



**THE
READY
COMMITMENT**



TD Bank Group

2018 The Ready Commitment Report

Table of Contents

Introduction

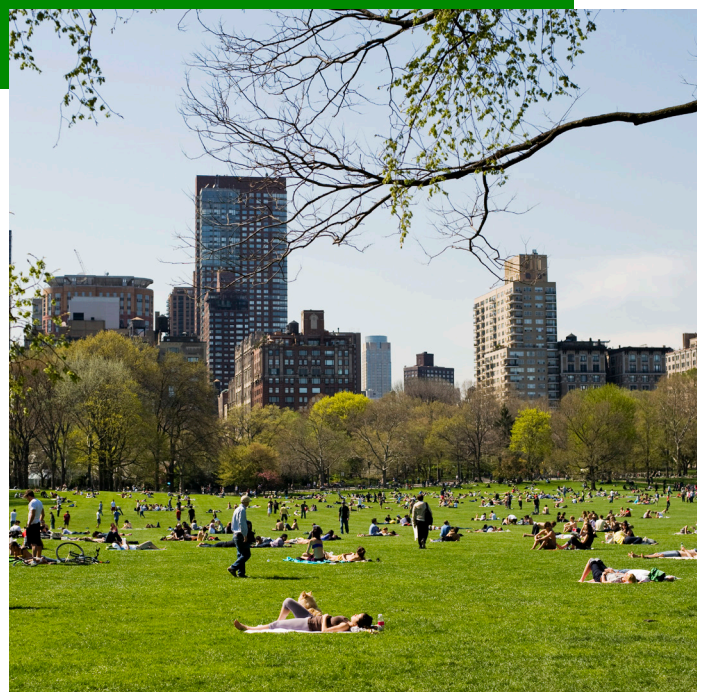
Message from the Group President and CEO	1
Reflections on 2018	2
The Ready Commitment	3

The Four Interconnected Drivers of Change

Financial Security	4
Vibrant Planet	10
Connected Communities	15
Better Health	21

Forward-Focused Initiatives

Our Purpose, Setting Us up for the Future	28
The TD Ready Challenge	29
Creating Liveable Cities	30
The United Nations Sustainable Development Goals & IMPACT2030	31





Message from Bharat Masrani

**Group President and Chief Executive
Officer, TD Bank Group**



“In an age where disruption can lead to displacement – where those who fall behind are at risk of being left behind – we must ALL work together to build a more inclusive tomorrow. TD embraces the opportunity to enrich lives by driving positive change. It’s the right thing to do as an engaged citizen and an enduring corporation. Because our success very much depends on the success of those we serve. That is what The Ready Commitment is about.”

Reflections on 2018

Andrea Barrack, Global Head of Sustainability and Corporate Citizenship, TD Bank Group

When I think back on 2018, it's difficult to sum it up in just one word. It was a year of learning, growth, and purpose. We launched The Ready Commitment, our corporate citizenship platform, with the mission to help create a more inclusive and sustainable tomorrow. This commitment is not new to TD. It builds on our purpose as a bank to help enrich the lives of our customers, colleagues and communities. It combines our strengths as an environmental leader and long-standing commitments to diversity, financial education and human rights, with where we know we need to go.

The world is changing quickly and in big ways. While this is creating exciting opportunities for many, it is also causing others to feel uncertain about their ability to live well in the future and concerned that they may be left behind. With 25 million customers that depend on us for their banking needs, we believe that we have a responsibility to help them feel confident about their finances and that they can make the best decisions for themselves. For our more than 85,000 employees, we want to create a work environment where they feel they can be their best selves, do their best work, and feel equipped to navigate a changing economy. What's good for them is good for us as a business. We know that our success as an organization depends on the health and resilience of the communities and people we serve.

That's why we want to help people, from all walks of life and backgrounds, feel more confident about their future – not just about their finances, but also in their ability to achieve their personal goals in a changing world.

To do this we are looking at how our business, philanthropy and people can create a more positive impact and are targeting a total of \$1 billion by 2030 in community giving to four areas: Financial Security, Vibrant Planet, Connected Communities and Better Health.

Our efforts are also contributing to the United Nations Sustainable Development Goals (SDGs) for 2030, and [we have prioritized the nine SDGs that we will track our contribution towards](#). While we act locally, we are thinking globally. To create the brighter future that we are all striving for, we believe we need to collaborate across sectors and borders to drive real change.

I'm proud of the progress so far, and want to thank our colleagues, customers, and community partners who have supported and inspired us along the way.



Here are some of the highlights from 2018:

BUSINESS

Contributed \$30.3 billion through our lending, financing, asset management and internal corporate programs to support the transition to a low-carbon economy

Used our in-house expertise, with 300 TD employees volunteering to support six non-profits with data analysis and problem solving through the TD Mindpower-Analytics for Social Good initiative

PHILANTHROPY

\$116 million provided to organizations across North America and the United Kingdom that are making a measurable difference in their community

The first annual [TD Ready Challenge](#) provided ten \$1 million grants to organizations in Canada and the U.S helping people improve their financial security

PEOPLE

Became the first Canadian founding partner of IMPACT2030, a private sector-led collaboration using employee volunteering programs to contribute to the UN SDGs

Launched TD Thrive, a development platform to support TD employees in building the skills they need to learn and grow in a changing world

THE READY COMMITMENT

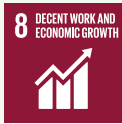
The Ready Commitment is our corporate citizenship platform designed to help open doors for a more inclusive and sustainable tomorrow. Based on internal and external research, we identified four areas that we call the Four Interconnected Drivers of Change, because when they are addressed together, they can help people

feel more confident about the future. While in some way our efforts touch on all 17 of the United Nations Sustainable Development Goals (SDGs), we have identified the nine that we think we can make the greatest contribution. We will track our contributions to those goals over time.

Financial Security



Improve access to tools and programs to help people live their lives with greater financial confidence



Vibrant Planet



Elevate the quality of the environment so that people and economies can thrive



Connected Communities



Create the opportunities people need to connect with their community and have a sense of belonging



Better Health



Support more equitable health outcomes for all





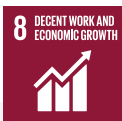
Financial Security



Managing finances in today's context can be challenging. Technology and automation are changing how we work. Freelance gigs and the sharing economy are disrupting the traditional 9-5 job; and careers that were never thought of before are emerging. While all of this is creating new opportunities and flexibility for many, it is also leading to a growing sense of uncertainty as individuals try to plan for their short- and long-term financial needs. We have found that **only one-in-three North Americans feel confident about their future and are ready to embrace change.**¹

“As the pace of change around us increases and the nature of work evolves, it’s become increasingly difficult for many Canadians to plan their financial futures. At TD, we’re committed to providing the advice and tools people need to meet their financial goals, helping them feel confident along the journey.”

