



# 2014 GRI Index

TD has used the Global Reporting Initiative (GRI) framework for corporate responsibility reporting since 2007. TD's 2014 Corporate Responsibility Report is written in accordance with the G4 framework and fulfills the requirements for a Core report.

## Standard Disclosures

### Strategy and Analysis

Disclosure	Description
	Reference or Response
G4-1	<b>Statement from the most senior decision-maker in the organization.</b>  <a href="#">CR Report</a> page 1.
G4-2	<b>Description of key impacts, risks and opportunities.</b>  <b>In 2014, we assessed our material topics to be:</b> Customer Satisfaction, Corporate Governance & Integrity, Privacy & Data Security, Managing Risk, Employee Health & Wellbeing, Diversity & Inclusion, Responsible Finance, Financial Education, Economic Value Created, Employee Engagement, Affordable Housing, Changing Climate, Products & Services, Eco-Efficiency, Access to Banking, Community Investment, Executive Compensation, Sourcing and Tax Policy. See page 9 in the <a href="#">CR Report</a> for more details of this assessment.  <b>See also:</b> <ul style="list-style-type: none"><li>• Introduction to each material topic in the Corporate Responsibility Report for a description of key impacts and effects on stakeholders.</li><li>• <a href="#">CR Report</a> page 5 - Scorecard and Goals</li></ul>

- [AR](#) - page 68 for Risk Factors That May Affect Future Results
- [AR](#) pages 71-75 for an explanation of how TD approaches Risk Management
- [AR](#) page 99 for an explanation of TD's approach to Environmental Risk

## Organizational Profile

Disclosure	Description
	Reference or Response
G4-3	<b>Name of organization</b>
	TD Bank Group
G4-4	<b>Primary brands, products and services</b>
	<p>The Toronto-Dominion Bank and its subsidiaries are collectively known as TD Bank Group. TD is the sixth largest bank in North America by branches and serves more than 23 million customers in three key businesses operating in a number of locations in financial centres around the globe: Canadian Retail, U.S. Retail and Wholesale Banking. TD also ranks among the world's leading online financial services firms, with approximately 9.4 million active online and mobile customers. TD had \$945 billion in assets as at October 31, 2014. The Toronto-Dominion Bank trades under the symbol "TD" on the Toronto and New York Stock Exchanges.</p> <ul style="list-style-type: none"> <li>• <a href="#">AR</a> pages 23 to 36</li> <li>• <a href="#">About TD</a></li> </ul>
G4-5	<b>Location of headquarters</b>
	Toronto, Canada.
G4-6	<b>Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.</b>
	<p><b>Where We Operate</b>  <b>AMERICAS:</b> Barbados, Canada, United States,  <b>EUROPE:</b> Amsterdam - The Netherlands, Dublin - Ireland, Luxembourg,</p>

United Kingdom

**ASIA-PACIFIC:** Sydney – Australia, Hong Kong, Mumbai – India, Seoul - South Korea, Shanghai –China, Singapore



[+ List of Principal Subsidiaries](#)

**G4-7**

**Nature of ownership and legal form.**

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. The Toronto-Dominion Bank trades on the Toronto and New York stock exchanges under the symbol "TD".

**G4-8**

**Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).**

TD is the sixth largest bank in North America by branches and serves more than 23 million customers in three key businesses operating in a number of locations in financial centres around the globe: Canadian Retail, U.S. Retail and Wholesale Banking.

Canadian Retail includes: TD CanadaTrust, TD Commercial Banking, TD Auto Finance (Canada), TD Wealth (Canada), TD Insurance

U.S. Retail includes: TD Bank, America's Most Convenient Bank, TD Auto Finance (U.S.), TD Wealth (U.S.) and TD's investment in TD Ameritrade

Wholesale Banking includes: TD Securities

- [AR](#) pages 23 to 36
- [About TD](#)

**G4-9**

**Report scale of the organization.**

At the end of the 2014 fiscal year, TD reported over CDN \$8.1 billion in adjusted net income, CDN \$944 billion in assets, 81,137 full-time equivalent employees, maintained over 2,500 branches and stores across Canada and the U.S. TD operates internationally through our offices in the Americas, Europe and Asia-Pacific.

For total capitalization – see [AR Key Financial Metrics](#)

For quantity of products or services provided – see [AR Business Segment Analysis pages 23 to 36](#)

**G4-10**

**Total number of employees by employment contract and region.**

- [2014 TD Bank group Workforce Profile](#)

**G4-11**

**Report the percentage of total employees covered by collective bargaining agreements.**

While we strive to create a positive working environment where employees don't feel the need for third-party representation, we respect their right to do so. TD General Insurance has a long-established bargaining unit of approximately 265 employees, or 0.30% of our total employee population, represented by the Teamsters Union at one of our Montreal locations.

**G4-12**

**Describe the organization's supply chain.**

[CR Report](#) page 55.

