



Taking Responsibility to be The Better Bank

2011 Corporate Responsibility
Highlights



Building The Better Bank

TD Bank Group

We are one of the largest banks in North America. In 2011, our business continued to grow, despite ongoing economic challenges. Our mission is to be the best run, customer-focused, integrated financial institution with a unique and inclusive employee culture.

TD's Guiding Principles represent our most important values. They are "the way we do things around here."

- Deliver legendary customer experiences
- Be an extraordinary place to work
- Operate with excellence
- Understand our business
- Take only risks we understand and can manage
- Enhance our brand
- Increase shareholder value

We contribute to the economy by financing business start-ups and growth, sustaining and creating jobs, paying taxes and contributing financially to the communities where we work and live. TD Bank Group distributes over \$14.5 billion in direct economic value across our global operations.

20 million customers and clients	24 new branches in Canada	37 new stores in the U.S.
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Named "Highest in Customer Satisfaction Among the Big Five Retail Banks", Six Years in a Row¹ by J.D. Power and Associates



Named Best in Customer Service Excellence Among the Top Five Banks, Seven Years in a Row² by Synovate



Named the Best Bank in North America by *Euromoney* magazine, three years in a row

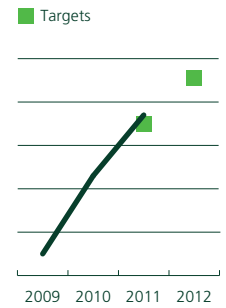
Customer-Focused

Customer Service

We're committed to delivering legendary customer experiences that set us apart from our competitors. Our aim is to go above and beyond in every interaction.

Using polls, surveys and focus groups, we speak to over 700,000 customers each year to find out how we're doing. In 2011, TD Canada Trust achieved a 10% increase in Customer Experience Index results through our employees' commitment to deliver exceptional service.

CUSTOMER EXPERIENCE INDEX RESULTS FOR TD CANADA TRUST



Support in Tough Times

TD Helps is a program to support customers in Canada facing financial challenges. Since the program began in 2009, we've helped over 114,000 customers regain control of their finances through TD Helps and, in so doing, recover their dignity, their confidence and their peace of mind.

To help address increasing levels of personal debt, TD Canada Trust offers a Simply Save service, where a small amount of money is placed into savings every time customers use their debit cards. Since the program began in 2009, Simply Save has help customers put aside nearly half a billion dollars in savings.

"Great customer service also means standing by your customers during tough times."

Ed Clark, Group President and CEO, TD Bank Group

Meeting Diverse Needs

We want to be the bank of choice for diverse communities and we're working to make our products and services accessible to all customers.

- TD's Accessibility website offers free downloads for screen-reader software, information on the accessibility features of our services and ways to order large-print or Braille documents.
- For customers who are new to Canada, we introduced a financial literacy website in English, French, simplified Chinese and several South Asian languages.



At TD, we strive to reflect the diverse communities we serve, both in our employee population and in our advertising.

TD has over 2,400 branches and stores across Canada and in the U.S.

An Extraordinary Workplace

A Great Place to Work

We strive to build a fair, diverse and inclusive workplace that reflects the communities we serve.

85,000+ employees in Canada, the U.S. and the U.K.	\$6.7 billion spent on salaries and benefits	\$79 million invested in training and development
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Attract and Retain Talent

In 2011, our workforce grew by 4,000 employees, creating over 1,600 jobs in Canada and over 400 in the U.S.

We work with several universities and colleges to offer new graduates business experience through rotation programs.

We want employees to feel engaged in what they do, recognized for their unique contributions and excited by opportunities to grow to their full potential.

More Than Just a Paycheque

Specific employee benefits differ across TD, ranging from defined benefit pensions and share ownership plans to employee banking and retirement savings plans.

TD also provides a range of wellness programs to help employees achieve work/life balance. Some options include backup childcare, on-site health assessments, flu shots and employee assistance programs.



Named one of Aon Hewitt's 50 Best Employers in Canada for the fourth year in a row



Ranked among the Ten Best Companies to Work For by the Financial Post



TD named as one of Mediacorp's Top 100 Employers in Canada for the fifth year in a row



Named one of The Best Places to Work for LGBT Equality in the U.S. by the Human Rights Campaign



Named by Canada's Top 100 Employers as one of the Best Employers for New Canadians for the fourth year in a row

Inaugural recipient of the Corporate Board Diversity Award by the Canadian Board Diversity Council