– Teri Currie, Group Head, Personal Banking, TD Bank Group



EARLY LEARNING

Set children up earlier for success by investing in opportunities to improve reading and math, which are critical skills to succeed in school and life

INCOME STABILITY

Invest in initiatives that will help build employable skills to prepare people for the jobs of tomorrow and support entrepreneurs

FINANCIAL LITERACY

Improve financial knowledge and skills in a digital world, so that people can feel confident about their financial choices throughout life's milestones

AFFORDABLE HOUSING

Support programs and services that will help increase access to affordable, stable housing situations

2018 At a Glance

Over
1,350

initiatives were supported that are helping to improve financial security in Canada and the United States

Over
530,400

people participated in TD-supported financial literacy initiatives in Canada and the United States

810,000

children improved their reading and math abilities through TD-supported initiatives in Canada



TD ATMs became fully audio-accessible for people with visual disabilities in Canada

Over 11,000 units of affordable housing were built or refurbished through TD community development loans and donations in Canada and the United States

Ten \$1 million grants awarded to non-profit organizations helping to improve income stability in North America through the TD Ready Challenge

TD Charitable Foundation continued to support non-profit Grameen America; since 2017 it has provided over US\$200 million in microloans to over 36,000 minority female entrepreneurs in Boston, New York, New Jersey, North Carolina and Florida



The Importance of Knowing Your ABCs and 123s

Reading and math skills are two of the most important building blocks that can help kids with continued success in school, work, and life. The skills children gain in their earliest school years, from kindergarten to Grade 6, are known to influence their ability to graduate from high school and pursue post-secondary education.¹

Math and reading are known to help children think critically, learn how to problem solve, and understand relationships and patterns. Having abilities in these areas can help kids with their personal finance in the future and are seen to have an influence on financial earnings.²

This is why we are supporting initiatives like the **National Girls Program by Actua**, which has the mission to inspire young women to pursue their passions in Science, Technology, Engineering and Math (STEM). Each year, 10,000 girls across Canada are engaged through their work, with a focus on those who face socio-economic barriers, and underrepresented groups such as Indigenous youth. With only one female engineering graduate for every four males in Canada,³ this program is helping to prepare its participants for the jobs of tomorrow while contributing to a more inclusive economy.

Through the **TD Summer Reading Club**, we are tackling the effects of summer reading loss on kids. On average, students lose two months of reading skills over the summer and spend six weeks of the school year catching up. As Canada's largest bilingual summer reading program for kids of all ages and abilities, 2,000 libraries open their doors to more than 600,000 kids each year. In 2018, the program hosted their annual kick-off event for the first time in collaboration with an Indigenous community, in Walpole Island First Nation.

Having time to read is just as important as having the right thing to read. For more than a decade, the **TD Canadian Children's Literature Awards** have recognized the best literary works by Canadian children authors and illustrators in both English and French. In 2018, TD increased its award prize to \$50,000 to support writers, illustrators and publishers in creating quality books that kids can read.

LEARN MORE

→ **TD Canadian Literature Award authors and their work**



The children really like our TD Summer Reading Program.



Watch the video

Learn more about summer reading loss

1 TD commissioned research by Mission Measurement in 2018.

2 OECD/Statistics Canada (2011), Literacy for Life: Further Results from the Adult Literacy and Life Skills Survey, OECD Publishing, Paris, <https://doi.org/10.1787/9789264091269-en>.

3 <https://newsroom.td.com/insights/moving-the-dial-on-women-in-stem-a-td-economics-report>



An Introduction to Money Matters

It is estimated that nearly one-third of wealth inequality in the United States can be explained by the financial-knowledge gap¹ – the distance between one’s financial goal, such as buying a first home or planning for retirement and knowing the right choices that need to be made to get there. As products and services evolve during the digital age, knowing which choices to make can be more complicated.

Financial literacy is an important way to build know-how and confidence to meet personal goals and participate in the economy at every level, from employment to accessing financial services.

Recognizing that everyone approaches financial literacy differently, in 2018 we launched a new **Adaptive Financial Education program** in the United States for people with intellectual and development disabilities. This is the first of its kind to be offered in the U.S. banking industry. Using the insights gained through this program, a pilot was launched later in the year in Canada, called **Introduction to Money Matters**, with non-profits ABC Life Literacy Canada and Community Living Toronto.

The programs were designed with input from people with intellectual and development disabilities and their caregivers and offer a series of in-person classes on financial topics such as budgeting, taxes and employee benefits, and different banking tools like ATMs and bank accounts. Throughout the year TD employees volunteer by teaching the classes. In 2018, over 12,000 participants joined a Money Matters class in Canada taught by 388 TD employees.

LEARN MORE

- ➔ [Adaptive Financial Education Program](#)
- ➔ [Introduction to Money Matters](#)



has helped them in learning that there are different ways



Watch the video

The Adaptive Financial Education Program

Affordable Housing for Everyone

With the rapid development and change we are experiencing in cities and communities, the cost of living is increasing. This is leading to unaffordable and unstable housing situations, which can go hand-in-hand with financial instability, especially when a large chunk of your paycheck goes to housing.

We believe that when we have peace of mind with where we will live day-to-day, we can more fully access the kinds of opportunities that we need in our community and the economy to help us plan for our future.

For 13 years, the TD Charitable Foundation in the United States has run the **Housing for Everyone program**, supporting local non-profits in providing affordable housing to the most vulnerable, such as the chronically homeless, and individuals and families, such as newcomers, elderly, veterans, women, and youth.

In 2018, the program focused on supporting initiatives that would help expand access to affordable housing. A total of US\$3.13 million was granted to 25 organizations from Maine to Florida, which are helping with the maintenance, restoration, or expansion of existing properties, creating new units to help increase the supply, or providing services that will help individuals transition to affordable housing. Through these 25 organizations 1,320 units of affordable housing will be added to the United States – but the impact is so much more.



Watch the video

2018 Affordable Housing for Everyone

Employee Spotlight



Samantha Nagaratnam

“I volunteer because community involvement is important to me and I am passionate about helping others succeed.”

Senior Compliance Officer, TD Securities Compliance

Samantha Nagaratnam is passionate about helping others overcome barriers, and this comes to life through her work as a speed mentor for ACCESS Employment, an employment service for newcomers and students in Canada.

“I help them build employable skills, like resume writing and interview preparation, supporting them in their search to find deserving jobs and ultimately, greater income stability,” explains Samantha. “I also guide newcomers on using transferable skills instead of settling for positions they’re overqualified for – something I personally connect with, having recently witnessed my cousin immigrate to Canada and find employment.”

