Canada and a Supplier Risk Management Policy in the U.S. which collectively outline a comprehensive due diligence process for supplier relationships and arrangements, including conflict of interest considerations, technology risks and a supplier's culture and compatibility with our Guiding Principles, business objectives, strategies and service philosophies.

### A Fair and Transparent Process

When conducting our sourcing process, we apply a selection methodology designed to deliver a fair, transparent and defensible process for our supplier community. Suppliers that are not successful are offered the opportunity for a debriefing session so they may better understand the rationale for our decision.

Currently, we do not survey suppliers on their overall satisfaction in doing business with TD; nor do we track or set requirements for spending on local suppliers at our major locations of operation.

\$4.3 billion: Total amount spent by TD on goods and services from suppliers across North America in 2009.

# Civic and Political Contributions

## Fostering discussion on public policy issues

TD sponsors and supports a range of forums, civic initiatives and other activities. Here are some examples:

- The Arthur Kroeger College of Public Affairs Leadership Forum at Carleton University in Ottawa, which connects leaders from the private, public and volunteer sectors to discuss perspectives on emerging national issues.
- The Public Policy Forum, which is an independent forum for open dialogue on public policy.
- Our Chief Economist chaired a government-sponsored Advisory Panel on Labour Market Information which advised governments on how labour market information can contribute to Canada's economic growth and efficiency over the next decade.
- Programs that give the next generation an opportunity to experience the parliamentary process and how government works. These include the federal Parliamentary Information and Research Service Internship Programme, the Ontario Legislature Internship Program, the Forum for Young Canadians and the Toronto Youth Cabinet.
- Equal Voice, whose mission is to promote the election of more women at all levels of government across Canada.
- The Historica-Dominion Institute of Canada's Passages to Canada Program, which introduces young Canadians to the immigrant experience in Canada.

## Advocacy and Political Contributions

In Canada, TD continues to advocate the need for a tax and regulatory environment that fosters competitiveness domestically and internationally. We are a member of the Canadian Bankers Association, which contributes to the development of public policy on financial services, and the Toronto Financial Services Alliance, a public-/private-sector collaboration to enhance the city as a leading financial centre.

TD will continue to track and analyze developments towards principles-based regulation and sector restructuring within other jurisdictions with a view to assessing how these international trends will affect the Canadian regulatory regime.

To bolster the democratic process, every year TD donates to various political parties and candidates in Canada. In the U.S., we do not make political contributions.

<b>Political Contributions made by TD (\$)</b>			
	2007	2008	2009
Federal	-	-	-
Provincial	149,600	124,500	<b>131,500</b>
Municipal	-	-	-
<b>TOTAL</b>	149,600	124,500	<b>131,500</b>

The ongoing objective is to make sure that TD businesses are only taking on risks they understand and that are manageable within an acceptable level. And because of this disciplined approach to risk management, TD Bank Financial Group was one of the few global institutions that did not require government assistance during the financial crisis.

## KPIs

### Our 2009 measures of TD's performance in corporate responsibility

<b>Customers</b>	<b>2009</b>	2008	2007
Customer Experience Index			
Canada – TD Canada Trust	<b>27.0</b>	26.1	23.5
U.S. – TD Bank	<b>32.5</b>	28.3	-
Number of substantiated breaches of customer privacy or loss of customer data (in Canada)	<b>5</b>	2	-

<b>Environment</b>	<b>2009</b>	2008	2007
GHG emissions <sup>1</sup>			
Canada – tonnes of CO <sub>2</sub> e	-	139,795	127,657
U.S. – tonnes of CO <sub>2</sub> e	-	107,797	n/a
Paper usage (average paper sheets used per employee)	<b>8,209</b>	8,363	8,829
Water usage (cubic metres) <sup>2</sup>	<b>1,900,000</b>	1,884,868	1,026,327
Electronic waste recycled (tonnes)	<b>60.0</b>	49.3	23.8

<sup>1</sup> Latest available data is 2008.

<sup>2</sup> Estimated amount for 2009. 2008 and 2007 figures are actual.

[Note: 1 tonne = 1.1 tons. 1 cubic metre = 35.3 cubic feet.]

<b>Employees</b>	<b>2009</b>	2008	2007
Employee retention (%)			
Canada <sup>1</sup>	<b>89.41</b>	86.56	n/a
U.S.	<b>73.40</b>	85.80	n/a
Employee engagement			
TD	<b>4.11</b>	4.18	4.14
TD Bank	<b>3.80</b>	4.12	4.06

TD excluding TD Bank	<b>4.24</b>	4.21	4.15
Average days of training per employee per year			
Canada	<b>3.88</b>	3.86	3.08
U.S.	<b>4.56</b>	6.09	-
Workplace accident statistics in Canada <sup>2</sup>			
Minor injuries (# of incidents) <sup>3</sup>	-	235	243
Disabling injuries (# of incidents) <sup>4</sup>	-	85	76

<sup>1</sup> Retention rates for Canada do not include TD General Insurance.

<sup>2</sup> Latest data available. 2009 data will be reported to the Canadian government in spring 2010.

<sup>3</sup> Injuries that are treated in the workplace, with no time lost beyond the day of the injury.

<sup>4</sup> Injuries that result in lost time in the workplace on any day following the injury. For each of the years shown, there were no workplace fatalities or disabling injuries that resulted in permanent loss of use of a body part or function.

<b>Diversity<sup>1</sup></b>	<b>2009</b>	2008	2007
Women			
Women in senior management positions (%)	-	33.78	29.55
Women in middle management positions (%)	-	47.17	47.37
Overall (%)	-	66.18	66.88
Visible minorities			
Visible minorities in senior management positions (%)	-	8.10	7.20
Visible minorities in middle management positions (%)	-	18.73	18.03
Overall (%)	-	25.97	25.38
Persons with disabilities – overall (%)	-	3.73	3.78
Aboriginal Peoples – overall (%)	-	1.06	1.22

<sup>1</sup> Statistics are for each year as at December 31 and reflect the percentage of the workforce. Statistics for 2009 will be compiled and reported to the federal government by June 2010.

<b>Community</b>	<b>2009</b>	2008	2007
<b>Canada</b>			
% of five-year average pre-tax profits donated to charity (Imagine Canada target is 1%)	1.3	1.4	1.3
% of donations/sponsorships given to focus areas (goal 50%)	49	45	44

Dollars paid through employee volunteer grants (in thousands of dollars)	336	257	223
Dollars donated or raised by TD employees (in millions of dollars)	9.4	6.8	- <sup>1</sup>
<b>U.S.</b>			
% of net pre-tax income vs. U.S. average according to the Giving U.S.A. Foundation	1.35 vs. 0.9	- <sup>2</sup>	-
% of TD Charitable Foundation giving in focus areas <sup>3</sup>	48	-	-
Financial literacy and education programs	5,118	-	-
Corporate and employee contributions to United Way and United Way agencies (in millions)	1.4	-	-

<sup>1</sup> In 2008, we started to track employee contributions separately from customer donations. Hence, 2007 numbers do not provide a valuable comparison.

<sup>2</sup> TD Bank, America's Most Convenient Bank was established in 2009.

<sup>3</sup> In 2009, this figure represents our giving to two areas (Affordable Housing and Education and Financial Literacy). In 2010, we will be including the environment as an area of focus.

## GRI Index

In preparing our Corporate Responsibility Report, TD follows the Sustainability Reporting Guidelines (known as the G3 framework) of the Global Reporting Initiative (GRI). These are the most widely used international guidelines for measuring and reporting social, environmental and economic performance over time.

There are three GRI application levels of A, B and C, which indicate the level to which a reporting company has applied the G3 framework.

## Standard Disclosures

Report Application Level	G3 Profile Disclosures	G3 Management Approach Disclosures	G3 Performance Indicators & Sector Supplement Performance Indicators
<b>C</b>	Report on: 1.1 2.1 – 2.10 3.1 – 3.8, 3.10 – 3.12 4.1 – 4.4, 4.14 – 4.15	Not Required	Report on a minimum of 10 Performance Indicators, including at least one from each of: Economic, Social and



			Environmental
<b>C+</b>	Report Externally Assured		
<b>B</b>	Report on all criteria listed for Level C plus: 1.2 3.9, 3.13. 4.5 – 4.13, 4.16 – 4.17	Management Approach Disclosures for each Indicator Category	Report on a minimum of 20 Performance Indicators, including at least one from each of: Economic, Environmental, Human Rights, Labour, Society, Product Responsibility.
<b>B+</b>	Report Externally Assured		
<b>A</b>	Same as requirement for Level B	Management Approach Disclosures for each Indicator Category	Report on each core G3 and Sector Supplement Indicator with due regard to the Materiality Principle by either: a) reporting on the Indicator, or b) explaining the reason for its omission.
<b>A+</b>	Report Externally Assured		

TD self-declares its corporate disclosure process to GRI Application Level C. The GRI table has been externally assured by the Canadian Business for Social Responsibility, which allows us to submit the report at a C+ level (GRI checked).

## Strategy and Profile

GRI Ref. #	Standard Disclosures		Location/Notes
<b>Strategy and Analysis</b>			
1.1	President and CEO's statement about organization and its strategy	included	<a href="#">CEO's Message</a>
1.2	Key impacts, risks and opportunities related to sustainability	included	<a href="#">Our Material Issues</a>

<b>Organizational Profile</b>			
2.1	Name of organization	included	<a href="#">About TD</a>
2.2	Primary brands, products and/or services	included	<a href="#">About TD</a>
2.3	Operational structure	included	<a href="#">About TD</a> <a href="#">AR p144-145</a>
2.4	Location of headquarters	included	<a href="#">About TD</a>
2.5	Countries of operation	included	<a href="#">Scope and Boundaries</a>
2.6	Nature of ownership and legal form	included	<a href="#">Scope and Boundaries</a> AR p145
2.7	Markets served	included	<a href="#">About TD</a> <a href="#">2009 Annual Report</a>
2.8	Scale of organization	included	<a href="#">About TD</a> <a href="#">Workforce Profile</a> <a href="#">AR p89</a>
2.9	Significant changes during reporting period	included	<a href="#">CEO's Message Integration</a>
2.10	Awards received	included	<a href="#">2009 Awards</a>
<b>Report Parameters</b>			
3.1	Reporting Period	included	<a href="#">About This Report</a>
3.2	Date of most recent report	included	<a href="#">About This Report</a>
3.3	Reporting cycle	included	<a href="#">About This Report</a>
3.4	Contact point on the report	included	<a href="#">Contact</a>
3.5	Process for defining report content	included	<a href="#">About This Report</a>
3.6	Boundary of report	included	<a href="#">Scope and Boundaries</a>
3.7	Limitations on scope or boundary of report	included	<a href="#">Scope and Boundaries</a>
3.8	Basis for reporting on other entities		
3.9	Data measurement techniques	included	<a href="#">About This Report</a>

3.10	Explanation of any restatements	included	<a href="#">About This Report</a>
3.11	Significant changes from previous report	included	<a href="#">About This Report</a>
3.12	Table identifying GRI standard disclosures in the report	included	<a href="#">GRI Index</a>
3.13	Policy and current practices with regard to seeking external assurance for the report	included	<a href="#">About This Report</a>
<b>Governance, Commitments and Engagement</b>			
4.1	Governance structure	included	<a href="#">AR p13-14 Corporate Governance Governance</a>
4.2	Indicate whether Chair of highest governance body is also an executive officer	included	<a href="#">AR p13-14</a>
4.3	Independent and/or non-executive members	included	<a href="#">PC p7-12</a>
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to highest governance body	included	<a href="#">Our Key Stakeholders</a>
4.6	Processes for the highest governance body to ensure conflicts of interest are avoided	included	PC p57
4.8	Mission and values statements, codes of conduct and principles	included	<a href="#">Our Values Conduct and Ethics</a>
4.9	Processes for evaluating the highest governance body's own performance	included	AR p14
4.12	Externally developed charters, principles or other initiatives to which the organization subscribes or endorses	included	<a href="#">Memberships Responsible Financing and Lending</a>
4.13	Significant memberships in associations and/or advocacy organizations	included	<a href="#">Memberships</a>
4.14	List of stakeholders engaged by organization	included	<a href="#">Our Key Stakeholders</a>
4.15	Basis for identification and selection of stakeholders to engage	included	<a href="#">Our Key Stakeholders</a>
4.16	Approaches to stakeholder engagement	included	<a href="#">Our Key Stakeholders</a>
4.17	Key topics and concerns raised through stakeholder engagement and the organization's response	partially included	<a href="#">Our Key Stakeholders</a>

[Customer Feedback](#)  
[Employee Feedback](#)

## Economic

GRI Ref. #	Standard Disclosures		Location/Notes
DMA	Management approach, goals, performance, policies, contextual information	included	<a href="#">Economy Scope and Boundaries</a>
<b>Economic Performance</b>			
EC1	Direct economic value generated and distributed, including revenues operating costs, employee compensation, donations and other community investments, retained earnings and payments to capital providers and governments	included	<a href="#">Meeting Diverse Needs Compensation and Benefits Community Economic Performance Civic and Political Contributions 2009 Annual Report</a>
EC2	Financial implications and other risks and opportunities due to climate change	included	<a href="#">Our Material Issues Environment Responsible Financing and Lending</a>
EC3	Coverage of the organization's defined benefit plan obligations	included	<a href="#">Compensation and Benefits Defined Benefit Pension Plan</a>
EC4	Significant financial assistance received from government	included	<a href="#">Civic and Political Contributions</a>
<b>Market Presence</b>			
EC5	Range of ratios of standard entry-level wage compared to local minimum wage		Not reported
EC6	Policy, practices and proportion of spending on local suppliers	partially included	<a href="#">Supply Chain Management</a>

EC7	Procedures for local hiring and proportion of senior management hired from the local community	included	<a href="#">Economy</a>
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## Environmental

GRI Ref. #	Standard Disclosures		Location/Notes
DMA	Management approach, goals and performance, policies, contextual information	included	<a href="#">Environment</a>
<b>Energy</b>			
EN3	Direct energy consumption	included	<a href="#">Environment</a>
EN4	Indirect energy consumption	included	<a href="#">Environment</a>
EN5	Energy conservation and efficiency improvements	included	<a href="#">Energy Reduction</a>
EN6	Energy-efficient or renewable energy-based products/services	included	<a href="#">Renewable Energy</a>
EN7	Initiatives to reduce indirect energy consumption	included	<a href="#">Energy Reduction</a>
EN8	Total water withdrawal by source	partially included	<a href="#">Waste Reduction</a>
<b>Biodiversity</b>			
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	included	<a href="#">Reducing Our Operational Footprint</a>
EN12	Impacts on biodiversity-rich areas	included	<a href="#">Responsible Financing and Lending</a>
<b>Emissions, Effluents, and Waste</b>			
EN16	Total direct and indirect greenhouse gas emissions by weight	included	<a href="#">Our Carbon Footprint</a>
EN17	Other relevant indirect greenhouse gas emissions by weight	included	<a href="#">Our Carbon Footprint</a>
EN18	Initiatives to reduce greenhouse gas emissions	included	<a href="#">Energy Reduction</a>
EN19	Emissions of ozone-depleting substances by weight		Not reported
EN20	NOx, SOx and other significant air emissions by type and		Not reported

	weight		
EN21	Total water discharge by quality and destination		Not reported
EN22	Total weight of waste by type and disposal method	partially included	<a href="#">Waste Reduction</a>
EN23	Total number and volume of significant spills		Not applicable
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous and percentage of transported waste shipped internationally		Not applicable
EN25	Identity, size, protected status and biodiversity value of water bodies and related habitats significantly affected by discharges of water and runoff		Not applicable
<b>Products and Services</b>			
EN26	Initiatives to mitigate environmental impacts of products and services	included	<a href="#">Waste Reduction</a> <a href="#">Green Building &amp; Design</a> <a href="#">Retail Products and Services</a>
EN27	Percentage of products sold and their packaging materials that are reclaimed by category		Not applicable
<b>Compliance</b>			
EN28	Significant fines and sanctions for non-compliance with environmental laws and regulations	included	<a href="#">Conduct and Ethics</a>
<b>Transport</b>			
EN29	Significant environmental impacts of transporting products and materials used for the organization's operations	included	<a href="#">Our Carbon Footprint</a>
<b>Overall</b>			
EN30	Total environmental protection expenditures and investments by type	included	<a href="#">Environment</a>

## Labour Practices

GRI Ref. #	Standard Disclosures		Location/Notes
<b>LABOUR PRACTICES AND DECENT WORK</b>			
DMA	Management approach, goals, performance, policies, contextual information	included	<a href="#">Employee Diversity</a>

<b>Employment</b>			
LA1	Workforce by employment type and region	included	<a href="#"><u>Workforce Profile</u></a>
LA2	Employee turnover	partially included	<a href="#"><u>Workforce Profile</u></a>
LA3	Benefits for full-time employees	included	<a href="#"><u>Compensation and Benefits</u></a>
<b>Labour/Management Relations</b>			
LA4	Employees covered by collective bargaining agreements	included	<a href="#"><u>Labour Codes and Human Rights</u></a>
LA5	Minimum notice period regarding operational changes	included	<a href="#"><u>Transitions</u></a>
<b>Occupational Health and Safety</b>			
LA6	Workforce represented in formal health and safety committees	included	<a href="#"><u>Employee Well Being</u></a>
LA7	Rates of injury, lost days, number of work-related fatalities	partially included	<a href="#"><u>Employee Well Being</u></a>
LA8	Programs for serious diseases	included	<a href="#"><u>Employee Well Being</u></a>
LA9	Health and safety topics covered in trade union agreements	included	<a href="#"><u>Labour Codes and Human Rights</u></a>
<b>Training and Education</b>			
LA10	Training per year per employee	included	<a href="#"><u>Performance and Development</u></a> <a href="#"><u>Diversity</u></a> <a href="#"><u>Leadership and Training</u></a>
LA11	Career and skill development programs	included	<a href="#"><u>Performance and Development</u></a> <a href="#"><u>Employee Well Being</u></a>
LA12	Percentage of employees receiving regular performance and career development reviews	included	<a href="#"><u>Performance and Development</u></a>
<b>Diversity and Equal Opportunity</b>			
LA13	Composition of governance bodies and breakdown of employees by diversity indicators	included	<a href="#"><u>Employee Diversity</u></a> <a href="#"><u>Diversity</u></a> <a href="#"><u>Governance</u></a>

