

# How are we making a difference?



## 2008 Corporate Responsibility

### How are we making a difference?

From taking action on the environment to investing in our people to championing community programs across the globe, TD is committed to being a strong contributor to society, as well as a leader in good business practice.



[CEO's Message](#)

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## President and CEO's Message

### President and CEO's Message

We sat down with Ed Clark to learn more about how TD Bank Financial Group (TD) is delivering on its corporate responsibility commitments.

**What a year 2008 was. With all the market turmoil, did corporate citizenship get the attention it deserved?**

Absolutely. In 2008, the financial crisis definitely made for a challenging year in the financial industry. For some organizations, in trying times like these, being a strong corporate citizen can become less of a priority. I'm proud to say, in 2008, TD stood firm in its commitment to its communities, customers, employees, shareholders, fellow citizens, and the environment we all share.

At TD we don't just talk about being an involved and active corporate citizen — we act. The environment and diversity are two great examples of that. Overall, we donated more than \$47 million to communities worldwide in 2008 — donations that I'm pleased to say surpassed what we gave in 2007.



**How did TD do in 2008 from a corporate responsibility perspective?**

We made a clear impact. Let me give you four examples.

First, we continue to devote significant time and energy to the **environment**. We are increasingly concerned about the mounting evidence that links human activity to rising greenhouse gas emissions (GHGs). We believe that corporations like TD must contribute to the debate and be part of the solution. That's why we fund research on policy issues around climate change.

In 2008, we continued to take action to reduce our energy consumption across the Bank. TD was the first major Canadian bank to publicly commit its domestic operations in becoming carbon neutral — a goal set for 2010. To make that happen, we will — in addition to reducing energy consumption — purchase renewable sources of energy such as wind power, and establish an investment fund that will help offset any emissions we cannot eliminate ourselves.

2008 also made history with more Canadians than ever before — 63,000 — signing up to take part in the TD Great Canadian Shoreline Cleanup. The result? Over 135 tonnes of litter were removed from Canada's shorelines. Outstanding!

Second, we **invested in our communities**. In the United States, our "Housing for Everyone" campaign helped fund 48 nonprofit organizations to meet the housing needs of low and moderate-income people. Our investment in this campaign totaled more than \$1.5 million in 2008, up from \$1 million in 2007. In Canada, our focus is on children's health, children's education and literacy, and the environment. One of our highlights is giving a book to every grade one student as part of the TD Canadian Children's Book Week.

A lasting commitment to **diversity** is also fundamental to how we operate globally at TD. In 2008, we were honoured to have been named one of Canada's 25 Best Diversity Employers as well as one of Canada's Best Employers to New Canadians. Diversity is a priority for us in the United States as well. We want our organization to be a place that's supportive of all our employees — a place where differences are celebrated and supported, and where every employee has the opportunity to fulfill his or her potential. We also want TD to be a place where customers can see themselves reflected in our workforce — that way they'll feel more comfortable doing business with us. We support diverse communities across Canada by sponsoring events like South Asia Festivals and Pride celebrations in Toronto and elsewhere. In 2008, almost half of our Canadian people managers completed a diversity workshop — walking away with fresh perspectives on how to better build and lead diverse, inclusive teams.

Lastly, **strong governance** remains a priority for us. As a leading financial institution, we understand people expect more from us. So our commitment to them is to do the right thing to the highest ethical standards. How we behave as an organization is enormously important to us, including the open and transparent ways in which we communicate with our employees, customers, shareholders and the public overall. We know it's up to us to continually look for ways to elevate our performance — all the while, remaining accountable to the public.

In keeping with our approach to communicate openly and transparently with our shareholders, we began reporting on our operations around the world and against the Sustainability Reporting Guidelines (G3) in 2007. This year, we've built on that commitment by expanding coverage of our global operations in our Corporate Responsibility Report and by adding new G3 indicators to our benchmark measurements.

#### **Are there areas where TD could do better?**

Yes, there are always opportunities to be better. Corporate responsibility is no exception. You can't sit back on your laurels — winning organizations keep driving to improve and push themselves to think in new and unique ways.

We realized, for example, that the representation of Aboriginal Peoples at TD was not what we'd like. That meant we were missing out on some talented employees, and it meant that we weren't doing what we felt we could do to support this community. So last year we made expanding opportunities for Aboriginal Peoples a formal area of focus for our diversity initiative — we're working to understand the issues, strengthen community partnerships and increase employment opportunities for Aboriginal Peoples.

#### **What should we expect from TD in 2009?**

Being consistent. Delivering on our commitments. That's our plan of action for everything we do, so people can *expect* TD to maintain the highest standards of ethics and integrity and operate in a sustainable, responsible manner. We will continue to provide our employees with every opportunity to succeed, and promote a work environment that is open and inclusive. We will keep building prosperous communities through investments in areas that matter to our customers and clients. And we will remain an active participant in public policy discussions and initiatives that address important societal issues.

We recognize these commitments take on even greater meaning as we continue to build the first truly North American bank. Our growing presence will mean additional accountability to millions more customers and clients, thousands more employees and shareholders, and a growing number of communities across North America. We are excited about this future, and motivated to continue to set ourselves apart as the different kind of bank.

Ed Clark  
President and Chief Executive Officer

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## About this Report

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### About This Report

Each year we report on our corporate responsibility performance and the many ways we're making a positive difference in the community. In this section, you can learn how we put this report together, give us suggestions and more.

#### [Profile of TD](#)

An overview of our organization.

#### [Suggestion Box](#)

Have a comment or suggestion about this report? Let us know!

#### [Quick Facts](#)

Key facts from 2008.

#### [Report Library](#)

Download our full 2008 report, past reports or snapshots for quicker reading.

#### [Report Scope](#)

The scope, profile and boundaries of this report.

#### [Contacts](#)

How to contact us about this report.

#### [Priorities & Scorecards](#)

Quick access to priorities and scorecards for each section of this report.

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## About this Report

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## Profile Of TD

Headquartered in Toronto, Canada, with more than 2,300 locations and approximately 17 million customers worldwide, The Toronto-Dominion Bank and its subsidiaries are collectively known as TD Bank Financial Group (TD).

### One of the Largest Banks in North America

Today TD is the 6th largest bank in North America as measured by number of branches. That's quite a journey from a company that started out with a single branch serving grain millers and merchants in 1855. We are committed to being the better bank — a growth oriented, customer focused, integrated bank that owns the brand position of North America's most convenient bank. We're a conservatively-run bank with strong risk management practices; award-winning retail operations that deliver consistent, reliable earnings; a powerful brand; a commitment to transparency and doing what we say we're going to do; and a team of 74,000 employees who we see as the best team in banking today.

### Our Businesses

#### Canadian Personal and Commercial Banking

From chequing and savings accounts to commercial lending, TD offers a full range of personal financial services and small business banking products. This includes loans and lines of credit, mortgages, credit cards, student services and U.S. banking.



#### TD Insurance

The wide range of TD Insurance products help our customers protect themselves from the 'accidents of life' including credit protection, life, health, travel, home and auto insurance. With more than three million customers, TD Insurance products and services are available through a network of more than 1,000 TD Canada Trust branches, the Internet and telephone.

#### U.S. Personal and Commercial Banking

TD Bank, America's Most Convenient Bank, provides a full range of retail and commercial banking products and services to customers in the U.S. from Maine to Florida.



#### Wholesale Banking

TD Securities provides a range of capital market products and services to corporate, government and institutional clients.

This includes the underwriting and distribution of new debt and equity issues, providing advice on acquisitions and divestitures, and executing daily trading and investment needs.



**Wealth Management**

Our integrated Wealth and Asset Management organizations provide a wide range of products, services and solutions to retail and institutional clients throughout North America and the U.K. Under two premium brands, TD Waterhouse and TD Asset Management, our dedicated group of professionals provide world class service to the self directed, advised and discretionary investment needs of our retail and institutional client base. In the U.S., TD Ameritrade provides U.S. clients with a host of services for the individual investor, as well as relationships with a large network of independent Registered Investment Advisors.



**More Information**

The Toronto-Dominion Bank trades on the Toronto and New York stock exchanges under the symbol "TD." The Toronto-Dominion Bank is a chartered bank subject to the provisions of the Bank Act (Canada). It was formed on February 1, 1955, through the amalgamation of The Bank of Toronto, chartered in 1855, and The Dominion Bank, chartered in 1869.

For up-to-date information about TD, please see the [corporate profile page](#) of our website.

To learn about our financial performance, including revenues and operating costs, and significant business events in 2008, please see our [2008 Annual Report to Shareholders](#).

**Global Facts About TD\***

<b>74,713</b> Employees	<b>\$70+ million</b> Investment in employee training and development
<b>17 million (approx.)</b> Customers and clients	<b>\$4.9 billion</b> Salaries and benefits
<b>2,300+</b> Locations	<b>\$47+ million</b> Community donations

<b>Where We Operate</b>	<b>Canada</b> Alberta British Columbia Manitoba New Brunswick Newfoundland & Labrador Northwest Territories	<b>Nova Scotia</b> Ontario Prince Edward Island Quebec Saskatchewan Yukon	<b>USA</b> Connecticut Delaware District of Columbia Florida Illinois Maine Maryland Massachusetts	<b>New Hampshire</b> New Jersey New York Pennsylvania Texas Vermont Virginia	<b>Mexico</b> Mexico	<b>Europe</b> Ireland The Netherlands United Kingdom	<b>Asia-Pacific</b> Australia Hong Kong Japan Singapore South Korea
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## About this Report

## Quick Facts

2008 Year At a Glance		
<b>Social</b>	Community donations	\$47+ million
	Investment in employee training and development	70+ million
	Global workforce survey: employment satisfaction score <sup>1</sup>	4.18
	Global workforce survey: employees reporting a positive score <sup>1</sup>	83%
	Percentage of Canadian employees participating in our industry-leading Employee Ownership Plan	77.4%
	Approximate number of customers/clients called every week to gauge their satisfaction	7,600
	Customer Experience Index score <sup>2</sup>	26.1% (target was 24.2%)
<b>Economic</b>	Customers	Approximately 17 million
	Employees	74,713
	Salaries and employee benefits	\$4.9 billion
	Total shareholder return (5 year CAGR) <sup>3</sup>	8.7% vs. 5.7% Canadian peers and (0.5)% U.S. peers
	Dividends per share	\$2.36
	Amount spent in North America on goods and services from suppliers	\$4.1 billion
	Locations	2,300+
	New retail locations opened in North America	59
	Amount authorized in financing to businesses in Canada	\$179.6 billion
	Number of businesses to whom debt financing was authorized in Canada	280,423
	Taxes paid or payable in Canada	\$783.5 million
<b>Environmental</b>	Paper usage per Canadian employee	8,363 pages

Percentage of TD Canada Trust customers using paperless banking	34%
Number of community environmental projects supported	800+
Amount contributed to community environmental projects through the TD Friends of the Environment Foundation and other corporate giving initiatives	\$4.8+ million

All figures are for global operations, unless noted otherwise, and for 2008 fiscal year (November 1, 2007 — October 31, 2008)

<sup>1</sup> [TD Pulse internal survey](#). Scale for employee engagement score is from 1 to 5.

<sup>2</sup> [CEI](#) is a measurement program that tracks TD customers' loyalty and advocacy. [For more information, see the Listening and Responding section.](#)

<sup>3</sup> "5 year CAGR" is the compound annual growth rate calculated from 2003 to 2008, on an adjusted basis. See TD's [2008 Annual Report to Shareholders](#) for more details.

## About this Report

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### Report Scope

This is our seventh Corporate Responsibility Report since 2002. Published annually in March for all our stakeholders, it highlights our community, social, economic and environmental performance for our fiscal year (November 1—October 31), as well as our ongoing commitments, priorities and challenges in these areas. This report complements our [Annual Report to Shareholders](#) and Management Proxy Circular, which provide information on our financial performance.

#### How does TD determine what content to provide in this report?

We are guided by the following:

- *Compliance requirements:* Satisfying Canadian federal Public Accountability Statement Regulations (more details below);
- *External standards:* Being responsive to external standards and best practices in reporting — see the [GRI Index](#) for more information; and
- *Stakeholder interests:* Providing information about TD that is relevant to our stakeholders.

#### What are the geographic and other boundaries of this report?

This report covers our global operations in which TD is 100% owner, including TD Bank and Wholesale Banking in the U.S., TD Securities and TD Waterhouse in Europe and TD Securities in Asia-Pacific. There is a heavier focus on our operations in Canada, where TD is headquartered and which represents the country of largest activity for us as of 2008.

Throughout this report, “TD” refers to TD Bank Financial Group. “TD Bank” refers to TD Bank, America’s Most Convenient Bank, which was formed by the merger of Commerce Bank, N.A., Commerce Bank/North and TD Banknorth, N.A. in 2008 and subsequently operated under the trade name of TD Banknorth and Commerce Bank during the reporting period.

#### How was data and information collected and reviewed?

Information for this report was compiled from different areas of TD, including Human Resources, Corporate & Public Affairs, Compliance, Legal, Retail and Corporate Real Estate, Corporate Environmental Affairs and Regional Offices. Each area has policies and practices to manage their operations, as well as systems for measuring and tracking their activities. To ensure the quality, reliability and completeness of this report, more than 200 content providers, managers and executives across the organization reviewed all or relevant sections. In addition, the report was presented to the Corporate Governance Committee of the Board.

All currency is in Canadian dollars unless otherwise stated. Where available, we have included three consecutive years of data. Any restatements of data provided in past reports are noted in the applicable section. This report was not externally audited; however, TD’s 2006 greenhouse gas (GHG) baseline for our Canadian operations was audited by Ernst & Young (see [Energy & GHG Emissions section](#)).

#### Are there any key changes from TD’s last report?

Yes. They include:

- Expanded global coverage;
- The introduction of scorecards for each major section of the report;
- New stories that spotlight TD and our employees, which add a more personal touch to our reporting;
- Web reporting — we have moved to online reporting and are no longer printing copies of our full report; and

- Greater application of the Sustainability Reporting Guidelines of the Global Reporting Initiative (GRI), which are the most widely used international guidelines for measuring and reporting economic, environmental and social performance over time. The [GRI Index](#) section of this report shows the indicators for which TD is reporting.

### Does this report fulfill any disclosure regulations?

Yes. All federally regulated financial institutions in Canada with equity greater than \$1 billion are required to produce annual public accountability statements describing their contributions to the Canadian economy and society. Content required by the regulations is incorporated throughout this report, which is being filed as the public accountability statement required for The Toronto-Dominion Bank ("TD" or "the Bank") and includes the relevant activities of the following prescribed affiliates of The Toronto-Dominion Bank:

- AMI Partners Inc. (30%)
- Cotyledon Capital Inc.
- CT Financial Assurance Company
- First Nations Bank of Canada (9%)
- Primmum Insurance Company
- Security National Insurance Company
- TD Asset Finance Corp.
- TD Asset Management Inc.
- TDAM USA Inc.
- TD Capital Group Limited
- TD Capital Mezzanine Partners (QLP) L.P.
- TD Capital Mezzanine Partners (Parallel) L.P.
- TD Capital Mezzanine Partners (Non-QLP) L.P.
- TD Capital Mezzanine Partners (Sidecar) L.P.
- TD Capital Private Equity Advisors Ltd.
- TD Direct Insurance Inc.
- TD General Insurance Company
- TD Home and Auto Insurance Company
- TD Investment Services Inc.
- TD Life Insurance Company
- TD Pacific Mortgage Corporation
- TD Waterhouse Private Investment Counsel Inc.
- VFC Home Inc.
- VFC Inc.

*(Note: Percentages indicate TD Bank's ownership interest.)*

*Public Accountability Statements for Other Declarants Within TD:* This section provides the public accountability statement for TD Mortgage Corporation and The Canada Trust Company ("the Declarants") and covers the Declarants' 2008 fiscal year (November 1, 2007—October 31, 2008). The Declarants are subsidiaries of The Toronto-Dominion Bank and are among the financial institutions within TD Bank Financial Group. For information on and examples of the Declarants' goals for community development and related activities (including employee volunteer activities, philanthropic activities, charitable donations, new initiatives and technical assistance programs for financing for small business, investments or partnerships in micro-credit programs, and initiatives to improve access to financial services for low-income individuals, senior citizens and

persons with disabilities), for the total amount of income and capital taxes paid or payable by TD and for charitable donations made by TD, please refer to the corresponding information contained in the foregoing public accountability statement for The Toronto-Dominion Bank, which is hereby incorporated by reference.

As members of TD, the Declarants did not separately undertake or participate in the foregoing or previous, as all such activities and donations are carried on by The Toronto-Dominion Bank on behalf of other members of TD, including the Declarants. The Declarants have no employees; all employees of TD in Canada are employees of The Toronto-Dominion Bank. The Declarants did not open or close any branches for their operations separate from those disclosed in the foregoing public accountability statement for The Toronto-Dominion Bank. All money authorized by way of debt financing to firms in Canada was made by The Toronto-Dominion Bank; none was authorized by the Declarants. The affiliates of the Declarants are listed in and covered by the foregoing public accountability statement for The Toronto-Dominion Bank, which list is hereby incorporated by reference.

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## About this Report

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## Priorities & Scorecards

For our 2008 report, we have introduced corporate responsibility “scorecards” for each section, as well as future priorities. While some of this information was available in past reports, we have expanded and better organized it this year by topic so our stakeholders can easily find details about our progress and future plans.

- **Our Journey**
    - [2008 Performance Scorecard](#)
    - [Priorities for 2009](#)
  - **Employees**
    - [2008 Performance Scorecard](#)
    - [Priorities for 2009](#)
  - **Customers**
    - [2008 Performance Scorecard](#)
    - [Priorities for 2009](#)
  - **Environment**
    - [2008 Performance Scorecard](#)
    - [Priorities for 2009](#)
  - **Diversity**
    - [2008 Performance Scorecard](#)
    - [Priorities for 2009](#)
  - **Community**
    - [2008 Performance Scorecard](#)
    - [Priorities for 2009](#)
  - **Economy & Society**
    - [2008 Performance Scorecard](#)
    - [Priorities for 2009](#)
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## About this Report

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### Suggestion Box

**We welcome your feedback on this report.**

Have a comment or suggestion about our 2008 Corporate Responsibility Report? We're always looking for ways to improve the information we provide. Please give us your feedback below.

Your Comments:

Your Email:

Submit Form

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## About this Report

# Report Library

### Complete Report

As a symbol of our commitment to respecting the environment, TD is producing its full 2008 Corporate Responsibility Report as an online report only. That means we are providing information throughout this section of our website. If you prefer to view the report as one package, you can download the booklet using the following link.

- [View full 2008 report \(PDF, 186 pages\)](#)

### 2008 Snapshot

You can view highlights of our corporate responsibility efforts in 2008 for Canada and the U.S. by using the following links. Printed copies of these are available, free of charge. To order, please see our [Contacts section](#).



[View Canadian Snapshot brochure \(PDF, 16 pages\)](#)



[View U.S. Snapshot brochure \(PDF, 16 pages\)](#)

### Report Archive



[2007 Report](#)



[2007 Snapshot](#)



[2006 Report](#)



[2006 Snapshot](#)



2005 Report



2004 Report



2003 Report



2002 Report



## About this Report

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## Contacts

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Toronto ON Canada M5K 1A2

In the U.S.

Community Relations

TD Bank, America's Most Convenient Bank

9000 Atrium Way

Mount Laurel, NJ 08054

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## Our Journey

### How are we progressing on our journey of corporate citizenship?

Good corporate citizenship is woven into how we run our business, and it's part of how we evaluate our success. We're committed to integrating social, economic and environmental interests with our long-term objectives, while contributing to the present and future well-being of our stakeholders.



#### 2008 Performance Scorecard

How did we do last year?

#### Priorities for 2009

What we have planned for the year ahead.

#### Our Approach

Our overall approach to good corporate citizenship.



#### Awards & Recognition

TD has earned many external honours for our corporate responsibility efforts.



#### Conduct & Ethics

Our corporate responsibility starts with high internal standards of conduct.



#### Memberships

TD is a member of many external organizations.



#### Governance

Inside our corporate governance framework.



#### Stakeholder Engagement

A look at our key stakeholders and forms of engagement.



## Our Journey

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## Our Approach

We want to be the better bank — that includes being a sustainable, responsible, caring business. We simply can't do that by focusing only on the bottom line. We do it by having strategies to invest in our people, by becoming more diverse, by contributing to causes that matter to the community and by reducing the impact we have on the environment. We strive to do the right thing for our stakeholders and, in serving them, operate with integrity and respect on the job and in the community.

### **Sustainability: Everyone Wins**

Our research and dialogue with stakeholders show that TD's strong corporate citizenship reaps many benefits — for TD and everyone around us.

- It increases employee pride, loyalty and engagement.
- It deepens the loyalty of our customers, who want to deal with a company that is a responsible provider of products and services and gives back to the community.
- It attracts new people to our company.
- It strengthens our business and shareholder value over the long term.
- It contributes to better communities and the charitable causes we support, such as children's health, literacy and education.

### **How We Manage and Report on Corporate Responsibility**

At TD, social, environmental and economic issues and impacts are managed throughout our organization, and we report on our performance in these areas through a variety of communication channels, including this report. Reporting is handled primarily by TD's Government and Community Relations group, where there's a Corporate Responsibility Team that:

- Coordinates and collects information from across TD and shares it with our stakeholders via this report, our website, third-party surveys and other materials;
  - Guides the organization in reporting, measurement and performance, including following the Sustainability Reporting Guidelines of the Global Reporting Initiative; and
  - Conducts ongoing research on corporate citizenship issues and meets with experts in the field, as well as stakeholders, to help us understand emerging trends and identify where we may need to improve.
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## Our Journey

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# Conduct & Ethics

### Our Code of Conduct and Ethics

Our [Code of Conduct and Ethics](#) helps set the “tone at the top” for a culture of integrity within our organization. The Code sets out the standards and expectations for how we deal with each other, our shareholders, customers, communities, suppliers and competitors. From major decisions made by our Board of Directors to day-to-day transactions in branches, concern for what is right should be the first consideration in all business decisions and actions, and that includes compliance with the law.

The Code addresses issues such as how to handle potential conflicts of interest and ensure confidentiality of information, and makes it very clear that any form of irregular business conduct, including bribery, corruption or insider trading, will not be tolerated under any circumstances.

Each year, the Code is reviewed to determine if any changes are needed. Every board member and employee worldwide is governed by the Code and must review and attest to their compliance with it and other key corporate policies annually. Any breach is considered a serious offence that may lead to dismissal, and employees must immediately report any possible violations they witness.

### Internal Control Framework Policy

This policy serves as the first and primary line of defense in safeguarding employees, customers and assets and in preventing and detecting errors and fraud, including corruption. The policy provides for the ongoing identification and assessment of risks that TD faces, both internally and externally, and for a self-assessment of internal controls.

Extensive security systems are maintained to detect financial crime, particularly fraud. Each of our businesses is subjected to periodic reviews by our internal audit teams, who independently assess the level and direction of risks facing their area and the effectiveness of internal controls. Relevant risks related to corruption and fraud are assessed as part of this process. For example, in 2008, 62 business units within TD Bank in the U.S. (representing 66% of all relevant business units) were audited, which included tests of controls designed to prevent and/or detect fraud and corruption.

TD has a whistleblower hotline for employees and other stakeholders to report any concerns regarding the integrity of TD accounting, internal accounting controls or auditing matters, or any known or suspected breach of our Code of Conduct and Ethics. We also have an employee complaint process, including an employee Ombudsman Office, so employees can report any matter they view as a serious workplace issue. Additional measures that support and promote responsible business conduct — such as our [privacy policies](#) and [anti-money laundering measures](#) — are discussed in other sections.

### Guiding Principles and Leadership Profile

At TD there are six [Guiding Principles](#) that help to define who we are:

- Be Customer Driven
- Respect Each Other
- Execute with Excellence
- Know Our Business
- Enhance Our Brand
- Increase Shareholder Value

We also have a [Leadership Profile](#), which is a set of characteristics that define leadership at TD. The Profile establishes

accountability for our leaders to our employees, shareholders, customers and the community and is reflected in these seven goals:

- Make an Impact
- Build for the Future
- Inspire the Will to Win
- Work Effectively in Teams
- Live Transparency
- Show Excellent Judgment
- Demonstrate Unwavering Integrity

### Respecting the Law and Best Practices

We respect and strive to comply at all times with all laws and regulations in jurisdictions where we operate. In addition, we follow industry best practices and standards, including those set out in [external codes of conduct](#). With more than 17 million customers worldwide and hundreds of thousands of transactions completed daily, there are times where we do fall short and make mistakes, and our response is to act quickly to address the issue.

Compliance Issue	Fiscal 2008	Fiscal 2007
Incidents of non-compliance with regulations and voluntary codes concerning any form of marketing communications or the health and safety impacts of products and services	0	0
Incidents of non-compliance with regulations and voluntary codes/commitments concerning consumer products and services <sup>1</sup>	0	5
Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices	0	0
Total number of non-monetary sanctions for non-compliance with laws and regulations	0	0
Monetary value of significant fines	\$2.9 million <sup>2</sup>	0

<sup>1</sup>As determined by the Financial Consumer Agency of Canada.

<sup>2</sup>Represents two incidents for which a TD entity received a material fine: 1) In November 2007 (which falls under our 2008 fiscal year), Toronto-Dominion Bank (London Branch) in the U.K. was fined \$900,000 (£490,000) by the U.K. Financial Services Authority (FSA) for the activities of an employee who was mismarking futures trades. TD co-operated fully with the FSA, and the employee is no longer with the firm. 2) In August 2008, TD Waterhouse Canada Inc. was fined \$2 million as part of a settlement with the Investment Industry Regulatory Organization of Canada (IIROC) in connection with the facilitation of TD Waterhouse purchases of Olympus funds in client accounts without ensuring that clients were in fact accredited investors. Also, TD Waterhouse failed to establish and maintain alternative investment review or approval procedures and sufficient training and guidance to its approved persons to ensure that purchases of hedge funds were appropriate for its clients. The size of the penalty was reduced as a result of TD's co-operation, compensation to clients of nearly \$2 million and initiatives taken by TD to address the problems uncovered by the investigation.

## Our Journey

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### Governance

An important component of our commitment to integrity, ethical conduct and representing the best interests of shareholders is a strong focus on good corporate governance.

The Board of Directors and the management of TD are committed to leadership in corporate governance. We have designed our corporate governance policies and practices to be sure that we are focused on our responsibilities to our shareholders and on creating long-term shareholder value.

TD's policies and practices in this area meet or exceed applicable legal requirements. We continuously monitor all proposed new rules and modify our policies and practices to meet any additional requirements. Learn more in the [Corporate Governance section](#) of our website and in our [Annual Report to Shareholders](#).

Demonstrating our commitment to good corporate governance, in 2008 TD contributed financial support to an important study by the Conference Board of Canada entitled [The Role of the Board of Directors in Corporate Social Responsibility](#). Our funding helped to develop a "road map" for boards of directors seeking to integrate corporate social responsibility and sustainability factors into their decision-making.

#### Leadership in Corporate Governance

For the second year in a row, GovernanceMetrics International ranked TD among the top 1% of companies they evaluated. TD received the highest global score assigned for leadership in corporate governance based on assessing TD in areas such as financial disclosure, shareholder rights and board and corporate accountability.

Our Journey

## Stakeholder Engagement

We value relationships with each of our stakeholders. Operating in their best interests is a balancing act and an evolving process. That's why we actively consult and listen to them regularly and work hard to promote and support their diverse needs. We believe that open, respectful, two-way relationships are critical to TD's long-term success. And, as a company proud of being a good community partner, meaningful engagement is a consistent part of how we operate.

Stakeholder Group	Main Accountability at TD	Engagement Mechanisms & Feedback Channels
<p><b>Community</b></p> <ul style="list-style-type: none"> <li>● Charities</li> <li>● Not-for-profits</li> <li>● Community members</li> </ul>	<p>Government and Community Relations group. Quarterly reporting to the Board of Directors.</p>	<ul style="list-style-type: none"> <li>● Consultations/meetings</li> <li>● Collaboration with community groups, schools, public libraries, etc.</li> <li>● Memberships/affiliations</li> <li>● Employee volunteerism</li> <li>● Outreach (e.g., mentoring programs)</li> <li>● Student scholarships</li> </ul>
<p><b>Environment</b></p> <ul style="list-style-type: none"> <li>● All people and businesses</li> <li>● Organizations dedicated to the environment</li> </ul>	<p>Group Head of Corporate Operations, with responsibilities distributed through the organization. Corporate Environmental Affairs, in partnership with Corporate Operations, is responsible for the design and implementation of our Environmental Management System. Periodic reporting to Risk Committee of the Board of Directors.</p>	<ul style="list-style-type: none"> <li>● Collaboration and dialogue with environmental organizations</li> <li>● Memberships/affiliations</li> <li>● TD Friends of the Environment Foundation</li> <li>● Surveys</li> </ul>
<p><b>Customers/Clients</b></p> <ul style="list-style-type: none"> <li>● Individuals and families</li> <li>● Small, medium and large businesses</li> <li>● Governments</li> <li>● Not-for-profits</li> </ul>	<p>Different business lines responsible for respective customers and clients. Periodic reporting to the Board of Directors.</p>	<ul style="list-style-type: none"> <li>● Customer Experience Index (Canada) and Customer WOW! Index (U.S.)</li> <li>● Voice of the Customer research</li> <li>● Feedback via customer care centres and TD Ombudsman</li> <li>● Problem resolution process</li> <li>● Focus groups</li> <li>● Day-to-day feedback</li> </ul>
<p><b>Employees</b></p> <ul style="list-style-type: none"> <li>● Full-time employees</li> <li>● Part-time employees</li> </ul>	<p>Human Resources department, as well as People Managers across TD. Periodic reporting to the Management Resources Committee of the Board of Directors.</p>	<ul style="list-style-type: none"> <li>● TD Pulse global employee survey (twice/year)</li> <li>● Employee Council for Employment Equity</li> <li>● 360-degree feedback process for managers</li> <li>● Complaint Resolution Process</li> <li>● Employee Ombuds Office</li> </ul>

		<ul style="list-style-type: none"> <li>● Focus groups</li> <li>● In-depth personnel review processes</li> <li>● HR interviews with all employees on annual basis</li> </ul>
<b>Shareholders/Investors</b> <ul style="list-style-type: none"> <li>● Individuals</li> <li>● Institutions</li> </ul>	Shared across TD business lines and head office, as led by the President and CEO, with oversight by the Board and its Committees.	<ul style="list-style-type: none"> <li>● Individual and group consultations</li> <li>● Investor events and meetings</li> <li>● Annual meeting of shareholders</li> <li>● Correspondence via letters, phone, email</li> <li>● Stakeholder surveys</li> </ul>
<b>Other</b> <ul style="list-style-type: none"> <li>● Suppliers</li> <li>● Governments</li> <li>● Non-governmental organizations</li> <li>● General public</li> </ul>	Shared among different departments, including Corporate & Public Affairs, Compliance, TD Economics, Strategic Sourcing and business lines.	<ul style="list-style-type: none"> <li>● Memberships in various associations/organizations</li> <li>● Relationships with government officials</li> <li>● Partnerships in research</li> <li>● Best practice sharing (speaking at conferences, forums, etc.)</li> </ul>

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## Our Journey

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## Awards & Recognition

We take pride in building a better bank and being a leading corporate citizen, so we feel very privileged when TD and/or its employees receive external recognition. Such honours are a tribute to the dedication of TD's employees, who work incredibly hard on behalf of our stakeholders. Below are highlights from 2008; for past awards, see our [online awards archive](#).

### Customer/Client Experience

- TD Canada Trust received its fourth consecutive Synovate Best Banking award for Customer Service Excellence among the Big 5 Banks.
- J.D. Power and Associates ranked TD Canada Trust Highest in Customer Satisfaction Among the Big Five Retail Banks for the third year in a row. In the U.S., they named TD Bank, America's Most Convenient Bank, Highest in Customer Satisfaction with Retail Banking in the Mid-Atlantic Region for the second consecutive year, and Highest in Customer Satisfaction for Small Business Banking, two years in a row.\*
- The Service Quality Measurement Group (SQM) recognized TD Canada Trust's call centres with the highest banking industry customer satisfaction award for achieving excellence in world-class customer service.
- TD won Best Investment Bank in Canada in the Euromoney Awards for Excellence 2008.
- TD Mutual Funds was the most represented fund family, with six funds recognized in MoneySense magazine's 2008 picks of Canada's best mutual funds.
- TD Waterhouse U.K. won Best Share Dealing Provider for the third year running, and Best Online Share Dealing Provider for the first time at the Your Money Direct Awards. These awards recognize excellence in financial products and service delivered online and by phone, and are voted for by a panel of Your Money readers.
- TD Waterhouse U.K. won Best Share Dealing Service and Best Online Trading Platform 2008 at the Shares Magazine Awards. The awards, based on surveys of the magazine's readers, recognize the efforts companies are making to meet the needs of customers.
- TD Waterhouse U.K. was recognized for their international services, being named Best U.S. Market Provider by MoneyAM.com, based on input from a panel of readers.
- TD Bank, America's Most Convenient Bank, received Greenwich Associates' Business Banking Excellence Award in recognition of their regional leadership in overall banking services. The awards are determined by the firm's bi-annual survey of 25,000 U.S. business banking firms.
- TD Waterhouse was named Best Investment Advisor/Firm and TD Canada Trust was named Best Bank by readers of Xtra!, Canada's online source for gay and lesbian news.
- TD Securities Australia was recognized with three KangaNews Awards: Kangaroo Secondary House of the Year for the second consecutive year; Sole Lead Manager on the Kangaroo Deal of the Year; and Joint Lead Manager on the Kauri Deal of the Year.

### Governance, Leadership and Shareholder Relations

- For the second year in a row, GovernanceMetrics International ranked TD among the top 1% of companies they evaluated. TD received the highest global score assigned for leadership in corporate governance based on assessing TD in areas such as financial disclosure, shareholder rights and board and corporate accountability.
- Barron's magazine named TD one of the best companies in North America, ranking us 13th out of the top 500 companies and the highest of all banks on the continent.
- The League of American Communications Professionals performs a yearly evaluation of about 3,000 annual reports and in 2008 scored TD's Annual Report 95 out of 100. TD won silver in the category of North American banks with over \$1

billion in annual revenue and was the only Canadian bank at the top.

- TD's acquisition of Commerce Bancorp was named one of the best M&A transactions accomplished by a Canadian company in the past year. The Commerce acquisition won in two categories: best foreign acquisition and best acquisition among finance and real estate companies in Canada. Sponsored by Deloitte, Lexpert, The Globe and Mail and Thomson Reuters, the Canadian Dealmakers Awards are granted by a prestigious panel including business leaders.
- Bharat Masrani, President and CEO, TD Bank, America's Most Convenient Bank, was awarded the 2008 Alumni Recognition Award for Outstanding Executive Leadership by his alma mater, the Schulich School of Business at York University in Toronto.
- TD Director John Bragg won the 2008 Institute of Corporate Directors Fellowship. Each year the ICD confers fellowship awards to three Canadian directors who continue to distinguish themselves by bringing sound corporate governance leadership to boardrooms throughout the country.
- Teri Currie, Executive Vice-President, Human Resources, was named one of the Top Women in Human Resources by the Women's Post.
- Three TD executives were recognized by the Women's Executive Network (WXN) Canada's Most Powerful Women: Top 100 Awards. They are Patricia Lovett-Reid, Senior Vice President of TD Waterhouse; Teri Currie, Executive Vice President of Human Resources, TDBFG; and Colleen Johnston, Group Head Finance and Chief Financial Officer, who as a three-time winner, was inducted into WXN's Top 100 Hall of Fame. The Top 100 Awards program identifies and celebrates the 100 most exceptional and influential women in Canada.

### **Employee Experience, Diversity and Accessibility**

- TD was named one of Hewitt Associates' 50 Best Employers in Canada.
- For the third year in a row, TD was the only major financial institution to be named one of Canada's 50 Best Workplaces by the Great Place to Work Institute.
- TD was included on *Maclean's magazine's* list of Canada's Top 100 Employers, for the second consecutive year.
- TD Waterhouse U.K. was recognized as "One to Watch" in the Sunday Times Best Places to Work in the UK for the second year in a row, an indicator of how much progress the company has made toward becoming one of the best places to work in the U.K.
- Our training centre in the U.S. (TD University) was named one of the Top 50 Training Organizations across the globe in Training magazine's Top 125 competition, for the second year in a row.
- TD was selected as one of Greater Toronto's Top 75 Employers by Mediacorp Canada.
- TD was named one of Canada's Best Diversity Employers by Mediacorp Canada, which recognizes companies that have developed exceptional programs to encourage workplace inclusiveness and diversity in their employment practices.
- TD was recognized for IT Accessibility by the Computerworld Information Technology Awards Foundation with 2008 Laureate Status.
- The Canadian Paraplegic Association awarded TD their Ontario Corporate Tribute award.
- The Epilepsy Support Centre in London, Ontario, presented TD Canada Trust with their HOPE award, given annually to an individual or organization who best demonstrates their support for epilepsy.
- TD Canada Trust was honoured with the Race Relations Recognition Award 2008 by the City of London, Ontario.

### **Community Giving**

- TD Insurance received the Coup de Coeur award for its leadership, commitment and overall support of Centraide.
- Our insurance office in Saint John, New Brunswick, was awarded the United Way trophy for the sixth consecutive year for having the highest participation rate and overall success in campaign fundraising.
- The March of Dimes presented the 2008 Community Partnership Award to TD in recognition of our outstanding collaboration in support of persons with disabilities.
- TD Waterhouse U.K. was awarded the Best Company Award from Education Leeds for their contribution to mentoring in

the Leeds area.

- In the U.S., we were ranked number five among the top 50 most charitable corporations throughout the Greater Philadelphia region at the Philadelphia Business Journal's First Annual Corporate Philanthropy Awards.
- In South Jersey, we were recognized as the number one most charitable corporation in the area at the 2008 Corporate Philanthropy Summit.

## Environment

- In the 2008 Canadian Investment Awards, TD was awarded silver in a new award category, Green Company Award for Environmental Leadership, which recognizes environmental leadership by a Canadian financial services organization.
- TD came out on top for our performance on climate change in a recent executive brief by the Ethical Funds Company, a leader in socially responsible mutual funds.

\* TD Canada Trust received the highest numerical score among the big five retail banks in the proprietary J.D. Power and Associates 2006-2008 Canadian Retail Banking Customer Satisfaction Studies<sup>SM</sup>. 2008 study based responses from 10,823 retail banking customers measuring five banks. Proprietary study results are based on experiences and perceptions of consumers surveyed in March-April and June-July 2008.

T.D. Bank, N.A., formerly Commerce Bank, received the highest numerical score in the proprietary J.D. Power and Associates 2007-2008 Small Business Banking Satisfaction Studies<sup>SM</sup>. 2008 study based on 6,650 total responses, measuring 24 financial institutions and measures opinions of small business customers with annual revenues from \$100,000 to \$10 million. Proprietary study results are based on experiences and perceptions of customers surveyed in July-August 2008.

Commerce Bank received the highest numerical score among retail banks in Mid-Atlantic (NY, NJ, PA, MD, DE, DC) region in the proprietary J.D. Power and Associates 2008 Retail Banking Satisfaction Study<sup>SM</sup>. Study based on a total of 19,602 responses measuring 17 providers and measures opinions of consumers with their primary banking provider. Proprietary study results are based on experiences and perceptions of consumers surveyed in January 2008.

Your experiences may vary. Visit [jdpower.com](http://jdpower.com).

[2007 Awards](#)

[2006 Awards](#)

[2005 Awards](#)

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## Our Journey

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### Memberships

TD is an active member of society wherever we operate around the world. We are involved in a number of business, public policy and community organizations. This allows us to dialogue with industry and community leaders, share our expertise with others and stay abreast of evolving standards for business conduct and issues that matter to our stakeholders.

Here are some of our major memberships and affiliations:

- American Bankers Association
  - American Chamber of Commerce in Canada
  - Association of Fundraising Professionals
  - Boston College Center for Corporate Citizenship
  - Business for the Arts
  - Canadian Bankers Association
  - Canadian Chamber of Commerce
  - Canadian Coalition for Good Governance
  - C.D. Howe Institute
  - Conference Board of Canada
  - Environmental Bankers Association
  - The Fraser Institute
  - Global Business Coalition on HIV/AIDS
  - Imagine
  - National Community Reinvestment Coalition
  - Points of Light Foundation
  - Public Policy Forum
  - Toronto Financial Services Alliance
  - United Nations Environment Programme Finance Initiative
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Our Journey

## 2008 Performance Scorecard

What we said in last year's report, and how we measured up.