Negotiating is also a critical skill for newcomers when looking for employment.

“For example, negotiating vacation time is crucial for newcomers because they’ll likely need to travel home,” says Samantha. “I help the students negotiate their salary based on their non-work experience which can be proven valuable – they just don’t realize it.”

This is just one of the ways that employees are bringing The Ready Commitment to life in their community.



Vibrant Planet



Climate change is a complex, global issue that will have a growing impact on communities, business and the economy. We have already been experiencing impacts, from extreme weather events such as severe flooding and snowstorms, to record-breaking temperatures. The financial and social effects of these events are also being felt as people have been displaced or stuck without power; and due to urbanization, the effects of climate change are being intensified. Today, North America is the most urbanized region worldwide with 82 per cent of its population living in urban areas.¹ This is expected to rise as population growth and economic progress continue to drive urban development.

“There is growing concern about the health of our planet for the future. At TD, we want to be part of the solution. TD’s purpose is to enrich the lives of our customers, colleagues and communities – including doing our part to create a more sustainable, inclusive and vibrant planet. TD is committed to supporting initiatives that create a better tomorrow for all.”

– Norie Campbell, Group Head, Canadian Customer and Colleague Experience, TD Bank Group



LOW-CARBON ECONOMY

Support the transition to a low-carbon economy by targeting a total of \$100 billion by 2030 through our lending, financing, asset management and other programs

GREEN SPACES

Help grow and enhance urban green spaces and natural areas that provide critical ecological services for stronger, more resilient communities

2018 At a Glance

Over
100

initiatives were supported that are helping to create a more vibrant planet in Canada and the United States

Contributed
\$30.3B

since 2017¹ in support of the low-carbon economy through our business and philanthropy in North America

Over
390,000

trees have been planted through TD Tree Days since 2010, absorbing 890.1 tons of CO₂ – equal to the emissions released annually from 189 passenger vehicles in Canada and the United States



TD is one of 16 global banks participating in a United Nations-led pilot to assess climate-related impacts to business, based on the recommendations from the Task Force on Climate-related Financial Disclosures; TD is the only bank globally participating in all three pilots for investing, lending, and insurance

\$5.1M donated to 642 Canadian organizations through TD Friends of the Environment Foundation with the support of over 170,000 donors

25,068 Green Car discounts provided to TD Auto Insurance customers who helped reduce 18,569 tonnes of CO₂e by driving hybrid or electric vehicles

¹ TD is targeting a total of CDN\$100 billion (US\$78 billion) by 2030 to support the transition to a low-carbon economy through our lending, financing, asset management and internal corporate programs.

² The estimated calculations were completed by WSP.



Banking on a More Sustainable Tomorrow

In 2015, 170 countries agreed to work towards limiting the global average temperature to well below 2°C, a critical threshold identified during the Paris Climate Conference.¹ While progress is being made, in the three years since the agreement, the United Nations has said that to meet this target countries must triple their current efforts.²

Over 60 per cent of North Americans feel that climate change is an urgent issue that needs action. At the same time, most also believe that environmental action and economic factors must be balanced.³ We do too.

We envision a future where the environment and economy work together in a sustainable way to support economic growth and empower people to feel confident about their financial health and well-being. A future with liveable, resilient communities.

To create this type of future, we are supporting the transition to a low-carbon economy, which minimizes greenhouse gas (GHG) emissions while supporting sustainable economic growth.

But the reality is that today, fossil fuels still account for more than 80 per cent of global energy use and this is expected to rise as population growth and urban development will continue to drive energy needs.⁴ The transition will require us to rethink how, and where, we live and work.

We believe that as a financial institution one of the most significant contributions we can make is through our business. In 2017, we announced a target of a total of \$100 billion by 2030 to support the transition to a low-carbon economy in North America. Since then, the \$30.3 billion invested in activities has supported initiatives that are shrinking GHG emissions, increasing access to renewable and low-carbon energy sources, and supporting clean technologies through initiatives like the TD Sustainable Future Lab – the only incubator dedicated to sustainable technology development in Ontario.

The impact of this goes beyond each dollar invested. The initiatives that we supported through more than \$30.3 billion⁵:

- Supported 76,000 jobs across multiple industry sectors;⁶
- Contributed over \$15.2 billion to GDP;⁶ and
- Avoided 787,700 GHGs, offsetting the annual energy consumption of nearly 94,400 North American households.^{6,7}

To learn more about our methodology and how we are taking action on climate change, [read our 2018 Environment, Social, and Governance Report](#).

LEARN MORE

TD Sustainable Future Lab



such as wind farms or solar farms,
to financing the construction



**Watch
the video**

TD and the
Low-Carbon
Economy

1 <https://unfccc.int/process-and-meetings/the-paris-agreement/the-paris-agreement>

2 <https://www.un.org/sustainabledevelopment/blog/2018/11/nations-must-triple-efforts-to-reach-2c-target-concludes-annual-review-of-global-emissions-climate-action/>

3 A TD commissioned study with Environics Research in 2017

4 <https://hub.globalccsinstitute.com/publications/fossil-fuels-will-continue-dominate-energy-consumption-patterns/fossil-fuels-will-continue-dominate-energy-consumption-patterns>

5 These calculations are based on TD's methodology, outlined in the 2018 Low-Carbon Economy Progress Report

6 PwC Analysis. The Low Carbon Economy total impact values (GHG, GDP, Jobs) are inclusive of Green Bond finance impact values. Number of jobs is measured in full time equivalents (FTE)

7 <https://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator>

A Nature-Based Approach to Climate Change

The Wellness Economy is one of the biggest industries today as many are looking for solutions to manage health and well-being. Pollution, manufactured goods, and other pressures are among some of the factors driving people to consider simpler, more natural options. Those same stresses are also impacting the health of the planet – so why not invest in the same type of care for the environment?

Nature-based solutions for climate change look at how we can use the natural environment, such as green spaces, to help reduce greenhouse gas emissions and manage the impacts of extreme weather events. This approach not only preserves the health of the environment, but it can also have positive social and economic benefits.

Green spaces are where people can go to play, relax and connect with their community. They also provide free services such as purifying the air that we breathe, flood mitigation and absorbing carbon from the atmosphere. By using what already exists in nature, we can reduce the need to invest money in new structures, like those made from concrete and steel, to do the same thing. Concrete can't absorb large amounts of water, so during intense rainfall the rush of water overwhelms storm drains, which can cause intense flooding. Gardens, meadows, and trees on the other hand can soak up water like a sponge.