## Human Rights

GRI Ref. #	Standard Disclosures		Location/Notes
DMA	Management approach, goals, performance, policies, contextual information	included	<a href="#">Conduct and Ethics</a> <a href="#">Supply Chain Management</a>
<b>Investment and Procurement Practices</b>			
HR1	Significant investment agreements that include human rights clauses or that have undergone human rights screening	included	<a href="#">Equator Principles</a>
<b>Non-Discrimination</b>			
HR4	Incidents of discrimination and actions taken	included	<a href="#">Labour Code and Human Rights</a>
<b>Freedom of Association and Collective Bargaining</b>			
HR5	Operations where freedom of association and collective bargaining may be at significant risk	included	<a href="#">Labour Code and Human Rights</a>
<b>Child Labour</b>			
HR6	Operations having significant risk for incidents of child labour	included	<a href="#">Labour Code and Human Rights</a>
<b>Forced and Compulsory Labour</b>			
HR7	Operations having significant risk for incidents of forced or compulsory labor	included	<a href="#">Labour Code and Human Rights</a>
<b>Indigenous Rights</b>			
HR9	Incidents of violations involving rights of indigenous people	included	<a href="#">Labour Code and Human Rights</a>

## Society

GRI Ref. #	Standard Disclosures		Location/Notes
DMA	Management approach, goals, performance, policies, contextual information	included	<a href="#">Employees Diversity</a>
<b>Community</b>			



SO1	Programs for managing operational impacts on communities	included	<a href="#">Our Commitments Dynamic Workforce Planning</a>
<b>Public Policy</b>			
SO4	Actions taken in response to incidents of corruption	included	<a href="#">Conduct and Ethics Customer Protection</a>
SO5	Public policy positions and participation in public policy development and lobbying	included	<a href="#">Civic and Political Contributions</a>
SO6	Political donations	partially included	<a href="#">Civic and Political Contributions</a>
<b>Anti-Competitive Behaviour</b>			
SO7	Number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices and their outcomes	included	<a href="#">Conduct and Ethics</a>
<b>Compliance</b>			
SO8	Significant fines and sanctions for non-compliance with laws and regulations	included	<a href="#">Conduct and Ethics</a>

## Product Responsibility

GRI Ref. #	Standard Disclosures		Location/Notes
DMA	Management approach, goals, performance, policies, contextual information	included	<a href="#">Customer</a>
<b>Customer Health and Safety</b>			
PR2	Incidents of non-compliance with health and safety regulations and codes	included	<a href="#">Conduct and Ethics Customer Protection</a>
<b>Product and Service Labelling</b>			
PR4	Incidents of non-compliance with regulations and codes re product and service information and labelling	included	<a href="#">Conduct and Ethics</a>
PR5	Practices related to customer satisfaction, including results of surveys	included	Customer Feedback

<b>Marketing Communications</b>			
PR6	Programs for adherence to laws, standards and voluntary codes related to marketing communications	included	<a href="#"><u>Product Responsibility</u></a>
PR7	Incidents of non-compliance with regulations and voluntary codes concerning marketing communications	included	<a href="#"><u>Product Responsibility</u></a>
<b>Customer Privacy</b>			
PR8	Substantiated complaints regarding privacy breaches	included	<a href="#"><u>Customer Protection</u></a>
<b>Compliance</b>			
PR9	Significant fines for non-compliance with laws and regulations concerning products and services	included	<a href="#"><u>Conduct and Ethics</u></a>

## Financial Services

<b>GRI Ref. #</b>	<b>Standard Disclosures</b>		<b>Location/Notes</b>
DMA	Management approach, goals and performance, policies, contextual information	partially included	<a href="#"><u>Green Building Design</u></a> <a href="#"><u>Conduct and Ethics</u></a>
FS1	Policies with specific environmental and social components applied to business lines	included	<a href="#"><u>Sustainable Investing</u></a> <a href="#"><u>Employee Well Being</u></a> <a href="#"><u>Diversity</u></a> <a href="#"><u>Supply Chain Management</u></a>
FS2	Procedures for assessing and screening environmental and social risks	included	<a href="#"><u>Responsible Financing and Lending</u></a> <a href="#"><u>Responsible Investing</u></a>
FS3	Processes for monitoring client's implementation of and compliance with environmental and social requirements included in agreements or transactions	included	<a href="#"><u>Responsible Financing and Lending</u></a> <a href="#"><u>Responsible Investing</u></a>
FS4	Processes for improving employee competency to implement the environmental and social policies and procedures	included	<a href="#"><u>Employee Participation</u></a> <a href="#"><u>Diversity</u></a> <a href="#"><u>Leadership and</u></a>

			<a href="#"><u>Training</u></a>
FS5	Interactions with clients/investees/business partners regarding environmental and social risks and opportunities	included	<a href="#"><u>Environmental Dialogue and Research Our Key Stakeholders</u></a>
FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	included	<a href="#"><u>TD Helps</u></a>
FS9	Audits to assess implementation of environmental and social policies and risk assessment procedures	included	<a href="#"><u>Conduct and Ethics</u></a> <a href="#"><u>Reducing Our Operational Footprint</u></a> <a href="#"><u>TD Diversity Inclusiveness Survey</u></a>
FS13	Access points in low-populated or economically disadvantaged areas	included	<a href="#"><u>Inclusive Banking</u></a>
FS14	Initiatives to improve access to financial services	included	<a href="#"><u>Serving Diverse Customers</u></a> <a href="#"><u>Meeting Diverse Needs</u></a> <a href="#"><u>Accessible Banking</u></a> <a href="#"><u>Inclusive Banking</u></a>
FS15	Policies for the fair design and sale of financial products and services	included	<a href="#"><u>Product Responsibility</u></a>
FS16	Initiatives to enhance financial literacy	included	<a href="#"><u>Product Responsibility</u></a> <a href="#"><u>Small Business Webinars</u></a> <a href="#"><u>Education and Financial Literacy</u></a> <a href="#"><u>Literacy and Education</u></a>

## Case Studies

## TD Helps

## Objective

To help customers and clients in tough times. To encourage customer conversations before it is too late to help.

### Description

In Canada, we launched a specific campaign to support our customers. Declining business income and unexpected job losses left many small business owners, sound investors and prudent savers in challenging financial circumstances. In focus groups, customers asked, “Help me survive in these times of economic crisis.”

### For our customers and clients

- We launched a TD Helps website, which received more than 265,000 hits and hundreds of comments since July 2009. Customer features include a step-by-step breakdown of the loan consideration process.
- We launched a “Let’s Figure It Out” marketing campaign, encouraging customers and clients to come talk to us. When times become tough, many people try to ignore the problem. This campaign was designed to encourage people to address the problem sooner and let TD help get them back on track.

### Employee Tools

- We trained employees to initiate conversations about debt management.
- We gave credit specialists more flexibility to help customers manage or resolve their credit issues, including those who had become unemployed.
- We created an internal online resource, providing tools for employees to assist them through really tough customer conversations.
- TD Wealth Management launched its first strategic webinar, Getting Our Clients Across the Valley, which trained employees on how to respond to client’s needs during difficult market conditions.

### Impact

- Between March and September, over 1,000 customers sought help each week.
- TD restructured over 5,000 loans.
- TD made 25,000 other adjustments to credit accounts, including options like:
  - skipping a mortgage payment;
  - paying interest only for a few months; or
  - extending the amortization period.

By the end of the calendar year, we helped 24,000 customers.

### Comments

“We know times are tough. So we’ve made sure that our employees are equipped with the right skills, the right training and solutions to help our customers through tough times.

“I think it’s difficult for people to come in and ask for help, but we’re here to listen. And we

would really encourage our customers to come in and talk to us as early as they feel comfortable doing so. We know we can't help everybody, but we are committed to try and help and to provide as comfortable an experience to our customers as we can."

Tim Hockey, President and CEO, TD Canada Trust

"This isn't the time to hunker down, to be invisible. Our customers and clients are worried about all this market volatility. Be there for them – as a steady hand and a calming influence. For our customers, go that extra mile. Help our customers and clients through this tough time and you'll earn their loyalty for life."

Ed Clark, CEO, TD Bank Financial Group

Speech to the Senior Managers Conference, December, 2008

## Operational Footprint – Green Buildings

### Objective

To review our current building design standards in order to reduce energy consumption.

### Description

TD designed and launched several pilot projects in 2009 to green our buildings in Canada and the U.S. We will assess the results from these projects to determine the feasibility of rolling out green buildings enterprise-wide.

For employees, education about green building design and operations remains a priority. To achieve this goal, in 2010 we will establish new staff training and accreditation standards.

### Impact

#### LEED

TD Bank has adopted The Leadership in Energy and Environmental Design (LEED) Green Building Rating System, developed by the U.S. Green Building Council (USGBC), as the standard for environmentally sustainable construction.

#### In 2009:

- In the U.S., we began construction of two LEED gold stores, which will use 40% less energy than our current stores, and that cost 15% less to build;
- We completed construction of our first LEED-Certified corporate space;
- We began design of a LEED-Gold call centre; and
- In Canada, we began construction of one LEED-Silver and one LEED-Gold branch.

#### Pilot in London, Ontario, Canada

The rooftop solar array, (14.28 KW system) is capable of generating close to 75% of the branch's electricity peak summer demand. Ice storage technology generates and stores building cooling during

off-peak hours resulting in significant cost savings.

## **U.S. Retail Prototype – Queens Village, New York**

This store as designed will be 54% more efficient than building code requires. CO2 emissions will decrease by 50% as well. The store's solar panels alone will avoid an estimated 10.25 tons of CO2 emissions per year. At the same time, the cost of generating onsite solar electricity is 1/3 the cost of electricity purchased from the local utility. The plumbing fixtures use 40% less water, and between the extensive daylight and energy efficient fixtures, the store will use 50% less electricity for lighting. All this has been accomplished without altering the look and feel of the store design.

### **The store's main green features are:**

- A 10 KW Solar array on the Drive-Thru canopy generating 17% of the store's electricity with an in-store LCD screen providing information on green features, including real-time reporting on the solar panels.
- Extensive use of daylight and energy efficient lighting
- Water efficient plumbing fixtures
- Highly insulated building envelope
- Drought tolerant native plantings

## **Comments**

“At TD, green building education is a priority. However, because of the different approaches to green buildings in Canada and the U.S., our strategies must be regional. In 2010, we plan to extend training to more staff and to better develop our internal and external messaging about green programs.”

“We believe that green buildings should become business as usual. In 2010, we will make ongoing improvements to our building portfolio, involve and educate our employees about green building design, construction, operation and maintenance, and share this knowledge with customers and shareholders.”

Frank Sherman, U.S. Green Officer

## **Greening Canada Fund**

### **Objective**

To purchase and deliver carbon offset credits from across Canada for its investors.

### **Description**

The fund is the first-ever voluntary carbon-emissions reduction fund aimed exclusively at large Canadian corporations. TD and the Bank of Montreal have committed to an initial \$13 million investment as they move toward becoming the first large carbon-neutral corporations in Canada. The fund will be managed by Green Power Action Inc.

The fund will combine environmental awareness with social benefits by primarily sourcing greenhouse

gas (GHG) emission offset credits from Canadian public schools, hospitals, public housing and not-for-profit organizations. Capital generated by the Fund will be invested into various green projects in the Canadian public and not-for-profit spheres, as well as the private sector, creating green jobs and supporting green technologies across Canada.

## Impact

Even the most energy efficient corporations will likely generate some carbon emissions. The fund is designed to help corporations offset the emissions remaining after implementing other internal energy abatement strategies. The fund's initial \$13 million investment is expected to generate offset credits equivalent to taking 190,000 cars off the road for one year.

## Comments

"It was amazing to see two major banks take the initiative to come together in their pursuit to go green. We look forward to growing the fund through investments by other Canadian corporations with environmental objectives."

Michael Sherman, Managing Director of Greening Greater Toronto

"We will be sourcing Canadian carbon offset credits from green projects in private, public and not-for-profit sector organizations across Canada," explains Gerry Rocchi, CEO of Green Power Action.

"These organizations may be able to realize revenues from selling offsets from their greening projects equal to 20% of the capital cost over the lifetime of the projects. For example, a \$1 million retrofit might generate \$200,000 worth of carbon offset credits over its life, in addition to energy savings. Through our purchases, these types of projects become more economically feasible."

Gerry Rocchi, CEO of Green Power Action

"We're looking to develop a range of offsets to help us achieve a zero carbon footprint. What makes the Greening Canada Fund so attractive is that our investment will have a direct impact on local social partners and non-profits to help reduce their emissions. This is a triple-win – local organizations will receive new and better equipment to become more energy-efficient and their costs will go down; the community will get cleaner air; and we'll all benefit from reduced emissions."

Karen Clarke-Whistler, Chief Environment Officer, TD Bank Financial Group

## Integration of TD Bank, America's Most Convenient Bank

### Objective

To integrate TD Banknorth and Commerce Bank, incorporating our brand, culture and business model, and data conversion.

### Description

The integration of Commerce Bank and TD Banknorth, a larger and more complex undertaking than any prior acquisition in TD Bank Financial Group history, was successfully completed on schedule – just over 18 months.

With a strong focus on customers, we met challenges with flair, creativity and a 24/7 work approach, successfully building an enduring platform and a competitive advantage. Throughout this labour-intensive integration program, which took place during a period of extreme turmoil in the financial marketplace, we continued to deliver strong business results, achieving a 50% deposit growth over our peers (five-year average).

### Integration Highlights

- The integration program included Commerce re-branding and launch of new products, migration of TD Banknorth customers to new products, TD Banknorth re-branding, and conversion of Commerce legacy customers to a new platform.
- A set of Guiding Principles and Integration Objectives guided our governance and decision making throughout the entire process.
- We established a constant feedback loop, giving us the ability to adjust on a daily basis to our customers' concerns and needs.
- Human Resources (HR) teams worked to ensure that employees were supported through the transition and kept informed of HR initiatives impacting them.

### Meeting Challenges

- In September 2009, we migrated 1,028 stores to the TD Bank, America's Most Convenient Bank brand and a single operating platform.
- During the first few days after systems integration, problems arose with overnight processing.
- When issues emerged, it was "all hands on deck," as employees worked around the clock to resolve problems and make things right for our customers. We deployed our Executive Response teams to our call centres, where they were empowered to make decisions and solve problems, one customer at a time.
- We provided customers with provisional credit, waived TD Bank fees and paid third-party bank fees charged due to delays in processing. Employees were even empowered to offer \$25 to customers for any inconveniences they may have experienced.

### Customer WOW! Index Recovery

- During this time of uncertainty for our U.S. customers, we naturally took a hit in terms of customer satisfaction, measured by our Customer Wow! Index (CWI). In September 2009, our CWI score was 34.5, ahead of our goal of 33.9. When integration problems arose, we dropped down to a monthly average of 17.2. By December, however, we had rebounded to 26.2, against a goal of 24. Our hard-working, dedicated team of employees, working around the clock for many weeks, made it possible for us to rebound from this crisis in record time and with our reputation intact. They continue to help us achieve our enterprise-wide goal of being the better bank.

## Impact

During the 18-month period of integration we:

- integrated our brand, culture and business model at 1,100 stores, and successfully completed



data conversion;

- trained 15,035 employees;
- logged a total of 385,000 hours of training; and
- developed 88 new training programs to support integration.

## Comments

“I spent the weekend visiting many of our stores and call centers,” writes Bharat Masrani, President and CEO, TD Bank, America’s Most Convenient Bank, “and was extremely impressed with the energy, enthusiasm and ‘can do’ spirit of our people. Employees from departments all over the bank spent their weekend helping out in any way they could, bringing people coffee, sharing words of encouragement and just being there – it really was quite remarkable and is one of the reasons I am confident we will come out of this stronger than ever.”

Bharat Masrani, President and CEO, TD Bank, America’s Most Convenient Bank

Imagine my surprise when I got to the airport to purchase a return ticket and had only about \$100 in my account. I called TD Bank to see if there was something wrong. She listened to my story before responding: “I’m terribly sorry; there has been a delay today in posting direct deposits to accounts. But I see that you get a direct deposit on the 15th and 30th of every month, and I’ve already been authorized to fix these issues so I’m going to post a \$1,000 credit memo to your account. Is that enough for your plane ticket?”

I thought I would fall over. There was no arguing, pleading, begging. I didn’t have to ask to talk to a supervisor. The customer-service person who spoke with me was intelligent and had been empowered to fix problems.

Philip H Weber, Philadelphia, PA

## New Defined Benefit Pension Plan

### Objectives

To attract and retain employees through our retirement offerings, by ensuring that every eligible TD employee in Canada can receive a pension from TD at no cost to them.

### Description

Although many companies are converting pension plans to defined contribution, in the spring of 2009, TD launched a new industry-leading defined benefit pension plan for Canadian employees.

A defined benefit pension plan provides employees with the security of a regular retirement income. The new plan was designed to be the best fully bank-paid pension plan in the industry for employees with regular earnings below the Canada/Quebec Pension Plan (C/QPP) maximum pensionable earnings (\$47,200 in 2010). It also provides an optional top-up, so employees can earn a competitive pension on their salary above the C/QPP limit at a very affordable cost.

When the new plan was introduced, employees had the opportunity to make a fully informed choice

between the current plan and the new plan, using a variety of simple and easy tools:

- A professionally designed magazine comparing the two pension plans and their features;
- An online pension projection tool to estimate the annual pension at various retirement ages, including estimates of how much the pension would increase by joining the top-up or tax-sheltering more money through a Pension Enhancement Account;
- Tools for managers, including online webcasts, posters and checklists; and
- A full-service call centre to answer questions about the new plan.

## Impact

For an employee who makes no contribution, the new plan provides a pension of 1.4% of salary approaching retirement for each year of plan membership, up to the C/QPP maximum pensionable earnings.

Members in the top-up can also earn an additional pension of 2.0% on the portion of their salary above the C/QPP maximum for each year of plan membership – at the lowest contribution rate of any major Canadian bank.

Employees who have a salary below the C/QPP maximum and participate in the fully bank-paid pension only will enjoy a total pension (when combined with C/QPP) of 80% to 94% of their final average salary if they work at TD for 35 years.

A total of 23,000 employees (Canada only) enrolled in the new pension plan – 7,000 by choice and 16,000 by automatic enrolment.

## Comments

“I was able to develop a retirement plan that best suits my lifestyle and my family’s needs. The best part is the tools give me a combined overview of my pension and other retirement savings so it’s easy to see how I’m progressing towards my goals.”

Toni Rico-Guatieri, Customer Relations Coordinator, TD Canada Trust

## Build For The Future Leadership Development Program

### Objective

To support TD’s growth strategy by developing our next generation of leaders.

### Description

TD has worked closely with the Richard Ivey Business School, Ryerson University and Kiely Group to deliver customized learning programs for our executives. Build For The Future consists of two modules scheduled over a three-month period. Between modules, participants have an opportunity to apply their learning back in the workplace.

TD’s senior executives assist in teaching the modules and share their knowledge and understanding of our business strategy. During the program, participants have multiple opportunities to ask questions

directly to TD's most senior executives, including our CEO, Ed Clark, who attends in person. Ed shares his perspective on leadership and key lessons in his personal journey.

The program's objectives are to:

- Emphasize the role of leaders to build talent for the future;
- Better equip executives to develop the next generation of future TD leaders;
- Increase commitment to creating an inclusive environment at TD; and
- Establish a development culture.