Item	Priorities for 2008 Identified in Last Year's Report	2008 Results	Self-Rating
<b>Corporate responsibility reporting</b>	Make continuous improvements in our reporting practices, including expanded coverage of our global operations and increased application of the GRI's Sustainability Reporting Guidelines ("G3").	<ul style="list-style-type: none"> <li>● Provided greater coverage of global operations via this report</li> <li>● Enhanced our corporate responsibility website with a new layout, additional information and features — to be launched in 2009</li> <li>● Reported on additional G3 indicators</li> </ul>	✓✓✓
<b>Corporate responsibility performance</b>	Continue to conduct business according to the highest standards of ethics and integrity and strengthen our social and environmental practices and performance.	<ul style="list-style-type: none"> <li>● Maintained high standards of business conduct</li> <li>● Made improvements in our social and environmental programs and practices, as highlighted throughout this report</li> </ul>	✓✓✓
<b>Stakeholder engagement</b>	Continue to listen to and build strong relationships with our various stakeholders.	<ul style="list-style-type: none"> <li>● Engaged with our stakeholders through a variety of channels, such as our Customer Experience Index, TD Pulse global workforce survey and other methods highlighted throughout this report</li> </ul>	✓✓✓

KEY: ✓✓✓ Achieved ✓✓ Made progress x Made little progress or not achieved

## Our Journey

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### Priorities For 2009

Among our key priorities for the year ahead:

- **Corporate responsibility reporting:** Launch revamped corporate responsibility website and continue to follow the Sustainability Reporting Guidelines (G3) of the Global Reporting Initiative.
  - **Corporate responsibility performance:** Continue to conduct business according to the highest standards of ethics and integrity. Strengthen our social and environmental practices and performance by, among other things, enhancing and globalizing our corporate responsibility vision and framework.
  - **Stakeholder engagement:** Continue to engage with our stakeholders through a wide variety of channels, including customer and employee surveying, and seek opportunities for employees to participate in TD's corporate responsibility initiatives. More details are provided in other sections of this report (e.g., [Environment](#) and [Community](#) sections).
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## Employees

### How are we making TD a great place to work?

We know we are only as good as our people. That's why making TD a great place to work is so important — that's what attracts top people and makes them want to stay. In 2008, we were pleased to be named yet again one of the top 100 Canadian employers by *Maclean's* magazine and, for the third year in a row, TD was the only major financial institution to be named one of Canada's 50 Best Workplaces in the *Globe and Mail*.



#### 2008 Performance Scorecard

How did we do last year?

#### Priorities for 2009

What we have planned for the year ahead.

#### Our Approach

Focusing on what really matters to employees.



#### Employee Diversity

We strive to be a place that's inclusive.



#### Total Value

Providing competitive pay, benefits and recognition.



#### Workforce Profile

A snapshot of our workforce.



#### Talent Management

Building a workforce of the very best and brightest.



#### Learning & Development

Every year we invest heavily in developing our employees.



#### Our Feedback Loop

Employee input is the pathway to a great workplace.



#### TD Stories

Stories and testimonials.



## Employee Well-Being 🍌

Ensuring the health, safety and rights of our employees.



## Employees

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### Our Approach

Great strategies, great products, great systems — all are essential. But it's people who transform the bank every day. We value our employees and we want to support and develop them. And we want the highly talented people who haven't yet joined us to think of TD as the place to come for a terrific work experience. What's our strategy? It's simple: We strive every single day to make TD a great place to work.

#### **The Best People = The Better Bank**

At TD we believe that employees' success starts with achieving a great cultural fit with the organization and people they are working for. We purposefully seek candidates who display characteristics outlined in our [Guiding Principles](#) and we encourage employees to strive to demonstrate these in their day-to-day work.

We place a lot of emphasis on developing our current employees for future roles, and our strategy starts with our hiring process. In addition, for management and leadership roles, we look for candidates who demonstrate the management practices and the leadership skills outlined in our [Leadership Profile](#).

To embody our people-oriented focus, we have a dedicated Human Resources (HR) team and 4,500-plus People Managers across TD whose role is to support employees and foster positive relationships.

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## Employees

### Total Value

#### Ensuring Competitive Benefits and Pay

We offer competitive salaries, performance-based incentives and flexible benefits as part of TD's Total Value offering to employees.

Compensation programs are designed to align with TD's business strategy so there is a clear connection between pay and performance. Each year we assess the broader marketplace to ensure our remuneration is competitive with similar positions within our industry and geographic communities. Compensation is designed and administered fairly and without discrimination. For descriptions of our retirement, benefit and savings programs, see the chart below.

Global Salaries and Employee Benefits (in millions of dollars)			
	2008	2007	2006
<b>Salaries</b>	\$3,089	\$2,737	\$2,700
<b>Incentive compensation</b>	1,235	1,286	1,207
<b>Pension and other employee benefits</b>	660	583	578
<b>Total</b>	\$4,984	\$4,606	\$4,485

#### Recognizing Employees

TD has a rich culture of recognition. We drive employee engagement by acknowledging and celebrating individual and team successes, but not in a one-size-fits-all way. We have more than 30 recognition programs, including TD-wide (global) initiatives and business-specific programs. Some highlights:

- **Vision in Action Award:** Our company's highest honour, recognizing the "best of the best." It's awarded to our top employees around the world who exhibit all of our six Guiding Principles. Recipients are invited to attend our Annual Meeting of Shareholders, enjoy a holiday in the host city, receive spending money and a \$500 donation to a charity of their choice.
- **Service Recognition Program:** This program salutes employees at specific career milestones. TD Insurance also has their 20+ Club, which annually recognizes the contribution and loyalty of employees with long service records.
- **Employee Appreciation Week:** Every year in June we celebrate employees around the globe with You Make TD! activities. Each business area applauds their employees in ways that are meaningful to them.
- **Business-Specific Programs:** These range from on-the-spot and nomination-based awards to achievement-based awards. Examples include TD Canada Trust's Retail Champions; TD Wealth Management's Star and Merit Awards; in our Corporate Areas, the Act for Impact and Principles in Practice; and in the U.S., TD Bank's WOW! Rewards and the CEO Leadership Awards.

#### New Interactive Approach for TD's Retired Alumni in Canada

TD also recognizes the contributions of retired alumni and has recently introduced the TD Retired Alumni Website. It's a virtual community that helps retirees stay connected with us and their retired colleagues by providing access to online discussion boards, social events, a retired members directory, retirement benefit information and participation details for retiree programs.

## Retirement, Benefit and Savings Programs

Canadian Programs	Description
<b>TD Benefits Plan</b>	<ul style="list-style-type: none"> <li>● Employees participate in a flexible benefits program with a comprehensive and competitive array of choices, allowing employees to elect the coverage that best meets their individual and family needs.</li> <li>● TD provides core catastrophic coverage (life insurance, medical and short-term disability) at no cost to employees, which acts as a safety net in the event of serious illness.</li> <li>● TD also provides employees with Benefit Credits to help pay for additional optional health benefits they select. Benefit Credits are based on the number of dependents employees cover — providing additional support for those with families. Unused Benefit Credits may be allocated to a Health Spending Account and can be used to pay for a wide variety of medical and dental expenses.</li> <li>● TD's vacation policy provides paid vacation for full-time and part-time employees based on job level and length of service. In 2009, a one-time award of five additional days will be granted to all employees with 25+ years of service and five additional days will be awarded during each milestone year at 25, 30, 35, 40 or 45 years of service. All vacation for part-time employees is based on hours worked.</li> </ul>
<b>TD Pension Plan</b>	<ul style="list-style-type: none"> <li>● Employees can participate in a defined benefit pension plan, which provides the security of a regular retirement income. The plan is funded by contributions from both TD and pension plan members. TD is responsible for ensuring that the plan is adequately funded.</li> <li>● At October 31, 2007, the most recent actuarial valuation, plan assets exceeded liabilities by \$131.8 million.</li> <li>● In 2009, TD will launch a new defined benefit pension plan that includes a fully Bank-paid portion and an optional top-up. This plan will ensure that every employee will earn a pension from TD. The plan will provide an industry-leading pension for our pre-management employees and a competitive pension at a very affordable cost for all other employees.</li> <li>● Employees can also build their retirement savings through a group RRSP with the convenience of regular payroll deductions, and TD pays all the administration and investment management fees.</li> </ul>
<b>Employee Ownership Plan (formerly known as the Employee Savings Plan)</b>	<ul style="list-style-type: none"> <li>● Employees can share in our long-term success by purchasing TD shares through regular payroll deductions. Employees can contribute as much of their pay as they want to the Employee Ownership Plan (subject to source deductions). TD matches the first \$250 of contributions at 100% each year and the remainder of employee contributions at 50%, to an overall maximum of 3.5% of the employee's salary or \$2,250, whichever comes first.</li> <li>● TD is an industry leader with our Employee Ownership Plan, which provides a higher maximum Bank contribution (on a percentage basis) and more flexibility than our competitors. This plan is unique in that members can withdraw or transfer some or all of their funds from their accounts once per calendar quarter.</li> <li>● Eligibility was broadened in 2008 so even more employees are eligible to participate. Now, all Canadian-based, permanent employees may join the Employee Ownership Plan after working at TD for three months.</li> <li>● 77.4% of eligible employees participated in the Employee Ownership Plan in 2008. As of October 31, 2008, employees held approximately 7.4 million Bank shares through this program.</li> </ul>
<b>Employee Future Builder</b>	<ul style="list-style-type: none"> <li>● A savings program that assists employees in meeting their financial objectives — whether they are long-term such as retirement or short-term such as saving for a vacation.</li> <li>● Employees can save through regular payroll deductions and lump-sum contributions and may</li> </ul>

	<p>contribute to a registered and/or non-registered savings account. Employees may also tax-shelter their incentive pay through an Employee Future Builder RSP and TD pays all administration and investment management fees.</p> <ul style="list-style-type: none"> <li>● As of October 31, 2008, approximately 33% of Canadian-based employees participated in this program.</li> </ul>
<b>Employee Financial Services</b>	<ul style="list-style-type: none"> <li>● We offer a wide range of banking benefits to employees on a variety of products and services. Examples include mortgage financing and personal loans at preferred rates, waived service fees, lower credit card rates and more.</li> </ul>
<b>Programs Outside of Canada</b>	<b>Description</b>
<b>Examples</b>	<p>TD businesses outside Canada offer a variety of benefits and retirement plans that are tailored to the unique needs of employees in those locations. Some examples from our larger operations outside of Canada include the following:</p> <ul style="list-style-type: none"> <li>● In the U.S., which includes our Wholesale Banking business as well as our Personal and Commercial Banking business, we offer benefits and retirement plans that provide access to a wide range of coverage. Employees have flexibility in selecting the right level of coverage for themselves and their families and are eligible for coverage in a variety of plans, including medical, dental and life insurance plans, retirement savings plans, long-term disability, health care spending accounts and paid vacations, and have access to other support programs, such as an employee assistance plan.</li> <li>● In the U.K., which comprises TD Securities and TD Waterhouse, we provide flexible benefits that allow employees to shape their own reward package by choosing benefit preferences. The U.K. flexible benefits offering includes pension, medical insurance, life assurance, personal accident coverage, charity giving, a subsidized "green bikes to work" program and more.</li> <li>● Our TD Securities office in Australia provides employees with a Lifestyle Membership, which provides access to discount offers on tickets, movies, health clubs and more.</li> </ul>

Unless noted otherwise, all benefits are available to full-time and eligible part-time employees, management and non-management, with the exception of the Employee Ownership Plan, where executives with share ownership requirements are not eligible to receive TD contributions. There is a short eligibility period (three months of continuous service) for employees first joining the organization before benefits take effect.

## Employees

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### Talent Management

The Talent Management team at TD creates strategies and programs to help us attract, develop and retain top-notch people.

#### Recruitment

We sponsor and participate in initiatives that showcase the many career opportunities available at TD, particularly for recent graduates and new Canadians. Examples include:

- **Career Edge:** As a founding member of Career Edge, a national not-for-profit corporation that offers new graduates the opportunity to learn and gain practical work experience, TD hosted 26 internships in 2008 and has hosted 283 since the program's inception in 1996.
- **On-Campus Recruitment:** In 2008, TD participated in more than 130 recruitment initiatives and career fairs at campuses across Canada, providing students with the opportunity to interact with TD representatives including many senior executives. We also sponsor events such as the Inter-Collegiate Business Competition, Undergraduate Business Games and the Women in Leadership Conference. TD executives who speak at career fairs and on-campus information sessions consistently talk about key areas of TD's culture — Guiding Principles, opportunity, leadership, diversity and community — helping prospective employees understand our values and what's important to the organization and to employees.
- **Associate Programs:** TD offers a range of associate programs that allow new employees to develop/train in one or multiple business lines before being posted to a permanent role. As we look to develop talent to satisfy our expanding North American mandate, we have provided three opportunities for associates to do a work term in the U.S. and will look to expand these types of development opportunities in the future. Our Wholesale Banking business participates in associate training and rotation programs on a global basis, offering our associates the opportunity to work in one of our offshore offices such as those in the U.K., Sydney or Singapore.

Other recruitment and internship initiatives include Career Bridge, Ability Edge, INROADS and the Mentoring Partnership, all of which are discussed in the [Employee Diversity](#) section.

#### Internal Opportunity

We hire, train, develop, promote and compensate everyone on the basis of ability, potential and performance. We have a long-term commitment to remove discriminatory or arbitrary barriers, and we keep a constant eye on our workplace to ensure employment equity is upheld. [Learn more in our Employee Diversity section.](#) Our commitment to employee growth is reinforced by promoting our talent internally, through TD's promote-from-within philosophy. We advertise all of our job opportunities up to the Vice President level internally on TD First to ensure our people can apply for positions across TD, whether employees are interested in selling securities, managing people or maintaining networks.

#### Resource Planning and Succession Management

Resource planning and succession management are key elements of TD's Talent Management strategy, which is designed to attract, develop and retain the people we need to be successful now and in the future. We create tools and provide resources and support to ensure that the right people are in the right jobs at the right time. We also work together to deliver annual development and succession plans that support both individual career goals and our ability to continue to deliver on our business strategies. These plans, along with our overall approach to performance management and commitment to diversity, are helping us to develop a strong pool of exceptional leaders and talent across TD.

## Employees

### Learning & Development

Learning and development programs at TD are all designed with a single purpose: to develop our employees to meet the needs of our business today and in the future while achieving their career aspirations.

#### Leadership and Management Development

We develop leaders who embrace and demonstrate TD's [Guiding Principles](#) and [Leadership Profile](#). Each year, managers and executives continue to receive developmental feedback from their team, peers and managers based on our Management Practices and Leadership Profile respectively.

In April 2008, we introduced the Build for the Future program, the next generation of the Leadership Academy (TD's foundational leadership program in place since 2005). The new program, which our leaders complete in several stages, covers TD's business and people practices and emphasizes the role of leaders in developing their employees for the future. Last year, 180 TD executives completed the Build for the Future program.

In 2008, we also designed LEAP (Leadership Accelerated Program), an initiative to speed up the development of "leadership-ready" employees. Employees who have the desire and potential for leadership positions are identified and provided with the right roles, developmental experiences, relationships/exposure, education and insights prior to them assuming more senior roles, setting them up for success. The LEAP initiative is a long-term investment in our employees (it takes a minimum of five years for participants to complete the program).

#### Employee Development

At TD, we give people the opportunity to grow, which includes the flexibility to learn and develop where and when they prefer. We have an annual Personal Performance & Development (PP&D) process that is a continuous cycle of planning, performing and assessing. At the heart of the process, all TD employees create a Personal Development Plan whereby they set personal and career objectives and track their progress against them. People Managers engage their employees in coaching throughout the year to offer their feedback and support around employees' performance, development and career goals.

Through our career management program, employees can take charge of their careers by taking advantage of on-the-job and off-the-job experiences, mentoring relationships, training and leader support. Here are some examples:

- A Career Aspiration Summary, Mentoring and Networking toolkits, and an internal online Career Management site.
- Career Advisor, a comprehensive and interactive online career development tool designed by international career expert Dr. Barbara Moses. It shows employees how to set and achieve their goals at TD. We have more than 19,000 registered employees, with 450 active users a month.

#### Mentoring

Last year, we continued to focus on mentoring — both individual and group — as a development tool for employees. This includes guides and information to assist those who have identified a mentoring relationship as an effective way to achieve their development objectives.

TD's focus on diversity and our commitment to increasing the representation of women and visible minorities in leadership made it a natural fit that these groups would be the first to participate in TD's group mentoring programs. To date, almost 400 women and 120 members of visible minority groups have participated with more senior executives in Group Mentor cohorts. Mentees learn about the developmental topics they've identified through a combination of in-group discussion and informal conversation with subject matter experts. The success of these group mentoring initiatives has led other business

#### \$70+ million for employee learning

In 2008, we invested more than \$70 million in training and development across North America and internationally to help employees achieve both personal and professional goals.

units within the organization to embrace the program as one way to support the unique development needs of their people.

Our approach to individual mentoring focuses on the importance of relationships to build knowledge, skills and capabilities and help employees successfully achieve their personal and career objectives. Although we don't engage in a formal matching program, we are able to support individual mentoring by providing a set of tools and guidelines to assist people in establishing relationships, identifying their desired outcomes and tracking progress.

### Internal Career Fairs

TD's internal career fairs are hosted annually in major centres across Canada. Open to all employees, the events offer them opportunities to learn about different TD businesses and gather information about various jobs and career paths. Over time the events have expanded to include multiple information sessions that focus on career-related topics such as Career Management, Networking and The Role of the People Manager. New in 2008 was the Executive Panel, whereby a group of executives from different business areas talked about their experiences. To date, more than 6,000 employees have participated in a career fair.

### Curriculum for Learning

For both employees and management, TD offers formal training programs. Learning formats include instructor-led classrooms, on-line learning, self-study materials and on-the-job training. There are more than 60 Learning Maps currently supporting many different roles at TD. Learning Maps show required areas of knowledge or competencies for each role, with options on how to acquire them — including through training, on-the-job experiences and opportunities for relationship-building.

We build online training internally, as well as partner with a number of third-party vendors. TD offers approximately 1,100 modules internally across the Bank, accessible via our on-line Learning Management System; for example, TD has successfully implemented an eRole Play (role play conversations for customer-facing employees and HR Counsellors) for employees to practise how to handle important conversations.

In the U.S., we have a unique program called CA\$H (Career Advancement Starts Here). CA\$H participants are sponsored by senior management and follow four to 12-month training plans, with assigned mentors who provide career counseling. Since its inception in 2005, participation in CA\$H has grown from 615 employees that year to 1,325 in 2008.

Last year, TD Bank in the U.S. also initiated the Communication Champions program to help people in leadership positions understand the important role they play in communicating throughout the integration of our U.S. banking operations. Internationally, TD Waterhouse U.K. introduced new courses such as Interviewing Skills, Finance for Non-Financial Managers and Getting it Right the First Time.

### Tuition Assistance

We offer tuition assistance to help employees throughout North America and internationally in achieving their development goals. Both full-time and part-time employees who upgrade their knowledge by taking courses and seminars offered by universities, colleges and other institutes may be eligible for reimbursement of tuition and compulsory textbook expenses.

Employee Learning in Canada			
	2008	2007	2006
Training days reported (internal training)	166,214	132,175	109,000
Average number of days of internal training per employee	3.86	3.08	2.5
TD's investment in training	\$55.9 million <sup>1</sup>	\$68.2 million	\$61 million
TD's investment in training per employee	\$1,299	\$1,591	\$1,400

Amount employees received through TD's Tuition Assistance for external learning	\$12.3 million	\$15 million	\$15 million
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<sup>1</sup>Decrease due to several factors, including efficiencies with increased usage of online courses and blended development activities such as group mentoring programs.

<b>Employee Learning in the U.S.</b>	
	<b>2008</b>
Average number of days of internal training per employee	6.09
TD's investment in training	US\$15.8 million
TD's investment in training per employee	US\$688.76
Amount employees received through TD's Tuition Assistance for external learning	US\$1.2 million

Note: Statistics not available prior to 2008 for combined U.S. operations.

## Employees

### Our Feedback Loop

#### Measuring Employee Engagement

We track employee engagement through TD Pulse. This is our company-wide internal survey conducted twice a year (spring and fall) and open to every employee in all countries of operation. On average 85% of our global workforce participates in the surveys — well above the norm for employee surveys — demonstrating the tremendous buy-in for TD Pulse throughout the organization. Our results demonstrate year-over-year improvement in employee engagement since we began to measure it in 2001.



Employees give feedback on a range of topics about the organization, their team and work environment (see diagram). All managers receive a report on the results, are encouraged to solicit feedback and suggestions from their team, and are expected to develop specific action plans on issues that are important to their employees. And, as part of the TD Pulse employee survey, employees rate their managers on their ability to engage their team in this manner. Data from the survey is collected and tabulated by an outside firm to ensure confidentiality.

#### Name two things to make TD a better workplace...

For the third year running, we asked all employees to tell us “two things TD could do to make this a better place to work.” At the top of their minds were enhancements to our vacation policy, wellness programs and employee discounts for various services. The result? We introduced improvements to vacation entitlement for both new and long-time employees. We are offering more health-related information and services, including an online wellness video library, as well as discounted rates on gym memberships and a weight-reduction program that employees can access in many communities. As well, in Toronto, TD employees now have access to discounted public transit passes, and we are exploring rolling out the program to at least one additional city in 2009.

We also want to measure our levels of employee satisfaction in relation to other organizations, with a goal of being recognized as an employer of choice. Hewitt Associates collects employee feedback from hundreds of organizations in Canada annually through a rigorous survey process to identify the 50 Best Employers in Canada. Four thousand TD employees across Canada are randomly selected to provide their candid feedback directly to Hewitt Associates regarding a wide variety of workplace issues.

We are pleased that in 2008, TD was named one of Hewitt Associates’ 50 Best Employers in Canada. Our overall employee engagement score has jumped 22% since the first year we participated in the Hewitt survey. These increasing levels of employee engagement year over year are similar to the internal TD Pulse survey trend. This information gives us an external perspective on employee satisfaction at TD and also supports our HR leaders in shaping programs to make TD an even better place to work.

TD Pulse Scores for Various Questions						
Item	Fall 08*	Spring 08*	Fall 07*	Spring 07	Fall 06	Spring 06
<b>Overall Employee Experience Index Score</b>	<b>4.18</b>	<b>4.17</b>	<b>4.14</b>	<b>4.12</b>	<b>4.12</b>	<b>4.10</b>
TD is genuinely committed to the well-being of its employees.	3.96	3.97	3.90	3.91	3.91	3.88
TD treats employees fairly regardless of their age, family/marital status, gender, disability, race/colour, religion or sexual orientation.	4.19	4.22	4.16	4.15	4.15	4.13
TD takes a genuine interest in the well-being of communities in which it does business.	4.19	4.21	4.17	4.14	4.14	4.10
<b>Employee Experience Index</b>						
My work gives me a feeling of personal accomplishment.	4.00	4.00	3.98	3.96	3.96	3.94
I plan to be with TD one year from now.	4.23	4.21	4.18	4.16	4.16	4.15
I am proud to say I work for TD.	4.32	4.31	4.26	4.24	4.23	4.22

Note: Scale is 1 to 5. Global workforce participation. \* Scores include U.S. operations; previous results do not. Participation rates: 82% fall 2008; 87% spring 2008; 83% fall 2007; 88% spring 2007; 86% fall 2006; and 87% spring 2006.

## HR/Employee Meetings

There are other ways we get input on what matters to employees; for example, our Human Resources group conducts regular meetings with employees, managers and HR practitioners across Canada to hear their perspectives on issues related to the employee experience. In fact, one of the measures of TD's Human Resources Operating Committee states that our HR group will visit 80–90% of all employees each year. As one example outside Canada, TD Waterhouse U.K. encourages the views of employees via Your Feedback meetings.

## A Pulse on Our U.S. Integration

In the U.S., we launched an Integration Pulse program in April 2008 to gauge employee satisfaction throughout Commerce and TD Banknorth integration activities. The purpose of this survey, run on a monthly basis, is to provide management with a view as to how employees think the integration is going and the impact it is having on employees and customers. As of the end of September 2008, more than 16,000 employees participated, offering in excess of 4,000 comments. On a quarterly basis, we follow up with employees by sharing the feedback we have received from them and let them know the actions we are taking to improve as we go forward.

## Employee Complaint Resolution Process

If employees experience what they view as a serious workplace issue that affects their productivity and morale and/or has a negative impact on their opinion of TD, they are encouraged to use the Employee Complaint Resolution Process. The step-by-step process is clearly defined and easily accessible through our internal website. The process ensures the complaint is formally documented and received by the right people — including, where appropriate, regional executives, People Managers, HR representatives and, ultimately, if unresolved, the Office of the President and CEO — and that it is handled

quickly, objectively and without fear of reprisal.

**Between Us — Employee Ombuds Office**

This is a telephone-based workplace program available to all TD employees. Established in 1977, Between Us offers employees a safe place to be heard, providing confidential, neutral, off-the-record assistance on work-related issues that may include performance-related matters, difficult interactions, discrimination, harassment, interpersonal misunderstanding, and policy information and referrals. The Employee Ombuds Office team helps employees evaluate their situation, organize their thoughts, assess their feelings and generate options for action. The team also identifies workplace trends where improvement is needed or a change to policy or procedure is identified. Each of our Ombuds team members belong to the International Ombudsman Association and subscribe to its code of ethics.

Employee Ombuds Office (Canada)			
	2008	2007	2006
Number of calls received from employees seeking assistance	1,064	974	821

Call volume growth in 2008 due to continued promotion of the office and the services it provides.

**Employee Whistleblower Program**

We have established this communication channel for employees to report any concerns regarding the integrity of TD accounting, internal accounting controls or auditing matters, as well as any known or suspected breach of the Code of Conduct and Ethics. An independent, third-party supplier provides a confidential and anonymous communication channel, and employees are protected against any consequence to their employment when reporting valid concerns.



## Employees

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### Employee Well-Being

From offering flexible work choices to respecting employee rights to ensuring a safe and healthy work environment, in this section we describe the many ways we are committed to the overall physical and mental well-being of our employees.

- [Flexible Work Choices](#)
  - [Workplace Health and Safety](#)
  - [Wellness Programs](#)
  - [Respecting Employee Rights](#)
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## Employees

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### Flexible Work Choices

At TD, we understand that individuals who are able to balance the needs of work and home are more effective employees and more successful family and community members. That's why we offer ways to help employees manage the priorities that matter to them — whether it's spending time with family, recreational activities, volunteering in their communities or pursuing personal and professional development.

Here are highlights of options offered in Canada:

- **Flexible work schedules:** A variety of arrangements are available, including flexible start/end times, reduced work hours, job partnerships, compressed work weeks, gradual returns to work and telecommuting.
  - **Leaves of absence:** Employees can request paid and unpaid time away from work to address a variety of circumstances. Leaves range from short-term for a convocation or citizenship ceremony, for example, to longer-term. Compassionate Care, for instance, provides up to eight weeks' absence from work without pay to provide care or support to a family member who is gravely ill. Employees who are Canadian Forces Reservists can request up to 15 days paid time off (through a combination of Canadian military pay and TD's Reservists Forces Leave Top Up). Reservists also have job protection if they are on active duty, typically for up to 12 months.
  - **Childcare leave:** We have an industry-leading comprehensive childcare policy. There is no distinction based on whether an employee is the mother or father or on whether he or she is a birth or adoptive parent. All employees are eligible for the same childcare benefits — including up to 52 weeks off and a six-week income top-up.
  - **Volunteer Policy:** Employees can arrange with their managers to receive paid time off for volunteering in the community during regular working hours.
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## Employees

### Workplace Health and Safety

TD is very focused on developing a positive health and safety culture, ensuring that related risks — such as air quality issues, physical threats or toxic products that may exist in the workplace — are properly identified and managed. Wherever we operate around the world, we have a health and safety (H&S) policy and program in place, and our employees and managers play a valuable role in maintaining TD’s excellent H&S record. Here are highlights from our Canadian operations:

- **National Policy H&S Committee:** Consisting of 26 members representing our workforce and different businesses, this committee meets at least nine times per year to examine relevant issues; review training, prevention and policy changes; and monitor data on workplace accidents, injuries and hazards.
- **H&S Representatives:** Each work location is required to have an H&S representative who works with colleagues to ensure the maintenance of a safe and sound working environment, including thorough monthly inspections and the filing of reports. H&S data is tracked each month. Across Canada, we have more than 1,500 dedicated H&S representatives.
- **H&S training:** All managers and H&S representatives undertake specialized practical online training when they are appointed to their jobs. The training addresses all potential H&S hazards in the workplace, how to prevent them, how to deal with them quickly and effectively, and how to report them. Special training to prepare for branch robberies is given to branch employees on a regular basis to ensure they are prepared at all times.
- **Hazard Prevention Program:** This program is for the prevention of accidents and injury in the workplace. It covers the identification of hazards, the risk assessment of those hazards, preventive measures, employee education and our process for evaluating the program’s effectiveness.
- **Emergency preparedness:** To prepare for a possible influenza pandemic, TD has preparedness plans in place, which are managed by our Pandemic Incident Management Team comprising executives from all TD businesses. We also have an ongoing monitoring process to stay abreast of all pre-pandemic related incidents worldwide. There’s also Emergency Safety @ TD, an emergency response guide for all employees who work in office towers.
- **H&S internal website:** On this site, TD employees can access educational tools, our accident reporting system and H&S Committee information such as meeting minutes.

Outside of Canada, H&S processes vary depending on the local business and legislative requirements. For example, TD Securities in Australia has a formal H&S Committee, made up of management and employee representatives, that meets at least six times a year. In the U.S., TD Bank has 12 Safety Committees involving approximately 150 employees that meet several times annually.

Workplace Accident Statistics <sup>1</sup> (Canada)			
	2007	2006	2005
Minor Injuries <sup>2</sup>	243 (0.54%)	233 (0.54%)	243 (0.56%)
Disabling Injuries <sup>3</sup>	76 (0.17%)	66 (0.15%)	78 (0.18%)
Employee Days Absent Beyond Day of Injury	654	1,110	753

<sup>1</sup> Latest data available. The 2008 data will be reported to the Canadian government in spring 2009. Figures in parentheses indicate accident statistics as a percentage of the TD population as at the end of that year.

<sup>2</sup> Injuries that are treated in the workplace, with no time lost beyond the day of the injury.

<sup>3</sup> Injuries that result in lost time in the workplace on any day following the injury. For each of the years shown, there were no workplace fatalities or disabling injuries that resulted in permanent loss or loss of use of a body part or function.

## Employees

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### Wellness Programs

In addition to flexible work choices and our workplace health and safety program, we provide wellness programs and services so employees can achieve a healthy, balanced lifestyle:

- **Wellness library:** TD has launched a new online video library where employees can connect with Canada's most acclaimed and knowledgeable health, wellness and family experts 24/7 from work or home. The library features topics everyone can relate to such as mental health, work-life quality, wellness and nutritional health, childhood medical concerns and caring for aging loved ones.
- **Employee Assistance Program:** This is a voluntary, confidential counselling and referral service that TD makes available to all employees and their immediate family members to help them deal with concerns such as relationship issues, addiction or substance abuse, stress, grief, anxiety and depression. The program may connect employees to community services or financial consultation services and provides immediate telephone access to a registered nurse. It's available free of charge, 24/7, and is run by an independent third-party program provider.
- **Feeling Better Now Program:** TD offers a confidential online service that provides tools to assist employees and their health-care professional identify, diagnose and follow mental health concerns using the best available practices developed by leading authorities.
- **Ergonomic Awareness Training:** This is an interactive workshop to educate employees on workstation set-up and physical posture and routines that reduce the risk of injury.
- **Guidance regarding serious diseases:** We provide online education, guidance and tools to assist our workforce regarding serious communicable diseases, such as malaria, AIDS, mononucleosis, hepatitis and tuberculosis.
- **Critical Incident Trauma Response Program:** This program helps employees deal with traumatic incidents in the workplace, such as robbery or the death of a colleague. It provides employees with immediate access to professional care and medical expertise.
- **Wellness discounts:** In 2008, TD introduced various wellness-related discounts (several gyms and a weight-loss program) that employees can access in many communities across the country.
- **Back-up childcare:** Employees in six Canadian cities have access to emergency back-up childcare arranged by TD through a third party at a reasonable annual cost.

Our commitment to well-being extends across our global footprint, with other TD businesses offering initiatives similar to those named above, as well as their own programs that respond to local employee preferences. For example:

- **Australia:** TD Securities Australia has a Workplace Wellness Program that provides employees with flu vaccinations, health screenings, health learning seminars and more.
  - **U.K.:** TD Waterhouse U.K. and TD Securities U.K. have multiplied their efforts over the past year to promote a greater feeling of employee "well-being", which is a focus area of their local corporate social responsibility program. They have run campaigns to raise awareness of healthy eating, cancer and the dangers of smoking and stress, and other vital topics. Employees can also take advantage of yoga classes, massages, healthy heart assessments, on-site blood donations, flu vaccinations and lunch-and-learn sessions, all designed to support employees in healthy, balanced living and working.
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## Employees

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### Respecting Employee Rights

We have policies and guidelines — such as *Our Respect in the Workplace Policy* and our *Employee Code of Conduct and Ethics* — to protect and promote the human rights of our employees throughout our operations. Learn more in the [Human Rights](#) section.

When it comes to employee/management relations, we adhere to the highest standards, and our philosophy is to create positive working environments where employees don't feel the need for third-party representation. While we prefer to work directly with employees, they have the right to decide whether they wish to be represented by a third party or not, and we respect each employee's right to choose as embodied in our Guiding Principle "respect each other."

TD Meloche Monnex has a long-established bargaining unit of 333 employees, or 0.45% of our total employee population, represented by the Teamsters at one of our Montreal locations. Formal agreements with the union cover a wide range of topics such as health, safety and vacation issues. TD has no operations in which the rights to exercise freedom of association and collective bargaining are at risk.

#### Helping Employees Through Changes

Helping employees understand and accept changes that directly affect them is a priority for TD. We're committed to keeping people informed and up to date by sharing what we know and by encouraging them to share their views with their manager.

- To support our managers, who in turn support their teams through key change initiatives across TD, we provide the one-day workshop "Making Sense of Change" for People Managers. It provides best practices for communicating change, anticipating employee reactions to change and addressing employee questions and rumours.
- With branch or business area consolidations, we make every effort to minimize the overall impact through natural attrition and managing our hiring levels in advance.
- When people are displaced as a result of job loss, staffing reductions or consolidation, they are first given the opportunity to apply for other jobs internally. TD also has a strong preference to staff vacancies from within the organization in order to deploy resources that are displaced, and retraining is offered as appropriate.
- In cases of job elimination, our policy for employees not covered by a collective agreement is to provide at least 30 days' notice. This exceeds the terms that are set forth in TD Meloche Monnex's collective bargaining agreement.
- For employees who lose positions due to consolidations or staffing reductions, severance packages are offered that meet or exceed regulatory requirements and industry best practices.

From time to time we do have to make difficult business decisions that mean reducing staffing levels. In early February 2008, we announced that our Edmonton e.Bank Telephone Banking Call Centre would be closing by the end of July 2008, with calls redirected to our London and Markham call centres. This decision affected approximately 140 employees, who were given the option to relocate to the other call centres or move to another TD opportunity in the Edmonton area. At the same time, TD Insurance announced in 2008 that it would be creating 200 new jobs in New Brunswick, the result of expanding its Saint John Client Service Centre and establishing a new National Claims Response Centre.

In the U.S., as part of the integration of TD Banknorth and Commerce in 2008, we entered into a severance agreement that provides individual employees with at least 60 days' notice in the event their position is eliminated as a result of the integration. All decisions are vetted by our HR Integration Office before any communications occur to ensure a consistent experience for all employees. Last year we completed a series of town halls throughout the U.S., where the CEO of TD Bank, America's Most Convenient Bank and members of the management team presented updates and participated in a Q&A panel where employees could ask questions as part of every integration-related activity.

## Employees

### Workplace Profile

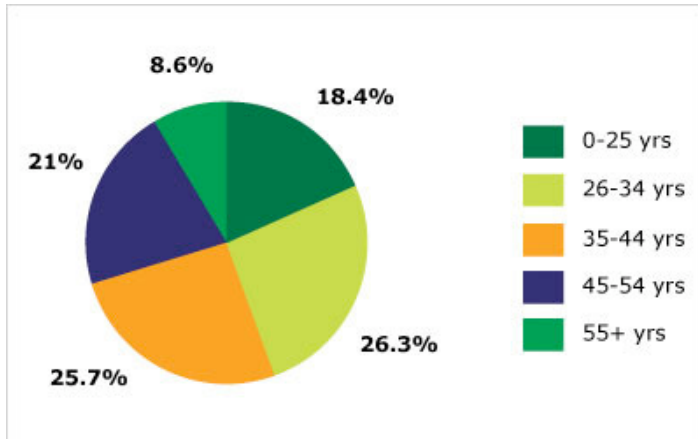
Global Workforce	
Canada	50,348
U.S.	23,466
International <sup>1</sup>	897
<b>Total</b>	<b>74,713</b>

<sup>1</sup>TD Waterhouse U.K. and Wholesale Banking in Europe, Asia-Pacific and Latin America/Caribbean.

Canadian Workforce			
Province/Territory	Full-time	Part-time	Total
Alberta	2718	1398	4116
British Columbia	2908	1553	4461
Manitoba	440	238	678
New Brunswick	178	114	292
Newfoundland and Labrador	92	46	138
Northwest Territories	9	2	11
Nova Scotia	348	148	496
Ontario	27902	8576	36478
PEI	45	22	67
Quebec	2174	876	3050
Saskatchewan	307	226	533
Yukon	20	8	28
<b>Total</b>	<b>37,141</b>	<b>13,207</b>	<b>50,348</b>

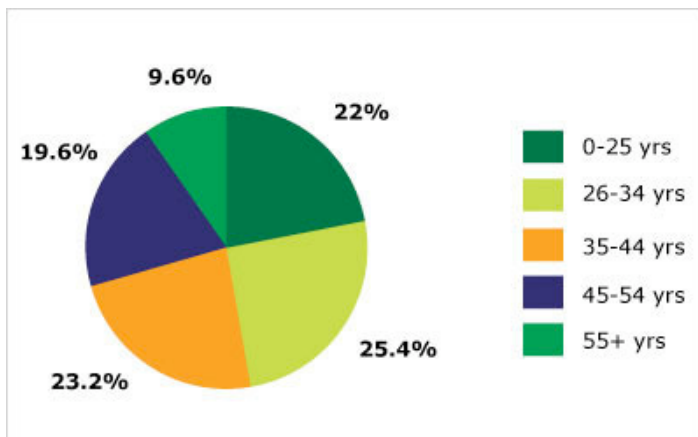
### Age Profile of Employees in Canada

(as % of Canadian workforce)



### Age Profile of Employees in U.S.<sup>2</sup>

(as % of U.S. workforce)



<sup>2</sup>Data for TD Bank (representing 23,068 employees); does not include Wholesale Banking (398 employees).

Employee Turnover Rates (2008)			
	Voluntary	Involuntary	Total
Canada	9.74%	3.70%	13.44%
U.S.	9.50%	4.60%	14.20%

Turnover rates for Canada do not include TD Meloche Monnex.

All figures as at October 31, 2008.

Employees

## 2008 Performance Scorecard

What we said in last year's report, and how we measured up.

