### **Bank Financial Group** D

# 2009 Corporate Responsibility Report

Our Approach

Environment Employees Community Economy

In Depth

### KPIs

- GRI Index
- · Charts and Graphs

Search | Français

- Case Studies · Scorecards and
- Priorities for 2010 PDF downloads

Contact

- Customers & Clients
- Environment
- Employees
- Diversity
- Community
- Economy

## **TD Stories**

## **Customers & Clients** Keeping customers in their

homes

Financial Services Representative, Carmela Caschera, was in her office when she was approached by a married couple. They were distraught and told Carmela that they needed help. Due to the state of the economy, it was becoming very difficult for him to sell cars, and as a result their combined income was no longer enough to pay all their bills.

Customers

MORE

## Employees

**Employee Appreciation Week:** June 2009

appreciation events across TD: MORE

TD employee Angelo Papanikolaou of Montreal, Quebec, writes about his experience of speaking to high school children as part of the Junior Achievement program

Here are some examples of employee

## Community

How can I make a difference?

MORE

# engagement on environmental issues.

Environment

New Environment Website

Launched in 2009, our environment

intranet site has increased employee

Through an interactive simulation, employees discover opportunities to go green in the workplace. They are also encouraged to share tips, ideas and upcoming green events - and ask questions to environmental experts within the bank.

Diversity

MORE

### Diversity

ASL Interpreter for TD Employees

Michelle Ramos works at TD as an administrative officer. She was born deaf and, until she reached high school, could only lip-read. That's when she began learning sign language and found it a far better way to learn and understand.

MORE

## Economy

Agri-business

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## Governance Corporate Responsibility Environment Diversity

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

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