## Impact

Since 2008, over 400 executives have completed the program. Using a scale from 1 (poor) to 7 (excellent), all participants rated Build For The Future with 5, 6, and 7.

## Comments

Comments about the course:

"I learned not only about TD but also about how I can improve as a leader, and there is always room for that. I also appreciate the expectations that TD sets for its leaders."

"Excellent course. I am going back energized, committed to developing people more than ever. Will absolutely spread the knowledge to people around and below me. Very insightful."

"Very practical, linking human psychology, practice and theory to form a highly impactful presentation which is extremely beneficial to me as a leader."

"I am interested in coming up with a people strategy to go with my business strategy."

## Dynamic Workforce Planning

### Objective

To proactively plan for shifts in our workforce.

### Description

In 2009, customer and client needs changed at a rapid pace in response to the economic downturn. For some areas of TD, the volume of work decreased or the nature of the work changed within a very short period of time, while other areas experienced a rapid increase in demand.

TD adopted a new approach to workforce planning to enable us to quickly adapt to changing needs across our business and continue to provide our employees with job opportunities at TD.

We trained HR practitioners to help them evaluate redeployment options such as moving an employee from one business area to another, considering job comparability, training requirements and notice periods. We also created tools for managers and employees to support them through role transitions.

### Impact

Several business units utilized dynamic workforce planning initiatives. For those employees affected, we committed to:

- Keeping them informed;
- Providing as much choice as possible;
- Giving priority to current employees (rather than temporary staff);
- Finding comparable work;
- Limiting the job loss; and
- Providing appropriate support, including EAP services.

Although these strategies were not required as much as we had first anticipated, it was a valuable planning exercise.

## **TRIEC (Toronto Regional Immigrant Employment Council) and the National Mentoring Initiative**

### **Objective**

TRIEC works to improve access to employment for immigrants. In 2009, TD wanted to build on the program's success and help roll out this model on a national scale.

### **Description**

The TRIEC Mentoring Partnership builds relationships between professional mentors and new immigrants. The program is designed for immigrants who possess the education, experience and language skills needed to excel in the workforce. All they need are the connections and knowledge that can only be gained from real-life experience.

The Mentoring Partnership is a four-month relationship between volunteer mentors and their mentees, who are new immigrants. The mentor provides professional advice on resumés, practice interviews and networking opportunities with other professionals in the same field.

At the end of the four months, the new immigrant has a better understanding of his or her profession within a Canadian context. In 2009, TD supported a national rollout of the mentoring model through the National Mentoring Initiative.

New immigrants in Halifax, Edmonton and Kitchener/Waterloo can participate in a mentoring partnership, with additional cities such as Vancouver and Montreal expected to become part of the program in 2010.

### **Impact**

- Since 2005, TD employees have completed over 550 mentoring relationships in the Toronto-based program.
- Fifty-eight TD employees have been mentors more than once.
- TD donated \$440,675 over three years to support the launch of the National Mentoring Initiative in other Canadian cities.

- In addition to financial support, TD has provided organizational expertise in supporting a national rollout.

## Comments

“It’s a great chance to learn about different people and cultures and a good opportunity to build my coaching and leadership skills. Very eye-opening on the challenges faced by new Canadians in finding roles in Canada.” TD mentor

## TD Diversity Inclusiveness Survey

### Objective

To assess our progress in making TD an inclusive place to work.

### Description

The first Diversity Inclusiveness Survey was conducted in 2007 to determine employees’ feelings about the level of inclusiveness at TD and to better understand the demographic makeup of the organization. TD conducted a follow-up survey in 2009 to help measure the progress that has been made over the past few years in creating an inclusive environment for all TD employees.

Questions about demographics were asked to allow results to be presented based on TD’s diversity areas of focus. All employees across Canada were invited to participate in the survey, and more than 45% (21,012) of Canadian-based TD employees completed it.

#### The Inclusiveness Index

The survey asked employees about career opportunities, their team environment and the organization overall. The Inclusiveness Index is the average of ratings given to the following five key statements by participating employees and the index measures the perceived level of inclusiveness:

- I am treated with respect and dignity at work.
- I feel included in my team.
- My team demonstrates that we understand the different needs and expectations of all types of employees.
- TD has taken appropriate action to address the issues of diversity for all employees.
- Overall, I am satisfied working at TD.

### Results

	2009	2007
<b>Overall favourable responses</b>	<b>89%</b>	86%
Women	<b>90</b>	86
Visible minorities	<b>86</b>	82

People with disabilities	<b>84</b>	79
LGBTQA	<b>87</b>	80
Aboriginal Peoples	<b>88</b>	86

Note: We conduct this survey every two years.

## Comments

"The results clearly show we're making good progress in our initiatives but we're on a journey and, until every employee feels there are no barriers or obstacles to reaching his or her full potential, we'll still have work to do," says Bill Hatanaka, Group Head Wealth Management, and Chair of the Diversity Leadership Council.

## Great Canadian Shoreline Cleanup

### Objective

The primary goal of the Great Canadian Shoreline Cleanup is to reduce the amount of litter found on shorelines each year by engaging communities to change their own attitudes toward littering and their behaviour.

Employees and community members not only help maintain and restore the environment but also inspire positive action year-round.

This leads to cleaner and safer shorelines, as well as encouraging Canadians to be more conscious of how their individual behaviours can have an impact on the environment.

### Description

In 2009:

- 56,916 Canadians registered to clean up more than 1,568 shorelines across Canada.
- 9,217 TD employees registered to clean up 300 sites.
- The goal was to collect 150,000 kilograms (330,000 pounds) of litter – enough to fill up 200 garbage trucks.

### Impact

- 2,457 kilometres (1,523 miles) of shoreline was cleaned.
- The estimated weight of debris removed was 160,914 kilograms (354,000 pounds) -- well above the target!

## Comments

"The most common feedback we receive each year is, 'We can't believe how much garbage we picked up!' and 'We even had customers stop by to let us know how much they

respected and appreciated TD's efforts in helping the environment," says Mary Desjardins, Executive Director, TD Friends of the Environment Foundation. "Once again TD employees have shown they walk the talk when it comes to community giving and involvement, and we should all feel very proud for making such an outstanding environmental impact."

## Annual Housing For Everyone Grant Competition

### Objective

In the U.S., the TD Charitable Foundation's Housing For Everyone grant competition awards funding for projects and initiatives that help create, rehabilitate or maintain safe, affordable housing for thousands of people in local communities. In 2009, a total of \$2 million was awarded to 56 not-for-profits in 12 states,

### Description

**Philadelphia VIP (Volunteers for the Indigent Program)** was one of the two not-for-profits that received \$100,000 awards. Philadelphia VIP works to keep low-income homeowners in their homes by securing pro bono legal representation for clients facing homelessness and foreclosure through its LawWorks program. VIP's \$100,000 Housing For Everyone grand prize award supports Philly FReE, a nationally recognized program that recruits and trains volunteer attorneys to represent homeowners who are engaged by the Foreclosure Diversion Program and provides support throughout the foreclosure process.

### Impact

- In 2009, VIP recruited and trained more than 160 new volunteer attorneys, who provided representation in 645 foreclosure cases.
- With the skills of a VIP volunteer attorney, more than 70% of VIP clients are able to remain in their homes despite being on the brink of foreclosure.

### Comments

"TD Bank is committed to improving our city and keeping people in their homes. They understand that the benefits of home ownership for low-income people transcend the individual and help our entire community. We are truly grateful for their investment in our work."

Sara Woods, Executive Director, Philadelphia VIP

## Small Business Webinars

### Objective

To support our small and mid-sized business customers and clients, TD developed a series of small business webinars.

## Description

The small business webinars were an effective forum for TD to provide practical advice and strategies for better business management on topics such as:

- Managing Your Cash Flow
- Getting the Most From Government Programs
- How to do Business with the Government

## Impact

As awareness built, interest in the webinars grew. By the third one, registration increased to 3,700, with more than 1,260 attending the live event.

Post-event analysis shows that viewers found the webinars engaging:

- Approximately 70% of live viewers stayed for the entire presentation – above the industry norm.
- More than half of the attendees stayed to the end for the live Q&A session that followed the video presentation.
- Approximately 700 live viewers participated in a survey:
  - 97% said that they'd found the webinar useful;
  - 98% expressed interest in upcoming webinars; and
  - 27% indicating they'd consider contacting a TD Small Business Advisor.

In September, we also launched a new TD Small Business Banking web page that features links to all of our past webinars and presents a list of our upcoming topics.

## TD Stories

### Customers & Clients

#### Keeping customers in their homes

Financial Services Representative, Carmela Caschera, was in her office when she was approached by a married couple. They were distraught and told Carmela that they needed help. Due to the state of the economy, it was becoming very difficult for him to sell cars, and as a result their combined income was no longer enough to pay all their bills.

The couple was looking for a way to skip their mortgage payment so that they could use the money to pay utility bills that they were already behind on paying. The request to skip their mortgage payment was already in process; however, while they were signing the request Carmela noticed that she could renew their mortgage early at a lower rate, which in turn would lower their payments without a penalty.



“It was a great feeling to be able to help these customers. They were so happy that the wife started to cry.”

Carmela Caschera, Ontario

## **Providing financial stress relief**

“In reviewing my client’s portfolio, it was immediately apparent he needed financial help: credit cards were maxed out, overdraft completely used and his line of credit was in ‘delinquent’ status.

“I invited both my client and his spouse to attend a meeting so we could review their finances together. This client was not just finding things “tight” – he was on the verge of full-blown financial distress. His work hours had been reduced, and his spouse was picking up extra shifts.

“I was able to provide a first-step solution by having his next eight biweekly payments skipped in order to address credit-card needs and then provided a loan extension to give him extra breathing room. Next I processed a request to re-amortize his mortgage from 19 years to 33 years.

“Needless to say, the client was ecstatic with the end result. He and his spouse are now on the way to becoming more financially healthy.”

David Boucher, Alberta

## **Helping elderly customers**

When Bill Anthony noticed that his aging mother was no longer able to manage her finances, it became clear that he and his siblings needed to help out. His mother was a long-time legacy TD Banknorth customer, so Bill reached out to his mother’s home branch in Longmeadow, Massachusetts, and was overwhelmed by the level of service he received. Reorganizing his mother’s finances was a complicated and stressful undertaking, but the TD staff eased the situation. They made it simple and were always there, ready to assist, no matter how big or small the issue. “You only get one chance to do things right the first time – and TD got it right,” says Bill Anthony. “Banking isn’t about numbers and procedure. It’s about the person – dealing with individuals and supporting them however you can.”

Bill Anthony, Chicago, Illinois

## **Meeting the evolving needs of our clients**

Diversity at TD is about making sure our employees and customers – of all backgrounds – see themselves reflected in everything that we do. That couldn’t be truer for many lesbian, gay, bisexual and transgender (LGBT) customers in downtown Vancouver who have Glynis Davisson as their TD Waterhouse Financial Planner. Glynis works with a number of LGBT customers, helping them to achieve their financial goals.

“Many members of the LGBT community are not aware of the financial implications of marriage or common-law relationships,” says Glynis. “It’s up to us to educate our customers about their options and to work closely with them to build a financial plan.”

In July 2009, TD Waterhouse put together Financial Planning Considerations for Same Sex Couples, a wealth-planning resource to assist advisers, planners and branch employees when having important financial planning discussions with LGBT customers.

Glynis Davisson, B.C.

# Environment

## New Environment Website

Launched in 2009, our environment intranet site has increased employee engagement on environmental issues. Through an interactive simulation, employees discover opportunities to go green in the workplace. They are also encouraged to share tips, ideas and upcoming green events – and ask questions to environmental experts within the bank.

## Local Branch Goes Deep Green

A TD Canada Trust branch in London, Ontario, is now one of the most energy-efficient buildings in Canada. The branch has installed a cutting-edge thermal ice storage air conditioning system called “Ice Bear” and a rooftop solar panel system that will supply more than 75% of the branch’s peak daily electricity use.

“We’re committed to making a difference towards TD’s goal of becoming carbon-neutral,” says Abe Vandermark, Branch Manager, London TDCT. “These groundbreaking projects help reduce our expenses and help to reduce the energy we consume. It also shows our willingness to invest for the future right here in London.”

## Creating Carbon Offsets With Our Social Partners

TD is supporting Habitat for Humanity Canada to build super-energy-efficient homes for low-income families. In return, TD will be able to purchase carbon offsets. Through the program, an average 1,000-square-foot home will have annual heating and hot water costs of just \$350 a year – compared with about \$1,050 for a typical house of the same size.

“This is an exciting, pioneering program,” says Neil Hetherington, chief executive officer of Habitat for Humanity Toronto. “Energy costs for our homeowners will be lowered, enabling them to set aside money for other necessities such as their children’s education.”

This program will put more money in the pockets of Habitat families, reduce greenhouse gas emissions and provide a model for affordable energy-efficient housing in Canada. It’s a great example of how we can all contribute to living in the low-carbon economy.

## Green Teams in Action

Technology Solutions (TS) Green Team is finding innovative ways to reduce the substantial footprint that technical equipment creates. “Technology is a fundamental part of the way we run our business. However, IT equipment both inside and outside our data centres is a major ongoing consumer of energy,” says Ralph Gallagher, Technology Solutions Green Team member. “As a team, we knew we needed to start somewhere, but the question was where.”

To date the team has removed over 1,200 devices, reducing greenhouse gases by 473 tonnes, the equivalent of taking 86 average vehicles off the road a year. And what happens to that equipment, now rendered obsolete? It’s recycled. In 2009 over 37,000 kilograms (81,400 pounds) of equipment was diverted from landfill. And that’s just the beginning. The TS Green Team is making better decisions

for the bank and for the planet.

## Employees

### Employee Appreciation Week: June 2009

Here are some examples of employee appreciation events across TD:

- At TD Insurance, the Quebec region Customer Service Centre distributed T-shirts to each employee, on which supervisors wrote personalized messages. Team members continued to write on each other's T-shirts throughout the day. What a great way to communicate personalized thank you messages to the whole group.
- TD Bank held a number of spirited celebrations, including breakfasts, barbecues and sporting events, recognizing the contributions of employees.
- The Retail Sales and Customer Experience group took breakfast to a new level with their Breakfast at Tiffany's theme. Breakfasters were grandly welcomed into the room by well-dressed attendants (their Senior Managers and Associate Vice President). While they enjoyed the elegant music and the company of their peers, they were served a decadent breakfast.

### Getting an Edge

"My first experience at TD was as a Career Edge intern at TD Asset Management (TDAM). I was given great exposure to investment professionals – allowing me to build both my financial knowledge and good working relationships. The Career Edge program was my starting point at TD – paving the way for subsequent roles in Investor Relations and Corporate and Public Affairs. It was a meaningful and worthwhile experience that I would recommend to university grads who are on the prowl for a job."

Jonathon Borland, TD employee and former Career Edge intern.

### Recruiting the Best

We go to great lengths to recruit employees who can provide legendary customer experiences. Take Pam Szalajeski, an HR Business Partner with TD Bank, America's Most Convenient Bank, in Lewiston, Maine. Whenever she goes out, she keeps her eyes open for people who deliver exceptional customer service – who really WOW! customers. "When that happens, I introduce myself, hand them my business card, tell them about the wonderful company I work for and invite them to schedule an interview. I've done this so often that my husband and kids will point people out to me."

Pam Szalajeski, Lewiston, Maine.

## Diversity

### ASL Interpreter for TD Employees

Michelle Ramos works at TD as an administrative officer. She was born deaf and, until she reached high school, could only lip-read. That's when she began learning sign language and found it a far

better way to learn and understand.

Michelle has worked at TD for 15 years. She notes that during her first few years on the job, she had a hard time understanding what the meetings were about because interpreters were often unavailable. Shortly thereafter, TD became the first bank to have an American Sign Language (ASL) interpreter on staff to support deaf, deafened and hard-of-hearing employees. The ASL interpreter participates in staff meetings and employee/manager interviews, as well as supporting training initiatives, town halls and other communications.

“I do feel comfortable working at TD and with the staff too,” says Michelle. “They all are wonderful and very understanding of the deaf culture. The Managers, Team Leaders, Resource Officers and Human Resources all try to make us feel welcomed to work at TD with our disability.”

## **A Lesson in Determination**

Operations team member Leon Proctor Jr. feels fortunate to be working for a company like TD Bank. Leon was born with retinitis pigmentosa (RP), an eye disease that, as he describes it, progressively degenerates the retina. Leon’s vision is very limited – he can see some things, he says, “depending on the lighting. I can’t see the facial features of co-workers sitting across from me.”

Determined not to be set back by his disability, Leon took advantage of the vision rehabilitation services offered by Portland’s IRIS Network. Leon began working with TD Bank more than three years ago, starting as a logger – logging dispute forms in a database – at the Bates Mill office in Lewiston, Me.

“It’s been a great opportunity working for TD Bank,” says Leon. “They really opened the doors for me and took me in and accepted me. I’ve never had any issues. These are the best employees I’ve ever worked with. The management staff is understanding and helps me through everything. I love working with this company and I’m thankful for the opportunity I have with them.”

## **Community**

### **How can I make a difference?**

TD employee Angelo Papanikolaou of Montreal, Quebec, writes about his experience of speaking to high school children as part of the Junior Achievement program.

“I had apprehensions about participating in the Junior Achievement program. I thought to myself, ‘What difference would I make?’

“When I entered the school I got a funny feeling in my stomach. I felt like I was back in high school. I thought about the daily challenges these kids face, the pressure, the fear and the hopelessness of their situations. Along with my colleagues, we were determined to make this a positive experience for these kids.

“I was not prepared for some of their comments. When a young man or young woman tells you that their role model is a drug dealer, you know you have a serious matter at hand.

“We delivered our presentation and spoke to them about our upbringings, our teenage years, our challenges. We had many things in common, and it was this connection that allowed us to touch some

of them.

“Our message was simple: Life is not easy. Everyone will face challenges, some more difficult than others. So it is about the choices you make. Prepare for your future by making the right choices today.

“Overall, we believe that we touched some of them, others maybe not. More importantly though, they saw that we cared about them, we wanted to help them, we believed in them, because we, too, had been just like them ... kids at one point in time.

“I’m looking forward to the next opportunity I have with Junior Achievement to deliver the message that they have the freedom of choice. Choose your life!”

Angelo Papanikolaou, Montreal, Quebec.

### **£250 Donation to SwimStart**

“Swimstart is a small charity that offers swimming lessons for children aged from birth to nine years. In the 1940s a six-year-old boy from the village drowned in our local canal. The townspeople were naturally devastated by this tragedy and began fundraising to build a swimming pool, which eventually opened and became known as Swimstart. It now has over 600 children learning to swim each week. The support of TD Waterhouse was fantastic. With the £250 donation we were able to buy 12 swimming aids. We are sincerely grateful to the employees of TD Waterhouse for their kind donation, which will enable generations of children to continue learning to swim, a most vital life skill.”