Item	Priorities for 2008 Identified in Last Year's Report	2008 Results	Self-Rating
<b>Employee well-being</b>	Introduce new health and wellness information to all TD employees, including access to a Health Risk Assessment Tool.	<ul style="list-style-type: none"> <li>Launched new wellness website, including a video library, for all Canadian-based employees; Health Risk Assessment Tool to follow in the future</li> </ul>	✓
<b>Pension and benefits</b>	Continue to make benefit and pension programs more flexible and easier to understand.	<ul style="list-style-type: none"> <li>Launched online tools in Canada so that employees can create various potential retirement scenarios to better plan for their futures</li> <li>Simplified delivery of Benefit Credits to make them easier to understand</li> <li>Increased flexibility by allowing the carry-over of up to five days vacation into the next calendar year</li> </ul>	✓✓
<b>TD Pulse internal survey</b>	Focus on continuous improvement in employee satisfaction, engage more teams and People Managers in the action-planning program.	<ul style="list-style-type: none"> <li>Employee engagement score rose to 4.18 in fall 2008 from 4.14 in fall 2007 in our global workforce survey (five-point scale); 83% of employees reported a positive score</li> </ul>	✓✓
<b>Leadership development</b>	Launch the next phase of leadership development, Build for the Future, and continue to enhance our management training curriculum.	<ul style="list-style-type: none"> <li>Launched Build for the Future, with 180 executives completing the program</li> <li>Strengthened our management training, introducing the new LEAP initiative</li> </ul>	✓✓
<b>Aligning human resources policies and programs</b>	As we continue to build a fully integrated North American organization, TD and TD Bank will further align their human resources programs and policies.	<ul style="list-style-type: none"> <li>Aligned a number of workplace programs and policies</li> </ul>	✓
<b>Corporate responsibility in the U.K.</b>	TD Waterhouse U.K. will be further implementing a corporate responsibility program, focusing on financial literacy, well-being and the environment, and engaging employees in the initiatives.	<ul style="list-style-type: none"> <li>TD Waterhouse U.K. continued to expand its corporate responsibility program in the workplace, through new initiatives such as Your Feedback meetings to solicit greater employee input, more lunch-and-learn sessions and on-the-spot excellence awards recognizing employees who have gone the extra mile</li> <li>TD Securities U.K. launched a formal</li> </ul>	✓✓

		corporate responsibility program starting in April 2008, introducing new employee wellness initiatives and ways for employees to get involved	
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**KEY:** ✓✓✓ Achieved ✓ Made progress ✗ Made little progress or not achieved

**Other 2008 Highlights**

- TD was named one of Hewitt Associates' 50 Best Employers in Canada. Our overall employee engagement score has jumped 22% since the first year we participated in the Hewitt survey.
  - For the third year in a row, TD was the only major financial institution to be named one of Canada's 50 Best Workplaces by the Great Place to Work Institute.
  - TD was named one of Canada's Best Diversity Employers for 2008 by MediaCorp.
  - See the Awards [section for more](#).
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## Employees

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### Priorities For 2009

Among our key priorities for the year ahead:

#### Canada

- **Employee experience:** Maintain our focus on making TD a great place to work, engaging employees in our ongoing journey. Improve employee engagement score year-over-year.
- **Employee wellness:** Expand availability of online health and wellness information to all TD employees. Introduce a program to allow employees to use TD-provided Benefit Credits to purchase wellness-related items, such as gym memberships.
- **Total Value programs:** Continue to make benefit and pension programs more flexible and easier to understand, by delivering information to employees in new and creative ways. Launch new TD Pension Plan in Canada, a defined benefit pension plan that includes a fully Bank-paid portion and an optional top-up. Continue to evolve retired alumni programs and engage with our retired alumni.
- **Diversity and talent management:** Continue to build an inclusive culture and invest in employee and leadership training and development to attract, motivate and retain the best employees.
- **Our feedback loop:** Through our Between Us — Employee Ombuds Office, continue to provide employees at all levels with a neutral and confidential resource to discuss and listen to their concerns.

#### U.S.

- **Total Value programs:** Begin to transition to a common compensation program, including a retirement and benefit plan offering for U.S. employees. Implement an integrated reward and recognition program.
  - **Diversity and talent management:** Build an inclusive culture to attract, develop and retain the best talent. Define and execute a three-year strategy. Build our North American talent brand and actively participate in on-campus recruitment.
  - **Learning and development:** Deliver world-class integration training and development and continue to place in Training magazine's Top 125 Awards, the leading annual ranking of employer-sponsored workforce training and development.
  - **HR policies and practices:** Align human resources policies and practices across TD Bank, such as flexible work options, and communicate them to employees.
  - **Performance culture:** Launch a unique performance culture, founded on WOW!ing (providing legendary service to our customers) and Winning! (being the better bank).
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## Employees

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### TD Stories

#### Bankers go back to school at TD University

When employees in the U.S. need to go back to school, where do they go? TD University. Our culture, brand and corporate identity all stem from the classrooms of this training and development centre. Since its inception in 1992, the university has grown to 51 satellite locations in addition to our main campus in Mount Laurel, New Jersey. TD University offers classroom learning as well as webinars, online programs and on-the-job training.

Our strategic alignment with business objectives allows TD University to provide a dynamic mix of fun-filled, reality-based, customized educational and talent development programs. They are specifically designed to advance business-critical competencies and skills needed by our employees to retain our competitive advantage, continue to generate WOW! customer experiences and drive our ongoing rapid growth.

In 2008, our university was in the Top 50 Training Organizations across the globe in Training magazine's Top 125 competition.

#### Welcoming new employees ... with Traditions!

When new hires begin their first day on the job, TD Bank in the U.S. aims to WOW! new employees with Traditions! From senior executives to part-time tellers, this all-inclusive orientation is like no other.

From the greeting by our mascot to the movie theme — complete with marquee, popcorn, and trivia — this program inspires new employees to deliver WOW! service to our customers. Employees leave with an understanding of our corporate mission and the importance of their roles in supporting that mission. This high-energy, fun course is so special that instructors must pass performance tests to facilitate it.

To further welcome new hires, we offer Traditions 2. This expands on their learning, and key messages are reviewed and reinforced. Through self-evaluation, employees determine how to perform better within our culture and their individual work environments. The Traditions series demonstrates our commitment to being a great workplace right from the first day an employee starts with us.

#### Developing great people

*"My internship within TDBFG provided me with the opportunity to gain first-hand experience within my field, while further developing and expanding my skill set. Throughout my term I was able to work with a diverse group of individuals, who provided valuable lessons and insight into the financial industry and my career path. Words cannot express how grateful I am for the opportunity granted to me through the Career Edge program at TD."*

James Crowe, Career Edge intern

*"The TDBFG Management Rotational Program has helped me tremendously to put my core skills into practice and to work in areas of the bank that best match my interests and where I can add most value. I have worked for several large organizations in the past, and what strikes me the most is the success with which TD has managed to create an inclusive and informal corporate culture where everyone strives to help their colleagues achieve their goals — that is a sign of a great organization to me!"*

Hristo Kojouharov, TD Management associate

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Customers/Clients

## How are we creating a great customer and client experience?

Delivering a great experience is a calling for us at TD. We want to WOW! our customers and clients with award-winning service. We also want to make sure we're acting on issues that matter to them — from providing strong privacy and security safeguards to offering products that are accessible, responsible and right for their needs.



### 2008 Performance Scorecard

How did we do last year?

### Priorities for 2009

What we have planned for the year ahead.

### Our Approach

Focusing on service and convenience.



### Customer/Client Diversity

Welcoming and supporting customers and clients in all their diversity.



### Listening and Responding

Listening to customers and clients and handling their concerns.



### Customer Protection

Safeguarding our customers and clients.



### Product Responsibility

Designing and delivering our products in a responsible manner.



### TD Stories

Stories and testimonials.



### Accessible Services

Ensuring our products, services and facilities are accessible to all.



## Customers/Clients

### Our Approach

Our commitment to being the better bank is a journey we've been on for many years. We're a growth-oriented, customer focused, integrated bank that owns the brand position of North America's most convenient bank. We're focused on getting the job done better every day than our competitors. We make that happen by staying focused on our strategy, removing barriers that inhibit customer service and making everything we do as simple and straightforward as possible.

#### Legendary Service and Convenience

Our brand is synonymous with legendary service and convenience. And it's all thanks to our dedicated employees, who are passionate about understanding their customers and clients, owning their problems and finding the right solutions. *"Be customer driven"* is one of TD's [Guiding Principles](#), a core pillar of our business that guides our vision to be the better bank wherever we operate. We're also unique in our focus on operating in an integrated way. We want to ensure our customers' and clients' experience is consistent throughout the bank — and that we work as a team across businesses to deliver the best solutions.

#### Building the Better Bank — 2008 Highlights

- Expanding in the U.S.:** In 2005, we acquired TD Banknorth, a leading retail financial institution in the northeastern region of the U.S. with an excellent service reputation. In March 2008, we acquired another outstanding bank in the region, Commerce Bank, with more than 450 branches. In late October 2008, we integrated these two great brands under a new name: TD Bank, America's Most Convenient Bank. By fall 2009, all of our 1,100 locations in the U.S. will operate with this name.
- Uniting our insurance businesses:** Last year we brought together our four insurance businesses in Canada — Home, Auto, Life and Health — under one brand, TD Insurance. We also launched many improvements to our home insurance products to offer better choice to our clients through a more comprehensive offering, while at the same time simplifying the process of buying insurance. With our newly revamped product line, our clients have the widest range of home insurance products on the Canadian market.
- Working with clients to build their financial future:** A constant focus on improving the client experience is how our Wealth Management business is maintaining its industry-leading position and growing market share. What sets us apart? Our powerful platforms, unparalleled service and support, the most comprehensive investment research, and some of the most competitive rates in the industry. We continue to improve tools and access to research so clients can better monitor their investments and make more informed decisions. Last year we made several online enhancements, such as Portfolio Manager, a sophisticated performance tracking system, and Stock Screeners, which searches for investment opportunities based on preset or customized personal investment criteria. We were also the first discount brokerage in Canada to introduce a voice biometric identification system, offering better speed and security to clients accessing their account by telephone. Internationally, TD Waterhouse U.K. celebrated its 10th anniversary in 2008 and continued to grow its brand with new initiatives to make dealing "simple, fast and easy" for clients.
- Top three dealer in Canada:** Having navigated through significant market turmoil in 2008, TD Securities remains focused on producing high-quality earnings while solidifying its position as a top three dealer in Canada.

#### Banking whenever and wherever you're ready

In 2008, TD Canada Trust opened 30 new branches in Canada, while TD Bank in the U.S. added 29 new branches, known as "stores". We believe that service and convenience mean giving customers access to in-branch service around their schedules — not ours. That's why we extended our hours to be open 50% longer than our Canadian competitors and 50% longer than the norm of our major U.S. competitors. We also offer round-the-clock support to Canadian and American customers through our 24-hour online and telephone banking services.

#### A truly North American bank

TD made history in 2008, becoming the only bank with more than 1,000 retail locations on each side of the Canada/U.S. border.

## Our Global Customer Service Network

	Region	2008	2007
<b>Retail bank branches</b>	Canada	1,097	1,069
	U.S.	1,030 <sup>1</sup>	586
<b>Automated banking machines</b>	Canada	2,653	2,583
	U.S.	1,572 <sup>1</sup>	768
<b>Business Banking Centres<sup>2</sup></b>	Canada	168	165
<b>Insurance offices</b>	Canada	10	10
	U.S.	18	21
<b>TD Waterhouse locations</b>	Canada	158	128
	International	3	3
<b>TD Securities offices</b>	Canada	4	4
	U.S.	3	3
	International	8	8

All figures as at TD's fiscal year end (October 31).

<sup>1</sup>Large increase is the result of the acquisition of Commerce Bank.

<sup>2</sup>Stand-alone business banking centres. TD Canada Trust also has business banking facilities within retail branches. In the U.S., all business banking centres are located in retail branches (known as "stores").

Customers/Clients

## Listening And Responding

### Measuring the Customer Experience

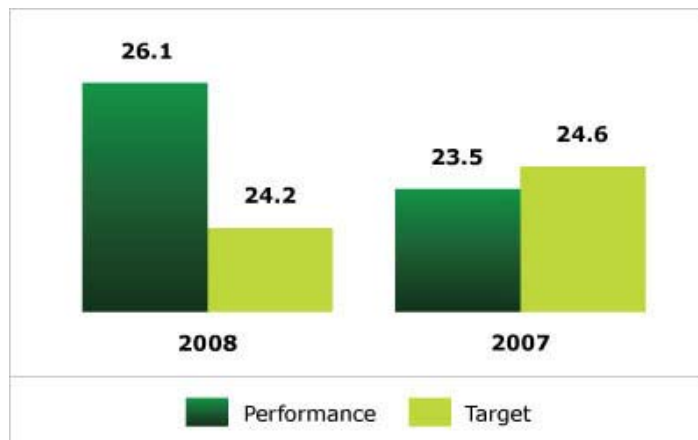
In a business as competitive as financial services, customer opinions count. At TD, they count a lot. We use various methods to tap into our customers' and clients' experiences and expectations so we know where we're excelling and where we need to step up.

- **Canada**

TD monitors customer experience levels each and every day through our Customer Experience Index (CEI). The CEI measures "net promoter scores" to assess customer advocacy — customers who would actively promote and refer TD products to friends and family. The net promoter score is calculated by taking the number of customers who are strong promoters of TD and subtracting those who are not. Results from this program are used to drive improvement within individual branches, offices and electronic channels, and annual targets are set and linked to everyone's compensation at TD, from the President and CEO to customer service representatives.

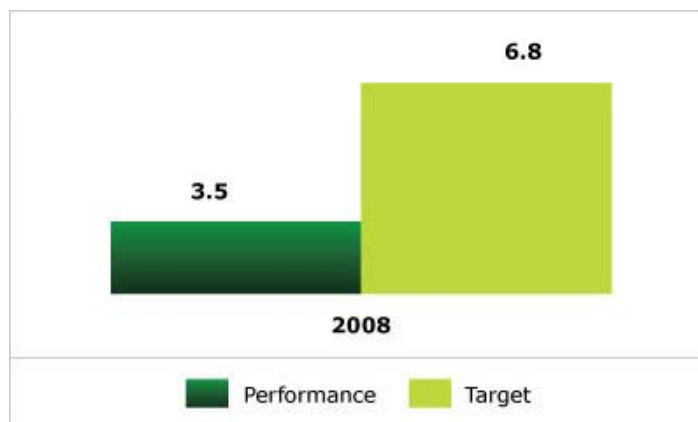
**TD Canada Trust banking results:** In 2008, interviews were conducted with more than 400,000 banking customers. We achieved a CEI score of 26.1%, which was 1.9 points above our target of 24.2%. We performed well on the following attributes: recognizing you as a valued customer, leaving you feeling confident that your needs will be taken care of, showing genuine interest in helping you and exceeding your expectations through the service provided.

TD Canada Trust Customer Experience Index



**Wealth Management results:** In 2008, TD Wealth Management changed its survey process from the Customer Service Index (CSI) to the CEI. Approximately 19,500 clients across eight TD Waterhouse businesses were interviewed in 2008. TD Wealth Management achieved a CEI score of 3.5% for the year, which was 3.3 points below our target of 6.8%.

### Wealth Management Customer Experience Index



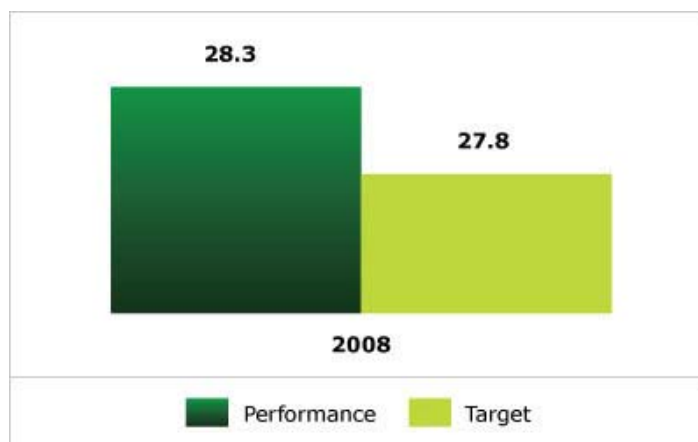
(note: results for 2007 not comparable as a different survey method was used)

**Wholesale Banking results:** In 2008, we achieved a satisfaction rating of 72.9%, which is statistically in line with our 2007 rating of 76.0%. We learned that customers are happy with the service TD Securities provides, giving high marks to the company for instilling confidence, showing genuine interest in helping and ensuring accuracy in the service it offers.

- **United States**

In the U.S., we gauge satisfaction and loyalty levels through the **Customer WOW! Index (CWI)**, which we introduced in 2008 for TD Banknorth. This index is similar to the Customer Experience Index used in Canada and determines customers' level of advocacy for our organization. More than 130,000 interviews were conducted with our customers, and we achieved a score of 28.3%, 0.5 points above our target of 27.8%.

### Customer WOW! Index



(note: results for 2007 not available for combined U.S. operations)

### Responding to Concerns

Customer and client feedback is not just about hearing the good news. There are times we don't get it right. Listening and responding to complaints help us get better — and reflect an approach to treating customers and clients with respect. Each of our businesses spanning the globe is responsible for problem resolution and has internal processes in place to ensure that complaints are welcomed and addressed in a consistent and timely manner. In the U.S., for instance, TD Bank strives to resolve 80% of complaints referred to a higher level of management within two days, and in 2008 achieved 90% resolution within that time frame. We are very transparent with our [problem resolution process](#), with information readily available on our website and in branches.

Most problems are resolved upon initial contact. If that isn't possible, the issue is referred to a senior officer. In Canada, customers and clients may also contact the [TD Office of the Ombudsman](#), which acts as an independent intermediary, striving to resolve all problems fairly and impartially. The financial industry's Ombudsman for Banking Services and Investments may be contacted if a customer's concern still remains unresolved to his or her satisfaction. In the U.S., TD Bank has similar escalation processes in place. Customers may also contact the Office of the Comptroller of the Currency, an agency of the U.S. government, to make a complaint.

<b>Handling Complaints (Canada)</b>			
	<b>2008</b>	<b>2007</b>	<b>2006</b>
Complaints investigated by TD Ombudsman	234	230	211
Complaints in which TD Ombudsman ruled in full or partial agreement with customer	112	94	100
Complaints referred to external industry ombudsman (Ombudsman for Banking Services and Investments)	23	25	21
Complaints investigated in which external ombudsman made recommendations in favour of customer	12	5	3

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**Customers/Clients**

## Customer Protection

Our customers and clients count on us to diligently safeguard their money and interests. We are committed to upholding the highest standards of ethics and integrity, honesty, confidentiality and security — in every respect, without exception and at all times.

### Employee Conduct

Employees must comply with our Code of Conduct and Ethics, which defines organizational expectations and the way we do business. In addition, certain businesses in TD have supplementary codes of conduct and policies that apply to their employees that also require compliance.

We have Web learning compliance courses covering various topics related to consumer protection and responsible business conduct (see chart below). Successful completion is monitored and mandated on an annual basis for all applicable employees and for new employees within 30 days of taking a position. Additional training, job aids, meeting planners and other learning tools are also made available to retail branch employees to help ensure awareness of and compliance with consumer protection measures, including anti-corruption policies and procedures.

Key Compliance Training Programs*	Employees who must complete program every year
Consumer Protection	Employees in relevant job functions
Privacy	All
Information Technology Security Awareness	All
Anti-Money Laundering	All

\* Canada only

### Respect for Privacy

As an organization, we believe that implementing and managing our privacy policies and practices are among the most important things we do. Financial services, perhaps more than any other business, relies on the trust and confidence that exist with its customers and clients.

We have privacy policies and practices in place across our global operations and we respect all privacy laws in countries where we do business; examples include the *Personal Information Protection and Electronic Documents Act* in Canada and the *Gramm-Leach-Bliley Act* in the U.S. TD employees are trained to respect and safeguard customer privacy at all times. Our privacy program is reviewed by internal auditors, and regular reporting is provided to the executive level.

Substantiated Privacy Complaints <sup>1</sup>	2008
Privacy complaints made by customers in which the Office of the Privacy Commissioner of Canada (OPCC) ruled in favour of the customer	2

<sup>1</sup>Canada only.

## Information Security and Fraud Protection

We take great care to make sure our services and networks are secure. TD has dedicated security and fraud management professionals who develop and oversee security standards to protect our systems and customer and client information against unauthorized access and use. They continually assess our security programs to ensure they are robust and reflect global trends and standards.

All employees are aware of the procedures that must be taken to safeguard customer and client information. The importance of customer security is detailed in our employment agreements and regularly confirmed in writing. To give TD customers and clients extra security:

- We communicate tips through our websites and brochures to help customers protect themselves against identity theft, email scams and other fraud risks.
- At automated banking machines in Canada, mirrors allow customers to see anyone standing behind them, and there are protective metal shields to help hide PIN information.
- In Canada, clients who invest and trade online are protected by our WebBroker Security Guarantee, whereby they receive 100% reimbursement for losses from unauthorized online brokerage activity. Retail customers who bank online are backed by our EasyWeb Security Guarantee, whereby they receive 100% reimbursement if account losses occur via unauthorized EasyWeb activity.
- In 2008, we introduced the next generation of secure payment technology in Canada — the TD Visa chip card equipped with the Visa payWave features. In Kitchener-Waterloo, Ontario, customers tested the new card to pay for small dollar purchases (typically under \$25) simply by waving their TD Visa chip card near a Visa payWave reader. The technology provides increased protection against counterfeiting and skimming fraud as the encrypted data on the card is virtually impossible to copy.

## Anti-Money Laundering and Anti-Terrorist Financing

To combat money laundering and terrorist financing, TD has robust policies and programs in place, including tracking tools to monitor suspicious transaction activity. We continually update our deterrence and detection infrastructure and train employees in compliance controls so we stay ahead of these sophisticated crimes. We also share intelligence as permitted by law and coordinate our efforts with governments, law enforcement agencies, international organizations and others in the financial industry.

## External Codes of Conduct

TD abides by several industry-level codes of conduct and public commitments designed to safeguard consumer interests. [Learn more in our Code of Conducts section of our website.](#)

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## Customers/Clients

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### Product Responsibility

From bank accounts, credit cards and mutual funds to loans and mortgages, we design and deliver all the products we offer in a responsible manner. That means ensuring our products and services:

- Align with our corporate values and [Guiding Principles](#);
- Adhere to strict internal development standards, risk management processes and industry codes of conduct; and
- Meet or exceed all applicable laws and regulations where we operate.

#### Customer Health and Safety

TD is vigilant in sustaining its excellent health and safety record. We actively promote healthy and safe conditions for customers, clients and employees through policies and practices addressing such issues. [Learn more in our Workplace Health and Safety section](#).

#### Environmental Solutions

Paperless banking and investment methods are among the choices we offer to help our customers and clients lessen their environmental footprint. Learn more in the [Green Choices for Customers section](#).

#### Product Information

We want to help our customers and clients understand the financial universe. They expect us to be transparent and provide informative communications so they can make educated decisions about their financial affairs.

Our approach is to ensure that employees take sufficient time to explain issues and answer questions. We make product and fee information readily available in our branches and investment centres, as well as on our website, and we present it in clear, easy-to-understand language. We are committed to advising customers and clients of any prospective changes to our fees and charges well in advance of them taking effect. Many of our business lines host educational seminars for their clients throughout the year. TD Waterhouse, for instance, delivers seminars on investing basics, registered savings plans, online trading and more.

In countries where we operate, TD meets or exceeds the laws and regulations requiring us to disclose certain basic information about the financial products and services we offer. For example:

- Consumer laws in Canada require us to give customers and clients clear and timely information about interest rates, fees, borrowing costs and terms and conditions, as well as to provide sufficient notice of branch closures and a listing of [facility openings and closings](#) each year, among other things.
- In the U.K. and Ireland, we are governed by the Markets in Financial Instruments Directive, as well as by local regulatory bodies, which require us to communicate openly and clearly with our clients, especially in circumstances where we may be in a conflict of interest.

#### Responsible Sales and Marketing

We strive to ensure that our products and services meet genuine needs and that customers and clients do not feel any undue pressure to buy unwanted products or services, including doing so as a condition for obtaining any other product they may want. In any dealings with TD, every customer is entitled to freely choose financial products and providers, and we expect all employees to respect that fundamental right.

Promoting our products and services responsibly is also a fundamental obligation. TD has programs and processes in place, including internal legal reviews, to ensure adherence to laws and regulations related to marketing communications, including advertising, promotion and sponsorship. For more information, including our compliance record, see the [Conduct & Ethics section](#).

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## Customers/Clients

### Accessible Services

At TD, we're dedicated to offering products, services and facilities that are accessible by all people, including those who may not otherwise have easy access to financial services — such as persons with disabilities, seniors and those with low or vulnerable incomes.

#### Persons With Disabilities

One of the goals of TD's Diversity Leadership Council is to have persons with disabilities view us as a bank of choice. Each year we continue to provide increased accessibility to TD products, services and facilities for persons with disabilities. For example:

- All automated banking machines in Canada and 99.87% in the U.S. (1,570 out of 1,572) are equipped with audio functionality.
- TD has been a leader in introducing and delivering online services, which are convenient and affordable for people of all abilities. Our accessibility websites on [tdcanadatrust.com](http://tdcanadatrust.com) and [tdwaterhouse.ca](http://tdwaterhouse.ca) are aimed at keeping customers and clients informed of our available offerings and accommodations. They also feature a feedback form and toll-free number so that we can continually look to make improvements based on what matters to our customers and clients.

#### Seniors, Students/Youth and Low-Income Customers

For seniors, we continue to enhance the accessibility of our premises and services. In Canada we offer the Plan 60 Chequing Account, which features unlimited free transactions and special discounts.

TD also works to ensure those with low or vulnerable incomes have the opportunity to open an account and perform banking transactions. For example:

- In Canada, we offer the Value Account, a low-fee, basic banking option; a Youth Account providing free unlimited transactions for those under 19 years of age; and a Value Plus Chequing Account with no monthly fee for post-secondary school students.
- We comply with Canadian government Access to Basic Banking Services Regulations by cashing government-issued cheques that are \$1,500 or less at no charge for non-customers and by opening personal banking accounts regardless of whether a person is unemployed, is or has been bankrupt or can't make an initial deposit, as long as required conditions are met.
- In the U.S., TD Bank offers the SimplyFree Personal Checking Account that starts free and stays free, with no monthly maintenance fees. TD Bank opened five new branches in low- or moderate-income areas in 2008 and continues to look for ways to improve access to credit for people in these areas through special products and educational seminars.

#### Accessibility and accommodation in Canada

- Bank documentation, such as credit card statements and personal cheques, is available in alternate formats at no additional charge, upon request. The most popular alternate formats are large-font and Braille. Our Annual Report can be provided in an audio format.
- In 2008, we added electronic large-font versions of our most popular brochures to our accessibility website, providing customers and clients with another convenient way to access product and services information.
- TD provides generic large-font and Braille business cards in all customer-facing locations.

- Customers who are Deaf, deafened or hard of hearing can use our TTY services, which utilize teletype devices with written text for communication, or conduct their telephone banking transactions through Relay Services.
  - We've designed our online sites according to international guidelines on Web accessibility. That means our website content is easy to use, navigate and listen to for customers with visual, hearing or dexterity challenges.
  - We have an External Advisory Committee, with representation from groups that promote the needs of persons with disabilities, which provides input on initiatives to support an inclusive banking experience at TD.
  - The TD Premises Accessibility Standard is our own high internal benchmark for ensuring all new premises are fully accessible. Our standard meets or exceeds applicable code requirements nationally and aligns with the Canadian Standards Association's guidelines for accessible design of buildings and facilities.
  - TD operates from a number of existing older facilities, and we are constantly making modifications to make them accessible. In 2008:
    - We completed 211 retrofit projects at retail branches and investment centres to provide designated barrier-free parking spaces and/or ramps, automatic door operators and accessible greeter stations, teller stations and offices.
    - We invested \$1.16 million to retrofit 39 corporate offices across Canada to meet the TD Premises Accessibility Standard. Enhancements included providing adequate wheelchair manoeuvring space in meeting rooms; providing power operators on main entrance doors and ensuring that existing card readers, phones and power operators were relocated to the correct accessibility levels; and lowering sinks and counters to allow for accessibility.
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Customers/Clients

## 2008 Performance Scorecard

What we said in last year's report, and how we measured up.

Item	Priorities for 2008 Identified in Last Year's Report	2008 Results	Self-Rating
<b>Customer research</b>	Expand new Customer Experience Index (CEI) survey tool to wealth business in Canada and TD Bank's retail and online operations in the U.S.	<ul style="list-style-type: none"> <li>● Expanded CEI to wealth business in Canada</li> <li>● Piloted CWI to Legacy Commerce Stores and WOW! (Mystery Shop) Program for Customer Integration Activities (e.g., Accommodation Banking)</li> </ul>	✓✓✓
<b>Customer protection</b>	Implement the Canadian government's updated anti-money laundering regulations, helping to ensure the safety and security of Canada's financial system.	<ul style="list-style-type: none"> <li>● Incorporated the updated government regulations</li> <li>● Continued to maintain strong systems and practices to safeguard customers and clients and their data</li> </ul>	✓✓✓
<b>Accessibility</b>	Continue to increase the accessibility of branches and corporate offices for persons with disabilities, targeting over 60 office locations in Canada as part of ongoing retrofitting, with the goal of 100% completion by 2010.	<ul style="list-style-type: none"> <li>● Completed 211 retrofit projects at retail branches and investment centres</li> <li>● Invested \$1.16 million to retrofit 39 corporate offices across Canada</li> </ul>	✓✓✓
	Increase awareness of available customer service offerings in place to meet the needs of customers with disabilities.	<ul style="list-style-type: none"> <li>● Ran a successful online campaign highlighting our accessibility services</li> <li>● Displayed accessibility posters in all TD Canada Trust branches</li> <li>● Promoted customer accessibility features through our participation in events such as Mayfest and People In Motion</li> </ul>	✓✓✓
<b>Canadian banking</b>	Expand on our industry-leading customer service and convenience through continued investments in longer branch hours, new branches, employee training and development programs, and new sales and underwriting tools. Continue to develop relationships with more Canadians and deepen relationships with our existing customers and clients.	<ul style="list-style-type: none"> <li>● Expanded our retail branch presence and industry-leading branch hours in Canada, adding 30 new branches and 70 new automated banking machines to our service network</li> <li>● Achieved Customer Experience score of 26.1% (target 24.2)</li> <li>● Invested \$55.9 million in Canada in employee training and development</li> </ul>	✓✓✓

<b>Wealth Management</b>	Improve new client asset growth by increasing the number of client-facing advisors through competitive hiring and training programs for new and experienced advisors.	<ul style="list-style-type: none"> <li>● Added 130 client-facing advisors to our advisory businesses</li> <li>● TD Mutual Funds increased its market share to 8.44% from 7.89% in 2007</li> </ul>	✓✓✓
<b>U.S. banking</b>	Continue to deliver customer service that is above and beyond customer expectations.	<ul style="list-style-type: none"> <li>● Expanded our retail presence and industry-leading hours, adding 29 new branches/stores and extending hours at over 200 branches/stores</li> <li>● Expanded our ATM (automated teller machine) network and 24/7 call center service to all our customers from Maine to Florida</li> </ul>	✓✓✓
	Prepare and execute a transition plan for the operational merger of TD Banknorth and Commerce.	<ul style="list-style-type: none"> <li>● Completed the rebranding of both legacy organizations to TD Bank, America's Most Convenient Bank in Mid-Atlantic, Metro D.C. and Florida markets</li> <li>● Launched Accommodation Banking from Maine to Florida, providing customers with the ability to process day-to-day banking transactions in more than 1,000 stores regardless of their heritage bank (TD Banknorth or Commerce)</li> <li>● Launched simplified retail and business products across our operations</li> </ul>	✓✓✓

**KEY:** ✓✓✓ Achieved ✓ Made progress x Made little progress or not achieved

#### Other 2008 Highlights

- J.D. Power and Associates ranked TD Canada Trust Highest in Customer Satisfaction Among the Big Five Retail Banks for the third year in a row. In the U.S., they named TD Bank, America's Most Convenient Bank, Highest in Customer Satisfaction with Retail Banking in the Mid-Atlantic Region for the second consecutive year, and Highest in Customer Satisfaction for Small Business Banking, two years in a row.\*
- TD Canada Trust received its fourth consecutive Synovate Best Banking award for Customer Service Excellence among the Big 5 Banks.
- TD Waterhouse U.K. won Best Share Dealing Provider for the third year running and Best Online Share Dealing Provider for the first time at the Your Money Direct Awards, which recognize excellence in financial products and service.
- See the [Awards section for more.](#)

## Customers/Clients

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### Priorities For 2009

Among our key priorities for the year ahead:

- **Customer experience:** Continue to be a leader in customer convenience and service. Focus on improving Customer Experience Index in Canada and Customer WOW! Index in the U.S. Invest in core businesses to enhance the customer experience.
  - **Accessibility:** Continue to increase the accessibility of corporate offices for persons with disabilities, targeting 79 office locations in Canada with a \$2 million budget as part of ongoing retrofitting. Implement corporate policy on IT accessibility to promote enterprise-wide accessibility standards for the development and procurement of systems and applications. Continue to ensure our online sites are designed in accordance with international guidelines on Web accessibility so they're easier to use, navigate and listen to for customers and clients with visual, hearing or dexterity challenges.
  - **Customer protection:** Maintain strong privacy and security systems to safeguard customers' and clients' data.
  - **Responsible products:** Ensure that we continue to design and deliver all the products and services we offer in a responsible manner.
  - **Integration activities:** Continue to build and communicate the TD Bank brand within the U.S. market and fully integrate systems, policies and product offerings.
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## Customers/Clients

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### TD Stories

#### Introducing America's Most Convenient Bank

On the weekend of November 2, 2008, we unveiled our new brand — **TD Bank, America's Most Convenient Bank®** — across our Mid-Atlantic, D.C. and Florida operations. Our multi-faceted brand campaign definitely WOW!ed our customers and clearly signaled that TD Bank is on the move. The brand rollout had many impressive highlights, including: the total rebranding of 620 stores and corporate offices; installation of more than 9,000 TD Bank signs and panels and the rebranding of nearly 1,000 ATMs and 600-plus Penny Arcade Coin Counters.

This was a major milestone in bringing together the employees of the two legacy banks and providing customers greater convenience, services and locations. Additionally, on November 22, 2008 we introduced a simplified TD Bank retail and business banking deposit product set in our northern operations. Going forward, we are now able to sell essentially a single retail deposit product set from Maine to Florida. In business banking, our new products are the first step to enhancing and aligning business banking products across all of our markets.

#### TD star thinks outside the office

"Five years ago I met a young woman at the McDonald's near our branch when I went in for my daily morning coffee. In speaking with her each morning, I learned that she was a mother of four and was earning minimum wage in the same job for some 15 years. She had an account with us, but that was it. She mentioned that she had debt at a finance company that had haunted her for years.

"I told her to bring her statements to me to review and maybe we could do something for her. She didn't think a bank could ever help her, since in five years she had only paid off \$600 on the \$30,000 loan. After meeting, we were able to offer her and her husband a consolidation loan, and they were thrilled.

"This past month was the final payment on her loan — a milestone she has spoken about for the last year. On her final payment date, we surprised her with a thank you card and a bottle of Champagne to celebrate her "big day". Now she has set up a new mutual fund with a pre-authorized payment plan, depositing the loan payments that she no longer has!

"Paying off her debt has changed her life, and what a feeling it brings to know that we helped someone who thought no help was available."

TD's Karen Scullion, Financial Advisor, Peterborough, Ontario

#### Going the extra mile for seniors

"Our Mapleview Branch is known as one of the friendliest in Barrie because we keep that small town feel. I know most of our customers by name, and they know me. Since I get many phone calls each month from seniors asking, "Did the pension cheques come in yet?" I decided that every month we should have a Seniors Day.

"Now, on the day the pension cheques arrive, I put out coffee and cookies and I give our seniors a calendar that tells them when the cheques are deposited. As an added touch, I contacted the government to order copies of the free, large-print booklet *A Guide to Programs and Services for Seniors in Ontario*.

"Each Seniors Day my customers have a look of 'wow!' on their faces because they are amazed that we think of them and offer that extra something. Many customers have returned to tell me about how helpful the information they received from the government guidebook is and how it has made a difference in their lives — helping them access health and community services. When I see the sparkle in their eyes, I know that I helped these seniors experience a 'moment of truth.'"

TD's Onalee Frye, Customer Relations Coordinator, Barrie, Ontario

## **Delivering results**

Margot van Wettum-Lacoste, a working parent of four children, had enough to juggle without playing referee over the household computers at homework time. When her eldest daughter, Sophie, started her post-secondary education at a local Montreal college, Margot thought it was time to invest in a laptop that Sophie could use at home and school.

Despite storing the laptop in a secure area on campus, the unthinkable happened — the laptop was stolen. Margot had bought the computer with a credit card from another financial institution that had an insurance feature that would cover the cost of replacing certain items purchased with the card in the event they were stolen, lost or damaged. After a month of back and forth with her credit card company she was told that laptops were not covered by the insurance. A TD Insurance customer for over 10 years, Margot decided to look into making a claim through her home insurance — her claim was resolved within a week.

"The issue was not that my credit card company denied my claim a month after initially contacting them, it was the fact that they failed to look into the details of my policy at the onset," says Margot. "But through the helpful and friendly service at TD Insurance I had all the answers I needed within 5 minutes. As it turned out, my claim was approved and within a week I had a cheque in my hand to buy a new laptop for my daughter."

## **Supporting growth as strategic partners**

Throughout his 25 years as a bank customer, James Chim has consistently looked to TD for his personal and business financial needs. In the mid 1980s, after gaining experience in the financial and food industries, James looked to realize his entrepreneurial vision of bringing high quality Japanese cuisine to food courts across the United States. And the rest, as they say, is history. Sarku Japan has become one of the most successful Japanese quick service chains in America, serving 20 million customers annually at more than 200 locations in 36 states. As a TD Waterhouse Private Banking client, TD has been James' strategic partner, advising his executive team at every stage of his company's growth.

"Being based in Canada with operations in the United States, I need partners who understand the nuances of my business and are committed to delivering outstanding service — TD Waterhouse consistently comes through on both counts," says James. "The people I work with at TD have become a true extension of my executive team."

## **Rush delivery**

A relentless focus on the customer is fundamental to who we are at TD. Employees like Aida Couto exemplify our deep commitment to our customers. A supervisor in one of our U.S. retail locations, Aida placed a foreign currency order for a customer whose daughter was travelling overseas. Due to a delivery company mix-up, the order ended up at the wrong location.

When Aida realized the money wasn't going to make it on time she leapt into action to find a solution for her customer. On her day off, Aida drove to a local currency exchange provider to buy the currency and delivered the order to her customer on Saturday morning.

## **Taking care of customer interests in times of need**

In the fall of 2006, Kitty Myrer was told by a long-time client that he had been diagnosed with cancer. While he felt very positive about his prognosis, he wanted to tell her about his health condition out of courtesy and in case it affected him in the future.

Although the customer had no thoughts regarding insurance issues, Kitty immediately reminded him of the coverage he had purchased with his mortgage. She literally had to convince this client to submit a claim. Several weeks later, the customer called to question several hundred dollars that was credited to his account. They were in shock when they discovered that the mortgage had been paid in full, and the credit was residual funds.

In early 2008, Kitty received a call from the gentleman's wife with news that her husband had been given just three months to live. Since the husband had always handled the couple's finances, he was concerned for his wife's future and hoped Kitty could help. Kitty went to the clients' home, where they would be comfortable, and reviewed all of the family's finances to begin to put some structure together for the wife. This provided comfort to the dying client that his wife would have someone to count on.

Just four days later, the client passed away and his son came to the branch to meet Kitty and ask that she attend the wake and the funeral, since it would mean a great deal to the family. Since then, Kitty has worked with the family to complete a multitude of claim forms and paperwork. She continues to provide ongoing advice and support, and the widow recently noted that Kitty has been a "God send," as she has acted as a friend, advisor and counsellor during a difficult time.

TD's Kitty Myrer, Financial Services Representative, Dartmouth, Nova Scotia

### **Making a difference in a customer's day**

During a call John Dyson asked how the customer's day was going and he discovered that she was ready to talk about her kids. They chatted about setting up automated bill payment transfers to her son and investing her children's savings for greater growth.

The big moment occurred when the customer mentioned that she was worried about her son, who struggled in school because of his learning disability. "I cannot tell you how much this perked my interest, being a person with a learning disability myself," recalls John, who listened as the customer told him how some people had written off her son.

Identifying himself as a person with a learning disability, John told the customer about adaptive technologies that helped him. He added that TD Canada Trust hires a diverse range of people, which allows them to show that they are highly capable. The customer was thrilled to hear this, saying, "You have inspired me and I now know my son will get through it!"

"My customers share a lot of information with me because I am genuine and personal. The most important thing is when I can make a difference in someone's day," added John.

TD's John Dyson, Telephone Banking Specialist, London, Ontario

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**Green Choices for Customers** 🌱

Giving customers opportunities to help the environment.



## Environment

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### Our Approach

As a North American bank we are aware of how environmental issues are playing an increasingly important role in driving our economy, our business dealings and our lives. So what are TD's role and responsibility in this complex mix?

