



**When it comes to our employees, our goal is simple: to make TD a great place to work.**

Being a better bank is a collective effort driven by our people. Employees make TD – and June is our month to celebrate and show our appreciation. Businesses across TD come up with all sorts of fun things to do. The team from Branch 4312 in Montreal spent an afternoon go-karting with their co-workers.

# Our employees

## *Making a difference together*

Being a great company is about more than just having great results. In the end, people are what matter most. Our employees are the heart of TD, the cornerstones of our success. That's why we aim to be an employer of choice, the place where the best and the brightest want to work. It's about being an organization that has an inclusive and supportive environment, where differences are respected, valued and accommodated and everyone has the opportunity to succeed.

We believe that everyone at TD has a role to play in making our company stand apart as a great place to work. From conversations on how to enhance the work environment and create flexible work arrangements to identifying the right

professional development opportunities, it's about working together with employees to make a positive difference in our workplace.

### **Making TD a Great Place to Work**

We are proud that TD ranked 15th overall among Canadian companies in the top 30 "Best Workplaces in Canada 2006" list and was the only major Canadian bank to make the list. The rankings were compiled by the Great Place to Work Institute Canada, which researched various aspects of workplace culture and analyzed nearly 10,000 employee surveys across Canada during the fall of 2005. It's considered the global gold standard for evaluating workplace culture.

Companies that make the list are recognized as having leading people practices while inspiring employee trust and commitment.

At TD, we believe that having a great corporate culture is a strategic asset and engaged employees are fundamental to our competitive advantage. Making TD a great place to work is something we strive to achieve each day. We work hard to foster and sustain a unique workplace culture – people-focused and performance-driven, within an open, accommodating, respectful, trusting and caring environment. This is a priority for TD and reflected in both our **Guiding Principles** and our **Leadership Profile** (see page 5).

## Ensuring Competitive Benefits & Pay

To attract and reward top-notch talent, we offer competitive salaries, performance-based incentives and flexible benefits as part of the total value of TD's offering to employees. Compensation is administered fairly without discrimination and aligned 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.

## Recognizing Employees

TD acknowledges the contributions people make to achieving business goals, but not in a one-size-fits-all way. We have various award programs:

- **Act for Impact Award:** To celebrate outstanding day-to-day contributions, People Managers in certain business areas can give a customized thank-you card and an award

**Did you know?**

The number of employees who voluntarily leave TD is below average for our industry. Voluntary and involuntary employee turnover rates were 8.9% and 4.3% respectively in 2006. That means more than 86% of employees stayed over the last year.

### Salaries and Employee Benefits\* (2006) (in millions of dollars)

Salaries	\$2,700
Incentive compensation	1,207
Pension and other employee benefits	578
<b>Total</b>	<b>\$4,485</b>

\* Global figures.

### Global Employment (2006)

	Employees
Canada*	47,602
Outside Canada**	10,602
<b>Total worldwide</b>	<b>58,204</b>

Figures as at October 31, 2006.

\* For breakdown of Canadian employees by province and full-time/part-time status, see page 13.

\*\* Comprises employees in the U.S. (including 9,303 TD Banknorth employees), the U.K. and Asia Pacific.

# 2006 Highlights

- Recognized as a "Best Workplace in Canada," placing 15th on the list of top 30 employers (*Canadian Business* magazine and the Great Place to Work Institute Canada).
- Received the Corporate Spirit Award for supporting diversity in the workplace and community (Community MicroSkills Development Centre).
- Enhanced our Employee Savings Plan, making it the industry leader among Canada's major banks.
- Invested approximately \$61 million in employee learning and development.
- Achieved roughly 86% participation among employees in the TD Pulse workforce survey, which is well above the norm for employee surveys.