**G4-13**

**Report any specific changes during the report period regarding the organization's size, structure, ownership or its supply chain.**

- Acquisition of certain CIBC Aeroplan Credit Card Accounts

	<ul style="list-style-type: none"> <li>• Disposal of TD Waterhouse Institutional Services</li> </ul> <p>See <a href="#">AR</a> page 12 for details.</p> <p>There were no significant changes in TD's supply chain for the 2014 fiscal year.</p>
<b>G4-14</b>	<p><b>Report whether and how the precautionary approach or principle is addressed by the organization.</b></p> <ul style="list-style-type: none"> <li>• Managing Risk: <a href="#">CR Report</a>, page 15</li> <li>• Responsible Finance and Investing: <a href="#">CR Report</a> page 42.</li> </ul>
<b>G4-15</b>	<p><b>List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.</b></p> <ul style="list-style-type: none"> <li>• United Nations Principles for Responsible Investing</li> <li>• Equator Principles</li> <li>• Principles of Free, Prior and Informed Consent</li> <li>• Universal Declaration of Human Rights</li> <li>• Leadership in Energy and Environmental Design (LEED)</li> </ul>
<b>G4-16</b>	<p><b>List memberships of associations.</b></p> <p>See <a href="#">Memberships and Affiliations</a></p>

## Identified Material Aspects and Boundaries

Disclosure	Description	
	Reference or Response	
<b>G4-17</b>	<p><b>a) List all entities included in the organization's consolidated financial statements or equivalent documents.</b></p> <p><b>b) Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.</b></p>	
	<p>The scope of TD's Corporate Responsibility Reporting encompasses all of TD's wholly owned operations and activities</p>	<p>Assurance of financial</p>

which are organized around the following operating business segments: Canadian Retail, U.S. Retail and Wholesale Banking.

The scope of TD's financial reporting includes wholly owned subsidiaries of TD Bank Group.

See 2014 [List of Principle Subsidiaries](#).

TD has two philanthropic foundations which are not owned and operated by the TD Bank Group and are therefore not part of our consolidated financial statements. These are:

- TD Friends of the Environment Foundation
- TD Bank Charitable Trust Foundation

statements  
See [AR](#)  
page 120-  
121

**G4-18**

**a) Explain the process for defining the report content and the Aspect Boundaries.**  
**b) Explain how the organization has implemented the Reporting Principles for Defining Report Content.**

We conduct a formal materiality analysis each year to identify, prioritize and validate the evolving environmental, social and governance issues for TD. This process involves research, media scans, stakeholder consultations and internal sustainability discussions which lead to the filtering and defining of our material topics. This annual "radar" helps us track stakeholder interests and concerns and identify new issues as they emerge.

The findings drive our corporate responsibility strategy and the information we provide in this report. Report contents are aligned to material topics as identified by key stakeholders.

**More Information:**

- [Ways We Listen to Stakeholder](#)
- [CR Report](#) Material Topics: CR Report page 9
- [Overview of TD's Materiality Process](#)
- [Material Aspects and Boundaries table](#)

**G4-19**

**List all the material Aspects identified in the process for defining report content.**

[See Material Aspects and Boundaries table.](#)

**G4-20**

**For each material Aspect, report the Aspect Boundary within**

the organization as follows:

- Report whether the Aspect is material within the organization
- If the Aspect is not material for all entities within the organization select one of the following two approaches and report either:
  - The list of entities or groups of entities included in G4-17 for which the Aspect is not material or
  - The list of entities included in G4-17 for which the Aspect is material
  - Report any specific limitation regarding the Aspect Boundary within the organization.

[See Material Aspects and Boundaries table.](#)

G4-21

For each material Aspect report on the Aspect Boundary outside the organization, as follows:

- Report whether the Aspect is material outside of the organization
- If the Aspect is material outside of the organization, identify the entities, group of entities or elements for which the Aspect is material. In addition, describe the geographical location where the Aspect is material for the entities identified
- Report any specific limitation regarding the Aspect Boundary outside of the organization

[See Material Aspects and Boundaries table.](#)

G4-22

Report the effect of any restatements of information in previous reports, and the reason for restatements.

All restatements are provided in the footnotes.

- See [Appendix: Performance Data](#) (pages i, ii, iv, v, vi, vii)

G4-23

Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.

There have been no significant changes to the scope of aspect boundaries of this report from previous periods.

## Stakeholder Engagement

Disclosure	Description
	Reference or Response
G4-24	<p><b>Provide a list of stakeholder groups engaged by the organization.</b></p> <p>TD's primary stakeholders include: customers, employees, shareholders/investors and government regulators. Our secondary stakeholders include: community organizations, industry associations, suppliers and non-governmental organizations.</p> <p><b>More Information</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Ways we listen to stakeholders</a></li> </ul>
G4-25	<p><b>Report the basis for identification and selection of stakeholders with whom to engage.</b></p> <p>Each year we conduct a formal materiality analysis to identify, prioritize and validate the evolving material issues we face. This process involves research, media scans, stakeholder consultations and internal sustainability discussions which lead to the filtering and defining of our material topics.</p> <p><b>More Information:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">CR Report</a>: Stakeholder Panel on page 7.</li> <li>• <a href="#">2014 Stakeholder Panel Full Report</a> page 1</li> </ul>
G4-26	<p><b>Report the organization's approach to stakeholder engagement, including frequency of engagement by type, stakeholder group and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Ways We Listen to Stakeholder</a></li> <li>• Stakeholder Panel <a href="#">CR Report</a> page 7.</li> <li>• <a href="#">Overview of TD's Materiality Assessment</a></li> </ul>

G4-27

Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.

**In 2014, we assessed our material topics to be:** Customer Satisfaction, Managing Risk, Privacy and Data Security, Corporate Governance and Integrity, Diversity and Inclusion, Financial Education, Responsible Finance, Economic Value Created, Employee Health and Wellbeing, Employee Engagement, Eco-Efficiency, Community Investment, Affordable Housing, Changing Climate, Access to Banking, Products and Services, Sourcing, Executive Compensation, Tax Policy.

An overview of key issues and TD's response can be found on page 8 of our 2014 [CR Report](#).

