



# Responsible growth

2010 Corporate Responsibility Highlights



# Building The Better Bank

## TD Bank Group

We are one of the largest banks in North America. Our mission is to be the best run, customer-focused, integrated financial institution with a unique and inclusive employee culture.

TD's 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 that we understand and can manage
- Enhance our brand
- Increase shareholder value

## Responsible Growth

In 2010, our business continued to grow. Our U.S. operations grew by 23 per cent – solidifying our leadership position in North America.

*"TD's sound lending practices allowed us to emerge from the recession with our business intact."*

Ed Clark, Group President and CEO, TD Bank Group

<b>19 million</b> customers and clients, including six million online	<b>135 stores</b> added in the southeastern United States	<b>150 years</b> of TD Bank Group in Quebec
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Named Highest in Customer Satisfaction Among the Big Five Retail Banks, Five Years in a Row<sup>1</sup> by J.D. Power and Associates



Named Best in Customer Service Excellence Among the Top Five Banks, Six Years in a Row<sup>2</sup> by Synovate



Named the Best Bank in North America, by Euromoney magazine

# Customer-Focused

## Customer Service

We want to be known for delivering legendary customer experiences by treating customers fairly and providing support in tough times.

We care deeply about our customers. Each week we speak personally to thousands of them to find out how we're doing – and we act on what we hear.

## Support in Tough Times

In the United States, TD's website offers tools to help develop credit payment solutions for customers facing financial hardship, such as job loss or an unexpected expense.

TD Helps is a program to support customers in Canada facing financial challenges. In 2010, over 38,000 customers regained control of their finances through TD Helps and, in so doing, recovered their dignity, their confidence and their peace of mind.

To address the rise of personal debt in Canada, TD Canada Trust launched a **Get Saving** website offering videos, tips, rate comparisons and answers to frequently asked questions.

*"I needed help to restructure my failing business. Your faith in me and my business allowed me to get back on my feet and start rebuilding."*

Small Business Customer, Milton, Ontario

## Meeting Diverse Needs

We want to be the bank of choice for diverse communities and we're working to make our products and services accessible to all customers.

- A pilot scheme in Ontario uses web cameras to provide sign language interpretation. The service helps deaf customers receive financial advice without needing an on-site interpreter.
- For customers who are new to Canada, we added a financial literacy website in English, French, simplified Chinese and several South Asian languages.



TD has over 2,400 branches and stores across Canada and in the U.S.



We're working to ensure TD's products and services are accessible to all customers.

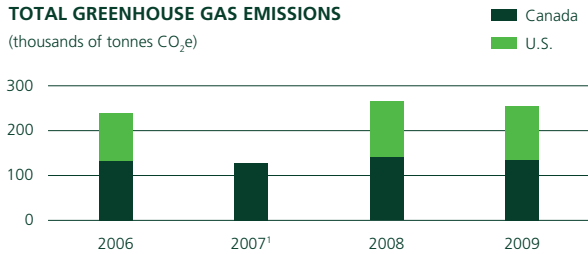
# An Environmental Leader

## A Carbon-Neutral Bank

TD was the first large North American-based bank to declare that our business operations were carbon-neutral. We're committed to continuously improving our environmental footprint.

### TOTAL GREENHOUSE GAS EMISSIONS

(thousands of tonnes CO<sub>2</sub>e)



<sup>1</sup> Data collected for Canadian operations only.

## Reducing Energy Usage

We reduced our greenhouse gas (GHG) emissions by 6% through energy conservation programs such as updating lighting, heating and cooling systems.

Our new green building design for stores in the U.S. will be 20% more energy-efficient and use 40% less water than our previous design.

## Purchasing Renewable Energy

In 2010, we purchased renewable energy credits for 53% of the electricity demand of our global operations. TD's entire operation in the U.S., our ATM networks and our operations in B.C., Alberta, Saskatchewan, Nova Scotia and P.E.I. are all powered by renewable energy.



Received the 2010 Green Power Leadership Award from the U.S. Environmental Protection Agency

**Corporate Knights:  
Best 50 Corporate Citizens: 2010**

Ranked as one of the 100 Most Sustainable Corporations in the World by Corporate Knights



Named as one of the 2010 Canada's Greenest Employers by Mediacorp Canada

## Developing High-Quality Carbon Offsets

We are committed to purchasing offsets within North America, and at least half are developed through innovative programs with social benefits.

TD supported a unique partnership with the Munsee-Delaware First Nation and Tree Canada to develop the first forest plantation dedicated to sequestering carbon in Southwestern Ontario.