## Pension, Benefit and Savings Programs

Program	Description
<b>TD Benefits Plan</b>	Employees participate in a flexible benefits program with a comprehensive and competitive array of choices, so employees can elect the coverage that best meets their individual and family needs. TD provides core benefits coverage (e.g., life insurance, medical) and employees can purchase additional coverage, which is subsidized by TD at a competitive level.
<b>TD Pension Plan</b>	Employees can build their retirement savings, funded by contributions from both TD and pension fund members. TD is responsible for ensuring that the plan is adequately funded and, from time to time, has made additional contributions to the plan to ensure the plan's assets are sufficient to meet its obligations. At October 31, 2004, the most recent actuarial valuation, plan assets exceeded liabilities by \$139.4 million.
<b>Employee Savings Plan (ESP)</b>	Employees can share in our long-term success by purchasing TD Bank shares through payroll deduction. We match 50% of all contributions to a set maximum. Employees can contribute from 1% up to 6% of their salary. On March 1, 2007, this popular program will get even better, with no limit on employee contributions and TD's match going to 100% on the first \$250 of employee contributions each year and 50% thereafter to an overall maximum of \$2,250 or 3.5% of salary, whichever comes first. This makes TD's Employee Savings Plan a leader in the industry. Approximately 78% of eligible employees participated in the ESP in 2006, up 3% from 2005 (in Canada). As of October 31, 2006, employees hold roughly 6.1 million shares in this program.
<b>Employee Financial Services</b>	Employees have access to banking products like loans and credit cards at discounted rates.

All benefits are available to both full-time and eligible part-time employees, management and non-management, except the ESP is not available to Vice President level and above. There is a short probationary period (three months of continuous service) for employees first joining the organization before benefits take effect.

valued at \$25 when they spot someone demonstrating one of TD's Guiding Principles.

- **Principles in Practice Award:** This quarterly award recognizes employees in certain business areas who consistently exemplify at least three Guiding Principles. Ten per cent of our employees are recognized through this award program, which includes a personalized certificate of recognition and an award valued at \$100.
- **Vision in Action Award:** This annual award recognizes the "best of the best" and is for our top 60 employees across TD who exhibit all of our six Guiding Principles. Recipients are invited to attend our Annual General Meeting, enjoy the weekend in the host city, receive \$1,000 in spending money and a \$500 donation to a charity of their choice.

In addition, many of our individual businesses have their own unique employee recognition programs to commend individuals and teams for a job well done. We also have a Service Recognition Program, which salutes employees for years of service with the company.

## Building a Diverse Workforce

At TD, diversity means creating a workplace where everyone can do his or her best work, unhindered by barriers based on cultural or ethnic background, gender, age, physical disabilities, family status or sexual orientation. It means respecting each other as articulated in our Guiding Principles. It's about attracting and keeping the best talent and the most diverse and creative thinkers.

While there is still work to do and room for improvement, we are pleased to be making consistent progress toward building an inclusive environment. For example, TD continues to excel in the overall representation of visible minorities and women, and the advancement of these groups into executive and management levels continues to trend positively. We are focused on improving our representation of persons with disabilities, and our progress since 2002 is a clear sign that our ongoing efforts are delivering results.



President and CEO Ed Clark presents Zee-Shan Abbasi of TD Meloche Monnex with the Vision in Action Award, our highest honour for employees who go above the call of duty. We have a number of recognition programs to reward the contributions of our people.

Our gains last year can be attributed to both new and ongoing initiatives, with the following three factors playing a prominent role: a heightened attention to diversity across the organization that started in 2004; focused recruitment initiatives that result in a diverse pool of candidates; and improvements to our employment equity surveying through better communication about the process and enhanced employee access to the survey (e.g., an online version was successfully implemented in October 2005).

Some of our employee-focused diversity initiatives are touched upon below, including those introduced in 2006. Diversity initiatives for our customers and communities are discussed in other sections of this Report. Further information about our diversity initiatives is provided in our annual Employment Equity Report, which is submitted to Human Resources and Skills Development Canada each spring.

