

> Customers & Clients

> Environment

> **Employees**

> Diversity

> Community

> Economy

TD Stories - Employees

Employee Appreciation Week: June 2009

Here are some examples of employee appreciation events across TD:

- At TD Insurance, the Quebec region Customer Service Centre distributed T-shirts to each employee, on which supervisors wrote personalized messages. Team members continued to write on each other's T-shirts throughout the day. What a great way to communicate personalized thank you messages to the whole group.
- TD Bank held a number of spirited celebrations, including breakfasts, barbecues and sporting events, recognizing the contributions of employees.
- The Retail Sales and Customer Experience group took breakfast to a new level with their Breakfast at Tiffany's theme. Breakfasters were grandly welcomed into the room by well-dressed attendants (their Senior Managers and Associate Vice President). While they enjoyed the elegant music and the company of their peers, they were served a decadent breakfast.

Getting an Edge

"My first experience at TD was as a Career Edge intern at TD Asset Management (TDAM). I was given great exposure to investment professionals – allowing me to build both my financial knowledge and good working relationships. The Career Edge program was my starting point at TD – paving the way for subsequent roles in Investor Relations and Corporate and Public Affairs. It was a meaningful and worthwhile experience that I would recommend to university grads who are on the prowl for a job."

Jonathon Borland, TD employee and former Career Edge intern.

Recruiting the Best

We go to great lengths to recruit employees who can provide legendary customer experiences. Take Pam Szalajeski, an HR Business Partner with TD Bank, America's Most Convenient Bank, in Lewiston, Maine. Whenever she goes out, she keeps her eyes open for people who deliver exceptional customer service – who really WOW! customers. "When that happens, I introduce myself, hand them my business card, tell them about the wonderful company I work for and invite them to schedule an interview. I've done this so often that my husband and kids will point people out to me."

Pam Szalajeski, Lewiston, Maine.

In Depth

- KPIs
- GRI Index
- Charts and Graphs
- Case Studies
- Scorecards and Priorities for 2010
- PDF downloads

About This Report
Conduct & Ethics
Labour Code
and Human Rights

Governance
Corporate Responsibility
Environment
Diversity

Report Downloads
CR Summary Report
CR Summary Report and Public
Accountability Statement
Snapshot - Canada
Snapshot - U.S.

Feedback

Contact