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.
- Access in-depth data on TD's environmental performance.
- View policy summaries on social, environmental and governance topics.
- Read thought-leadership publications on social impact investing, green bonds and more.

2013 Awards

TD Canada Trust ranked “Highest in Customer Satisfaction Among the Big Five Retail Banks” for the eighth year in a row.¹

TD Securities in the U.K. was named one of the 30 best workplaces by the Great Place to Work Institute.

TD was named one of the best places to work for LGBT in the U.S. by Human Rights Campaign.

TD Bank Group named to the Global 500 Carbon Performance Leadership Index by the Carbon Disclosure Project.

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Cover image: Craig Fox knows responsibility. He works for the new McLean’s Mountain Wind Farm, a renewable energy project co-owned by local First Nations communities around Ontario’s Manitoulin Island. TD is a proud supporter of this project, which protects First Nations rights, promotes responsible land development and will provide economic opportunities for First Nations communities in this remote area for years to come.

1 TD Canada Trust received the highest numerical score among the big five retail banks in the proprietary J.D. Power and Associates 2006–2013 Canadian Retail Banking Customer Satisfaction Studies™. 2013 study based on 21,815 total responses and measures opinions of consumers about their primary banking institution. Proprietary study results are based on experiences and perceptions of consumers surveyed May 2013. Your experiences may vary. Visit jdpower.com.

2 The TD logo and other trade-marks are the property of The Toronto-Dominion Bank or a wholly-owned subsidiary, in Canada and/or other countries.

“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

163 Employees in Asia-Pacific

839 Employees in Europe

57,776 Employees in Canada

27,289 Employees in the U.S.

86,067 Total Employees
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.

**Be Customer-Focused**
- 22 million customers
- 60% increase in mobile transactions.
- 125,410 people reached through a TD-sponsored financial literacy program.
- 620,000 people visited TD Helps Online.

**Build an Extraordinary Workplace**
- 10,000 employees participated in diverse networks.
- 36.54% women in leadership (Canada).
- 10.37% visible minorities in leadership (Canada).
- $92 million global spend on training and development.

**Be an Environmental Leader**
- 87% of employees agree that TD is an environmental leader.
- 15% decrease in metric tonnes of paper from our 2010 baseline.
- 8% reduction in electricity use from energy reduction initiatives in 2013.
- 25,400 acres of critical forest habitat protected by TD Forests.

**Strengthen Our Communities**
- $74.4 million donated to non-profit groups across North America and the U.K.
- 65,000+ hours volunteered by TD employees.
- 1.8 million children participated in a TD reading program.
- 48,000 trees planted through TD Tree Days.