<p><b>77,000 trees planted</b> on Munsee-Delaware First Nation land</p>	<p><b>20,000 tonnes</b> of CO<sub>2</sub> will be captured during the forest growth</p>	<p><b>In 31 years</b> the trees will be harvested for biofuel production</p>
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## Helping Customers Go Green

Until recently, it hasn't been easy to get funding for smaller-scale renewable energy projects, such as rooftop solar panels. In 2010, TD launched a full suite of financing products for renewables into the Canadian market. We also created a guide to help homeowners learn about installing residential solar panels.

More than 8.9 million TD customers in North America have chosen Paperless Record Keeping, saving 10,000 trees every year.

## Responsible Financing

We support and encourage responsible development. Approximately 7% of our total financing involves clients operating in environmentally and socially sensitive industries such as mining, forestry and agriculture.

Our goal is to make balanced, informed and transparent financing decisions. 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 and cluster bombs.

TD Asset Management is a signatory to the United Nations Principles for Responsible Investing and offers three sustainability funds to retail and institutional investors.



The Munsee-Delaware project helped create jobs in the green economy for First Nations youth.



TD has over 60 Green Teams across Canada, and we're launching Green Teams for U.S. employees in 2011.

# An Extraordinary Workplace

## A Great Place to Work

We strive to build a fair, diverse and inclusive workplace that reflects the communities we serve.

<b>81,000+</b> employees in Canada, the U.S. and the U.K.	<b>\$6 billion</b> spent on salaries and benefits	<b>26%</b> of employees are from visible minority groups <sup>3</sup>
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## Attract and Retain Talent

In 2010, our workforce grew by 6,331 employees with continued hiring in Canada, the U.S. and other international locations.

We work with several universities and colleges to offer new graduates business experience through rotation programs.

## More Than Just a Paycheque

Specific employee benefits differ across TD's footprint, ranging from defined benefit pensions and share ownership plans to employee banking and 401(k) retirement savings plans.

TD also provides a range of wellness programs to help employees achieve a health/life balance. Some options include backup childcare, on-site health assessments, flu shots and employee assistance programs.



Named one of Aon Hewitt's 50 Best Employers in Canada for the third year in a row



TD Waterhouse International received the One Star accreditation from Best Companies, the name behind the Sunday Times Best Companies to Work For survey



For the fourth year in a row, TD named one of MediCorp's Top 100 Employers in Canada

# Diverse and Inclusive

## Building Networks

We believe that every one of our more than 81,000 employees should feel comfortable bringing their whole selves to work.

Our diversity and inclusion activities are devoted primarily to six areas of focus:

- Women in Leadership;
- Visible Minorities Leadership;
- People with Disabilities;
- Lesbian, Gay, Bisexual, Transgender and Allies (LGBTQA);
- Aboriginal Peoples in Canada; and
- Serving Diverse Communities.

In 2010, we added three new Women in Leadership network chapters, and more than 1,000 women attended networking events. Our video remote sign language is giving our deaf employees a more comfortable way to communicate. And our Aboriginal Employees Circle – a group of Aboriginal and non-Aboriginal employees – grew their network.

*"[Ed Clark] has personally stewarded TD to its place as the single largest supporter of diversity in the workplace and the LGBT community in Canada."*

**Helen Kennedy, Egale Canada Human Rights Trust**



In addition to receiving Egale Canada's Leadership Award, TD's Group President and CEO, Ed Clark, was also recognized by Catalyst Canada for the critical and visible difference he's made to women's advancement



Named by Canada's Top 100 Employers as one of the Best Employers for New Canadians



Distinguished as one of The Best Places to Work for LGBT Equality in the U.S. by the Human Rights Campaign

## When can this be our full-time job?



Employees from TD's LGBT community volunteered to "star" in our Wealth Management advertising campaign.



TD has three assistive technology labs to make sure that employees with disabilities have the tools they need.

# Making an Impact

## Increased Giving in 2010

We seek to make a meaningful difference in the communities where we do business and where our employees live and work. In 2010, we gave more than \$58 million to support not-for-profit groups in Canada, the U.S. and the U.K.

Here are a few examples of how our funding made an impact in 2010:

### Education and Financial Literacy

- TD is the founding sponsor of **United Way Toronto's Financial Literacy Partnership**, a program to help low-income, at-risk individuals make informed financial decisions. In addition to providing \$500,000 in funding, our employees volunteer to facilitate the financial literacy workshops.
- TD also committed \$14.5 million in funding to SEDI (Social and Enterprise Development Innovations), an organization that helps economically disadvantaged Canadians gain financial independence.
- The TD Scholarship for Community Leadership awards 20 of Canada's best and brightest with a scholarship worth up to \$70,000.
- TD donated \$50,000 toward a new Aboriginal centre for Vancouver Island University. The centre will help foster increased awareness of First Nations heritage on campus.