**More Information:**

- [Ways we listen to stakeholder](#)
- Stakeholder Panel [CR Report](#) pages 7-8
- [Stakeholder Panel Full Report pages 3-7](#)
- [List of environmental stakeholder groups and discussion topics](#)
- [TD Ombudsman 2014 Annual Report](#) pages 4-8

## Report Profile

Disclosure	Description
	Reference or Response
<b>G4-28</b>	<b>Reporting period</b>  November 1, 2013 to October 31, 2014.
<b>G4-29</b>	<b>Date of most recent previous report.</b>  <a href="#">2013 Corporate Responsibility Report</a> .
<b>G4-30</b>	<b>Reporting cycle</b>  Our reporting cycle is annual.

G4-31	<p><b>Provide contact point for questions regarding the report or its contents.</b></p> <p>Email address for questions about our corporate responsibility activities and performance: <a href="mailto:crreport@td.com">crreport@td.com</a></p>
G4-32	<p><b>Report the ‘in accordance’ option the organization has chosen</b></p> <p>TD has used the Global Reporting Initiative (GRI) framework for corporate responsibility reporting since 2007. TD’s 2014 Corporate Responsibility Report is written in accordance with the G4 framework and fulfills the requirements for a Core report.</p>
G4-33	<p><b>Report the organization’s policy and current practice with regard to seeking external assurance for the report.</b></p> <p>Selected performance indicators were independently assured by Ernst &amp; Young LLP. Ernst &amp; Young performed a limited assurance engagement for a selection of TD’s performance indicators including TD’s greenhouse-gas emissions and Carbon Neutral Schedule, and TD’s paper-usage figures.</p> <p>TD has obtained independent assurance on 15 social performance metrics from 2010 to 2013 and we are confident in the reliability of both the data and the systems used to collect the data. During the transition to G4 we are taking the opportunity to evaluate TD’s stated KPIs, ensuring that they link to both our material topics and future strategy. Independent assurance of non-financial data is important to our reporting and we will seek to reinstate the process once the KPIs are confirmed.</p> <p><a href="#"><b>+ Assurance Statement for the 2014 Greenhouse Gas Emissions</b></a></p> <p><a href="#"><b>+ Assurance Statement for the 2014 Carbon Neutral Schedule</b></a></p> <p>Ernst and Young LLP is the bank’s financial auditor. The Audit Committee is accountable for audit services conducted across the bank.</p>

## Governance

Disclosure	Description
	Reference or Response
G4-34	<p><b>Governance structure of the organization. Identify any committees responsible for decision-making on economic, environmental and social impacts.</b></p>

**[The Board of Directors and its committees.](#)**

More information:

- **[Corporate Responsibility Governance Structure](#)**
- **[Diversity Governance](#)**
- **[Environmental Governance](#)**

**G4-38**

**Report the composition of the highest governance body and its committees.**

**Board Diversity (As of October 31, 2014.)**

- % of female directors: 31%
- % of visible minority directors: over 12%
- % of independent directors: over 87%

**More information:**

- A full description of the tenure, experience and skills of TD's Board of Directors can be found in our **[Proxy Circular](#)** from page 6-12.
- Director Independence: **[PC](#)** page 62
- Diversity Policy: **[PC](#)** page 68

**G4-39**

**Whether the Chair of the Board is also an executive officer.**

The Chairman of the Board and the Chief Executive Officer of TD Bank are separate roles.

**G4-40**

**Nomination process including diversity, independence, skills, stakeholder engagement.**

- Nomination of directors: **[PC](#)** page 67
- Competencies and Skills Matrix: **[PC](#)** page 68

**G4-41**

**Board conflicts of interest**

- Director conflict of interest: **[PC](#)** page 67

**G4-43**

**Report the measures taken to develop and enhance the highest**

**governance body's collective knowledge of economic, environmental and social topics.**

Corporate responsibility is a key part of TD's strategy and is managed within a framework of internal control, governance and risk-management processes.

[See Corporate Responsibility Governance Structure](#)

**More Information:**

- [Environmental Governance](#)
- [Diversity Governance](#)

**G4-45**

**Report the highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities.**

See Corporate Responsibility Governance description in G4-43.

See also the [2014 Stakeholder Panel Report](#). Feedback from the stakeholder panel is reviewed and discussed at the Corporate Responsibility Steering Committee and the Corporate Citizenship Council.

**G4-46**

**Report the highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.**

The Corporate Governance Committee has oversight of the TD's corporate responsibility strategy and performance. The following responsibilities are included in the committee charter:

- reviewing and assessing the Bank's corporate responsibility strategy and reporting, including monitoring its environmental and social performance; and,
- keeping abreast of international trends and best practices in corporate disclosure of non-financial performance and updating the Board on social and environmental issues, as necessary.

**More information**

- [Board Charters](#)
- [Board Assessments](#)

**G4-48**

**Report the highest committee or position that formally reviews and**

	<p><b>approves the organization’s sustainability report and ensures that all material Aspects are covered.</b></p> <p>The CEO approves the corporate responsibility report.</p>
<b>G4-49</b>	<p><b>Process for communicating critical concerns to the highest governance body.</b></p> <p>Shareholders and employees and other interested parties may communicate with the Board of Directors through the Chairman of the Board, By mail to:  Mr. Brian M. Levitt  Chairman of the Board  The Toronto-Dominion Bank  P.O. Box 1, Toronto-Dominion Centre  Toronto, Ontario M5K 1A2</p> <ul style="list-style-type: none"> <li>• By e-mail c/o TD Shareholder Relations to <a href="mailto:tdshinfo@td.com">tdshinfo@td.com</a></li> </ul>
<b>G4-51</b>	<p><b>Board remuneration and link to ESG.</b></p> <ul style="list-style-type: none"> <li>• See Executive Compensation: <a href="#">CR Report</a> page 14.</li> <li>• Full details on executive compensation: <a href="#">PC</a> starting on page 26.</li> </ul>
<b>G4-52</b>	<p><b>Process for determining Board remuneration.</b></p> <ul style="list-style-type: none"> <li>• <a href="#">PC</a> starting on page 26.</li> </ul>
<b>G4-53</b>	<p><b>Process to seek stakeholder views on remuneration, including the results of votes on remuneration policies and proposals.</b></p> <ul style="list-style-type: none"> <li>• <a href="#">PC</a> starting on page 26.</li> <li>• At TD’s AGM, shareholders may cast a non-binding vote on the advisory to executive compensation. The results can be found on our website. For 2014, the motion received approximately 93% support.</li> </ul>