Joanne Conway, Pool Manager, Swimstart.  
Silsden, U.K.

### **Underwriting Hope Charity Auction**

2009 marked TD Securities’ 12th annual fundraising event in Toronto, which earned gross proceeds of over \$1 million! This event is entirely employee driven, from volunteering to collect auction items to running the event. Employees even have a say in what charities receive auction proceeds.

### **\$25,000 “Housing for Everyone” Grant**

“Bergen County Community Action Partnership, Inc. is so pleased to be selected by the TD Charitable Foundation as a recipient for a ‘Housing for Everyone’ grant. The funds will support our new Security Deposit Guarantee initiative, which will address the most significant problem facing low-income individuals and families today—accessing affordable housing. This funding will help those struggling to make ends meet pay security deposits often required by landlords, but beyond the reach of tenants. The result is a life-changing intervention. Now, more than at any other time in recent history, partnerships between non-profits and the private sector are essential to economic survival for many. It is gratifying to collaborate with the TD Charitable Foundation in seeking solutions to these financial challenges.”

Robert F. Halsch, Jr., Executive Director  
Bergen County Community Action Partnership, Inc.  
Hackensack, New Jersey

# Economy

## Agri-business

Mayo Schmidt joined Viterra, a Saskatchewan-based agri-business, in 2000. Since then, he has engineered the transformation of Viterra from a regional grain-handling company to a global leader in agri-business. Today, following the company's merger with Agricore United, Viterra is Canada's largest publicly traded agri-business. It also has a leading agricultural presence in Australia, having acquired Australian Barley Board in 2009. Along the way, Viterra has turned to TD Securities as a lead financial adviser on transformative decisions that have helped it become the company it is today. "As we grow our business and find new and better ways to maximize agricultural production, we continue to look to our valued partners," says Mayo Schmidt, president and CEO, Viterra. "We truly are a company that benefits from being in the right industry, with the right assets, at the right time. With the continued support of companies such as TD Securities, I'm confident we will be able to make the most of that position."

## Scorecards and Priorities for 2010

### Corporate Responsibility

Aspect	What we said we would do: (in 2008 CR Report)	Progress	What we did:	Priorities for 2010
● achieved all goals    ● achieved most goals    ○ made progress				
<b>Corporate Responsibility reporting</b>	<ul style="list-style-type: none"> <li>Launch revamped corporate responsibility website and continue to follow the Sustainability Reporting Guidelines (G3) of the Global Reporting Initiative.</li> </ul>	●	<ul style="list-style-type: none"> <li>Implemented Key Performance Indicators.</li> <li>Commissioned external review of 2008 report by the Canadian Business for Social Responsibility.</li> </ul>	<ul style="list-style-type: none"> <li>Implement indicator protocols to improve the quality of data collection.</li> <li>Conduct external assessments of our reporting practices.</li> </ul>
<b>Corporate Responsibility performance</b>	<ul style="list-style-type: none"> <li>Continue to conduct</li> </ul>	○	<ul style="list-style-type: none"> <li>Maintained a good record in</li> </ul>	<ul style="list-style-type: none"> <li>Work with business units to</li> </ul>

	<p>business according to the highest standards of ethics and integrity.</p> <ul style="list-style-type: none"> <li>• Strengthen our social and environmental practices and performance by enhancing and globalizing our corporate responsibility vision and framework.</li> </ul>		<p>compliance, privacy and codes of conduct.</p> <ul style="list-style-type: none"> <li>• Established a Corporate Responsibility Advisory Committee and a Corporate Responsibility Working Committee.</li> <li>• Recognized need for more internal education about the purpose and direction of TD's Corporate Responsibility strategy.</li> </ul>	<p>set clear targets for corporate responsibility performance, so that it is easy to determine when goals are not achieved.</p> <ul style="list-style-type: none"> <li>• Increase alignment to the Sustainability Reporting Guidelines (G3) of the Global Reporting Initiative.</li> </ul>
<b>Stakeholder engagement</b>	<ul style="list-style-type: none"> <li>• Continue to engage with our stakeholders through a wide variety of channels, including customer and employee surveying, and seek opportunities for employees to participate in TD's corporate responsibility initiatives.</li> </ul>	●	<ul style="list-style-type: none"> <li>• Conducted a Diversity Inclusiveness Survey in Canada.</li> <li>• Conducted over 600,000 customer interviews to measure our Customer Experience Index (CEI).</li> <li>• Measured employee engagement through the enterprise-wide TD Pulse survey.</li> </ul>	<ul style="list-style-type: none"> <li>• Increase communication with Non-Governmental Organizations and environmental groups.</li> </ul>

## Customers

Aspect	What we said we would do: (in 2008 CR Report)	Progress	What we did:	Priorities for 2010
<p>● achieved all goals   ● achieved most goals   ○ made progress</p>				
<b>Customer experience</b>	<ul style="list-style-type: none"> <li>• Continue to be a leader in customer convenience and service.</li> <li>• Focus on improving Customer Experience Index in Canada and Customer WOW! Index in the U.S.</li> <li>• Invest in core businesses to enhance the customer experience.</li> </ul>	<p>●</p>	<ul style="list-style-type: none"> <li>• Won many internationally recognized awards for customer service across several businesses.</li> <li>• Improved Customer Experience Index (CEI) scores across all businesses.</li> <li>• In the U.S., the Customer WOW! Index (CWI) rebounded quickly by the end of the calendar year.</li> <li>• Launched TD Helps, a Canadian program designed to assist customers affected by the global financial crisis.</li> </ul>	<ul style="list-style-type: none"> <li>• Focus on improving Customer Experience Indexes (CEI and CWI) scores in Canada and the U.S.</li> <li>• Integrate elements of the legendary customer experience into all activities in Canadian Personal and Commercial Banking business line.</li> <li>• Elevate the client experience in our advice-based channels by improving our service offerings and enhancing advisor tools in our Wealth Management business line.</li> <li>• Build the franchise by broadening and deepening corporate client relationships in Wholesale Banking.</li> <li>• Continue to deliver convenient banking solutions and</li> </ul>




				<p>services that exceed customer expectations in U.S. Personal and Commercial Banking.</p>
<p><b>Accessibility</b></p>	<ul style="list-style-type: none"> <li>• Continue to increase the accessibility of corporate offices for persons with disabilities, targeting 79 office locations in Canada with a \$2 million budget as part of ongoing retrofitting.</li> <li>• Implement corporate policy on IT accessibility to promote accessibility standards for the development and procurement of systems and applications.</li> <li>• Continue to ensure our online sites are designed in accordance with international guidelines on Web accessibility so they're easier to use, navigate and listen to for customers and clients with visual, hearing or dexterity</li> </ul>	<p>●</p>	<ul style="list-style-type: none"> <li>• Launched a new web accessibility tool to improve the online banking experience for customers with visual impairments or where English is not their first language.</li> <li>• Completed 79 retrofit projects at Canadian retail branches for improved accessibility.</li> <li>• In 2009, we renovated 25 sites across Canada at a cost of \$797,274.</li> <li>• Completed 89 renovation projects in the U.S. to improve accessibility.</li> <li>• Spent \$875,000 to improve accessibility of key websites and business applications.</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct an audit of initiatives and strategies currently in place to serve diverse communities.</li> <li>• Continue to build customer awareness of TD's accessibility features and conduct research to develop plans to enhance the experience of customers with disabilities.</li> </ul>

	challenges.			
<b>Customer Protection</b>	<ul style="list-style-type: none"> <li>Maintain strong privacy and security systems to safeguard customers' and clients' data.</li> </ul>	●	<ul style="list-style-type: none"> <li>Added chip technology to our debit cards.</li> <li>All employees completed privacy training as part of compliance courses.</li> </ul>	<ul style="list-style-type: none"> <li>Provide a safe and secure banking experience, and protect privacy at all times.</li> </ul>
<b>Responsible Products</b>	<ul style="list-style-type: none"> <li>Ensure that we continue to design and deliver all the products and services we offer in a responsible manner.</li> </ul>	●	<ul style="list-style-type: none"> <li>In Canada, we increased the number of tools and resources available to employees to help them explain Interest Rate Differential (IRD).</li> <li>In fiscal 2009, we did not receive any incidents of non-compliance relating to marketing communications.</li> </ul>	<ul style="list-style-type: none"> <li>Design, market and sell all products and services in a responsible manner, and provide transparent product information for customers and clients</li> </ul>
<b>Integration activities</b>	<ul style="list-style-type: none"> <li>Continue to build and communicate the TD Bank brand within the U.S. market and fully integrate systems, policies and product offerings.</li> </ul>	●	<ul style="list-style-type: none"> <li>Completed integration of retail locations and brand in the U.S.</li> <li>Encountered a batch processing issue which impacted our customers and employees.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to build our branch network in both Canada and the U.S.</li> </ul>

# Environment

Aspect	What we said we would do: (in 2008 CR Report)	Progress	What we did:	Priorities for 2010
<p>● achieved all goals   ● achieved most goals   ○ made progress</p>				
<p><b>Overall environmental program</b></p>	<ul style="list-style-type: none"> <li>• We will continue to develop a comprehensive environmental strategy and to increase our technical understanding of environmental issues.</li> <li>• We will advance our performance in the four key areas currently identified in our environmental plan.</li> </ul>	<p>●</p>	<ul style="list-style-type: none"> <li>• Increased our technical understanding of environmental issues through strategic hiring.</li> <li>• Continued to impact and influence business decisions through the Environmental Steering Committee.</li> </ul>	<ul style="list-style-type: none"> <li>• Update our Environmental Policy and Environmental Management Framework to reflect integrated North American operation.</li> <li>• Strengthen our environmental programs in our U.S. operations.</li> <li>• Begin development of an Environmental Management System and Environmental Management Information System.</li> <li>• Develop a long-term (3-5 year) carbon management plan to establish objectives and goals.</li> </ul>
<p><b>Responsible financing - lending</b></p>	<ul style="list-style-type: none"> <li>• Integrate climate risk for carbon-intensive sectors into our existing industry review processes.</li> <li>• Explore the potential</li> </ul>	<p>●</p>	<ul style="list-style-type: none"> <li>• Developed processes, tools and procedures to support our Environmental</li> </ul>	<ul style="list-style-type: none"> <li>• Implement processes and procedures related to our Environmental and Social Risk</li> </ul>

	<p>for tracking emissions by corporate client base.</p> <ul style="list-style-type: none"> <li>• Expand the use of new environmental/social risk lending parameters for use by equity and debt underwriting groups.</li> <li>• Establish a Renewables “Roundtable” to enhance expertise among financing professionals across TDBFG on solar/wind/biomass and biofuel/hydroelectric opportunities.</li> </ul>		<p>and Social Risk Credit Management Policy, based on the Equator Principles.</p> <ul style="list-style-type: none"> <li>• Performed a high-level review of the climate change risk exposure of our lending portfolio in carbon-intensive sectors.</li> <li>• The Renewables Roundtable has brought together team members from all areas of financing in TDBFG, in both Canada and the US, in order to facilitate ideas and expertise on lending to the renewables sector.</li> <li>• Began a revision of the environmental due diligence process for all of TD Business Banking units.</li> </ul>	<p>Credit Management Policy in all lending groups.</p>
<p><b>Responsible financing — sustainable investing</b></p>	<ul style="list-style-type: none"> <li>• Develop and release policy on sustainable investing, which will incorporate the United Nations Principles for</li> </ul>		<ul style="list-style-type: none"> <li>• TD Asset Management (TDAM) adopted a Sustainable Investment</li> </ul>	

	<p>Responsible Investment and include a discussion about our approach to active ownership through engagement, proxy voting and litigation.</p>		<p>Policy across its operations.</p> <ul style="list-style-type: none"> <li>• Launched the TDAM Global Sustainability Fund for both retail and institutional investors.</li> <li>• Launched an equivalent Global Sustainability fund in the United States.</li> <li>• TDAM was a member of the Canadian Carbon Disclosure Project Committee.</li> </ul>	
<p><b>Carbon Neutrality</b></p>	<ul style="list-style-type: none"> <li>• By the end of 2009 we plan to be 50% towards our 2010 goal of carbon neutrality.</li> </ul> <p>2009 targets include:</p> <ul style="list-style-type: none"> <li>• Continued improvement in the energy efficiency of our operations through lighting retrofits and evaluation of commercial retail off-peak energy solutions implementation.</li> <li>• Commitment to increase our purchase of green energy to a minimum of 20%</li> <li>• Launch of our</li> </ul>	<p>●</p>	<ul style="list-style-type: none"> <li>• Reduced our fleet greenhouse gas (GHG) footprint by almost 8% relative to 2008.</li> <li>• Largest purchaser of renewable energy in the Canadian financial sector. In addition to our ABMs, all of our business operations in B.C., Alberta, Saskatchewan, Nova Scotia and P.E.I are green-powered.</li> </ul>	<ul style="list-style-type: none"> <li>• Achieve carbon-neutrality for our global operation.</li> <li>• Reduce GHG emissions by 5% relative to 2006 baseline, by reducing energy use.</li> <li>• Reduce GHG emissions by 20%, by purchasing renewal energy.</li> <li>• Offset remaining emissions by developing and purchasing high-quality carbon offsets.</li> <li>• Establish a</li> </ul>

	<p>emissions reduction fund to support a range of projects that will produce carbon offsets.</p> <ul style="list-style-type: none"> <li>Engage employees to promote energy conservation and green transportation programs.</li> </ul>		<ul style="list-style-type: none"> <li>Purchased almost 50,000 tonnes of carbon offsets through innovative initiatives with Habitat for Humanity and the Greening Canada Fund.</li> </ul>	<p>green IT strategy.</p> <ul style="list-style-type: none"> <li>Reduce fleet CO<sub>2</sub> footprint by 4% over 2009.</li> <li>Reduce GHG emissions by more than 800 tonnes (relative to 2007) through fleet improvements.</li> <li>Move to an integrated North American GHG inventory.</li> </ul>
<p><b>Green Buildings</b></p>	<ul style="list-style-type: none"> <li>Apply our newly developed Energy Optimization Standards to the construction of new branches and renovation of existing branches, where applicable.</li> <li>Build a LEED-Silver branch in the U.S. and Canada. Create an in-house centre of excellence of LEED Accredited Professionals.</li> </ul>	<p>●</p>	<ul style="list-style-type: none"> <li>Began construction of two LEED-Gold stores in the U.S.</li> <li>Began construction of one LEED-Silver and one LEED-Gold branch in Canada.</li> <li>Completed construction of our first LEED-Certified corporate space in the U.S.</li> <li>Established a green building operations program.</li> <li>Created a U.S. retail prototype that will be nearly 50% more efficient than</li> </ul>	<ul style="list-style-type: none"> <li>Continue annual environmental building audit program.</li> <li>Improve operational efficiency and establish building operations performance metrics.</li> <li>Continue to develop the LEED Platinum retail prototype.</li> <li>Continue energy reduction initiatives. Calculate and verify the GHG reduction.</li> </ul>

			the building code requires and will decrease CO2 emissions by nearly 50%.	
<b>Waste Reduction</b>	<ul style="list-style-type: none"> <li>• Extend the non-paper recycling program implemented in 2008 to all retail branches to include all corporate leased and owned head office areas.</li> <li>• Analyze newly created non-paper recycling benchmark and volume reporting for further prevention and diversion opportunities.</li> <li>• Conduct enhanced waste audits and complete dry cell lithium battery-recycling program in all owned and managed corporate facilities.</li> </ul>	●	<ul style="list-style-type: none"> <li>• Cleared out a backlog of more than 38,000 computers, only 1,000 of which could not be re-used or recycled.</li> <li>• Expanded our online performance tool (P3) to our full Canadian operation, eliminating the need for paper-based performance assessments.</li> </ul>	<ul style="list-style-type: none"> <li>• Launch initiatives aimed at reducing paper, including electronic document management and streamlining financial agreement documentation.</li> </ul>
<b>Procurement</b>	<ul style="list-style-type: none"> <li>• Reduce per capita paper consumption as part of our new procurement policy reduction target.</li> <li>• Increase use of recycled paper and paper supplied from sustainable forest management.</li> </ul>	●	<ul style="list-style-type: none"> <li>• We have an environmental procurement policy.</li> <li>• Per capita paper use decreased by 3.8%, but we did not reach our target of 5% reduction.</li> <li>• Achieved targets for</li> </ul>	<ul style="list-style-type: none"> <li>• Focus on greening our general office supplies by developing a “sustainability index” to support green office product spending and implementing a demand management system.</li> </ul>

			<p>recycled content and certified paper – one year ahead of schedule.</p> <ul style="list-style-type: none"> <li>• Increased green office product offerings by 100%.</li> </ul>	
<b>Green Choices for Customers</b>	<ul style="list-style-type: none"> <li>• Continue to offer and develop products that allow our customers and clients to reduce their environmental impacts.</li> <li>• Support business clients in the development of clean technologies.</li> </ul>	○	<ul style="list-style-type: none"> <li>• Continued to offer Green Mortgage and Home Equity Lines of Credit, Green Insurance, and paperless record keeping and launched the TD Global Sustainability Fund.</li> <li>• Still work to be done in supporting business clients in the development of clean technologies.</li> </ul>	<ul style="list-style-type: none"> <li>• Introduce additional green retail and investment products and service choices for our customers.</li> </ul>
<b>Public Policy and Environmental Dialogue</b>	<ul style="list-style-type: none"> <li>• Continue to participate in public policy dialogue, in the environmental committees of international organizations, such as UNEP, the Canadian Bankers Association and the Environmental Bankers Association, and in industry</li> </ul>	●	<ul style="list-style-type: none"> <li>• Participated in the Greening Greater Toronto Task Force.</li> <li>• Identified as a Climate Leader by the Canadian Carbon Disclosure Project.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to participate in public policy dialogue, in the environmental committees of international organizations, such as UNEP, the Canadian Bankers Association and the</li> </ul>



	<p>initiatives, such as the Carbon Disclosure Project and the Equator Principles.</p>		<p>Sponsored development of the DATA BASIN, a definitive online data source concerning the boreal forest.</p> <ul style="list-style-type: none"> <li>• Participated in a number of forums designed to advance the debate on Free Prior Informed Consent (FPIC).</li> <li>• Sponsored the Business of Climate Change Conference in Toronto.</li> </ul>	<p>Environmental Bankers Association, and in industry initiatives, such as the Carbon Disclosure Project and the Equator Principles.</p>
<p><b>Environmental Research</b></p>	<ul style="list-style-type: none"> <li>• Execute and sponsor research and analysis aimed at providing a better understanding of the relationship between the environment and the economy.</li> </ul>	●	<ul style="list-style-type: none"> <li>• Research Network for Business Sustainability – Leadership Council, of which TD is an active member, published a report on Business Adaptation to Climate Change and Socially Conscious Consumerism.</li> <li>• TD Economics sponsored a report, the first of its kind in Canada,</li> </ul>	<ul style="list-style-type: none"> <li>• Execute and sponsor research and analysis aimed at providing a better understanding of the relationship between the environment and the economy.</li> </ul>

			assessing the economic impacts of carbon regulation, including a regional analysis.	
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## Employees

