

TD Quick Facts

All figures are for Canada and fiscal 2005, unless otherwise noted.

Contributing to the Canadian economy

- 43,639 employees in Canada, making us one of the country's largest employers
- \$3.6 billion spent on goods and services from Canadian suppliers
- \$700.1 million paid in income and capital taxes
- \$112.3 billion authorized in financing to 246,790 businesses

Serving customers

- 1,014 branches and 2,462 ABMs
- Over 14 million customers worldwide
- 600,000 small business customers
- 20,000 agribusiness customers
- Ranked #1 for customer service and web banking
- Industry-leading branch service hours (open an average of 49 hours per week compared to an average of 35 hours at major bank competitors)

Engaging employees

- \$61 million invested in training and development
- \$4.2 billion paid in salaries and benefits
- Employee engagement score rose to 4.08 in fall 2005 from 4.03 in spring 2005 (scale is 1 to 5)
- Approximately 75% of eligible employees own TD Bank shares through our share ownership program

Investing in communities and the environment

- \$27.5 million donated to charities, with approximately 50% of that invested in children and youth-focused programs
- Tens of thousands of hours volunteered by employees to local charitable causes
- 900+ grassroots environmental projects funded through the TD Friends of the Environment Foundation
- Achieved largest coordinated shoreline cleanup ever across the country with 36,000+ Canadians participating

Providing value to shareholders

- 15.3% return on total common equity
- 16.7% growth in annual dividend to \$1.68 per common share



Involved for *generations*

A 150-Year Tradition of Involvement

This year was a particularly significant one in the history of TD Bank Financial Group ("TD"). We celebrated 150 years of meeting the needs of our customers and contributing to the communities in which we work and live. Our mission is to be a better bank, and we believe the measure of our progress is not just our financial achievements; it's whether or not our employees are proud to work for us, our customers are satisfied with the service we provide and the communities in which we work value us as a good neighbour and a positive contributor to their development and well-being.

This Corporate Responsibility Report accounts for our activities and performance in 2005 in support of all our stakeholders – employees, customers, communities and shareholders. Among our accomplishments during the past year, we continued to enhance our customers' experience, building on initiatives to make our services more accessible and our employee population more representative of the broad diversity of our customers, and to ensure that our community contributions make a real and lasting difference.

We think of corporate responsibility as integral not only to what we do but also to how we operate. Our commitments to stakeholders are reinforced in our culture through a formal leadership profile that explains what we expect from our leaders and a set of guiding principles that are used to help employees in their decision-making. We strive to continually improve as an organization and to be transparent about our performance.

Strengthening relationships for generations

“This Corporate Responsibility Report accounts for our activities and performance in 2005 in support of all our stakeholders – employees, customers, communities and shareholders – who have helped us to be successful over the last 150 years.”

Ed Clark

President and Chief Executive Officer

As part of our corporate responsibility, we believe it's in the best interests of all our stakeholders if we are an employer of choice. So we aim to be an organization that has an inclusive and supportive employee environment, where differences are respected, valued and accommodated and everyone has the opportunity to achieve his or her fullest possible career potential in a performance-driven culture. An organization with values employees can respect.

Our employees work incredibly hard on behalf of our stakeholders. Their tremendous community spirit is one example. Our employees give generously of their time and money to community causes such as the Children's Miracle Network and the TD Canada Trust Great Canadian Shoreline Cleanup. I am enormously proud of them.

It is also a tribute to our employees that in 2005 our customers rated us the number one bank in customer service in Canada and the best in Web banking in North America. We were honoured too that financial analysts voted us the mutual fund company of the year. Such awards are not easily won, and we are well aware that in winning them we have simply set the bar higher for our future performance.

We are grateful to the stakeholders who have helped us to be successful over the last 150 years, to the communities that have welcomed us, to our customers who have shown us enormous loyalty and to our employees for their commitment day in and day out. We look forward to building and strengthening these relationships for many more generations.



W. Edmund Clark
President and Chief Executive Officer

Our Stakeholders

TD has many stakeholders: customers, employees, shareholders and communities, the latter including community partners, the environment and Canadians overall. Through consultations, surveying, collaboration

and other forms of dialogue and communication, we actively listen and try to understand stakeholder needs. Ultimately this helps us make better business decisions and ensures we're in touch with stakeholders' evolving expectations.