## Leadership and Accountability

- The Diversity Leadership Council (DLC), formed in 2004, includes senior business leaders from across TD who are responsible for setting TD's overall strategy for diversity and overseeing progress (see page 6 for more info).
- Accountability for diversity training is incorporated into objectives for all executives, HR relationship managers and People Managers across the organization.
- A Diversity Management Group was created in 2006 to bring together internal stakeholders on diversity from across our company to focus on diversity issues.
- We have systems in place to track diversity numbers, including an Employment Equity Survey that we use to

provide annual reporting to Human Resources and Skills Development Canada.

- To compare our performance against other multinational organizations, we are participating in the United Kingdom Disability Benchmark survey. This is helping us identify any gaps in our planning to provide an inclusive environment for persons with disabilities.

## Diversity Training and Communications

- All executives, HR practitioners and many People Managers receive diversity training, which remains an ongoing requirement.
- Diversity information and resources are provided on the company's diversity intranet site, in management training programs and in orientation material. As an example, People Managers are provided with resources for interviewing and accommodating persons with disabilities.
- Through a number of communication vehicles, TD provides a wide range of information to employees about the company's diversity commitments, policies and initiatives. We do so in an effort to promote and reinforce our messaging about diversity and to ensure that employees have easy access to information, are knowledgeable about our diversity program and understand its importance to the success of our organization.

## Employee Feedback

- A new Employee Council for Employment Equity was established in 2006. It provides input on how we can build a more inclusive workplace.
- A new employee Diversity Climate survey was initiated to provide our Diversity Leadership Council with feedback on our diversity initiatives and other related programs.

"This past spring with assistance from Hutton House I acquired an interview with TD Canada Trust. They were very much aware of the fact that I had a learning disability. With good communication and support from TD I have successfully completed the 11-week training program; I am now a TD employee. All employers should follow the lead of TD and give people with disabilities an opportunity to show what they can do."

Letter written by TD employee John Dyson to his local MPP in Ontario to encourage government efforts in eliminating workplace barriers

### Employment Equity at TD<sup>1</sup>

		2005	2004	2003	2002
Women	Overall	67.43%	68.11%	69.12%	70.3%
	Senior Management	25.38	23.00	22.00	24.00
	Middle and Other Management	45.29	44.08	44.30	44.00
Visible Minorities	Overall	23.43	22.71	21.58	20.50
	Senior Management	4.55	3.54	2.94	2.20
	Middle and Other Management	15.52	14.87	13.13	12.00
Aboriginal People	Overall	1.08	1.06	1.04	1.00
	Senior Management	0.38	0.39	0.00	0.00
	Middle and Other Management	0.66	0.61	0.61	0.50
Persons with Disabilities	Overall	2.17	2.00	1.32	1.30
	Senior Management	3.79	1.57	1.57	1.64
	Middle and Other Management	1.87	1.54	0.76	0.92

<sup>1</sup> Statistics are for each year as at December 31 and reflect the percentage of the workforce.

### Employment Equity – How TD Compares (2005 Figures)

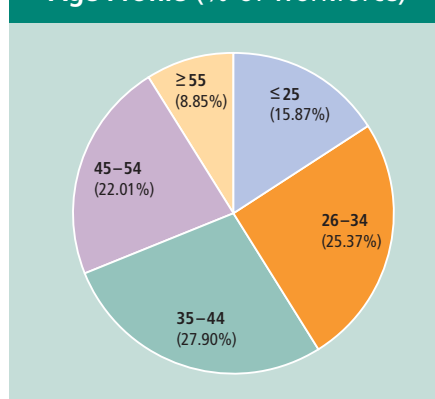
	TD	Average % at Five Other Major Canadian Banks <sup>1</sup>	All Sectors in Canada <sup>2</sup>	External Labour Pool <sup>3</sup>
Women	67.43%	69.13%	43.40%	57.30%
Visible Minorities	23.43	22.24	13.30	18.40
Aboriginal People	1.08	1.33	1.70	1.40
Persons with Disabilities	2.17	3.28	2.50	3.70

<sup>1</sup> Other bank statistics are a calculated average using data supplied by other banks.