Diverse and Inclusive

An Inclusive Workplace

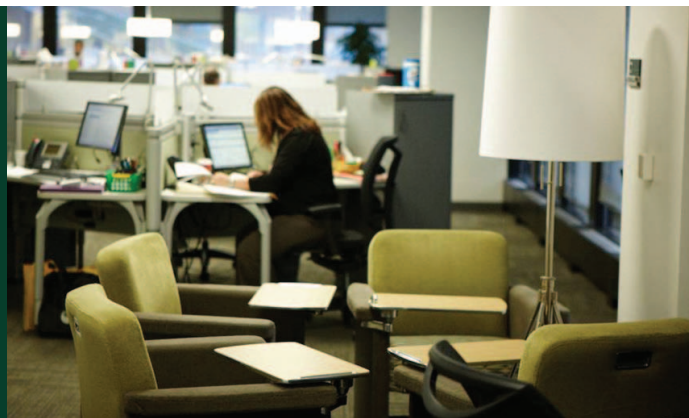
We believe that every one of our more than 85,000 employees should feel comfortable to be their authentic selves and achieve their full potential at TD.

Our diversity and inclusion activities are devoted primarily to six areas of focus:

- Women in Leadership
- Visible Minorities Leadership
- People with Disabilities
- Lesbian, Gay, Bisexual, Transgender and Allies (LGBTQA)
- Aboriginal Peoples in Canada
- Serving Diverse Communities

Mentoring programs and networking events continue to be vital ways for all employees to learn and develop a career within the organization. TD offers group mentoring and networking opportunities specifically for new immigrants, women in leadership and members of LGBT and visible minority groups, as well as Aboriginal employees and employees with disabilities.

In 2011, we launched a mandatory online training program for all employees. Through interactive role-play and executive testimonials, the course helps employees understand TD's objectives for creating a diverse and inclusive environment and how stereotypes and biases affect the workplace.



Our FlexWorkPlace program helps improve work/life balance and reduces commute time for employees.



In selected branches, we offer technology that enables deaf customers to conduct more complex transactions with the aid of a webcam and a sign language interpreter.

Making an Impact

Increased Giving in 2011

We seek to make a meaningful difference in the communities where we do business and where our employees live and work. In 2011, we gave more than \$66 million to support not-for-profit groups in Canada, the U.S. and the U.K.

Here are a few examples of how our funding made an impact in 2011:

Education and Financial Literacy

- We pledged \$100,000 to the Toronto Council of Educators to help identify best practices in outreach to marginalized youth and increase their chances of completing post-secondary education.
- The TD Financial Literacy Grant Fund awarded \$2.4 million to 29 community organizations across Canada, including those serving women, youth, Aboriginal Peoples and newcomers to Canada. In addition, TD donated over \$2 million for financial literacy programs. More than 2,800 employees volunteered time in their communities to teach financial literacy programs to both children and adults.
- We awarded the TD Scholarship for Community Leadership to 20 of Canada's best and brightest with a scholarship worth up to \$70,000.

Environment

- In 2011, TD Friends of the Environment Foundation celebrated an important milestone – the funding of its 20,000th project. Throughout the year, TD FEF distributed \$3.6 million to support 1,058 community environment projects across Canada.
- To give inner-city kids an out-of-city experience, The Friends of Fish Creek Provincial Park Society offered the TD Learning Naturally Program to 4,500 students from 34 economically disadvantaged schools across Calgary, Alberta, last year. The program offers kids who don't normally have the chance to enjoy a daylong field trip to the provincial park, participating in guided hikes and hands-on exploration.



TD's Community Giving in Canada (millions)



Creating Opportunities for Young People

- Now in its 16th year, the TD Summer Reading Program helps keep young minds active with a reading kit and storytelling sessions at local libraries. The results tell their own story:

2,000+ libraries ran the program	2,309,975 books were read	577,000 children joined in
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- The TD Grade 1 Book Giveaway is the largest distribution of free books in Canada. Over 500,000 Grade One students received a book in English or French.

“Those giveaway books were like gold to us. They brought children and families through the doors of our small libraries – and still do.”

Karen Foster, librarian at the Chippewas of Georgina Island First Nation Public Library

Championing Diversity in the Community

In 2011, TD donated \$7.3 million to diversity-related organizations.

These funds support many community events, including Black History Month, the Festival of South Asia and 16 LGBT Pride festivals across North America.



TD's funding helps United Way Toronto run financial literacy workshops. "I helped a single mom better understand credit and interest," says Shameed Ali, a TD employee and volunteer.



To help open the door to a university education for under-represented groups, TD pledged \$1 million over 10 years to Dalhousie University in Halifax to create the TD Black Student Opportunity Grant.

