



## How we are building The Better Bank

2014 Corporate Responsibility Report  
Executive Summary



At TD, we work hard to understand and incorporate sustainability into our everyday decision-making. It's an important part of **building The Better Bank.**

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**About This Publication:**

This Executive Summary contains highlights of our 2014 Corporate Responsibility Report and the work we're doing to build The Better Bank. Our full report is available at [td.com/responsibility](http://td.com/responsibility) where you can find detailed performance data. In this publication, "TD" refers to TD Bank Group and "TD Bank" refers to TD Bank, America's Most Convenient Bank®. Data covers our fiscal period November 1, 2013 to October 31, 2014 and all currency is in Canadian dollars, unless otherwise noted.

# From Our CEO



**Bharat Masrani**  
Group President and Chief Executive Officer

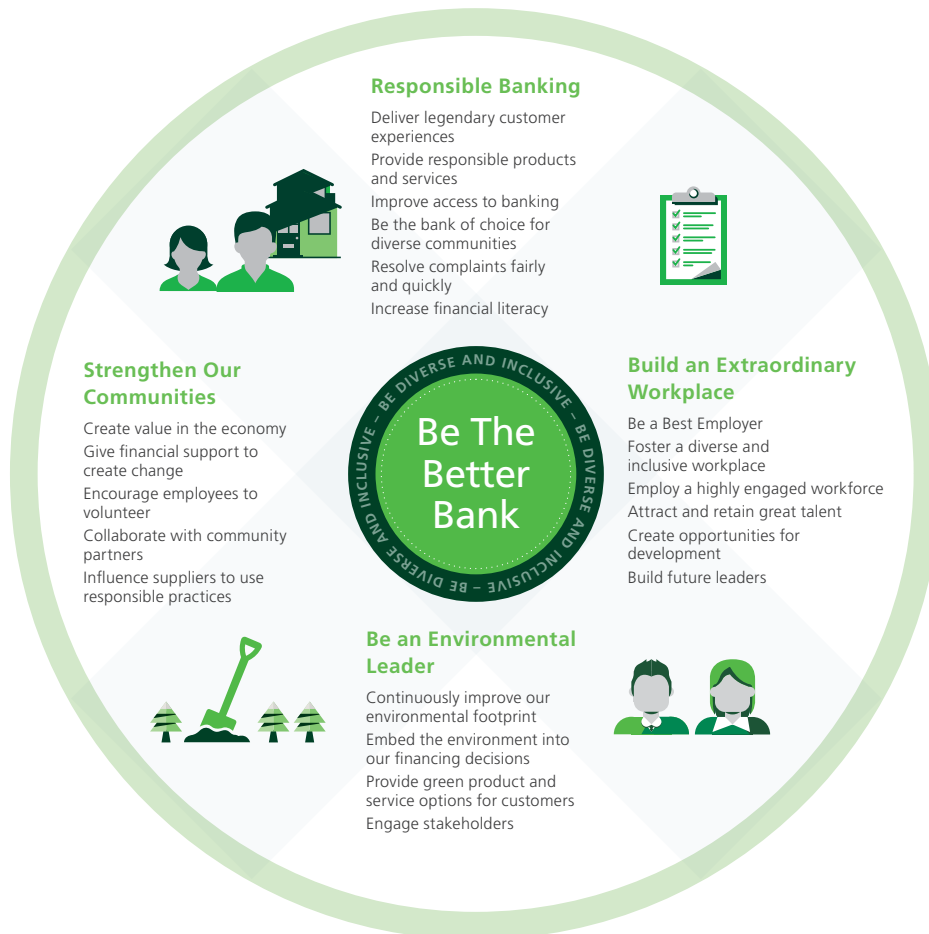
Building a better bank is a journey of continuous improvement. It's a process that begins with a commitment to being a responsible bank and is reinforced with feedback from our stakeholders to ensure that we're on the right track.

At TD, we are profoundly aware of our role in society and continue to embed corporate responsibility principles and practices to ensure that each transaction is well managed and remains within our risk appetite.

Many of the social and environmental challenges facing the world today require forward thinking and investment. With our strong team and our better business model, we are well positioned to continue to deliver long-term value to our customers, shareholders and communities.

## Corporate Responsibility at TD

Our Corporate Responsibility Strategy is built on four themes that contribute to TD's overall vision to be The Better Bank.



# This is how we deliver Responsible Banking

Our long-term success and our corporate reputation depend on the ability to anticipate and meet the needs of our customers.



## Legendary customer experiences

TD strives to make banking simple, fast and easy for our customers. Our strategy is about providing comfort and convenience – and we are responding to the growing customer preference for mobile banking.

**48% increase**  
in mobile transactions  
in just 1 year

### 2014 HIGHLIGHTS

- Launched TD Mobile Deposit – cheque deposit via smartphone photo
- Introduced TD Mobile Payment – pay for purchases using a smartphone
- And in 2015, were the first Canadian bank to offer customer support through SMS text messaging

## Access to banking

We continue to remove barriers and make banking more accessible for customers, particularly for vulnerable and under-served populations.