## Ethics and Integrity

Disclosure	Description
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	Reference or Response
<b>G4-56</b>	<p><b>Describe the organization’s values and principles.</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Guiding Principles</a></li> <li>• <a href="#">Leadership Profile</a></li> <li>• <a href="#">Code of Conduct</a></li> </ul>
<b>G4-57</b>	<p><b>Report the internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines.</b></p> <p>Employees are encouraged to use the Employee Complaint Resolution Process to address any issues and concerns. Clearly defined and easily accessible through our intranet, the process ensures that the complaint is formally documented, received by the right people and handled quickly without fear of reprisal.</p> <p>For employees who may not be comfortable speaking directly with their manager or human resources, our TD Whistleblower Program is an alternate confidential communication channel. Employees can anonymously report any concerns regarding the integrity of TD accounting, internal accounting controls or auditing matters, as well as any concerns relating to ethical business or personal conduct, integrity and professionalism.</p> <p>Our Employee Ombuds Office offers employees a safe place to be heard, providing confidential, neutral, off-the-record assistance on work-related issues.</p>
<b>G4-58</b>	<p><b>Report the internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity.</b></p> <p>The <a href="#">TD Whistleblower Hotline</a>, an independent, confidential and anonymous (except where prohibited by law) reporting channel for your financial and ethical concerns. Members of the public who become aware of or suspect any breach of the Code or who have complaints concerning other ethical, legal or regulatory matters are also encouraged to report such concerns through the whistleblower hotline.</p> <p><a href="#">EthicsPoint</a> is an independent, third party supplier that has been selected to provide a confidential and anonymous communication channel.</p>

# Economic

## Economic Performance

Disclosure	Description
	Reference or Response
DMA	<p>TD's business strategy is to produce long-term, profitable growth by building strong franchises and delivering value to customers, shareholders and the broader community.</p> <p><b>Accountability</b></p> <ul style="list-style-type: none"> <li>• Board of Directors</li> <li>• Chief Executive Officer</li> <li>• Senior Executive Team</li> </ul> <p><b>Ways we measure our approach and impacts</b></p> <ul style="list-style-type: none"> <li>• Financial and Non-financial performance</li> </ul> <p><b>More information</b></p> <ul style="list-style-type: none"> <li>• <a href="#">AR</a> – CEO's message</li> <li>• Message from the CEO: <a href="#">CR Report</a> page 1.</li> <li>• Economic Value: <a href="#">CR Report</a> page 17.</li> </ul>
G4-EC1	<p><b>Direct economic value generated and distributed</b></p> <ul style="list-style-type: none"> <li>• Economic Value: <a href="#">CR Report</a> page 17.</li> </ul>
FS-EC1	<p><b>Value of community investment program, investments by theme, geographical area, time and motivation.</b></p> <ul style="list-style-type: none"> <li>• Community Investment: <a href="#">CR Report</a> page 48-51.</li> <li>• <a href="#">Community Snapshot</a></li> </ul>
G4-EC2	<p><b>Financial implications and other risks and opportunities for the organization's activities due to climate change</b></p>

	<ul style="list-style-type: none"> <li>Adapting to a Changing Climate: <a href="#">CR Report</a> page 37.</li> <li><a href="#">TD's Environment Policy</a></li> <li>TD's submission to the Carbon Disclosure Project – publicly available through <a href="#">their website</a>.</li> <li><a href="#">Environmental and Social Risk Management Process</a></li> </ul>
<b>G4-EC3</b>	<p><b>Coverage of the organizations defined benefit plan obligations.</b></p> <p>TD's benefit programs aim to ensure that employees have a comprehensive safety net of essential protection in the event of a death, disability or a serious illness and to help them provide for their retirement.</p> <ul style="list-style-type: none"> <li><a href="#">Summary of Benefits for TD Employees</a></li> </ul>

## Indirect Economic Impacts

Disclosure	Description
	Reference or Response
<b>DMA</b>	<p><b>Describe work done to understand indirect economic impacts.</b></p> <ul style="list-style-type: none"> <li>Economic Value - Direct and Indirect Impacts: <a href="#">CR Report</a> page 17.</li> <li>Materiality Matrix: <a href="#">CR Report</a> page 9.</li> <li><a href="#">Ways we listen to stakeholders</a>.</li> <li>Sourcing: <a href="#">CR Report</a> page 55.</li> <li>Tax Policy: <a href="#">CR Report</a> page 57.</li> <li>Natural Capital: <a href="#">CR Report</a> page 36.</li> </ul>
<b>G4-EC7</b>	<p><b>Development and impact of infrastructure investments and services supported.</b></p> <ul style="list-style-type: none"> <li><a href="#">Case Study: Preserving wealth for future generations</a></li> <li>Affordable Housing: <a href="#">CR Report</a> page 53.</li> </ul> <p>Impacts of Commercial Investment are reported through projects evaluated under the Equator Principles and also through our lending to Clean Tech companies.</p> <ul style="list-style-type: none"> <li><a href="#">TD and the Equator Principles</a></li> </ul>