<sup>2</sup> Source: Annual Report, Employment Equity Act, 2005. Appendix B, Table 3. Human Resources and Skills Development Canada. Note: Data are from 2004.

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

### Age Profile (% of workforce)



The survey results, which will be available in 2007, will help us to fine-tune TD's multi-year diversity strategy.

- We hosted a TD Women in Leadership Symposium and a Leadership Summit for members of visible minority groups to create forums for dialogue and action planning among executives at TD.
- In our annual TD Pulse internal survey, which solicits employee feedback, there's a diversity question on whether "TD treats employees fairly regardless of their age, family/marital status, gender, disability, race/colour, religion or sexual orientation," with which 76% of employees agreed in 2006.

### Accommodation

- TD regularly reviews its workplace environments to ensure barriers are removed and diversity goals are being met.
- Our Workplace Accommodation Policy (WAP) includes a dedicated fund of \$1 million for tools and facilities that employees with disabilities need to do their jobs. In 2006, more than \$600,000 was used to provide workstation modifications, assistive technologies and other specialized equipment. The WAP also covers accommodation on the grounds of family status, religion or ergonomic issues not related to a diagnosed disability.



- TD recognizes that employees may need accommodation to help balance their religious beliefs and work commitments. Our new Religious Accommodation Policy, introduced in 2006, allows employees to ask for time away or time off to observe religious practices and holidays.

## Expanding Our Talent Pool

Recruitment is an integral component in achieving our diversity strategy goals and maintaining and growing our representation of designated groups.

- Our online tool e-Recruit invites external applicants to voluntarily self-identify as designated group members. This tool collects applicant data and serves as a reporting mechanism to assist in the tracking of designated group members where they choose to self-identify.
- We work together with leading diversity organizations to help us expand our talent pool and have seen positive results stemming from these relationships. For example, to facilitate the recruitment of persons with disabilities, we work with Employabilities in Edmonton and Strategic Employment Solutions in Toronto.
- Our diversity intranet site contains a number of tips and resources to assist managers in recruitment. For example, there are links to community organizations focused on the needs of the four designated groups, as well as a calendar of upcoming community events and advice on recruiting.

## Providing Learning & Opportunity

*We are committed to helping employees build their potential – to learn, grow, work and succeed on the job.*

Internal surveys tell us that opportunities for skill and career development are important to employees. That's why we invest heavily in training and developing our people – roughly \$61 million last year and half a billion dollars over the past decade. Whether it is an internal workshop or a program at an educational institution, we encourage people to continue to upgrade their knowledge and skills.

## Performance Management

In its simplest form, performance management at TD is a collaborative process between managers and employees to establish expectations and performance objectives and to assess progress in meeting these objectives. Our process requires two-way dialogue to provide clarity on expectations and support the regular coaching/feedback discussions that ensure performance is on track throughout the year.

### Employee Learning in 2006

Training days reported (internal training)	111,000
Average number of days of internal training (per Canadian-based employee)	3.0 days
Total investment in employee learning and development	\$61 million
Amount employees received through TD's Tuition Assistance Program for external learning	\$15 million

Employee accomplishments are recognized and opportunities for development identified.

In addition to ensuring performance objectives/measures are clear, the performance management process enables personal development by encouraging employees to establish a Personal Development Plan in consultation with their manager and also by providing access to a wide range of tools and resources. Using an integrated approach, the process links with training and career-planning activities that help employees build and strengthen their knowledge, skills and abilities.

