### More details on TD's corporate responsibility activities can be found online at **td.com/responsibility**

- Watch videos on TD's impact in the community;
- Review scorecards of our performance, including goals and targets for the future; and
- Read three feature articles on our progress;
  - Taking the Fear Out of Finance
  - TD Forests: Embedding the Environment in Our Business
  - Building Diversity into TD's DNA.



### 2012 Awards

TD Canada Trust was named Highest in Customer Satisfaction among the Big Five Retail Banks for the seventh year in a row by J.D. Power and Associates

TD named Best Diversity Employer by Mediacorp

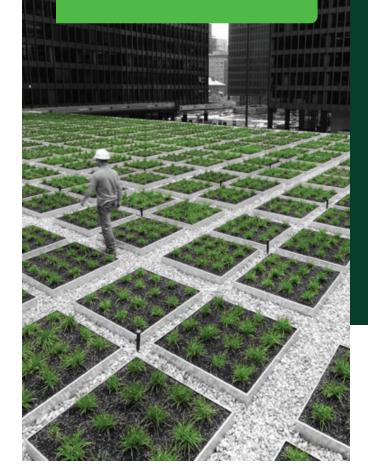
TD named Best Employer for New Canadians by Mediacorp

TD was named one of Canada's 2012 Green 30 by Maclean's magazine

TD was awarded the Most Effective Corporate Program by Business for the Arts

**Cover image:** The TD Living Roof atop our flagship branch in downtown Toronto. Amidst the steel and concrete of corporate towers, this field of sedge grass conveys TD's commitment to environmental leadership.

# Building the Better Bank



2012 Corporate Responsibility Report Highlights



"In all the things we do, whether it's helping people handle their finances, supporting programs in the community or reducing our impact on the environment – we want to do them better tomorrow than we did today. That's what it means to be the Better Bank"

Ed Clark, Group President and Chief Executive Officer

### Where We Operate



# 2012 Performance Highlights

Corporate Responsibility at TD is built on four themes that contribute to TD's overall vision to be The Better Bank: Be Customer-Focused, Build an Extraordinary Workplace, Be an Environmental Leader, and Strengthen Our Communities.



includes other 4 big banks (RY, BNS, BMO and CM).

# **Build an Extraordinary Workplace**







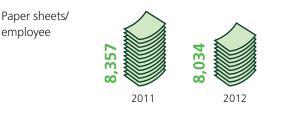
2011





Members in diversity networks 140 networking events

## Be an Environmental Leader





GHG emissions/

3.08

**\$2.6** billion

Amount TD financed for

clean energy projects

2012

employee

2011

3.14

protected by TD Forests

320

corporate lending transactions reviewed under TD's Environmental and Social Risk process



**Strengthen Our Communities** 

**1.2** million children participated in a TD reading program

**\$65.3** million

donated in 2012 to not-for-profit groups in North America and the U.K.

2,300 TD volunteers taught money skills in 2012