**2,500 communities**  
served across North America

### 2014 HIGHLIGHTS:

- Provided Language Line to serve TD customers in over 200 languages
- Launched a new-to-Canada website to help immigrants get established
- Introduced mobile tablets for Aboriginal communities that help us conduct banking in remote locations
- Upgraded ATMs across North America to be audio accessible through headphones

## Responsible products and services

Our goal is to design products and services that help customers conveniently manage their day-to-day finances and achieve financial goals. We provide many tools and resources to allow customers to build healthy savings habits. And, we encourage customers facing financial challenges to talk to us so we can help get them back on track.

**\$5.1 billion saved**  
by TD Canada Trust customers through automated savings plans in 2014

### 2014 HIGHLIGHTS:

- Assisted 749 families in the U.S. through TD Bank's Right Step® mortgage program, which offers affordable financing to low-to moderate-income buyers
- Answered 60,000 questions through TD Helps – an online education service that encourages people to ask about their finances
- Ranked in the top 10 U.S. banks on Checking Account Transparency



TD Canada Trust was named "Highest in Customer Satisfaction Among the Big Five Retail Banks" for the ninth year in a row by J.D. Power in the Canadian Retail Banking Study<sup>1</sup>

J.D. Power

For the 10th year, TD Canada Trust earned the **Best Banking award** for Overall Quality of Customer Service

IPSOS

**Best Big Bank** awarded to TD Bank in the U.S. for the second year in a row

Money Magazine



<sup>1</sup> TD Canada Trust received the highest numerical score among the big five retail banks in the proprietary J.D. Power 2006–2014 Canadian Retail Banking Customer Satisfaction Study<sup>SM</sup>. Study based on 17,183 total responses and measures opinions of consumers with their primary banking institution. Proprietary study results are based on experiences and perceptions of consumers surveyed May–June 2014. Your experiences may vary. Visit [jdpower.com](http://jdpower.com)

# This is how we're building an Extraordinary Workplace

Our business model – to provide legendary customer service – fully relies on having an engaged, diverse and healthy workforce.



## Be a Best Employer

TD's goal is to engage our people so they feel inspired and supported. It's an important part of our entire business strategy, and one of the ways we strive to differentiate TD as a "best employer".

## Foster a diverse and inclusive workplace

Diversity is key to our success in the competitive global marketplace. We embed diversity into every aspect of TD's employee programs, including training, mentoring tools, employee networks and recruitment practices.

"I am extremely proud to be employed by a global leader in diversity in the workplace"

– Josh Brooks

86% of employees

say they are proud to work for TD

90% of employees

say TD values diversity in the workplace

"Leaders are the reason why TD is different."

– Mushtak Najarali

### 2014 HIGHLIGHTS:

- Hired 13,568 new employees
- Spent \$88.5 million on training and development – which translates into an investment of \$969 per employee
- Employees completed over 1.9 million e-learning courses

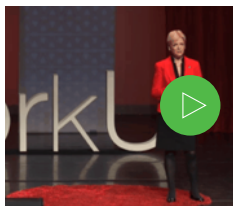
### 2014 HIGHLIGHTS:

- Delivered Mental Health Awareness training to 1,700 employees
- Earned gold-level certification for having best practices in Aboriginal relations
- Introduced a new focus area in the U.S. for Veterans

Since 2005, TD has made significant progress in diversity and inclusion at senior leadership levels<sup>1</sup>: tracking a 51% increase in women and a 198% increase in visible minorities.

"I don't worry about the fact that I'm gay or hide the existence of my partner. I'm a better employee for it."

– Heather Richardson



Watch the video: TD's CFO Colleen Johnston talks about women as leaders.

Named one of the **50 Best Employers in Canada** for the seventh year in a row

Aon Hewitt

Ranked **#1 in North America on the Return on Disability Index** for supporting and engaging people with disabilities

Fifth Quadrant Analytics

TD Bank voted **Best Place to Work for LGBT Equality** for the sixth year in a row

Human Rights Campaign Foundation



<sup>1</sup> Vice President levels and above.



# This is how we demonstrate Environmental Leadership

Our goal is to be an environmental leader. We do this by embedding an environmental perspective into our core business strategy.



## Continuously improve our environmental footprint

As TD's business continues to grow, we are committed to reducing our environmental impacts and operating as a carbon-neutral bank.

## Embed the environment into financing decisions

Understanding and managing the environmental and social risks associated with the companies with whom we work is essential to being a responsible bank and to our commitment to environmental leadership.

## Provide green options for customers

We see a great opportunity to share what we have learned about the environment with our customers. We are working to give customers green product choices as they bank.