## Training

In 2006, we completed the launch of our enterprise Learning Management System, which is a one-stop shop to help employees identify, track and manage their learning at TD. TD offers more than 300 formal training and development programs and workshops, as well as a vast range of informal opportunities, including e-learning, self-study materials, on-the-job training and management coaching. We also encourage employees to deepen their knowledge by taking programs at universities, colleges and other institutions. Through our Tuition Assistance Program, each employee can receive up to \$3,000 per year for external tuition and compulsory textbooks.

## Developing Leaders

Leadership development at TD is about more than filling executive offices. We focus on cultivating leaders at every level who can motivate and lead people. We are committed to our strategy to build for the future through the ongoing development of our future leaders.

- We continue to utilize the TD Leadership Profile, which represents the key principles all leaders within the company are expected to live by. Each year executives receive feedback from their direct reports, peers and manager regarding their performance on the Leadership Profile.

- TD's Leadership Academy focuses on developing our leaders' understanding of TD's business strategies, the Leadership Profile and how their leadership drives the successful execution of our strategies. In association with the Ivey School of Business, this program was delivered to almost 400 TD executives in 2006. Ed Clark, our President and CEO, gave a presentation to all nine classes in 2006 and is committed to personally attending every session.
- Management training programs *Effective Supervision*, *Delivering Performance Feedback*, *Managers Making Connections*, *Managing at TD*, *Making Sense of Change* and *Coaching for High Performance* make up the TD People Manager Curriculum and help managers hone their skills. We launched annual 360-degree feedback for People Managers to receive feedback from their direct reports, peers and manager regarding their performance measured against the management practices.

## Career Planning

Encouraging employees to effectively manage their careers, we offer résumé-building tools, interview tips, online job postings and other resources. Two years ago we launched *Career Advisor*, a state-of-the-art coaching program developed with the world-renowned career expert Dr. Barbara Moses. More than 11,000 employees have used the program, which offers assessments and advice on career enhancement and future planning.

## Career Mobility

In a year, roughly 14% of our employees are promoted, which is defined as an increase in job level. This doesn't include the thousands of employees who move to new positions each year (lateral moves) to improve their breadth of experience in another part of our business. In 2006, existing employees filled more than 90% of all executive appointments, demonstrating our "promote from within" philosophy is working.

## Recruitment

In 2006, TD took part in more than 90 recruitment initiatives and career fairs at college and university campuses across Canada. As a founding member of Career Edge, a national not-for-profit corporation that offers new graduates practical work experience, TD hosted 17 interns in 2006 and 238 interns since the program started in 1996. We're also involved in other internship programs, including Career Bridge (for new Canadians) and Ability Edge (for graduates with disabilities).

## Award-Winning Workplace for Embracing Diversity!

- Corporate Spirit Award for supporting diversity in the workplace and community (Community MicroSkills Development Centre)
- Best Employer Award, given to companies who are nominated by their employees for promoting fairness, leadership and professional development (Gay and Lesbian Business Association of B.C.)
- Supporting Diversity Award for having non-discriminatory policies, including the same benefits and advantages, in place for gay, lesbian, bisexual and transgender employees (Quebec Gay Chamber of Commerce)

## Listening to Employees

### Employee Feedback

Employee input and feedback tell us what we're doing right and where we need to step up our efforts. Employees are always encouraged to share their ideas and participate in processes for making TD a better workplace.

Some examples:

- **TD Pulse** is our company-wide internal survey conducted twice a year (spring and fall). Roughly 86% of our global workforce participated last year, which is above the norm for employee surveys and demonstrates tremendous buy-in. This survey goes beyond satisfaction to measure the level of engagement of our people. Employees give feedback about the organization, their manager, team, career and work environment. Data from the survey are collected and tabulated by an outside firm to ensure confidentiality. Twice a year, managers receive survey results and are required to develop specific action plans on issues that are important to their teams.
- The annual **Internal Communications Survey** assesses opinions on how well our leaders communicate, how well TD listens to employees and the overall effectiveness of our communication vehicles. The survey also asks for feedback on community giving programs and suggestions for improvement.
- All TD managers are encouraged to solicit feedback and suggestions and involve both full- and part-time staff in