Aspect	What we said we would do: (in 2008 CR Report)	Progress	What we did:	Priorities for 2010
<p>● achieved all goals   ● achieved most goals   ○ made progress</p>				
<b>Employee experience</b>	<ul style="list-style-type: none"> <li>• Maintain our focus on making TD a great place to work, engaging employees in our ongoing journey.</li> <li>• Improve employee engagement score year-over-year. (Goal set for Canada)</li> <li>• In the U.S., align human resources policies and practices across TD Bank, such as flexible work options, and communicate them to employees.</li> </ul>	●	<ul style="list-style-type: none"> <li>• Named one of the 50 Best Employers in Canada for the second consecutive year, by Hewitt Associates.</li> <li>• TD Waterhouse U.K was recognized for the second consecutive year by The Sunday Times as One to Watch in “Best Places to Work in the U.K.”</li> <li>• The employee engagement score was 4.11 in fall 2009 vs. 4.18 in fall 2008. The year-over-year decline is primarily a result of U.S. integration activities.</li> </ul>	<ul style="list-style-type: none"> <li>• Deliver and be recognized as an extraordinary global workplace</li> <li>• Deliver a diverse and inclusive global workplace.</li> <li>• Develop great people and teams for the future.</li> <li>• Enhance our Global Recruitment capabilities.</li> <li>• Review and recommend an integrated, enterprise-wide recognition strategy.</li> <li>• Leverage accessibility and self-service capability</li> </ul>

			<p>Excluding the U.S. business, where the impact of the integration was greatest, employee engagement was 4.24 in fall 2009 vs. 4.21 in fall 2008.</p>	<p>through automation for employees, people managers and HR.</p>
<p><b>Benefits and Compensation</b></p>	<ul style="list-style-type: none"> <li>● Continue to make benefit and pension programs more flexible and easier to understand, by delivering information to employees in new and creative ways.</li> <li>● Launch new TD Pension Plan in Canada, a defined benefit pension plan that includes a fully Bank-paid portion and an optional top-up.</li> <li>● Continue to evolve retired alumni programs and engage with our retired alumni.</li> <li>● Begin to transition to a common compensation program, including a retirement and benefit plan offering for U.S.</li> </ul>	<ul style="list-style-type: none"> <li>● Introduced a new, industry-leading defined benefit pension plan in Canada and made a special contribution of \$482 million to ensure the prior plan was fully funded.</li> <li>● Introduced an enhanced 401(k) retirement savings plan in the U.S.; every eligible U.S. employee now participates in a retirement plan with a common design.</li> </ul>		

	<p>employees.</p> <ul style="list-style-type: none"> <li>• Implement an integrated reward and recognition program in the U.S.</li> </ul>			
<b>Talent management</b>	<ul style="list-style-type: none"> <li>• Continue to build an inclusive culture and invest in employee and leadership training and development to attract, motivate and retain the best employees.</li> <li>• Build our North American talent brand in the U.S. and actively participate in on-campus recruitment.</li> </ul>	●	<ul style="list-style-type: none"> <li>• Participated in more than 300 on-campus recruitment activities in Canada and 80 in the U.S.</li> <li>• More than 400 TD executives completed Build for the Future, a leadership development program that includes diversity as a key component.</li> <li>• We continued to invest in all our employees taking a comprehensive approach to development activities including the investment of \$67.7 million in 2009 to support the career aspirations and development of TD employees.</li> </ul>	
<b>Learning and development</b>	<ul style="list-style-type: none"> <li>• Continue to deliver world-class programs</li> <li>• Continue to</li> </ul>	●	<ul style="list-style-type: none"> <li>• TD University, in the U.S., continued to place in Training magazine's Top</li> </ul>	

place in Training magazine's Top 125 Awards, the leading annual ranking of employer-sponsored workforce training and development.

125 Awards.

- Delivered more than 385,000 hours of training to 15,000 employees to prepare for U.S. integration.
- Launched Accelerated Learning Pipeline programs for in-demand jobs, helping employees prepare to take on more senior roles.
- Built learning maps for 89 different roles/functions across the bank.
- From Commercial to Wealth, Retail to Insurance, we support all TD businesses with new-to-role training programs and ongoing support and skill development.
- TD offers more than 3,000 learning modules internally across the Bank, accessible via our online Learning Management System.

<p><b>Our feedback loop:</b></p>	<ul style="list-style-type: none"> <li>• Through our Between Us — Employee Ombuds Office, continue to provide employees at all levels with a neutral and confidential resource to discuss and listen to their concerns.</li> </ul>	<p>●</p>	<ul style="list-style-type: none"> <li>• Continued to offer Between Us.</li> <li>• Provided opportunity for employees to suggest improvements to the workplace through Pulse Two Things.</li> </ul>	
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## Diversity

Aspect	What we said we would do: (in 2008 CR Report)	Progress	What we did:	Priorities for 2010
<p>● achieved all goals    ● achieved most goals    ○ made progress</p>				
<p><b>Overall</b></p>	<ul style="list-style-type: none"> <li>• Continue implementing our strategy to ensure diversity is fully embedded into our organization over the long-term.</li> </ul>	<p>●</p>	<ul style="list-style-type: none"> <li>• Conducted a 2009 Diversity Inclusiveness Survey in Canada, in which 89% of respondents – 3% more than in 2007 – indicated they felt TD fosters an inclusive workplace.</li> <li>• Launched a diversity intranet site for Canadian employees.</li> <li>• Established a diversity governance structure in</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to make TD more inclusive for our employees and customers while reflecting the communities we serve.</li> <li>• Continue to implement our diversity program in our U.S. operations.</li> </ul>

the U.S. and compiled preliminary research and feedback to determine next steps.

**Women in leadership**

- Continue to expand leadership opportunities for women.



- Continued to build the Women in Leadership (WIL) network organizing formal networking events for more than 1,000 female employees.
- Continued group mentoring program – 400 women and 50 mentors participated.
- Held first Women in Leadership Summit for senior women in the U.S.
- Founding member of the Canadian Board Diversity Council to help corporate Canada increase representation of women on boards of directors.

- Continue making networking and group mentoring available to more women through corporate-sponsored initiatives as well as grassroots events.
- Roll out the Women in Leadership (WIL) “electronic” network across Canada.
- Host our fourth WIL Symposium.
- Continue to increase representation of women at the VP+ level and middle management.

<p><b>Visible Minorities Leadership</b></p>	<ul style="list-style-type: none"> <li>• Continue to expand leadership opportunities for members of visible minority groups, with a goal of becoming a top employer of choice among Canada's leading financial institutions by 2011.</li> </ul>	<p>●</p>	<ul style="list-style-type: none"> <li>• Established a black employee community network.</li> <li>• Held our first Minority Leadership Networking Summit for U.S. employees.</li> <li>• Reached out to potential visible minority employees through relationships with organizations like the National Black MBA Association and the Urban Financial Services Coalition.</li> <li>• Sponsored the National Association for the Advancement of Colored People's (NAACP) national convention.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to make networking and group mentoring available and more inclusive to a greater number offer visible minority employees at levels 10 and above, in response to employee feedback.</li> <li>• Increase representation of visible minorities at the VP+ level and middle management levels.</li> <li>• Implement our New Immigrant strategy, including developing a mentoring framework and a communication skills development plan to assist this community in acclimatizing to Canadian business culture.</li> </ul>
<p><b>People with Disabilities</b></p>	<ul style="list-style-type: none"> <li>• Continue to remove barriers and increase access for employees and customers with</li> </ul>	<p>●</p>	<ul style="list-style-type: none"> <li>• Our Employees With Disabilities Advisory Group</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to build customer awareness of TD's accessibility features and conduct research to develop plans to enhance the</li> </ul>



	<p>disabilities.</p>		<p>participated in testing new assistive technologies and design features.</p> <ul style="list-style-type: none"> <li>• Launched a new recruitment site that included accessible videos for potential employees.</li> <li>• Participated in Access Awareness Week in Toronto, culminating in an employee forum where building awareness and celebrating success were key objectives.</li> </ul>	<p>experience of customers with disabilities.</p> <ul style="list-style-type: none"> <li>• Focus on recruitment tools and processes to develop capability of hiring managers and improve the experience of employees with disabilities.</li> </ul>
<p><b>Lesbian, Gay, Bisexual, Transgender and Allies (LGBTQA)</b></p>	<ul style="list-style-type: none"> <li>• Continue to enhance and promote an inclusive environment for community employees who identify as lesbian, gay, bisexual and transgender.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Experienced 100% growth in our Employee Pride Network with membership now exceeding 1000 members in Canada. Launched a Pride network in the U.S.</li> <li>• Recognized by the Human Rights</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to strengthen our employee networks across Canada, with an emphasis on the lesbian community.</li> <li>• Leverage relationships with LGBT Business Associations/Chambers of Commerce and LGBT social clubs to build business within the community.</li> <li>• Continue to make meaningful contributions to the LGBTQA community and create a formal volunteerism program</li> </ul>

Campaign, the largest civil rights organization in the U.S. focused on lesbian, gay, bisexual and transgender (LGBT) equality, as being among America's Best Places to Work for LGBT employees.

- Developed Workplace Gender Transition Guidelines for both Canada and the U.S.
- Participated in several major Canadian city Pride Week celebrations as premier sponsor, and actively participated in the city's winning bid to host World Pride 2014. Supporting sponsor of Boston Pride.

for TD's Employee Pride Network members to give back to the LGBT community.

**Aboriginal Peoples (in Canada)**

- Make progress toward our three-year goal of becoming a financial sector employer of choice for this community by



- Launched our Aboriginal Employee Circle in Canada, an employee network.
- Participated in

- Focus on recruitment and ensuring our existing employees are comfortable self-identifying as members of this community. Focus groups to be held to identify barriers

	<p>providing a comfortable and respectful working environment for Aboriginal employees and becoming a bank of choice by providing a comfortable banking experience for Aboriginal customers and clients.</p>		<p>external recruitment events, such as Inclusion Works 09 in Vancouver and the Career Connections Job Fair in Winnipeg.</p> <ul style="list-style-type: none"> <li>Assisted, as a member of the Financial Industry Partnering for Aboriginal Relationships committee, in the development of a website to boost awareness among Aboriginal Peoples of banking as a viable career opportunity.</li> </ul>	<p>in the employee experience.</p> <ul style="list-style-type: none"> <li>Map out the objectives and the mandate of the newly created Cross-Business Advisory Committee, developed to meet the needs of our existing and new Aboriginal customers.</li> <li>Continue to nurture existing community partnerships and develop new ones as opportunities arise.</li> <li>Continue our work with First Nations Bank.</li> </ul>
<p><b>Serving Diverse Communities</b></p>	<ul style="list-style-type: none"> <li>Embed inclusiveness within customer and client communications.</li> <li>Ensure business ownership of objectives/ implementation.</li> <li>Achieve representation in communication that is reflective of the communities at large.</li> </ul>	<p>○</p>	<ul style="list-style-type: none"> <li>All major campaigns utilized relevant media in support of the South Asian, Chinese and LGBTA customer segments.</li> </ul>	<ul style="list-style-type: none"> <li>Develop tailored product and service offers and messaging to deepen customer relationships in target markets.</li> <li>Conduct customer research to further understand trends, financial behaviours and attitudes of various customer segments.</li> </ul>

# Community

Aspect	What we said we would do: (in 2008 CR Report)	Progress	What we did:	Priorities for 2010
<p>● achieved all goals   ● achieved most goals   ○ made progress</p>				
<b>Overall Giving</b>	<ul style="list-style-type: none"> <li>Make positive contributions to communities, while maintaining a focus on key areas such as literacy and education.</li> </ul>	<p>●</p>	<ul style="list-style-type: none"> <li>Donated more than \$50 MM to charities and not-for-profit organizations around the world.</li> </ul>	<ul style="list-style-type: none"> <li>Develop alignment for U.S. and Canadian community relations programs.</li> </ul> <p><b>In Canada:</b></p> <ul style="list-style-type: none"> <li>Implement new metrics and reporting of our community programs.</li> <li>Identify opportunities for employees to get involved in delivering Financial Literacy Education.</li> <li>Continue to develop innovative diversity-related community relations activities.</li> <li>Continue to achieve the Imagine Canada target.</li> </ul> <p><b>In the U.S.:</b></p> <ul style="list-style-type: none"> <li>Launch a formal</li> </ul>
<b>Imagine Canada target</b>	<ul style="list-style-type: none"> <li>Donate a minimum of 1% of domestic pre-tax profits to charitable and not-for-profit organizations.</li> </ul>	<p>●</p>	<ul style="list-style-type: none"> <li>Donated \$37 MM to charities in Canada, representing 1.3% of our pre-tax domestic profits.</li> </ul>	
<b>Employee involvement</b>	<ul style="list-style-type: none"> <li>Provide support for employees' community involvement and fundraising efforts through time off for volunteering, flexible work arrangements and new volunteering opportunities that allow employees to make a difference.</li> </ul>	<p>●</p>	<ul style="list-style-type: none"> <li>Employees contributed more than \$9.5MM through personal donations or fundraising campaigns, as well as many hours volunteering in the community.</li> </ul>	

Employee Volunteer Program.

- Continue to focus on safe and affordable housing for low- and moderate-income families through our loan and investment products and services.
- Continue to expand our support of financial literacy programs and initiatives.
- Add the environment as a new area of focus, creating programs and initiatives within this area that increase employee and customer involvement in environmental activities.

**In the U.K.:**

- Make positive contributions to communities, while maintaining a focus on key areas such as literacy, environment and well-being.
- Raise more than £50,000 for our charities including TD Waterhouse

				<p>International matched donations.</p> <ul style="list-style-type: none"> <li>• Provide support for employees' community involvement and fundraising efforts through time off for volunteering, flexible work arrangements and new volunteering opportunities that allow employees to make a difference. Increase employee involvement by 20%.</li> </ul>
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## Economy

Aspect	What we said we would do: (in 2008 CR Report)	Progress	What we did:	Priorities for 2010
<p>● achieved all goals   ● achieved most goals   ○ made progress</p>				
<b>Economic development</b>	<ul style="list-style-type: none"> <li>• Contribute to local, regional and national economic development wherever TD operates.</li> </ul>	●	<ul style="list-style-type: none"> <li>• Loans grew by 13% in both Canada and the U.S.</li> <li>• Financed approximately \$197 billion in business loans across Canada.</li> </ul>	<ul style="list-style-type: none"> <li>• Contribute to local, regional and national economic development wherever TD operates.</li> </ul>
<b>Small business</b>	<ul style="list-style-type: none"> <li>• Maintain support</li> </ul>	●	<ul style="list-style-type: none"> <li>• Added 50 small</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain support</li> </ul>

	<p>for entrepreneurs and small business.</p>		<p>business advisors across Canada.</p> <ul style="list-style-type: none"> <li>Continued to participate in the federal government's Canada Small Business Financing Program.</li> <li>Launched a series of free webinars on critical topics for small business owners.</li> </ul>	<p>for entrepreneurs and small business.</p>
<p><b>Research expertise</b></p>	<ul style="list-style-type: none"> <li>Maintain our focus on researching key societal issues and sharing our findings and ideas with the broader community.</li> </ul>	●	<ul style="list-style-type: none"> <li>TD economics published 35 special reports on topics including economics and the Aboriginal People in Canada, the importance of raising literacy rates, reforming Canada's Employment Insurance system, and the North American real estate and housing market.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to research key societal issues and sharing our findings and ideas with the broader community.</li> </ul>
<p><b>Supply chain</b></p>	<ul style="list-style-type: none"> <li>Continue to develop a North American capability for supplier relationships and practices.</li> <li>Enhance corporate</li> </ul>	●	<ul style="list-style-type: none"> <li>Evaluated suppliers on equal opportunity and non-discrimination policies as well as environmental criteria.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to develop a North American capability for supplier relationships and practices.</li> <li>Enhance corporate</li> </ul>

	responsibility criteria in our supplier evaluations.		<ul style="list-style-type: none"> <li>Implemented North American Supplier Risk Management platform to track both supplier risk and performance information.</li> </ul>	responsibility criteria in our supplier evaluations. <ul style="list-style-type: none"> <li>We will review supplier diversity in 2010.</li> </ul>
<b>Civic and political contributions</b>	<ul style="list-style-type: none"> <li>Provide leadership and support for political and social dialogue at all levels of government.</li> </ul>	●	<ul style="list-style-type: none"> <li>Participated in a number of forums and programs to encourage political and social dialogue.</li> <li>Continued membership of the Canadian Bankers Association and the Toronto Financial Services Alliance.</li> </ul>	<ul style="list-style-type: none"> <li>Provide leadership and support for political and social dialogue at all levels of government.</li> </ul>

## About This Report

This is our eighth annual corporate responsibility report and covers the financial year ending October 31st, 2009.

Our 2008 report asked the question “How are we making a difference?”, and described the many ways TD’s business and employees contribute to the economy, to the environment, and to our communities. For this 2009 report, our theme is Building on Our Commitments. This year TD demonstrated that no matter what the economic situation, we stand by our social and environmental commitments.

TD has a long heritage of community giving and corporate citizenship. Corporate Responsibility reporting has become more sophisticated in recent years with the introduction of the Global Reporting Index (GRI). We recognize that there is much to be learned about incorporating a triple-bottom line approach in all aspects of our business, one that integrates environmental and social governance through all our activities. In this report, we show our progress so far, what we learned this year, and our priorities for 2010.

The main audience for this report is our customers and clients, employees, and members of the



sustainability community.

## How we decide on what to report

TD is a large organization involved in many initiatives and events. To include all of our activities would be an overwhelming process and produce a rather cumbersome report. We want to talk about our compelling story for 2009 – the aspects of our business and activities that are important to us and to our stakeholders. By taking this approach, there are some worthy stories that won't get told, but we hope this report highlights how our values drive our actions.

This is our third year of using the Global Reporting Initiative (GRI) G3 Guidelines.

The GRI table shows the indicators we have used.

## Report Credibility

We aim to provide balanced reporting of our performance on environmental, social and economic issues. This report has been written using the GRI standards of accuracy, completeness, reliability, clarity and materiality.

To ensure the quality, reliability and completeness of this report, more than 200 content providers, managers and executives across the organization reviewed all or relevant sections. The annual Corporate Responsibility Report and Public Accountability Statement is also reviewed by our internal compliance and legal department, and by the Corporate Governance Committee of the Board. We have not taken the extra step of formal independent assurance.

TD self-declares its corporate disclosure process to Global Reporting Initiative (GRI) Application Level C. The GRI table has been externally assured by the Canadian Business for Social Responsibility, which allows us to submit the report at a C+ level. (GRI checked).