In fall 2018, over 10,600 community and TD volunteers, local organizations and Indigenous communities helped plant more than 48,000 native trees in communities across Canada and the United States through **TD Tree Days**. Since the program started in 2010, over 390,000 trees have been planted, helping to absorb **890.1 tons of CO₂**. This number will only grow over time, because as trees mature they absorb even more carbon from the atmosphere. Since 1990, we have helped plant nearly 1 million trees through the TD Friends of the Environment Foundation and TD Tree Days. Help us reach our new goal of planting another million trees by 2030.

In New York City, the non-profit organization Friends of the High Line manages a 2.33-kilometer linear park, filled with greenery and year-round programming for visitors. As part of the programming, we are helping to educate people on the importance of pollinators, like bees, for maintaining healthy ecosystems and food production. In 2018, through the **TD High Line Honey Initiative** we helped install bee hives on rooftops surrounding the park, which produced 120 pounds of local honey the first year. Watch the video below to learn more.

LEARN MORE

[TD Tree Days and how you can participate in 2019](#)



Watch the video

The TD High Line Honey Initiative

Employee Spotlight



Tracy Gillis

“I have always been passionate about the environment, but as I became more aware about the issues the more involved I got. I realized how much of an impact I could have by just focusing on consistent, small actions.”

Customer Experience Project Manager, TD Bank, America’s Most Convenient Bank

When Tracy Gillis was named an environmental leader by her peers at TD, she said she couldn’t help but feel a sense of pride. “Living in Florida I feel very lucky to live near an ocean and beach. It’s always been a reminder for me of how beautiful this planet is, and how it can continue to be if we take care of it,” said Gillis.

The Environmental Leadership Award is given to TD employees in the United States who are recognized for their passion for environmental sustainability and for taking initiative around it.

On top of her day job as a Customer Experience Project Manager, Gillis also looks for ways to reduce her environmental footprint at work and in her community, from reducing plastic use in the office and encouraging more positive recycling habits, to volunteering at beach cleanups with local groups like the Great American Cleanup initiative. Right now, Tracy says she is looking at how she can reduce her plastic use and even go plastic free.

“I think that no act is too small,” she said. “There are so many ways that all of us can contribute to creating a more sustainable tomorrow – whether it’s skipping out on a plastic straw in your drink, participating in TD Tree Days, or taking the time to learn more about environmental issues.”

“I just love how involved TD is when it comes to the environment. Between The Ready Commitment, TD Tree Days and other initiatives like our green building program, I feel like my colleagues and the bank as a whole truly share in my values.”



Connected Communities

Today, only one-in-three North Americans feel connected to their community.¹ The reasons people feel disconnected are different for everyone and every community. They are also influenced by external factors, such as technology, urbanization and migration. Within a community, being able to access events and cultural institutions that are affordable and inclusive can also influence how people feel – and how much they participate. We believe that Connected Communities are those with the social infrastructure in place to encourage healthy living, a comfortable standard of life, and provide opportunities that can build social networks, for people from all walks of life and backgrounds.

“At TD, we believe when people are included and empowered to participate in their community, good things happen. That’s why we’re committed to helping create opportunities for people to connect and feel a sense of belonging through a variety of shared experiences and passions – it’s what has made us a driving force in fostering healthy communities for more than a decade.”

– Leo Salom, Group Head, Wealth Management and TD Insurance, TD Bank Group



SHARED EXPERIENCES

Increase access to opportunities that bring diverse people together through events such as Pride, music and ethno-cultural festivals and cultural institutions

ARTS AND CULTURE

Support initiatives that reflect new, underrepresented and diverse voices and professional development opportunities for emerging artists and professionals facing barriers to the sector

LOCAL NEEDS

Assist groups vulnerable to social isolation such as seniors, newcomers, and veterans to feel included by supporting initiatives that help them build connections in their community

2018 At a Glance

Over 2,130 initiatives were supported that are helping to connect communities in Canada and the United States

Over 7,000 people were supported to develop their professional experience in the arts and culture sector through TD-supported initiatives in Canada

Over 114,600 people facing social isolation were supported to strengthen ties in their community in Canada and the United States



Over 11 million people participated in shared experiences through TD-supported public events and activities in Canada

More than 198,400 community volunteers participated in TD-supported initiatives that helped connect people to their community in Canada and the United States

270 arts and culture initiatives helped amplify diverse voices in arts and culture in Canada and the United States



National Parks, Museums, and Grade 9 Civics – It’s about the Experiences that Bring Us Together

Deciding to put roots down in a new location or a whole new country can be overwhelming. There are many reasons that can lead people to move, but what draws a person to stay? Feeling a sense of belonging to your community and society is one factor that can influence how comfortable you feel with where you live – whether you’re a newcomer or long-term resident.

With a population of 36.7 million, every city, community and neighbourhood in Canada has a personality of its own. Trying to keep up with the hustle and bustle – both digital and on the ground – we are all looking for ways to connect and get involved.

The Cultural Access Pass Program (CAP) is one of the ways that we are helping more people feel at home in Canada. CAP was first founded in 2008 by the Institute of Canadian Citizenship, a national charity helping new Canadian citizens learn about the country’s history and culture. The program provides Canadians in the first year of their citizenship the opportunity to visit and explore over 1,400 cultural attractions, institutions, parks, and

historic sites across Canada, for free. The only program of its kind in the world, CAP is set to go digital and double in size and help even more Canadian citizens share experiences with their families, friends, and community members as they lay down roots.

The Youth and Philanthropy Initiative (YPI) is another organization working to engage youth in their community. YPI is a charity that encourages secondary school students to learn about local issues and the impact of philanthropy through Grade 9 and 10 Civics. In 2018, YPI supported 17,663 students, with a focus on at-risk youth in Canada, to build life-long skills and interest in civic engagement. In early 2019, we expanded our support with YPI to the United States, where it will work with 360 high school students to provide a total of \$20,000 to local charities identified in New York City. After students identify a cause to support they have a chance to receive a \$5,000 grant, which they can give to a charity of their choice, supported by TD.

LEARN MORE

→ **One CAP member’s experience**





Amplifying Diversity in the Arts

North America is one of the most diverse regions globally, but is this reflected in its arts? Arts and culture capture the spirit of the time and communities. They help bring people together by sparking conversations, raising awareness on important and relevant issues, and fostering a sense of belonging as viewers relate to the story behind a piece.

But the arts sector has faced the challenge of creating a space that is reflective of everyone. Whoever creates and curates art impacts who feels reflected within it and how people can engage with it.

Through the **TD Curator of Education and Outreach Fellow program** at the Power Plant Gallery in Toronto, Canada, we are helping recent graduates and emerging curators gain hands-on, professional experience, so that they can grow the networks and skills needed to build a viable career in the arts. Curators have an important role as they select works to include in an exhibition or portfolio and provide their expertise on the deeper meaning behind the pieces. With diversity of thought comes a richer collection or exhibition that more people and new audiences can connect to. This is one of 15 programs we supported in 2018 to help artists and cultural professionals facing barriers to the sector grow their experiences.