Our role is to ensure that we understand how the environment touches the different aspects of our business and to ensure that we are both managing our risks and realizing opportunities. Our responsibility is to deliver a high level of environmental performance as befits an industry-leading financial institution.

To this end, our environmental plan has been developed around four key components:

- Incorporating environmental considerations into our [financing and investment services](#);
- [Reducing our operational footprint](#);
- Creating [green choices for customers and clients](#); and
- Continuing to engage in [public policy environmental dialogue](#) and to use our analytical skills to promote informed discussion.

#### A truly North American bank

2008 was a watershed year for TD's efforts on the environmental front. We were the first Canadian bank to:

- commit to making our Canadian operations carbon-neutral, with 2010 as our target;
  - hire a Chief Environment Officer;
  - join the Montreal Climate Exchange — in doing so, we have committed to helping a wide range of businesses registered on the exchange meet their greenhouse gas (GHG) emission reduction targets;
  - sign the United Nations Principles for Responsible Investing — this means we will follow a clear set of environmental, social and corporate governance guidelines in our investment practices.
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## Environment

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### Our Commitments

Serving as the Bank's "green road map," our Environmental Policy and supporting Environmental Management Framework outline our commitments and approaches to key environmental issues.

#### Environmental Policy

Our Environmental Policy applies to all of our global business lines and corporate support functions. It includes principles committing TD to:

- Manage all aspects of our business to promote environmental responsibility;
- Ensure employees are aware of and implement the policy and identify ways to support continuous improvement in environmental performance;
- Encourage relationships with suppliers who have procedures in place to manage and comply with environmental laws or risks applicable to their businesses;
- Regularly review and update environmental standards and procedures;
- Engage in two-way dialogue with our government, business and community stakeholders in support of responsible environmental management and accountability;
- Incorporate environmental risk and opportunity assessment into our credit and lending policies;
- Encourage and support local, community-based environmental activities through the TD Friends of the Environment Foundation; and
- Manage our environmental footprint.

#### Environmental Management Framework

Our [Environmental Management Framework](#), developed in 2007, identifies four areas of focus: climate change, forest biodiversity, Aboriginal people and our operations.

To complement and enhance our Environmental Management Framework, we have recently revised our risk management framework to incorporate consideration of environmental risks and benefits into our lending and investing practices. See the section on [Responsible Financing](#).

#### Climate Change

Climate change is an environmental issue that has important economic and social consequences. Some of the changes we anticipate as a result of climate change include:

- Adapting our infrastructure to new temperature and precipitation regimes;
- Learning to live in a carbon-constrained world; and
- Developing innovative technologies and solutions aimed at energy conservation.

TD is working actively to understand developments in this rapidly evolving area. In 2008, we were the first major Canadian bank to commit our Canadian operations to being carbon-neutral in 2010. In early 2009, we will set a goal in relation to emissions from our U.S. operations. [Learn more in the Reducing Our Operational Footprint section](#)

We are also participating in the public policy discussions about developing regulations in Canada, the United States and the

world. In 2008, working in co-operation with the Pembina Institute and the David Suzuki Foundation, we sponsored the preparation of an economic analysis of the impacts of regulation of greenhouse gases in Canada. [Learn more in the Public Policy and Environmental Dialogue section.](#)

### **Forest Biodiversity**

The Canadian boreal forest (“the boreal”) is a unique and vital part of the national landscape, economy and Canadian cultural heritage. TD supports the efforts of our clients and other stakeholders in protecting the ecological integrity of the boreal.

In 2008, TD worked closely with the [Canadian Boreal Initiative](#) (CBI) to support the Boreal Information Centre. The CBI is a leading Canadian organization that brings together industry, environmental and Aboriginal interests around sustainable development solutions in Canada’s boreal region. [Learn more in the Public Policy and Dialogue section.](#)

### **Our Operations**

As a large North American service company, our direct environmental impacts relate to our operational real estate footprint — the energy, resources, paper and supplies we consume and our travel. In 2008, we launched our carbon neutrality commitment. As part of this initiative we have committed to reducing our carbon emissions through energy reduction initiatives at our facilities and also through purchase of “green energy” from renewable sources. We also continued our waste reduction, recycling and green procurement programs. [Learn more in the Reducing Our Operational Footprint section.](#)

### **Aboriginal Communities**

We recognize that the health, prosperity, identities and cultures of many Aboriginal communities in Canada and elsewhere in the world are intricately tied to the well-being of the environment — in particular, to the lands on which they live and the natural resources upon which they depend.

Built into our risk assessment, TD Securities will engage lending clients who may have projects or business affecting Aboriginal communities regarding their review of land claims and/or treaty obligations and the related risks these may pose and management strategies to address these issues. In addition, as part of our ongoing participation in various public policy forums and through our community investments, TD will continue to support social and economic development initiatives for Canada’s Aboriginal communities

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Environment

## Environmental Governance

Our commitment to the environment is embedded within our organization through various roles and practices, as outlined in the chart below. In 2008, we created and staffed the new position of **Chief Environment Officer**, who will lead our environmental portfolio and initiatives. We are the first Canadian bank to establish such a role.

Environmental Governance at TD	
Who	Roles and Accountabilities
<b>Risk Committee of the Board of Directors</b>	<ul style="list-style-type: none"> <li>● Oversee environmental policy</li> </ul>
<b>Environmental Steering Committee</b>	<ul style="list-style-type: none"> <li>● Chaired by Mike Pedersen, Group Head of Corporate Operations</li> <li>● Represented by key stakeholders from across TD</li> <li>● Sets and oversees high-level policy objectives and management of environmental issues</li> </ul>
<b>Chief Environment Officer</b>	<ul style="list-style-type: none"> <li>● Serves as key environmental adviser to senior executives and businesses on strategic issues, product development and investment and lending risk.</li> <li>● Enhances and expands the execution of our environmental agenda</li> <li>● Identifies business opportunities, as well as business risks</li> <li>● Executive oversight provided by the Group Head of Corporate Operations and, ultimately, the Risk Committee of the Board of Directors</li> </ul>
<b>Corporate Environmental Affairs</b>	<ul style="list-style-type: none"> <li>● Oversees TD's environmental standards, procedures, responsibilities and compliance mechanisms</li> <li>● Revises and augments the environmental management system along with relevant business groups, including Corporate and Retail Real Estate, Government and Community Relations, Legal and Risk Management</li> <li>● Monitors industry standards and trends</li> <li>● Reports to the Chief Environment Officer</li> </ul>
<b>Business Units</b>	<ul style="list-style-type: none"> <li>● Implementation of our environment program is a shared responsibility among all business units</li> <li>● Several departments within TD manage certain responsibilities; for example, our Retail and Corporate Real Estate groups focus on building energy-saving efficiencies in our facilities, while our Strategic Sourcing Group ensures that our purchases take environmental considerations into account</li> </ul>

Environment

## Responsible Financing

We have recently revised our risk management framework to incorporate consideration of environmental risks and benefits into our lending and investing practices.

### Responsible Lending

As a major lender to commercial and large corporate clients, we assess relevant environmental risks and work to mitigate environmental liability that might accrue to TD and to our clients.

- **TD Business Banking** incorporates appropriate environmental due diligence as an essential component of the lending process. Each account is assigned an environmental risk rating and based on the rating, additional due diligence may be required, including site visits.
- **TD Securities** carefully evaluates a client's environmental policy and track record. Due diligence tools such as site visits, completion of industry sector due diligence and/or Phase I or Phase II reports (completed by qualified, accredited third-party professionals) are utilized to establish an environmental risk rating. TD Securities requires all clients to represent that they are fully aware of all laws and governmental regulations as they apply to the environmental aspects of their businesses and that they are actively engaged in working with the relevant authorities to achieve and maintain compliance with those laws and regulations.

Where there are legal issues regarding the applicability of environmental law to the Bank's position, TD Securities will engage legal counsel. We also consider each client's corporate governance practices, assessing the independence, experience and qualifications of the members of the board of directors in light of the board's duty to supervise management decision-making in all areas, including environmental responsibility.

In 2008, TD Securities continued to develop tools to effectively identify and manage environmental risk when underwriting credit. The business also hosted educational seminars and external speakers and participated in industry conferences to enhance its knowledge and engage with stakeholders.

Progress Report — Environmental Management Framework Commitments Aspect: Lending & Project Financing	
2008 Commitments	2008 Progress
Continue to strengthen/enhance our due diligence procedures with respect to environmental and social issues across a variety of industries, including oil and gas, metals and mining, forestry and utilities	<ul style="list-style-type: none"> <li>● Developed a Risk Management Decision Tree (RMDT) that specifies the conditions to be applied to all lending transactions. It outlines tools to be used and circumstances under which transactions are to be declined, escalated or permitted to proceed.</li> <li>● Developed a High-Level Screen that is a key tool of the RMDT to be applied to all credit proposals. The tool channels credit investigation appropriately in terms of potential environmental and social issues.</li> <li>● Advanced industry sector due diligence guides.</li> </ul>
Increase our understanding of environmental and social issues across industries	<ul style="list-style-type: none"> <li>● Expanded our due diligence guides.</li> <li>● Enhanced financial sensitivity analysis depth through a</li> </ul>

	<p>quantification of the cost of carbon.</p> <ul style="list-style-type: none"> <li>● Participated in events and conferences and engaged with trade groups, etc.</li> <li>● Increased knowledge through our involvement in alternative energy transactions.</li> <li>● The Industry Risk Rating Review process will be upgraded in 2009 to reflect broad-based environmental and social issues</li> </ul>
Establish conditionality for the provision of financing in specific circumstances	<ul style="list-style-type: none"> <li>● Established Equator Principles policy and procedures.</li> <li>● Developed tools to categorize projects.</li> <li>● Undertook training for front-line, credit management and risk adjudication units.</li> </ul>

Equator Principles				
<p>In 2007, TD adopted the Equator Principles. Based on the policies of the World Bank and its private-sector arm, the International Finance Corporation, the Equator Principles provide a framework for determining, assessing and managing environmental and social risk in project financing. We've incorporated the Equator Principles within our Social and Environmental Credit Risk Policy. In 2008, TD reviewed 11 projects under this policy. We participated as project financiers for three oilsands projects, three gas-fired co-generation projects and one project each for pipeline, solar, gas storage, ethanol and school construction. We did not provide any advisory services in 2008.</p>				
Year	Projects Reviewed	Equator Principles Categories		
		A	B	C
2008	11	0	7	4

### Sustainable Investing

Major investment decisions at TD are made through TD Asset Management (TDAM). When making investment decisions, as a fiduciary TDAM has a duty to act in the best interest of its clients. We believe that environmental, social and corporate governance (ESG) issues can affect the performance of companies (to varying degrees across sectors, regions and time periods), in turn affecting investment portfolios.

In 2008, TDAM became a signatory to the [United Nations Principles for Responsible Investment \(UN PRI\)](#). The UN PRI were developed by an international group of institutional investors to recognize the increasing relevance of ESG issues to investment practices. As a signatory, TDAM has publicly committed to adopt and work toward implementing the principles, where consistent with its fiduciary responsibilities. The principles are as follows:

1. Incorporating ESG issues into investment analysis and decision-making processes.
2. Being an active owner and incorporating ESG issues into our ownership policies and practices.
3. Seeking appropriate disclosure on ESG issues by the entities in which we invest.
4. Promoting acceptance and implementation of the principles within the investment industry.
5. Working with others to enhance our effectiveness in implementing the principles.
6. Reporting on our activities and progress toward implementing the principles.

For more information, visit the [TD Asset Management website](#).

## Environment

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### Reducing Our Operational Footprint

As a large financial institution, our biggest direct environmental impacts relate to our operational real estate footprint, our consumption of energy, paper and supplies and the waste we produce. We strive to manage our daily operations in a manner that reduces or minimizes our direct impact on the natural world.

In this section, we highlight initiatives we have put in place and key performance indicators for the following areas:

- [Energy & GHG Emissions](#)
- [Waste Reduction](#)
- [Procurement](#)
- [Property Management](#)

Guided by our Environmental Management Framework, we adopted a systematic approach to achieving our goals and setting targets to measure our progress.

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## Environment

# Energy & GHG Emissions

### Commitment: TD Will Be Carbon-Neutral in 2010

In February 2008, TD announced that our Canadian operations will be carbon-neutral in 2010. Our carbon neutrality strategy consists of the following measures:

- **Improve Energy Efficiency**

Our initial commitment is to reduce carbon emissions, through internal energy efficiency measures, by 5% from the 2006 baseline. In addition to the environmental benefits of such projects, initiatives such as updating lighting systems in TD Canada Trust's branch network and assessing the energy efficiency potential of TD's data centres are demonstrating that substantial energy savings for TD are possible. Such potential, particularly with energy prices projected to increase over time, will be further explored.

- **Purchase Green Power**

TD will also seek to reduce its carbon emissions from electricity use through the purchase and use of green power generated from renewable energy sources. As a first step, we have worked with Bullfrog Power and the Pembina Institute to use green power for our ABM network. Now, all of our ABMs will obtain power from clean, emission-free generation sources such as wind power and low-impact water power.

"We're pleased to be working with TD to advance the development of renewables in Canada," said Tom Heintzman, president, Bullfrog Power. "TD Canada Trust's decision to green its Green Machines will not only reduce the Bank's electricity-related emissions footprint, it will also help to raise awareness about the choice many Canadians have to buy green power for their own homes and businesses."

- **Purchase and Invest in Carbon Reduction Projects**

For those emissions that TD is not able to eliminate through internal energy efficiency measures or green power purchases, TD has established an Emission Reduction Fund. The Fund will be used to purchase and invest in high-quality offset credits and projects. We will seek offset credits and activities that are effective, permanent and incremental, as well as opportunities to support local activities that are carried out by our community partners or other not-for-profit organizations. We will also look at how our activities in relation to offsets can support other objectives we have identified in our Environmental Management Framework.

- **Engage Our Businesses**

We need to provide the right kind of signals and incentives throughout our operations to make them more efficient. Our current ability to promote such efficiency is limited by the fact that the cost of carbon is not typically part of the calculations that go into making capital allocation and investment decisions. With that in mind, in 2009 we will begin to pilot an internal carbon-pricing mechanism. We expect that this will provide a direct incentive to TD businesses and functional units to explore innovative ways through which to reduce their emissions and, therefore, avoid the costs associated with those emissions.

### Energy Reduction Initiatives

TD Canada Trust — representing the majority of our premises in Canada — continues to centrally monitor and track energy consumption in our branches across the country and looks for ways to make our facilities more energy-efficient. In 2008:

- Energy lighting audits were completed at 851 retail branch locations with the goal of identifying additional energy savings opportunities. As a result, an energy lighting retrofit program affecting more than 650 retail locations is already being implemented, which will contribute to an annual GHG reduction amount of 2,500 metric tons of carbon dioxide equivalent.
- A Daylight Cleaning Program was set up at our Creekside facility in Mississauga, Ontario.
- Diagnostic tools were installed on HVAC (heating, ventilating and air conditioning) systems as part of a pilot study to identify improvements in mechanical performance, which may result in higher energy efficiency.

- A third party was hired to perform an energy audit at the Scarborough Operations Centre to determine operational efficiency of the site (also known as power usage effectiveness).
- A four-year lighting retrofit project was completed at our Scarborough Operations Centre. More than 4,500 lighting fixtures were modified, reducing power consumption by more than 190 kilowatts and producing annual energy savings of 1,164,283 kilowatt hours.

With more than 1,000 branch and corporate properties throughout the northeastern United States, we have tremendous opportunity before us to make a significant impact on improving the energy efficiency of our owned and managed sites. Standardization of temperature settings, lighting retrofits and installation of high-efficiency HVAC equipment are all integral components of our program.

For example, recent renovations at TD Securities USA included the implementation of the latest energy-efficient cooling and electrical systems, yielding a significant reduction of energy usage over systems that were in place before the renovations. In addition, new HVAC systems have been integrated into building control systems to monitor temperature and automatically keep it consistent and within a preset range, and we've seen a 50% decrease in overtime HVAC usage.

### Corporate Fleet and Business Travel

TD is dedicated to responsible business travel. Here are some examples:

- In 2008, we launched our "Driving to be Carbon-Neutral" program, ensuring that all business-use vehicles leased by TD are carbon-friendly — which means they are hybrid, diesel, flex-fuel or four-cylinder vehicles.
- We also continued the program initiated in 2007 to convert our car fleet to hybrid cars.
- In addition, we provided all employees with the option of taking a shuttle bus between our London offices and our Mississauga and Scarborough offices (available Monday through Thursday). In 2008, the bus travelled 79,188 kilometres and consumed 31,675 litres of fuel. If the employees had driven themselves between these offices instead of using the corporate shuttle, their total travel would have been 890,000 kilometres, with 74,254 litres of fuel consumed.
- Introduced last year, TD employees now have access to discounted public transit passes in Toronto, and we are exploring rolling out the program to at least one additional city in 2009. This program responds to employee requests to take advantage of group discounts, helps alleviate the cost of employees' daily commute and encourages the use of public transportation to help the environment. We are also looking at other smart commuting programs (e.g., carpooling) to improve commuting for our employees and to reduce our environmental footprint.

### Environmental Performance Indicators

TD worked with the Pembina Institute in 2008 to calculate our energy consumption from heat, electricity and travel and to determine our greenhouse gas (GHG) emissions. Pembina used the GHG Protocol Corporate Accounting and Reporting Standard ("GHG Protocol Corporate Standard") to quantify our GHG emissions. Of primary importance in our preliminary reporting year was to engage a reliable advisory group (Pembina) to ensure that we have a well-developed and accurate baseline against which to measure our future emissions and to target reduction strategies.

The charts below show our performance data. For more information, also see the [Ernst & Young Auditors' Report for our 2006 Canadian Operations GHG Emissions](#). The 2006 information presented below was partially derived from this auditor's report.

GHG Emissions		
Canadian Operations — GHG Footprint metric tons of CO2 equivalent	2007	2006
Heat	28,695	29,597
Electricity	73,965	81,327

Travel	24,997	20,930	
<b>Total</b>	127,657	131,854	
<b>U.S. Operations — GHG Footprint</b>	<b>metric tons of CO2 equivalent</b>	<b>2007</b>	<b>2006</b>
Heat	Not available	14,182	
Electricity	Not available	78,844	
Travel	Not available	8,699 <sup>1</sup>	
<b>Total</b>	Not available	101,724	

<sup>1</sup>Travel data for Commerce Bank was unavailable.

Energy Use in Our Facilities - Canada	2008*	2007	2006
Electricity Consumption (kWh)	161,058,702	341,471,067	335,040,186
Natural Gas Consumption (m3)	5,722,796	11,548,693	13,344,514
Heating Oil Consumption (GJ)	6,454	9,423	10,234
Steam Consumption (lbs)	1,279,295	83,691,762	77,602,395
Chilled Water Consumption (tonhrs)	Not available	7,100,004	5,309,050

\*2008 data is for TD Canada Trust retail locations only.

Energy Use in Our Facilities - U.S.	2008	2007	2006
Electricity Consumption (kWh)	Not available	Not available	125,482,836
Natural Gas Consumption (therms)	Not available	Not available	1,127,722
Heating Oil Consumption (US Gallons)	Not available	Not available	225,129
Propane Consumption (ft <sup>3</sup> )	Not available	Not available	150,896
Steam (lbs)	Not available	Not available	6,569,370
Diesel (US Gallons)	Not available	Not available	3772

Corporate Travel — Canada Method of Travel (kilometres logged)	2008	2007*	2006*
Air	46,413,289	43,761,584	57,814,045

Rail	3,136,417	1,869,557	2,817,845
Car Rental	2,364,115	2,356,142	3,097,252

\*2007 and 2006 data for air and rail travel has been restated from last year's report.

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**Environment**

**Waste Reduction**

Our strategy is to reduce our business supplies and to work with suppliers to recycle or reuse these materials.

**Paper Products**

We continue to focus on reducing both our overall and per-employee consumption of paper used for copying, faxing and printing. Employee awareness and communications are a big part of our efforts in this area.

Paper Usage for Copying/Faxing/Printing*			
	2008	2007	2006
Average paper usage per employee	8,363 pages	8,829 pages	9,236 pages

\*Based on purchases from the Bank's preferred vendor. Canadian-based bank operations only.

Usage of Paper and Paper Products (metric tons)			
Type	2008	2007	2006
Business cards*	25	12.7	12.7
Letterhead and memo pads*	61	43.2	53.5
Standard hard-copy forms*	469	453.4	526.5
Copy/fax/printer paper*	2,033	1,987	1,957
Internal reports**	213	270	306
Customer statements**	1,381	1,308	1,050
Envelopes for statements**	872	847	737
<b>Total weight</b>	<b>5,054.0</b>	<b>4,921.3</b>	<b>4,606.7</b>

\*Represents paper ordered through TD Deals, our online ordering system.

\*\*Represents paper used by our primary vendor for reports, statements and statement envelopes (the majority of the latter are #10 envelopes). Increase in statement volumes attributable to growth in account base. Forecasted year to date as of September 2008.

**Toner Cartridges**

We have a major program in place to recycle printer and photocopier toner cartridges. Last year:

- In Canada, TD bought 31,404 remanufactured toner cartridges,

representing 67% of our total toner cartridge purchases. We also returned 30,799 or 98% of the remanufactured toner cartridges purchased.

- In the U.S., we recycled more than 13,000 toner cartridges.

### Electronic Ordering and Reporting

Our online ordering system, TD Deals, helps to greatly reduce waste as orders are electronically placed for a wide range of office supplies. This has eliminated the need to fax more than 140,000 orders per year. Each order is keyed into TD Deals and electronically sent to the appropriate vendor. Of the more than 4,000 different forms (excluding marketing collateral and envelopes) that employees can order from our online system, more than 81% can be ordered either as print on demand or online directly from TD's intranet (up from 64% in 2006 and 77% in 2007). There are more than 500 office products identified as "Green Products" on TD Deals so managers across Canada can ensure they make responsible purchases. Since labelling began in May 2007, the percentage of green purchases remains steady at 21% of all purchases for both 2007 and 2008.

Online Ordering System			
	2008	2007	2006
Requisitions	109,362	97,324	58,071

In addition, through our "eReporting" initiative, we continue to switch from paper to electronic versions of internal reports, further reducing our paper consumption. At October 31, 2008, we had more than 575 million pages (equivalent to 45,000 trees) of information electronically stored on TD's eReporting platform.

### Paper-Shredding Program

We participate in a confidential paper-shredding program through which we've contracted suppliers to recycle our shredded paper. During the past 12 months, an estimated 13,850 metric tons of confidential documents were shredded from our Canadian and U.S. premises, saving the equivalent of almost 260,000 trees.

### Multi-Function Devices (MFD)

MFDs are energy-efficient, use less toner and have the capability to print double-sided and show multiple pages on one printed page. Last year we completed the installation of more than 2,500 MFDs. One MFD replaces three machines (specifically, one printer, one fax and one copier) in our corporate offices and two machines (one fax and one copier) in our retail branches. We returned the displaced copiers and fax machines to the vendor, and the printers have been redeployed within TD, resold, given to schools or disposed of in an environmentally sensitive manner. On our internal website, we have posted instructions entitled "Greening your MFD: How to save paper and reduce toner" - which guides employees on, for example, setting the devices to receive duplex faxes or setting the print function to draft mode for non-customer-facing printing jobs.

### Updated Real Estate Strategy for Reducing Waste

In 2008, as part of our [Environmental Management System](#), we developed a real estate strategy to focus on establishing benchmarking values, action plans and prevention plans going forward. As a result, throughout 2008 we achieved several key milestones:

#### For Our Corporate-Owned/-Managed Buildings

- Developed waste reduction work plans.
- Established central recycling centres, placed recycling bins throughout buildings and at entrance/exit doors and implemented a dry cell and lithium battery recycling program in the Scarborough Operating Centre and Mississauga Creekside campus facility. Future expansion into other owned/managed buildings is under review.

#### For TD Canada Trust Retail Branches

- In addition to our existing confidential shredding, paper destruction and recycling program, we completed a national

rollout of non-paper (i.e., pop cans, glass and cardboard) retail recycling program in 2008. All retail branches now have access to recycling services, and 80% of the locations are serviced by a private recycling service.

- Completed waste audits at select locations.
- Completed a review of current regulatory waste requirements specific to retail, with no regulatory gaps identified.
- Revised our standard construction waste specifications to include more stringent disposal and recycling practices, where available.

#### For TD Bank in the U.S.

- Implemented cardboard recycling at 42 sites.
- Confidential document destruction programs put in place at all locations with annual estimated recycling of 8.8 million pounds.
- Office Max toner cartridge pickup program expanded to include fax and copier cartridges.

Our TD Waterhouse U.K. business continues to focus on recycling, reusing and reducing materials and energy. In 2008, they saved 350 trees by recycling confidential waste and recycled more than 50 metric tons of waste paper.

#### Cellphone Recycling Program

TD is part of a cellphone recycling program through which donated phones are refurbished and distributed to women's shelters across the country; in addition, for each phone donated, TD's recycling partner donates \$1 to WWF-Canada for climate change and conservation work. In 2008, we collected and donated about 400 used cellphones from our employees. Broken and antiquated phones are sent to appropriate recycling facilities as about 97% of a phone's weight is recyclable. As well, about 200 BlackBerry phones were also collected, with plans to participate in a similar program to provide refurbished devices to people who are hearing-impaired.

#### Disposal of Computer Equipment

In 2008, we disposed of more than 49 metric tons of equipment. The disposal process for end-of-life IT equipment involves breaking the metal and plastic components down into a form that can be recycled back into the manufacturing process.

Responsible disposal of Computer Equipment		
	2008	2007
Metric tons	49.3	23.8

## Environment

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### Procurement

As a major purchaser of products and services, we seek suppliers whose environmental values and commitments reflect our own. TD has implemented procurement practices that integrate environmental criteria and considerations for major purchase categories.

#### New Procurement Policy

Through our Strategic Sourcing Group (SSG), TD businesses purchase supplies from companies that have contracts with TD as preferred vendors. Each vendor has undergone a review and due diligence process taking environmental criteria into account.

In 2008, we launched a comprehensive new procurement policy that addresses the environmental performance of products and suppliers, as well as an approach to reducing the environmental impact of TD's use of paper. The policy adds environmental criteria to TD's evaluation of products, services and their suppliers, with specific provisions for paper (see sidebar), office supplies and office equipment. TD will be purchasing environmentally preferable goods and services that are durable and energy-efficient.

As part of the new Procurement Policy, all requests for proposals (RFPs) with more than a \$2 million value will include an environmental questionnaire with specific, mandatory questions for suppliers. TD is transitioning our enterprise-wide procurement strategy to a model that better aligns with our environmental sustainability priorities and objectives. Our objective under this policy is to procure, where possible, environmentally preferable products and services from suppliers with responsible environmental policies and practices.

TD plans to follow several environmental guidelines when working with suppliers, including:

- Selecting suppliers who operate environmentally preferable processes and supply environmentally preferable products;
- Requiring all suppliers to complete an Environmental Assessment when responding to an RFP; and
- Reviewing suppliers' environmental credentials and response to the Environmental Assessment, incorporating the assessment into the supplier evaluation process.

Our insurance business has selected a group of external suppliers to provide services to our clients in the event of a claim. Increasingly, we work in partnership with these suppliers to promote and initiate the use of processes that have a reduced environmental impact and/or limit the emissions of GHGs. Examples include:

- Electronic Exchange of Data: We require most suppliers to send us estimates, reports and supporting documentation such as photos using email or other electronic solutions. This substantially reduces mail and courier services, the use of paper by suppliers and our own need for document storage. Documents are printed only when necessary.
- Recycled Parts: We promote the use of recycled parts for clients' auto repairs.

#### Paper Composition

We strive to use certified paper that comes from well-managed forests. For example, 78% of all styles of company envelopes purchased in 2007 were Forest Stewardship Council (FSC)-certified. In 2008 that increased to 83%. Customer deposit envelopes at our ABMs consist of 100% recyclable material, with 50% of that being post-consumer content. TD letterhead is composed of 20% FSC-certified fibres (elemental-chlorine-free) and 80% post-consumer fibre (process-chlorine-free). Effective January 1, 2009, we are moving our business cards to FSC-certified paper with 30% recycled content.

From Certified Commercial Print Vendors		
	2008	2007
Total	73.90%	36.84%

Overall Consumption of Canadian Commercial Print (metric tons)		
	2008	2007
Total	1588.79	1876.37

The majority of our brochures, posters and marketing materials are produced on chlorine-free, recycled paper using high percentages of post-consumer-content paper whenever possible. Only lower-VOC (volatile organic chemical) inks are used, and residue chemicals and manufacturing supplies are reprocessed and recycled, including solvents, cleaning agents, oils and printing plates.

In our U.S. operations we changed the paper stock for all purchased letterhead, envelopes and business cards to a 30% post-consumer-content, certified paper and in 2009 we will look to expand the usage of certified papers to include all copy, printer and fax paper. In November 2008, we commenced using a new statement paper that is made up of 30% post-consumer-content paper. In the U.K., we also made the move to certified paper for all of our collateral, including brochures and terms of service.

## Environmental Paper

TD is committed to maintaining healthy forest ecosystems and recognizes that it has responsibilities to demonstrate this commitment as a large consumer of paper. Therefore, TD has adopted specific policies to ensure that its paper use and procurement practices support the conservation of forests and promote the development of markets for environmentally responsible forest products. The scope and objectives of this policy are as follows:

- **Source reduction.** TD will reduce its dependency on forests by minimizing paper usage through 1) print avoidance, 2) use of duplex printing, 3) business process digitization and 4) promoting the replacement of customer paper statements with online versions.
- **Post-consumer recycled content.** TD will reduce its dependency on virgin paper by maximizing the use of recycled content in its purchases of paper products where quality and cost allow. Such products will include copy, print and fax paper; business forms; commercial printing; and customer statements and envelopes.
- **Sustainable forest practices.** Where the use of virgin paper is necessary, TD Bank will use certified sustainable papers where practicable.

## Goals and Targets

To ensure progress on its paper policy goals, TD has established a baseline for paper use and consumption and has set goals for achieving its targets below. TD expects to learn quickly from its early experience and will revisit and revise the goals regularly.

- **Source reduction:** Reduce per capita consumption of copy, print and fax paper by:
  - 5% by 2009

- 10% by 2010

- **Post-consumer recycled content:** Achieve a minimum post-consumer recycled content of:

- 30% in copy, print and fax paper by 2010

In addition, TD will continue to work toward incorporating recycled content into its business forms, commercial printing and customer statements.

- **Sustainable forest practices:** Source FSC-, SFI- or CSA-certified paper so that it represents:

- 60% of all our paper by 2010

TD will report annually on its progress toward such goals.

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Environment

## Property Management

We manage and review our network of facilities with the goal of minimizing our impact on the natural world. In addition to [energy and emissions](#) initiatives discussed elsewhere, here are some examples of how we're making progress in this area:

- In 2008, we completed 395 retail branch environmental audit recertification surveys and 36 new branch environmental audits. This led to 59 abatement projects totalling \$3.9 million. This is a testament to the vigilance and awareness we have about the environmental conditions of our branches.
- In 2008, we began construction on a third new branch in Canada that will meet Leadership in Energy and Environmental Design (LEED) certification requirements. We will continue to investigate opportunities to employ sustainable design and building practices in the construction and renovation of our branch network.
- Additionally, we have enhanced and improved our existing sustainable design practices by further defining our construction waste and material waste recycling practices. We have also introduced building products with increased recycled content, which themselves are also recyclable.
- Last year we opened a new branch bank in Epping, New Hampshire, that uses photovoltaic solar power for a portion of its electric needs and recycles rainwater for irrigation and other purposes. Our internal architecture team is currently redesigning our branch prototype to achieve LEED certification requirements, and we will roll out an interim model in 2009. We are also in the process of performing audits of U.S. branch and office sites with the intent of identifying energy conservation opportunities.

We do not own or rent facilities in environmentally sensitive habitats and we do not consider our principal products and services to produce any major impacts on biodiversity.

WATER CONSUMPTION *		
	2008 (estimate)	2007 (actual)
Canadian operations <sup>1</sup>	884,868 m <sup>3</sup>	1,026,327 m <sup>3</sup>

Figures encompass all TD Canada Trust branches and corporate offices across the country. 2008 figures are based on most recent estimates.

## Environment

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### Green Choices For Customers And Clients

Our customers tell us they want green-friendly choices to help them reduce their impact. We've responded, from paperless banking to green mortgages to a discount on your auto insurance if you drive a hybrid.

#### Sustainability Funds for Investors

For investors keen on greening their portfolios, TD Asset Management offers the [TD Global Sustainability Fund](#) and the [TD Emerald Global Sustainability Pooled Fund Trust](#). Launched in 2007, these funds aim to achieve long-term capital appreciation by investing primarily in companies around the globe that are viewed as (i) best in class with respect to environmental, social and/or economic factors as defined by the Dow Jones Sustainability World Index using SAM Research's Corporate Sustainability Assessment™ and/or (ii) emerging specialists in clean energy technology and resource efficiency.

The **TD Private North American Socially Responsible Investing (SRI) Model** was launched in June 2007. It comprises primarily large-cap, best-in-class holdings that meet the socially-responsible investing (SRI) criteria of the investment management team with a smaller component (approximately 20%) invested in environmental leaders in water, resource efficiency and alternative energy. Securities of issuers that are best in class relative to their peers are selected based on their performance in areas such as environmental impact, corporate governance and social responsibility.

#### Paperless Banking

Making a simple decision like choosing our paperless banking option can have a real impact on the environment, including saving paper, water, energy and waste. We promoted this service last year to increase customer usage and saw significant growth — roughly 34% of customers used paperless record-keeping in 2008, up from 24% in 2007. Since 2002, more than three million TD Canada Trust core banking customers and employees have switched to paperless bank accounts, and more than half of all new accounts opened are paperless. In 2008 alone, TD paperless banking customers averaged savings of more than 35 sheets of paper per person.

#### Green Mortgage and Insurance Offerings

We offer customers a **Green Mortgage** and **Green Home Equity Line of Credit**. Customers are eligible for a 1% discount off the posted interest rate and up to a 1% cash rebate when making Energy Star-qualified purchases. At the time of the rebate, we'll donate \$100 to the TD Friends of the Environment Foundation. For insurance customers, there's the **Green Wheel Auto Insurance Discount**. Owning a recognized hybrid vehicle could result in a savings of up to 10% off the total premium.

#### Montreal Climate Exchange

In May 2008, TD Securities announced that it will be a market maker for the new Canadian Carbon Future contract introduced on the Montreal Climate Exchange. This is a joint venture of the Montreal Exchange and the Chicago Climate Exchange. By providing market liquidity, TD Securities will aid a wide cross-section of industry participants in meeting greenhouse gas emission reduction targets.

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## Environment

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### Employee Participation

We have a number of different initiatives underway to encourage and facilitate employee participation in TD's environmental commitments. Interestingly, many of TD's internal environmental initiatives have developed in a very "grassroots" way, responding to our employees' own passion and enthusiasm for protecting the environment.

In our [Environmental Management Framework](#), TD has also made a commitment to enhancing our employees' understanding of environmental issues affecting our businesses and operations through education and training. In addition to specific training for key individuals, we regularly communicate to employees about environmental issues and continue to develop resources to help educate employees about our progress in implementing our Environmental Management Framework.

#### Green Coordinators and Green Teams

TD has set up Green Coordinators, who volunteer at their workplaces to champion our environmental programs. Everything from duplex printing to green meetings are being put in place, and a Green Coordinators intranet site has been created so that they learn about the latest environmental initiatives. While the Green Coordinators carry out their environmental deeds on a slightly more independent basis, many departments within TD also have Green Teams who look for additional ways to "go green" in their areas.

#### Environment@TD Intranet

As part of our efforts to promote our Green Coordinators and Green Team programs to employees, on Earth Day 2008 our Corporate Environmental Affairs team launched a revitalized environment website. This internal site offers news about TD's environmental initiatives, with links to interactive Web pages, an Environment 101 glossary and an *Environment@TD* Summary highlighting our green products, principles and activities.

We also recently created a GoGreen@td.com email address. Through this email, employees are encouraged to send their green questions, comments or ideas, and the Corporate Environmental Affairs team responds to them and engages other business areas, as needed, to determine how to best implement employee suggestions.

#### Making a Difference Together Newsletter

TD Waterhouse U.K. publishes a regular employee newsletter that keeps staff updated on the company's environmental achievements, as well as provides practical tips for being green both in the workplace and at home. Employees also contribute inspiring stories of how they are making a positive impact.

#### Earth Hour

On Saturday, March 29, 2008 from 8:00 to 9:00 p.m. local time, millions of people and thousands of businesses around the world turned out the lights — and so did TD. We also encouraged our employees to turn off the lights at their home for one hour. Some even turned Earth Hour into a fun family or neighbourhood event.

#### Pitching in for Community Projects

TD employees are passionate volunteers in the community, and many of their efforts are focused on environmental causes — from planting trees to promoting wildlife protection to keeping our shorelines healthy. [Learn more in our Environmental Giving section.](#)

## Environment

### Public Policy And Environmental Dialogue

As part of our ongoing participation in various public policy forums, through efforts such as our community investments and the TD Friends of the Environment Foundation, TD is contributing to environmental research, dialogue and plans, as well as policy strategies for achieving meaningful reductions in Canada's greenhouse gas emissions.

- **Environmental research:** TD Economics enlisted the Pembina Institute to conduct a study of the state of knowledge of greenhouse gas emission policies and, in particular, how they affect the economy. Released in 2008, the report — [Choosing Greenhouse Gas Emission Reduction Policies in Canada](#) — garnered widespread national attention. Buoyed by its reception and the encouragement of stakeholders, TD Economics is now working with a broader consortium of environmental groups and economists on modeling what policies could most efficiently meet various emission targets.

Our Chief Economist, Don Drummond, is regularly called upon to share his views among policy-makers. During the past year, officials at the Department of Environment have sought his input on some economic issues related to environment policy. He has advised the National Round Table on the Environment and Economy, an agency that reports to the Minister of the Environment, on its study of greenhouse gas emissions and also provided analytical assistance to various political parties on environmental matters.

Broadly speaking, TD economists participated in public forums and delivered speeches to convey their positions on environmental policy. In almost all cases, we encouraged widespread media attention to such initiatives to prompt debate and discussion among stakeholders. In certain cases, we have solicited opinion from and exchanged ideas with policy-makers in advance of these initiatives.

- **Greening Greater Toronto:** In June 2008, the Toronto City Summit Alliance launched an initiative to improve the environmental future of the Toronto region. Greening Greater Toronto was created in response to the 2007 Toronto Summit's call for a regional environmental vision and plan that will build upon the existing efforts and leadership of environmental organizations, governments, research institutions and businesses. The Greening Greater Toronto Task Force is co-chaired by TD's Mike Pedersen, Group Head of Corporate Operations. Its four initial programs to address the region's environmental challenges include: driving a large-scale retrofit of GTA commercial buildings; creating a local emissions reduction fund; developing a green procurement initiative; and building a network of public education/demonstration centres.
- **The Business of Climate Change Conference:** TD was a major sponsor of this October 2008 conference. It was a forum for sharing case studies on how to reduce greenhouse gas emissions in a way that has been good for business and for hearing from experts about quickly evolving domestic and international public policy.
- **Carbon Disclosure Project:** TD Asset Management Inc. and TDAM USA Inc. are signatories to the Carbon Disclosure Project (CDP), an independent not-for-profit organization aiming to create a lasting relationship between shareholders and corporations regarding the challenges presented by climate change and the potential implications for shareholder value and commercial operations. TD also participated in the annual CDP survey, which solicits company positions and performance with respect to climate change. The CDP website is the largest repository of corporate greenhouse gas (GHG) emissions data in the world.
- **Principles for Responsible Investment:** TD Asset Management Inc. and TD Asset Management USA Inc. are signatories to the [United Nations Principles for Responsible Investment \(UN PRI\)](#). The UN PRI were developed by an international group of institutional investors to recognize the increasing relevance of environmental, social and corporate governance issues to investment practices.
- **The Boreal Information Centre:** In 2008, TD committed its support to the Boreal Information Centre (BIC), an important project supported by the [Canadian Boreal Initiative](#) (CBI) and partner organizations. The CBI is a leading national organization that brings together industry, environmental and Aboriginal interest around sustainable development solutions in Canada's boreal region. TD's contribution of \$100,000 will help establish the project and will

assist the centre to build and maintain relevant, objective boreal environmental data and information of the highest possible standards, making it available to as many users as possible. Initially focused on the Canadian boreal, the BIC will eventually expand to cover the entire North American boreal, including Alaska and the northern borders of some lower 48 states.