This report also complements our Annual Report Shareholders and Management Proxy Circular, which provides information on TD's financial performance. We do not have any restatements on information included in our 2008 Corporate Responsibility Report.

## Scope and Boundaries

The scope of this report encompasses all of TD's wholly owned operations, including TD Bank and Wholesale Banking in the U.S., TD Securities and TD Waterhouse in Europe and TD Securities in Asia-Pacific.

Throughout this report, "TD" refers to TD Bank Financial Group. "TD Bank" refers to TD Bank, America's Most Convenient Bank. All currency is in Canadian dollars unless otherwise stated.

This Corporate Responsibility Report reflects the achievements and challenges encountered for the calendar year 2009. TD reports on its corporate responsibility on an annual basis in accordance with the Public Accountability Statement as required by the Bank Act, under Canadian federal law.

The TD 2009 Corporate Responsibility Report continues to build on the information provided in the 2008 report and will further address our commitment to corporate social responsibility. TD has updated its website presence for the full 2009 corporate responsibility report by creating a more user-

friendly, visually enhanced site. TD has also produced a specific business summary report which defines material concepts to within corporate responsibility area. TD publishes an annual corporate responsibility “snapshot” which is available for our customers and employees. The “snapshot” covers specific highlights which are relevant to both key stakeholders.

The scope of this report remains consistent with our 2008 reporting cycle. Although the purchase of Commerce Bancorp occurred in 2007, much of 2009 has been spent completing the integration of our U.S. retail bank to form TD Bank, America’s Most Convenient Bank. As TD progresses with program integration there are still gaps in our reporting style and metrics. We expect that this will be resolved for the next annual corporate responsibility report.

## Memberships

TD is an active member of society wherever we operate. We are involved in a number of business, public policy and community organizations which provides opportunities to dialogue with industry and community leaders, share our expertise with others and stay informed of issues that matter to our stakeholders.

Here are some of our major memberships:

- Boston College Center for Corporate Citizenship
- Canadian Bankers Association
- Canadian Business for Social Responsibility
- Canadian Chamber of Commerce
- Canadian Coalition for Good Governance
- C.D. Howe Institute
- Conference Board of Canada
- Council of New Jersey Grantmakers
- Delaware Valley Grantmakers
- Education Leeds
- Environmental Bankers Association
- Equator Principle Financial Institutions
- Global Business Coalition on HIV/AIDs
- Greening Greater Toronto
- Imagine Canada
- Maine Philanthropy Center
- Manchester Oriental Organisation Alliance
- Public Policy Forum
- Research Network for Business Sustainability

## 2009 Awards

We are honoured to be recognized for the dedicated efforts of our employees. Here are some highlights of awards won in 2009:

## **Customer Experience**

- TD Canada Trust received its fifth consecutive Synovate Best Banking award for Customer Service Excellence among the Big Five Retail Banks.
- The Service Quality Measurement Group (SQM) recognized TD Canada Trust's call centres with the SQM Call Centre Industry Award for the Highest IVR Customer Satisfaction Self Serve and Highest Customer Satisfaction by Industry - Banking in the North American' banking industry.
- Surviscor, which analyzes and ranks Canadian online services, named TD Waterhouse #1 in online discount brokerage services for Website Transactions, Online Resources, Website Design, and Market Intelligence.

## **Governance, Leadership and Shareholder Relations**

- Euromoney magazine named TD Best Bank in North America.
- TD Bank was ranked one of the most trusted brands in the financial services industry by Interbrand.
- For the third consecutive year, TD was one of only 42 companies, among 4,162 rated by Governance Metrics International, to receive the highest rating of 10.
- Canadian Business magazine named Colleen Johnston, Group Head Finance and Chief Financial Officer, "Best CFO" in its annual All Star Awards.
- IR magazine named TD Canadian leader in investor relations. TDBFG won in three separate categories: "Best Investor Relations in the Financial Services Sector," "Best Retail Investor Communications" and "Best Investor Relations by a CEO."
- Reader's Digest named TDCT the most trusted brand for 2009.
- For the fourth year in a row, Bernie Dorval, Group Head Insurance and Global Development TDBFG, and Deputy Chair of TD Canada Trust, was named one of the top 25 business leaders in Quebec by Finance et Investissement.
- TD was named one of Jantzi-Maclean's 50 Most Socially Responsible Corporations.
- Brand Finance, a leading global brand valuation consultancy, named TDBFG one of Canada's Most Valuable Brands.
- The Financial Planners Standards Council awarded Patricia Lovett-Reid, SVP TD Waterhouse, the Donald J. Johnston award for Outstanding Contribution to the Profession of Financial Planning in Canada.
- Global Finance magazine ranked TDBFG one of the World's Safest Banks.
- Chris Montague, Executive Vice President, General Counsel, won the Canadian General Counsel's Business Achievement Award.
- Bloomberg Markets magazine ranked TD Bank Financial Group #1 on its Top 20 Banking Strength Monitor, an index measuring banks across eight key financial metrics including capital ratios, loan reserves and asset quality.
- TD Mutual Funds received Lipper Fund awards for both the TD Latin American Growth Fund and the TD Japanese Index 1, top funds in Canada in their respective categories. The Lipper Fund's awards program honours funds that have excelled in delivering consistently strong risk-adjusted performance, relative to peers.
- Millward Brown Optimor named TDBFG to its BrandZ Top 100, a ranking that identifies the

world's most valuable brands measured by their dollar value.

## Employee Experience, Diversity and Accessibility

- TD was named one of Hewitt Associates' 50 Best Employers in Canada for the second year in a row.
- The Great Place to Work Institute named TDBFG to its Best Workplace list for the fourth year in a row.
- TD was selected as one of Greater Toronto's Top Employers for 2010 as featured by the Toronto Star.
- The Human Rights Campaign, the largest civil rights organization in the U.S. focused on LGBT equality, named TD Bank, America's Most Convenient Bank among America's "Best Places to Work" for LGBT employees.
- Maclean's magazine named TD one of Canada's Top 100 Employers.
- The Mediacorp Canada named TDBFG one of the Best Employers for New Canadians.
- TD Canada Trust was recognized as "Best Bank" and TD Waterhouse as "Best Investment Advisor Firm" in Xtra.ca's "Best of Toronto" list.
- The Canadian Agencies Practicing Marketing Activation Awards awarded TD a Silver in the "Best Sponsorship or Tie-In Campaign" for TD Canada Trust's sponsorship of Pride Week Toronto and a Bronze in "Best Small Budget Campaign" for the TD Canada Trust New Branch Openings (Commerce Style) program.
- The Canadian Foundation for Physically Disabled Persons gave TD its 2009 Corporate Award.

## Environment

- Mediacorp Canada named TDBFG one of Canada's Greenest Employers.
- The Great Canadian Shoreline Cleanup won the Best Business & Community Partnership award from Imagine Canada.
- TDBFG was named to the list of 100 Most Sustainable Corporations in the World by Corporate Knights Inc. and Innovest Strategic Value Advisors.
- The Conference Board of Canada and the Carbon Disclosure Project (CDP) selected TD as a 2009 Climate Disclosure Leader.
- Corporate Knights magazine recognized the TD Global Sustainability Fund in an annual ranking of Canadian mutual funds that incorporate environmental, social and governance factors into their investment and management processes.

## Contact

For more information about our Corporate Responsibility Report, please contact us.

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Our 2009 Corporate Responsibility Summary Report is also available in alternative formats. You can request a copy by calling us at 1.416.308.6371

## **Governance**

### **Corporate Responsibility**

Corporate Responsibility is a key part of TD's strategy and is managed within a framework of internal control, governance and risk management processes. The Board of Directors and the management of TD are committed to leadership in corporate governance.

### **Board of Directors**

The Board is responsible for setting the tone for a culture of integrity and compliance throughout TD. The Board oversees management, considers and approves on a continuous basis strategic alternatives and plans, and approves all major strategy and policy recommendations for TD Bank Financial Group.

### **Corporate Governance Committee**

The Corporate Governance Committee is responsible for TD's Corporate Responsibility strategy and supporting Ed Clark in its implementation. This includes ensuring that there are effective processes in place for identifying and monitoring all the business risks that have a social, environmental or economic dimension.

### **TD Chief Executive Officer**

TD's Chief Executive Ed Clark has primary responsibility for ensuring TD acts as an exemplary corporate citizen.

### **The Corporate Responsibility Advisory Committee**

The Corporate Responsibility Advisory Committee oversees the development of the Corporate Responsibility Report, providing advice on strategy and approving final content. The Committee is

chaired by Mike Pedersen, Group Head Corporate Operations.

## **The Corporate Responsibility Working Committee**

The Corporate Responsibility Working Committee includes representatives from the key business units and stakeholder groups who contribute to the Corporate Responsibility Report. There is representation from Community, Environment, Diversity, Employees and Customers. The role and function of this working committee is to support the development of the report and ensure information is presented accurately and reflects current priorities.

## **Environmental Governance**

Our goal is to embed environmental considerations into our core business strategy through forward-looking policy, effective management systems and demonstrated performance.

### **Environmental Policy and Management Systems**

Our environmental policy, developed in late 2007, sets out our core environmental principles. It is supported by an Environmental Management Framework that describes our environmental priorities and Environmental Procedures and Processes for implementing initiatives in priority areas.

During 2009, we focused our activities on building our Environmental Procedures and Processes, including:

- GHG Inventory Protocol
- Carbon Offset Standard of Good Practice
- Environmental and Social Credit Risk Management Procedures
- TDAM Sustainable Investing Policy
- TDAM Stakeholder Engagement Policy
- Environmental Procurement Policy
- Credit Risk Assessment and Review Manual

In early 2010, we plan to update our Environmental Policy, upgrade our information management systems and continue to improve enterprise and business-unit processes and procedures. Our goal is to develop an enterprise Environmental Management System that will be consistent with ISO-14001 standards. (Read the 2010 updated Environmental Policy [here](#).)

An important next step in the development of our policy instruments will be to review our Environmental Management Framework in order to ensure that it fully reflects the priorities of our fully integrated North American bank.

### **Environmental Leadership**

To achieve our leadership goals requires support from the top down and the bottom up. Here is an overview of our environmental governance structure at TD.

The Risk Committee holds overall responsibility for setting environmental policy and ensuring that TD has developed management structures, systems and procedures to support the policy.

The Group Head of Corporate Operations holds senior management accountability for environmental management.

The Group Head is supported by the Chief Environment Officer, who leads the Corporate Environmental Affairs team.

The Group Head and Corporate Environmental Affairs team are responsible for developing enterprise-wide environmental strategy, setting environmental performance standards and targets, and reporting on performance.

The Group Head also leads an enterprise-wide Environmental Management Steering Committee comprised of senior managers from TD's main business units. This steering committee is responsible for approving environmental strategy and performance standards, and communicating these throughout the business.

TD's business units are responsible for implementing the environmental strategy within their units.

At the business-unit level, our environmental governance structure is being modified as we continue to integrate our Canadian and U.S. operations into a North American model.

## **2009 Environmental Governance Highlights**

During 2009, we developed a U.S. Green Council, chaired by the Executive Vice President Shared Services, TD Bank, and comprised of U.S. business unit heads, regional senior managers, and the Chief Environment Officer. The Council focuses on the development and implementation of a U.S. Environmental Plan.

We also established an enterprise-wide Operational Footprint Steering Committee and working groups for energy reduction, building design and operation and procurement.

## **Diversity Governance**

### **Diversity Leadership**

TD President and CEO Ed Clark and the Senior Executive Team play direct roles in driving TD's diversity agenda. Each diversity priority has its own senior executive lead.

### **The TD Diversity Leadership Council (DLC):**

The DLC's main objective is to champion diversity in Canada and the U.S. They work hard to drive diversity initiatives with business units across the organization and help groups embed diversity into their business plans.

### **The Corporate Diversity Office.**

Led by a Vice President who works with the Diversity Leadership Council and diversity managers in each major line of business, the Corporate Diversity Office develops strategies to promote diversity and inclusion within TD.

## The TD Employee Council For Employment Equity

This group advises on the development, revision and implementation of TD's Employment Equity Plan and reviews progress made toward achieving the plan's objectives.

### Our Diversity Leadership Framework – Priorities and Committees

Diversity Leadership Council led by Bill Hatanaka, Group Head Wealth Management and Chairman & CEO TD Waterhouse Canada		
Priority	Canadian Chair	U.S. Chair
People with Disabilities	Tim Hockey Group Head, Canadian Banking, and President and CEO, TD Canada Trust	Suzanne Poole Executive Vice President, Retail Banking & Complementary Channels
Aboriginal Peoples	Kerry Peacock Executive Vice President, Branch Banking	N/A
LGBTA*	Paul Douglas Executive Vice President, Business Banking	Carol Mitchell Senior Executive Vice President, Shared Services
Visible Minorities	Satish Rai Senior Vice President TDBFG and Vice Chair Portfolio Management	Rick Burke Senior Vice President, Cash Management
Women	Colleen Johnston Group Head Finance and Chief Financial Officer	Linda Verba Executive Vice President, Store Operations and Service Programs
Serving Diverse Communities	Dominic Mercuri Executive Vice President and Chief Marketing Officer	John Cunningham Chief Marketing Officer

\*Lesbian, gay, bisexual, transgender and allies

### 2009 Diversity Governance Highlights

- We published six intranet articles featuring a Diversity Leadership Council member talking about their own diversity priority area. Each executive shared insights on the personal significance of their priority area and updated employees on current TD initiatives. Using an online blog, employees entered into the dialogue and were able to post their own comments on the featured articles.
- In the U.S., 2009 has been a year for establishing our diversity governance structure and conducting research.

### Diversity Policy and Management Systems

TD has a comprehensive policy framework to support our diversity program:



- Values of diversity and inclusion inform TD's Guiding Principles;
- Employee Relations policies;
- Employment Equity Annual Report
- Code of Conduct and Ethics;
- TD's Harassment, Discrimination and Violence in the Workplace Policy.

Our Workplace Accommodation Policy outlines TD's commitment to accommodate employee needs in a wide range of areas. This includes time away or time off for observance of religious practices. We also provide flexible work options and accommodate a wide range of disabilities in the workplace.

## Conduct & Ethics

In 2009, ethics within the financial services sector came under much scrutiny. With examples of poor conduct becoming front page news, the public was once again reminded of the need for robust corporate governance and an ethical framework that guides the behaviour of all employees.

At TD, our Code of Conduct and Ethics provides a framework of how to deal with each other, our shareholders, customers, communities, suppliers and competitors.

The Code addresses issues such as how to handle potential conflicts of interest and ensure confidentiality of information. Employees understand clearly that any irregular business conduct, including bribery, corruption or insider trading, will not be tolerated. Any breach is considered a serious offence and employees must report any possible violations they witness.

## Internal Control Framework Policy

Extensive security systems are maintained to detect financial crime, particularly fraud. Each of our businesses is subject to periodic reviews by our internal audit teams, who independently assess the level of risk and the effectiveness of internal controls.

## Whistleblower Program

TD has a confidential whistleblower hotline for employees and other stakeholders to report any accounting concerns. In addition, employees may use this process to report any suspected breach of our Code of Conduct and Ethics should they not be comfortable using other established reporting methods. TD employees are encouraged to bring forward their concerns through the employee complaint resolution process, and also have access to an ombudsman office to report workplace issues on a confidential basis.

## Compliance Incidents

We respect and strive to comply at all times with all laws and regulations in jurisdictions where we operate. With more than 17 million customers worldwide and hundreds of thousands of transactions completed daily, there are times where we do fall short and make mistakes and our response is to act quickly and address the issue.

Compliance Incident Reporting	2007	2008	2009

Incidents of non-compliance with regulations and voluntary codes concerning any form of marketing communications or the health and safety impacts of products and services.	0	0	0
Incidents of non-compliance with regulations and voluntary codes/commitments concerning consumer products and services <sup>1</sup>	5	0	0
Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices	0	0	0
Total number of non-monetary sanctions for non-compliance with laws and regulations	0	0	0
Monetary value of significant fines <sup>2</sup> (in millions).	0	\$2.9 <sup>↑↑</sup>	\$1.0 <sup>↑</sup>

<sup>1</sup> As determined by the Financial Consumer Agency of Canada.

<sup>↑</sup> On March 4th, TD Options LLC settled with the U.S. Securities and Exchange Commission (SEC) for a penalty of US\$1 million and an agreement to pay disgorgement of US\$5 million, with respect to an investigation of specialist firms allegedly engaged in trading ahead and inter-positioning on options trading contrary to the interests of customers. The majority of the impugned TD Options LLC transactions occurred prior to the purchase of these businesses by TD Bank Financial Group.

<sup>↑↑</sup> Refer to our 2008 Corporate Responsibility Report for an explanation of fine.

\*None of the above fines relate to environmental offences.

## Labour Codes and Human Rights

In every country where TD operates, we support and respect the protection of human rights, adhering to and in many cases exceeding all applicable labour laws and standards addressing issues such as equal pay, hours of work and child labour. These include, but are not limited to:

<b>Canada</b>	<ul style="list-style-type: none"> <li>• Employment Equity Act</li> <li>• Canadian Human Rights Act</li> <li>• Canada Labour Code</li> <li>• Privacy legislation</li> </ul>
<b>U.S.</b>	<ul style="list-style-type: none"> <li>• Fair Labor Standards Act</li> <li>• Employee Retirement Income Security Act</li> <li>• Family and Medical Leave Act</li> <li>• Occupational Safety and Health Act</li> </ul>
<b>U.K.</b>	<ul style="list-style-type: none"> <li>• Employment Rights Act 1996</li> </ul>

- Employment Act 2002
- Employment Equality (Age) Regulations 2006

We also voluntarily support internationally proclamations about human rights, such as the Universal Declaration of Human Rights.

We have developed our own policies, guidelines and procedures to protect and promote human rights throughout our operations. For example:

- Respect and integrity are core elements of our Guiding Principles and Leadership Profile.
- Our Harassment, Discrimination and Violence in the Workplace Policy articulates our commitment to providing a work environment free from any form of harassment and discrimination, where every employee, customer, client, independent contractor and third party is treated with dignity and respect.
- Our unwavering pledge to human rights is embedded in our Code of Conduct and Ethics, which states the fundamental principles, norms and behaviours expected of all employees and directors worldwide.

TD educates employees on relevant human rights issues through various communications and learning programs, including diversity training. A central corporate group within TD also advises our HR practitioners on human rights issues, and our commitment to human rights is reflected in business decisions ranging from the suppliers we choose to the investments we make.

<b>Respecting Human Rights</b>	2008	2009
Substantiated complaints or incidents alleging discrimination	0	<b>0</b>
Complaints of incidents involving violations of indigenous rights	0	<b>0</b>
Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk	0	<b>0</b>
Operations identified as having significant risk for incidents of child labour	0	<b>0</b>
Operations identified as having significant risk for incidents of forced or compulsory labour	0	<b>0</b>
Employees trained on policies and procedures concerning aspects of human rights that are relevant to our operations*	Yes	<b>Yes</b>
Security personnel trained in TD's policies and procedures concerning aspects of human rights that are relevant to our operation*	Yes	<b>Yes</b>

\*Participant numbers not tracked.