### Environment

- TD Friends of the Environment Foundation distributed \$3.5 million to 970 community environmental projects across Canada.



**TD Tree Days**, launched in 2010 by the TD Friends of the Environment Foundation, is a national volunteer event to add trees to our local communities. Nearly 20,000 trees in 50 locations across Canada were planted in just two weeks.



"Winning the scholarship has lifted the weight of financial burden from my shoulders... it's given me the chance to gain the skills and education I need." Tolu Falaye

## TD's Community Giving in Canada (millions)



## Creating Opportunities for Young People

- Summer learning loss occurs when children stop participating in educational activities.<sup>4</sup> Research shows that reading just 4–5 books over the summer months can help prevent learning loss.<sup>5</sup>
- Now in its 15th year, the **TD Summer Reading Club** helps keep young minds active with a reading kit and storytelling sessions at local libraries. The results tell their own story:

<b>2,000+</b> libraries ran the program	<b>540,000</b> children joined in	<b>2,388,030</b> books were read
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- The TD Grade 1 Book Giveaway is the largest distribution of free books in Canada. Over 500,000 Grade 1 students received a book in English or French.

*"The sole act of putting a book in the hand of every child with the TD Grade One Book Giveaway really does make a difference in supporting children's literacy."*

**Charlotte Teeple, Executive Director, Canadian Children's Book Centre**

## Championing Diversity in the Community

We look for opportunities to support and celebrate the diversity of our local communities.

In 2010, TD donated \$6.9 million to diversity-related organizations.



These funds support many community events, including Black History Month, the Festival of South Asia and 10 Pride festivals across Canada.



TD Friends of the Environment Foundation celebrated their 20th anniversary. Funding from TD FEF helps support groups like the Caledonian Ramblers build a wheelchair-accessible path.

# Are We Measuring Up?

## Corporate Responsibility at TD

Corporate responsibility has always been an implicit part of who we are at TD – from how we serve our customers to how we manage our operations and support for our communities.

In 2010, we developed the following corporate responsibility priorities:

- Treat customers fairly, and provide support in tough times
- Be the bank of choice for diverse communities
- Build a fair, diverse and inclusive workplace that reflects the communities we serve
- Attract and retain great people and create opportunities for continued development

- Be an environmental leader among our peers
- Continuously improve our environmental footprint
- Manage the social and environmental risks of our lending and investment products
- Contribute to the economic and social development of the diverse communities we serve
- Be transparent about the way we conduct our business
- Use suppliers who demonstrate socially and environmentally responsible practices

In 2011, we will continue to develop metrics to demonstrate a clear link between these priorities and our performance.



Front cover: TD employee planting during TD Tree Days.

Unless noted otherwise, references to “2010” mean our 2010 fiscal year (November 1, 2009–October 31, 2010).

<sup>1</sup> TD Canada Trust received the highest numerical score among the big five retail banks in the proprietary J.D. Power and Associates 2006-2010 Canadian Retail Banking Customer Satisfaction Studies<sup>SM</sup>. 2010 study based 14,583 total responses. Proprietary study results are based on experiences and perceptions of consumers surveyed in March-May 2010. Your experiences may vary. Visit [jdpower.com](http://jdpower.com).

<sup>2</sup> Rated #1 for “Customer Service Excellence” among Canada’s five major banks by an independent market research firm Synovate for the sixth year in a row. The Synovate Best Banking Awards for 2010 were based on survey responses from 39,000 banking customers for the year ended August 2010, regionally and demographically representative of the entire Canadian population. Known as the Customer Service Index, the survey has been in existence since 1987.

<sup>3</sup> Applies to Canadian employee population.

Learn more about TD’s corporate responsibility performance and targets.

Visit [td.com/corporateresponsibility](http://td.com/corporateresponsibility) to access the full 2010 Corporate Responsibility Report and Public Accountability Statement.

<sup>4</sup> Cooper, H., Nye, B., Charlton, K., Lindsay, J. and Greathouse, S. The Effects of Summer Vacation on Achievement Test Scores: A Narrative and Meta-analytic Review. *Review of Educational Research*, 66: 227–268, 1996.

<sup>5</sup> Alexander, K.L. and D.R. Entwisle. “Schools and Children at Risk.” In *Family-School Links: How Do They Affect Educational Outcomes?*, edited by A. Booth and J.F. Dunn, 67–89. Mahwah, NJ: Erlbaum, 1996.

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