- **Forest Trends:** TD is engaged in a research project organized by Forest Trends, a not-for-profit organization that works globally to conserve forests and promotes sustainable forestry. Planned for release in 2009, the project will deliver a comprehensive assessment of the major national and international certification schemes. This report will help us enhance our knowledge of certification schemes around the world and how they address potentially contentious issues, such as high-conservation-value forests, community and land ownership conflicts and sustainable landscape protection.
  - **[United Nations Environment Programme, Finance Initiative \(UNEP FI\)](#):** TD is a member, as well as a long-time signatory of the organization's Statement by Financial Institutions on the Environment and Sustainable Development. UNEP FI is a unique global partnership between UNEP and the financial sector. More than 160 institutions, including banks, insurers and fund managers, work with UNEP to identify best practices and understand the impacts of environmental and social considerations on financial performance.
  - **[Equator Principles](#):** As a signatory, TD follows a set of globally recognized, voluntary guidelines established to assess and manage social and environmental risk in project financing. We participate in the [Governance Working](#) Group, which is devising a formal structure for the management of the Equator Principles.
  - **[Canadian Bankers Association](#) (CBA) — Environmental Issues Specialist Group:** TD plays an active role in this specialist group of the Canadian Bankers Association devoted to understanding and dealing with environmental matters from an industry-wide perspective.
  - **[Environmental Bankers Association \(EBA\)](#):** A not-for-profit trade association, the EBA assists the financial industry in developing risk management policies and procedures.
  - **[The Research Network for Business Sustainability](#) — [The Leadership Council](#):** The network facilitates business sustainability in Canada through research and evidence-based management. Activities conducted by the network include forums and seminars that educate the community on business sustainability issues and projects that synthesize prior research and knowledge into language, tools and media accessible to managers and policy-makers.
  - **[The Ethical Funds Company](#):** In March 2008, TD came out on top for its performance on climate change in a recent executive brief by the Ethical Funds Company, a leader in socially responsible mutual funds. The research paper draws upon 25 climate-specific indicators used to assess corporations' environmental, social and governance performance. It also examined three Canadian environmental issues: carbon-emissions management, efforts to preserve biodiversity and the role of Canada's boreal forest in reducing atmospheric carbon. TD was singled out for helping to set the bar in Canada on what banks can and should be doing to mitigate climate risk. TD was also commended for its commitment to carbon audits and the assessment of climate risks faced by TD clients.
  - **Other Dialogue:** TD also consults with a wide range of external groups to continually improve our environmental practices and stay abreast of new developments. We seek input from and contribute to environmental discussions through meetings and open dialogue with other financial institutions, shareholders, clients, non-governmental organizations, academia and government. Examples include the Rainforest Action Network, ForestEthics, World Wildlife Federation, David Suzuki Foundation, SHARE, Batirente and Ethical Funds.
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## Environment

### Environmental Giving

There are many citizens and groups working tirelessly to tackle environmental challenges and improve the health of our planet. To encourage and boost their efforts — and show TD's dedication to the environment — we give to a wide range of environmental projects in the community through donations, partnerships and the tremendous volunteer efforts of many environmentally-minded employees.

#### TD Friends of the Environment Foundation

In Canada, one of our flagship community programs is the TD Friends of the Environment Foundation (TD FEF). We set up TD FEF more than 18 years ago to make a real difference to the environment. Since 1990, TD FEF has contributed \$46.7 million in support of 17,457 grassroots environmental projects in communities across Canada.

TD FEF is a perfect example of our **making a difference together** philosophy in action. That's because it's a business-community relationship involving employees, customers and TD:

- There are 93 chapters throughout the country involving approximately 800 customers and employees, who volunteer as advisory board members to review and recommend local environmental projects for funding.
- TD customers and employees can also donate funds through their TD Canada Trust account to chapters in their communities. Currently, there are 120,000 people donating in this way.
- TD matches customer and employee donations up to \$1 million annually.
- TD covers all management and administration costs of the foundation, which means that every dollar donated by customers and employees goes back to the community.

*Since 1990, the TD Friends of the Environment Foundation has given \$46.7 million to 17,457 environmental projects in communities across Canada.*

Each year, TD FEF supports hundreds of not-for-profit groups and environmental projects. In 2008, this equaled \$3.2 million to 805 projects, such as:

- **Go Green Challenge:** TD FEF launched a \$100,000 Go Green Challenge, a competition to encourage college and university students to develop proposals on changes that could be made in Canadian communities to improve urban sustainability. A total of 87 teams of students from nearly 40 schools across Canada rose to the challenge and submitted innovative environmental solutions. Four cash prizes of \$25,000 each were awarded to the winning proposals.
- **Canadian Peregrine Foundation:** TD FEF once again provided funding to the Canadian Peregrine Foundation for its Project School Visit, a program that teaches school children about the endangered bird and its habitat.
- **Friends of Wascana Marsh:** This Saskatchewan group co-hosted Regina's third annual nature festival in May 2008, whereby more than a dozen environmental and educational organizations offered a variety of educational, experiential and entertaining programs focused on wetlands and wildlife.
- **École Arthur Pigeon:** This school in north central Quebec adopted the Châteauguay River and Schuyler Stream with the objective of analyzing and improving water quality. TD FEF covered the cost of water-testing kits, gloves and first aid kits.
- **Rideau Valley Conservation Foundation:** In 2008, TD FEF donated funds to help acquire seven acres of conservation

#### Just the Facts

##### Investment in 2008:

\$4.8+ million distributed to 800+ community environmental projects through the TD Friends of the Environment Foundation and other corporate giving initiatives

##### TD's executive champion for the environment:

Mike Pedersen,  
Group Head, Corporate Operations

##### Key programs:

- TD Friends of the Environment Foundation
- TD Great Canadian Shoreline Cleanup

land, including 300 metres of shoreline, in the south end of Ottawa, ensuring that it will be protected from future development and become a new area for outdoor education and family recreation.

Read more examples from across Canada and learn more about TD FEF at [fef.ca](http://fef.ca).

### Thousands of Green Heroes Clean Canada's Shorelines

One week, 63,000 Canadians and 135 tonnes of litter — that's the formula for the most successful TD Great Canadian Shoreline Cleanup event to date. For 15 years Canadians have joined TD in its mission to clean Canadian shorelines and reduce the litter that reaches our waterways. With 1,500 cleanup events taking place across the country in 2008, support for this program continues to gain momentum. Nearly 8,000 TD employees and friends joined more than 250 cleanups.

This initiative reflects the commitment of TD, its employees and thousands of individuals and community groups who are willing to do their part to protect our oceans and waterways. The TD Friends of the Environment Foundation (TD FEF) is the founding sponsor of the event, which began with two dozen people cleaning a downtown Vancouver beach some 15 years ago. Created by the Vancouver Aquarium, it has grown exponentially since its inception with the vision and support of TD FEF.



Charlottetown



Halifax



Saskatoon



Sudbury

#### Shoreline Cleanup — Quick Facts

	2008	2007	2006
<b>Registrants</b>	63,491	52,263	40,781
<b>Sites cleaned</b>	1,531	1,240	966
<b>Garbage collected (metric tons)</b>	135.5	87.5	84.7

### Other Environmental Giving

While TD FEF is the primary vehicle for our environmental giving, we donate funds and resources outside of the foundation as well, both in Canada and around the world. In 2008, such donations exceeded \$1.6 million and went to worthy initiatives such as:

- **TELUS World of Science:** A world-leading science centre is coming to Calgary in 2011. TELUS World of Science is creating the new state-of-the-art facility, built to high environmental standards, adjacent to the Calgary Zoo. The 130,000 square-foot facility will be the first major science centre built in Canada in more than 10 years. TD is contributing \$500,000 over five years to create children's environmental programming.
- **Green Activity Centres:** During the 10 major Canadian jazz festivals held across the country in 2008, more than 400 TD employees hosted an environmental awareness activity centre to promote the TD Friends of the Environment Foundation and the TD Great Canadian Shoreline Cleanup. At the Virgin Festival in Calgary — one of the top music festivals in North America — TD hosted the Green Spot, an area where people could access solar-powered computers, check out a biodiesel exhibit, and charge their MP3 players and cameras at solar-powered stations.
- **Fairmount Park Conservancy:** TD Bank encouraged Greater Philadelphia residents to "go green" during the final leg of the Triple Crown of Cycling in June 2008. Riders, their families and event attendees signed a 100-foot-long banner, made of Earth-friendly paper, on the steps of the Philadelphia Museum of Art to leave their green signature as a pledge to be

more environmentally friendly. For every person who pledged to reduce their carbon footprint to the Fairmount Park Conservancy to benefit its environmental education programs, TD donated \$1, up to a maximum of \$10,000.

- **Transportation Alternatives:** In May 2008, TD Bank provided financial and volunteer support of the Transportation Alternatives "Tour de Brooklyn" event, organized to bring the issue of pollution to the forefront and to show off the diversity of the borough's neighbourhoods. All residents of Brooklyn were invited to use their bikes on May 25, and some 2,000 riders rode 18 miles of the borough's waterfront, celebrating the resurgence of the Brooklyn waterfront and green space. TD Bank volunteers handed out water to bikers as they rode by local TD Bank stores.
  - **Tree planting:** TD Waterhouse U.K. and its employees supported a number of tree planting initiatives. We donated 550 trees in Manchester and Leeds, and a total of 26 employees volunteered get their hands dirty to help plant tree saplings. One initiative was Trees for Cities, an independent charity that plants trees and re-landscapes public spaces in urban areas of greatest need. Another project took place at Cottingley School for primary children, where our employees volunteered for a day to plant fruit trees and bushes.
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Environment

## 2008 Performance Scorecard

What we said in last year's report, and how we measured up.

Item	Priorities for 2008 Identified in Last Year's Report	2008 Results	Self-Rating
<b>Climate Change</b>	Set target for GHG emissions reduction and report on our progress. Enhance our GHG data collection and reporting process to include a greater share of our facilities and operations.	<ul style="list-style-type: none"> <li>Announced Canadian operations to be carbon-neutral in 2010, being the first major bank in Canada to adopt this goal</li> <li>Calculated GHG emissions for 2006 baseline and 2007</li> </ul>	✓✓✓
<b>Energy Conservation</b>	Announce and execute a plan for energy conservation and audit our data facilities to identify new opportunities for energy conservation.	<ul style="list-style-type: none"> <li>Switched to Bullfrog (green) power for our Canadian ABM network</li> <li>Completed audit of our data facilities</li> </ul>	✓
<b>Lending via TD Securities</b>	Continue to implement commitments outlined in our Environmental Management Framework, finalize industry-specific questionnaires, provide training to staff and report against the Equator Principles.	<ul style="list-style-type: none"> <li>Developed Risk Management Decision Tree and High-Level Screen</li> <li>Advanced industry sector due diligence guides</li> <li>Undertook training for front-line, credit management and risk adjudication units</li> </ul>	✓✓✓
<b>Lending via Business Banking</b>	Enhance our due diligence procedures for financing transactions involving industries with high potential of environmental impact.	<ul style="list-style-type: none"> <li>Engaged consultant to review existing procedures against the Environmental Management Framework</li> </ul>	✓
<b>Procurement</b>	Develop an environmentally sensitive procurement policy for our major procurement areas and update our environmental screening criteria for evaluating vendors.	<ul style="list-style-type: none"> <li>Introduced new procurement policy incorporating environmental considerations and screening criteria</li> </ul>	✓✓✓
<b>Materials</b>	Expand our recycling program in the retail branch network for plastics, glass and aluminum. Increase our usage of certified papers or papers with increased post-consumer content.	<ul style="list-style-type: none"> <li>Completed rollout of national non-paper (cans, glass, cardboard) recycling program</li> <li>New procurement policy establishing target of 30% post-consumer recycled content in copy, print and fax paper by 2010</li> </ul>	✓✓✓
<b>Forest Biodiversity</b>	Find additional opportunities to engage in conservation projects that further ensure the health and prosperity of the	<ul style="list-style-type: none"> <li>Contributed \$100,000 in support of the Boreal Information Centre, a project supported by the Canadian</li> </ul>	✓✓✓

	Canadian boreal forest.	Boreal Institute and partner organizations	
<b>Aboriginal Communities</b>	As part of our ongoing participation in various public policy forums and through our community investments, find opportunities to support social and economic development initiatives for Canada's Aboriginal communities.	<ul style="list-style-type: none"> <li>● Pledged \$125,000 over 5 years to the Minerva Foundation for programs to promote economic development self sufficiency and job opportunities</li> <li>● More examples of our support are provided in the Community Diversity section</li> </ul>	✓
<b>TD Friends of the Environment Foundation (TD FEF)</b>	Continue to support grassroots community projects, while expanding awareness of the foundation among our employees, customers and community members and of how to get involved.	<ul style="list-style-type: none"> <li>● \$4.8 million distributed to 800+ community environmental projects through TD FEF and other corporate giving</li> <li>● Record-breaking 63,000 Canadian registrants (22% increase from 2007), including almost 8,000 TD employees, at more than 1,500 sites for the TD Great Canadian Shoreline Cleanup</li> <li>● Expanded awareness of TD FEF through</li> </ul>	✓✓
<b>Green Products</b>	Investigate additional banking and investment products and services that meet the environmental preferences of our customers.	<ul style="list-style-type: none"> <li>● Became signatory to the United Nations Principles for Responsible Investment, a commitment to integrating environmental, social and corporate governance issues into investment analysis</li> <li>● Introduced new environmentally sensitive products, including the Go Green discount for hybrid vehicles</li> </ul>	✓
<b>U.S. Operations</b>	Continue developing and implementing practices to track and measure environmental performance.	<ul style="list-style-type: none"> <li>● Calculated GHG emissions for 2006 baseline and 2007</li> </ul>	✓

**KEY:** ✓✓✓ Achieved ✓ Made progress x Made little progress or not achieved

#### Other 2008 Highlights

- In the 2008 Canadian Investment Awards, TD was awarded silver in a new award category, Green Company Award for Environmental Leadership, which recognizes environmental leadership by a Canadian financial services organization.
- TD came out on top for its performance on climate change in a recent executive brief by the Ethical Funds Company, a leader in socially responsible mutual funds.

## Environment

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### Priorities For 2009

Among our key priorities for the year ahead:

- **Overall environmental program:** We will continue to develop a comprehensive environmental strategy and to increase our technical understanding of environmental issues. We will advance our performance in the four key areas currently identified in our environmental plan.
  - **Responsible financing — lending:** Integrate climate risk for carbon-intensive sectors into our existing industry review processes. Explore the potential for tracking emissions by corporate client base. Expand the use of new environmental/social risk lending parameters for use by equity and debt underwriting groups. Establish a "Renewables Roundtable" to enhance expertise among financing professionals across TDBFG on solar/wind/biomass and biofuel/hydroelectric opportunities.
  - **Responsible financing — sustainable investing:** Develop and release policy on sustainable investing, which will incorporate the United Nations Principles for Responsible Investment and include a discussion about our approach to active ownership through engagement, proxy voting and litigation.
  - **Carbon Neutrality:** By the end of 2009 we plan to be 50% towards our goal of carbon neutrality in 2010. Our 2009 targets include: 1) continued improvement in the energy efficiency of our operations through lighting retrofits and evaluation of commercial retail off-peak energy solutions implementation; 2) commitment to increase our purchase of green energy to a minimum of 20%; 3) launch of our emissions reduction fund to support a range of projects that will produce carbon offsets; and 4) engage employees to promote energy conservation and green transportation programs.
  - **Green Buildings:** Apply our newly developed Energy Optimization Standards to the construction of new branches and renovation of existing branches, where applicable. Build a LEED silver-certified branch in the U.S. and Canada. Create an in-house centre of excellence of LEED Accredited Professionals.
  - **Waste Reduction:** Extend the non-paper recycling program implemented in 2008 to all retail branches to include all corporate leased and owned head office areas. Newly created non-paper recycling benchmark and volume reporting will also be analysed for further prevention and diversion opportunities. Enhanced waste audits will be conducted and a dry cell lithium battery-recycling program in all owned and managed corporate facilities will be completed.
  - **Procurement:** Reduce per capita paper consumption as part of our new procurement policy reduction target. Increase use of re-cycled paper and paper supplied from sustainable forest management.
  - **Green Choices for Customers and Clients:** Continue to offer and develop products that allow our customers and clients to reduce their environmental impacts. Support our business clients in the development of clean technologies.
  - **Public Policy and Environmental Dialogue:** Continue to participate in public policy dialogue, in the environmental committees of international organizations, such as UNEP, the Canadian bankers Association and the Environmental Bankers Association, and in industry initiatives, such as the Carbon Disclosure Project and the Equator Principles.
  - **Environmental research:** Execute and sponsor research and analysis aimed at providing a better understanding of the relationship between the environment and the economy.
-

## Diversity

### How is TD embracing and building diversity?

Our commitment to diversity is fundamental to how we want to do business today and in the future. It's part of what makes us the better bank. In this section, learn more about why diversity matters to TD and our approach, priorities and progress.



#### 2008 Performance Scorecard

How did we do last year?

#### Priorities for 2009

What we have planned for the year ahead.

#### Our Approach

A look at our diversity strategy and why we take it so seriously.



#### Accessible Services

Ensuring our products, services and facilities are accessible to all.



#### Diversity Leadership

Our commitment to diversity starts at the top.



#### Employee Diversity

Building an inclusive and accommodating workplace.



#### Customer/Client Diversity

Welcoming and serving customers and clients from all walks of life.



#### TD Stories

Stories and testimonials.



#### Community Diversity

Championing community initiatives that promote and celebrate diversity.



## Our Journey

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### Our Approach

When it comes to diversity, we want people to look at TD and see an example of how things *should* work. We have a major diversity program in place — with award-winning initiatives to foster and embrace diversity in our workplace, among our communities and with our customers and clients.

#### Why Diversity Matters to Us

We want our bank to be diverse and inclusive: a place where employees, customers and clients feel comfortable and supported in all their diversity. It's not just the right thing to do. It's also about driving better business. Diversity is essential to our success as an organization and achieving our mission to be a leading global bank. We believe that fostering diversity leads to:

- Stronger relationships with our customers, clients, employees, shareholders and other stakeholders;
- Better decision-making;
- A more inclusive and creative workplace; and
- Attracting and retaining the very best talent.

As the demographics of society change, we need to continually evolve to ensure that we embrace and reflect all communities.

#### Our Diversity Strategy

While our commitment to diversity is long-standing, in Canada we stepped up our efforts in 2005 with the launch of a formal diversity strategy. In the U.S., with the integration of Commerce Bank and TD Banknorth, we have also launched a diversity strategy — making diversity a global imperative at TD.

Our diversity program is multi-faceted:

- We have strong [diversity leadership](#) at the executive level to oversee our diversity strategy and key priorities (see below).
- We have embedded diversity in our business; for example, our diversity program is aligned with our corporate [Guiding Principles](#) and [Leadership Profile](#), and we have action-oriented plans with clear measurement of our progress both in the workplace and in the marketplace.
- Through progressive policies and practices, we are successfully building [diversity in our workplace](#).
- Welcoming [customer/client diversity](#) and providing [accessible services](#) for all are a fundamental part of achieving our vision to be the better bank.
- Through proactive community involvement, we strive to celebrate and encourage [diversity in the community](#).
- Our diversity imperative is also reflected in our unwavering [pledge to human rights](#).

These elements are discussed in greater detail in various sections of this report.

At TD, we view diversity as a broad opportunity that cuts across our organization. We have challenged the perception that diversity is just a responsibility of the Human Resources department. It's not. It's everyone's job. And it goes beyond our company walls, which is why we have initiatives targeting customers and clients and community members, in addition to employees.

## Does TD Have Diversity Priorities?

Yes. They are:

- Building an agenda for people with disabilities
- Expanding leadership opportunities for members of visible minority groups
- Expanding leadership opportunities for women
- Serving diverse communities
- Promoting and enhancing an inclusive environment for gay, lesbian, bisexual, transgender and ally (GLBTA) customers, clients and employees
- Aboriginal Peoples (currently, in Canada only)

## An Ongoing Journey

We know that fostering true diversity is a long road. But the strategic payoff, in the end, is business sustainability. We've made a lot of progress on our journey — see our [2008 Performance Scorecard](#) — and are pleased that others have acknowledged our diversity efforts — see our [Awards and Recognition](#) section.

Our work is far from over. In 2008, we revisited and updated our diversity strategy by establishing a new three-year action plan for 2009-11 — see our [Priorities for 2009](#) — and we also extended and began adapting this strategy to our growing U.S. operations.

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## Diversity

### Diversity Leadership

Our commitment to diversity starts at the most senior levels at TD. President and CEO Ed Clark and the Senior Executive Team have made diversity a strategic business priority and are playing a very direct role in driving the agenda forward.

Reporting directly to the President and CEO, we have a **Diversity Leadership Council** made up of senior business leaders across TD. The Council is chaired by Bill Hatanaka, Group Head of Wealth Management and Chairman and CEO of TD Waterhouse Canada. The Diversity Leadership Council champions diversity across TD by driving enterprise-wide diversity initiatives and working with businesses and support groups to embed diversity into their business plans. Currently, the Diversity Leadership Council is focused on key priorities (see below) and has created subcommittees to work on each of these priorities.

A **Corporate Diversity Office** led by a dedicated Vice President works closely with the Diversity Leadership Council and the diversity managers in each major line of business. These managers are accountable to their business's Human Resources leader and are responsible for developing strategies designed to promote diversity within their business.

In the U.S., to align with TD's global efforts, we established a **Diversity Leadership Team** in 2008. Chaired by David Boone, Senior Vice President, the team comprises 10 members of TD Bank's operating committee who will drive this initiative, focusing on five key priorities (see below). TD Bank also hired a diversity leader in a full-time role to work with the Diversity Leadership Team to develop and implement strategies to ensure an inclusive environment for employees and customers and clients.

Our Diversity Leadership Framework — Priorities and SubCommittees		
Diversity Leadership Council led by Bill Hatanaka, Group Head Wealth Management and Chairman & CEO TD Waterhouse Canada		
Priorities	Diversity Leadership Council Subcommittee Chaired By:	
	Canada	U.S.
Building an agenda for people with disabilities	Tim Hockey Group Head, Canadian Banking, and President and CEO, TD Canada Trust	Suzanne Poole Executive Vice President, Retail Banking & Complementary Channels
Enhancing and promoting an inclusive environment for GLBTA* employees, customers and clients	Paul Douglas Executive Vice President, Business Banking	Carol Mitchell Senior Executive Vice President, Shared Services
Expanding leadership opportunities for members of visible minority groups	Satish Rai Senior Vice President TDBFG and Vice Chair Portfolio Management	Rick Burke Senior Vice President, Cash Management
Expanding leadership opportunities for women	Colleen Johnston Group Head Finance and Chief Financial Officer	Linda Verba Executive Vice President, Retail Banking & WOW!
Serving diverse communities	Dominic Mercuri Executive Vice President and Chief Marketing Officer	John Cunningham Chief Marketing Officer

Aboriginal peoples**	Kerry Peacock Senior Vice President, Business Banking	N/A
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\* Gay, lesbian, bisexual, transgendered and allies.

\*\* Priority specific to Canada only; as such there is no Diversity Leadership Council Subcommittee in the U.S. for this area.

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## Diversity

### Employee Diversity

We want TD to be a place that's supportive of all our people — a place where every employee has the opportunity to fulfill his or her potential. Celebrating and supporting people's differences is a fundamental part of our continuing effort to be the better bank.

For us, building a truly inclusive culture is all about ensuring we have the best employees today and tomorrow. It's about making sure we tap all available talent pools when recruiting employees and removing any barriers to success so that the only criteria determining who gets a job are performance and ability.

Below are a few highlights of our workplace diversity program. The focus is on our Canadian operations though many initiatives apply across our global enterprise:

#### 86% of TD employees

surveyed in Canada told us in our 2007 Diversity Inclusiveness Survey that they feel TD is an inclusive work environment.

#### Diversity Policies, Communications and Events

- **Corporate policies and principles:** The fundamental values of diversity and inclusion are ingrained and promoted in our Guiding Principles, Employee Relations policies, *Diversity and Employment Equity Policy*, Code of Conduct and Ethics and *Respect in the Workplace Policy*. This latter policy is designed to ensure a work environment free of harassment and one where employees are treated with dignity and respect. TD is also committed to the principle of equal pay for work of equal value.
- **Communications:** We regularly communicate to all employees, via meetings, emails, newsletters and more, about our diversity commitments and initiatives. Information and resources are provided on the company's diversity intranet site. In 2008, we rolled out a *Diversity in Action* toolkit for People Managers to use with their employees. And we launched two additional interactive features on all internal employee news articles, including diversity-related news, published on our intranet: a comment engine that allows employees to respond, comment and ask questions about individual articles; and a rating engine to provide feedback on their level of interest in the article topic.
- **Mentoring and networking events:** Individual and group mentoring tools and programs are used to support all employees as they build knowledge, skills and capabilities that will help them succeed in current or future roles. In addition, through formal and informal networking events, thousands of employees have had opportunities to meet colleagues and senior business leaders from across the organization (see examples below).
- **Religious accommodation:** Employees are entitled to time away or time off to observe religious practices and holidays. In addition, TD provides quiet rooms to accommodate religious practices; there are currently a dozen such rooms in various locations across our organization.

#### Diversity Training

- **Embracing Diversity workshop:** This one-day workshop was launched in November 2007 to help our People Managers learn to value diversity, recognize personal biases and stereotypes and apply inclusive practices. By October 31, 2008, more than 2,500 People Managers had completed the training, with approximately 2,500 remaining to complete it by the end of 2009.
- **Leading Diversity training:** In 2008, we developed and delivered Leading Diversity at TD to executives and added a diversity segment to our Build for the Future leadership development program, which all leaders at TD attend.
- **Education delivered by business lines:** People Managers are required to educate their employees on TD's diversity initiatives. Our business lines hold presentations and sessions on diversity-related topics. As one example, in 2008 TD Insurance held weekly lunch-and-learn sessions to teach employees basic sign language concepts. To help put this learning in action, TD Insurance introduced "Deaf for a Day," a group activity whereby employees practised and communicated via sign language throughout the day.

## Employee Consultations

- **Employee Council for Employment Equity (ECEE):** The ECEE comprises management and employee representatives from all regions of Canada and across all business lines. The members are diverse in their ethnicities, sexual orientation, gender and physical abilities. The ECEE's role is to advise on the development, revision and implementation of TD's Employment Equity plan and to periodically review progress made toward achievement of equity plan objectives.
- **Employees with Disabilities Advisory Group:** This group meets two to three times a year to provide input on enterprise-wide initiatives related to accessibility for employees and customers. In addition, working with our Assistive Technology team, members will often participate in testing new technologies and design features.
- **Employee focus groups:** Through regular focus groups and discussions, we seek employee feedback on various diversity-related issues to help TD understand if barriers exist and areas of opportunity.

Employment Equity — How TD Compares (Canada)				
	TD <sup>1</sup>	Average % at Five Other Major Canadian Banks <sup>1</sup>	All Sectors in Canada <sup>2</sup>	External Labour Pool <sup>3</sup>
Women	66.88%	67.95%	43.1%	57.3%
Visible minorities	25.38%	24.56%	14.9%	18.4%
Aboriginal Peoples	1.22%	1.40%	1.8%	1.4%
Persons with disabilities	3.78%	3.61%	2.7%	3.7%

<sup>1</sup> 2007 figures. Other bank statistics are a calculated average using data supplied on Canadian Bankers Association website.

<sup>2</sup> Source: Annual Report, Employment Equity Act 2007 Appendix B, Table 32 Human Resources and Skills Development Canada. Note: Data is from 2006 (latest available).

<sup>3</sup> Source: Statistics Canada (latest data available, from 2001 Census and 2001 Participation and Activity Limitation Survey).

## Initiatives for Specific Groups

To complement our broad, company-wide policies and activities to foster diversity, we also have initiatives in place for specific groups at TD that reflect our [areas of focus](#) at this time.

### Women

TD is a leader in promoting the advancement of women in areas of career development, succession planning and flexibility. TD excels in the overall representation of women — at 66.88%, which is well above the relevant external labour pool of 57.3% — and of those who hold bank titles, women make up 29.55% of vice presidents, senior vice presidents and executive vice presidents. Four of the 17 members of TD's Board of Directors are women. A few examples of our initiatives:

- **Networking program:** We have held a series of formal networking events for women at TD so they can strengthen their networks and have the opportunity to meet with senior leaders at the bank. In 2008, multiple events were held throughout the year in Toronto, Montreal, Edmonton, London, Halifax, Vancouver, Calgary and New York City, with more than 1,000 women attending. Also, 200-plus middle-management employees took advantage of our group-mentoring program for women last year.
- **Women in Leadership Symposium:** This event brings together TD's executives across North America for professional development. In 2008, 235 people participated.

- **Resource planning process:** On an ongoing basis, through our management and executive resource planning process we identify high-potential women employees for promotion to more senior leadership positions across the organization.

## Members of Visible Minority Groups

TD continues to be a leading employer of people from visible minority groups. One in four employees within our Canadian operations is a member of a visible minority group, which well exceeds external labour pool availability of 18.4%. Examples of our initiatives include:

- **Leadership Summit for Visible Minorities:** This event provides the opportunity for networking and professional development. We held our second summit in 2008, with more than 250 of TD's visible minority leaders from across North America taking part.
- **Group mentoring program:** This program, launched in 2007, brings two senior executives (the mentors) together with a group of 10 to 12 mentees on a regular basis for approximately one year. To date, 120 employees have been part of this program and approximately 300 people in total across the bank have participated in a group mentoring initiative.
- **Recruitment:** TD continues to reach out to a broad pool of talent when recruiting by participating in dozens of external job fairs and events geared to designated groups. Examples in 2008 included the Just Jobs Hiring Fair for Internationally Educated Professionals and Connecting Immigrants with Opportunities Job Fair in Canada. We're also active in the Mentoring Partnership, a program to help skilled new immigrants integrate into the workforce. We have also identified some great talent through this program, with 8% of mentees securing employment with TD. Learn more in our [Community Diversity](#) section.
- **Internships:** Career Bridge is an innovative internship program that aims to address the dilemma of highly qualified candidates being underemployed upon coming to Canada. TD is a major supporter of the program, which launched in 2004; we hosted 17 internships in 2008 and 52 since the program's inception. For the past three years, TD has also supported INROADS, a summer internship program for visible minority youth, providing 17 positions during that period.
- **Educational outreach:** To boost their knowledge and share their experiences, TD representatives take part in conferences and speaking panels. Examples from 2008 included the Conference on Foreign Credential Recognition hosted by the Conference Board of Canada and Citizenship and Immigration Canada, as well as the 2008 Top Employer Summit hosted by the publishers of Canada's Top 100 Employers.

## Employees With Disabilities

We are very pleased that more and more people with disabilities are joining TD — representing 3.78% of our Canadian workforce last year, up from 1.32% in 2003. This is now slightly above the relevant external labour pool of 3.7%; however, we recognize there is more to do. Examples of initiatives for this group include:

- **Workplace Accommodation Policy:** This policy outlines our commitment to accommodation and provides links to more specific tools to give employees, as well as employment candidates, access to an inclusive, barrier-free workplace. The policy covers other accommodation solutions such as modified hours of work and scope of work. There is a dedicated Accommodation Fund for deploying tools and facilities that employees need to do their jobs — such as sign language interpreters, text readers, large-screen monitors and changes to chairs and desks.
- **Workplace access:** TD continually improves its facilities to enhance access for employees with disabilities. Accessibility features include adequate space for wheelchair manoeuvring in meeting rooms, modified counters and sinks in coffee/lunch rooms, audible and visible signalling devices in building fire alarms and carpet accents to allow for visual distinction between various common areas (exits, stairwells, washrooms, copy areas, etc.). Learn more in our [Accessible Services](#) section.
- **Assistive Technology Team:** This dedicated team defines and implements standards to guide developers on how to build accessible applications and champions the introduction of new assistive technology solutions to improve accessibility for employees and customers.
- **ASL Interpreter:** We have an American Sign Language (ASL) interpreter on staff to support Deaf, deafened and hard-of-hearing employees across TD. The ASL interpreter participates in staff meetings and employee/manager interviews, as well as supports training initiatives, town halls and other communications.
- **Recruitment:** To recruit persons with disabilities, we have developed strong partnerships with community organizations

such as Employabilities in Edmonton and the Job Opportunity Information Network in Toronto. We introduce their job developers to our recruitment processes, provide tours of our premises and send them our externally posted positions. In the U.S., we have also had a long-term partnership with Coastal Enterprises, in which we provide employment opportunities to individuals who have previously encountered barriers in the workplace due to disabilities.

- **Collaboration with Canadian Armed Forces:** In 2008, we announced a special program that provides injured soldiers who wish to leave the military with the opportunity to pursue a career at TD.
- **Ability Edge:** We support this program, in partnership with Career Edge and the Canadian Bankers Association, to provide internships for persons with disabilities. We hosted eight internships in 2008 and 32 since the program's inception.

### **Gay, Lesbian, Bi-sexual, Transgendered and Ally (GLBTA) Employees**

We are proud of our progress in creating an inclusive and welcoming workplace for GLBTA employees. In fact, employees are applauding our efforts — as indicated in internal surveys and anecdotally — and TD has received significant recognition, including a number of external [awards](#) for our GLBTA program. Among our initiatives:

- **Employee Pride Network:** This network across Canada acts as a feedback mechanism to shape our strategy to support the GLBTA community and allows employees to share ideas and experiences. There are local networks in Toronto, Vancouver, Calgary, Edmonton, Montreal and London. More than 600 employees have joined the network since it started in 2005.
- **Annual receptions:** TD organizes annual employee Pride receptions in communities across Canada, which are hosted by various members of our Senior Executive Team, including our President and CEO Ed Clark. In 2008, more than 800 employees and community partners attended. TD's Employee Pride Network is active in the receptions, and all TD employees are welcome to participate whether they are members of the GLBTA community or peers who want to show their support.
- **Recruitment:** To attract talent from this community to our organization, in 2008 we participated in the Rainbow Network's job fairs in March and August. For the second consecutive year, TD was presenting sponsor of Out on Bay Street, an MBA conference for GLBTA students in Toronto. We also had a team in attendance to discuss career opportunities at TD.

### **Aboriginal Peoples**

Addressing the employment and career development of Aboriginal Peoples within TD is an area for improvement. As the representation of this group within our workforce is not where we'd like it to be, we made this a priority starting in late 2007, with it becoming our sixth focus area for our diversity program. Some of our initiatives include:

- **Research and awareness:** In 2008, we began researching ways to attract talent from this community. We held focus groups with Aboriginal employees to get their input, as well as an awareness training session with TD's new Aboriginal Peoples Committee to help the members better understand the needs of our employees and the communities we serve.
- **Recruitment:** To create hiring opportunities for Aboriginal peoples, we participate in external recruitment events, such as the Aboriginal Youth Career Awareness Fair hosted by the Chippewas of the Thames First Nation, and have established connections with organizations such as Nokee Kwe in London, Ontario, and the Aboriginal Human Resource Development Agreement holders.
- **Community partnerships:** As a member of the Financial Industry Partnering for Aboriginal Relationships, a multi-bank committee, we assisted in the development of a website to boost awareness among Aboriginal Peoples of banking as a viable career opportunity.

### **Learn more:**

- [TD Stories](#)
- [Employment Equity Annual Report](#)
- [Accessible Services](#)

Trends in Employment Equity at TD <sup>1</sup> (Canada)						
		2007	2006	2005	2004	2003
<b>Women</b>	Overall	66.88%	67.34%	67.43%	68.11%	69.12%
	Senior Management <sup>2</sup>	29.55%	29.88%	25.38%	23.00%	22.00%
	Middle & Other Management	47.36%	47.19%	45.79%	44.08%	44.30%
<b>Visible minorities</b>	Overall	25.38%	25.35%	23.43%	22.71%	21.58%
	Senior Management <sup>2</sup>	7.20%	5.98%	4.55%	3.54%	2.94%
	Middle & Other Management	18.03%	16.92%	15.52%	14.87%	13.13%
<b>Aboriginal Peoples</b>	Overall	1.22%	1.21%	1.08%	1.06%	1.04%
	Senior Management <sup>2</sup>	0.38%	0.40%	0.38%	0.39%	0.00%
	Middle & Other Management	0.71%	0.67%	0.66%	0.61%	0.61%
<b>Persons with disabilities</b>	Overall	3.78%	3.59%	2.17%	2.00%	1.32%
	Senior Management <sup>2</sup>	5.30%	5.98%	3.79%	1.57%	1.57%
	Middle & Other Management	3.95%	3.82%	1.87%	1.54%	0.76%

<sup>1</sup> Statistics are for each year as at December 31 and reflect the percentage of the workforce. Statistics for 2008 will be compiled and reported to the federal government by June 2009.

<sup>2</sup> The basis of presentation of TD's senior management was changed in 2006 to bring it in line with industry practice. The senior management category now includes those individuals holding Bank-approved titles of Vice President, Senior Vice President or higher.

## Diversity

### Customer/Client Diversity

The ability to provide our diverse customer base with the same quality customer experience across the board is an important focus for us at TD. We're doing this every day through our multi-language online services and automated banking machine network, numerous branch locations in ethnic communities and ongoing improvements to the accessibility of our customer locations.

#### Did you know?

TD Canada Trust is considered the Best Financial Institution in Canada, as rated by Chinese, South Asian and Korean populations in a 2008 Ipsos-Reid study.

#### Serving Diverse Communities

One of the priorities of TD's [Diversity Leadership Council](#) is to better serve diverse communities, and Canada's Asian community is one example. In certain geographic areas, we maintain and continue to strengthen our capacity to service this growing segment. In Canada, for example

- We have 116 Chinese-focused branches, 14 Korean-focused branches and 51 South Asian-focused branches.
- We offer product literature in Chinese, Korean and Punjabi.
- We deliver automated banking machine service in Chinese.
- We provide Mandarin and Cantonese EasyLine toll-free numbers.
- We have dedicated sections on [tdcanadatrust.com](#) for [Chinese](#), [Japanese](#) and South Asian customers. The [South Asian](#) section was launched in 2008.

We provide services for other ethnic communities as well, driven by local needs. For instance, we also offer automated banking machine service in Italian and Portuguese in Canada. In the U.S.:

- 87% of our automated banking machines deliver service in Spanish and approximately 50% offer service in German, Russian, Greek, Hindi, Portuguese and Italian, as well as Chinese and Korean. In 2009, we will be expanding French language service at roughly 55% of our automated banking machines.
- Spanish is available on our public and retail banking websites.
- Product information in Spanish is offered in most branches.
- We have one Spanish version of a Penny Arcade in South Beach, Florida, and one Chinese version in Chinatown in New York City (a Penny Arcade is TD Bank's free, interactive coin-counting machine).

#### Gay, Lesbian, Bisexual, Transgendered and Ally (GLBTA) Customers

Offering a supportive environment for the GLBTA population is another priority area for TD's Diversity Leadership Council. Among our initiatives in this area:

- In several major cities, TD has partnered with GLBTA associations, such as the Quebec Gay Chamber of Commerce, to meet the specific needs of business in these communities.
- We have year-round advertising campaigns to reach the GLBTA community in various mainstream and target publications, portraying TD as a welcoming bank. As one example, in 2008 TD Insurance Home and Auto placed ads on several GLBTA-oriented websites, including [xtra.ca](#), [fugues.com](#), [voir.ca](#) and [hour.ca](#), and in GLBTA-oriented directories such as [index.ca](#), [gaycanada.com](#) and the Quebec Gay Chamber of Commerce. To date TD Insurance is the only insurance company that has addressed this market in this manner, making the campaign a Canadian first in the insurance industry.

## **Canada's Aboriginal Communities**

At TD Waterhouse, we have an Aboriginal Trust Services team dedicated exclusively to serving the needs of Canada's Aboriginal communities, helping them establish and manage trusts to protect settlement income and resource revenues with a view to securing their prosperity and preserving cultural values for generations.

For many years, we have worked hand in hand with First Nations Bank of Canada (FNB) to establish leading retail and business banking centres in Aboriginal communities across Canada. FNB was founded in 1996 as a strategic alliance of the Saskatchewan Indian Equity Foundation Inc., the Federation of Saskatchewan Indians, Inc. and TD. In 2007, FNB completed a private placement with investors, the proceeds of which are being used to fund its growth and resulted in the dilution of TD's ownership in FNB from approximately 89% of voting shares to 9% of voting shares. This move represents another step toward fulfilling the vision that launched FNB over a decade ago — an Aboriginal-owned and controlled independent bank. To enable FNB to continue regular business operations and to provide FNB time to develop independent operational ability, TD has committed to providing certain services to FNB in the same manner as it does today for a period of time.