### **Respecting Employee Rights**

When it comes to employee-management relations, we adhere to the highest standards and work to create a positive working environment where employees don't feel the need for third-party representation. However, while we prefer to work directly with employees, they have the right to choose third-party representation.

TD General Insurance has a long-established bargaining unit of 333 employees, or 0.45% of our total employee population, represented by the Teamsters at one of our Montreal locations. This is the only bargaining unit within TD in Canada. Formal agreements with the union cover a wide range of topics such as workplace health and safety and vacation issues.

## TD in Action

### Welcome

In 2009, TD gave more than \$50 million to not-for-profit organizations in need of our support. Here is a selection of stories to show the real impact of those dollars within our local communities.

### Canadian national programs

TD invested over \$37 M in community programs across Canada. To make a meaningful difference, we concentrated our giving on these areas of focus:

Total National Spend

#### Children's Health

\$3.2 M

TD Bank supports several national programs that span across the country. These include:

- **TD Children's Hospital Fund**

TD Children's Hospital Fund collects money for top medical facilities and foundations across Canada, linked through the Children's Miracle Network. TD covers the cost of administration, so every dollar contributed goes directly to the children who need it. We also match every dollar contributed, up to \$1 million each year.

- **TD Think First for Kids**

TD ThinkFirst for Kids helps children in junior kindergarten through Grade 8 learn how to play safely and avoid injuries. The free school-based program, sponsored in part by TD, gives teachers the tools to better educate students to "think first" before engaging in unsafe behaviour. More than half of Canada's 11,000 elementary schools are now using this tool.

- **Kids Have Stress Too**

TD is the lead national sponsor of Kids Have Stress Too!, a parent education program of the Psychology Foundation of Canada that helps health-care professionals deliver stress management workshops to families. In addition to funding the development of the program, we continue to provide money for supporting materials, the website and a national poster campaign.

#### Literacy & Education

\$11 M

- **TD Waterhouse Investing in Youth initiative**

TD Waterhouse set up this initiative, backed by an investment of close to \$1 million, to promote

the Duke of Edinburgh's Award program in major Canadian cities. Young people earn the award by achieving their goals in community service, skills development and physical activity. To ensure that inner-city and disadvantaged youth are able to participate, we provide funding for the employment of field officers, who introduce the award to communities and support participants. More than 3,100 participants have become involved in the program as a result of TD's contribution.

## Environment

\$3.2 M

- **Pride Festivals**

TD sponsors Pride Festivals across Canada – from as big as Toronto and Montreal to smaller centres such as Kelowna and Cambridge / Kitchener / Waterloo. We have an active diversity agenda that includes a strong focus on LGBTQA employees, customers and communities. We support numerous LGBTQA groups, including youth help lines, youth education / awareness programs, queer theatre groups and HIV-AIDS related causes.

- **Cultural Festivals**

The various cultural festivals we sponsor from coast to coast brings together the cultures and traditions of many countries and we also have the opportunity to celebrate our truly global society and workplace. In 2009, we were the presenting sponsor of the TD Canada Trust Festival of South Asia (pictured are TD employees volunteering for this event), the Korean Harvest Festival and the TD Canada Trust IRIE Music Festival in Toronto, as well as the Korean Heritage Festival in Vancouver and Global Fest in Calgary. New this year was our sponsorship of Afrofest, a festival that is committed to enhancing appreciation and awareness of African music among Canadians while also striving to establish Toronto as a thriving global centre for African music.

## B.C. / Yukon / N.W.T.

Explore how TD supports local communities through our corporate giving, the efforts of our passionate volunteers and the fundraising activities of our employees and customers. Here is a selection of our stories:

### Children's Health

- **TD Dunk Tank**

This fundraiser benefitted six local children's charities, including KidsCare and Canuck Plan Children's Hospice. Events were held in Vancouver, Victoria and Kelowna on the same day, with 44 executives from TD and other companies volunteering to get wet as dunkies. In total, a record \$265,000 was collected.

## Environment

- **B.C. Coalition of People with Disabilities/Farmers on 57th**

The Farmers on 57th project in Vancouver is a collaborative working-garden project between the George Pearson Centre, a residential facility for adults with disabilities, and a host of community groups, including local elementary and post-secondary institutions. Pearson residents worked with local volunteers to transform the property into an integrated working-garden, providing fresh, organic produce to residents and community members. TD FEF contributed \$12,000 to the project.

- **Ecology North's Traditional Ice-Fishing Workshop**

As part of a monthly Youth Ecology Club (YEC) program, Dene First Nations Elders in Yellowknife, NWT, led local youth in a traditional under-ice fish netting workshop, teaching students about sustainable fishing practices and northern fish ecology. This is the first project to be funded by TD FEF in the NWT.

- **B.C. Shoreline Cleanup**

Creating safer, waste-free beaches and shores on the Pacific coast motivated TD employees and their families to get involved in the annual TD Great Canadian Shoreline Cleanup.

## **Prairies**

Explore how TD supports local communities through our corporate giving, the efforts of our passionate volunteers and the fundraising activities of our employees and customers. Here is a selection of our stories:

### **Children's Health**

- **Volunteer Spotlight!**

TD's Jeff Dunnill, Branch Manager of Edmonton Terwilligar, was honoured to receive the prestigious Children's Miracle Network (CMN) Sponsor Volunteer Award. For the past 3 years Jeff has been organizing a Run and Walk Event to raise money for Edmonton's CMN-member hospital, The Stollery Children's Hospital. Jeff's passion for the cause stems from the high quality of medical care given to his own infant children when they required the paediatric services of the hospital.

### **Literacy & Education**

- **Small hands – Big Dreams**

TD's Jim Powell, Area Manager, Business Banking, was pleased to present our bank's contribution of \$25,000 toward the \$1.3 million raised to date for the Regina Early Learning Centre (pictured) capital project "Small hands – Big Dreams". The program enables children ages 3 – 4 to develop their language and thinking skills, along with building their social and emotional skills to help them experience success in kindergarten and beyond.

### **Environment**

- **FortWhyte Alive**

FortWhyte Alive is one of the premier, privately-operated, non-profit environmental education facilities in Canada. Situated on 640 acres of prairie, lakes, forest and wetlands in Manitoba, FortWhyte has had over 600,000 school children and 1.6 million visitors benefiting from their programs and exhibits since 1983. TD FEF is pleased to sponsor their Naturescape program.

- **Earth Day Customer Connection Day**

At our branch in Lethbridge, TD FEF invited in local funding recipient, the Alberta Birds of Prey Foundation (ABPF). Local ABPF volunteers brought a variety of native bird species into the branch, including a 24 year old Great Horned Owl, as well as a recently orphaned Great Horned Owl nestling only 28 days old. TD FEF provided \$7,500 in funding to the ABPF in 2009.

- **Environmental education**

Brandon University in Manitoba announced a gift of \$100,000 from TD to provide financial support for environmental education of students through the Faculty of Science's Greenhouse

Project/Environmental Science program. The funds will be used to make renovations to BU's Greenhouse, which will allow a focus on environmental responsibility and research.

- **Manitoba Museum**

The Manitoba Museum is the province's largest heritage centre renowned for its combined human and natural heritage themes, with nearly 100,000 students in attendance each year. TD Canada Trust renewed our funding in the amount of \$10,000 a year for the next three years, so that the museum can build on the success of its new Discovery Room.

## Arts and Culture

- **Central Music Festival**

In Red Deer, TD was proud to be a sponsor of the 2009 Central Music Festival, which showcases a wide range of musical styles performed by the finest local, regional, national, and international performers available. TD's Jane Watson, Small Business Advisor, arranged for TD-branded tents to house the ticket sales and cash vending machine.

## Diversity

- **National Aboriginal Day Celebration**

The grounds of the Alberta legislature provided the ideal backdrop for the Edmonton National Aboriginal Weekend Festival. Our employees across the city helped out at the TD Canada Trust-sponsored Tipi Village, which featured face painting, live entertainment and traditional Aboriginal games and storytelling. TD volunteers also had a great time learning about Aboriginal culture.

- **Belcourt Brosseau Metis Award Ceremony**

TD was pleased to be one of the sponsors of this event hosted at the Edmonton Marriott River Cree Resort with several of our employees in attendance. The Belcourt Brosseau Métis Awards Fund was established at Edmonton Community Foundation in 2001 to help Métis Albertans realize self-sufficiency through post-secondary education and skills development.

- **The Avenue Community Center**

In Saskatoon, this centre hosted a "Welcome to the Gaybourhood" barbeque event that ran in conjunction with the United Way's "Days of Caring". A TD representative from each of our five retail branches in the city pitched in to prepare and serve burgers and hot dogs.

- **Equal Voice**

Tanny Kellert, TD Waterhouse Financial Planner, represented TD at the initial Equal Voice on-the-road youth consultation at Avonmore School in Edmonton. The event started with breakout sessions for grade 9's facilitated by youth volunteers followed by plenary sessions and a keynote address by the Honourable Helena Guergis (pictured, sixth from left), Minister of State, Status of Women. Equal Voice is a group of women and men who are committed to promoting the election of more women to all levels of Government and ultimately, change the face of Canadian politics.

- **Chinatown Street Festival**

Our Chinatown Branch in Calgary was once again a Gold Sponsor of this annual summer multi-cultural festival. The TD Canada Trust tent was one of the most popular, featuring gift items for those who visited and a very popular "Wheel of Fortune" style game.

## Other Causes

- **Manitoba Dragon Boat Festival**

Neither rain, night nor mosquitoes can keep TD employees from volunteering to beat cancer! The

2009 Manitoba Dragon boat Festival was held in Winnipeg in support of the Canadian Cancer Society, and TD Canada Trust once again sponsored a team made up of dedicated staff who sacrificed several summer nights to practice and the whole weekend to participate. Raising \$7,800, they shattered last year's fundraising effort and were among the top of 110 teams that participated.

## Ontario

Explore how TD supports local communities through our corporate giving, the efforts of our passionate volunteers and the fundraising activities of our employees and customers. Here is a selection of our stories:

### Literacy & Education

- **Staying in School is Cool with TD!**

Close to 50 TD Canada Trust volunteers visited classrooms in London to deliver Junior Achievement's educational program, the Economics of Staying in School. TD also made a donation of \$6,200 to Parkview Public School.

### Environment

\$2,284,060

- **GTA Shoreline Cleanup**

From High Park to Lakeshore Parkettes, TD employees spanning the Greater Toronto Area participated in various cleanup sites to make a difference for the environment during the annual Great Canadian Shoreline Cleanup.

- **Ottawa Shoreline Cleanup**

During the Great Canadian Shoreline Cleanup in September, nearly 100 employees, their families and community members conducted a successful cleanup campaign at Andrew Hayden Park, collecting and removing 300 pounds of garbage.

- **Tree Planting**

Approximately 30 TD Mutual Funds employees took time away from investing in the markets to invest time in the environment. They spent half a day planting close to 150 trees on Toronto Island. They also received \$2,000 in sponsorships, with all the funds going to Toronto Parks & Trees Foundation.

- **YMCA Green Roof**

With a \$250,000 gift over 5 years, TD is helping make possible a green roof at the Metro-Central site of the YMCA of Greater Toronto. The roof drastically improves existing space and provides numerous eco-benefits like vegetation, reduced storm water runoff, energy efficiency and a decrease in radiated heat.

### Arts and Culture

- **Brantford International Jazz Festival**

TD Canada Trust was the "Presenting Sponsor" of the second annual festival, which took place at Harmony Square and the Sanderson Centre. TD employees also participated in the festivities.

- **TD Canada Trust Sunfest**

This celebration of world music and culture, which takes place in London, attracts 250,000



visitors to southwestern Ontario annually. In recent years, TD Friends of the Environment Foundation has helped make Sunfest a “Green Festival” by funding 10 volunteer- supported EcoStations where festival-goers are encouraged to compost and recycle in an effort to reduce waste bound for landfill.

## Diversity

- **Chair Aware Challenge**

Most of us do not realize just how challenging daily activities, from crossing the street to running errands to riding public transportation, can be for people with limited mobility. The Chair Aware Challenge in Ottawa hopes to change this. Organized by Muscular Dystrophy Canada, they issue challenges to get involved and TD's Gary Dunne, SVP, was quick to lend his support. By spending his day in a wheelchair, Gary experienced his daily activities from a different point of view and became more conscious of accessibility challenges, while helping to raise community awareness of this important issue.

## Other Causes

- **Underwriting Hope Charity Auction**

2009 marked TD Securities' 12th annual fundraising event in Toronto, which earned gross proceeds of over \$1 million! This event is entirely employee driven, from volunteering to collecting auction items to running the event. Employees even have a say in what charities receive auction proceeds.

- **Love from Nepean to Afghanistan**

Customers and employees joined forces in a Nepean branch's Valentine's Day campaign to raise funds to purchase Tim Horton's gift certificates for Canadian troops in Afghanistan. The outcome: \$1,000 worth of gift certificates delivered to the soldiers along with a golf shirt signed with messages of encouragement and support. Customers were thanked with a coffee and a 'Support our Troops' pin.

- **Back in Class Backpack Project**

This initiative is aimed at providing new backpacks filled with school supplies to children in need through London and area elementary schools. In 2009, TD donated 575 backpacks to local schools. TD employees collected supplies through donations and purchases and distributed the backpacks to local schools and some social agencies, including women's shelters and Children's Aid. The schools hold random draws in which the children who are most in need 'win' a new donated backpack.

- **Bancroft Relay for Life**

When the Canadian Cancer Society held their Relay for Life event in Bancroft, our local employees stepped up. They took part in the relay, volunteered to help with event activities and raised over \$2,000 for the cause, which led to our TD Canada Trust branch receiving an award for top corporate involvement in the area.

- **Volunteer Spotlight!**

TD's Betty Lima, Financial Service Representative, has been a steady volunteer at The Bridges Shelter in Cambridge, Ontario, over the past year. It is an emergency shelter for homeless individuals and underprivileged families. Each Monday, Betty works at the shelter to prepare and serve dinner. Additionally, for volunteering more than 40 hours, Betty was able to get a volunteer grant of \$500 from TD to give The Bridges.

- **Toy Mountain**

Every year TD employees in Ottawa volunteer their time and collect toys from customers and

local businesses in branches to contribute to the success of Toy Mountain, bringing joy to thousands of children. Annually, Toy Mountain provides toys to over 12,000 children.

- **Bowl For Kids Sake**

TD employees in the Greater Toronto Area engaged in a friendly bowling battle with the other banks to raise funds in support of Big Brothers and Big Sisters of Toronto. TD raised \$44,000 for the cause.

- **Operation Santa Claus**

In Wasaga Beach, General Rick Hillier (Ret.) joined TD Canada Trust volunteers to box 2,500 Christmas care packages destined for Canadian troops in Afghanistan. We exceeded our fundraising goal of \$15,000 by raising \$35,000! Hillier remarked, "receiving a care package from Canada makes a great difference to a soldier."

## Quebec

Explore how TD supports local communities through our corporate giving, the efforts of our passionate volunteers and the fundraising activities of our employees and customers. Here is a selection of our stories:

### Children's Health

- **Ride with Lance**

Joining cyclist Lance Armstrong in a ride to raise money for the Cedars Cancer Institute, was Tim Hockey, Group Head of Canadian Banking and President and CEO, TD Canada Trust. A sum of \$65,000 was raised and 60 employees participated at the evening fundraising gala held after the race. The following day, three boats filled with TD employees entered the Cedars Cancer Institute Fuller Landau Dragon Boat Race and Festival.

- **Ride for Juvenile Diabetes Research**

In September 2009, over 600 employees participated in three rides held in Montreal, Laval and Quebec City, raising over \$130,000 for juvenile diabetes research.

### Literacy & Education

- **Concordia University**

Underscoring our commitment to literacy and education in Canada, in 2009 TD pledged \$500,000 to Concordia University.

### Environment

**\$131,472**

- **Quebec Shoreline Cleanup**

More than 400 TD employees in Quebec headed to local shores to make their environment cleaner during the Great Canadian Shoreline Cleanup.

- **Les amis de la montagne**

Once again proud to display their green stripes, over 300 TD employees, along with their friends and families, planted 800 trees in the city's Mount Royal Park. The yearly initiative is part of an ongoing conservation effort.

### Arts and Culture

- **Journées de la culture**

For the fourth year in a row, TD was a partner of Journées de la Culture and our employees were enthusiastic volunteers. Once again, we provided free public shuttle bus service between the city's cultural sites and, for the first time, cultural activities were organized in six of our branches.

## Other Causes

- **West Island Community Shares (WICS)**

This organization provides essential services to West Islanders in need and each year they hold a Spaghetti Dinner Fundraiser. Approximately 100 employees from all across TD volunteered to serve lunch, take part in a benefit car wash and entertain children, with a result of \$90,000 being raised.

- **Farha Foundation**

Bringing to life our philosophy of making a difference together, "Team TD" participated in the Farha Foundation's 17th annual fundraising walk Ça marche! to help men, women and children living with HIV and AIDS

- **Habitat for Humanity**

Two teams of 15 employees removed their suits for construction wear to help build a duplex for two needy families in the St-Henri district of Montreal. Despite the rain and very cold weather, everyone eagerly hammered away and had lots of fun. At front centre is Bernie Dorval, Group Head of Insurance and Global Development for TD and Deputy Chair, TD Canada Trust.

- **Relais pour la vie**

The 8th edition of an annual night walk was held in Quebec City to raise money for the Canadian Cancer Society. TD employees raised \$120,000.

## Atlantic

Explore how TD supports local communities through our corporate giving, the efforts of our passionate volunteers and the fundraising activities of our employees and customers. Here is a selection of our stories:

### Children's Health

- **IWK Health Centre and Janeway Hospital**

As a result of efforts by TD employees, who volunteered to take pledges during an annual telethon fundraiser for Children's Miracle Network-affiliated hospitals, over \$240,000 was presented to IWK Children's Health Centre and \$42,880 to the Janeway Hospital.

### Environment

- **Shoreline Cleanup**

TD employees in Atlantic Canada participated in 13 shoreline cleanup locations, including in Charlottetown (pictured) and Moncton, collecting garbage to help make the environment a better place.

## Other Causes

- **Habitat for Humanity**

More than 60 TD employees put on hard helmets to participate in the Halifax area Habitat for

Humanity Build, helping to build housing for needy families.

- **Feed Nova Scotia**

Banding together to make a difference, Halifax-area TD employees and customers rallied to donate food and money for the Feed Nova Scotia food bank initiative. The outcome: we collected 450 kilograms of food from employees, 892 kilograms of food from customers and \$2,560 in cash donations!

