

Performance Indicators

Performance indicators focus effort, communicate our priorities and benchmark TD's performance as we strive to be the better bank. The following table highlights our performance against these indicators in 2009.

2009 PERFORMANCE INDICATORS	RESULTS ¹
FINANCIAL <ul style="list-style-type: none"> Deliver above-peer-average total shareholder return² Grow earnings per share (EPS) by 7% to 10% Deliver above-peer-average return on risk-weighted assets 	<ul style="list-style-type: none"> TD return: 13.6% vs. Canadian peer average of 21.6% 10% EPS growth TD return: 2.39% vs. Canadian peer average of 1.89%
BUSINESS OPERATIONS <ul style="list-style-type: none"> Grow revenue faster than expenses Invest in core businesses to improve efficiency and effectiveness 	<ul style="list-style-type: none"> Revenue growth exceeded expense growth by 11% Refer to "Business Segment Analysis" in the accompanying MD&A for details
CUSTOMER <ul style="list-style-type: none"> Focus on improving Customer Experience Index (CEI)³ Invest in core businesses to enhance the customer experience 	<ul style="list-style-type: none"> Customer Experience Index score 27.0% (target 27.8%) Refer to "Business Segment Analysis" in the accompanying MD&A for details
EMPLOYEE <ul style="list-style-type: none"> Improve employee engagement score year over year Enhance the employee experience by: <ul style="list-style-type: none"> listening to our employees building employment diversity providing a healthy, safe and flexible work environment providing competitive pay, benefits and performance-based compensation investing in training and development 	<ul style="list-style-type: none"> Employee engagement score⁴ 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. See TD's 2009 Corporate Responsibility Report available March 2010 (preview on pages 11 and 12) \$55.6 million invested in 2009
COMMUNITY <ul style="list-style-type: none"> Donate minimum of 1% of domestic pre-tax profits (five-year average) to charitable and not-for-profit organizations Make positive contributions by: <ul style="list-style-type: none"> supporting employees' community involvement and fundraising efforts promoting children's health, literacy and education protecting and preserving the environment 	<ul style="list-style-type: none"> 1.3%, or \$37.0 million, in donations and community sponsorships in Canada vs. 1.4%, or \$35.5 million, in 2008 \$336,000 in employee volunteer grants to 561 organizations (30% year-over-year increase in employees' community involvement) \$14.3 million, or 40% of our community giving, was directed to promote children's health, literacy and education TD's Canadian operations on track to be carbon-neutral in 2010 \$4.1 million distributed to 899 community environmental projects through TD Friends of the Environment Foundation; an additional \$1.9 million from the TD's community giving budget was used to support environmental projects

¹ Performance indicators that include an earnings component are based on TD's full-year adjusted results (except as noted) as explained in "How the Bank Reports" in the accompanying MD&A. For peers, earnings have been adjusted on a comparable basis to exclude identified non-underlying items.

² Total shareholder return is measured on a one-year basis from November 1, 2008, to October 31, 2009.

³ CEI replaces TD's previous measure of customer satisfaction. CEI is a measurement program that tracks TD customers' loyalty and advocacy.

⁴ Scale for employee engagement score is from one to five.