**11% decrease**

in GHG emissions from energy since 2008 while growing 24% in occupied space

### 2014 HIGHLIGHTS

- Manage all TD locations using the Energy Star® Portfolio Manager®. This online tool allows TD to track energy use, emissions and water use specific to each building
- Diverted 100% of e-waste from landfills – 90% of which was refurbished and donated to charity

**100% of transactions**

were reviewed against TD's E&S Credit Risk Management Process

### 2014 HIGHLIGHTS

- Among 100 SRI investors, TD is the Top Holding out of Canada's Big Five Banks
- TDAM supported 150 share-holder proposals on environmental and social issues
- Invested over \$7 billion since 2006 in the low-carbon economy

**25% growth**

in paperless accounts

### 2014 HIGHLIGHTS

- Provided over \$60 million since 2010 in renewable energy financing to help customers purchase solar panels.
- Stopped printing over 86 million paper-statements
- Recorded a 19% increase in green vehicle insurance



**Watch the video:**  
TD's Chief Environment Officer explains Natural Capital

## Green Bond: An Industry First

Through the \$500 million TD Green Bond, TD Securities now offers investors an investment vehicle that supports environmental mandates while providing a market rate of return. Proceeds raised will be directed solely to projects that contribute to the low-carbon economy.

**Climate leader:**  
Named to the A-List

The CDP Climate Performance Leadership Index

TD Chief Environment Officer named one of Canada's 2014 Clean16 for **"outstanding contribution to clean capitalism"**

Canada's Clean50

Ranked 18th in the U.S. Environmental Protection Agency's Green Power Partnership National Top 100

Environmental Protection Agency



# This is how we're Strengthening Communities

We want to see communities thrive. Our reputation and success as a company depends on the well-being of communities that support our business, as well as the relationships we have in those communities.



## Financial support to create change

We target our contributions in four areas: financial education, environmental stewardship, affordable housing in the U.S. and creating opportunities for young people. Add in employee donations of over \$16 million and our combined community impact last year was nearly \$100 million.

## Community partners

Partnerships are an essential part of our community work. In addition to financial support, TD contributes expertise, volunteers and other resources to make a meaningful impact.

## Influence suppliers to use responsible practices

We can only be a truly sustainable company if those in our supply chain are too. We use our purchasing power to drive strong ethical, social and environmental performance across our supply chain.

**\$82 million** donated

to strengthen communities across North America and the U.K.

**5,000+** organizations

across North America and the U.K. are supported by TD's community funding

**\$5.7 billion**

spent in the procurement of goods and services in 2014

### 2014 HIGHLIGHTS

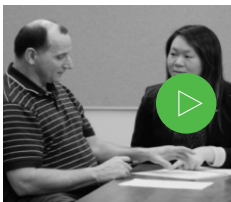
- TD employees volunteered over 96,000 hours in their communities
- Registered 20,803 employees in the TD Volunteer Network – that's over 25% of our workforce

### 2014 HIGHLIGHTS

- TD Friends of the Environment Foundation distributed \$4.9 million to 1,065 grassroots projects across Canada
- TD Bank teamed up with First Book to give 22,000 financially themed books to kids

### 2014 HIGHLIGHTS

- 108 suppliers screened against our Responsible Procurement Policy, up from 85 in 2013
- We asked key primary suppliers to report how much they are spending with their own network of diverse suppliers



**Watch Ken's Story.**  
Money Matters Changed My Life

**294,000 people**

Reached through TD-sponsored financial education programs in the community. We've invested \$12+ million since 2010, including \$3.1 million in 2014, to promote financial literacy, particularly among underserved or disadvantaged populations.

**\$5.9 million**

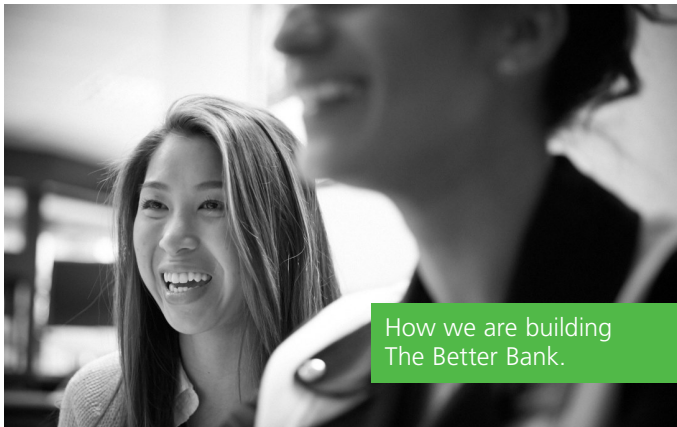
Donated by TD Bank and the TD Charitable Foundation to U.S. organizations that create affordable housing solutions for low-to moderate-income individuals.

**185,000+**

Trees planted by TD volunteers globally over the past five years.

## Discover More

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2014 Corporate Responsibility Report



See how we are building The Better Bank at  
[td.com/responsibility](http://td.com/responsibility)