## **Customers With Disabilities**

TD offers an extensive range of products and services for customers with disabilities, from bank materials in alternate formats to accessible facilities and online services. [Learn more in our Accessible Services section.](#)

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## Diversity

### Community Diversity

Given the significance of diversity within our organization, we also want to serve as an example to others. That's why we invest in community programs that seek to

promote, celebrate and recognize diversity in society overall. In fact, we commit a minimum of 10% of our community giving program to support diversity initiatives in the community.

#### \$4.7 million for diversity

In 2008, TD donated \$4.7 million in Canada to community programs and initiatives that support diversity.

Many of the activities we support reflect our own [diversity areas of focus](#). Here are examples:

#### Visible Minority Groups and Diverse Communities

- In the **Mentoring Partnership** developed by the Toronto Region Immigrant Employment Council, TD is the most active corporate partner with the greatest number of mentoring partnerships. The program helps recent immigrants overcome obstacles to establishing their careers in Canada. Since 2005, TD employees have developed more than 400 mentoring relationships with program participants, and 48 TD employees have each counselled more than one new Canadian job-seeker. TD has also contributed \$540,000 to the program.
- Our support for newcomers also includes many other initiatives. For instance, TD supports the **Calgary Immigrant Aid Society** and its programs to help new Canadians settle in the community. Each year we sponsor and participate in the **Skills for Change New Pioneers Award Gala**, which celebrates the contributions of immigrants.
- TD has collaborated with organizations such as the **Ontario Black History Society** and **Black History Month Association of Nova Scotia** to host commemorative luncheons and music and dance celebrations. We support youth programs such as the prestigious **Harry Jerome Awards** and are the main sponsor of **Historica's Black History Canada Portal**, a unique website and the first of its kind in this country.
- In our continued effort to reach out to the Korean and South Asian communities, TD has sponsored festivals from coast to coast that expose these rich cultural traditions to people of all backgrounds. In 2008, for instance, we were the presenting sponsor of the **Korean Heritage Day Festival** in Vancouver, the **TD Canada Trust Festival of South Asia** and **Korean Harvest Festival** in Toronto, and **Global Fest** in Calgary, with activities ranging from music and dance to food and art exhibitions.
- TD Canada Trust was the presenting sponsor of the **IRIE Music Festival** in Toronto last summer, with approximately 60,000 people attending one of Canada's most exciting annual celebrations of music and the arts.

#### Women

- To help create more advancement opportunities for women in our society, TD has pledged \$1 million to the **Richard Ivey School of Business** in London, Ontario. The gift is funding MBA scholarships designed to help attract more women to business careers.
- We support **LEAF** (Women's Legal Education and Action Fund) and were presenting sponsor of their 23rd Annual Persons Day Breakfast last year. LEAF is a national charity committed to advancing substantive equality for women and girls through law.
- TD continues to be title sponsor of the Women in Leadership Speaker Series in Canada, run by the **Women in Leadership Foundation**. The speaker series showcases women role models in various sectors and acknowledges their contributions to the community and industry. In addition to sponsoring the speaker series, TD provides keynote speakers and panelists at events across the country.
- TD plays an active role with the **Women's Executive Network (WXN)** across Canada. We are a gold-level sponsor of its Wisdom mentoring program and provide TD executives as mentors for WXN members. TD is also the lead sponsor for the WXN Women's Executive Forum.

- In the U.S., we gave a US\$20,000 grant to **Oasis**, a haven for women and children in Paterson, New Jersey, that offers educational courses, a food program, clothing, children's programming and social service referrals.
- We donated US\$7,000 to **Wings for Success** of West Chester, Pennsylvania. The organization assists low-income women in achieving independence, stability and self-confidence through workshops, wardrobe guidance for training, interviewing and employment, and more.
- In support of the **New Jersey Association of Women's Business Owners Inc.**, we donated US\$15,000 to provide education, training, grants and loans to low-income women business owners.

## Persons With Disabilities

- For the third year in a row, TD was a lead sponsor of the **Ability First Conference** in London, Ontario, bringing together employers and support agencies from the London community to exchange ideas on how to better access labour market talent.
- In 2008, TD was the primary sponsor of **Mayfest 2008** hosted by the Ontario Association of the Deaf. Now in its 34th year, Mayfest celebrates the Deaf community in Toronto with entertainment and children's activities.
- At the Canadian Hearing Society forum entitled **Hiring Deaf Employees**, one of our TD Insurance managers spoke about accommodation initiatives at TD and working with Deaf, deafened and hard-of-hearing employees. The goal of the forum was to educate and help employers who are not familiar with working with Deaf employees.
- TD is the presenting provincial sponsor of the Canadian Paraplegic Association Ontario's **No Limits Wheelchair Relay Challenge**, which takes place in various communities in the province. TD provides wheelchair relay teams and a corporate donation, and employees fundraise for the annual community events.
- In 2008, we contributed funding to the **Special Olympics Vermont** and the **Barry L. Price Rehabilitation Center's ASCENT Program** in Newton, Massachusetts, which is an afternoon and summer program for teens and young adults who have developmental and physical disabilities. In New Jersey, a US\$20,000 grant was given to the **Special Olympics Young Athlete Program**. Introduced in 2004, this great program was created to meet the physical developmental needs of children, ages two-and-a-half to seven years in the areas of physical activity and play. To date, almost 2,000 children have taken part.

## Gay, Lesbian, Bisexual, Transgender and Allies (GLBTA) Community

- We support annual Gay Pride celebrations in major Canadian centres, including **Célébrations LGBTQA Montréal**, Toronto's **Pride Week** and **Pride London**, which was a new sponsorship for us in 2008.
- For Toronto's Pride Week — one of the largest arts and culture festivals in Canada and one of the largest Pride celebrations in the world — TD returned as a major sponsor for the fourth year and as the official bank. Dozens of TD employees took part in Pride Toronto's volunteer program, which is the heart and soul of Pride Week.
- TD backs many GLBTA organizations. In support of the **Lesbian Gay Bi Trans Youth Line**, which is a confidential, toll-free and non-judgmental peer-support phone line for young people, TD was the presenting sponsor of their art auction and the 10th Annual Youth Line Community Youth Awards. There's also **Jer's Vision**, an Ottawa-based group that does anti-homophobia work in high schools.

### TD has pride!

*"Every few years, a pioneering company takes the first trepidatious step towards supporting our event and the GLBTA community, leading the way for other mainstream sponsors. TD is one of those pioneering businesses who have been unequivocal and generous in their support of Pride Toronto and our community from the very beginning of our partnership. We're thrilled to be working with them again for Pride Week 2008."* Fatima Amarshi, Executive Director of Pride Toronto.

In addition to backing activities that celebrate, recognize and promote the GLBTA population, each year TD contributes to causes that matter deeply to this community, such as HIV/AIDS. For example:

- We are long-time supporters of **Casey House Hospice** and their Art with Heart fundraiser. The world-renowned facility provides palliative and supportive care services for people infected and affected by HIV/AIDS.
- TD sponsors **SNAP!**, a photography auction and competition organized by the AIDS Committee of Toronto, and

**Maskarade**, the masquerade ball fundraiser in Montreal spearheaded by the Farha Foundation.

- A new donation in 2008 was \$50,000 to Vancouver's **St. Paul's Hospital Foundation** in support of laboratory technology at the hospital's world-renowned B.C. Centre for Excellence in HIV/AIDS, which will be used for both research and teaching purposes.

## Aboriginal Community

- We support Aboriginal communities in Canada through programs geared to promote economic development, self-sufficiency and job opportunities; for example, in 2008 TD pledged \$125,000 over five years to the **Minerva Foundation for B.C. Women** and its Combining Our Strength initiative. TD's funding will be used to provide programs and opportunities for Aboriginal women in the areas of education, leadership development, economic security and safety.
- In 2008, we donated \$25,000 to the UBC Museum of Anthropology (MOA) in support of its **Native Youth Program**, a collaborative work-study program co-organized by MOA and the UBC First Nations House of Learning. The program's objectives are to inspire young Native leaders and promote meaningful direction and mentoring for Native youth.
- We provided \$50,000 to **Classroom Connections**, in support of the Change Learning Initiative within three pilot communities in the Prairie region. This project is an innovative, multi-stage initiative designed to create and implement a redesigned educational model rooted in knowledge about how children learn and develop.
- Last year we also sponsored the **Aboriginal Writing Challenge**, an initiative of the Dominion Institute, with a \$25,000 donation. The short story contest for young Aboriginal Canadians encourages participants to showcase their creative writing skills and explore their heritage, with submissions judged by esteemed Aboriginal authors and leaders.
- Through scholarships, TD invests in the next generation. For example, TD continues to fund six Aboriginal Youth Scholarships provided via the **Foundation for the Advancement of Aboriginal Youth** and the **Aboriginal Graduate Scholarships** at the University of Saskatchewan to help Aboriginal students realize their educational goals. In 2008, we also donated \$50,000 to **First Nations University of Canada** to create an education bursary.
- The Mount Saint Vincent University's **Nunavut Teacher Practicum/Orientation Program** received a \$25,000 gift from TD in 2008. The goal of this program is to prepare teachers for a northern teaching position, with the end result of reducing both the student dropout rate and the turnover rate of teachers from Nunavut secondary schools.

### Supporting Aboriginal women

*"The Combining Our Strength initiative is unique in that it is a partnership between Aboriginal and non-Aboriginal women who are working together to build capacity within the Aboriginal community to produce systemic change with sustainable results. We are fortunate to have the support of TD Bank Financial Group. Their sponsorship will assist the Minerva Foundation to continue to provide opportunities for Aboriginal women." Jody Wilson, co-chair of the Combining Our Strength council, Minerva Foundation*

Diversity

## 2008 Performance Scorecard

What we said in last year's report, and how we measured up.

Item	Priorities for 2008 Identified in Last Year's Report	2008 Results	Self-Rating
<b>People with disabilities</b>	Have people with disabilities recognize TD as an employer and bank of choice <sup>1</sup> .	<ul style="list-style-type: none"> <li>● TD was a featured organization for the Government of Ontario's disability awareness campaign</li> <li>● TD received multiple awards for our work in the community and as an employer of people with disabilities — see <a href="#">Awards &amp; Recognition</a></li> </ul>	✓✓
<b>GLBTA* employees and customers</b>	Have TD recognized as an employer and bank of choice among GLBTA employees and customers <sup>1</sup> .	<ul style="list-style-type: none"> <li>● TD named Best Investment Advisor/Firm and Best Bank by readers of Xtra!, Canada's online source for gay and lesbian news</li> </ul>	✓✓
<b>Visible minority groups</b>	Increase the representation of people from visible minority groups at the senior levels of the bank and be recognized as an employer of choice <sup>1</sup> .	<ul style="list-style-type: none"> <li>● The number of visible minority employees who hold bank titles at vice president and above increased significantly to 7.2% from 5.98% in 2006</li> </ul>	✓✓
<b>Women</b>	Be among the top three banks in terms of the representation of women in vice president roles and above <sup>1</sup> .	<ul style="list-style-type: none"> <li>● TD is a recognized leader in promoting the advancement of women and of those who hold bank titles: women make up 29.55% of vice presidents and above; however, we have not yet achieved our goal to be among the top three banks</li> </ul>	✓✓
<b>Serving diverse communities</b>	Establish TD as the bank of choice for members of the Chinese, South Asian and Korean communities, increasing the number of customers from those communities <sup>1</sup> .	<ul style="list-style-type: none"> <li>● TD Canada Trust is considered the Best Financial Institution in Canada as rated by Chinese, South Asian and Korean populations in a 2008 Ipsos-Reid study</li> </ul>	✓✓
<b>Aboriginal Peoples</b>	TD's current initiatives will be consolidated during 2008 with strategic goals set by year's end <sup>2</sup> .	<ul style="list-style-type: none"> <li>● We established committees that will focus on customers and employees, as well as milestones for 2009</li> </ul>	✓✓

\* GLBTA = Gay, lesbian, bisexual, transgendered and allies.

<sup>1</sup> Goals to achieve by end of 2008 as part of our three-year diversity plan (Canada only).

<sup>2</sup> New priority added in November 2007.

**KEY:** ✓✓ Achieved ✓ Made progress x Made little progress or not achieved

## Other 2008 Highlights

- TD was named one of Canada's 25 Best Diversity Employers in a new national competition by Mediacorp Canada.
  - In the U.S., TD Bank was the recipient of an award from Hireability, which recognizes our assistance in helping individuals with disabilities find employment.
  - TD Canada Trust received the Ontario Race Relations Recognition Award 2008 from the Diversity and Race Relations Advisory Committee of the City of London's Council.
  - The March of Dimes presented the 2008 Community Partnership Award to TD in recognition of our outstanding collaboration in support of people with disabilities.
  - See the [Awards section for more](#).
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## Diversity

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### Priorities For 2009

Among our key priorities for the year ahead:

- **Overall diversity program:** Continue implementing our diversity strategy to make a difference over the long term.
  - **Women in leadership:** Continue to expand leadership opportunities for women.
  - **Members of visible minority groups in leadership:** Continue to expand leadership opportunities for members of visible minority groups, with a goal of becoming a top employer of choice among Canada's leading financial institutions by 2011.
  - **People with Disabilities:** Continue to remove barriers and increase access for employees and customers with disabilities.
  - **Diverse communities:** Embed inclusiveness within customer and client communications, ensure business ownership of objectives/implementation and achieve representation in communication that is reflective of the communities at large.
  - **Gay, lesbian, bisexual, transgendered and ally (GLBTA) employees, customers and clients:** Continue to enhance and promote an inclusive environment for this community.
  - **Aboriginal Peoples:** Make progress toward our three-year goal of becoming a financial sector employer of choice for this community by providing a comfortable and respectful working environment for Aboriginal employees and becoming a bank of choice by providing a comfortable banking experience for Aboriginal customers and clients.
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## Diversity

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### TD Stories

#### Disabled employees can bank on support

The following is an excerpt from a story that appeared in the Toronto Star by Terrence Belford (April 3, 2008, page R3)

*Martha Johnson's employer has opened doors for her — quite literally. Johnson, 43, an IT specialist at TD Canada Trust, has spastic cerebral palsy. In recent years, that has meant she must depend on a walker to get around. Juggling a walker and opening doors at the same time provide a challenge, so TD installed an automatic door on her floor in the bank's downtown head office.*

*"That is just one very visible example of how the bank is always working to create an equitable workplace for those with disabilities," she says. "TD has, in my experience, proved itself very responsive when employees with disabilities need consideration."*

*That responsiveness starts with hiring the disabled and continues right through their careers with the bank, says Beth Grudzinski, vice-president of corporate diversity.*

*"I think one of the reasons the bank has been so successful in its efforts to help people like me is that leadership comes right from the top," Johnson says. "That signifies the importance of its efforts to everyone further down the chain."*

*In fact, 75 per cent of the bank's annual spending on diversity programs goes to making the workplace more welcoming to disabled employees, Grudzinski says. That spending falls into three general areas: accommodation, which includes things such as ergonomic office furniture; assistive technology; and alterations to physical premises, such as wheelchair ramps, elevators and, in Johnson's case, that automatic door.*

*Johnson's specialty at the bank is creating and supporting assistive technology, such as software to translate text to speech for those with impaired vision. She knows first-hand how much difference even the simplest technology can make. When she was 12, she spent months in a full-body cast while recovering from an operation. To help pass the endless hours spent either staring at the ceiling or floor, her parents installed a simple intercom, which allowed her to talk with friends at school.*

*Through her university years — she has a master's in psychology — finding ways to use technology to improve the quality of life for men and women like her became, first, a hobby, then, a career. At the bank, she continues to champion the cause of the disabled.*

#### Taking pride in our progress

During a recent Pride event at TD, a lesbian employee spoke about how comfortable she felt inviting her work team to her wedding after hearing Ed Clark, our President and CEO, speak inclusively about the gay, lesbian, bisexual, transgendered and allies (GLBTA) community.

Enhancing and promoting an inclusive environment for GLBTA employees and customers is one of the pillars of our diversity program at TD. Why? A few years ago we realized we didn't have an environment where all our GLBTA employees and customers felt comfortable being open about their sexuality; for example, while we have had same-sex benefits available at TD for many years, only 94 employees were signed up for them. With more than 50,000 employees in Canada, this didn't make sense. We also knew that some people, including executives, didn't feel at ease being up front about their sexuality as they thought it would limit their careers.

The reality was people weren't feeling as comfortable as they should. While we have always tried to be a welcoming organization, perception can be everything, especially in a large company. It is not acceptable if people don't claim benefits they are entitled to. It is not acceptable if people think some distinction is being made on the basis of sexual orientation.

TD's Diversity Leadership Council immediately took action by striking an executive subcommittee in 2005 to develop and drive a very focused program aimed at our GLBTA customers and employees. While there is still much to do to get where we

want to be, today we have a far-reaching program of initiatives for GLBTA employees, customers and the community at large.

In four short years TD has come a long way:

- The number of employees claiming same-sex benefits has more than doubled.
- We have set up a thriving Employee Pride Network across Canada, whose membership has tripled since inception in 2005 and now stands at more than 600.
- Surveys and anecdotal evidence tell us that GLBTA customers, clients and employees are applauding our efforts.
- TD has won external awards and recognition — including being named Best Bank for Toronto's gay community by Xtra, a leading gay news source, and Employer of the Year by the Gay and Lesbian Business Association of B.C. This recognition sends a positive message to our employees, customers and communities.

*"Diversity is extremely important to me. I am physically incapable of leading an organization that is at odds with my own beliefs about fundamental human rights and respect for each other. I care that our customers, clients and employees who are gay, lesbian, bisexual or transgendered have a comfortable experience at TD. I don't want people to feel they have to hide who they are because they're afraid we'll discriminate against them. In fact, I look forward to the day when all employees feel that their sexual orientation is a non-issue." Ed Clark, President & CEO, TD*

### **Taking initiative to welcome customers in their own language**

"Our branch is located in a community that is still partly rural. Several of the farmers hire seasonal workers from Mexico and Guatemala who come in to open accounts and cash their paycheques. These people are far away from their homes and families and most of them speak very little, if any, English. In order to make their experience at the bank more comfortable, I have written on a flash card — which I keep at my wicket — some phrases in Spanish, which have made it easier for them (and me!) to complete their transactions. The smiles on their faces when they hear at least a bit of their own language make my day and I think it makes theirs too."

TD's Terry Reeve, Customer Service Representative, Aldergrove, British Columbia

### **Supporting an employee's talent within and beyond TD**

Kyle Pettey is a Customer Service Representative at a TD Canada Trust branch in Brampton, Ontario. He's also a member of Canada's Paralympic track and field team, which won six medals in the Beijing Olympics.

TD employees have another reason to celebrate -- one of our very own has brought home a medal from the Paralympic Games in Beijing. The news of Kyle Pettey's bronze medal win in shot-put has been received with great pride and admiration by everyone at TD. It was Canada's first track and field medal of the games. Not only did Kyle bring home the bronze, but he beat his personal best with a throw of 11.04 metres and now holds a new pending Canadian record for shot put in the Cerebral palsy classification group.

"Kyle has always been a team player — at work and on the track," says Gary Martin, Branch Manager at the Bramalea City Centre branch in Brampton, Ont. "He's a great example of what dedication, perseverance and commitment to excellence can accomplish — whether as a part of a team at TD or Team Canada in Beijing."

Kyle has been training for 12 years and is currently a member of the Brampton Cruisers a sports club for individuals with physical disabilities in the Peel Halton area. This is Kyle's third Paralympics; he brought home silver from both Sydney '00 and Athens '04.

"This is what I'm meant to do. I've trained so hard to do this sport," says Kyle. "I've had amazing support from TD Canada Trust as well as from my peers. My co-workers at Bramalea City Centre branch even decorated my business wicket with Olympic Rings, the Paralympic logo and a local news story to show their encouragement and pride!"

## Community

### How are we making a difference for our communities?

More than \$47 million — that's how much TD gave to charities worldwide in 2008. Building and maintaining strong communities is a shared responsibility in which we all have a stake — and TD is committed to doing its part and more. Each year we continue to push forward in championing causes that are important to our employees, customers, clients and the communities where we live and work.



#### 2008 Performance Scorecard

How did we do last year?

#### Priorities for 2009

What we have planned for the year ahead.

#### Our Approach

TD's overall approach to community giving.



#### TD Stories

Stories and testimonials.



#### Canada

Our community program in Canada.



#### U.S.

Our community program in the U.S.



#### International

Our community program internationally.



## Community

### Our Approach

**Goal:**

*Contribute positively to communities wherever we have a presence.*

At TD, we measure success not only by our ability to achieve our business goals, but also on the impact we have in strengthening communities. Successful corporations like ours need a healthy, vibrant society to flourish, and our community investments are among the ways in which we strive to achieve this.

**Impact**

TD provides millions of dollars each year to worthy charities and not-for-profit organizations that work tirelessly to better our communities — more than \$47 million was donated globally in 2008 alone.

Charitable Giving Worldwide (CDN millions)	
Region	2008
Canada	\$35.50
U.S.	\$11.60
International	\$0.06
<b>Total</b>	<b>\$47.16</b>

But for all of us at TD, we see our community program as having far more impact than the straightforward dollars we provide. Guided by our philosophy of *making a difference together*, our involvement in the community takes many shapes and forms:

- **Hands-on volunteering by employees:** Helping a child learn to read, designing a website or volunteering at the local shelter — there are countless examples of how TD employees give back to their communities. We encourage and support their good deeds by offering flexible work arrangements and time off to support causes of their choice, as well as a volunteer grant program that funds charities where employees actively volunteer.
- **Collaboration with community groups:** For us, giving back isn't merely a cheque-writing exercise. We seek opportunities to get involved and work closely with community members — such as schools, social service agencies and community centres — to help boost and expand their good works.
- **Championing vital causes:** We proactively promote issues that matter to our stakeholders — including children's health, literacy and education, and the environment — so that we draw attention and much-needed funding to these areas.
- **Supporting customer and client generosity:** TD customers and clients also play a huge role in our community giving program. They give generously to our fundraising appeals and volunteer for various activities, such as serving on advisory boards of the TD Friends of the Environment Foundation or pitching in during the TD Great Canadian Shoreline Cleanup. We facilitate the contributions of customers and clients and offer opportunities for them to get engaged in volunteering.

**Areas of Focus**

While TD's community involvement spans a broad range of causes, we have focused our investments into key areas. These differ slightly in each major region where we operate — [Canada](#), the [U.S.](#) and [internationally](#). Since we seek to support children and youth throughout all our community efforts, one common area of focus for us is literacy and education. As TD continues to grow and become the better bank across North America and globally, we are building on flagship community programs that matter to our stakeholders and looking for opportunities to align our community giving pillars for even greater impact.

## Community

### Canada

**TD is one of Canada's top corporate donors. In fact, over the past five years we have donated more than \$150 million to charities and not-for-profits across the country.**

TD continues to exceed Imagine Canada's voluntary benchmark that encourages Canadian businesses to invest at least 1% of pre-tax corporate profits in charitable giving. We donated \$35.5 million last year or 1.4% of pre-tax domestic profits.

The results are even greater when you count the millions contributed by employees and customers — to the TD Friends of the Environment Foundation, the TD Children's Hospital Fund, the United Way and other causes. Added up, our total support was some \$47 million in 2008 — that's called really *making a difference together*.

Making a difference together in 2008 (CDN millions)		
TD corporate donations	=	\$35.5 million
Employee donations	=	\$6.8+ million
Customer/client donations	=	\$4.6+ million
<b>Total contributions</b>	<b>=</b>	<b>\$46.9+ million</b>

#### Three Pillars

There are three main "pillars" of our community giving program in Canada:

- [Children's health](#)
- [Literacy and education](#)
- [The environment](#)

We have chosen these areas because research shows they matter most to our customers, clients and employees. We also believe in focusing our efforts to make a meaningful difference.

#### Supporting Diversity and Other Causes

Diversity is another key area of our community involvement. We champion programs that promote diversity especially in activities around our three community pillars.

We also support other causes, such as arts and culture, social services and medical training. In doing so, we look to build on our three pillars; for example, funding programs that give young people opportunities to attend professional music and theatre events.

#### Other Facts About Our Community Giving in Canada

- 50% of our overall giving is directed at children and youth across all causes we support.
- We commit a minimum of 10% of our community program to support diversity initiatives — reflecting our own emphasis on inclusiveness at TD.
- Our support for hospital and university capital campaigns is directed to human capital — through the TD Grants in Medical Excellence program (for medical training and research) and through scholarships and bursaries (for post-secondary students).

- TD employees are incredibly active in their communities; for examples across Canada, see the [employee involvement](#) section.

**Charitable Giving in Canada**  
(millions)

	<b>2008</b>	<b>2007</b>	<b>2006</b>
Cash donations	\$34.9	\$32.0	\$30.0
Gifts-in-kind donations*	\$0.6	\$0.6	\$3.0
<b>Total corporate donations</b>	<b>\$35.5</b>	\$32.6	\$33.0

\* Property and equipment donated to community organizations.

**Exceeding Imagine Canada's Corporate Giving Target of 1%**

	<b>2008</b>	<b>2007</b>	<b>2006</b>
% of pre-tax domestic profits donated to charitable organizations*	<b>1.4%</b>	1.3%	1.3%

\* Based on a five-year historical average. Prior to 2007, based on a three-year rolling average.

[Applying for Funding](#)

## Community

### Children's Health

An important part of all strong, vibrant communities is the quality of children's health and the programs and services that support their well-being.

#### Teaming Up With Children's Hospitals

TD is a passionate and long-time supporter of children's hospitals, which play a critical role in caring for the special needs of sick and injured children. That's why we created the **TD Children's Hospital Fund** to collect money for top medical facilities and foundations across Canada linked through [the Children's Miracle Network](#), which serves more than 2.6 million children each year. All funds raised go directly to the [local Children's Miracle Network member hospital or foundation](#) for the purchase of life-saving equipment, patient services, and medical research.

TD is one of Canada's largest contributors to the Children's Miracle Network and has been a sponsor since 1994. In addition to donating our own funds:

- Throughout the year we run campaigns in branches to help raise public awareness of children's health.
- TD employees demonstrate tireless dedication in organizing a wide array of creative fundraising activities.
- To facilitate and encourage employee and customer donations, we offer an automatic monthly donation program. As of October 31, 2008, 67,141 customers (up 10% from 2007) were donating to the TD Children's Hospital Fund.
- TD covers the cost of administration, so every dollar contributed goes directly to the children who need it. We also match every dollar contributed, up to \$1 million each year.

Together with our customers, clients and employees, we raised more than \$5.2 million for the Children's Miracle Network in 2008. Since 1994, we've made a big difference through the \$32.5 million we contributed together to children's hospitals.

#### TD ThinkFirst for Kids

Created by leading neurosurgeon Dr. Charles Tator, this national program helps children in junior kindergarten through Grade 8 learn how to play safely and avoid injuries. The free school-based program, sponsored in part by TD, gives teachers the tools to better educate students to "think first" before engaging in unsafe behaviour. Included are family components called TD ThinkFirst for Families and ThinkFirst at Home — a series of home activities that reinforce the school-based lessons through family and community-based activities. More than 50% of Canada's 11,000 elementary schools are now using this tool.

#### Kids Have Stress Too!

Research indicates that young children often experience alarming levels of stress that can lead to serious health problems or difficulty in school. To help address this seldom recognized issue, TD is the lead national sponsor of Kids Have Stress Too!, a parent education program of the Psychology Foundation of Canada that helps health-care professionals deliver stress management workshops to families. In addition to funding the development of the program, we continue to provide money for supporting materials, the website and a national poster campaign. More than 4,000 facilitators, early childhood educators and daycare workers have been trained to use the program, and more than 300,000 parents have been reached with this initiative.

#### Just the Facts

**Investment in 2008:**  
\$6.8 million for children's health. This comprises \$3.6 million in TD donations and \$3.2 million in employee and customer donations.

**TD's executive champion for children's health:**  
Tim Hockey,  
Group Head, Canadian Banking and  
President and CEO, TD Canada Trust

#### Flagship programs:

- TD Children's Hospital Fund
- TD ThinkFirst for Kids
- Kids Have Stress Too!

## Community

# Literacy and Education

Our stakeholders continually tell us that literacy and education are a top issue to them. TD is dedicated to making a difference, and we find ways to contribute at many different levels — from sponsoring reading clubs for kids to funding student scholarships.

### TD Summer Reading Club

For 13 years, the TD Summer Reading Club has encouraged millions of children in libraries across Canada to develop a passion for reading while helping maintain their literacy skills during the summer holidays.

The award-winning reading club is made possible by TD, Library and Archives Canada and the Toronto Public Library. All kids who sign up receive a reading kit containing a coloured poster, sticker sheet and logbook to keep track of their progress. Many local libraries offer reading games, challenges and discussions, book-related crafts, author visits and storytelling sessions.

For the 2008 program, the theme was LOL (Laugh Out Loud) and more than 2,000 participating libraries offered a range of books for all reading levels that fit into the theme. Libraries included those in Newfoundland and Labrador, Prince Edward Island, Nova Scotia, Quebec, Ontario, Manitoba, Saskatchewan, Alberta, Nunavut, Northwest Territories and the Yukon. A new feature last year was printing all 400,000 free reading kits given out across the country on Forest Stewardship Council (FSC) certified paper stock. In 2008, TD announced a new \$2.7 million investment to help Library and Archives Canada and the Toronto Public Library continue to operate and grow the TD Summer Reading Club through 2011.

### TD Canadian Children's Book Week

TD is proud to support the largest free book distribution program to school-aged children in Canada. Each November, every Grade 1 student across the nation receives a free Canadian storybook as part of TD Canadian Children's Book Week.

Organized by the Canadian Children's Book Centre (CCBC) in cooperation with ministries of education, school boards and libraries — and fully funded by TD as the title sponsor — this innovative, far-reaching annual book giveaway is designed to create a love of reading among children by providing them with their very own personal book to take home and read with their family. In 2008, nearly 500,000 copies of *Too Many Books!* — by renowned children's author Gilles Tibo and illustrator Bruno St-Aubin — were handed out to Grade 1 students across Canada courtesy of TD.

### TD Canadian Children's Literature Awards

Now in its fourth year, the annual TD Canadian Children's Literature Awards encourage excellence in literary works for youth. Through this initiative of TD and the Canadian Children's Book Centre, each winner receives \$20,000, one of the largest

#### Just the Facts

**Investment in 2008:**  
\$9.45 million to support literacy and education across Canada

**TD's executive champion for literacy and education:**  
Frank McKenna, Deputy Chair

#### Flagship programs:

- TD Summer Reading Club
- TD Canadian Children's Book Week
- TD Canada Trust Scholarships for Community Leadership
- TD Waterhouse *Investing in Youth*

#### Award-winning reading club

In recognition of its success at bringing children and books together, the TD Summer Reading Club has previously received the Angus Mowat Award of Excellence.

#### 4 million+ free books

Since TD became the title sponsor of Canadian Children's Book Week in 2000, we have provided more than four million free books to Grade 1 students across Canada.

prizes for Canadian children's literature. In 2008, Christopher Paul Curtis's *Elijah of Buxton* was recognized as the most distinguished English-language book while Gilles Vigneault and Stéphane Jorsch received the most distinguished French-language book award for *Un Cadeau pour Sophie* (A Gift for Sophie).

## Junior Achievement

Through a collaboration between business, educators and government, Junior Achievement (JA) offers engaging in-class study programs to help kids understand how career choices translate into future success. TD and its employees have been actively involved in JA's Economics of Staying in School (ESIS) program for more than 11 years. Complementing TD's financial commitment of more than \$235,000 in 2008, roughly 600 employees taught the course in Grade 8 classrooms across the country.

## Scholarships and Bursaries

Due to the costs of higher learning, many young people need financial aid to continue their studies and pursue their goals. To help them reach their full potential, TD donates significant funds for student scholarships and bursaries:

- The **TD Canada Trust Scholarships for Community Leadership** is our signature program in this area and is deemed one of the most prestigious scholarships in the country. Out of admiration for exemplary youth who dedicate considerable time to support local causes that matter to them, each year we award the TD Canada Trust Scholarships for Community Leadership to 20 top achievers in their final year of high school (CEGEP in Quebec). Each scholarship provides full tuition, \$5,000 per year toward living expenses and an offer of summer employment at TD for up to four years — for a total value of up to \$60,000 per recipient, which is increasing to \$70,000 in 2009.
- **TD Bank Financial Group Bursaries:** Annually, more than 500 aspiring students studying in various disciplines receive scholarship funds through this program via their Canadian university or college financial aid offices.
- **TD 4-H Agricultural Scholarships:** These scholarships help make it possible for 10 high-achieving Canadian students to study in the agriculture and agribusiness fields. TD has been a supporter of the 4-H Council, a rurally-based boys and girls club, since 1955.
- **Harry Jerome Scholarship Fund:** Our contribution provides two scholarships a year, along with summer employment at TD to African-Canadian students who demonstrate academic excellence, community leadership and financial need.

### \$14 million and counting

Since 1995, the TD Canada Trust Scholarships for Community Leadership have awarded more than \$14 million to 261 students from all parts of Canada who have made a real difference in their communities. [Learn more in the TD Stories section.](#)

## TD Waterhouse Investing in Youth

We set up the TD Waterhouse Investing in Youth initiative to promote the Duke of Edinburgh's Award program in major Canadian cities. Young people earn the award by achieving their goals in community service, skills development and physical activity. To ensure that inner-city and disadvantaged youth are able to participate, we provide funding for the employment of field officers, who introduce the award to communities and support participants. Over the past three years, we have contributed \$700,000 to the initiative.

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## Community

### Other Causes

#### Community Diversity

From Korean festivals to Pride celebrations to mentoring programs for new Canadians, TD supports a wide range of community programs and events that champion our country's rich diversity. In fact, TD donated more than \$4.7 million in 2008 to diversity initiatives in the community. Learn more in our Community Diversity section.

#### Arts and Culture

TD is proud to invest in Canada's arts and culture sector — with our focus on supporting music (through the TD Canada Trust Music brand), diverse talent and youth access to performing arts.

##### Supporting music and diverse talent artists

At the centre of any healthy community are flourishing artists, vibrant cultural offerings and quality entertainment — and TD is making a positive contribution to each of these. To name just a few initiatives:

- TD Canada Trust Jazz Festivals:** Canadians love music and, at TD, so do we. So we're proud to be part of bringing the best in music to our communities and our customers through sponsorships that include Canada's foremost jazz festivals. In 2008, we celebrated five years as a major sponsor of these festivals, including Halifax, Montreal, Ottawa, Saskatchewan, Vancouver, Victoria and Winnipeg. To help showcase Canada's up-and-coming jazz stars, we also present a youth outreach program at each festival, ranging from workshops to opportunities for youth to perform at the events.
 

"TD Canada Trust's generous support will help young jazz musicians achieve their dreams," said Mary Hofstetter, president and CEO of the Banff Centre, "and communities across Canada will benefit as music created in Banff enriches performances from coast to coast."
- TD Canada Trust Music Fellowships in Jazz:** Canada's next generation of jazz musicians will get a head start on their careers, thanks to a new jazz fellowship established by TD Canada Trust. The \$150,000 donation was announced in 2008 and will be used to support musicians attending programs at the Banff Centre through 2011. The Banff Centre is one of the most important training grounds in the world for jazz musicians and composers.

##### Helping youth discover the arts

TD subsidizes costs for children and youth attending a variety of performing arts productions, such as:

- Orchestra programs:** We support the Toronto Symphony Orchestra and its TSOundcheck program, an annual \$50,000 initiative allowing youth and young adults affordable access to the symphony. In 2008, we also contributed \$30,000 each to the Calgary Philharmonic Orchestra and the Orchestre Symphonique de Montréal for similar youth access programs.
- Tafelmusik:** TD sponsors their "Face the Musik" program, and our support won the Globe and Mail Business for Arts Award in 2007 in the category of the Most Effective Corporate Program on access.
- Regional dance companies:** We continue to donate funding to renowned regional dance companies, including the Royal Winnipeg Ballet, Alberta Ballet, Ballet BC, Ballet Creole and the Atlantic Ballet Theatre Company, which provides blocks of complimentary tickets to children's groups wherever they tour.

#### Medical Training and Research

Among the most pressing concerns for health-care professionals in Canada are lack of funding for professional development and ensuring the best medical talent stays in the country. To address these issues, TD has been investing in medical practitioners at hospitals and health-care facilities across Canada since 2000 through the **TD Grants in Medical Excellence** program.

It's a great example of our *making a difference together* philosophy in action. Our funds — \$2.08 million was provided in 2008 alone — are allocated to skills training for health-care workers and research grants for doctors, helping them to make a positive impact at Canada's hospitals and health-care facilities. Last year, we continued to pledge major new commitments under the program:

- A gift of \$1 million was given to the University of Alberta to provide financial support for health-science students through the creation of eight scholarships and a research fund that will focus on interdisciplinary health care.
- TD donated \$150,000 to the Surrey Memorial Hospital Foundation in Surrey, B.C. — \$30,000 a year for the next five years — that will be used to provide training and professional development to the hospital's nurses.

"As society's need for health-care professionals grows, so too does the cost of post-secondary education," said Mike Mahon, chair of the University of Alberta Health Sciences Council. "The support provided by TD will ensure equal access to our health-science programs for all students, regardless of socio-economic background. These scholarships will allow us to continue to attract top talent to our university and to meet the need for capable caregivers in the future."

## Community Development and Social Services

TD has a long history of investing in social services and programs that help develop and revitalize communities.

- **The York University — TD Community Engagement Centre:** In 2008 TD made a \$1 million commitment to Toronto's York University Foundation to create this permanent satellite centre in the neighbouring Black Creek community. The new facility will help the institution build strong developmental ties with the economically challenged neighbourhood by offering tax preparation services, legal clinics, small business counselling, tutoring programs and more.
- **Habitat for Humanity:** TD backs the hands-on, results-focused approach of Habitat for Humanity, a housing organization that builds decent and affordable housing in conjunction with people in need. On top of TD's funding for building projects across Canada each year, hundreds of employees have pitched in on numerous construction sites.
- **United Way:** Every day, many people in our communities and neighbourhoods require assistance — including the homeless, abused women, newcomers, seniors and individuals in crisis. TD supports social service agencies like the United Way that aim to improve social conditions and provide vital services and hope to those less fortunate.
- **Youth Challenge Fund (YCF):** TD has contributed \$250,000 to this initiative that aims to improve opportunities for young people, particularly in poorly served neighbourhoods. YCF investments will focus on youth education, employment, leadership and engagement initiatives, and funding will be targeted to youth 11—24 who have faced significant barriers and inequality, particularly African-Canadian Youth.

### \$6 million for United Way

In 2008, more than \$8.6 million was raised for the United Way and other Canadian charities, of which an incredible \$6 million was generated by employee donations and fundraising.

Learn more in the [Economy and Society section](#) and the [TD Stories section](#).

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## Community

### Employee Involvement

As the heartbeat of TD's community program, employees' spirit of volunteerism comes to life in so many ways. Select a community below for examples of TD employees making a difference throughout the country.

Select a Province/Region

Through our **Volunteer Grant Program**, employees who volunteer more than 40 hours a year to a single registered charity are eligible to receive a \$500 grant for the organization. Through this program, TD gave more than \$258,000 to 439 organizations in 2008. Since the program began, TD has donated more than \$900,000 to 1,058 organizations on behalf of TD employees. We also recently opened this program to our retirees so they too can be recognized for the contribution they are making to their communities.

#### British Columbia/Yukon

- **TD Lightning Dragon Boat Team:** For the eighth year in a row, our TD Lightning team entered the Paddle for Kids fundraiser for the BC Children's Hospital. They generated a record \$14,300, once again being the top fundraiser among the 20 teams participating.
- **Habitat for Humanity:** More than three dozen TD employees showed their handiwork skills by taking part in the building of a 27-unit townhouse project in Burnaby.
- **Big Bike Ride:** Twenty-nine employees, family members and friends in Duncan pedalled their way to a \$2,400 donation by participating in the Heart and Stroke Big Bike Ride event.
- **Jail & Bail fundraiser:** Several TD employees in Victoria were arrested and thrown in jail! But it was all for the very best of causes — raising money for the BC Children's Hospital. With the help of co-workers, friends, family and the community, bail was raised to release the employees as part of a fun week of fundraising that also saw some of our employees shave their heads.