As change starts from within, we are also diversifying the **TD Art Collection** so that it represents new, diverse and unrepresented voices in North American art. With one of the largest corporate art collections in Canada with a 50-year history, we believe that we have a role to play. This includes finding ways to make art more accessible for everyone. In 2018, we acquired two pieces of art: **Rebecca Belmore, known for creating engaging art installations and videos**, encourages people to reflect on their connection with the environment and the value of water through her piece ***Nibi (water)***, and a piece by Toronto-based artist, Sandra Brewster, reflects on current social and identity issues and the concept of “home”.

In Greenville, South Carolina, we built on our 15 years of support for **Artisphere**, one of the top ten arts festivals in the country. As it has grown over the years, it now brings together around 85,000 visitors who come to experience everything from the visual art show, on-stage performances from local and national artists, and the vibrant sounds of street musicians, sidewalk artists and more. It is also estimated to have an economic impact of US\$6.4 million on the Greenville community.



Rebecca Belmore
Performance Artist



**Watch
the video**

The Story
Behind
Belmore's
Work, *Nibi*

The Rainbow Railroad

More people today are living as refugees or displaced persons than at any time since the end of World War II and many of those seeking asylum are from the LGBTQ2+ community. In more than 70 countries around the world LGBTQ2+ people are facing extreme violence and persecution.² They are looking for hope and a safe place to call home.

We are proud to support **Rainbow Railroad**, an international organization committed to providing emergency travel support for people who need safe passage from state-enabled violence, murder, or persecution in their country. Since 2006, the organization has been able to help over 600 people around the world, including regions where there have been significant increases in anti-gay violence and persecution.

The title of the program pays homage to the Underground Railroad, reflecting its mission to help people find a path to safety. Through our philanthropic dollars we are able to help Canadian and American families provide safe refuge for those coming through the Railroad when they start a new life in Canada or the United States.

Organizations like Rainbow Railroad are making a positive difference in the world. In 2018, they helped 25 transgender individuals to safety.

In 2018, we also celebrated **Pride** with over 1,500 employees in Canada and the United States. We even created a few firsts together to be truly inclusive of all attending the festival: in Toronto, Montreal and Vancouver, we had an ASL interpreter on the TD float and it was the first time a bank had a Drag King accompany the Queen on its float during the parade. In 2018, we supported 83 Pride festivals across Canada and the United States, and more than 160 LGBTQ2+ organizations and initiatives. We also supported the True Colors Conference, the largest gathering for LGBTQ2+ youths in the United States. Over 3,000 young adults, middle and high school students, attended the two-day event. In its 25-year history, the conference has become a safe place for youth to come together, connect, and inspire. TD's contribution helped bring over 1,000 students to the event this year.

LEARN MORE

→ **Youth Color Conference**



1 United Nations Refugee Agency 2017 Report and National Broadcast Agency: <https://www.npr.org/2017/06/20/533698511/more-people-living-as-refugees-now-than-anytime-since-wwii-new-u-n-reports-says>
 2 Rainbow Railroad: <https://www.newswire.ca/news-releases/rainbow-railroad-to-save-60-lives-in-60-days-698993091.html>

Employee Spotlight



“I want our customers to see that TD supports them 365 days a year. That we are here to help them reach their financial goals while sharing similar values.”

Al Ramsay

National Manager for LGBTQ2+ Business Development

For Al Ramsay, the intersection of his personal and professional lives is at the heart of his commitment to his community.

As a black, gay man who serves as TD’s National Manager for LGBTQ2+ business development, Ramsay is focused on forging lasting business relationships, understanding and inclusion through the financial advice and support he provides in his role.

“Our customers want to dream big and to feel comfortable partnering with us for their financial journey because of our beliefs,” said Ramsay. “They want to do business with organizations who share their values. It’s critical for me to ensure this community knows they are an appreciated customer base.”

Ramsay’s own experience of immigrating to Canada and finding his way in the LGBTQ2+ community is what helped inspire him to take on his role, and to take such a personal interest in the financial health and long-term prosperity of his customers.

“When I left Jamaica to come to Canada, it was a decision that allowed me to live my life without any fear,” he said. At TD, Ramsay said he has found a place that encourages him to be his true self and to help weave his passion for inclusion throughout the organization.

Ramsay also engages with customers by introducing them to community-based events, programs or individuals that can positively impact their business.



Better Health



Advances in healthcare are helping many live healthier lives than ever before. At the same time, research points to an increase in chronic conditions and diseases such as cancer, arthritis and diabetes; and across North America people are experiencing barriers to accessing quality healthcare. Health is rated a top concern by North Americans and the quality of healthcare services is ranked the second most important issue.¹

“At TD, we know that the long-term success of our business depends on the resilience and well-being of the people we serve. If people are not confident about their health, they can’t be confident about their future. That’s why we’re looking at how we can help create better health outcomes for our customers, colleagues and the communities we serve.”

– Greg Braca, Group Head, U.S Retail, TD Bank Group and President and Chief Executive Officer, TD Bank, America’s Most Convenient Bank®



INNOVATIVE SOLUTIONS

Improve access to health education, screening and early interventions that improve health status and existing healthcare practices to reduce the development of chronic diseases and other illnesses

Improve adolescent (10-18) health and well-being through programs that address health issues of top concern, and help with recovery and transition from pediatric to adult care

Increase access to better health outcomes through technology and Artificial Intelligence (AI) research that can improve medical diagnostics, personalized care and the management of chronic disease



2018 At a Glance

Over
340

initiatives were supported that are helping to create better health outcomes in Canada and the United States

Over
136,700

people benefited from these TD-supported initiatives in Canada and the United States

TD contributed
\$2.5M

to Creative Destruction Lab to explore how technology can help create more equitable health outcomes for Canadians and Americans



The TD Charitable Foundation in partnership with Thomas Jefferson University in Philadelphia, supported pop-up health events to address chronic disease and breakdown socioeconomic barriers to health and wellness

Since 1998, TD has donated over \$83.5 million to hospitals, health care programs and children's health in Canada

Mobile Solutions to Improve Access to Healthcare

Health inequality is a growing concern in Canada and the United States.¹ Where you live can play a big part, especially for those living in remote communities, but so can employment status, income level, gender and ethnicity. And in turn, there is a link between the state of your health and your finances. The cost of care, the ability to carry a job or to participate in society can have health impacts.

While many things need to fall into place for health inequalities to be addressed, advancements in technology are already starting to make a change.