	<ul style="list-style-type: none"> <li>• TD Green Bond: <a href="#">CR Report</a> page 46.</li> </ul>
<b>G4-EC8</b>	<p><b>Significant indirect economic impacts including the extent of impacts.</b></p> <ul style="list-style-type: none"> <li>• Strengthening Communities: <a href="#">CR Report</a> page 48-54 provides an overview of the impacts of TD’s giving, including in-kind donations and volunteered hours.</li> <li>• Sourcing: <a href="#">CR Report</a> page 55 shows the impact of TD’s Responsible Procurement Policy and our programs for diverse suppliers.</li> <li>• Access to Banking: <a href="#">CR Report</a> page 23 shows how TD is working to improve access to banking services for different populations, including new immigrants.</li> <li>• Affordable Housing: <a href="#">CR Report</a> page 53 shows how TD is reinvesting in our local communities to provide housing options for low-to-moderate income individuals.</li> <li>• Tax Policy: <a href="#">CR Report</a> page 57 provides an overview of the taxes we pay and collect.</li> </ul>

## Environment

### Energy

Disclosure	Description
	Reference or Response
<b>DMA</b>	<p>TD’s business strategy is to produce long-term, profitable growth by building strong franchises and delivering value to customers, shareholders and the broader community.</p> <p><b>Accountability</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Environmental Governance</a></li> </ul> <p><b>Ways we measure our approach and impacts</b></p> <ul style="list-style-type: none"> <li>• GHG reductions</li> <li>• Energy reduction</li> <li>• Reductions in paper use</li> <li>• Reductions in water use</li> </ul>

- Waste diversion rates

**Relevant TD policies**

- TD Enterprise Risk Framework
- [TD Environment Policy](#)
- Environment Management System
- Carbon neutral commitment
- Voluntary eco-efficiency targets

**More information**

- Eco-Efficiency DMA: [CR Report](#) page 39.
- [Appendix: Performance Data](#) (page ix): Environmental Scorecard and Goals

G4-EN3	<p><b>Energy consumption within the organization</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Appendix: Performance Data</a> (page i)</li> <li>• <a href="#">Notes to GHG Emissions</a></li> </ul>
G4-EN5	<p><b>Energy intensity</b></p> <p>See <a href="#">Appendix: Performance Data</a> for energy intensity metrics. TD calculates:</p> <ul style="list-style-type: none"> <li>• Electricity intensity (per square foot) kWh</li> <li>• Electricity intensity (kWh/million dollar revenue)</li> </ul>
G4-EN6	<p><b>Reduction of energy consumption as a results of conservation and energy initiatives</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Details on TD’s Energy Efficiency initiatives</a></li> <li>• <a href="#">CR Report</a> page 39</li> </ul>

**Emissions**

Disclosure	Description
	Reference or Response

**DMA**

Our carbon neutral commitment is the foundation of our support of the low carbon economy.

**Accountability**

- [Environmental Governance](#)

**Ways we measure our approach and impacts**

- GHG reductions

**Relevant TD policies**

- [TD Environment Policy](#)
- Environment Management System
- Carbon neutral commitment
- Voluntary eco-efficiency targets

**More information**

- Eco-Efficiency DMA: [CR Report](#) page 39.
- [Appendix: Performance Data](#) (page ix)

The banking sector is not subject to regulations or policies for emissions. TD has an internal mandate to operate as a carbon-neutral bank and to achieve our goal we purchase offsets.

- [TD’s List of Renewable Energy Credits and Offset providers](#)
- TD’s submission to the Carbon Disclosure Project – publicly available through their [website](#)

**G4-EN15**

**Energy consumption within the organization**

- [Appendix: Performance Data](#) (page i)
- [Notes to GHG Emissions](#)

**FS-EN15**

**Emissions resulting from business travel**

- [Appendix: Performance Data](#) (page ii)

**G4-EN16**

**Indirect GHG Emissions (Scope 2)**

- [Appendix: Performance Data](#) (page i)

	<ul style="list-style-type: none"> <li>• <a href="#">Notes to GHG Emissions</a></li> </ul>
G4-EN17	<p>Other indirect GHG emissions (Scope 3)</p> <ul style="list-style-type: none"> <li>• <a href="#">Appendix: Performance Data</a> (page i)</li> <li>• <a href="#">Notes to GHG Emissions</a></li> </ul>
G4-EN18	<p>GHG Emissions intensity</p> <ul style="list-style-type: none"> <li>• <a href="#">Appendix: Performance Data</a> (page i)</li> </ul>
G4-EN19	<p>Reduction of GHG emissions</p> <ul style="list-style-type: none"> <li>• Energy and GHG reduction from green buildings: <a href="#">Appendix: Performance Data</a> (page v)</li> <li>• Energy and GHG reduction through green IT: <a href="#">Appendix: Performance Data</a> (page ii)</li> <li>• GHG reduction through insurance discounts and solar loans: <a href="#">CR Report</a> page 45.</li> <li>• GHG reduction through TD green nation: <a href="#">CR Report</a> page 31.</li> </ul>

## Labour Practices

### Diversity and Equal Opportunity

Disclosure	Description
	Reference or Response
DMA	<p>We take an integrated approach to diversity and inclusion, with initiatives for employees, customers and communities. The Diversity Leadership Council, which comprises senior leaders across TD, sets the strategy and oversees our progress on diversity and inclusion.</p> <p><b>Accountability</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Diversity governance</a></li> </ul>