### TD Pulse Employee Survey

	Fall 2006	Spring 2006	Fall 2005	Spring 2005
Employee engagement score	4.12	4.10	4.08	4.03
Participation rate	86%	87%	84%	87%

Note: Scale is 1 to 5.

decision-making. We have a long history of assessing executives in a 360-degree feedback process and, in 2005, we began the process for managers, assessing their application of management practices by their managers, peers and direct reports. The results of these surveys are used by managers in creating personal development plans resulting in continuous improvement of our management bench.

### Voicing Concerns and Complaints

Welcoming employee concerns reinforces TD's commitment to providing a transparent and respectful workplace. We've created a number of channels to help employees raise and voice their concerns:

- **Employee Complaint Resolution Process:** If employees experience what they view as a serious workplace issue, they are encouraged to utilize this four-step process. It ensures that a complaint is passed on to the right people – including regional executives and ultimately, if unresolved, the Office of the President and CEO – and is handled quickly, objectively and without fear of reprisal.
- **Between Us – Employee Ombuds Office:** This is a telephone-based complaint process that offers a safe place for all employees to be heard, providing confidential and neutral off-the-record assistance on work-related issues that may include performance-related matters, discrimination, harassment and interpersonal misunderstanding.
- **Financial Matters Whistleblower Program:** Employees can report concerns regarding the integrity of TD accounting, internal accounting controls or auditing matters. An independent supplier provides a confidential and anonymous communication channel, and employees are protected against termination, demotion or any other adverse consequence to their employment when reporting valid financial matter concerns.

## Employee Rights, Safety & Well-Being

### Alternate Work Options

TD offers among the best work/life options available in the industry. Employees may choose from a suite of options and resources to support their work/life balance, including:

- **Flexible work programs:** These range from Flexjob, which lets employees share a full-time position with a colleague, to Flexhours, which allows employees to work their full number of daily and weekly hours while varying their start and end times.
- **Leaves of absence:** Employees can request from one to 12 months away from work. 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.
- **Childcare leave:** We have an industry-leading comprehensive childcare policy, which we enhanced in 2006. 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 salary top-up.
- **Volunteer Policy:** Employees can arrange with their managers to receive paid time off for volunteering in the community during regular working hours.

### Employee Wellness

TD cares about the physical and mental health of employees and provides services and programs that assist in preventing and treating illnesses. These include self-assessment tools, counselling services and disability income protection.

For example, our **Employee Assistance Program (EAP)** is a voluntary, confidential counselling and referral service accessible by all employees and their immediate family members at no cost. It is designed to help them deal with personal concerns, such as relationship issues, addiction or substance abuse, stress, grief, anxiety and depression. The program also offers extended information services: Money Matters, a consultation service with skilled financial advisers; Family Matters, which helps employees locate child and elder care resources; and Nurseline, which provides immediate access to a registered nurse. Available 24 hours a day, seven days a week, the EAP is run by an independent



third-party program provider and TD receives no information on an individual's use of the service.

Nothing is more important to a company like ours than the physical and mental health of our employees. Mental health issues in the form of stress and depression are a reality in society and in the workplace. In July 2006, TD introduced an online tool called **Feeling Better Now (FBN)** for all employees and their immediate family members. FBN is a valuable tool for early diagnosis and treatment, as well as removing the stigma and blame often associated with mental illness, including depression and anxiety disorders.

Also in 2006, TD offered free, on-site flu clinics in many locations during the months of November and December, and approximately 4,000 employees received a flu shot.

## Health and Safety

As a responsible employer, TD is very focused on workplace health and safety, ensuring that health and safety risks, such as air quality issues, physical threats or toxic products that may exist in the workplace, are properly identified and managed. Our employees and managers play a valuable role in maintaining TD's excellent health and safety record.