The IWK Children's Hospital in Halifax, Canada is the only specialized children's hospital in the region, which makes the distance that families and patients have to travel a big barrier to quality care. In 2018, we helped support a virtual program that aims to keep parents and families connected to their children in the neonatal intensive care unit at the hospital. Through computers, tablets and smartphones, families can visually check in on their children from anywhere and speak with doctors and other care providers without having to go in-person. This technology is helping patients find ways to stay together and feel supported through what is already a stressful time.

In Washington D.C., the TD Charitable Foundation supported **The Kids Mobile Medical Clinic with the Ronald McDonald Care Mobile program**, alongside Medstar Georgetown University Hospital. In 2018, this initiative helped provide primary care to children from birth to age 21 who face difficulties in accessing care. The mobile care units travel directly to underserved communities, helping to remove geographic, financial and other barriers to health care.



¹ https://www.cihi.ca/en/summary_report_inequalities_2015_en.pdf
<https://www.healthaffairs.org/doi/abs/10.1377/hlthaff.2017.0006>

Physicians and AI Co-Piloting for Better Health

Every day, the healthcare industry processes massive amounts of data. To assess patients and provide treatments, doctors and physicians have to sift through it all, from patient history to genetic and environmental factors. But big data and technologies like Artificial Intelligence (AI) are changing how information is stored – the volume of it – and how it is shared and analyzed. These tools are helping process all of the information needed to make a prognosis more quickly than ever before. At a time when healthcare is dealing with an aging population and increase of chronic disease, AI is changing how providers and patients engage.

In 2018, TD acquired the company **Layer 6** which is considered a leader in AI. Layer 6 is using its AI machine prediction engine to improve health outcomes for Canadians. Data scientists from Layer 6 are working with the University of Toronto to see how this

technology can improve outcomes for those living with diabetes in Canada. Diabetes is one of the fastest growing health issues today, which is also more prevalent among certain ethnocultural groups and can be impacted by income levels. AI has the potential to help personalize care and help with early diagnosis.

Virtual reality is another tool being used to provide more effective and personalized care. In Bennington, Vermont, the **TD Charitable Foundation provided a grant to Shires Housing**, a non-profit dedicated to providing decent, safe, affordable housing to limited income residents in Bennington County. Because many of the residents are dealing with dementia, the grant will support the use of virtual reality technology for the staff so they can experience the physical and mental challenges of dementia. The hope is that this will build a better understanding of the disease and improve services for those suffering from it.



LEARN MORE

TD is Helping Advance Healthcare Innovation

Employee Spotlight



“There are many ways that technology can play a role in the health care industry. Everywhere you look, it has the potential to make an impact.”

Q&A with

Dr. Vipin Nikore

Chief Medical Director at TD

In 2018, TD welcomed its newest Chief Medical Director, Dr. Vipin Nikore. A former IBM software developer with an MBA from Yale University, he also brings a decade of experience as a medical practitioner. He practices at Cleveland Clinic Canada and at Cleveland Clinic Main Campus in Cleveland, Ohio, one of the world’s largest and most respected healthcare systems, and practices at Trillium Health Partners Credit Valley Hospital, where he is also the Medical Director for the Department of Medicine. Dr. Nikore is also an Assistant Professor at the University of Toronto and founder of the non-profit uFLOW, which empowers underserved youth to develop into leaders and start their own service projects”

He shares his thoughts on some of the challenges and opportunities facing the healthcare industry.

Why the role of Chief Medical Director at TD?

I’m excited to advise TD because of the potential to bring about transformational change and help people live healthier lives. With over 85,000 employees, TD can help create a ripple across society through its policies and its culture of wellness. Through The Ready Commitment as well, TD can help tackle some of the issues that are affecting communities and society in general.

What are some of the challenges in the healthcare industry today? What is working well?

One of the biggest challenges is the rising and unsustainable cost of healthcare. This is driven by a few different pressures, such as an increase in chronic disease, like diabetes, an aging population and increase of mental health issues. The complexity of the system that people are navigating is also a barrier to effective care, especially for those in remote areas.

But, there is a lot to be optimistic about. Technology holds enormous potential to improve access to care and health outcomes for the greatest number of people. Hospitals are already taking advantage of some of the technologies out there – and the abilities they have are expanding and improving quickly. For example, the broad ability for people to access high-speed Internet is supporting virtual care, so that providers and patients can connect remotely, and sophisticated software is enabling computers to recognize complex sentences, patterns and images to improve diagnostics and therapeutics.

What do you think about the role of Artificial Intelligence (AI) in healthcare?

AI helps technology become a great co-pilot to healthcare professionals and physicians. It can add to their expertise, while helping to prioritize and analyze large amounts of information quickly, which can lead to more personalized, targeted, and effective care.

But, AI requires large data sets. The challenge right now is that data isn't standardized across hospitals and health systems, but investing in resources to solve for this can help maximize the potential of AI.

One of the areas that TD is supporting as part of Better Health is adolescent health. Why do you think this is an important area?

While it may be cliché to say, children are our future. To balance out the financial resources of healthcare and health outcomes, it's important to look at prevention, which includes instilling healthy habits and a culture of wellness at a young age so that kids grow up with the right tools and information to make healthy choices. This is also true for mental health, which is one the biggest needs for kids right now.

The *Lancet Medical Journal* shared a powerful stat that I think puts this into perspective: "Improving the physical, mental and sexual health of adolescents aged 10-19 years, at the cost of just US\$4.6 per person, per year, could bring a 10-fold economic benefit."¹ Investing in youth is investing in everyone's future.

What do you think will have the biggest impact on healthcare in the next 10, 20, 30 years?