- Day-to-day implementation – all people managers

### Ways we measure our approach and impacts

- Workforce diversity against labour market availability
- Global employee engagement survey results (TD Pulse)
- Equal Opportunity Statement
- Diversity Awareness Training for all new hires
- Employees’ voluntary completion of Employment Equity Survey (Canada)
- Participation in independent third party surveys, such as Top Diversity Employers and the AON Hewitt Best Employer survey

### Relevant TD policies

- Diversity and Employment Equity Policy
- [Code of Conduct and Ethics](#)
- Harassment, Discrimination and Violence in the Workplace Policy
- Workplace Accommodation Policy
- Workplace Gender Transition Guidelines

### More information

- Diversity and Inclusion: [CR Report](#) page 32

G4-LA12

**Composition of governance bodies and breakdown of employees per employee category according to gender, age, minority, membership and other indicators of diversity.**

- Board composition: [CR Report](#) page 13 and [PC](#) pages 6-11.
- Employees by age and employee category: [2014 TD Bank Group Employee Workforce Profile](#)
- Employees by diversity group: [Appendix: Performance Data](#) (page xiii)

## Local Communities

Disclosure	Description
	Reference or Response
DMA	For more than 150 years, TD’s enduring approach to community investment

demonstrates three things: we are engaged in our communities, we are committed for the long-term, and we want our investments to achieve real social and economic results.

### **Accountability**

- Corporate Citizenship Council
- Day-to-day implementation – VP Community Relations

### **Ways we measure our approach and impacts**

- Imagine Canada and the Giving USA Foundation standard of 1% of pre-tax profit as a benchmark for corporate donations
- % of giving applied to priority areas
- % of giving applied to supporting diversity and inclusion across priority areas
- Number of active TD volunteers

### **Relevant TD policies**

- [TD Code of Conduct and Ethics](#)
- [Anti-Bribery and Anti-Corruption Policy](#)
- Funding guidelines in Canada
- Funding guidelines in U.S.

### **More information**

- Strengthening Our Communities: [CR Report](#) page 48
- [Appendix: Performance Data](#) (page xiv)

G4-SO1

### **Percentage of operations with implemented local community engagement, impact assessments, and development programs.**

TD uses the following frameworks and policies to assess our engagement and the impact of our operations on local communities. These apply to 100% of our operations, with the exception of the Community Reinvestment Act, which is federally legislated in the U.S.

- Community investment: [CR Report](#) page 48-49.
- Social finance and community development: [CR Report](#) page 50.
- Supporting underserved communities in the U.S.: [CR Report](#) page 50.
- [Ways we listen to stakeholders](#)

Issues and concerns can be reported using TD's existing processes. See more information on [Customer Care](#) and [TD's Whistleblowing](#) hotline.

<p><b>G4-SO2</b></p>	<p><b>Operations with significant actual and potential negative impacts on local communities.</b></p> <p>TD's approach to Corporate Responsibility is built on four key themes, one of which is strengthening communities. As part of that commitment, TD supports over 5,000 organizations that work to enrich and strengthen our local communities. TD donates millions of dollars each year to causes that matter to our customers, employees and stakeholders.</p> <p><b>More information</b></p> <ul style="list-style-type: none"> <li>• Direct and indirect impacts: <a href="#">CR Report</a> page 17</li> <li>• <a href="#">TD's 2014 Public Accountability Statement</a> which includes branch openings and closures in Canada.</li> </ul>
<p><b>G4-FS13</b></p>	<p><b>Initiatives to improve access to financial services for disadvantaged people</b></p> <ul style="list-style-type: none"> <li>• Access to banking: <a href="#">CR Report</a> page 22</li> <li>• Financial education for consumers: <a href="#">CR Report</a> page 26</li> <li>• Financial education in the community: <a href="#">CR Report</a> page 51-52</li> <li>• <a href="#">TD and Aboriginal Communities in Canada</a></li> </ul>
<p><b>G4-FS14</b></p>	<p><b>Access points in low-populated or economically disadvantaged areas by type.</b></p> <ul style="list-style-type: none"> <li>• Access to banking: <a href="#">CR Report</a> page 22</li> <li>• Products and services: <a href="#">CR Report</a> page 24-25</li> <li>• <a href="#">Low Cost Banking Options</a></li> <li>• <a href="#">TD's 2014 Public Accountability Statement</a> which includes branch openings and closures in Canada.</li> </ul> <p>Additional references:</p> <ul style="list-style-type: none"> <li>• <a href="#">New to Canada website</a></li> <li>• <a href="#">Building Pride: Celebrating the LGBTQA Community</a></li> <li>• <a href="#">TD and Aboriginal Communities in Canada</a></li> </ul>

## Product Responsibility

## Product and Service Labelling

Disclosure	Description
DMA	<p data-bbox="386 369 1495 436"><b>Product and Service Labelling is one aspect of TD’s approach to Product and Services.</b></p> <p data-bbox="386 514 1495 705">We train our employees to take sufficient time to explain issues and answer questions. We make product and fee information readily available in our branches, stores, investment centres and websites, and our guidelines require us to present information about our products and services in clear, easy-to-understand language.</p> <p data-bbox="386 743 610 779"><b>Accountability</b></p> <ul data-bbox="431 816 1490 888" style="list-style-type: none"> <li>• OfficerShared accountability across Compliance, Marketing, Product Groups and Distribution</li> </ul> <p data-bbox="386 934 1078 970"><b>Ways we measure our approach and impacts</b></p> <ul data-bbox="431 1008 1045 1276" style="list-style-type: none"> <li>• Customer Experience results</li> <li>• Sales</li> <li>• Customer retention</li> <li>• Accessibility of services</li> <li>• Access locations across network</li> <li>• Internal monitoring and testing reviews</li> </ul> <p data-bbox="386 1323 698 1358"><b>Relevant TD policies</b></p> <ul data-bbox="431 1396 1135 1570" style="list-style-type: none"> <li>• Specific Regulatory Compliance Policies</li> <li>• Diversity and Inclusion Policy</li> <li>• <a href="#">TD Code of Conduct and Ethics</a></li> <li>• <a href="#">Codes of Conduct and Public Commitments</a></li> </ul> <p data-bbox="386 1617 654 1652"><b>More information</b></p> <ul data-bbox="431 1690 1281 1818" style="list-style-type: none"> <li>• Products and Services: <a href="#">CR Report</a> page 24</li> <li>• Customer Service: <a href="#">CR Report</a> page 18</li> <li>• Financial education for consumers: <a href="#">CR Report</a> page 26</li> </ul>
G4-PR3	<p data-bbox="386 1900 1471 1971"><b>Type of product and service information required by the organization’s procedures for product and service information and labelling.</b></p>