Stakeholder:	Comprises:	Main Accountability:	2006 Goals
Canadians	<ul style="list-style-type: none"> • Individuals and families • Business owners • Suppliers • Governments 	Shared among different departments, including Government & Community Relations, TD Economics and all business lines.	Support economic and societal development through our actions, including our lending and investments, contributions to public policy and corporate citizenship activities.
Communities	<ul style="list-style-type: none"> • Charities • Not-for-profits • Community partners and members 	Government & Community Relations department. Periodic reporting to the Board of Directors.	Support our communities by: <ul style="list-style-type: none"> • Promoting children's health and education; • Protecting and preserving the environment; • Volunteering time for social services organizations and initiatives; • Donating a minimum of 1% of domestic, pre-tax profits (three-year average) to Canadian charitable and not-for-profit organizations.
Environment	<ul style="list-style-type: none"> • All people and businesses • Organizations dedicated to the environment • The natural world 	Shared among different departments, including Retail and Corporate Real Estate, Government & Community Relations, Corporate Operations and Legal. Periodic reporting to Risk Committee of the Board of Directors.	Continue to enhance our environmental management practices and support community-based projects through the TD Friends of the Environment Foundation.
Customers	<ul style="list-style-type: none"> • Individuals and families • Small, medium and large businesses • Governments • Not-for-profits 	Different business lines responsible for respective customers. Periodic reporting to the Board of Directors.	<ul style="list-style-type: none"> • Invest in core businesses to enhance customer experience. • Grow percentage of employees in customer-facing roles. • Increase customer satisfaction.
Employees	<ul style="list-style-type: none"> • Employees within Canada and abroad, across all affiliates 	Central and line-of-business Human Resources departments, as well as People Managers across TDBFG. Periodic reporting to the Management Resources Committee of the Board of Directors.	Enhance the employee experience by: <ul style="list-style-type: none"> • Providing a healthy, safe and flexible work environment; • Providing competitive pay, benefits and performance-based compensation; • Investing in training and development; • Building employment diversity; • Listening to our employees. Improve employee engagement score year-over-year.
Shareholders	<ul style="list-style-type: none"> • Individuals • Institutions 	Shared across TDBFG 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"> • Grow economic profit. • Deliver above-peer-average total return to shareholders. • Grow earnings per share by 7% to 10%. • Grow revenue faster than expenses. • Enhance the risk profile of the Bank (as measured by a return on risk-weighted assets that is above the peer average). • Invest in core businesses to improve efficiency and effectiveness.

Corporate Responsibility at TD

We are committed to integrating social, economic and environmental interests with our long-term corporate objectives, reflecting the values of all stakeholders across everything we do.

What does corporate responsibility mean to TD?

Conducting our business in an ethical, open and trustworthy manner. Excelling in customer satisfaction. Providing a safe, inclusive and rewarding workplace. Having strong corporate governance practices. Making a positive contribution to the health and well-being of our communities and the environment.

All of these are important elements in our definition of corporate responsibility. It's not only about what we do, but how we do it. It's about doing the right thing for our stakeholders – and, in serving them, operating with integrity and respect both on the job and in the community.

We believe that building a corporate culture based on strong **Guiding Principles** and clearly defining how we view leadership (**Leadership Profile**), both within our organization and in the communities in which we live and work, will set us apart as a responsible corporate citizen as we continuously strive to be “the better bank” for all our stakeholders.

Employee conduct and ethics

Our people are bound by TD's formal **Code of Ethics and Conduct**, which states the fundamental principles, norms and behaviours expected of all employees, officers and directors worldwide in the course of their jobs.

The Code establishes the standards that govern the way we deal with each other, our shareholders, customers, suppliers and competitors. Topics covered include respect for the law, personal integrity, conflicts of interest, confidentiality of information, bribery and other elements of corruption, trading on inside information, etc.

We have an annual attestation process in place to ensure that all employees sign and acknowledge their understanding of our Code and other key corporate policies. Any breach is considered a serious offence that may lead to dismissal, and employees are obligated to report in a timely fashion any possible violations they witness.

An ongoing journey – diversity is an example

Each year we maintain and enhance commitments, policies and initiatives consistent with delivering corporate responsibility.

There are always challenges on this journey. Diversity is one example. It's an issue that cuts across our stakeholders – as many issues involving corporate responsibility do. Both customers and employees have identified some obstacles to a comfortable experience with us, so we're working hard to better our performance.

A Diversity Leadership Council (DLC), made up of senior business leaders across TD and reporting directly to the President and CEO with periodic reporting to the Board of Directors, was established in 2004 to ensure diversity is embedded in business plans and how we operate. The DLC will oversee the implementation of action plans for a broad range of diversity objectives, including enhancing and promoting an inclusive environment for gay and lesbian employees and customers and serving diverse and multicultural communities.

Examples of our diversity initiatives can be found throughout this publication, and in future reports we will provide updates on our progress.

Our Vision – *To be the better bank*

Our Guiding Principles

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

Our Leadership Profile

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