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Recruitment

Striving to be an employer of choice

We continue to focus on acquiring and developing talented and diverse employees that can contribute to TD's North American growth strategy. Attracting the right people and enabling employees to take control of their careers help us to develop a strong talent pool and identify future leaders. This approach has proven to be highly successful:

- We are an employer of choice for graduates from top academic institutions interested in financial services.
- In 2009, our employee retention rate was 89.41%.
- TD Bank was named one of the U.S.'s most inclusive workplaces by the Human Rights Campaign's Best Places to Work for 2010, a list of the top businesses that support equality for lesbian, gay, bisexual and transgender employees.

Recruitment Activities

In 2009, we revamped our career site, td.com/opportunity, aimed at attracting Canadian candidates to consider a career at TD.

We sponsor and participate in initiatives that showcase the many career opportunities available at TD, particularly for recent graduates, graduates with disabilities and new Canadians. One program is **Career Edge**, which offers a range of internship programs in Canada. TD hosted 42 internships in 2009 and has hosted 430 since the program's inception in 1996.

In 2009, TD participated in more than 300 on-campus recruitment activities in Canada and 80 in the U.S., providing students with the opportunity to interact with TD representatives. At these events, TD executives talk informally about our values and what it's like to work at TD.

TD also offers a range of associate programs that allow new employees to develop in one or multiple business lines before taking a permanent role. In the U.S., TD Bank currently offers an internship program and in 2010 will launch both an MBA rotational and undergraduate analyst program.

TRIEC and the National Mentoring Initiative

Since 2005, TD has participated in the Toronto Region Immigrant Employment Council (TRIEC)'s Mentoring Partnership Program, a Greater Toronto Area-wide program for new immigrants. TD mentors have completed more than 500 mentoring relationships, and we continue to lead in providing mentors for the program.

This year, TD launched a new **National Mentoring Initiative with ALLIES**, a joint program of the Maytree Foundation and the J.W. McConnell Family Foundation. It gives TD employees across Canada an opportunity to mentor new immigrants and learn about this valuable talent pool. TD continues to provide funding and mentors. Our goal is to establish mentoring as a successful labour-market strategy.

Orientation

In 2009, we took steps to improve orientation to TD. Through focus groups we learned that the first day on the job was sometimes a frustrating experience. We continued work in Canada to remedy some of the issues, such as ensuring systems access is ready the first day on the job.

Welcome to WOW!

In the U.S., TD Bank aims to WOW! new employees with Traditions! From senior executives to part-time tellers, this all-inclusive orientation experience is like no other. Participants first learn about the rich history of TD Bank, and the power of brand recognition. The "WOW!" Culture is introduced and defined as "Always exceeding customer's expectations and creating surprise and delight!" Employees are provided with examples of why TD Bank is America's Most Convenient Bank, and how they will be delivering the WOW! customer service.

Traditions is fun and interactive - everyone is engaged by an enthusiastic and knowledgeable instructor, and is encouraged to participate in group activities and games. By the end of the program, participants learn that not only is TD Bank a great place to bank, but it's also a great place to work!

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