	<ul style="list-style-type: none"> <li>• A description of products and services by business line: <a href="#">Our Businesses</a></li> <li>• TD complies with several industry level <a href="#">Codes of Conduct and Public Commitments</a>.</li> <li>• How we sell our products and services: <a href="#">CR Report</a> page 25</li> <li>• <a href="#">Product information</a></li> </ul>
<b>G4-PR4</b>	<p><b>Total number of incidents of non-compliance with voluntary codes concerning product and service information and labelling.</b></p> <p>In 2014 there were no incidents of non-compliance with regulations and voluntary codes concerning any form of marketing communications of products and services.</p>
<b>G4-PR5</b>	<p><b>Results of surveys measuring customer satisfaction.</b></p> <ul style="list-style-type: none"> <li>• Customer Service: <a href="#">CR Report</a> page 18.</li> <li>• <a href="#">Appendix: Performance Data</a> (page x)</li> </ul> <p><b>Listening to our Customers</b></p> <p>Delivering "legendary customer experiences" is core to TD's business strategy. In 2014, we contacted over 600,000 customers to ask for feedback. We want to know if the customer is likely to recommend TD to their friends, family or colleagues, based on a recent visit or call.</p> <p>The results of these surveys form our Customer Experience Index (CEI) in Canada and our Customer WOW! Index in the U.S. We use CEI and CWI to help set targets and drive improvement, and the results have a direct impact on all employees' compensation.</p>
<b>G4-FS15</b>	<p><b>Policies for the fair design and sale of financial products</b></p> <ul style="list-style-type: none"> <li>• TD complies with several industry level <a href="#">Codes of Conduct and Public Commitments</a>.</li> <li>• How we sell our products and services: <a href="#">CR Report</a> page 25</li> <li>• <a href="#">Product information</a></li> </ul>
<b>G4-FS16</b>	<p><b>Initiatives to enhance financial literacy by type of beneficiary</b></p> <ul style="list-style-type: none"> <li>• Finance education for consumers: <a href="#">CR Report</a> page 26</li> </ul>

- Financial education in the community: [CR Report](#) page 51-52

## Customer Privacy

Disclosure	Description
	Reference or Response
DMA	<p><b>Customer privacy is one aspect of TD’s Global approach to Privacy and Data Security</b></p> <p>The bank actively monitors, manages and continues to enhance its ability to mitigate technology and information-security risks through enterprise-wide programs, industry best practices and robust threat and vulnerability assessments and responses.</p> <p><b>Accountability</b></p> <ul style="list-style-type: none"> <li>• Chief Risk Officer</li> <li>• Chief Privacy Officer</li> <li>• Senior Vice President, Technology Risk Management and Information Security</li> </ul> <p><b>Ways we measure our approach and impacts</b></p> <ul style="list-style-type: none"> <li>• Continuity of service and systems</li> <li>• Incident tracking and risk assessments</li> </ul> <p><b>Relevant TD policies</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Privacy Code</a></li> <li>• TD has additional policies to support the management of privacy, fraud and data security</li> </ul> <p><b>More information</b></p> <ul style="list-style-type: none"> <li>• Privacy and Data Security: <a href="#">CR Report</a> page 20</li> <li>• <a href="#">TD Privacy Agreement</a></li> </ul>
G4-PR8	<p><b>Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.</b></p> <p>In Canada, we had one privacy complaint from a customer in which the Office of the Privacy Commissioner of Canada ruled in favour of the</p>

customer. This was up from 2013 when there were no such cases.

## Society

### Compliance

Disclosure	Description
	Reference or Response
DMA	<p><b>Compliance is one aspect of TD's overall approach to Risk Management</b></p> <p>One of TD's Guiding Principles is to only take risks that we understand and can manage. TD executives, directors and employees look to the Enterprise Risk Framework and our Risk Appetite Statement for a common understanding of how we manage risk.</p> <p>The mandate of TD's Compliance Department is to manage compliance risk across the Bank to align with the policies established and approved by the Audit and Risk Committees.</p> <p><b>Accountability</b></p> <ul style="list-style-type: none"> <li>• Chief Risk Officer, Chief Executive Officer, Senior Executive Team, Risk Committee of the Board and Board of Directors</li> </ul> <p><b>Ways we measure our approach and impacts</b></p> <ul style="list-style-type: none"> <li>• Risk Management Discussion: AR pages 65</li> </ul> <p><b>Relevant TD policies</b></p> <ul style="list-style-type: none"> <li>• TD has many policies to support the management of major risk categories.</li> </ul> <p><b>More information</b></p> <ul style="list-style-type: none"> <li>• Managing Risk: CR Report pages 15</li> </ul>
G4-SO8	<p><b>Monetary value of fines and number of non-monetary sanctions for non-compliance with laws/regulations</b></p> <p><b>Compliance Incident Reporting 2014</b></p>

Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices<sup>1</sup>: **1**<sup>2</sup>  
 Monetary value of significant fines <sup>3</sup> (in millions): **0**  
 Total number of non-monetary sanctions for non-compliance with laws and regulations: **0**

<sup>1</sup> We determine a significant legal action to potentially exceed \$25 million in damages and/or legal costs.

