

2012 Corporate Responsibility Scorecard: Be Customer-Focused

○ Did not meet ● Made progress ● Fully achieved

Material Topic	Goal	2012 Target	Rating	Comments
Customer Experience	Improve Customer Experience Index (CEI) and Customer WOW! Index (CWI) scores.	CEI: TD Canada Trust = 34.6 (target 35.1)	○	<ul style="list-style-type: none"> While slightly below target, the CEI scores for TD Canada Trust increased from 33.4 in 2011. 2013 Targets: <ul style="list-style-type: none"> TD Canada Trust – 35.4; TD Bank – 40.0; TD Wealth – 20.2; TD Insurance – 21.0
		CWI: TD Bank = 39.1 (target 33.7)	●	
		CEI: TD Wealth = 17.5 (target 16)	●	
		CEI: TD Insurance = 17.2 (target 11)	●	
	Resolve customer complaints fairly and quickly.	<ul style="list-style-type: none"> Reduce the time to resolve customer complaints (TD Canada Trust) 	○	<ul style="list-style-type: none"> Complaint handling time reduced by 1 day.
		<ul style="list-style-type: none"> Reduce number of escalated complaints referred to ADR Chambers Banking Ombuds Office (Canada). 	●	<ul style="list-style-type: none"> 13% reduction achieved.
		<ul style="list-style-type: none"> Resolve 80% of escalated customer complaints coming into the Chairman's Service Centre within three days (U.S.). 	●	<ul style="list-style-type: none"> 99% resolution achieved.
Economic Uncertainty	Support Canadian customers through TD Helps.	<ul style="list-style-type: none"> Continue to provide financing options to support Canadian customers facing tough times. 	●	<ul style="list-style-type: none"> 43,467 customers were granted TD Helps financing options.
Access to Banking	Improve the accessibility of our customer-facing locations and the products and services we offer.	<ul style="list-style-type: none"> Provide free interpreting assistance for over 200 languages to non-English-speaking customers. 	●	<ul style="list-style-type: none"> Interpretation program piloted across Canada.
		<ul style="list-style-type: none"> Continue to enhance service for customers with disabilities. 	○	<ul style="list-style-type: none"> New training for employees on "Supporting Customers with Disabilities."
Diversity & Inclusion	Be recognized as the bank of choice by diverse communities.	<ul style="list-style-type: none"> Maintain leadership position as the bank of choice for new immigrant, South Asian, Chinese, black and LGBT communities. 	●	<ul style="list-style-type: none"> According to latest research studies, TD is positioned as a leader in many diverse communities.
Financial Literacy	Improve access to clear product information.	<ul style="list-style-type: none"> Launch TD Helps – an online platform to provide answers from financial experts. Provide free seminars on money management topics. Simplify product information. 	○	<ul style="list-style-type: none"> Launch completed with high engagement. Service will be expanded to the U.S. in 2013. TD provided hundreds of free seminars and workshops in 2012. We introduced an easy-to-read, one-page description of checking fees in the U.S.

2012 Business Highlights

- Continued leadership on customer service.
- We opened 65 new retail locations across North America.
- The TD Mobile app is used by over one million customers.
- Acquisition of MBNA credit card business in Canada.
- Planned acquisition of Target credit card business in U.S. (2013).

2012 Challenges

- Continued impacts of economic conditions on customers and businesses.
- Operating in a low-interest-rate environment.
- Implementation of Iran sanctions.

2012 Context

Consumer trust in the global financial services industry in many parts of the world continues to be low. The key consumer concerns are pricing and operating ethics, very likely driven by global news on the banking industry. While TD is one of the most respected banks, we remain very conscious that we must strive to earn our customers' respect every day.

Read TD's 2012 Corporate Responsibility Report for more details on these activities. Visit td.com/responsibility



2012 Corporate Responsibility Scorecard: Build an Extraordinary Workplace

○ Did not meet ◐ Made progress ● Fully achieved

Material Topic	Goal	2012 Target	Rating	Comments
Diversity and Inclusion	Deliver a diverse and inclusive workplace that supports existing employees and attracts new employees.	• Expand mentoring and networking programs to diverse groups and their allies.	●	• Over 6,000 employees participate in networks. Over 140 networking events held in 2012.
		• Continue to integrate diversity and inclusion focus into recruitment, resource planning, performance management and personal career management.	◐	• Work is ongoing. 595 employees participated in personal or group mentoring related to their diverse needs.
		• Increase employee representation for each area of focus.	◐	Slight increase in representation of visible minorities in leadership and Aboriginal Peoples. Slight decrease in women in leadership and people with disabilities.
Employee Engagement	Employ a highly engaged workforce.	• Show continuous improvement in employee engagement score (EEI).	◐	• 2012 EEI results declined slightly. We plan to redesign the survey in 2013.
		• Provide diversity and inclusion training for all employees in North America.	●	• Over 37,237 employees have completed the course so far.
	Provide opportunities for development.	• Increase investment in training and development.	●	• \$82 million spent on training and development. 4% increase over 2011.
	Enhance our global recruitment capabilities.	• Launch TD Opportunities – an online recruitment tool that includes all jobs for North America.	●	• Launch completed. We also continued to support the TRIEC Mentoring program and the Career Bridge and Career Edge programs.