- We have a formal policy and program addressing occupational health and safety issues.
- A National Policy Health and Safety Committee meets at least nine times per year to examine relevant issues and monitor data on work accidents, injuries and hazards.
- Each branch and office is required to have a Health and Safety Representative who works with his or her colleagues

to ensure the maintenance of a safe and sound working environment, including thorough monthly inspections and the filing of reports.

- All managers and Health and Safety Representatives undergo specialized training. In 2006, we updated our Health and Safety Training with easier and more practical online training, and introduced Ergonomic Awareness Training. Ergonomic Awareness Training is an interactive workshop suitable for everyone at TD. This training is designed to create body awareness and empower individuals to make positive changes in workstation set-up and physical routines, thus reducing the risk of injury.
- Human Resources' trauma training and tools ensure that traumatic situations are managed and communicated effectively and that employees receive appropriate support. We provide a Workplace Health and Safety intranet site where employees can access educational tools, our online accident reporting system and Health and Safety Committee information such as meeting minutes.
- Also in 2006, we issued a newly created guide, Emergency Safety @ TD, for all employees.

While we try our best to prevent them from occurring, occupational accidents do happen occasionally, most of which, thankfully, are very minor and result in no time lost beyond the day of injury (refer to the chart).

## Human Rights

Fair and equal access to all programs. Respect for freedom of association and employee rights. Ongoing human rights monitoring. TD works to ensure all of these in our unwavering pledge to respect fundamental human rights.

- We have policies, guidelines and procedures to deal with every aspect of human rights relevant to our operations. In 2006, our Respect in the Workplace policy was enhanced to more broadly define what behaviours are and are not acceptable in the workplace. This is part of our commitment to providing a work environment free from harassment, where every employee is treated with dignity and respect.
- A central corporate group within TD advises Human Resources practitioners on human rights issues and training to ensure compliance across the organization.

### Workplace Accident Statistics<sup>1</sup>

	2005	2004	2003	2002
<b>Minor Injuries<sup>2</sup></b>	243 (0.56%)	214 (0.5%)	230 (0.5%)	219 (0.5%)
<b>Disabling Injuries<sup>3</sup></b>	78 (0.18%)	91 (0.2%)	78 (0.2%)	76 (0.18%)
<b>Employee Days Absent Beyond Day of Injury</b>	753	1,145	932	906

<sup>1</sup> Latest data available. The 2006 data will be reported to the federal government in spring 2007. 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 the four years shown, there were no disabling injuries that resulted in permanent loss or loss of use of a body part or function and no workplace fatalities.



Employees in Vancouver were among 4,100+ TD volunteers across Canada who participated in Ride for Diabetes Research events, collectively raising \$1 million.

## Doing What's Right

To support our belief in doing what's right for our employees, 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. Retraining is offered as appropriate, and TD has outplacement services available for all employees. With branch or business area consolidations, we strive to minimize the overall impact through natural attrition and managing our hiring levels in advance. For employees who lose positions due to consolidations or staffing reductions, severance packages are offered that meet or exceed industry standards.

**More information:** [td.com/hr](http://td.com/hr)

- We carefully adhere to and in many cases exceed 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*, employment standards legislation, privacy legislation and the Canada Labour Code. We support internationally proclaimed human rights, including the Universal Declaration of Human Rights.
- Underscoring our commitment, TD has donated \$750,000 to the Canadian Museum for Human Rights, which is slated to open in 2010.

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, employees 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 of "respecting each other."

TD has three bargaining units represented by trade unions, accounting for 0.82% of our employee population.

TD Meloche Monnex has a long-established bargaining unit of 347 employees represented by the Teamsters at one of their Montreal locations. The Communication, Energy and Paperworkers Union (CEP) has represented approximately 80 employees at our *Visa* Centre in Montreal since October 2004, and the United Steelworkers (USW) have represented approximately 104 employees at a small group of branches in the Sudbury, Ontario, area since March 2005.