


More details on TD's corporate responsibility activities can be found online at td.com/responsibility.

- Watch videos on TD's impact in the community.
- Access in-depth data on TD's environmental performance.
- View policy summaries on social, environmental and governance topics.
- Read thought-leadership publications on social impact investing, green bonds and more.



2013 Awards



TD Canada Trust ranked “Highest in Customer Satisfaction Among the Big Five Retail Banks” for the eighth year in a row.¹

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TD Securities in the U.K. was named one of the 30 best workplaces by the Great Place to Work Institute.

.....

TD was named one of the best places to work for LGBT in the U.S. by Human Rights Campaign.

.....

TD Bank Group named to the Global 500 Carbon Performance Leadership Index by the Carbon Disclosure Project.

Cover image: Craig Fox knows responsibility. He works for the new McLean's Mountain Wind Farm, a renewable energy project co-owned by local First Nations communities around Ontario's Manitoulin Island. TD is a proud supporter of this project, which protects First Nations rights, promotes responsible land development and will provide economic opportunities for First Nations communities in this remote area for years to come.

¹ TD Canada Trust received the highest numerical score among the big five retail banks in the proprietary J.D. Power and Associates 2006–2013 Canadian Retail Banking Customer Satisfaction StudiesSM. 2013 study based on 21,815 total responses and measures opinions of consumers about their primary banking institution. Proprietary study results are based on experiences and perceptions of consumers surveyed May 2013. Your experiences may vary. Visit jdpower.com.

⁹/ 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.



re·spon·si·bil·i·ty

noun

1. the state or fact of being accountable for something or someone



2013 Corporate Responsibility Report Highlights



“In all the things we do, whether it’s helping people handle their finances, supporting programs in the community or reducing our impact on the environment, we want to do them better tomorrow than we did today. That’s what it means to be The Better Bank”

Ed Clark, Group President and Chief Executive Officer

Where We Operate



2013 Performance Highlights

Corporate responsibility at TD is built on four themes that contribute to TD's overall vision to be The Better Bank – Be Customer-Focused, Build an Extraordinary Workplace, Be an Environmental Leader and Strengthen Our Communities.

Be Customer-Focused

22 million
customers



60%
increase in mobile transactions.

125,410

people reached through
a TD-sponsored financial
literacy program.



620,000

people visited TD Helps Online.

Build an Extraordinary Workplace

Employee
Engagement
Index
(out of 5)

4.16



2012

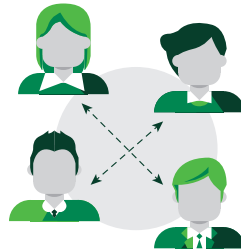
4.17



2013

10,000

employees participated
in diverse networks.



36.54%

women in leadership
(Canada).

10.37%

visible minorities in
leadership (Canada).



\$92 million
global spend on training and
development.

Be an Environmental Leader

87%

of employees
agree that TD is an
environmental leader.

15%

decrease in
metric tonnes
of paper from
our 2010 baseline.



8%

reduction in electricity use
from energy reduction initiatives
in 2013.



25,400

acres of critical forest
habitat protected by
TD Forests.



Strengthen Our Communities

\$74.4 million

donated to non-profit groups across
North America and the U.K.



65,000+

hours volunteered
by TD employees.



1.8 million

children participated in a TD
reading program.



48,000

trees planted through
TD Tree Days.