<sup>2</sup> A single family of matters consisting of several related actions alleging civil conspiracy and breach of the Competition Act.

<sup>3</sup> We determine a significant fine to be \$1 million or over and related to incidents that are of a regulatory nature. Penalties of an administrative nature are not considered material.

## Product and Service Impact

### Product Portfolio

Disclosure	Description
	Reference or Response
DMA	<p>TD has in place a range of policies and procedures to manage the impacts of our products and services. These ensure we comply with our regulatory obligations as well as additional internal policies in relation to responsible banking and the consideration of environmental, social and governance risks in lending and investment.</p> <p><b>Accountability</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Environmental Governance</a></li> <li>• Reputational Risk Committee</li> </ul> <p><b>Ways we measure our approach and impacts</b></p> <ul style="list-style-type: none"> <li>• Corporate lending transactions reviewed under E&amp;S Credit Risk Process</li> <li>• Equator Principle Project Finance Transactions</li> <li>• Number of stakeholder engagements</li> </ul> <p><b>Relevant TD policies</b></p> <ul style="list-style-type: none"> <li>• TD Enterprise Risk Framework</li> </ul>

	<ul style="list-style-type: none"> <li>• TD Environment Policy</li> <li>• Environment Management System</li> <li>• TD’s Environmental &amp; Social Credit Risk Policy</li> <li>• Equator Principles</li> <li>• TDAM Sustainable Investing Policy</li> </ul> <p><b>More information</b></p> <ul style="list-style-type: none"> <li>• Responsible Finance and Investing: <a href="#">CR Report</a> page 43</li> </ul>
<p><b>G4-FS1</b></p>	<p><b>Policies with specific environmental and social components applied to business lines</b></p> <hr/> <ul style="list-style-type: none"> <li>• Responsible Financing: <a href="#">CR Report</a> page 42.</li> <li>• Responsible Procurement Policy: <a href="#">CR Report</a> page 55.</li> </ul>
<p><b>G4-FS2</b></p>	<p><b>Procedures for assessing and screening environmental and social risks in business lines</b></p> <hr/> <ul style="list-style-type: none"> <li>• <a href="#">TD’s Environmental and Social Credit Risk Process</a></li> <li>• Responsible Procurement Policy: CR report page 55.</li> </ul>
<p><b>G4-FS3</b></p>	<p><b>Process for monitoring client’s implementation of and compliance with environmental and social requirements included in agreements or transactions.</b></p> <hr/> <ul style="list-style-type: none"> <li>• Responsible Financing: <a href="#">CR Report</a> page 42.</li> <li>• Responsible Procurement Policy: <a href="#">CR Report</a> page 55.</li> </ul>
<p><b>G4-FS6</b></p>	<p><b>Percentage of the portfolio for business lines by specific region, size.</b></p> <hr/> <ul style="list-style-type: none"> <li>• Business Segment Analysis: <a href="#">AR</a> pages 26-39</li> </ul>
<p><b>G4-FS7</b></p>	<p><b>Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose.</b></p> <hr/> <ul style="list-style-type: none"> <li>• Products and Services: <a href="#">CR Report</a> page 24</li> <li>• TD Helps: <a href="#">CR Report</a> page 25.</li> <li>• Affordable Housing: <a href="#">CR Report</a> page 53.</li> </ul>

	<ul style="list-style-type: none"> <li>• <a href="#">TD and Aboriginal Peoples in Canada</a></li> </ul>
<b>G4-FS8</b>	<p><b>Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose.</b></p> <ul style="list-style-type: none"> <li>• Green products and services: <a href="#">CR Report</a> page 45-46.</li> <li>• TD's support of the low-carbon economy: <a href="#">CR Report</a> page 38.</li> </ul>

## Active Ownership

<b>Disclosure</b>	<b>Description</b>
	Reference or Response
<b>DMA</b>	<p>TD Asset Management (TDAM) manages more than \$250 billion in assets on behalf of retail and institutional investors. TDAM is the only investment business of a major Canadian financial institution to be a signatory to the UN Principles for Responsible Investing (UN PRI). TDAM believes that environmental, social and governance (ESG) analysis provides an additional lens to more robust risk analysis.</p>
<b>G4-FS10</b>	<p><b>Percentage and number of companies held in the institution's portfolio with which the reporting organization has interacted on environmental or social issues.</b></p> <p>TDAM engaged with companies across a broad range of industries in order to discuss the management and best practices related to environmentally sensitive issues such as:</p> <ul style="list-style-type: none"> <li>• Fuel efficiency, health and safety procedures for railroads</li> <li>• The use, disposal and treatment of water in oil and gas extraction and mining</li> <li>• The management of greenhouse-gas emissions in oil and gas extraction and railroads</li> <li>• The leaking of potentially hazardous materials at the site during oil and gas extraction</li> <li>• Pipeline safety and integrity issues</li> <li>• Encouraging companies to participate in the Carbon Disclosure Project survey</li> </ul> <p><b>More information:</b></p>

- Responsible Investing: [CR Report](#) page 44
- [TDAM Sustainable Investing Approach](#)
- TDAM [2013/14 Transparency Report](#)