An Environmental Leader

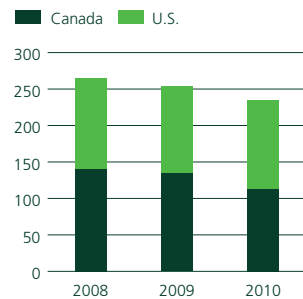
Focused on Reducing Energy Use

TD remains one of a handful of banks in North America to be carbon neutral.

Since 2008, we've reduced our greenhouse gas (GHG) emissions by 11% while growing our business by 11%.

TOTAL GREENHOUSE GAS EMISSIONS

(thousands of tonnes CO₂e)



Banking on Net-Zero

With solar panels, energy-efficient building management systems and lighting, and electric vehicle charging systems, net-zero buildings are designed to produce more energy than they consume. In 2011, we built our first net-zero energy store in Fort Lauderdale, Florida, and completed a net-zero energy retrofit of an existing branch in London, Ontario.



View of the TD Green Energy Park at the Masonville branch in London

Through our Green Buildings Program, including our net-zero approach, we've learned how to save money by using less energy to run our branches and stores. We're now using this insight to develop innovative green products, enabling customers to also save money and reduce their own environmental impacts. TD offers financing for renewable energy projects, and we expanded our car loans and insurance to include electric vehicles.



TD provides financing to customers, such as the Humphrey family in Toronto, Ontario, to install solar panels. In 2011, we funded \$47 million in loans for renewable energy projects across Canada.

Our Commitments:

paper neutral by the end of 2012	20% decrease in paper usage by 2015	1 tonne reduction in GHG emission intensity per employee by 2015
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Radically Reducing Paper

TD customers and employees are giving us a clear message – they want us to use less paper. In response, we've introduced a paper reduction program that will cut 20% of our total paper use by 2015. We're tackling the entire paper cycle to find ways to use less and recycle more. To offset the paper we do use, we're launching the TD Forest program in 2012. This conservation initiative will increase the amount of protected forest habitat across North America.

"We are constantly looking at how to embed an environmental perspective into our business strategy – it's a win for our customers, a win for our business and a win for the planet – and that's what the triple bottom line is all about."

Karen Clarke-Whistler, Chief Environment Officer, TD Bank Group

Responsible Financing

TD has clients operating in environmentally and socially sensitive industries, such as mining, forestry and oil and gas. As part of our due diligence process for providing loans and credit financing to these industries, we have created strict criteria to ensure that companies are developing resources in a responsible way.



Received the 2011 Green Power Leadership Award from the U.S. Environmental Protection Agency



Named as one of the 2011 Canada's Greenest Employers by Mediacorp Canada



Listed on the 2011 Bloomberg Global Corporate Renewable Energy Index



TD Tree Days: Nearly 5,000 volunteers planted over 28,000 trees at 91 locations in Canada, the U.K. and the U.S. TD Tree Days enable employees to play a hands-on role in greening their communities (Laval, Quebec, pictured).

How Are We Measuring Up?

Corporate Responsibility at TD

Corporate responsibility has always been an implicit part of who we are at TD – from how we serve our customers to how we manage our operations and provide support for our communities.

Our Corporate Responsibility Priorities are to:

- Treat customers fairly, and provide support in tough times
- Be the bank of choice for diverse communities
- Build a fair, diverse and inclusive workplace that reflects the communities we serve
- Attract and retain great people and create opportunities for continued development
- Continuously improve our environmental footprint
- Manage the social and environmental risks of our lending and investment products
- Contribute to the economic and social development of the diverse communities we serve
- Be transparent about the way we conduct our business
- Use suppliers who demonstrate socially and environmentally responsible practices



Learn more about TD's corporate responsibility performance and targets.

Visit td.com/cr2011 to access the full Corporate Responsibility Report and Public Accountability Statement.

Front cover: Metro Philadelphia Regional President Michael Carbone coaches a child during a TD WOW!Zone financial education workshop.

Unless noted otherwise, references to "2011" mean our 2011 fiscal year (November 1, 2010–October 31, 2011).

¹ TD Canada Trust received the highest numerical score among the big five retail banks in the proprietary J.D. Power and Associates 2011 Canadian Retail Banking Customer Satisfaction StudySM. Study based on 12,740 total responses. Proprietary study results are based on experiences and perceptions of consumers surveyed February–April, 2010. Your experiences may vary. Visit jdpower.com.

² Rated number 1 for "Customer Service Excellence" among Canada's five major banks by an independent market research firm, Synovate, for the seventh year in a row. The Synovate Best Banking Awards for 2011 were based on survey responses from 40,353 households yielding 60,641 financial institution ratings for the year ended August 2011, regionally and demographically representative of the entire Canadian population. Known as the Customer Service Index, the survey has been in existence since 1987.

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