#### Alberta

- **Big Brothers Big Sisters (BBBS):** In Calgary, TD Insurance employees, along with their families and friends, hit the bowling lanes to benefit their hometown's BBBS chapter. Our team of 50 — the largest showing of any single company — raised roughly \$4,000.
- **HIV Edmonton — Walk for Life:** A group of enthusiastic Edmonton employees from our TD Pride Network participated in the HIV Edmonton Walk for Life to raise funds to help fight HIV/AIDS.



- **Ride for Juvenile Diabetes:** TD had an incredible 44 teams and 183 riders participating in the Calgary Ride for Juvenile Diabetes. Roughly \$47,000 was collected, accounting for 51% of all funds raised at the event.



- **Shoreline Cleanup:** All across Alberta, employees volunteered to help make the environment a better place during the TD Great Canadian Shoreline Cleanup. For example, in Medicine Hat, two dozen employees pulled trash from the local creek; in Three Hills, several employees travelled some 40 miles to the Red Deer River to help tidy it up; and in Grande Prairie, 32 employees cleaned a section of the Wapiti River shoreline.

- **The Mustard Seed Ministry:** This agency in Calgary provides food and shelter to the homeless, and our Business Development team from TD Waterhouse volunteered one afternoon to help pack lunches and clean the facility, among other things.



- **Medicine Hat Food Bank:** To support this community food bank, local TD employees held a bake sale and raised \$300 on top of a \$1,000 donation by TD.

### Volunteer Power

Wanting to make a real difference in kids' lives, Heather Larke, Regional VP and Market Leader, TD Waterhouse, enthusiastically donates her time and talent to a cause that gives one big lift through "one little ticket." She volunteers as board president of the **Kids Up Front Foundation** in Calgary. Through their Can't Use Your Ticket? program, Kids Up Front collects tickets that people can't use for concerts, theatre and sporting events and ensures the seats are filled with kids who could really benefit from the experience. Heather and her TD Waterhouse colleagues also recently organized a charity art auction for Kids Up Front at an annual client appreciation event through which they raised funds through sales of unique pieces of art by many local artists.

### Hospital adds much needed equipment due to TD gift

The city of Grande Prairie and the northern region of Alberta are currently growing at a phenomenal pace. The demand for quality healthcare and the pressures to provide this service are at an all-time high. That led TD to pledge a gift of \$25,000 in 2008 to the QEII Hospital Foundation to help purchase much needed specialized equipment for the hospital. Enhancing the specialized equipment that is currently available at the QEII Hospital will not only diversify the types of services offered to patients but will also increase the level of health care provided locally, which will reduce the number of people who will need to be sent to Edmonton or Calgary for these services.

### Saskatchewan/Manitoba

- **Habitat for Humanity:** Employees from Saskatoon took a day away from helping customers secure financing for their home purchases to help Habitat for Humanity build a new home for a very deserving family.
- **Winnipeg Christmas Cheerboard:** Over the past seven years, TD employees in Winnipeg have collected in excess of 33,000 toys and \$300,000 in cash donations on behalf of less fortunate children and families of Winnipeg, as part of the Christmas Miracle drive. More than 70 TD volunteers participated in the 2008 campaign.



- **Eliminating Poverty Breakfast:** Anne Taylor, District Vice President, Winnipeg, along with local dignitaries, including the Premier, and others helped to serve a hearty breakfast to approximately 800 adults and children at the 2nd Annual Eliminating Poverty Pancake Breakfast at the Indian and Metis Friendship Centre.



## TD gift to University of Regina benefits students and the environment

Students at the University of Regina keen on tackling the environmental and energy challenges facing our country will benefit from a \$265,000 donation from TD. The gift will be used to create the TD Bank Financial Group Bursary in Energy and Environmental Studies. The bursary program, which begins in 2010, is available to full- or part-time students who require financial support and covers 50% of the student's tuition fees per semester, up to \$13,000 per year.

## Supporting youth and the University of Winnipeg

In keeping with our long-time support of literacy and education, in 2008 we announced a gift of \$150,000 to establish the TD Tuition Credit Bursary at the University of Winnipeg. The TD Tuition Credit Bursary will be awarded to students as early as the fourth grade and provide a financial incentive for kids to stay in school and "earn" their way toward a post-secondary education at the University of Winnipeg.

"Through this partnership, we can help Winnipeg's inner-city become a thriving, vibrant community," stated university president Dr. Lloyd Axworthy. "It is especially important to instill the dream of higher education at an early age so that disadvantaged kids can picture and strive for a better future for themselves," added A World of Opportunity campaign chair, R.M. (Bob) Kozminski.

## Greater Toronto Area (GTA)

- **TD Securities Employee Charity Auction:** Getting to pick a new hairstyle for Investment Banking's Pat Meneley was one of the hundreds of exciting and unique auction items up for bid as part of the annual TD Securities Employee Charity Auction in Toronto. For the past 11 years, TD Securities has been hosting the event, with proceeds going to children's charities in Canada. The auction is a big part of the team's culture, and over the years TD Securities has raised more than \$4.4 million for local children's charities, including Big Brothers and Big Sisters of Toronto and Ronald McDonald House.



- **Community Week:** More than 200 employees within our Wealth Management Technology Solutions group volunteered to support 18 charities during a dedicated week of volunteerism. They struck a committee to work with several agencies to identify volunteer activities. For example, employees sorted and packed 35,611 pounds of food and household items at the Daily Bread Food Bank; gathered three-quarters of a tonne of garbage at three separate TD Great Canadian Shoreline Cleanup sites; and interacted with seniors, disabled adults and Alzheimer patients at various United Way-related activities.



- **Ride for Juvenile Diabetes:** With 1,855 riders and nearly \$540,000 in donations, we are extremely proud that TD won the Corporate Spirit Cup for the fourth consecutive year and helped the Juvenile Diabetes Research Foundation Canada reach its Toronto goal of \$2.4 million.

- **Chili Challenge:** Talk about heating things up! To help collect funds for the United Way, a "chili challenge" was held by our Technology Risk Management & Information Security team at their office in Mississauga.

- **Regent Park Community Centre:** Ten employees from TD Mutual Funds prepared and brought lunch to underprivileged children at this facility. Focusing on spending quality time with the children, our team also engaged in various fun activities with them, from making crafts to supervising basketball games.

## Walking together With Heritage Toronto

Have you ever wondered about the story behind that building on the corner or the neighbourhood's most infamous resident? Once again TD teamed up with Heritage Toronto Walks to sponsor free neighbourhood walking tours during summer 2008. Covering all areas of the city, the initiative encourages Torontonians to discover the city's rich history and helps promote the conservation of our natural heritage.

"Thank you TD for encouraging us to get out into our communities and volunteering our time. I have been extremely pleased to be able to present a \$500 cheque to my children's school every year for my role on our parent council's fundraising efforts. This valuable donation has gone to a bursary to a graduating student with a focus on volunteerism in the community. What comes around goes around, I guess!" TD's Lenore Klassen, Niagara Falls, Ontario

## Southwestern Ontario

- **Small Business Challenge:** In April 2008, Fanshawe College hosted the first annual TD Canada Trust Small Business Challenge. Sixteen teams representing students from the School of Business and Management presented business ventures to an expert panel of judges from TD Canada Trust, who were able to donate their time to encourage budding entrepreneurs.
- **TD Green Machines:** For the past several years, a group of employees have formed the TD Green Machines team to participate in the Grand Bend Bike Tour, raising funds for multiple sclerosis.
- **Send 'em Off Smiling:** TD employees in Kitchener-Waterloo raised funds for the SOS Send 'em Off Smiling program that helps local needy kids with free knapsacks and school supplies to make their first day at school more enjoyable. Other communities in Western Ontario have adopted the same program thanks to TD Canada Trust.
- **United Way Stair Climb:** More than 200 TD employees volunteered their time and energy to climb up the 472 steps of One London Place, making the trek alongside other dedicated community members to generate \$165,000 in donations.
- **Helping the Environment:** In September 2008, more than 450 TD employees and their families volunteered in the TD Great Canadian Shoreline Cleanup in London. Over several days, volunteers collected garbage to make a big impact along river banks, ponds and lakes to enhance habitats.
- **Bowling for Miracles:** TD staff volunteered their time to participate in the Children's Miracle Network's Bowling for Miracles. This event brought together the financial services community in London in support of the Children's Hospital of Western Ontario.



## \$500,000 for advanced surgical learning centre

TD made a special pledge of \$500,000 in 2008 toward the completion of the Brent and Marilyn Kelman Centre for Advanced Learning at the London Health Sciences Centre (LHSC). While the gift is local, its implications reach beyond the London region. The donation will help LHSC provide the best care for its patients while innovating for the world. Physicians from London, as well as from across Canada and around the globe, will train at the centre, learning the latest minimally invasive techniques that, among other benefits, promote quicker surgical recovery times.

"This commitment by TD Bank Financial Group will help enhance an environment that fosters the sharing of leading-edge surgical-training techniques," says Dr. John Denstedt, Chief of Surgery, LHSC. TD has donated more than \$1.9 million to the London Health Sciences Foundation since 1996.

## Northeastern Ontario

- **Heart and Stroke Foundation:** In Peterborough, a team from our branches and 29 TD Insurance employees climbed aboard the Heart and Stroke Foundation's renowned Big Bike. After raising \$2,000 for the foundation, our team pedaled themselves to a Team Spirit Award.



- **Equidae Stables:** Home to the Therapeutic Riding Association of Ottawa Carleton Inc., 50-plus riders with varying disabilities were unable to start their riding lessons last winter due to heavy snow that collapsed the arena roof. Fortunately, no person or animal was injured, and the community rallied together to build an even better program for this much needed service. TD Canada Trust kicked off the fundraising with a local \$5,000 donation, our employees pitched in funds and our local branch facilitated donations from surrounding communities.



- **North Bay Blooms:** TD and its employees supported North Bay Blooms, a summer program with community cleanup nights, a series of best business gardens of the week and a sightseeing tour highlighting some of the community gardens.



### Supporting the YMCA in Simcoe/Muskoka

A gift of \$150,000 was made by TD in 2008 to the YMCA of Simcoe/Muskoka's "Connecting 1 in 5" — a \$16 million capital campaign that aims to double the number of people the organization serves by 2012. The YMCA offers a broad range of programs and services, from providing families with much needed child care to healthy lifestyle and wellness programs for a diversity of ages, abilities and backgrounds.

"We are very excited that TD has stepped up as the first financial institution to donate to our fundraising campaign and hope that their active corporate citizenship will encourage others to follow," said Tom Coon, CEO, YMCA of Simcoe/Muskoka. "Having the support of local businesses like TD will help us reach our goal of being able to serve one in every five residents in the area rather than one in 10, in particular children and youth."

### Let's Build Kingston Together

The new K-Rock Centre in Kingston received an \$80,000 donation from TD in 2008 toward the Let's Build the Kingston Regional Sports and Entertainment Centre Together fundraising campaign. The K-Rock Centre provides a venue for sporting events, concerts and other entertainment functions. Our contribution is in line with TD's long-standing commitment to supporting the environment: The building was designed to warrant a silver certificate for Leadership in Energy and Environmental Design (LEED), and the K-Rock Centre will feature a TD-sponsored information kiosk in the main entrance to educate visitors on its innovative structure and environmental benefits.

### \$250,000 for Sudbury's Science North

The Northern Ecosystem area at Science North is set to undergo significant improvements thanks to a \$250,000 investment from TD announced in 2008. Over the coming years, Science North will be creating an exciting new learning and visitor experience area, adding new exhibits, programs, lab areas and theatres highlighting lakes, wetlands, woodlands and the far north. "We are proud to partner with TD Bank Financial Group once again. Over the past 25 years a lot of money has been invested to expand the physical size of the buildings at Science North and Dynamic Earth," said Jim Marchbank, Science North CEO. "Thanks to this generous contribution we can now begin to enhance and change the experiences within the walls of our science centre."

**Green Sunday:** The third annual Green Sunday in Montreal last June saw 200 employees, friends and family members, including 50 employees from TD Insurance, get together to plant 500 trees in the city's Mount Royal Park.

## Quebec



- **Habitat for Humanity:** For the second year, employees from TD Canada Trust and TD Insurance joined forces to help build a duplex for two needy families in the east end of Montreal.



- **Ride for Juvenile Diabetes:** Participating in a friendly competition with other bank teams, an incredible showing of 610 employees in Montreal volunteered to ride stationary bikes and raised \$168,000 for juvenile diabetes.

- **Environment Week:** During one week in June 2008, eight Quebec City branches distributed in excess of 400 trees to customers and clients and signed up new monthly donors for the TD Friends for the Environment Foundation.



## Joining forces with McGill University to cultivate leaders

McGill University and its students are the beneficiaries of a \$1 million gift by TD in 2008, which is going to create the TD Fund for Leadership at the Desautels Faculty of Management. The Fund will support the MBA Global Leadership Seminar and the Undergraduate Leadership Seminar. These two programs are designed to promote leadership through collaboration and foster personal reflection and responsibility by exploring management processes for leading people and organizations.

"We hope these funds will inspire all students to reach even higher, both academically and personally, so they can lead and drive positive change in business and society both locally and internationally," said Peter Todd, Dean of the Desautels Faculty of Management at McGill University.

## Atlantic Canada

- **Read to Me! Foundation:** In 2008, TD supported this great hospital-based literacy program, developed to help families enrich their child's early years. Delivered at 11 hospitals in Nova Scotia, the program presents parents with books and literacy resources at hospital bedside within 24 hours of the birth of their baby.



- **IWK Health Centre:** The delight of tossing a pie at the boss was aptly used, once again, as a rewarding fundraiser. The spectacle was one of many activities organized by our TD Insurance office in Saint John to raise more than \$5,000 for the Maritime children's hospital, IWK Health Center. Staff also volunteered for the hospital's annual telethon, taking phone pledges from all over New Brunswick.



- **Child Find:** St. John's area branches got together to support Child Find Canada by raising funds and joining the Moonlight Charity Walk.



- **Northrop Frye Literary Festival:** Moncton-area employees were proud to support this four-day event last year, which promotes the pleasure and discovery of reading by bringing together authors with audiences of all ages.



## Community

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# Community Involvement In The U.S.

### US\$40 million since 2002

*The TD Charitable Foundation has donated more than US\$40 million to charitable organizations in the U.S. since its inception in 2002 — including more than US\$11.5 million in 2008 alone.*

The TD Charitable Foundation — the charitable giving arm of TD Bank, America's Most Convenient Bank — serves the individuals, families and businesses in the communities where TD Bank operates. Through the joining of Commerce Bank and TD Banknorth in 2008, the TD Charitable Foundation has expanded its geographic reach to support communities from Maine to Florida where TD Bank operates.

Our U.S. giving is focused on three main areas:

- [Affordable Housing](#)
- [Education and Financial Literacy](#)
- [Economic Empowerment](#)



Roughly 50% of our community giving in the U.S. is allocated to these areas. We also support a host of [other causes](#).

And, to engage employees and customers in these causes too, we have initiatives in place such as the volunteer-driven TD Bank WOW!Zone and Junior Achievement programs, as well as our Pledge To Go Green campaigns that involve our communities and allow people to easily give to environmental projects.

[Applying for Funding](#)

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## Community

### Affordable Housing

The quality and availability of affordable housing are an important part of all strong, vibrant communities. We devote significant support to organizations that have made — and continue to make — a meaningful difference in the affordable housing landscape of their community and help them preserve the operations, services and programs that make them such valuable partners with our neighbourhoods.

#### Housing for Everyone

The TD Charitable Foundation has invested nearly US\$5 million in the last three years to help make affordable housing available to thousands of people in its communities and to make a meaningful difference in their lives. The 2008 Housing for Everyone campaign focused on providing funding to strengthen the capacity of not-for-profit affordable housing organizations to help them continue to meet the housing needs of low- and moderate-income people.

In 2008, donations totaling US\$1.5 million, up from US\$1 million in 2007, were awarded to 48 not-for-profits in twelve states in 2008, including:

- US\$100,000 to the **Housing Neighborhood Development Services, Inc.**, in Orange, New Jersey, to support the rehabilitation of abandoned properties to stabilize neighbourhoods.
- US\$100,000 to **CAMBA, Inc.** in New York City for the building of a 50-unit affordable and supportive housing development in central Brooklyn.
- US\$75,000 to the **Housing Alliance Partnership** in Springfield, Massachusetts, to help low-income families achieve home ownership through intensive outreach, counselling, financial literacy and homebuyer education, credit repair and savings plans.
- US\$50,000 to **Philadelphia VIP (Volunteers for the Indigent Program)** in Pennsylvania to support legal assistance provided by the organization's Philadelphia LawWorks program and pro bono legal representation for clients facing homelessness and foreclosure.
- US\$25,000 to the **Women's Institute for Housing and Economic Development, Inc.** in Middletown, Connecticut, to support a real estate team dedicated to increasing affordable housing production for low-income people.
- US\$15,000 to **Connections Community Support Programs** in Wilmington, Delaware, to support integrated housing programs serving people who are homeless or are living with mental health issues, substance abuse conditions or HIV/AIDS.
- US\$15,000 to the **Homeless and Travelers Aid Society** of the Capital District to support 53 units of housing for homeless Albany County individuals and families with disabling conditions.
- US\$15,000 to **Neighborhood Renaissance, Inc.** in Florida in support of its Affordable Workforce Housing/Preservation Program, which provides affordable homes for the area's low-income workforce.

"We are all still overjoyed at the wonderful news you shared with me and the rest of the VIP (Volunteers for the Indigent Program) staff. This incredible investment in our work is a true testament to TD Bank's commitment to our community and low-income Philadelphians in particular. This wonderful gift will help us continue to provide critical access to justice for those most in need in Philadelphia." Sara Woods, Executive Director, Philadelphia VIP

#### Just the Facts

**Investment in 2008:**  
US\$1.5 million in support of affordable housing; nearly US\$5million in the last three years.

**TD's executive champion for children's health:**  
Tim Hockey,  
Group Head, Canadian Banking and President and CEO, TD Canada Trust

**Flagship programs:**

- Housing for Everyone



## Community

### Education and Financial Literacy

Education is the key to unlocking future opportunities for young people, whether they are grasping how to read or are embarking on the path to higher learning. That's why in 2008 the TD Charitable Foundation provided US\$1.4 million in donations to support educational initiatives and financial literacy programs across the north and southeastern U.S.

#### The TD Bank WOW!Zone



The TD Bank WOW!Zone is a free, interactive financial literacy program for grades K—12, both in-school and online. The TD Bank WOW!Zone exemplifies our commitment to bring financial education to families and educators in our communities. TD Bank works with local schools and youth organizations to provide valuable information ranging from an introduction to saving to understanding lines of credit and the stock market.

The TD Bank WOW!Zone reaches more than 14,000 students each month. Trained TD Bank instructors volunteer an average of 5,000 hours of classroom and in-store instruction to 4,900 classes and 100,000 students each year. We have educated more than 550,000 students in the last 18 years! Students, parents and educators can access games, learning activities and lesson plans by clicking on TD Bank WOW!Zone at [tdbank.com](http://tdbank.com).

#### TD Bank Summer Reading Program

More than 15,000 U.S. children from Maine to Florida participated in TD Bank's Summer Reading Program in 2008. The program encourages kids to read and teaches them about saving money. We deposit US\$10 into a new or existing Young Saver's account for each child who reads 10 or more books over the summer. The outcome: We rewarded these young readers by depositing a total of US\$150,000 into their savings accounts!

The official kickoff of the TD Bank Summer Reading Program in the U.S. coincided with our celebration of National Library Week (April 13—19). TD Bank surprised and delighted public libraries with US\$200,000 in donations. Fifty local public libraries, most in low- to moderate-income areas, each received a US\$4,000 grant for books, technology resources or existing library programs.

#### Training Resource Fund for Not-For-Profits

In 2008, the Non-Profit Training Resource Fund, through the TD Charitable Foundation, made awards of US\$500 to US\$1,000 to 73 not-for-profits to support job training, education and professional development opportunities for their employees. The organizations all focus their support on affordable housing, promote small business development, or provide financial literacy programs to low- and moderate-income youth, individuals or families. The program was developed in response to meeting the training needs of not-for-profits affected by a decrease in funding available at the federal, state and private levels.

#### Just the Facts

##### Investment in 2008:

US\$1.4 million to support literacy and education

##### Flagship programs:

- TD Bank WOW!Zone
- TD Bank Summer Reading Program
- TD Bank American Dream Scholarships
- Non-Profit Training Resource Fund

## Junior Achievement (JA)

TD and its employees actively support JA programs and chapters across the U.S. For example:



- For the fourth consecutive year, students at Mayberry Elementary School were visited by more than 40 TD Bank employees in 2008, who spent the morning teaching the students about the nuts and bolts of business using a curriculum developed by JA. TD Bank volunteers have also used the Junior Achievement curriculum at Driggs Elementary School in Waterbury and with all fifth-grade classes in the New Britain School System.
- As part of TD Bank's commitment to JA in Maine, we've been the statewide sponsor of JA's Job Shadow Day for seven years. In 2008, employees at Bates Mill in Lewiston, Maine, hosted a class of seventh and eighth graders from Lewiston Middle School. The program invites students to see first-hand how the skills learned in school relate to the workplace. Fifty classes of more than 900 children participate in the day, visiting worksites around the state.
- We provided US\$36,000 in 2008 to support Junior Achievement financial literacy and workforce readiness programs in Massachusetts, New Hampshire and Delaware.

## TD Bank American Dream Scholarships

Intellectual capital is one of our most valuable resources and we feel it is important to invest in the development of tomorrow's leaders. The TD Bank American Dream Scholarships recognized students in the U.S. demonstrating strong academic achievement and a commitment to community service. In 2008, TD Bank awarded US\$1,000 scholarships to 225 students enrolling in full-time programs at accredited two- or four-year colleges or vocational-technical schools. Over US\$850,000 in total scholarships have been awarded since the program's inception.



## Teaching Tolerance Program

For the past three years, TD Securities has sponsored this program at the Marble Hill Nursery School located in the Bronx, New York. The program guides children through individual and group issues including economic survival, unemployment, crime and drugs. The not-for-profit, parent cooperative nursery school and daycare centre provides high-quality early childhood education to an ethnically and socio-economically diverse group of inner-city children from the Bronx and northern Manhattan.

## Other Support for Education and Financial Literacy

Our donations are also directed to a wide range of not-for-profits, schools and colleges that are able to have an impact on low- and moderate-income individuals by providing scholarships, job training programs, college readiness training, homeownership programs, foreclosure prevention programs and prevention programs for at-risk youth. Below are a few highlights from 2008:

- US\$200,000 was provided to **50 public libraries** in low- and moderate-income areas in Connecticut, the District of Columbia, Delaware, Florida, Maryland, New Jersey, New York, Pennsylvania and Virginia.
- US\$100,000 was given to the **Maine Community College** system to bring health-care programs to rural regions of Maine.
- US\$27,000 was invested in **Neighborhood Housing Services** organizations in Connecticut, New Jersey and Pennsylvania to support comprehensive home ownership programs for low- and moderate-income residents.
- US\$15,000 was donated to **Marlboro College** in Marlboro, Vermont, for a program to improve the capacity of Vermont's not-for-profits through efforts such as the use of technology for more efficient and effective operations and outreach.
- US\$15,000 was given to support **Notre Dame High School's** College Readiness Program to provide counselling services to low- and moderate-income students and their families as they prepare to apply for college.
- US\$10,000 was directed to **Consumer Credit Counseling Services of Delaware Valley** to support a financial literacy program, 5 Cs of Credit: Clean Credit Can Change Communities, targeted to low- and moderate-income people.

## Community

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### Economic Empowerment

TD Bank is a proud supporter of community development programs that promote economic growth and revitalize neighbourhoods through support for small business, lending programs and job training. In 2008, TD Bank provided US\$1 million to 86 not-for-profits that work in these areas. Examples of our support included:

- US\$100,000 to **Local Initiatives Support Corporations** in Philadelphia, Pennsylvania, Hartford, Connecticut and Newark, New Jersey for financial and technical assistance to increase the capacity of local community development organizations to build sustainable communities and stimulate revitalization in distressed areas.
- US\$87,000 to the **National Community Reinvestment Coalition** to support the National Training Academy to bring affordable and accessible training and technical assistance to local not-for-profits and the community investment network, a Web access for information on community development programs and services.
- US\$75,000 to **Neighborhoods Now** in Philadelphia, Pennsylvania, to support Healthy Neighborhoods Initiatives, an initiative to stabilize and strengthen six markets with low- and moderate-income residents that are experiencing early signs of economic distress.
- US\$50,000 to the **Urban College of Boston** and its partners, **Child Care Circuit** and **Child Care Choices** of Boston, to launch the Child Care Economic Opportunity II Project to train 10 family child care providers.
- US\$50,000 to the **Heart of Brooklyn** in Brooklyn, New York to spur local economic development and community revitalization.
- US\$56,000 to **Accion** in New York and Boston to provide access to money, financial literacy and business training for small business owners.
- US\$15,000 to the **New Jersey Association of Women's Business Owners Inc.** in Chatham, New Jersey, to provide education, training, grants and loans to low-income women business owners.



## Community

### Other Causes

#### Arts and Culture

TD Bank supports a variety of arts and culture programs. As one example, for the second year TD Bank partnered with the **Queens Theatre in the Park**, located in Flushing, New York, to support a wide range of children's programming through the TD Bank Family Fun Series. Tickets made available through the partnership were donated back to the theatre for public school students who would otherwise have been unable to afford to attend, giving them unexpected access to the cultural and artistic experiences offered through the arts. The program attracted close to 8,000 new attendees to the theatre.

"TD Bank's support at Queens Theatre gives children and families access to live performing arts in an international community comprised of over one million ethnic minorities. Through this sponsorship, TD Bank additionally supports targeted outreach to underserved communities, ensuring that children and families can experience live theatre, many for the first time — a dream of so many when coming to live in New York!" Mary McNamara, CRFE, Director of Development, Queens Theatre in the Park

#### Health and Wellness

TD Bank is dedicated to disease prevention and the enhancement of healthcare programs, services and resources throughout our communities. Some highlights from 2008:

- **Strike Out Cancer in Kids:** In Maine, we support the Strike Out Cancer in Kids program, which in 2008 concluded with US\$337,514 raised. For every strikeout thrown by a pitcher of the local baseball club, the Portland Sea Dogs, we donate US\$10 to the Maine Children's Cancer Program. Volunteers, many of whom are TD Bank employees, collect funds in support of the program. The contributions through this program have helped make the Maine Children's Cancer Program at Maine Medical Center one of the premier children's cancer treatment centers in the country. In collaboration with the Portland Sea Dogs, the Maine Children's Cancer Program and local network WMTW TV-8, we helped to create the program 14 years ago.
- **Cancer Patient Support Program:** For the past four years TD Bank has been the presenting sponsor for Evening Song, a major fundraising event for the Cancer Patient Support Program, a not-for-profit organization in Vermont and upstate New York. This year's event was An Asian Occasion — Lighting the Way for Support. In the four years of TD Bank's involvement, Evening Song has raised US\$450,000; last year's event raised US\$140,000, providing the financial resources needed to maintain the Cancer Patient Support Program for a year, enabling cancer patients and their families to receive services at no cost during their time of need throughout the state of Vermont.
- **American Lung Association:** More than 1,000 participants joined the American Lung Association's annual Asthma Walk in Battery Park (New York). For the third year, more than 50 TD Bank team members put on their walking shoes, collected pledges and contributions, worked silent auction events and performed on-site banking duties to help end the asthma epidemic that currently touches more than one million New Yorkers. Through our partnership, the American Lung Association also provides in-branch talks to staff with family members — especially children — dealing with allergies, asthma and other lung diseases.

"The Cancer Patient Support Program is grateful beyond expression for the support it receives from our community and particularly the partnership with TD Bank. TD Bank has demonstrated steadfast commitment to our organization and mission - the psychological, nutritional and emergency financial support for cancer patients and their families in our region. We look forward to continued partnership with TD Bank in our work to bring help today and hope for tomorrow." Manon O'Connor, President, Cancer Patient Support Program

#### Social Services

In 2008, TD Bank provided nearly US\$1.5 million to over 100 United Way agencies, of which an incredible US\$725,000 was generated by employee donations.

Other support for social services last year included:

- **Keep ME Warm:** TD Bank has been a lead partner in the Keep ME [Maine] Warm initiative since its inception. It's a public and private collaboration that provides home heating resources to Maine's low- and moderate-income residents who are most affected by the rising costs of home heating oil. The TD Charitable Foundation donated US\$85,000 to assist Mainers who need help with their fuel bills, and employees have donated more than US\$12,000 through the jeans day program across the state. Additionally, TD Bank supports the program by collecting donations online and in branches throughout the state, which has resulted in more than US\$50,000 being raised.
  - **New Hampshire Food Bank:** TD Bank has been a long-standing supporter of the New Hampshire Food Bank, the state's only food bank, which provides food to more than 270 qualified not-for-profit programs serving the hungry and needy throughout the state. Employees hold food drives, volunteer to sort food and raise money through the Blue Jeans for Charity Program. Since 2005, TD Bank has also provided US\$75,000 in grant funding through the TD Charitable Foundation.
  - **Angels Network:** In May 2008, TD Bank hosted its fifth Angels Network reception. The Angels Network is a community of northern Virginia professionals who support charitable organizations in the area by hosting events at local businesses to raise awareness/funds for designated charities. Throughout our partnership with the Angels, TD Bank has provided more than US\$20,000 in in-kind services and provided a forum for the Angels to raise more than US\$50,000 for area organizations serving low- to moderate-income populations, ranging from Shelter House to N Street Village to The Dwelling Place.
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## Community

### International Community Involvement

Across TD's operations in Europe and Asia-Pacific, while our presence may be small, our hearts are big! Guided by a philosophy of *making a difference together*, we give generously to local charities — with financial literacy, the environment and well-being as key areas we support internationally, based on local needs. Employees are also active in these causes, as well as many others in which they want to make a positive difference.

#### United Kingdom

TD Waterhouse U.K. and its employees donated more than £43,000 in 2008. As part of their corporate social responsibility (CSR) strategy, the TD Waterhouse U.K. CSR Committee has been working closely with 'Business in the Community', an organization that inspires companies to take action and make a positive impact on the community and environment, to deliver a successful corporate giving program.



Employees of TD Waterhouse U.K. play a very active role in this program. To support their efforts, we provide paid time off for volunteering and local community grants through the TD Waterhouse U.K. Community Fund, which is an integral part of our giving strategy in the U.K. Through this fund, 10 grants up to a value of £250 each quarter are allocated to local causes and charities in which employees are involved. In 2008, employees raised money through dress-down days, Family Fun Day and other staff events, for which we provided matching funds.

TD Waterhouse U.K. employees re-nominated three key charities last year in which to donate the bulk of their volunteer efforts and fundraising, as well as to receive our corporate support:

- **Cancer Research U.K.:** This is the world's leading independent organization dedicated to cancer research, supporting more than 3,000 scientists, doctors and nurses throughout the U.K. who work in all aspects of cancer research. The organization also aims to educate the public on understanding cancer and how risk can be reduced through lifestyle choices.
- **Children's Heart Surgery Fund (CHSF):** This fund raises money for the Yorkshire Heart Centre within the Leeds General Infirmary, one of the largest centres for the treatment of heart defects in the U.K. The CHSF's role is to create a centre of excellence for children born with heart problems. Due to new technology and facilities, more children now survive heart surgery, yet many need long-term care and often return for further surgery.
- **Christie's Hospital:** This Manchester-based facility is a leading hospital in the region, providing top-quality care for 40,000 cancer patients each year.

TD Securities U.K. and its employees donated more than £40,000 to charities last year, such as the Royal Marsden Hospital Cancer Campaign, Bower Cancer U.K., the National Society for the Prevention of Cruelty to Children, Great Ormond Street Hospital and FLAME (Friends of Literacy And Mass Education), to name a few.

#### Here are examples of employee volunteerism in 2008:

- **Financial Literacy programs:** To boost financial literacy, TD Waterhouse U.K. is involved in [Number Partners](#), a community initiative designed to promote the enjoyment of math among children in primary schools. In 2008, 35 employees volunteered to deliver the program in 2008. As part of the **Mentoring Programme**, 27 employees of TD Waterhouse U.K. volunteered at schools in the past year to mentor young people aged 14 to 18 years who were not yet achieving their full potential.
- **Cares Essential Collection:** This collection drive is championed by TD Waterhouse U.K. employees, who gather items

such as soap, toothbrushes, toothpaste, shower gel, razors and other hygiene products and distribute them to the less privileged areas of the local community. In 2008, charities supported included St Anne's Community Service, The Hollies, EMMAUS, Holbeck House, St George's Crypt, Ripon House, St Vincent's Support Centre, St John's Bail Hostel, Nowell Court, Pennington Place and Barnardos.

- **Manchester to Leeds Bike Ride:** Seven Lycra-clad employees of TD Waterhouse U.K. took to the road and cycled a numbing 58 miles between our two offices in Manchester and Leeds! The fantastic effort was complemented by a host of other fundraising activities arranged by employees, who rose up to the TD Waterhouse corporate challenge all in the name of Sport Relief. This is an initiative to raise money through sporting activities to help vulnerable people living incredibly tough lives in the U.K. and throughout the world's poorest countries.
- **People Power:** TD Waterhouse U.K. give staff two days off per year to take part in employee volunteering, and more than 80 employees took advantage of the time working on redeveloping areas in schools, clearing woodlands and creating environmental areas.
- **Sports Aid:** A team of 16 TD Securities U.K. employees participated in the 2008 JP Morgan Chase Corporate Challenge, an after-work 3.5-mile team road race held in Battersea Park in London. Proceeds went to Sports Aid, the charity driven to helping the next generation of young British athletes succeed.
- **Jeans for Genes:** In October 2008, TD Securities U.K. took part in the nationwide Jeans for Genes day appeal. This is a great charity that helps children affected by genetic disorders. More than half of all childhood deaths in the U.K. are related to genetic disorders, and more than 4,000 recognized genetic disorders affect one in 33 children born in the U.K. Our employees raised £450 toward the appeal, with a further corporate donation taking this donation to £2,000.
- **Colour a Child's Life:** Working with Kids Company, a team of 13 employees from TD Securities U.K. helped create a more appropriate living space for a mother and her young family, one of whom was suffering from very bad eczema due to the condition of the home. Employees cleaned and prepared the walls, ceilings and woodwork and painted two bedrooms, a bathroom and hallway.
- **Falconbrook School:** In partnership with the Canada-U.K. Chamber of Commerce, TD Securities U.K. helped this primary school in Battersea, which is located in a hugely deprived area and roughly 30% of its pupils have special educational needs. A painting competition themed "Canadian wildlife" was held for the pupils and the winning child received £100 worth of book tokens (gift certificates) and had the opportunity to unveil a plaque in Battersea Park to mark the trees we planted last year with the Chamber. There were 20 runners-up who also each received £50 book tokens, and we donated £10,000 to the school to help rebuild and restock their library.

## Australia

TD Securities Australia has set up the Corporate Connect Program so employees can volunteer time out of the office. Here are some of the things they pitched in for in 2008:

- **Glebe Centipede Centre Sports Day:** In July 2008, a group of employees hosted a sports morning for Sydney's Glebe Centipede Centre, which cares for children from disadvantaged inner-city families. TD's volunteers spent the morning with the centre's children playing team sports (soccer, netball and beach volleyball) followed by a barbecue lunch. The event provided an opportunity for our employees to mentor the children through team activities and sharing individual life experiences.
- **2008 Blackmores Half Marathon:** Employees gave up a Sunday morning to participate in Blackmore's Sydney Running Festival, a 21-kilometre course. The 2008 festival registered more than 21,500 starters in different course events and has raised more than AUD1.2 million for various charities around Australia.
- **Spinning for diabetes:** "Team TD" registered for Sydney's Bike Spin for Diabetes Event, which raised over AUD150,000 for kids with diabetes. Each participant spent eight minutes cycling on a stationary bike, and Team TD ended up an impressive eighth out of 58 registered teams.



- **JP Morgan Chase Corporate Challenge:** A group of 14 employees participated in the eighth JP Morgan Chase Corporate Challenge, held in Sydney's Centennial Park. The 5.6-kilometre fun run raises money for the Oncology Children's Foundation and the Sunrise Foundation.



- **Cycle for leukemia research:** TD Securities Australia was a corporate sponsor for a fundraiser supporting leukemia research. One of our employees also volunteered to cycle 1,200 kilometres down the coast of Australia, from Sydney to Melbourne, helping to raise AUD60,000 for the Royal Melbourne Hospital oncology department for cancer research.



- **United Way Sydney:** Approximately 60 employees donated AUD21,000 to United Way Sydney via employee payroll donations and through our Corporate Connect Program. TD Securities Australia also launched its inaugural Christmas Food Appeal, teaming up with United Way Sydney to benefit a local community project, Hope Street Urban Compassion Group. Staff members were provided with a recycled shopping bag to fill with non-perishable goods, which led to 60 bags of goods donated.



Community

## 2008 Performance Scorecard

What we said in last year's report, and how we measured up.

Item	Priorities for 2008 Identified in Last Year's Report	2008 Results	Self-Rating
<b>Overall giving</b>	Continue to make a positive contribution to communities, while maintaining a focus on our three well-established community pillars: literacy and education, children's health and the environment.	<ul style="list-style-type: none"> <li>● Donated more than \$47 million to charities and not-for-profit organizations around the world</li> <li>● TD, along with our employees and customers, contributed more than \$7.8 million across North America to programs that benefit children's health</li> <li>● Invested more than \$10.85 million in literacy and education programs across North America</li> <li>● Through TD Summer Reading activities at more than 2,000 public libraries across North America, helped promote reading to 400,000 children in Canada and 15,000 in the U.S.</li> <li>● Contributed \$4.8 million to 800+ community environmental projects through TD Friends of the Environment Foundation and other corporate giving (see more highlights in the <a href="#">Environment</a> section of this report)</li> <li>● Contributed US\$1.5 million to not-for-profit organizations in the U.S. to help make affordable housing more available in our communities through the Housing for Everyone program</li> </ul>	✓✓✓
<b>Imagine Canada target</b>	Continue to exceed the community giving target of donating a minimum of 1% of pre-tax domestic profits as recommended by Imagine Canada.	<ul style="list-style-type: none"> <li>● Donated \$35.5 million to charities in Canada, representing 1.4% of our pre-tax domestic profits</li> </ul>	✓✓✓
<b>Employee involvement</b>	Provide ongoing support for employee volunteering through initiatives such as the TD Volunteer Grants Program.	<ul style="list-style-type: none"> <li>● Employees contributed, on top of TD donations, more than \$7.6 million globally through personal donations or fundraising campaigns, as well as countless hours volunteering in the community</li> <li>● Supported employees with time-off for volunteering and more than \$250,000 in volunteer grants</li> </ul>	✓✓✓

KEY: ✓✓✓ Achieved ✓ Made progress x Made little progress or not achieved

## Community

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### Priorities For 2009

Among our key priorities for the year ahead:

- **Overall giving:** Make positive contributions to communities, while maintaining a focus on key areas such as literacy and education.
  - **Imagine Canada target:** Donate minimum of 1% of domestic pre-tax profits (five year average) to charitable and not-for-profit organizations.
  - **Employee involvement:** Provide support for employees' community involvement and fundraising efforts through, among other things, time off for volunteering, flexible work arrangements and new volunteering opportunities that allow employees to make a difference.
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## Community

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### TD Stories

#### A centre for community engagement

In September 2008, Toronto's York University opened the doors to a new facility that will serve the university and its local community. The York University — TD Community Engagement Centre is a unique facility that will extend the University's presence by offering faculty, students and community members opportunities to participate in mutually beneficial research and learning experiences.

Located on the second floor of the Yorkgate Mall at Finch Avenue West and Jane Street in Toronto, the centre opened thanks to a \$1 million dollar commitment by TD. With a mandate to enhance student learning and build stronger community ties, the centre will lead a variety of community and university-related initiatives.

"This Centre is a great opportunity for York University and its neighbouring communities to share information in a way that will benefit everyone," said York University president and vice-chancellor Mamdouh Shoukri. "It will give community members access to the knowledge and services they need and an opportunity to share their experiences with students and faculty who want to enhance research and learning in a meaningful way."

TD's commitment is part of the York to the Power of 50 Campaign, in honour of York's upcoming 50th anniversary celebrations in 2009. The centre's opening is timely as it provides an accessible "front door" to York University for local residents and organizations. It will enhance learning opportunities by giving students hands-on experience and will support research partnerships among stakeholders with like-minded concerns.