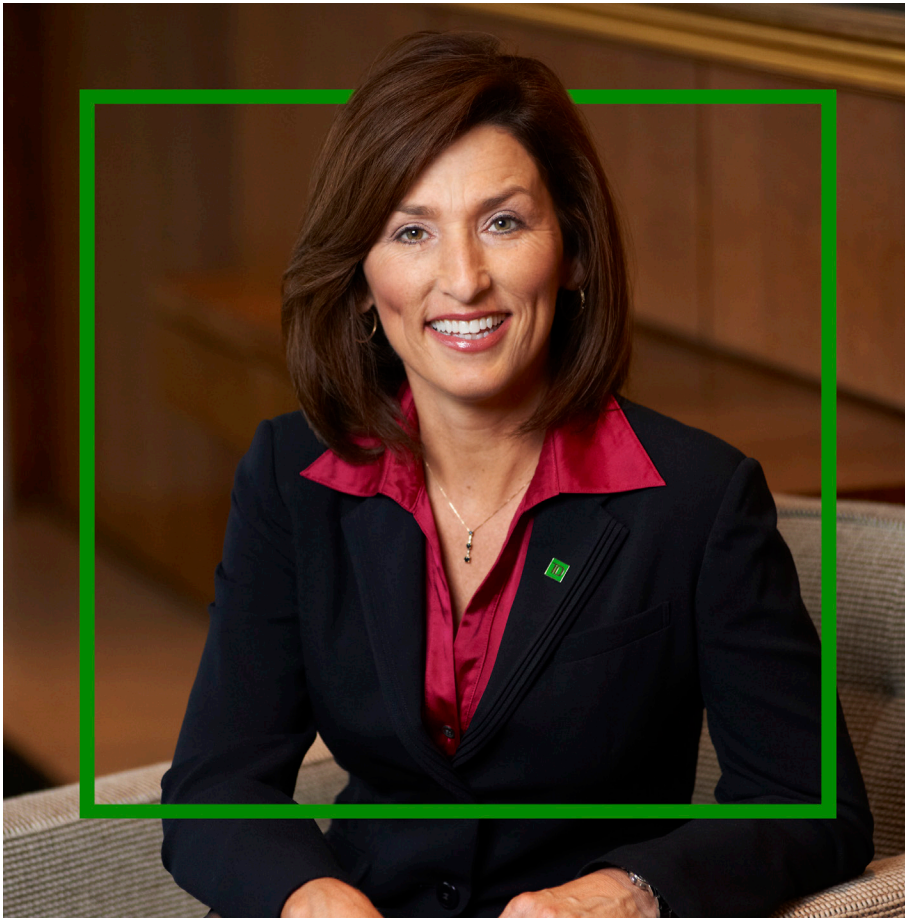
I think there will be a few that in some ways will be linked together: Technology, the study and editing of genomes, and encouraging healthy habits to prevent chronic disease and mental well-being. Health system reform is important too – if you can't get the incentives right, such as economic ones, between healthcare delivery organizations, care providers and payers, such as insurance plans, it makes it challenging to deliver quality care and to achieve the better health outcomes we're all striving for.



Forward-Focused Initiatives

Our Purpose, Setting Us up for the Future

**Theresa McLaughlin, Global Chief Marketing,
Citizenship & Customer Experience Officer,
TD Bank Group**



More than ever we're living in a time where our values shape and inform the choices we make. People look to the brands they engage with to emulate and progress the things that matter to them most. Being a purpose-driven brand goes beyond any offering or service, it's about what you stand for and how you stand up for the community. TD takes this to heart and it manifests in everything we do.

Our purpose is to enrich the lives of our customers, colleagues and communities and this transcends all geographies and economies. It's about removing barriers to create a more inclusive and sustainable tomorrow where everyone has the confidence to

succeed in a changing world. Through The Ready Commitment, we are striving to ensure no one is left behind and across our four interconnected drivers support change, nurture progress and help create the opportunities to participate in the future.

Ensuring we help our customers, colleagues and communities feel ready for what's ahead is a business imperative. That's what makes our bank and the more than 85,000 people who work for it special. Together we're working to make the world a better, more inclusive place for all the generations to come. As we look ahead to the future, and what the following pages underscore, it's a role that's essential to our purpose and one we cherish.

The TD Ready Challenge

The TD Ready Challenge was established in 2018 to help identify and support innovative, scalable solutions that can contribute to building a more inclusive and sustainable tomorrow. Each year, there will be a problem statement that aligns to a theme identified within The Ready Commitment. In its first year, the Challenge focused on helping people develop skills for the future economy.

Since the 1980s there have been big shifts in the economy, from being mainly manufacturing based to more service oriented, as well as the growth of temporary and part-time work. Adding in technological changes, the nature of work is changing quickly, and this can impact the stability of paycheques and predictability of what to spend on and save for.

Through the 2018 TD Ready Challenge, 10 non-profit organizations across Canada and the United States were each awarded a \$1 million grant. The initiatives include those that are helping mid-career professionals and newcomers transform their existing skills or build new ones and helping people access Science, Technology, Engineering and Math (STEM) jobs. For example, the Quebec-based non-profit, École des entrepreneurs du Québec, is helping entrepreneurs in Canada gain the business skills they need to sustain the success of their business in the short- and long-term through a forecasting tool. To date, 10,000 entrepreneurs have used their bilingual tool and through their TD Ready Challenge grant it will help reach more people. Another grantee is the non-profit Byte Back which will scale its program from Washington D.C., to Baltimore, Maryland to help close the technology skills gap among adults so they can participate in a digital economy.

THE SUCCESSFUL 2018 TD READY CHALLENGE GRANTEEES ARE:

- **ACCES Employment (Canada – Ontario):** Women in Technology
- **Byte Back (U.S. – Washington, DC):** Byte Back Ready – Pathways to Economic Success in the digital economy
- **Canada Learning Code (Canada - Ontario):** Unlocking the Power of Code - Digital Literacy Education for Adults
- **École des entrepreneurs du Québec (Canada – Québec):** Prévisio Software with Financial Literacy Training
- **JEVs Human Services (U.S. – Pennsylvania):** JEVs-College for America – Greater Philadelphia Area
- **JFF/Audacious Futures (Cross-Border – Massachusetts & Ontario):** The Navigation Map for the Future of Work and Learning, powered by AI
- **Public Health Management Corporation (PHMC) (U.S. – Pennsylvania):** Creating Income Security through Technology-Based Workforce Development
- **Seneca College of Applied Arts and Technology (Canada – Ontario):** TD-HELIX Transformation Initiative – Gaining the skills for the jobs of tomorrow
- **Windmill Microlending (Canada – Alberta):** Increasing Income Stability for Skilled Immigrants
- **WoodGreen Community Services (Canada – Ontario):** Accelerating Possibilities – Creating Sustainable Pathways to Success in a Changing Landscape



**Watch
the video**

The TD Ready
Challenge
recipients

Creating Liveable Cities

North America is the most urbanized region in the world today, with 82 per cent of its population living in urban areas.¹ And this is expected to grow as population and economic growth continue to drive urban development. With this, the cities and communities we live, work and play in are changing – and changing quickly.

As cities grow rapidly, they are tackling challenges of affordability, climate change, and shifts in the economy. But we believe that cities also hold some of the greatest opportunities to help improve lives; that they can foster inclusive and equitable growth. They can help build a low-carbon economy, provide opportunities for people to connect through arts, culture, and green spaces, and create places that have a positive impact on overall health and well-being.

In 2018, we worked with Evergreen, a Canadian non-profit, to establish the **TD Future Cities Centre in Toronto** to support research, dialogue and innovation in city-building. The Centre is to be a global destination where people from across sectors can come together to co-create, test and act on solutions that can help create more liveable cities. As part of this, we also launched a three-year speakers series, called the **TD Future Cities Speaker**

Series, which will feature leading minds from around the world in city building. The events will touch on each of the four drivers of The Ready Commitment and explore topics such as financing, infrastructure, and citizen engagement.