2012 Business Highlights

- Continued recognition for TD as a “Best Employer” in Canada.
- Recipient of several awards for TD’s work in diversity and inclusion in Canada and the U.S.
- Launch of medical options in U.S. giving employees more choice, lower-cost coverage and the option of spending accounts.
- Externally recognized as a leader in talent management and leadership development.
- All employees were given an extra day off in 2013.

2012 Challenges

- Increased cost of living for employees.
- Employee engagement results plateaued for the first time.

2012 Context

Changes in demographics (such as increased immigration and an aging population) continue to impact the workforce and the prospective labour market, which adds complexity to adapting to working styles, cultural norms and employee expectations.

2012 Corporate Responsibility Scorecard: Be an Environmental Leader

○ Did not meet ○ Made progress ● Fully achieved

Material Topic	Area	Goal	Rating	Planned Activities for 2013
Operational Footprint	GHG Emissions	Be carbon-neutral.	●	<ul style="list-style-type: none"> Maintain carbon neutrality as TD continues to grow.
		Reduce GHG emissions by 1 tonne CO ₂ e per employee by 2015, relative to our 2008 baseline.	○	<ul style="list-style-type: none"> Set specific targets for reducing energy use and employee business travel. Implement improved reporting, increase availability and use of virtual meeting technology. Impose travel cost reduction targets on business units.
	Energy Use	At least 20% of emissions from electricity will be offset with renewable energy credits.	●	<ul style="list-style-type: none"> In 2011, 45% of emissions from our electricity demand were offset with renewable energy credits. In 2013, we will increase the target from 20 to 40% and refresh our renewable and carbon offset contracts.
		At least 50% of carbon offsets will be developed through impact investing projects.	●	<ul style="list-style-type: none"> Continue into 2013.
	Efficiency	Develop Green Building Standards.	●	<ul style="list-style-type: none"> Continue to apply Green Building standards to new and renovated spaces in 2013. Virtualize 70% of all new servers and achieve greater storage efficiency to save 216 million kWh by 2015. Implement a printer reduction program to save 3 million kWh per year. Improve technology to encourage video-conferencing to reduce business travel.
	Waste	Create targets to improve recycling rate of non-paper waste in U.S. above 58%.	○	<ul style="list-style-type: none"> Work with facilities service providers, landlords and local waste companies to increase the number of properties included in our waste reporting. Set North American targets for waste reduction. Raise awareness among employees to increase recycling behaviours.
		Divert 100% of electronic waste from landfill.	●	<ul style="list-style-type: none"> Continue into 2013.
	Paper	Reduce paper by 20% by 2015 relative to a 2010 baseline.	○	<ul style="list-style-type: none"> Continue into 2013.
		Maintain a minimum 30% post-consumer content for office paper procurement.	●	<ul style="list-style-type: none"> Develop a standard and target for post-consumer content for statements and envelopes, commercial print and business forms. Develop a target for use of certified paper in all paper types used by TD.

2012 Business Highlights

- Continued external recognition of TD's environmental programs through awards and rankings across North America.
- The launch of the TD Forests program focused on reducing paper at TD and growing the area of protected forested habitat across North America.
- Continued implementation of our green building program through the opening of our second net-zero-energy branch, the unveiling of the TD Living Roof atop our flagship branch in Toronto, Ontario, and more than 70 LEED certified facilities.
- Marked success in encouraging customers to switch to paperless statements; over two million accounts transferred in one year.

2012 Challenges

- Meeting our carbon reduction and paper reduction goals as our business continues to grow.
- Managing the environmental risks and related social risks in our energy financing business in the face of political uncertainty and a wide range of stakeholder perspectives.
- Understanding the nature and significance of potential impacts relating to climate change and the mitigation measures required.
- Increasing the depth of employee engagement in the face of business pressures and competing interests.

Environment Scorecard (continued)