The centre is slated to offer programs including tax preparation clinics, small business consulting, initiatives to help mature female students return to school, counseling, tutoring and mentoring. Ideally, someone entering the centre for one program may come across other available services on-site, such as legal advice, university entrance information or community nursing.

Sue Levesque, executive director of the centre, will use her expertise in experiential education and community-university initiatives to administer the satellite centre, with guidance from an advisory council comprising local service providers and senior university members. "The centre represents a true partnership between York and the community and I am grateful to all who have played a role in making it a reality," said Levesque. "I am anxious to demonstrate the many ways in which we all can make a difference in the community."

#### TD scholarship program invests in future leaders

Addressing social issues through feature films, generating awareness about discrimination and inequality, organizing activities for the homeless and developing a lie detector test that is 100% accurate are just a few of the accomplishments of this year's TD Canada Trust Scholarships for Community Leadership recipients.

The scholarship, one of Canada's most prestigious, celebrates community leadership and academic excellence. Selected by a panel of prominent Canadian Senators, business professionals and past award recipients, the 2008 scholarship winners receive full post-secondary tuition, \$5,000 a year toward living expenses and an offer of summer employment at TD for up to four years — a total value of up to \$60,000 each (increasing to \$70,000 in 2009). A total of \$1 million is dedicated to the scholarship recipients. "There's so much injustice in the world, and knowing that I'm doing my part to make a difference means a lot to me," said Cassandra Fong, 2008 scholarship recipient. "I'm so excited to receive this scholarship. It will be a big help to me to continue working on causes that are important to me while pursuing my post-secondary education."

Regional judging panels interviewed a shortlist of 65 finalists from the 4,200 applicants. Some of this year's exceptional recipients include:

- **Nicholas Arnold of Kingston, Ontario**, has applied his talent as a filmmaker to create awareness, fundraise and perform outreach activities around social issues. Last fall, he premiered his feature-length film *The Vicious Circle*, which tackled the topics of bullying and hatred to inspire animated classroom discussions.

- **Cassandra Fong of Vancouver, B.C.**, developed a lie detector test that is 100 percent accurate, which is 10% more accurate than the existing polygraph technology. This development helped her reach the finals at a national science fair competition. Cassandra is also president of her school's Leo Club, where she helped raise funds to combat childhood blindness.
- **Thomas Howard of Baie Verte, Newfoundland**, founded the group Youth for Environmental Awareness (YEA!) and engaged with local businesses to implement positive recycling methods such as using reusable grocery bags. Thomas also sits on the Dorset Youth Justice Committee, where he strives to help youths with criminal records better their lives.
- **Jane Wu of Calgary, Alberta**, initiated and organized the Beauty and Brains conference to promote non-traditional and high-power careers among young women. Jane is also co-chair of the Mayor's Youth Council, where she acts as the key voice for her peers providing input on many civic issues.

### **National Liberty Museum honors young heroes**

Thirty-seven students and two youth groups, most from Philadelphia and its suburbs, were recognized with the distinguished TD Bank Young Heroes Award at the National Liberty Museum in Philadelphia, Pennsylvania. Through this annual program, these extraordinary young people are honoured for their personal efforts to create positive change in their community through activities such as volunteerism, community service, conflict resolution, peer mentoring and fundraising. The museum was established in 2000 to combat bigotry by celebrating democracy and diversity.

### **Five Boro Bike Tour — Pledge To Go Green**

TD Bank encouraged New Yorkers to "go green" during the TD Bank Five Boro Bike Tour on May 4 on Staten Island, New York. TD Bank donated \$1 for every person who pledged to reduce his or her carbon footprint, up to \$15,000, to the New York City Department of Parks and Recreation for its Greenway Expansion Project. An additional \$10,000 donation in support of the project was made through the TD Charitable Foundation. Riders and their families signed a wall panel at the event, created from recycled fabrics, to leave their green signature and pledge to be more environmentally friendly. The Greenway Expansion Project looks for opportunities to expand the greenway network in the city. Currently, there are 45 miles of additional greenway projects and on-street connections that will significantly enhance the quality of life and the environment for New Yorkers. These include projects that will link underserved communities to waterfronts and recreational destinations.

### **TD Bank Beach to Beacon**

The 11th running of the TD Bank Beach to Beacon Road Race in Portland, Maine, took place while thousands of spectators lined the course to cheer on more than 5,000 elite athletes and runners from 14 countries and 41 states. TD Bank Maine President Larry Wold presented race beneficiary the Susan L. Curtis Foundation with a check for \$30,000. Camp Susan Curtis is a summer camp dedicated to improving the lives of economically disadvantaged Maine children. Each year the race beneficiary also gains from considerable publicity and fundraising activities. A Kids Fun Run is held after the 10K race; more than 500 children participate each year and receive medals and certificates signed by Joan Benoit Samuelson, an American marathon runner who in 1984 became the first ever women's Olympic marathon champion.

### **Teaching children to save**

As a leading employer in New Hampshire, TD Bank is committed to supporting financial literacy for both children and adults. One way that we support these important initiatives is by offering the Teach Children to Save Program that was developed by the American Bankers Association Education Foundation.

Teach Children to Save helps educators meet national standards in mathematics, English and consumer sciences. It teaches children about money and savings, covering topics such as budgeting, the difference between needs and wants, why it's important to save for emergencies and how interest makes money grow. Students have an opportunity to apply concepts and practices through games and other hands-on activities. This program provides the tools needed to plan, prepare, promote and present engaging and educational lessons to a variety of elementary ages from kindergarten to Grade 12. TD Bank volunteers work directly with the teachers in preparation of the class, provide all of the materials needed and facilitate each lesson.

### **Advancing financial literacy in the U.K.**

(Helen Shewring of TD Waterhouse U.K. discusses her experience with Numbers Partners, a volunteering program that

brings math to life for children. It is aimed at seven-to-11-year olds and volunteers commit to providing assistance for at least one school term of 10 to 12 weeks.)

*"When I signed up for the Number Partners pilot I wasn't entirely sure what I was letting myself in for! I had Year 5 — a room full of nine and 10-year-olds with lots of energy and confidence!! The first week was tough, as the children were unable to sit still or concentrate for the full hour and pushed the boundaries to see how far they could go! What had I let myself in for? Over the next few weeks we rotated the groups every 15—20 minutes so that the children were less fidgety. This worked much better, and it also gave us an opportunity to meet with more of the children.*

*"To describe my Number Partners experience in three words: challenging, fun, rewarding. I really enjoyed it and will no doubt be participating again in the future. With Number Partners you're not only helping children with their math skills but also enhancing their social skills as they learn how to behave and interact with different people. Volunteers play specially designed board games with the children to help generate discussions about numbers and boost their confidence. It is about listening to children, being enthusiastic about learning and being committed to really making a difference within our community."*

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## Economy & Society

### How are we having an impact on the economy and society?

As a major employer, purchaser, taxpayer and financial services business, TD has an extensive role in the economy and society. Throughout this section, we discuss the many direct and indirect ways TD makes a positive difference to society and local, regional and national economies.



#### 2008 Performance Scorecard

How did we do last year?

#### Priorities for 2009

What we have planned for the year ahead.

#### Our Approach

TD's commitment to economic and social progress.



#### TD Stories

Stories and testimonials.



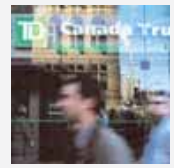
#### Our Supply Chain

We strive to purchase goods and services responsibly.



#### Market Presence

A look at our market presence and how we manage our network.



#### Civic & Political Contributions

Supporting civic initiatives and political institutions.



#### Economic Impact

Making a positive impact through job creation, economic growth and more.



#### Small Business

Aiding the start-up and development of small businesses.



#### Human Rights

Our unwavering pledge to respect human rights.



## Economy & Society

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### Our Approach

TD is one of the top 10 largest banks in North America, based on market capitalization. We've never lost sight of the fact that success and stature are a privilege — as are being part of the economy and fabric of the countries and communities where we operate.

#### A Growth Company With a Difference

The strength of a company is characterized by its ability to weather both good and bad times. In 2008, despite some of the toughest market conditions experienced in decades, when many financial institutions did not survive or lost billions, TD ended up in a good position thanks to the strength of our business. We weren't immune to the global financial crisis — for example, our Wholesale Bank earnings were negatively impacted by the illiquidity in the markets — but we kept advancing in many areas and continued investing in our business, employees and products and services.

We're a growth company with a difference — one that grows without taking undue risk. Never was strong risk management more important than in 2008. We're a North American leader in maximizing our return on every dollar of risk we take. We believe that responsible economic growth benefits our shareholders and all of TD's stakeholders. At the same time, by being successful at what we do, as both a bank and a business, TD contributes to the overall health and prosperity of the communities and people we serve.

How? Through our everyday activities as a financial institution, TD is a catalyst for local economic development. We help people and businesses manage, protect and grow their finances — whether through banking, credit, insurance or investment products and services. Our activities touch the financial lives of millions of people and businesses, fostering their success and contributing to the long-term strength and sustainability of cities and regions. We also take an active role in shaping broader improvements where we live and work, by stepping beyond our business offices to participate in community initiatives designed to boost economic and social vitality. Learn more in the [Economic Impact](#) section.

For more details about our business strategy and financial performance, see TD's [2008 Annual Report to Shareholders](#).

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#### A top business in North America

As a testament to the strength of our business, in 2008 Barron's magazine named TD one of the best companies in North America, ranking us 13th out of the top 500 companies.

## Economy & Society

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### Market Presence

TD operates from more than 2,000 locations across North America, as well as in a number of locations around the world.

We present our customers and clients with options that offer convenience in how they choose to do business with us — whether it's a branch, automated banking machine, investment centre or insurance office, or via telephone and online banking/investing.

Wherever we operate, we strive to provide a consistent, quality experience for our customers. At the same time, we are mindful that no two communities are the same, so we make modifications as necessary to our offerings to ensure that the customer experience is the very best possible and meets local needs. While we don't have formal policies about hiring employees or management locally, we do strive to make our branches and workforce reflect the communities we serve.

Running an extensive service and support network requires sound management of our real estate and premises. We have retail and corporate real estate units that handle all such functions. Each decision to open, close or relocate a facility undergoes a comprehensive analysis, including a cost-benefit study, a risk assessment and an evaluation of impact on customers, clients and the community involved. When we do find it necessary to close, merge or relocate a branch, our commitment is to provide sufficient advance notice to employees, customers and the community and work closely with them to ensure a smooth transition.

#### More information:

- A [global map of TD locations](#) is provided in the Profile of TD section.
  - Details about our customer service network is provided in the [Customers — Our Approach](#) section.
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## Economy & Society

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### Economic Impact

#### Creating and Sustaining Jobs

- Our global workforce is 74,713 employees, which translates into \$4.9 billion in salaries and benefits. We are one of the largest employers in Canada, with 50,348 people.
- TD supports thousands of jobs in other sectors as a major purchaser. In 2008, we spent more than \$4.1 billion in North America on goods and services from external vendors, ranging from information technology to office supplies.
- We promote internships and job prospects for people who are unemployed, underemployed or disadvantaged. Examples include the Mentoring Partnership and Career Bridge, two unique programs we're involved with in Canada that are aimed at helping skilled newcomers integrate into the economy.

#### Stimulating Innovation and Growth

- Through loans, credit and other financing to organizations both large and small, we help foster local economic development and stimulate innovation and growth. TD Securities, for example, raises debt for governments to fund their programs and capital for large companies seeking to expand or initiate operations. In Canada alone, 280,423 companies were authorized to receive a total of \$179.6 billion in [debt financing](#) by TD in 2008.
- In 2008, our tax dollars included \$783.4 million paid or payable in [income, capital and premium taxes in Canada](#), helping governments fund public infrastructure and provide vital services to individuals and families.

#### Encouraging Entrepreneurs

- To both jump-start and grow their operations, TD is a major supporter of small businesses across North America. [Learn more in our Small Business section](#).
- TD invests in [community programs](#) that enable people, especially youth and those less fortunate, to create brighter economic futures for themselves. Examples include Advancing Canadian Entrepreneurship, a national, not-for-profit organization that provides and promotes business training to students on 49 university and college campuses across Canada; the Canadian Youth Business Foundation in Quebec, which encourages young entrepreneurs; and ACCION in New York and Boston, an organization that provides access to capital, financial literacy and business training for micro-entrepreneurs.
- Through our Agriculture Services division, TD sponsors many youth-related agriculture activities across Canada, such as the Young Farmers' Program, along with offering a scholarship program in conjunction with 4-H, a youth-based organization.

#### Sharing the Benefits of TD's Success

- Because we're a public corporation with numerous shareholders, many people are beneficiaries of the millions of dollars we pay in dividends each year. TD stock is often held in public and private pension plans, RSPs and mutual funds. While 2008 was a tough year — TD experienced slower growth and total shareholder return declined — total dividends per share increased to \$2.36, up 12% over 2007 and well above most of TD's North American peers. Learn more in our [2008 Annual Report to Shareholders](#).
- Each year, TD and its employees give generously to community causes, helping to build stronger communities and deliver much-needed programs for children, youth and others in society. For example, the TD Charitable Foundation in the U.S. has invested nearly US\$5 million in the last three years to help make affordable housing available to thousands

of people. [Discover more in our Community section.](#)

## Contributing Helpful Economic Research

Over the past few years, [TD Economics](#) has studied vital economic and societal issues — such as affordable housing and the environment — and released a series of research reports offering analysis and recommendations.

The reports offer input to public discussions in an effort to elevate awareness of topical issues, promote discussion and generate ideas, all with the aim to improve standard of living. Many organizations have praised TD for identifying important issues and contributing to national discussions. In 2008, the research reports included:

- [Choosing Greenhouse Gas Reduction Policies in Canada](#)
- [Canadian Agriculture Begins a New Era](#)
- [Time to Re-think Financial Assistance for Post-secondary Education](#)
- [Canada and the U.S.: The Odd Decouple](#)
- Special profiles on economic issues facing Canada's major urban regions, including:
  - [New Brunswick: The Atlantic Tiger?](#)
  - [The Saskatchewan Economy of 2008: The Resurgence of the Resourceful](#)
  - [Time for a Vision of Ontario's Economy](#)
- Special profiles on economic issues facing U.S. markets, including:
  - [A Regional Look at U.S. Labour Markets: Don't Mess with Texas!](#)
  - [American Exports: The Quiet Revolution](#)

## Collaborating With Others

Many TD executives and employees across the organization are involved in external committees, summits and conferences. The purpose: working together with community and business leaders to tackle economic and social matters, share ideas and pool expertise. Augmenting this involvement, TD also provides funding to organizations whose mission is to improve our cities and economic efficiency. Among the examples from the past year:

- Our Chief Economist, Don Drummond, chaired the **Advisory Panel on Labour Market Information**. The Panel is to report to federal, provincial and territorial labour market ministers by spring 2009 with recommendations on how the collection, interpretation and dissemination of labour market information could be improved.
  - We participated in the joint **Canada-United States conference of labour market policy** on the untapped labour market potential of women, older workers, immigrants and Aboriginals in both countries.
  - We continued to support **The Learning Partnership**, which brings together the public and private sectors to strengthen public education in Canada. TD's Don Drummond also co-chaired the research committee looking at the impact of changing demographics on the public education system, and TD was a lead sponsor of the project.
  - TD also continued to participate in projects with the **Toronto City Summit Alliance**, the **Institute on Municipal Finance and Governance** at the Munk Centre and the **Toronto Board of Trade** Municipal Affairs Committee.
-

## TD Debt Financing to Businesses in Canada (2008)

All Amounts in C\$, 000s except for # Clients, which are actuals

PROVINCE	Less than \$25,000		\$25,000 – \$49,999		\$50,000 – \$99,999		\$100,000 – \$249,999		\$250,000 – \$499,999		\$500,000 – \$999,999		\$1,000,000 – \$4,999,999		\$5,000,000 or more		Total – all clients	
	Authorized	# Clients	Authorized	# Clients	Authorized	# Clients	Authorized	# Clients	Authorized	# Clients	Authorized	# Clients	Authorized	# Clients	Authorized	# Clients	Authorized	# Clients
ALBERTA	270,632	20,734	149,184	3,861	300,892	4,658	775,926	4,988	743,881	2,199	613,009	913	2,220,228	839	8,289,850	2,914	13,363,603	41,106
BRITISH COLUMBIA	244,991	18,661	102,589	2,662	166,974	2,543	465,160	2,971	551,659	1,619	551,704	829	1,626,967	720	5,259,610	2,238	8,969,654	32,243
MANITOBA	36,183	2,548	23,166	603	46,041	669	100,024	661	107,821	320	157,412	225	463,371	203	1,527,528	368	2,461,545	5,597
NEW BRUNSWICK	16,760	1,389	9,913	277	20,072	296	41,584	279	39,443	118	37,802	56	88,213	39	245,746	264	499,534	2,718
NEWFOUNDLAND & LABRADOR	8,530	621	6,169	171	11,097	173	23,434	152	19,059	55	16,528	23	40,290	23	80,390	89	205,496	1,307
NOVA SCOTIA	25,494	2,104	16,410	438	27,834	414	76,564	489	80,874	243	73,225	110	228,088	98	852,077	620	1,380,566	4,516
ONTARIO	1,188,749	100,656	597,559	16,358	855,194	13,098	2,210,485	14,319	2,154,406	6,386	2,176,622	3,226	9,474,962	3,411	126,679,360	8,217	145,337,338	165,671
PRINCE EDWARD ISLAND	52,874	279	8,013	70	11,205	133	17,289	111	19,493	56	13,366	21	42,196	19	51,446	151	215,883	840
QUEBEC	81,394	10,003	52,569	1,541	114,724	1,780	401,902	2,516	419,271	1,276	353,484	518	1,332,900	485	2,966,093	1,530	5,722,337	19,649
SASKATCHEWAN	36,509	2,613	29,849	785	65,088	914	147,103	958	130,079	385	121,831	175	307,131	129	485,628	352	1,323,216	6,311
TERRITORIES	2,841	237	1,630	41	2,558	39	9,059	57	8,217	24	†	†	62,598	21	76,345	46	163,248	465
<b>TOTAL</b>	<b>1,964,956</b>	<b>159,845</b>	<b>997,050</b>	<b>26,807</b>	<b>1,621,678</b>	<b>24,717</b>	<b>4,268,530</b>	<b>27,501</b>	<b>4,274,204</b>	<b>12,681</b>	<b>4,114,984</b>	<b>6,096</b>	<b>15,886,945</b>	<b>5,987</b>	<b>146,514,073</b>	<b>16,789</b>	<b>179,642,420</b>	<b>280,423</b>

Above balances represent October 2008 ending balance for Corporate, Mortgage and Visa businesses (clients). Corporate balances include loans, treasury and inventory. Personal loans used for business purposes are not included in the totals.

Total Clients = Mortgage and corporate clients in 2008. Visa client numbers not included since almost all have a loan as the primary client product included in loans.

Territories = Yukon Territory, Northwest Territories and Nunavut

† To preserve client confidentiality, client counts and authorizations for the Territories have been combined with the B.C. data for the same size band and have been included in the B.C. totals.

## Economy &amp; Society

## Taxes

Income and Capital Taxes Paid by TD in 2008 (thousands of dollars)			
Tax jurisdiction	Income Taxes	Capital & Premium Taxes	Total
Federal	\$ 359,346	\$ 0	\$ 359,346
British Columbia	9,755	31,032	40,787
Alberta	21,289	13,883	35,172
Saskatchewan	410	5,499	5,909
Manitoba	725	9,693	10,418
Ontario	151,604	136,227	287,831
Quebec	8,237	18,579	26,816
Newfoundland and Labrador	234	1,637	1,871
New Brunswick	776	3,227	4,003
Nova Scotia	2,254	7,556	9,810
Prince Edward Island	234	1,008	1,242
Yukon	63	101	164
Northwest Territories	38	105	143
Nunavut	2	8	10
<b>Total</b>	<b>\$ 554,967</b>	<b>\$ 228,555</b>	<b>\$ 783,522</b>

The above figures represent the total amount of income, capital and premium taxes paid or payable by TD during its 2008 fiscal year (Nov. 1, 2007 — Oct. 31, 2008) broken down by the total amounts paid or payable to federal and provincial governments.

## Economy & Society

### Small Business

In many communities, small businesses are the lifeblood of the economy. That's why TD consistently stands behind these vital enterprises — in both good times and bad. Our support for small business falls into three broad categories: access to financing, specialized services and advice, and education.

#### Quick fact

In Canada, TD has more than 665,000 small business banking customers.

#### Access to Financing

Despite a slowing economy and tough credit market conditions in 2008, we continued to be there for our small business customers and clients, supplying credit and offering diverse and innovative financing products and programs. In fact, our personal and commercial lending in Canada, for instance, continued to grow through each quarter of 2008. Here are highlights of our financing initiatives in 2008:

##### *Canada*

- We continued our participation in the federal government's Canada Small Business Financing Program. Businesses with annual revenue of \$5 million or less can apply for loans up to \$250,000 to finance up to 70% of equipment and leaseholds and 90% of property purchases.
- An Interest Only Term Loan was introduced to assist small business owners with equipment purchases. This option allows customers to invest in equipment today and defer principal payments for up to one year, allowing time for the equipment to be set-up, tested and debugged.
- We launched a U.S. dollar line of credit to assist our medium to larger small business customers with managing their U.S. dollar needs, helping to reduce currency risks and saving them money.
- To support agricultural customers, we paid a cash-back incentive on long-term farm loans and rural property mortgages. We continued our participation in the federal government's Farm Improvement Loan Program, whereby farmers can apply for loans up to \$250,000 to finance up to 80% of equipment, livestock or property purchase.
- We offered more financing opportunities for small business owners looking to own their own property. TD Canada Trust provided financing up to 75% loan-to-value and allowed for rental component of up to 50%.

##### *U.S.*

- We provided a preferred lending program to help qualified small businesses obtain financing when they might not be eligible for business loans through normal lending channels. In 2008, TD Bank ranked seventh nationally among Small Business Administration (SBA) lenders.
- We offered the "express program," which reduces the number of government-mandated forms and procedures, streamlines processing and reduces the cost of smaller, less complex loans.
- TD Bank continues to be a leader in the Community Express program, which helps business women, minorities and others located in low- to moderate-income areas to obtain financing. The program also helps small business owners with management, marketing and technical support. In fact, TD Bank increased the number of partners who offer technical assistance to our SBA borrowers; this increased available technical assistance by 15%, enabling more borrowers to receive free tailored small business counselling.
- The Patriot Express program is offered to assist veterans, National Guard reservists and their current spouses or widows in starting and/or financing small businesses. In 2008, TD Bank was the number one lender to veteran small business owners in New Hampshire.
- TD Bank continues to deliver state-guaranteed loans to qualified small businesses in Maine, Massachusetts, New Hampshire, Vermont, Connecticut and New York. These loans have a positive impact on the community and economic development.

## Specialized Services and Advice

Credit solutions are only part of what entrepreneurs need. To turn business ideas into reality, we provide a far-reaching suite of financial advice and services. TD serves a diversity of industries and meets the needs of small business clients at various stages of their development. Here are highlights from 2008:

### *Canada*

- We continued to provide core services such as payment solutions, foreign currency, payroll management and more. Our team comprises more than 280 small business advisors and we plan to add more in communities across Canada in 2009.
- A new Service Plan 8 was added to our product lineup, offering enhanced service to customers with higher cash and transactional needs. A monthly service plan fee "rebate" was also given to customers who maintained a minimum monthly balance on the account; most limits were reduced in order to make the fee rebate available to more small business banking customers.
- We continued to offer specific banking service plans for local community organizations such as sports leagues, associations and clubs. As of September 2008, TD Canada Trust had 48,857 community plans across Canada, up from 46,236 in 2007. Additionally, the monthly fee for community plans was lowered to make banking more affordable for community account customers.

### *U.S.*

- TD Bank delivered a range of products and services, including a new business banking credit card and leasing product. We supported small business management by offering merchant services and wealth management products.
- Our partnership continued in the micro-credit program with ACCION, a not-for-profit specializing in extending small loans ("micro-credit") to underserved Massachusetts business owners.
- We joined and chaired South Eastern Economic Development (SEED) Corporation. As a regional not-for-profit economic development corporation, SEED focuses on job creation by financing all types of small businesses in Massachusetts and Rhode Island, with loans ranging from US\$5,000 up to US\$4 million.

## Educational Resources

To help small businesses learn and grow, we also offer educational tools and resources. Here are highlights from 2008:

### *Canada*

- From workshops to networking luncheons, we sponsored various small business events in the community. During Small Business Week in October 2008, for example, we sponsored and/or participated in approximately 80 events across Canada.
- We continued to put our support behind the Advanced Agricultural Leadership Program for professionals in the agricultural industry and the 4-H Agricultural Scholarships, worth \$2,000 each to 10 high-achieving students who are studying agriculture and the agribusiness fields. In addition, we supported Canada's outstanding Young Farmers Program in B.C., Ontario, Manitoba and Saskatchewan.
- At our online [Small Business Resource Centre](#), we continued to provide economic reports, business planning tools and more.

### *U.S.*

- TD Bank continues to be active in the community supporting the needs of business owners, especially related to the economic changes they may be experiencing. We continue to work with the Small Business Administration to promote its products, as well as with state agencies to educate small businesses.
  - We delivered 64 small business seminars for clients and the general public.
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## Economy & Society

### Human Rights

TD's economic and social impacts are not always tangible or captured in numbers. We touch lives in many ways — respecting and promoting human rights is one example.

#### Supporting Human Rights in Our Day-to-Day Business

We take our responsibility seriously in treating all employees, customers, clients, suppliers and others with whom we do business with respect and dignity and encouraging them to treat others in the same manner.

In every country where TD operates we support and respect the protection of human rights, carefully adhering to and in many cases exceeding all applicable labour laws and standards addressing issues such as equal pay, hours of work and child labour. These include the *Employment Equity Act*, the *Canadian Human Rights Act*, the *Canada Labour Code* and privacy legislation. We also voluntarily support internationally proclamations about human rights, such as the Universal Declaration of Human Rights.

We have developed our own policies, guidelines and procedures to protect and promote human rights throughout our operations. For example:

- Respect and integrity are deeply held values at TD and are core elements of our [Guiding Principles](#) and [Leadership Profile](#).
- Our *Respect in the Workplace Policy* articulates our commitment to providing a work environment free from any form of harassment and discrimination, where every employee, customer, client, independent contractor and third party is treated with dignity and respect.
- Our unwavering pledge to human rights is embedded in our [Code of Conduct and Ethics](#), which states the fundamental principles, norms and behaviours expected of all employees and directors worldwide.

TD educates employees on relevant human rights issues through various communications and learning programs, including diversity training. A central corporate group within TD also trains our HR practitioners on human rights issues. [Learn more in the Respecting Employee Rights section.](#)

Our commitment to human rights is also reflected in business decisions ranging from the suppliers we choose to the investments we make. [Learn more in the Our Supply Chain section.](#)

#### Promoting Human Rights in Society

Through our community investments and participation in various public policy forums, we also try to make a difference for human rights in our broader society. Here are some highlights:

- Equitas is a not-for-profit organization dedicated to helping municipal governments — including increasingly racially diverse communities such as Vancouver, Toronto, Winnipeg, Moncton and Fredericton — develop children's and youth programs to promote non-discrimination, multiculturalism, human rights and peaceful conflict resolution. TD is a strong supporter of the work of Equitas at home and abroad, and in 2008, we renewed our funding commitment to Equitas for another three years. [Learn more in the TD Stories section.](#)
- TD has donated \$750,000 to the **Canadian Museum for Human Rights**, which is slated to open in Winnipeg, Manitoba, in 2010. The museum will be the largest human rights centre in the world, with a special focus on equipping young people to become human rights leaders.
- TD continues to back anti-racism initiatives such as the **Canadian Race Relations Foundation**, the **Scadding Court**

#### TD's Code of Conduct and Ethics states...

*TD is committed to conducting all its affairs with fairness and equity, and this includes the treatment of employees, shareholders, customers, suppliers and competitors. Any behaviour that could be construed as harassment or discrimination on any ground protected by human or civil rights law will not be condoned.*

**Community Centre Anti-Racism Scholarship Awards** and the **Urban Alliance on Race Relations**.

- TD acknowledges the social and economic challenges affecting many **Aboriginal communities** in Canada and elsewhere in the world. We have a strong tradition of supporting Aboriginal businesses, organizations and communities to promote economic development, self-sufficiency and job opportunities. [Learn more in the Community Diversity section.](#)

Just the Facts — Respecting Human Rights	
Indicator	2008 Results
Substantiated complaints or incidents alleging discrimination	0
Complaints or incidents involving violations of indigenous rights	0
Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk	0
Operations identified as having significant risk for incidents of child labour	0
Operations identified as having significant risk for incidents of forced or compulsory labour	0
Employees trained on policies and procedures concerning aspects of human rights that are relevant to our operations	Yes — numbers not tracked
Security personnel trained in TD's policies and procedures concerning aspects of human rights that are relevant to our operations	Yes — numbers not tracked

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## Economy & Society

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### Our Supply Chain

Our commitment to corporate responsibility influences how we choose to do business with suppliers. We strive to purchase goods and services responsibly and forge good relationships with our suppliers. Below we outline our supplier policies and practices in Canada. We are in the process of developing a consistent approach to our procurement across North America.

**\$4.1 billion**

Total amount spent by TD on goods and services from suppliers across North America in 2008.

#### Responsible Procurement

We have a North American Strategic Sourcing Group that is responsible for setting out the overall framework for supplier selection at TD. This group uses a disciplined process for the selection of significant suppliers and provides support and expertise to all TD businesses for their sourcing initiatives, assisting with evaluating, negotiating and structuring supplier arrangements.

Suppliers are screened against wide-ranging criteria, including their social and environmental responsibility. In addition to evaluating pricing, expertise and service levels offered by potential suppliers, we consider their supplier privacy and security policies and standards, insurance coverage and ethical standards. As another layer of due diligence, we also conduct reference checks and in 2008 we launched a comprehensive new procurement policy that addresses the environmental performance of suppliers and the products we purchase from them — [learn more in the Environmental Procurement section](#). Currently, TD does not evaluate suppliers specifically on their human rights performance, which is a component of corporate responsibility. We will be taking steps to do so as we continue enhancing our supplier screening criteria.

TD also has an Outsourcing Policy, which outlines a comprehensive due diligence process for significant outsourcing arrangements, including conflict of interest considerations, technology risks and a supplier's culture and compatibility with TD's guiding principles, business objectives, strategies and service philosophies.

#### A Fair and Transparent Process

When conducting our sourcing process, we apply a best practices selection methodology that has the objective of delivering a fair, transparent and defensible process for our supplier community. Suppliers that are not successful are offered the opportunity for a debriefing session so they may better understand the rationale for our decision. Our selection process is intended to protect the confidentiality of suppliers and the privacy of employees, customers, clients, directors, officers and other individuals.

Currently, we do not survey suppliers on their overall satisfaction in doing business with TD, nor do we track or set requirements for spending on local suppliers at our major locations of operation. These activities will be considered in the future.

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Economy & Society

Civic & Political Contributions

We sponsor and back forums, civic initiatives and other activities that foster discussion on public policy issues and widen understanding of democratic processes. Examples include:

- The **Arthur Kroeger College of Public Affairs Leadership Forum** at Carleton University in Ottawa, which connects leaders from the private, public and voluntary sectors to discuss perspectives on emerging national issues.
- A study on public-sector management being conducted by the **Public Policy Forum**, which is an independent forum for open dialogue on public policy.
- Programs that give the next generation an opportunity to experience the parliamentary process and how government works. These include the federal **Parliamentary Information and Research Service Internship Program**, the **Ontario Legislature Internship Programme** and the **Forum for Young Canadians**.
- Equal Voice, whose mission is to promote the election of more women at all levels of government across Canada.
- The **Dominion Institute of Canada’s Passages to Canada Program**, which introduces young Canadians to the immigrant experience in Canada.

*“This is the second example in the last year of how we have been aggressively working with TD to attract new investments to the province by building upon our strong relationship with this top employer. The clear commitment that TD has shown to Saint John and to the province underscores our government’s message that in New Brunswick companies can be successful.”*  
 New Brunswick Premier Shawn Graham, June 2008.

Advocacy and Political Contributions

In Canada, TD continues to advocate the need for a tax and regulatory environment that fosters competitiveness domestically and internationally. We are a member of the Canadian Bankers Association, which contributes to the development of public policy on financial services, and the Toronto Financial Services Alliance, a public-/private-sector collaboration to enhance the city as a leading financial centre. Over the last several years, the regulatory environment in Canada has been heavily influenced by international trends, such as principles-based regulation and sector restructuring within other jurisdictions. TD will continue to track these developments to assess how they affect the Canadian regulatory regime.

To bolster the democratic process, every year TD donates to various political parties and candidates in Canada. In the U.S., we do not make political contributions.

TD does not typically receive financial assistance from governments to support or grow our operations — unlike other sectors such as automotive, manufacturing and biotechnology. In June 2008, however, the New Brunswick government — in an effort to boost economic opportunities in the province — announced it was providing TD Insurance with a forgivable loan of \$5,600 for each of the 200 new jobs created at our operations in Saint John. With the investment, we are expanding the operation and have established a new National Claims Response Centre, leading to new jobs.

Political Contributions Made by TD (Canada)			
	2008	2007	2006
Federal	0	0	\$2,000
Provincial	\$124,500	\$149,600	\$126,700
Municipal	0	0	\$1,050
<b>Total</b>	<b>\$124,500</b>	<b>\$149,600</b>	<b>\$129,750</b>

Economy & Society

## 2008 Performance Scorecard

What we said in last year's report, and how we measured up.

Item	Priorities for 2008 Identified in Last Year's Report	2008 Results	Self-Rating
<b>Economic development</b>	Continue to positively contribute to local, regional and national economic prosperity wherever TD operates through, among other things, our support of entrepreneurs and small business.	<ul style="list-style-type: none"> <li>Supported the economy by authorizing \$179.6 billion in financing to 280,423 businesses throughout Canada, including \$4.5 billion in financing under \$100,000 to support small businesses</li> <li>Employed 74,713 people worldwide and provided more than \$4.9 billion in salaries and benefits</li> <li>Contributed \$783.5 billion in income, capital and premium taxes in Canada</li> <li>Spent more than \$4.1 billion to buy goods and services from suppliers across North America, helping to create and sustain employment among our suppliers</li> <li>See <a href="#">TD Annual's Report to Shareholders</a> for more facts about our economic performance</li> </ul>	✓✓
<b>Research expertise</b>	Maintain our focus on researching key societal issues and sharing our findings and ideas with the broader community.	<ul style="list-style-type: none"> <li>Produced numerous economic studies and shared our findings with governments, municipalities and the broader community</li> </ul>	✓✓
<b>Supply chain</b>	Enhance corporate social responsibility criteria in our supplier screening processes.	<ul style="list-style-type: none"> <li>Incorporated environmental criteria and started to consider broader social responsibility performance in our supplier evaluations</li> </ul>	✓
	Develop a North American capability for supplier relationships and practices.	<ul style="list-style-type: none"> <li>Began work to develop a supplier relationship management model for North America — process taking longer than anticipated due to our integration activities in the U.S</li> </ul>	✓
<b>Political contributions</b>	Maintain current level of political contributions in Canada.	<ul style="list-style-type: none"> <li>Contributed \$124,000 to political parties, down from \$149,600 last year due to fewer provincial elections</li> </ul>	✓
<b>Multi-stakeholder collaboration</b>	Continue to work with the public and private sectors by participating in initiatives designed to strengthen civic institutions and the overall economy.	<ul style="list-style-type: none"> <li>Played a leadership role in public policy discussions on Canada's future by participating in numerous multi-stakeholder initiatives</li> </ul>	✓✓

KEY: ✓✓ Achieved ✓ Made progress x Made little progress or not achieved

## Economy & Society

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### Priorities For 2009

Among our key priorities for the year ahead:

- **Economic development:** Contribute to local, regional and national economic development wherever TD operates.
  - **Research expertise:** Maintain our focus on researching key societal issues and sharing our findings and ideas with the broader community.
  - **Supply chain:** Continue to develop a North American capability for supplier relationships and practices. Enhance corporate responsibility criteria in our supplier evaluations.
  - **Civic and political contributions:** Provide leadership and support for political and social dialogue at all levels of government.
  - **Small business:** Maintain support for entrepreneurs and small business.
  - **Human rights:** Respect and promote human rights across our operations. Enhance TD's workplace policy to expand on violence in the workplace and expectations of a non-violent workplace.
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## Economy & Society

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### TD Stories

#### **TD teams up with Equitas to advance human rights**

With a name inspired from the Latin word for justice, equity and fairness, Equitas is the embodiment of human rights. Equitas was founded more than 40 years ago by a group of leading Canadian scholars, jurists and human rights advocates. They were driven to build a global culture of human rights and advance democracy, human development, peace and social justice through educational programs.

Equitas's educational programs are aimed at governments and civil society organizations so that they can learn to engage in effective human rights education, monitoring and advocacy activities. Training sessions and workshops provide participants with the opportunity to reflect upon their own attitudes and experiences, gain new knowledge, develop skills and establish or strengthen their networks. Follow-up and evaluation are essential elements of the learning process.

Equitas reflects the values and approach to making a difference that TD espouses, which is why we have chosen to be a major supporter of the not-for-profit organization and its programs.

#### **Enabling social development**

"I joined the Board of Directors of Choices for Youth in June 2005 and was appointed their Chair of the Board in June 2006. Choices for Youth is a local not-for-profit organization that's been around for almost 20 years now. Its approach and innovative programming for resilient and at-risk youth have enabled Choices for Youth to grow and be a leader in the community, province and on a national level.

"Each and every program area at Choices has grown to meet the increasing needs of youth and the complex issues they deal with every day. One of its many programs that TD has supported financially is the Youth at Promise program. This is a basic math and literacy skills program operated through a partnership between the Community Youth Network and Choices for Youth.

"The program has two teachers, runs for 20-week intervals (two evenings and afternoons per week) and provides two three-hour sessions with a total of seven youth in each group. The program has been a huge success and the participants are thriving in a supportive and comfortable learning environment. An indication of this success are individuals who have completed the Youth at Promise program, going on to complete their high school diploma and even a skilled trades program at a post-secondary institution.

"Serving as Board Chair is very rewarding for me. I have great respect for the work that the organization does on a daily basis and their relentless commitment to the community. It gives me great pride to be involved with this initiative and that TD has put its support behind it."

Kevin Harnum, Area Manager, TD Canada Trust Small Business Banking, Newfoundland

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## GRI Index

In preparing our Corporate Responsibility Report, TD follows the *Sustainability Reporting Guidelines* (known as the G3 framework) of the Global Reporting Initiative (GRI). These are the most widely used international guidelines for measuring and reporting social, environmental and economic performance over time.

There are three GRI Application Levels of A, B and C, which indicate the level to which a reporting company has applied the G3 framework. For our 2008 report, we are self-declaring a "C" Application Level for our Canadian operations. We have also included information for most Level B disclosures. The following table shows the GRI disclosures for which TD is reporting and where the relevant information can be found in our online 2008 Corporate Responsibility Report at [td.com/corporateresponsibility](http://td.com/corporateresponsibility). Some GRI disclosures are also located in our [2008 Annual Report](#) to Shareholders and Management Proxy Circular.

GRI Ref. #	Standard Disclosures	Location/Notes
<b>STRATEGY &amp; PROFILE</b>		
<b>Strategy and Analysis</b>		
1.1	President and CEO's statement about relevance of sustainability to the organization and its strategy	<a href="#">President &amp; CEO's Message</a>
1.2	Key impacts, risks and opportunities related to sustainability	Throughout report
<b>Organizational Profile</b>		
2.1	Name of organization	<a href="#">Profile of TD</a>
2.2	Primary brands, products and/or services	<a href="#">Profile of TD</a>
2.3	Operational structure	<a href="#">Profile of TD</a> <a href="#">2008 Annual Report</a>
2.4	Location of headquarters	<a href="#">Profile of TD</a>
2.5	Countries of operation	<a href="#">Profile of TD</a>
2.6	Nature of ownership and legal form	<a href="#">Profile of TD</a>
2.7	Markets served	<a href="#">Profile of TD</a> <a href="#">2008 Annual Report</a>
2.8	Scale of organization	<a href="#">Profile of TD</a>
2.9	Significant changes during reporting period	<a href="#">Customers - Our Approach</a> <a href="#">2008 Annual Report</a>
2.10	Awards received	<a href="#">Awards &amp; Recognition</a>

