We are also supporting the Maytree Foundation and its partners with **The National Urban Project**, which over the next three years will help Canadian cities remain inclusive, competitive and resilient. This initiative will host a series of events that will bring together leaders from every level of government, private sector, academia and non-profits to support urban policy making.

In addition, we continued with the multi-year thought leadership series with **Bloomberg**. Starting in 2017, the TD-Bloomberg Sustainability Dialogues have helped to enhance the conversation around sustainable finance issues and how we can support the transition to a low-carbon economy. In New York City, Washington D.C., Toronto and Vancouver, we have worked with Bloomberg to host large conferences and smaller workshops to bring together some of the most forward-thinking minds from around the globe to share ideas and perspectives.



Empowering Employees with the UN Sustainable Development Goals & IMPACT2030

In 2015, the 193 countries of the United Nations agreed to a plan of action to help transform the world by 2030. They identified **17 Sustainable Development Goals (SDGs)** that if met would have the biggest impact on improving lives and the planet in the future. From addressing barriers to education and healthcare, to improving inequality and tackling climate change, the SDGs provide a road map that countries and companies around the world can follow. We believe that by using our business, philanthropy and people we can play our part in creating a more inclusive and sustainable tomorrow.

With over 85,000 employees, we know that the power of TD is its people. We can't meet our goals without their passion, ideas, and hard work, and the same is true for The Ready Commitment.

In 2018, we were the **first Canadian founding partner of IMPACT2030**, a private sector-led collaboration that uses employee volunteering in support of the Sustainable Development Goals. Throughout the year, 173,150 hours were logged by TD employees who volunteered with a charity, non-profit or TD initiative in communities across Canada and the United States. We are currently developing new volunteer programs and refreshing existing ones so that our employees have more opportunities to get involved in 2019 and beyond.



▶ IMPACT | 2030

LEARN MORE

- ➔ TD's contributions to IMPACT2030 and the SDGs

Caution Regarding Forward-Looking Statements

From time-to-time, The Toronto-Dominion Bank (the “bank”) makes written and/or oral forward-looking statements, including in this document, in filings with Canadian regulators or the United States (U.S.) Securities and Exchange Commission (SEC), and in other communications. In addition, representatives of the bank may make forward looking statements orally to analysts, investors, the media, and others. All such statements are made pursuant to the “safe harbour” provisions of, and are intended to be forward-looking statements under, applicable Canadian and U.S. securities legislation, including the U.S. Private Securities Litigation Reform Act of 1995. Forward-looking statements include, but are not limited to, statements made in this document, the Management’s Discussion and Analysis (“2018 MD&A”) in the bank’s 2018 Annual Report under the heading “Economic Summary and Outlook”, for the Canadian Retail, U.S. Retail, and Wholesale banking segments under headings “Business Outlook and Focus for 2019”, and for the Corporate segment, “Focus for 2019”, and in other statements regarding the bank’s objectives and priorities for 2019 and beyond and strategies to achieve them, the regulatory environment in which the bank operates, and the bank’s anticipated financial performance. Forward-looking statements are typically identified by words such as “will”, “would”, “should”, “believe”, “expect”, “anticipate”, “intend”, “estimate”, “plan”, “goal”, “target”, “may”, and “could”.

By their very nature, these forward-looking statements require the bank to make assumptions and are subject to inherent risks and uncertainties, general and specific. Especially in light of the uncertainty related to the physical, financial, economic, political, and regulatory environments, such risks and uncertainties – many of which are beyond the bank’s control and the effects of which can be difficult to predict – may cause actual results to differ materially from the expectations expressed in the forward-looking statements. Risk factors that could cause, individually or in the aggregate, such differences include: credit, market (including equity, commodity, foreign exchange, interest rate, and credit spreads), liquidity, operational (including technology and infrastructure), reputational, insurance, strategic, regulatory, legal, environmental, capital adequacy, and other risks. Examples of such risk factors include the general business and economic conditions in the regions in which the bank operates; the ability of the bank to execute on long-term and shorter-term strategic priorities, including the successful completion of acquisitions and strategic plans; the ability of the bank to attract, develop, and retain key executives; disruptions in or attacks (including cyber-attacks) on the bank’s information technology, internet, network access, or other voice or data communications systems or services; the evolution of various types of fraud or other criminal behaviour to which the bank is exposed; the failure of third parties to comply with their obligations to the bank or its affiliates, including relating to the care and control of information; the impact of new and changes to, or application of, current laws and regulations, including without limitation tax laws, capital guidelines and liquidity regulatory guidance, and the bank recapitalization “bail-in” regime; exposure related to significant litigation and regulatory matters; increased competition from incumbents and non-traditional competitors, including Fintech and big technology competitors; changes to the bank’s credit ratings; changes in currency and interest rates (including the possibility of negative interest rates); increased funding costs and market volatility due to market illiquidity and competition for funding; critical accounting estimates and changes to accounting standards, policies, and methods used by the bank; existing and potential international debt crises; and the occurrence of natural and unnatural catastrophic events and claims resulting from such events. The bank cautions that the preceding list is not exhaustive of all possible risk factors and other factors could also adversely affect the bank’s results. For more detailed information, please refer to the “Risk Factors and Management” section of the 2018 MD&A, as may be updated in subsequently filed quarterly reports to shareholders and news releases (as applicable) related to any events or transactions or events discussed under the heading “Significant and Subsequent Events, and Pending Acquisitions” in the relevant MD&A, which applicable releases may be found on www.td.com. All such factors should be considered carefully, as well as other uncertainties and potential events, and the inherent uncertainty of forward-looking statements, when making decisions with respect to the bank and the bank cautions readers not to place undue reliance on the bank’s forward-looking statements.

Material economic assumptions underlying the forward-looking statements contained in this document are set out in the 2018 MD&A under the headings “Economic Summary and Outlook”, for the Canadian Retail, U. S. Retail, and Wholesale Banking segments, “Business Outlook and Focus for 2019”, and for the Corporate Segment, “Focus for 2019”, each as may be updated in subsequently filed quarterly reports to shareholders.

Any forward-looking statements contained in this document represent the views of management only as of the date hereof and are presented for the purpose of assisting the bank’s shareholders and analysts in understanding the bank’s financial position, objectives and priorities, and anticipated financial performance as at and for the periods ended on the dates presented, and may not be appropriate for other purposes. The bank does not undertake to update any forward-looking statements, whether written or oral, that may be made from time-to-time by or on its behalf, except as required under applicable securities legislation.



®/ The TD logo and other trade-marks are the property of The Toronto-Dominion Bank or a wholly-owned subsidiary, in Canada and/or other countries.