- **Canadian Cancer Society**

TD's Christine Barr (pictured), District Vice President, raised \$15,011 for the Canadian Cancer Society thanks to a challenge from her colleagues: shaving her head! The branch at Queen Street Charlottetown had the pleasure of shedding Christine's locks. Her group, the Relay for Life "Dream Team", raised the largest amount collectively across Canada, exceeding \$117,000.

## **U.S. national programs**

TD Bank invested \$20 M in community programs across the U.S. To make a meaningful difference, we concentrated our giving on these areas of focus:

Total National Spend

### **Affordable Housing**

\$3.0 M

TD Bank supports several national programs that span across the country. These include:

- **Housing for Everyone**

The 2009 "Housing for Everyone" grant competition provided funding for housing non-profit projects that help families stay in their homes or help maintain and protect the integrity of neighborhoods from deterioration caused by foreclosure and abandonment. A total of \$2 million was awarded to 56 non-profits in 12 states, a \$500,000 increase in program awards from 2008. The TD Charitable Foundation has invested nearly \$5.3 million through the "Housing for Everyone" grant competition since 2005 to help make affordable housing available to thousands of people.

### **Financial Literacy & Education**

\$3.6 M

- **TD Bank WOW!Zone**

The TD Bank WOW!Zone is a free, interactive financial literacy program designed for students in grades K-12 – both in school and online. TD Bank works with local schools and youth organizations to provide valuable information, including an introduction to saving, understanding lines of credit and the stock market. Students, parents, and educators can access games, learning activities and lesson plans by visiting the WOW!Zone at [tdbank.com](http://tdbank.com). The TD Bank WOW!Zone reaches an average of 7,000 students each month. In 2009, nearly 900 trained TD Bank instructors volunteered 5,000 hours of classroom and in-store instruction to 4,000 classes and 84,000 students – more than 680,000 students in the last 20 years!

- **Summer Reading Program**

More than 11,000 children from Maine to Florida participated in TD Bank's Summer Reading Program in 2009. The program encourages kids to read and teaches them about saving money by contributing \$10 into a new or existing savings account for each child who reads 10 books

over the summer. This year's young readers earned a total of \$110,000 in deposits into their savings accounts!

- **National Library Week Donations**

To launch the 2009 Summer Reading Program, TD Bank, through the TD Charitable Foundation, surprised school libraries from Maine to Florida with \$500,000 in donations to celebrate National Library Week. One hundred local school libraries, primarily in low- to moderate-income areas, received \$5,000 grants for new books, technology resources or to support existing library programs.

- **Employee Reading Month**

The annual Summer Reading Program kicked off with Employee Reading Month when Employees read to elementary school classes from Maine to Florida, then donated the books to the schools' libraries. The books, chosen for their message about the importance of saving money, are from the Summer Reading Program's recommended reading list of financially-themed books. This year, 1,200 Employees visited elementary school classes and read to more than 30,000 students!

- **Non-Profit Training Resource Fund**

In 2009, the TD Charitable Foundation, through this fund, made awards of \$500 to \$1,000 to 84 non-profits to support job training, education and professional development opportunities for their employees. In the last three years, 218 donations totaling \$192 thousand have been made to strengthen the capacity of nonprofit organizations to address community needs.

- **Junior Achievement**

TD Bank and its employees actively support Junior Achievement's mission to educate and inspire young people to value free enterprise, business and economics to improve the quality of their lives. In addition to numerous employee volunteer partnerships, we also provided \$86,000 in 2009 to support Junior Achievement programs in Maine, Massachusetts, Connecticut, New York, New Jersey and Florida.

- **Financial Education**

**Education & Financial Literacy for Homeowners and Small Business Owners:** Educating first-time homebuyers with what they need to know from pre-purchase through post-purchase helps prepare them for the world of homeownership. In the last year, TD Bank participated in 211 mortgage homebuyer seminars, with over 5,300 attendees learning about topics such as applying for a mortgage, the loan closing process and post-purchase maintenance to protect their housing investment. TD Bank employees took part in 58 small business workshops, teaching 824 small business owners the importance of preparing a business plan, financing their new businesses, cash flow analysis and most recently, surviving a bad economy.

## Health & Human Services

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- **Food Bank Donations**

Corporate Food Bank Donations: In response to communities stressed by the economic climate, the TD Charitable Foundation donated more than \$450,000 in December and January to food banks from Maine to Florida providing more than 1.7 million meals to those in need.

- **Special Olympics**

TD Bank WOW!ed Special Olympics from Maine to Florida by raising funds for the organization's "Be a fan" program. Friends, families, Customers and Employees all contributed donations, and Employees volunteered at Special Olympic events and maintained a high excitement level throughout the initiative. Thanks to the hard work and dedication of all involved, TD Bank met its

goal of raising \$1 million for the program.

## **Northeast**

Explore how TD Bank supports local communities through our corporate giving, the efforts of our passionate volunteers and the fundraising activities of our Employees and Customers.

### **Affordable Housing**

- **NeighborWorks Greater Manchester's Housing for Everyone**

In New Hampshire, NeighborWorks Greater Manchester's \$20,000 "Housing for Everyone" award will help revitalize Manchester's West Granite neighborhood, deteriorated by absentee landlords, reduced homeownership and a high foreclosure rate. Funds will be used to engage residents in the redirection of their neighborhood, purchase troubled properties for redevelopment, and increase homeownership by making redeveloped properties available to individuals and families who complete homeownership educational seminar programs. This initiative will revitalize the most troubled neighborhood in Manchester.

### **Education & Financial Literacy**

- **Library Week Grants**

To launch the 2009 Summer Reading Program and celebrate National Library Week, Boston Bruins great Ray Bourque and Celtics alumni JoJo White joined Market President David Glidden to surprise Higginson Elementary School in Boston, Massachusetts, by reading a story about the importance of saving to students, then donating the book - along with a \$5,000 grant from the TD Charitable Foundation for needed resources - to the school's library.

- **Lewiston Elementary School**

To launch the 2009 Summer Reading Program and celebrate National Library Week, Store Manager Gary Bellegard and Regional Vice President Mark Stasium surprised Lewiston Elementary School in Lewiston, Maine, by reading a story about the importance of saving to students, then donating the book - along with a \$5,000 grant from the TD Charitable Foundation for needed resources - to the school's library.

- **Bakersville Elementary**

To launch the 2009 Summer Reading Program and celebrate National Library Week, Regional President R. Scott Bacon surprised Bakersville Elementary in Manchester, New Hampshire, by reading a story about the importance of saving to students, then donating the book - along with a \$5,000 grant from the TD Charitable Foundation for needed resources - to the school's library.

- **Lawrence Barnes Elementary**

To launch the 2009 Summer Reading Program and celebrate National Library Week, Vermont President Phil Daniels surprised Lawrence Barnes Elementary in Burlington, Vermont, by reading a story about the importance of saving to students, then donating the book - along with a \$5,000 grant from the TD Charitable Foundation for needed resources - to the school's library.

### **Health & Human Services**

- **United Way Employee Workplace Giving Campaign**

TD Bank employees in Connecticut have participated in the United Way's Day of Caring for the past 7 years. This year, volunteers delivered emergency meals to the elderly in the Greater Hartford area and painted the walls for the human resources agency's newest elderly housing

facility in New Britain, CT. The project kicks off TD Bank's annual United Way campaign, and shows our employees the value of volunteerism and their United Way dollars at work.

## Diversity

- **WOW! Pride**

TD Bank was a proud sponsor of Boston, Massachusetts's Gay Pride Parade, the largest in the city's history. TD Bank Parade Marshals Matt Wildman and Kevin Slattery – both local Store managers – lead employee teams from across the bank in showing off our WOW! Pride.

- **TD Bank Beach to Beacon 10K Road Race**

Each year, runners from around the world participate in the TD Bank Beach to Beacon 10K Road Race in Cape Elizabeth, Maine. In addition to sponsorship, in 2009 the TD Charitable Foundation made a \$30,000 grant to Maine Handicapped Skiing, which provides 3,700 free lessons each year with the help of 450 volunteers, making it the state's largest year-round adaptive recreation program for children and adults with physical disabilities.

## New York

Explore how TD Bank supports local communities through our corporate giving, the efforts of our passionate volunteers and the fundraising activities of our Employees and Customers.

### Affordable Housing

- **Rebuilding Together of Dutchess County**

Employees in New York's Hudson Valley joined Rebuilding Together of Dutchess County's staff to assist a local Poughkeepsie neighbor with substantial home repairs. The team rebuilt the porch and stairs, replaced the kitchen stove and renovated the yard as part of its continuing partnership with Rebuilding Together.

### Education & Financial Literacy

- **William Floyd Elementary**

To launch the 2009 Summer Reading Program and celebrate National Library Week, TD Bank's local Long Island team surprised William Floyd Elementary in Shirley, New York, by reading a story about the importance of saving to students, then donating the book - along with a \$5,000 grant from the TD Charitable Foundation for needed resources - to the school's library.

- **Public School 72**

To launch the 2009 Summer Reading Program and celebrate National Library Week, Regional President Greg Braca and team surprised Public School 72 in New York City's Harlem neighborhood by reading a story about the importance of saving to students, then donating the book - along with a \$5,000 grant from the TD Charitable Foundation for needed resources - to the school's library.

## Diversity

- **National Association for the Advancement of Colored People (NAACP)**

TD Bank sponsored the centennial convention of the National Association for the Advancement of Colored People (NAACP) in New York City. Founded in 1909, the NAACP is the oldest and largest civil rights organization in the U.S., and advocates for the rights of all people.

## **Gay Men's Health Crisis (GMHC)**

TD Bank employees supported Gay Men's Health Crisis (GMHC) by counting all the donation envelopes that were collected the day of the 24th Annual AIDS Walk New York. TD Bank volunteers met at our Wall Street Store and counted donations over the course of two days for the not-for-profit, volunteer-supported and community-based organization. More than \$5.6 million was raised by this year's AIDS Walk New York – and our TD Bank volunteers helped make it happen!

## **Environment**

- **Brooklyn Bridge Park Conservancy**

The TD Charitable Foundation's \$10,000 grant to the Brooklyn Bridge Park Conservancy in New York City supported its Green Leaders education program for inner-city students ages 13 to 18. In addition to exploring the East River ecosystem and working on restoration projects, students learn about industry vs. green space, watersheds, pollution prevention and more.

## **Mid-Atlantic**

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## **Affordable Housing**

- **HANDS' (Housing and Neighborhood Development, Inc.)**

HANDS' (Housing and Neighborhood Development, Inc.) \$50,000 "Housing for Everyone" award supports Operation Neighborhood Recovery, which has been recognized as the first bulk purchase of mortgages by a non-profit organization. The program has set in motion a movement to stabilize and preserve eight neighborhoods in urban Essex County, New Jersey. "We couldn't be more pleased that the TD Charitable Foundation has recognized that preserving neighborhoods through the rescue of vacant, foreclosed properties is our highest priority during this challenging time," said Patrick Morrissy, Executive Director of HANDS.

- **Interfaith Neighbors**

The TD Charitable Foundation's "Housing for Everyone" grant competition awarded \$50,000 to Interfaith Neighbors of Asbury Park, New Jersey, to expand its Rent-to-Own Program to four available units, allowing them to retain the property mortgage-free so rental income goes towards maintenance and upkeep and tenant's escrow. The expansion doubles the number of low-to moderate-income families currently served through this program.

- **Center for Family Services**

For families struggling with poverty, it is often an overwhelming challenge to find and maintain affordable housing. The TD Charitable Foundation's \$50,000 "Housing for Everyone" grant will help the Center for Family Services in Camden, New Jersey, help low income mothers and victims of domestic violence overcome that challenge and take a major step in building family stability and improving our communities.

## **Education & Financial Literacy**

- **Conshohocken Elementary**

To launch the 2009 Summer Reading Program and celebrate National Library Week, Suburban Pennsylvania President Tom Shoemaker surprised Conshohocken Elementary in Conshohocken, Pennsylvania, by reading a story about the importance of saving to students, then donating the



book - along with a \$5,000 grant from the TD Charitable Foundation for needed resources - to the school's library.

## Health & Human Services

- **FoodBank of Monmouth and Ocean Counties**

TD Bank partnered with the FoodBank of Monmouth and Ocean Counties and Ranney Lower School in Tinton Falls, New Jersey, to create the Kids Change Hunger campaign. Students filled cardboard coin banks shaped like food delivery trucks and launched their own canned food drive to support the hungry and homeless in their community. Students used TD Bank's free, interactive Penny Arcade coin-counting machines to donate their spare change into the FoodBank account.

- **United Way of Hudson County**

TD Bank and TD Bank USA, through the TD Charitable Foundation, donated \$50,000 to the United Way of Hudson County as part of a partnership to create New Jersey's Interagency Council on Preventing and Reducing Homelessness. The United Way recognized TD Bank with its "Live United" award for its commitment to affordable housing and fighting homelessness.

- **Philabundance**

The TD Charitable Foundation donated \$25,000 to Philabundance, which supports a network of agencies that provide meals to 900,000 low-income residents throughout Pennsylvania's Delaware Valley.

## Environment

- **Passaic River Institute Environmental Science & Computer Technology Summer Program**

Funding from the TD Charitable Foundation's \$15,000 grant to Montclair State University funded its Passaic River Institute Environmental Science & Computer Technology Summer Program. The program increases the potential of Newark, New Jersey, youth to attend college and consider careers in ecology and environmental science/engineering by exposing them to nature and the environment through onsite interactive classes in a university environment.

- **Triple Crown of Cycling**

TD Bank encouraged Philadelphia, Pennsylvania, to "go green" during the Triple Crown of Cycling, ranked one of the top 10 bicycle races in the world, in June 2009. TD Bank WOW!ed crowds by creating a TD logo on the Philadelphia Museum of Art's famous front steps out of 700 hosta plants, then donating the plants to the Fairmount Park Conservancy and Urban Tree Connection's Children's Memorial Garden, built by the community in memory of local children lost to gun violence.

## DC Metro

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## Education & Financial Literacy

- **Wesley Housing Development Corporation of Northern Virginia**

Wesley Housing Development Corporation of Northern Virginia received a \$7,500 grant from the TD Charitable Foundation to support TEE-UP! Technology and Education for Everyone program for children, youth and adults in affordable housing communities who might otherwise not have

access to technological tools and resources to achieve success in school and in the workplace. The program serves 200 underserved people each year.

## Health & Human Services

- **Goodwill of Greater Washington**

The TD Charitable Foundation's \$7,500 grant to the Goodwill of Greater Washington supports its Environmental Services job training program, which provides students with occupational skills training, conflict resolution, anger management, goal-setting, job search techniques and career coaching in the field of "green" janitorial work. Students graduate with the knowledge they need to secure employment and gain real-life experience.

- **DC Central Kitchen**

In November, TD Bank, through the TD Charitable Foundation, presented the DC Central Kitchen with a \$15,000 grant and volunteered six TD Bank team members to prepare lunch in support of its First Helping Program, which provides citywide, street-level meal services, referrals and counseling to the homeless throughout the Washington, DC metropolitan region.

## Florida

Explore how TD Bank supports local communities through our corporate giving, the efforts of our passionate volunteers and the fundraising activities of our Employees and Customers.

### Affordable Housing

- **Adopt-A-Family of the Palm Beaches**

Adopt-A-Family of the Palm Beaches in Lake Worth, Florida, used its \$25,000 "Housing for Everyone" grant to support the Rapid Re-Housing Program, an innovative homeless housing program that focuses on housing homeless families in permanent housing as quickly as possible and provides rent subsidies to ensure that the housing is affordable.

### Education & Financial Literacy

- **Palm Beach Literacy Coalition**

The TD Charitable Foundation contributed \$12,500 in funding to the Palm Beach Literacy Coalition for its Village Reader Program, which provides ESL and basic literacy instruction for parents and their children in Delray Beach, Florida.

## U.K. national programs

Through employee and corporate donations, TD Waterhouse and TD Securities gave a total of £99,432 to community organizations in 2009. We focus our giving in the U.K on Children's Education, Well Being, and the Environment.

- **Number Partners**

This innovative program in Leeds, Manchester and Birmingham, is designed to promote the enjoyment of math among children in primary schools (7-11 year olds). Volunteers commit to providing assistance for at least one school term (10-12 weeks) and spend one hour per week with children playing specially designed board games to help generate discussions about numbers and boost their confidence.

- **Mentoring Programme**

At TD Waterhouse U.K. our employees have the opportunity to be a mentor to young people aged 14 to 18 years. We work in partnership with Leeds and Manchester mentoring organizations to offer non-judgemental advice and support to those who are not yet achieving their full potential. Volunteers are required to commit for at least one year to ensure consistency in their support. Pictured above: TD Waterhouse U.K. was recognized with the Company of the Year Award by Leeds Mentoring, Aimhigher and Education Leeds for our contribution to the mentoring project.

- **Library campaign**

In partnership with the Canada-U.K. Chamber of Commerce, TD Securities U.K. helped a local deprived primary school in London. Falconbrook School in Battersea is located in a hugely deprived area with around 30% of its pupils with special educational needs. In addition to a competition, which was run in the school with book token prizes from TD, the school received a £10,000 donation from TD that was also matched by the Canada-U.K. Chamber of Commerce and used to re-build and re-stock their library.

- **Right to Read**

Right to Read volunteers visit local primary schools to help children with their reading. Volunteers are required to read with up to three individual children within the hour, or sometimes a small group of two or three children for an hour a week for a minimum of one academic term (12 weeks).

- **Comic Relief**

In 2009, TD Waterhouse U.K. opened its call centre to take donation calls for Comic Relief. Over 200 employees also pitched in to raise money by participating in a Manchester to Leeds relay (pictured are enthusiastic employees dressed in costume for the occasion!), as well as hosting cake sales and more. Employees raised £6,200 and with TD matching these donations £1 for £1, our combined contribution was an impressive £12,400 to Comic Relief.

- **Team Challenges**

Armed with rakes, shovels and wheelbarrows, Team TD was intent on ridding Hedge Lane of weeds and sprucing up the surroundings. The area had been recently rescued from being closed down and, thanks to the efforts of volunteers, is being revived for a variety of community and school uses.

- **Toy Appeal**

TD Waterhouse U.K. employees took part in the BITC Toy Appeal to give local disadvantaged children in Leeds and Manchester a merrier Christmas. Despite the poor economic climate, the response by employees and customers to the appeal was overwhelming and we received many more gifts than we had pledged to provide. TD Waterhouse U.K. also purchased over 40 presents for the cause. Several employees really got into the Christmas spirit, donning Santa hats and delivering the gifts in Santa sacks to various agencies.

- **Corporate Giving Grants**

Through the TD Waterhouse U.K. Corporate Giving Programme, our employees can apply for a Community Fund Grant of up to £250 to assist local charities and initiatives that they are involved in. Through this programme, we provided £1,750 to organisations in 2009. We have funded a number of children's sports teams with TD Waterhouse sponsored kits.