Material Topic	Area	Goal	Rating	Comments	2012 Context
Responsible Financing	Credit Risk	100% of general corporate purpose, project and fixed-asset financing transactions are reviewed under TD's Environmental and Social Credit Risk Process, which includes the Equator Principles.	●	<ul style="list-style-type: none">Continue into 2013.Participate in a Technical Working Group of the GHG Protocol and UNEP Finance Initiative to develop greenhouse gas accounting guidance for the financial sector as a supplement to the GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard.	<ul style="list-style-type: none">Despite concerns over economic hardship and uncertainty, our market research found that consumers continue to identify the environment as a top issue of long-term concern.Sustainable cities and the value of urban green space are emerging issues on our radar.As the development of Canada's energy resources continues to be a focus of North American policy debate, TD works to engage stakeholders and assess emerging environmental and social issues that may affect our financing portfolio.
	Investing	Meet our commitments as a signatory to the United Nations Principles for Responsible Investing (UNPRI).	●	<ul style="list-style-type: none">Continue into 2013. Publish white papers on sustainable investment issues.Update our Sustainable Investing Policy and Proxy Voting Guidelines.Continue to further integrate Environmental, Social and Governance (ESG) analysis across mainstream investment mandates.	
Product Options	e-Banking	Encourage customers to switch to paperless statements: Conversion rate targets: Canada 18%; U.S. 34%	●	<ul style="list-style-type: none">Achieved 23% conversion in Canada and 35% in the U.S.Achieve an additional conversion rate of 30% for Canada customers and 25% for U.S. in 2013.	
		Increase the number of online statement accounts (millions): Targets: Canada 1.1; U.S. 17.6	●	<ul style="list-style-type: none">Achieved 1.8 million in Canada and 17.9 million in U.S.Achieve an additional 2.6 million in Canada and 2.2 million in the U.S. in 2013.	
Engaging Stakeholders	Employees	Plant 40,000 trees through the TD Tree Days program.	●	<ul style="list-style-type: none">In 2013 we plan to plant 45,000 trees and increase volunteer participation by 10%.	
		Expand the program to the U.S. and U.K.			
		Increase the number of employees using TD green nation, our web-based tool to reduce environmental impacts.	●	<ul style="list-style-type: none">Achieved an increase in users of 41% in 2012. Continue target into 2013.	
	Community	Offset 100% of our paper volume by protecting critical forest habitat.	●	<ul style="list-style-type: none">Achieved. We protected critical forest habitat equivalent to 102% of our 2012 paper volume. Continue target into 2013.	

14 targets achieved in 2012. 1 goal not met. And 2 goals remain on track for 2015.

2012 Corporate Responsibility Scorecard: Strengthen Our Communities

○ Did not meet ● Made progress ● Fully achieved

Material Topic	Area	Goal	Rating	Comments
Community Development	Corporate Giving	Maintain our charitable giving at or above standards such as the Imagine Canada target and the Giving USA Foundation target of 1%.	● ○	<ul style="list-style-type: none"> • % of five-year average pre-tax profits donated was 1.3% in Canada. • % of net pre-tax income donated was 0.96% in the U.S.
	Financial Literacy and Education	Work with community organizations to raise financial literacy levels, with a focus on underserved communities.	○	<ul style="list-style-type: none"> • \$2.9 million donated across North America and the U.K. • 49,316 individuals participated in TD-sponsored financial literacy programs across Canada. • Over 2,300 TD volunteers taught money skills in classrooms and community centres in 2012.
		Promote access to post-secondary education.	○	<ul style="list-style-type: none"> • TD funding supported outreach programs for 10,428 students hoping to pursue post-secondary education in Canada. • 717 post-secondary education students received a TD-funded scholarship or bursary in Canada.
	Environment	Green our urban environment and enhance biodiversity.	○	<ul style="list-style-type: none"> • 3,600 TD employees and volunteers planted more than 40,000 trees in 138 communities across Canada, the U.S., the U.K. and Luxembourg.
		Promote environmental education.	○	<ul style="list-style-type: none"> • 513,652 children received environmental education as part of a TD or TD FEF sponsored program in Canada.
	Creating Opportunities for Young People	Promote children's literacy.	○	<ul style="list-style-type: none"> • 4 million donated across North America to children's literacy programs. • Over 550,000 Grade 1 students in Canada received a children's book to take home.
		Support young people from diverse and underserved communities.	○	<ul style="list-style-type: none"> • 205,569 children and youth who participated in a TD program were from diverse or underserved communities in Canada.
		Help youth access arts and culture.	○	<ul style="list-style-type: none"> • 254,566 children and youth participated in an arts/culture access or discounted ticket program in Canada.
	Affordable Housing	Improve the quality and availability of affordable housing units.	○	<ul style="list-style-type: none"> • \$3.45 million donated to organizations dedicated to improving affordable housing. • More than 300,000 bed nights created at the projects funded by the 2012 TD Charitable Foundation Housing for Everyone grant competition.
	Diversity	In Canada, we designate at least 15% of TD's giving to diversity-related organizations.	●	<ul style="list-style-type: none"> • 16.5% of community giving in Canada was directed to diversity-focused organizations.
Supply Chain	Governance	Develop and implement a Responsible Procurement Policy.	●	<ul style="list-style-type: none"> • The new policy came into effect on November 1, 2012.
	Supplier Diversity	Create a level playing field for suppliers certified as being minority-owned.	○	<ul style="list-style-type: none"> • We continue to raise awareness of TD's supplier diversity program through local and regional activities.
Public Policy	Transparency	Expand reporting of political donations to include U.S. activities.	●	<ul style="list-style-type: none"> • We introduced reporting on TD's Political Action Committee, which was established in 2011.

2012 Business Highlights

- In 2012, we taught our 1 millionth student through the TD Bank WOW!Zone financial education program.
- We introduced a new survey in Canada to gather more information on the impact of TD's funding. Going forward, we will use this survey to set targets and track performance.
- TD implemented a new Responsible Procurement Policy.
- Our 2012 reporting now includes improved disclosure on political donations and tax payments.

2012 Challenges

- The launch of an employee volunteer management system was delayed until 2013.

2012 Context

Cutbacks in government spending, at all levels, continue to increase pressure on community organizations to raise funds. We continue to see an increased volume of corporate funding applications.